

Connections

Collaboration Ownership Excellence Compassion Innovation

Message from the President



I am pleased to announce that Chilton is the first and only hospital in New Jersey to achieve the Pathway to Excellence® designation by the American Nurses Credentialing Center. This designation reinforces the message to our community that our nurses are dedicated to delivering the highest standards of care. Thank you to nursing leadership, the entire nursing staff as well as every hospital department that contributed to this remarkable achievement. More information will be forthcoming.

In this issue of *Connections*, we reflect on Hurricane Sandy, the most devastating storm to hit New Jersey on record. It presented challenges that Chilton has never experienced before: Gas shortages and downed trees made it difficult to get to work. The hospital ran on generators with limited power for days. Four departments at 242 West Parkway were without offices for months. Many Chilton employees experienced damage to their property or endured lengthy power outages.

However, we pulled through for the sake of our patients. I'd like to thank everyone who helped our hospital to continue providing excellent care for our community during this difficult time. Your dedication to maintaining our shared values during the hardest of times is truly appreciated.

The year 2012 didn't leave quietly: We survived a superstorm in October and its aftermath in November, as well as the expected "end of the world" in December. However, the new year offers a fresh start and a welcomed sense of hope. I have utmost optimism for a bright future. I hope you had a joyous holiday season and I wish you and your families a happy and healthy 2013.

Deborah K. Zastocki

Deborah K. Zastocki, DNP, RN
 President and CEO

Another Successful Holiday Reception!

On December 18, all Chilton employees were invited to the annual Holiday Reception. At its peak, a line of people stretched out from inside the Dining Room to halfway down the hallway! Needless to say, the chocolate fondue station was a hit. Hospital Administration was on hand to serve gourmet dishes from the Food and Nutrition Department. Administration also made rounds early in the morning to feed night shift staff. Here are some scenes from lunch that festive day...



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Pathway to Excellence/ Shared Governance Update

By Standards Excellence Coordinator
Pamela Farese, RN

WE DID IT! After more than a year of tremendous teamwork, we recently learned we are the first and only acute care facility in New Jersey to achieve Pathway to Excellence® designation by the American Nurses Credentialing Center! I'd like to extend a big thank you to all who took the time to complete the survey and supported the efforts which ultimately led to our achievement of one the most prestigious nursing honors available. More about this will be explained in the March issue of *Connections*.

I also want to give a special thanks to all the nurses who participated in and manned our P2E Roadshow. Sharing, learning and fun was had by all.

In other news, our Shared Governance Councils are undergoing their change-over for the 2013 year. Greater than 50 percent of the staff

nurses on these councils have chosen to stay on for a second allotted term many saying *we're finally beginning to understand and are excited to make a major impact in 2013.*

Nursing related Product Trials currently underway include:

- Site scrub – used to properly cleanse central line and IV access site – IMCU Nursing staff
- Replacement for negative pressure evacuated containers – no longer available on the market – Radiology Nursing staff

Spearheaded by our new Nursing Performance Improvement Council, some of the Nursing-focused Performance Improvement projects in 2012 included:

- ICU Infection Rates
- Nursing compliance with new urinary catheter protocol
- ED – Unit handoff process efficiency

Welcome Dr. Minhas



Navpreet S. Minhas, MD has joined Butler Internal Medicine, a member of the Chilton Health Network. Together, Dr. Minhas and Dr. Dhinoj Parikh are able to provide a broad range of medical expertise and care to a diverse population of patients. Prior to Chilton, Dr. Minhas practiced in Secaucus.

Dr. Minhas completed his undergraduate training at Penn State University and received his medical degree from the Medical University of the Americas. He is board certified in Family Medicine following his training at Virtua Health system in southern New Jersey where he also became a Six Sigma Yellow Belt.

Dr. Parikh has been on the Medical and Dental Staff of Chilton for more than 25 years.

In Fall 2012, the Butler Internal Medicine, a member of the Chilton Health Network, unveiled a beautifully renovated and modernized office, complete with a comfortable waiting area, updated treatment rooms and in house lab services. It also introduced extended hours each week which will be more convenient for patients. **For more information, or to schedule an appointment, please call 973-838-0200.**

Welcome to Chilton Hospital!

Meet our newest employees!

Roberta Argyros – The Breast Center	Michelle Ford – 3 Medical Ortho	Erin McDonald-Ryan – OR	Kaitlyn Stymacks – 4 East
Craig Babino – Radiology	Joan Greiner – Occupational Therapy	Jothuel Mejia – ED	Laura Taylor – Laboratory
Kiara Benitez – PAT/Express Testing	Monica Johnson – IMCU	Mercedes Mendez-James – OR	Alyssa Van Buiten – IMCU
Heather Bitsaktis – The Breast Center	Alicja Kafel – OR	Laura Merza – IMCU	Emily Vogt – IMCU
Andrea Budgar – Clinical Operations	Jill Karney – IMCU	Michael Mondrone – MICU	Nicole Wilson – 4 West
Jessica Camacho – PAT/Express Testing	Osman Khan – Central Telemetry	Caroline Noko – 4 East	Robert Zeleny – Patient Transport
Megan Carey – IMCU	Jenah Kim – IMCU	Kathleen Olup – MotherBaby Center	
Paulette Davis – Laboratory	Richard Klein Jr. – Patient Transport	Philip Paragas – ED	
Marline Descartes – ED	Giovanni Macenat – Regulatory	Janett Polanco – Respiratory Care	
Jessica DeVoogt – 4 West	Michael Marino – IMCU	Kristina Romaniv – 4 East	
		Daryl Rogers – Respiratory Care	

November Service Star - Lorraine Maldonado

Lorraine Maldonado, RN, is a certified chemotherapy nurse on 4 West, and has been with Chilton for six years. She was nominated for being an excellent representative of our shared values. Perhaps because she is a nurse, Lorraine is keenly aware of everything that is going on around her. She is there when a patient needs emotional support. If a fellow co-worker needs mentoring, Lorraine responds. If there are questions regarding patient care orders, she obtains physician input.

Lorraine is the type of person who is passionate about her job and is always searching for inspiration on how to improve processes and procedures even more. She participates on the TCAB (Transforming Care at Bedside) team which explores ways to enhance patient care and recognize our staff. Lorraine is on a committee that created a quarterly recognition program just for the employees on 4 West. She also participates on a 4 West committee that collects donations and creates a special get well basket of treats that is presented to a patient when they complete their sixth chemotherapy session. In addition, Lorraine has been exploring options to increase HCAHPS scores on her own and is a natural born leader who knows how to engage a team. Lorraine is true team player who is adaptable to change. She always takes the time to listen to all perspectives on a current situation.

On a personal note, Lorraine and her husband, Joseph, live in Woodland Park with her 3-year-old daughter, Gabriella. Her interests include spending time with friends and family, shopping and reading/writing poetry.



December Service Star - Anna Maria Araujo, Robin Donohue and Nancy Wasiuk

A rare decision was made for multiple employees to receive this esteemed honor for their exceptional patient care. A trio of special PACU nurses was dubbed the "Clinical Compassion Crew." Clinical Coordinator Anna Maria Araujo, RN; Robin Donohue, RN; and Nancy Wasiuk, RN. The three nurses cared for a widower who had no children and was facing a serious operation all alone. The patient, who was intubated, requested a priest be called. Among many other aspects of this patient's care, the three ladies stayed with him and prayed with the priest. Often when there is a critical patient, nurses are in "clinical mode" focusing on medications and consent forms and ordering procedures. As busy as these ladies were that day, it did not matter, which makes this an extraordinary example of compassion.

Anna Maria has been with Chilton since 1999. She and her husband, Bob, have been married for four years and live in Glenwood. Her son, AJ, is an active 16-year-old who keeps mom busy with school and church functions. She enjoys reading, knitting traveling and spending time with her four dogs.

Robin started with Chilton in 1996. She and her husband, John, have been married for 34 years and live in Stockholm. They have two daughters, Lauren and Kelsi. They also have two grandchildren, Kristen and Gwen. Robin loves to garden, hike and travel.

Nancy has worked at Chilton since 1991. She lives in Pompton Plains with her husband, Joe, and their four children: Robert, Kathryn, John and Christine. Nancy loves to read, spend time with friends, and vacationing with her family.



Star Point Recipients

Level 1 Peter Ayala General Stores	Danielle Rapp Radiology	Maria Ricci Wound Care	Marjorie Welk Laboratory	Dorothy Cunningham Pre-Admin Testing
Christopher Burlew Radiology	Jennifer Stevens Labor & Delivery	Nervin Sarisoy Environmental Svcs	Zainab Shivji The Breast Center	Gladys Salguero Sterile Processing
Anna Campos Sterile Processing	Level 2 Maria Angeles IT Services	Level 3 Lorrel Boughton OR	Level 4 Lisa Ackerman OR	Level 4 – 2nd Time Ivan Pineda IT Services
Laurel Cardenas Labor & Delivery	Christopher Burlew Radiology	Betty Hamiti 3 Med Ortho	Hava Ago Sterile Processing	Level 5 – 2nd Time Judy Palermo Human Resources
Venita Cutinha Social Services	Theresa Burnell-Masker Environmental Svcs	Joyce Harper CICU	Erika Argandona Sterile Processing	Level 2 – 3rd Time Barbara Hill Food & Nutrition Svcs
Lorrie Dooley Newborn	Linda Fullam Human Resources	Mary Harrington 4 West	Sigrid Harlos Wound Care	Level 3 – 3rd Time Linda Carson Same Day Surgery
David Kennedy Sterile Processing	Mary Lepine ED	Mary Lepine ED	Danielle Perry ED	
Carolyn Logan ED	Lisa Lynn Same Day Surgery	Therese Lutz OR	Level 5 Rosario Aldamo Food & Nutrition	
Mary Mendez 3 Med Ortho	Frank Polczer Radiology	Carol Vara Utilization Review	Danielle Bolich PACU	
Frank Polczer Radiology	Jeanette Ramirez Social Services	Nancy Wasiuk PACU		



Department Spotlight: Cardiac Rehabilitation

The Cardiac Rehabilitation Center is dedicated to healing hearts. A team of caring professionals help those recovering from heart surgery or a heart attack, living with heart disease or currently at risk for heart disease. The department is certified by the AACVPR (American Association of Cardiac and Pulmonary Rehab).

“Cardiac Rehab” is located on the first floor of the hospital and is open Monday through Friday, from 9 a.m. until noon. On Tuesday and Thursday, the space is shared with the Pulmonary Rehabilitation Program.*

- Nurse Manager Dina Tortorelli, RN, leads the Cardiac Rehab team:
- Nurses: Manalina Lake, RN; Lisa Goldman, RN; and Nicole Spellman, RN
 - Exercise Physiologist Christine Dorenbush
 - Respiratory Therapist Debbie Mayer, RT

The department offers a Phase II Cardiac Rehab, which is for patients who have had a heart attack or have undergone an angioplasty or cardiac surgery. The patients exercise in a monitored/supervised environment, three times per week to help transition them into a home program. Phase II is a 12-week program.

A Phase III Cardiac Rehab Maintenance Program is also offered, which is a continuous program in which patients can come exercise in the controlled environment of the department. This is a great program for people who are not yet ready to transition into a commercial gym setting. Patients come twice per week and pay out of pocket to exercise. “This program is not officially monitored,” Dina explained. “However, patients are supervised by one of the trained Cardiac Rehab staff.

We also offer a multitude of educational opportunities for all of our patients and their families who are participating in our program. We have nutritional counseling and stress management classes as well as various other opportunities for one-on-one education with the staff during their exercise sessions.”

For more information about Cardiac Rehab, call extension 5182.

*The Pulmonary Rehabilitation Center has different patients and staff members.



Cardiac Rehab Nurse Manager Dina Tortorelli, RN



The Cardiac Rehab Team shows its hospital spirit on Jeans Day. Pictured (l to r) are Manalina Lake, RN; Exercise Physiologist Christine Dorenbush; Lisa Goldman, RN; and Nicole Spellman, RN. Not pictured is Respiratory Therapist Debbie Mayer, RT.

Basket Raffle Increases in Sales and Creativity

The hurricane delayed, but didn't cancel the Chilton Hospital Auxiliary's 12th Annual "Give and Receive" Basket Raffle. It was postponed until November 26 and still managed to raise \$2,310 through 23 beautiful, creative basket gifts created by various Chilton departments.

The 2012 baskets and their winners were...

- | | |
|--|---|
| 1. "San Gennaro Feast" by Auxiliary: Richard Weinberg, MD | 12. "Lucky Vera" by QA, UR, IC/Social Services: Teresa Brewer |
| 2. "Chocolate Lover's Dream" by The Breast Center: Arthur J. Phillips | 13. "Spa Day" by IT Services: Milagros Aldama |
| 3. "Hoo'ver Wins This Will be Happy" by PACU: Angelina Calantropio | 14. "Pocket Full of Fives" by Operating Room: David Miller |
| 4. "Fiesta" by Administration/Medical Staff office: Deborah Nowosielecki | 15. "Family Fun Night" by Foundation/Community Outreach/Marketing: Julie McGovern |
| 5. "The 'Feel Better' Basket" by Cardiopulmonary: Nancy Wasiuk | 16. "Mystery Basket" by Cancer Center: Yolanda Scott-Smith |
| 6. "Deck the Halls" by Respiratory Therapy: Anna Dunitz | 17. "Winter Winter" by 3 West Ortho: Donna Mason |
| 7. "Movies on the Move" by Finance/Patient Accounting: Andrea Rivers | 18. "Weekend Getaway" by Laboratory: Rich Raeburn |
| 8. "New Beginnings" by MotherBaby Center: Carol Vara | 19. "Café Olé" by Wound/Pain Center: Maria Angeles |
| 9. "Lottery Basket" by Human Resources: Nora Pannuto | 20. "Toscano Emergencioc" by Emergency Department: Robert Ackerman |
| 10. "Candy Shoppe" by Access Center: Kathy Colligan | 21. "Romantic Evening In" by Education: Anna Dunitz |
| 11. "Holiday Scents" by Gift Gallery: Erica Musto | 22. "Green Acres" by HIM: Suzanne Farulla |
| | 23. "Fall Frolic" by Auxiliary: Sandra Cline |



Safety Zone: Responding to Disaster, Preparing for Future

Hurricane Sandy was precisely the type of event that Chilton's Emergency Management Plan was designed to handle. The following is a timeline of events...

Wednesday, October 24: Chilton began receiving alerts from the National Weather Service and the Pequannock Township Office of Emergency Management (OEM) about the hurricane.

Sunday, October 28: Nursing Supervisor Tania Cutone, RN, took ownership of cancelling all elective procedures for Monday and ensured that employees had a place to stay overnight during the storm.

Monday, October 29: A management meeting was held at 10 a.m. to discuss what our Emergency Management Plan stated for hurricanes, high wind and power outages. Some key concerns were elevator service for patient transport, food inventory and an adequate supply of flashlights and batteries. About 100 cots, obtained through a Department of Homeland Security grant, were set up for employees to sleep overnight.

Chilton's Emergency Operation Center (EOC) opened at noon in the Cafeteria Conference Room and remained in effect around the clock until 7 p.m. on Friday, November 2. Prior to this event, the EOC typically only opened for a few hours. Chilton communicated regularly with Pequannock Township OEM.

Chilton lost power for brief periods of time at 3:30 p.m., 5:45 p.m. and 6:30 p.m. At 6:50 p.m., we lost power, which lasted for almost four full days. The generators kicked in, but are only able to cover about 30 percent of the hospital's total power needs. A labor pool was organized to assist areas such as the Emergency Department (ED), Food and Nutrition Department, Pharmacy and other areas.

Challenges ensued from power loss and damage:

- **Lights out:** Many patient rooms and bathrooms, as well as public bathrooms, had no lighting. Unlit parking lots became hazardous as the sun set each day. Ironically, the EOC also had no lights.
- **HVAC attacked:** The air system failed to operate in certain areas, affecting analyzers in the Laboratory and CT scans in Radiology.
- **Discharge Dilemma:** Discharging was delayed because we couldn't send vulnerable patients, especially the elderly, back to their unpowered and unheated homes when they were ready for discharge.
- **Managing the Damage:** Four departments at 242 West Parkway (Community Outreach, the Foundation, Human Resources and Marketing) were displaced for months. Wind and projectiles damaged the roof that caused a major water leak. We also experienced minor water damage in two patient rooms in CICU and one room in 3 West Ortho. A large tree fell on 109 West Parkway (pictured at left), but miraculously, damage was minimal.



experienced minor water damage in two patient rooms in CICU and one room in 3 West Ortho. A large tree fell on 109 West Parkway (pictured at left), but miraculously, damage was minimal.

Thursday, November 1: Chilton received an 800kw generator from FEMA at around 4 p.m., bringing the hospital's power to about 70 percent. The parking light was now all lit up.

Welcoming the FEMA generator delivery truck are (l to r) Executive Director of Regulatory Affairs David Gourley; Executive Director Perioperative and Wellness Services Donna Kirby, RN; VP of Clinical Services and External Affairs Yolanda Gehring and MICU Manager and Emergency Management Committee Chairperson Jackie McNally.



Friday, November 2: Full power was finally restored at 5:42 a.m. The Facilities Department decided to leave the FEMA generator in place and prepare to complete the full transition back to standard power on Saturday, November 3 at 6 a.m.

Tuesday, November 6: Chilton obtained a fuel tanker, which provided gas to employees between 2 to 6 p.m. for \$4.50 per gallon. The hospital paid \$5.71 per gallon and subsidized the employees at a rate of \$1.21. This was much needed for many who had difficulties getting to and from work due to the gas crisis. A local gas station agreed to allow Chilton employees to get priority, but this arrangement was not able to be continued. A total of 115 employees bought gas at Chilton.

Monday, November 19: The ED, which was extremely busy, finally started getting back to normal. (see separate article about this on page 6 and 7)

Lessons learned and preparing for the future:

The Emergency Management Committee took a hospital-wide assessment and is completing an "After Action" report to be better prepared for the next emergency. Here are some items that were reviewed:

- **Power to the people:** Some areas that had total power, such as the Operating Room, didn't need the power that they had because all elective surgeries were cancelled. Steps will be made to distribute power more effectively for areas that need it the most. The committee is asking all Chilton management staff to assess the need more red emergency outlets, especially in areas that haven't been renovated yet. Departments are also being asked to conduct a flashlight and D-cell battery inventory.
- **Watts happening:** It took longer time for the hospital to receive full power than at 242 West Parkway because there is currently only one line of power from the street. Chilton is working with JCP&L to see if we can have more power lines installed, coming from different directions. Therefore, if one line is down, we have power from another source.
- **No blackout blackouts:** The committee is working on ways to ensure that the parking lot stays lit at all times during an evening blackout.

If any employees have concerns or ideas to be considered in the Emergency Management Plan's revision, please send them to Emergency Management Committee Chair Jackie McNally via email or by calling extension 5170.

Warm Hearts Help ED Weather the Storm

Hurricane Sandy was the ultimate test of how the Emergency Department (ED) is prepared to handle an influx of patients during and after a natural disaster. At one point, there were more than 80 patients at the 36-bed center.

"In the 30 years I've been doing this, I have never been in a situation where there was that much concentrated chaos, illness and tragedy all colliding at once," explained **ED Director Lee Carney, RN**. "We needed to find every nook and cranny to place patients. Many of our staff stayed overnight. They worked long, hard hours and then dealt with long, hard hours at home. But, when times got tough, everyone pulled together."

According to Lee, patients arrived in waves of illnesses and injuries:

- **First Phase:** Power-related visits – The ED treated people with injuries due to falls at home in the dark. The lack of power also caused patients to be admitted because their medical equipment at home had no power, such as oxygen, dialysis, etc. Since the drug stores were closed, community members needed to come to Chilton for prescription drugs and other medications. As days went on, people wanted to be admitted to Chilton simply for warmth.
- **Second Phase:** Equipment-related visits – People were injured from chopping down and pruning trees. There were many eye injuries from lack of protection. Improper usage of portable power generators also caused injuries.
- **Third Phase:** Mental health-related visits – About three or four days after the hurricane, the ED started treating patients experiencing mental-health issues as the blackout began taking its toll on people.

The controlled chaos created by Superstorm Sandy persisted in the ED for an unexpected three weeks after the hurricane. It was a challenge for staff members to treat patients while they were dealing with their own personal hardships. For many, each day began navigating through a maze of closed streets just to get to work. Their destination awaited a hectic day where they worked far more hours than they were accustomed to. The entire ED team performed with grace and expertise under such sustained pressures. Everyone is to be commended.

Thankfully, a variety of Chilton employees volunteered to help the ED get through this rough time. "Many people who weren't used to being in a clinical setting were willing to help," explained **ED Charge Nurse Kerry Quinn, RN**. "They gathered pillows and blankets, transported patients and many other aspects of patient care that were a huge help to us."

There are far too many employees to name in this article, but some stood out in the minds of Lee, Kerry and **ED Clinical Educator Gek Gulnick, RN**.

For example, they were grateful for the "loving care" of **Food and Nutrition Department Manager Christopher Julius**. According to Kerry, Chris rigged the ED's patient refrigerator so it would have power. "He brought his own extension cords from home to plug into a red (emergency) outlet," she explained. "Chris also personally delivered food to us, stocking our clinical coordinator office. It looked like a bomb shelter." Gek also showed appreciation for Chris' compassion: "He took on the ED as his personal project. He wanted to make sure we were not just fed but with food we like."



Food and Nutrition Department Manager Christopher Julius

ED Leadership also thanked six members of the Surgical Services for their help as well. Three nurses – **Lorrel Boughton, RN; Kathy Ferns, RN; Eloisa Maria "Louie" Ponce De Leon, RN** – and three techs: **Kevin Dortch, Jennifer Nolasco and Dawn Struble** – were dedicated to assisting the ED. Many of them came to Chilton on their scheduled days off!

Kathy explained their role during the hurricane: "We had to expedite when each patient came in. Once the patient was assigned to a bay, we hooked them up to monitors, and got them into a gown. We also helped with triage. The emergency nurse in triage would tell us what bay to take the patient to. We walked to every bay and asked each patient if there's anything that they need. We brought patients to the bathroom, to get a CT scan, whatever they wanted us to do."



Surgical Services staff (clockwise from top left) Lorrel Boughton, RN; Jennifer Nolasco; Kathy Ferns, RN; Kevin Dortch; Dawn Struble; and Eloisa Maria "Louie" Ponce De Leon, RN.

Members of the Care Coordination and Quality Management Department were also very instrumental in assisting the Emergency Department in all facets of patient care. "We were busy locating shelters that would take patients that needed electricity for medical devices, such as oxygen machines, BiPAP devices and ventilators," said **Secretary Denise Quackenbush**. "We helped transfer patients to various health care facilities right from the emergency room and called hotels for patients that were in need of shelter. One of the major challenges our team faced was finding a place to treat patients on ventilators. For example, the Mennen Arena in Morristown had a nurse that could handle minor medical issues, but not a vent patient. But, we are able to accomplish this mission and meet our patient's needs using all of our shared values – but most notably innovation and collaboration."

One member of the Care Coordination and Quality Management Department that especially went above and beyond for our patients and ED staff was **Infection Control Practitioner Pauline McKeown, RN**. She was happy to temporarily relive her "Nursing 101" days while

performing comfort measures for the patients in the ED. "I couldn't do work at my desk because it was pitch black, so I did whatever I could do for patients," she said. "For two days, I served them meals and worked with the Pharmacy on getting their medications. In addition, I made beds, washed stretchers, brought blood samples to the Lab and any



Infection Control Practitioner Pauline McKeown, RN

Three Cardiovascular Interventional Lab (CVIL)

nurses were also very instrumental in helping the ED, as well as 4 West, deal with the extremely high census. Lee credits the CVIL for "lending us monitors and equipment and doing many other things for us that were a major help in patient care." **CVIL Nurse Manager, Dina Tortorelli, RN**, explained how she and her colleagues – **Barbara Hartigan, RN, and Karen Madden-Simmons, RN** – assisted the ED: "Barb took on an assignment of taking care of several of the patients that were admitted but had no bed assignments yet. They were ED hold patients and many were critical. Karen floated to 4 West and took on an assignment of patients on the evening shift. I assisted by just floating through the ED, helping with transporting patients, EKGs, etc."

CVIL nurses (l to r) Barbara Hartigan, RN; Karen Madden-Simmons, RN; and Dina Tortorelli, RN.



Many employees at 242 West Parkway came to the hospital and offered to help out any way that they could. A good number of these employees offered assistance to the ED. Three stood out for their exceptional care: **Occupational Health Manager Denise Montano, RN; Diabetes Clinician Karen Donovan, RN; and Occupational Health Nurse Nelie Zerman, RN.**

After volunteering in various areas of the hospital on Tuesday, Denise worked two 12-hour shifts in the ED on Wednesday and Thursday. Denise mentioned that she was fortunate to have been teamed up with Gek, who she referred to as an "ED guru." Despite Denise's extensive nursing background in the med/surg area, the post-hurricane mayhem was an educational experience as Gek showed her how to work in the Fast Track triage area. "We needed to quickly assess patients so they can be dispatched to whatever area of the ED and hospital they had to go," Denise explained. "I did vital signs, helped do dressings and brought patients to different departments. Another day I did a one-to-one sitting with the psych patient in the ED for a couple of hours. It was an incredible experience."

Karen's past experience with treating patients in the ED made her an excellent candidate for the services needed at this time. She spent the full day after the storm helping with triage, performing admission

data, getting blood sugar checked and transporting patients to various locations. "Gek took us under her wing right away," Karen said. "She gave us a quick orientation and distributed assignments as they came in. I felt that she handled it really well and I was very impressed considering how busy it was all day." On Thursday, Karen was able to return to her office once power was restored. She spent the majority of that day assisting the IMCU.

Nelie also put in many extra hours to help the ED staff. On Tuesday, the day after the storm, she worked in triage performing preliminary assessment such as vital signs so that the ED staff could make documentations. On Wednesday, Nelie went back to her desk at 242 West Parkway. After working all day in her Halloween witch costume, she ran home to change and returned to the ED. "My experience in the ED was amazing and overwhelming," she said. "What the ED staff does in a crisis is mindboggling. I did whatever I could to take the load off them, such as repositioning patients, changing garbage, obtaining blood from the blood bank, taking vital signs and various other tasks. I wish I could have done more though. After something like this happens, you learn to be thankful for what you have." Nelie also helped out in other areas such as Pediatrics during this time.

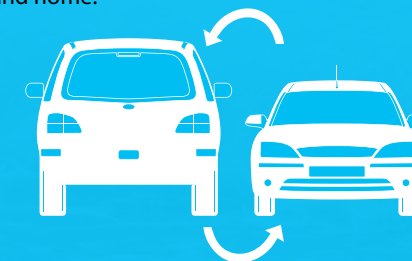


Chilton Occupational Health Nurse Nelie Zerman, RN (left); Occupational Health Manager Denise Montano, RN (middle); and Diabetes Clinician Karen Donovan, RN

The three weeks after Hurricane Sandy are now a blur to Lee, Gek and Kerry. However, they assure everyone who helped the ED, even those not mentioned here, that they are greatly appreciated.

The Superstorm Sandy Switcheroo

After the hurricane wreaked havoc in his neighborhood, Chilton paramedic Chris Grace was unable to get to work as downed trees made Union Valley Road in West Milford impassable. By sheer coincidence, his neighbor, Bill Sondermeyer, was on his way home from volunteering for the West Milford First Aid Squad. The two decided to exchange vehicles so they could get to work and home!



Employee Recognition Dinner

Chilton Hospital held its 48th annual Employee Recognition Awards Dinner on November 15, at the Brownstone in Paterson. Congratulations to all of our award recipients, and thank you for your dedication. The evening acknowledged 233 employees who reached milestones of 5, 10, 15, 20, 25, 30, 35 and 40 years. In addition, the hospital recognized the most recent Service Star of the Month recipients as well as 145 members of the Quarter Century Club. Longevity at Chilton is something we can all be proud of.



40 Years: Carolyn Harding, Clinical Operations; Barbara Hill, Food and Nutrition Services; Janet Hunter, Clinical Operations; and Susan Molyneux, Labor and Delivery.



35 Years: Susan Becker, Wound Care Center; Patricia Carroll, Endoscopy; Debra Hansen, Access Services; Judith Smith, Call Center; and Catherine Tschischik, Finance



30 Years: Lynn Brower, Endoscopy; Pamela Burlew, Perinatology; Geraldine Debaas, ICU; Josephine Delfs, Pediatrics; Sandra Diana, Laboratory; Carol Foy, The Breast Center; Deborah Hopper, Information Systems; Deborah Kibitlewski, Clinical Operations; Jayne Lynch, PACU; Carol Reardon, CVIL; Roberta Salerno, 3 Medical Ortho; Lorraine Sherwood, Respiratory Care; Clara Vogt, Materiel Management; Janice Wachtel, The Breast Center; Elizabeth Walsh, Clinical Operations; and Yinping Wong, Labor and Delivery



25 Years: Christopher Burlew, Radiology Services; Lorrie Dooley, Newborn; Donna Ellis, Utilization Review; Deborah Gally, Clinical Operations; Janis Gangi, Respiratory Care; Lydia Hirsch, Mother/Baby; John Lichtenberger, Information Systems; Valerie Martindell, PACU; Jacqueline McNally, MICU; Debra Migliorino, Newborn; Halina Miller, Operating Room; Patricia O'Brien, Social Services; Eloisa Poncedeleon, Operating Room; Luisa Rusch, Environmental Services; Anne Shelton, Utilization Review; Carol Struble, Call Center; Constance Sullivan, Quality Assessment; Miguel Torres, Facilities Management; Mary Wilson, Environmental Services; and Diane Zucchini, Finance



20 Years: Bethann Anderson, Labor and Delivery; Joan Beloff, Foundation/Community Outreach; Frank Blatterman, MICU; Kathleen Botbyl, Access Services; Haydee Cruz, Food and Nutrition Services; Nancy Friedrich, Parent Education; Maura Kayal, Endoscopy; Barbara Lake, Quality Assessment; Mary Lepine, Emergency Department; Linda Marciniak, Social Services; Patricia Michalchuk, Laboratory; Judith Palermo, Human Resources; Betty Ruggiero, Access Services; Paula Saco, Pharmacy; Anne Schlerf, Labor and Delivery; Karen Schwed, Radiology Services; Joan Shimm, Utilization Review; Sandra Weigand, Physical Therapy; and Mary Beth Wyant, CICU



Service Stars of the Month: Steven Alexis, Emergency Department; Crisarist Almanzar, 3 Medical Ortho; Marcela Arias, 4 East; Susan Becker, Wound Care Center; Connie Brundage, Pediatric Clinic; Dana Hilliard, Utilization Review; Karen Madden-Simmons, CVIL; Charlene McCallum, Patient Relations; Rimple Mody, 4 West; Brian Niemczyk, Facilities Management; Jennifer Orsillo, The Breast Center; and Christine Peraino, HIM.



15 Years: Hava Ago, Sterile Processing; Susan Ardan, Health Information Management; Todd Bauer, 242 Physical Therapy; Alfredo Calvis, Plant Operations; Robin Carey, 4 West; Alfredo Carganilla, Food and Nutrition Services; John Colucci, CIP; George Estrella, CVIL; Shelley Gagliardi, ICU; Yolanda Gebring, Administration; Carol Hamilton, Operating Room; Lisa Hamilton, Wound Care Center; Sabiet Keca, Environmental Services; Beverly Leddy, Food and Nutrition Services; Linda Lemke, Materiel Management; Minivere Limani, Environmental Services; Susan Louis, Access Services; Deborah Lucatorto, Community Outreach; Nelli Najem, Mother/Baby; Jennifer Orsillo, The Breast Center; Danielle Perry, Emergency Department; Rosemarie Puricz, 242 Physical Therapy; Jeanette Ramirez, Social Services; Carlos Salazar, Sterile Processing; Irina Shatkina, Access Services; Donna Stoveken, 3 Medical Ortho; and Donna Walsh, Pharmacy



10 Years: Mihaela Basturescu, Laboratory; Gail Bell, Laboratory; Nicolina Bush, The Breast Center; Debra Card, Emergency Department; Theresa Carrelus, ICU; Giuseppe Chiamarida, Facilities Management; Kelli Cifelli, IMCU; Christine Collins, Human Resources; Sarala Daga, Radiology Services; Gopa Dave, Radiology Services; Amy Delatorre, 4 West; Dena Desantis, CIP; Ramon Franciledo, Radiology Services; Lee Anne Frauley, Call Center; Ellen Garfing, CICU; Sharon Gough, Radiation Therapy; Paula Graber, Perinatology; Sigrid Harlos, Wound Care Center; Margaret Hostutler, CICU; David Imrith, Patient Transport; Sushil Jain, Pharmacy; James Jordan, Finance; Romell Lamorte, CIP; Bernadette Lattig, IMCU; Diane Lobosco, Patient Transport; Janine Lynch, CICU; Donna MacRone, IMCU; Deborah Malberti, Radiology Services;

Tina Martino, EKG; Deborah Mayer, Respiratory Care; Milagros Niglio, Health Information Management; Raye O'Loughlin, Finance; Sephy Philip, Pharmacy; Joanne Piccininni, MICU; Marina Pratts, Wayne Physical Therapy; Tammie Profitko, Information Systems; Gladys Salguero, Sterile Processing; Susan Smith, Occupational Health; Mary Ann Struble, Finance; Ma Narlita Sy, 4 West; Elba Tetik, Food and Nutrition Services; Carol Vara, Utilization Review; Marybeth Vazquez, Pharmacy; Maria Vecchiet, PACU; and Susan Yale-Mancini, ICU



5 Years: Jamie Acevedo, Sterile Processing; Veronika Ademaj, Physical Therapy; Carinna Alonzo, Emergency Department; Janet Amore, Parent Education/Community Outreach; Cindy Apfelbaum, Call Center; Zaklina Bajceska, CICU; Janine Barone, 4 West; Herbert Belisle, Materiel Management; Vinayak Bhatt, Laboratory; Danielle Bolich, ICU; Nancy Bombaro, Emergency Department; Sarah Brohm, 4 West; Noraleen Carter, Respiratory Care; Enid Casiano, 4 West; Laurie Cornelissen, Emergency Department; Brenda Cremer, Laboratory;

Angela Crogile, Radiation Therapy; Kristina Depuyt, Radiology Services; Julia Doellinger, Emergency Department; Stephen Doyle, MICU; Fariza Dyshekova, Laboratory; Crisolina Fabos, CICU; Jan Fox, Mother/Baby; Donna Franche, IMCU; Gina Frazzitta, 3 Medical Ortho; Linda Fullam, Human Resources; Jodi Galesi, Occupational Health; Neil Garcia, Environmental Services; Mandy Garnier, IMCU; Julie Grayson, ICU; Diane Graziano, Food and Nutrition Services; Daniel Haight, MICU; Jennifer Havens, Operating Room; Kevin Howes, MICU; Theresa Jackson, CICU; Mora Karas, IMCU; Young Kim, Pharmacy; Lynne Kump, Occupational Therapy; Jennibeth Lao, ICU; Christina Lavner, Clinical Dieticians; Beverly Long, Laboratory; Christine Lunger, IMCU; Allyson Lynch, Emergency Department; Christine MacAluso, Endoscopy; Michael Macksoud, MICU; Catherine Malone, IMCU; Paul Manchess, Finance; Constanza Mastrangelo, IMCU; Leslie McGill, CICU; Susan Moran, Clinical Operations; Kenna Mowry, IMCU; Enkelejda Mustafaraj, 4 West; Randi Nabba, CICU; Jennifer Nolasco, Operating Room; Anne Novak, Pediatrics; Charles O'Neal, 4 West; Melissa Oosting, 4 West; Pauline Palma, IMCU; Frances Peck, Health Information Management; Paul Pletchon, CIP; Margaret Puccio, 4 West; Tracy Quinn, Call Center; Jacqueline Richter, MRI; Digna Rivera, CICU; Martin Romanik, Plant Operations; Anne Marie Rucker, 4 West; Maria Eufemia Santos, ICU; Nerven Sarisoy, Environmental Services; Andrew Schumacher, Sleep Lab; Justyna Seier, IMCU; Rocco Senatore, Jr., Plant Operations; Zainab Shivji, The Breast Center; Vesa Slavkoska, Environmental Services; Rachel Sofield, CICU; Colleen Sondervan, IMCU; Lina Stancu, Food and Nutrition Services; Anne Storms, Telecommunications; Katrin Talamo, Clinical Operations; Lauren Timko, Marketing and Public Relations; Anna Tsyrylnik, IMCU; Allison Van Vugt, IMCU; Jennifer Vansanten, IMCU; Janet Veith, Clinical Operations; Kimberly Velez, Pediatrics; Katelin Visaggio, Operating Room; Dorothy Walters, Wound Care Center; Allison Webb, Pediatrics; Susan Welsh, Quality Assessment; Jennifer Wilhelm, PSC Hewitt; Kimberly Wisniewski, ICU; William Woll, Emergency Department; Barbara Wozniak, ICU; Martha Yaghi, IMCU; and Sebahat Zekerieva, Patient Transport

Visit With Santa Keeps Growing With Families

The Employee Activity Council held its annual Visit With Santa on December 1 at 242 West Parkway. This free event for employees had 94 registrants, which is three more than last year and 18 more than the 2010 event. Every child was offered a stuffed animal, snacks and holiday-themed temporary tattoos. Here are some photos of the successful and memorable event. Once again, Sterile Processing department Supervisor Carlos Salazar came through for the kids dressing as Santa Claus and Director Quality Assessment/Utilization Review Barbara Lake portrayed Mrs. Claus.

The Employee Activity Council poses with Mrs. Claus, played by Barbara Lake (l to r): HIM Supervisor Chrissy Peraino; Cardiac Rehabilitation Center Nurse Manalina Lake, RN; Food and Nutrition Services Supervisor Teresa Guide; Access Center Coordinator Kathy Botbyl; Laboratory Director Pat Michalchuk; Patient Account Representative Rose Chara; Chilton Occupational Health Nurse Nelie Zerman, RN; and Cardiac Rehab Exercise Physiologist Christine Dorenbush.



Tyler (11) and Alexis (10) Lopresti, grandkids of Community Outreach Department's Kathy Ferrara.



Administrative Assistant Sandra Cline (left) with her daughter, Cheryl, and granddaughter, Leiyah (5).

"Santa Salazar," or "Carlos Claus" holds his 22-week-old son, Ethan (right), and 20-week-old Jesse, who is the son of Marketing Department Director Anna Scalora.



Departments Open Their Doors to Holiday Cheer

Hurricane Sandy may have put a damper on holiday spirits this year, but four departments at Chilton didn't let it get the best of them: 4 West, HIM, IMCU and Pathology. On December 19, President and CEO Deborah Zastocki and COO Tom Scott visited each department to distribute awards to the annual Holiday Door Decoration Contest winners. Awards were given to 4 West and HIM.



Inconvenience leads to creativity as 4 West used a "North Pole Under Construction" theme, complete with elves whose faces were photos of Chilton's renovation crew. Pictured (l to r) are Deborah Zastocki, Lynsy Jacobs, Nancy Vandermeulen, Tom Scott and Chuck O'Neal.



HIM shows Mother Nature who's boss with a clever message: "Nor rain, nor sleet, nor hurricane can stop this team!" Pictured (l to r) are Deborah Zastocki, Juana Montes, Brittany Mathews, Carol Talitsch, Ellen Conserva and Tom Scott.



The IMCU chose the classy, traditional route with a "Happy Holidays" message, wrapping paper and gift tags displaying the department's staff members.



Baby, it's cold outside, so warm up by the Pathology door's faux fireplace! Pictured are Secretaries Carolann Hudak (left) and Mary Lozupone.

NICHE Holds Conference, Earns "Senior Friendly" Status



Pictured (l to r) is the NICHE Steering Committee: Clinical Educator Carnette Smith; Volunteer Enid Topchik; Education Department Secretary Bonita O'Connor; Clinical Educator Pat Mansfield, RN; JoAnn Valent, RN; Lead Quality Coordinator of the Care Coordination and Quality Management Department Constance Sullivan, RN; Education & Training Manager Tisha McTigue, RN; and Community Outreach Director and Interim Director of the Chilton Hospital Foundation Joan Beloff.

NICHE (Nurses Improving Care for Healthsystem Elders) is the premier designation indicating a hospital's commitment to excellence in the care of patients 65 years and older. The fall was a busy season for Chilton's NICHE program. Here were the most recent accomplishments:

Eldercare Education from Experts

The eighth annual NICHE Conference was held on October 19 at Cedar Crest in Pompton Plains. This year's theme was "Changing Issues and Practices." The event offered presentations from a variety of experts in the field of eldercare, as well as information and vendor booths. Nurses, physicians, physical/speech/occupational therapists, social workers, dietitians, case managers and other health care professionals were invited for a day of education about updates in eldercare practices. This year's conference featured a presentation on prescription medication safety by Kanan Shah, PharmD, entitled, "Polypharmacy and the New Beers Criteria."

NICHE Earns "Senior Friendly" Status

Chilton's NICHE program achieved "Senior Friendly" status, meaning that it was recognized as having implemented aging-sensitive policies and included the input of patient, families, and community-based providers in planning and implementation of NICHE initiatives. The Senior Friendly status, the second highest of four possible program levels, was assigned following a rigorous self-evaluation of the current state and future goals our NICHE program.

"The NICHE designation and the Senior Friendly status signal our resolve to provide patient-centered care for older adults and our pursuit of the top Exemplar status," said Chilton's NICHE Coordinator Carnette Smith. "Through our participation in the NICHE program we are able to offer evidence-based, interdisciplinary approaches that promote better outcomes, positive experiences, and improved care for the older adults. This leads to greater satisfaction rates for our patients their families and our staff."

Chilton Teams Raise \$6,600 for AHA Heart Walk

Chilton Hospital is much more than a corporate sponsor of the annual Morris County American Heart Association (AHA) Heart Walk. In the October 14 event, Chilton employees and their guests formed 10 teams, raising more than \$6,600 for the AHA. Once again, Chilton had an excellent showing with 75 walkers representing us at the Mack-Cali business center in Parsippany.

"Hearty HIMs," led by Chrissy Peraino of HIM Systems, recruited the most walkers with 13. "Hearty Hearts" led by co-captains Denise Quackenbush and Jeannette Ramirez of the Care Coordination and Quality Management Department, raised the most money with \$695.



Just some of the 75 Chilton representatives who showed support for the AHA Heart Walk.



Executive Director of Regulatory Affairs David Gourley presents Heart Walk participation awards to Denise Quackenbush (left) and Chrissy Peraino in Chilton's Cardiovascular Interventional Lab. Not pictured are team leaders Jeannette Ramirez and Dina Tortorelli.

Chilton Receives Award for Promoting Organ Donation



Officials from NJ Sharing Network recently presented Chilton with its 25th Anniversary Circle of Life Award. We received the award for our efforts to assist NJ Sharing Network with the recovery of organs and tissue for the nearly 5,000 New Jersey patients that desperately need a transplant. Pictured (l to r) at the award presentation are: CNO and VP Joanne Reich, RN; Executive Director for Nursing Karen Stutzer, RN; VP of Medical Affairs Richard Weinberg, MD; President and CEO Deborah Zastocki; NJ Sharing Network President and CEO Joe Roth; NJ Sharing Network Hospital Services Manager Kelly Weiland; and Mike Strusiak, a kidney/pancreas recipient and NJ Sharing Network volunteer.

To learn more about organ and tissue donation, contact NJ Sharing Network at (800) 742-7365 or visit www.NJSharingNetwork.org to register as an organ and tissue donor.

Fundraising & Donations

'Pink' Event Raises \$17,000 for Breast Center

During the week of October 8 through 13, designated businesses throughout the community generously donated to The Breast Center in honor of National Breast Cancer Awareness Month. This year's fourth annual "Paint the Towns Pink" event raised more than \$17,000 through 24 participants within a diversity of sponsorship levels. A few highlights of this year's event included:

- Wayne Hills and Wayne Valley High Schools held girls' soccer games, raising \$3,950 for The Breast Center through ticket sales and various other items such as t-shirts and pink shoelaces
- Spa 23 of Pompton Plains, held a "Hope Event" which raised \$800. Gym members were invited to donate however much money they would like to honor or memorialize a friend or loved one.
- Kellie Catalano, a Wayne-based Touchstone Crystal dealer, sold jewelry at Positano Restaurant and Pizzeria in Wayne. She provided a 20 percent discount for two evenings, which raised \$250 for the cause.

"I'm proud to announce that the 2012 Paint the Towns Pink event was another huge success," said Community Outreach Director/Interim Foundation Director Joan Beloff. "We had two more participants than last year and we're starting to see new types of fundraising efforts. In the first year, this event was only available to restaurants. We then expanded it to other types of businesses, due to popular demand. This year, high schools and individuals asked to raise money for this cause as well. We're truly grateful to have such caring people and businesses involved in this campaign."



Spa 23 Group Fitness Director Ricky Russell hands a donation check to Chilton Community Outreach Director/Interim Chilton Hospital Foundation Director Joan Beloff.



Chilton Hospital Senior Mammographer Lynn Case accepts a donation checks from Wayne Hills (white shirts) and Wayne Valley High School girls' soccer team representatives.

Community Delivers Love to Foundation's Pediatric Clinic Drive

Each year the Chilton Hospital Foundation holds its Pediatric Clinic Toy and Clothing Drive. The community is invited to help the less fortunate during the holiday season. The MICU Conference Room was filled with bags containing hundreds of gifts donated by the community and Chilton employees. A total of 131 families with 280 children received gifts donated by generous community organizations, individuals and Chilton employees. Here are some scenes from this memorable event...

Temple transports tons of toys for tots

On December 3, the "Annual Sisterhood Membership Dinner for Temple Beth Am" asked its sisterhood members to bring toys for our Pediatric Clinic. Some 96 toys were gathered by the Parsippany faith-based organization and delivered the next day. Pictured displaying the donations are Temple Beth Am's Bayla Kolton (left) and Alice Guss of Lake Hiawatha with Community Outreach/Interim Foundation Director Joan Beloff. Not pictured is Human Resources Director Deborah Meier, who helped organize the event.



Remembering the Sandy Hook 20

One week after the tragedy at Sandy Hook Elementary School, the Shenton family and their Pequannock neighbors donated 20 toys to memorialize the 20 children whose lives were lost that day. Pictured are Kayla (14) and Brandon (4). Not pictured is their camera-shy brother, Tyler (8) who also helped deliver the gifts.



A successful event is in the bag

What's in all those bags? They're filled with toys and clothing for children in need! Chilton Hospital Foundation Director's Assistant Jacki Jaskot (left) joins compassionate committee members who have selflessly dedicated their time to help sort and distribute gifts. Pictured are (l to r): Carla Joyce of Pequannock and mother/daughter team Priscilla and Carolyn Mainardi of Pompton Plains.

A caring community committee

The Chilton Hospital Foundation's Pediatric Clinic Toy and Clothing Drive Committee: (top row, l to r) Sue Hellyer of Lincoln Park, Willa Everson of Pompton Plains, Connie Cervati of North Haledon, Priscilla Mainardi of Pompton Plains, Arleen Abate of Pequannock, Nancy Sampson of Riverdale, Chilton Community Outreach Secretary and Committee Vice Chair Janet Amore and Chilton Occupational Health Manager Denise Montano, RN; (kneeling, l to r): Committee Chair Bonnie Holmes of Pompton Plains, Carol Cronk of Pompton Plains, Wendy Sefcik of Towaco, Chilton Hospital Foundation Database Coordinator Patty Dunn and Foundation Assistant and Committee Vice Chair Jacki Jaskot. Not pictured is Community Outreach/Interim Foundation Director Joan Beloff (who took the photo).



HCAHPS Awards: 'High Five' to 3 West

Trophies were distributed to five departments on December 6 to show appreciation for excellence in patient care. Congratulations to all the departments that had the most improved and sustained scores for the HCAHPS domains during the third quarter of 2012. This especially goes for 3 West, which ran away with five "Most Improved Scores!" The results were as follows...



2 West (MotherBaby Center)
Most Improved Score: Rate this Hospital domain
Most Sustained Score: Recommend this Hospital, Response of Hospital Staff, Communication With Doctors, Pain Management and Communication about Medicines domains



3 West (Total Joint Center)
Most Improved Score: Recommend this Hospital, Communication With Doctors, Hospital Environment, Pain Management and Communication about Medicines domains



2 East (Pediatrics)
Most Sustained Score: Communication with Nurses domain



4 East (Medical/Surgical)
Most Improved Score: Communication with Nurses domain



5 East (CICU)
Most Improved Score: Response of Hospital Staff domain

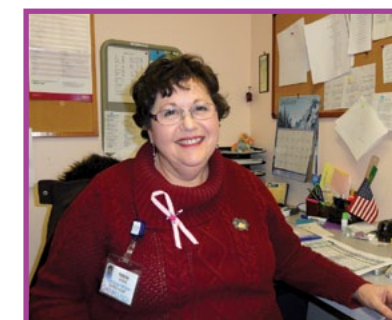


Queens Tea Raises \$5,000 for The Breast Center

In honor of National Breast Cancer Awareness Month, the Chilton Hospital Auxiliary invited the community to its third annual "Queen's Tea" on Thursday, October 4 and 11, at High SocieTea House in Wayne. The sold-out event raised \$5,000, doubling the amount raised last year. Proceeds from the Queens Tea benefitted The Breast Center. Pictured are Queens Tea event Chair Marion Robertson (left) and Auxiliary President Louisa Barresi at High SocieTea.

Teresa Guides the way to Compassion

For Breast Cancer Awareness Month in October, Food and Nutrition Department Supervisor Teresa Guide sold handcrafted pink ribbons to benefit The Breast Center. Her efforts raised a total of \$180! This spring, Teresa plans to sell patriotic ribbons outside of Chilton to benefit war veterans for Memorial Day. Approximately 75 percent of the proceeds will go to the Wounded Warriors Project and the rest will be donated to the New Jersey Vietnam Veterans Memorial in Holmdel. For the May issue of *Connections*, we plan to provide special Memorial Day story about Teresa's tradition of honoring veterans' gravesites with homemade, decorative blankets.



Colorful Col. Chilton Chats Hospital History by Contributing Writer Aimee Bronfeld



Col. Forrest Chilton, IV, and his wife, Valerie, at our October President's Club reception.

Chilton Hospital's historical archives date back to 1947, when Forrest S. Chilton, II, MD, and his wife, Elizabeth, a registered nurse, donated a parcel of land to build a hospital in Pompton Plains. Indeed, Chilton has many documents and photos to chronicle the last 58 years. However, none of them convey its heritage more vividly than Dr. Chilton's grandson, Col. Forrest Chilton, IV, who has a treasure trove of stories about his beloved "granddaddy" and his unwavering desire for a hometown hospital.

According to Col. Chilton, the hospital's founding physician grew up in a small, rural town in upstate New York before moving to Brooklyn, where he drove taxis and assumed various other jobs to get himself through medical school. In the 1930s, he became the first doctor in his family, a general practitioner, and opened an office in Pompton Plains.

"At the time, he was the only doctor for miles around," asserted Chilton. "It wasn't easy in the beginning. For the first few months he only saw one or two patients a week, and was often paid with chickens or produce because people had little money."

The closest hospital was in Paterson, about 20 miles away. That was simply too far when most people lacked transportation. With that in mind, Dr. Chilton created a maternity ward in the attic of his home so women had a safe place to deliver babies, and subsequently launched a crusade to construct a local hospital. "My grandfather was a visionary," said Chilton. "He understood that the expanding community needed a more advanced level of care, more than a single doctor could provide."

And so began Chilton's first fundraising campaign. Dr. Chilton traveled door-to-door collecting donations and rallied the community's support. Col. Chilton recalled tagging along on house calls, as well as the large jar in his grandfather's office where patients could toss spare change. He even siphoned a portion of his fees to the hospital fund, which grew steadily over the next seven years until his dream was realized in 1954. As a special tribute, the new Chilton Hospital was named in memory of Dr. Chilton's son, Forrest S. Chilton III, who died on a P-47 fighter aircraft combat mission while serving his country during World War II.

Today, that modest, 50-bed facility has grown into an award-winning, state-of-the-art medical center. While Dr. Chilton is no longer with us, his family honors his legacy by continuing to support the hospital through philanthropy and service.

"Granddaddy would be proud of where the hospital is now," noted Chilton. "He'd applaud the modernization projects, areas of specialization and plans for the future because he understood the importance of looking forward. At the same time, he'd be happy that Chilton remains dedicated to the community, providing the same individualized health care it always has while becoming a world class hospital."

It is clear that Col. Chilton shares his grandfather's passion for helping others. Following a distinguished military career, he and his wife, Valerie, retired to Virginia, though they return often to attend our events. So don't be surprised if you see him at a ribbon cutting, or even visiting patients. And should you have that privilege, don't be shy about asking him to relay some stories about Chilton's early days. Truth is, few things bring him greater joy, and he's almost certain to oblige!

Thank you for Displaying our Shared Values

Chilton recently held its "Recognition Reception" in December. The receptions are held on the fourth Thursday of each month before the Management Meeting to recognize employees who were named in thank you notes from our former patients or their families. President and CEO Deborah Zastocki reads their notes at the Management Meeting for the attending staff.

Pictured are (front, l to r) Claudia Irmiere, Betty Hamiti, Stacey Ferraro and Anya Wunej; (back, l to r) Deborah Zastocki, Cris Fabos, Arzu Coutts, Terri Carrelus and Rachel Hirsch.



Cultivating the Experience:

Where Patient Satisfaction Grows and Blossoms

Topic: The Impact of Noise on Patients



Have you ever stayed overnight in a hospital? If so, you'd know the value of peace and quiet. Beeping monitors, phones, hallway chatter, a loud roommate, even squeaky laundry carts all make for a not-so-restful place to heal.

In fact, a recent study proved that restless sleep negatively affects patient recovery. A dozen healthy volunteers were subject to simulated hospital noises in a Massachusetts General Hospital's sleep

lab. Although they don't recall waking in the night, recorded brain waves confirmed that they experienced interrupted sleep from IV machine refill alerts and other typical hospital sounds. One subject awoke 40 times during the 100 sounds that were delivered.

People who don't get enough sleep are susceptible to a variety of diseases and conditions, such as diabetes, cardiovascular disease, obesity, and depression, according to the U.S. Centers for Disease Control and Prevention. If a lack of sleep has that much an impact on an average person's health, imagine how it would affect a frail patient recovering in the ICU.

There are so many noises that we have grown accustomed to that may obstruct a patient's rest. Paging systems, alarms, bedrails, staff voices, ice machines, pneumatic tubes, carts and many more sounds

that we hear every day are foreign to patients. Sudden noises, such as a dropped tray or a slammed door may induce a "startle reflex" in patients, which leads to increased blood pressure, higher respiratory rate, increased heart rate, less tolerance for pain and others.

Not only is noise bad for a patient's healing, it also decreases their confidence in the clinical competence of the staff. This leads to poor patient satisfaction in the area of noise levels. Here is just a sample of the negative comments we have received in our recent Press Ganey surveys:

- Medicine alarms were ringing constantly
- Staff were talking loud, laughing
- Hallway and roommate noise level was awful

Chilton is on a continuous mission to reduce noise. Each of us plays a part in accomplishing our goal of maintaining a quiet environment. Here are some actions that Chilton has established:

- Monitoring of noise levels at all times
- Use "library voices"
- Addressing cart and other environmental noises
- Closing patient doors, when possible
- Providing visual reminders, such as displaying the H.U.S.H. poster
- Establishing quiet time
- Reinforcing noise issues and expected behaviors
- Offering ear plugs to patients

Let's make a New Year's resolution to make Chilton a quieter hospital.

Toy Donation Highlights Special Care Nursery Reunion

The MotherBaby Center's third annual Special Care Nursery Reunion was held on November 7 to celebrate the lives of its "graduates." Families of recent babies cared for in the Level II Special Care Nursery were treated to an afternoon of food and entertainment.

Prior to the event, the Zachok family of West Milford donated a large amount of toys to Chilton Hospital's MotherBaby Center. "We held a birthday party for all three of our girls at Bubbling Springs Lake in West Milford over the summer," explained Karen Zachok. "Since we don't need more 'toys,' the girls and I thought it would be nice to give back to others in some small way."

Karen and Greg Zachok's youngest daughter, 5-year-old Brianna, was born at Chilton in 2007. She was treated at our Level II Special Care Nursery. "We wanted to do something in honor of her birth and the care we received, so we decided to donate to the MotherBaby Center," Karen said. "Brianna's two sisters, Kathleen (17) and Jeannette (8) also participated in the donation."

The gifts were put to great use, according to Clinical Coordinator of Neonatal Services Carol Boyce, RN. "Every child that attended the reunion received a toy, and then we gave the remainder of the gifts to the Chilton Hospital Foundation's annual Pediatric Clinic Holiday Toy Drive," she said. "We can't thank the Zachok family enough for their generosity. There were many bags filled with stuffed animals, games and other fun items, and it was a big hit with the children."

The event also included amusement by Hug-A-Me the clown from the Starlight Children's Foundation, gift bags and a full assortment of food and drinks. In addition, each graduate received a t-shirt with the announcement, "I'm a Graduate" on the front and signatures of all of Chilton's special care nurses on the back.

A photo album of the babies and children who attended the Special Care Nursery Reunion is available on Chilton Hospital's Facebook page at www.facebook.com/chiltonhealth





Thank a Nurse Thursday Thrives

On April 5, Chilton commenced its "Thank a Nurse Thursday" campaign on the hospital's Facebook page. The weekly promotion enhances the connection between the community and our nursing staff. Images of 44 Chilton nurses have made its way to the "newsfeed" area of our Facebook fans' pages in 2012. We now have more than 1,600 fans, which is quite impressive for a community hospital.

We'd like to share with you the top 10 most successful Thank a Nurse Thursday posts based on Facebook's analytics categories. These statistics were recorded on December 21 and are subject to change on a daily basis:

Top 10 Reach

1. Meg Johnstone: 1,977
2. Kathi Hoffman: 996
3. Karen Stutzer: 902
4. Andrea Liaci: 856
5. Jayne Lynch: 811
6. Dina Tortorelli: 793
7. Carol Boyce: 749
8. Barbara Minder: 708
9. Kerry Quinn: 685
10. Maria Mavropoulos: 637

Top 10 Talking About This

1. Meg Johnstone: 142
2. Andrea Liaci: 126
3. Dina Tortorelli: 113
4. Kerry Quinn: 86
5. Carol Boyce: 80
6. Maria Mavropoulos: 72
7. Kathi Hoffman: 65
8. Cathilynn Burgstahler: 64
9. Barbara Minder: 61
10. Jayne Lynch: 60

Top 10 Engaged Users

1. Meg Johnstone: 316
2. Andrea Liaci: 211
3. Dina Tortorelli: 180
4. Kerry Quinn: 152
5. Carol Boyce: 142
6. Kathi Hoffman: 135
7. Karen Stutzer: 125
8. Barbara Minder: 121
9. Jayne Lynch: 118
10. Maria Mavropoulos: 118

Top 10 Virality

1. Cathilynn Burgstahler: 18.13%
2. Andrea Liaci: 14.72%
3. Dina Tortorelli: 14.25%
4. Meg Johnstone: 14.03%
5. Terry Surlak: 13.20%
6. Kerry Quinn: 12.55%
7. Carrie Mackey: 12.41%
8. Connie Sullivan: 11.56%
9. Janet Hunter: 11.46%
10. Maria Mavropoulos: 11.30%

What do the categories mean?

Reach: The amount of unique people who saw the post

Engaged Users: The number of unique people who clicked on the post to enlarge the photo or view the link

Talking About This: The number of people who clicked the "like" button, commented on the post or shared it

Virality: The percentage of people "Talking About This" out of the total amount of unique people who saw the post

All 2012 Thank a Nurse Thursday posts in chronological order:

Lorrel Boughton and Halina Miller (OR); Helen Filor (4 West); Andrea Figueroa (Pediatrics); Mandy Garnier (IMCU); James McGavin (ED); Liza and Andrea Padua (ICU/4 West); Circle of Excellence: Claire Cerbie (IMCU), Anna Marie Kucharyk (Total Joint Center), Joanne Reich (Administration), Connie Sullivan (Care Coordination/Quality Management), Tammy Vreeland (Pediatrics) and Karen

Whitehead (IMCU); Karen Madden-Simmons (CVIL); Donalyn Brooks (MotherBaby); Mary Squier (4 East); Joyce Lorusso (ICU); Ellen Jakobsen (Surgical Services/Pre-Admission); Linda Carson (SDS); Carrie Mackey (Endoscopy); Jayne Lynch (PACU); Karen Stutzer (Administration); Kathi Hoffman (Cardio Care); Meg Johnstone (MotherBaby); Daniel Misa (ED); Deborah Zastocki (Administration); Dina Tortorelli (CVIL); Tammie Profitko (IT Services); JoAnn Valent (Cardio

Care); Maria Mavropoulos (ED); Connie Sullivan (Care Coordination/Quality Management); Janet Hunter (Clinical Operations); Betty Walsh (Clinical Operations); Rosemarie Conklin (Care Coordination/Quality Management); Nancy Vandermuellen; Carol Boyce (MotherBaby); Barbara Minder (PACU); Andrea Liaci (SDS); Denise Johnson (OR); Kerry Quinn (ED); Cathilynn Burgstahler (Total Joint Center); Terry Surlak (ICU); Alaina Scala-Brew (4 East)

Medical Library Available for Use

Chilton's Medical Library has been relocated down the hall from the Pharmacy, right before the Education Department corridor. Medical Librarian Eleanor Silverman, MLS, is available for assistance on Thursday mornings. Her contact information is as follows:

- Phone: extension 5058
- Fax: extension 5041
- email: library@sjhmc.org

When the Eleanor is not in, please call St. Joseph's Regional Medical Center Health Sciences Library:

- Phone: (973) 754-3590
- Fax: 973-754-3593
- Hours: Monday, Wednesday, Friday, from 8:30 a.m. to 5 p.m.; Tuesday and Thursday from 8:30 a.m. to 8 p.m.
- St. Joseph's Library website: www.sjrmclibrary.org

Services include:

- Access to electronic resources
- Provision of articles and other materials
- Consumer/patient health information
- Literature searches
- Discount book purchasing service
- Current awareness service

First Chilton Baby has *Connections* of its own



Chilton welcomes Gabriella Evelyn Volpe as its first baby of 2013. She is the daughter of Jonathan and Dana Volpe of Wanaque. Gabriella, born on January 2 at 10:43 a.m., was exactly 8 pounds and 20 inches long at birth. She is pictured with her parents and 20-month-old sister, Madison. Gabriella has many family members at Chilton. Her grandmother, Denise Quackenbush (pictured far left), and great-aunt, Bari Maffei, work for the Care Coordination and Quality Management Department as secretary

and social worker, respectively. Gabriella's two great-grandmothers, Cyrilla Quackenbush and Evelyn Atieh, volunteer at Chilton as well.

Connections is published by the Department of Marketing and Public Relations: Anna Scalora, Director, Marketing and Public Relations; Josh Speert, Communications Writer and Lauren Timko, Graphic Artist. Printed by the Chilton Hospital Graphic Arts Department.