



# “Name our Newsletter”

Submit entries by September 10  
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Milford Hospital

Volume I, Issue I  
August, 2010

## “The Patient First”

### The Presidents Corner



Six week old Sophia Pelaccia visits her proud “Papa” on his first day in his new office!

Thank you, fellow Milford Hospital Staff Members, for the kind reception and generous support you have shown me during my first six months as President. Not only has this time been a transitional period for me, but also for the hospital as a whole.

As you know, with a significant rise in uninsured patients, reduced reimbursement and a decline in the utilization of services, our hospital is facing financial challenges. To reduce the impact of these ongoing issues, we have made some difficult, yet necessary, decisions. I am confident that the deliberate actions we have taken to reduce operating costs will restore a more favorable balance between revenue and expenses.

We are also taking measures to increase our visibility and position ourselves as a healthcare leader in our community. Look for increased efforts to bring residents and physicians into Milford Hospital. A new advertising campaign is underway with favorable responses thus far and, within weeks, we will be launching a new website.

As always, my door is open. I hope you will remember that I welcome and appreciate your suggestions and your commitment to Milford Hospital.

### Smoke-Free Campus

On April 5<sup>th</sup>, 2010 Milford Hospital joined hospitals across Connecticut and the country in becoming a Smoke-Free Campus.

As you know, the “no smoking” policy applies to all staff members, patients, physicians and visitors and includes the entire Milford Hospital campus including off-site properties, parking lots, facilities and grounds.

In the just over four months since we implemented the policy, we are happy to report that we have had rela-

tively few issues with compliance. We appreciate the cooperation and assistance of those who abide by the policy.

However, in recent weeks, we have received a few complaints from neighbors who report that groups of staff “on break” have congregated on property adjacent to the hospital and left behind debris including empty cans, snack wrappers and cigarette butts. We are hopeful that all staff will assist us in remaining a good neighbor to residents surrounding the hospital.

Please be respectful of their property and properly disposing of any waste.

Should our policy be difficult for you, please remember that the hospital has made special provisions to assist interested staff in quitting smoking.

These include the availability of reduced cost nicotine replacement patches and nicotine gum in the hospital pharmacy. In addition, smoking cessation classes and smoke free resource kits are available through our education department.

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(L-R) Claire White, Charlie Ilioff, Jan Moeller, Denise Mohr and President Joe Pelaccia at the celebration for the retiring employees.

## Milford Hospital Honor’s Retirees

On June 25<sup>th</sup>, Milford Hospital bid farewell to four beloved employees, who collectively contributed 149 years of service to the Hospital, but are now bound for retirement.

Claire White will be retiring to Guilford after 33 years as a respiratory therapist here at Milford Hospital. Thank You Claire!

Manager of the Family Childbirth Center at Milford Hospital and will be heading off to Orange, Connecticut to enjoy her retirement. Thank You Jan!

The final employee honored on June 25<sup>th</sup> was Denise Mohr, Milford Hospital’s performance improvement coordinator who started here 35 years ago. Denise will be enjoying her retirement close by here in Milford. Thank You Denise!

Milford Hospital cannot thank Claire, Charlie, Jan or Denise enough for their service to the Milford Hospital over their tenure. With a combined 149 years of service, they will always be remembered with love and admiration. From everyone here, we wish each of you the best of luck with retirement!

*Good Luck Retirees!*

After 45 years of service, Charlie Ilioff will be retiring from his position as the engineering supervisor of Milford Hospital. Charlie will be enjoying his retirement here in Milford, Connecticut. Thank You Charlie!

Retiring after 36 years, Jan Moeller will be leaving her post as

## Nurses Recognized With Prestigious Awards

Four Milford Hospital nurses were recently selected as recipients of the 2010 Nightengale Award for Excellence in Nursing. Nancy Crespo, Jean Hart, Michael Madonick and Marlette Weiglein were each honored for their professional achievements.

Nominated by their peers for showing clinical excellence and having “gone above and beyond the call” in their daily professional duties.

Jean Hart of Fairfield, is a role model to her fellow ICU nurses

and patients. She has been honored for the passion and care that she devotes to her work. Congratulations Jean!

Nancy Crespo of Ansonia, is an experienced medical – surgical nurse noted for her professional bedside manner and upbeat personality. According to her nomination, Nancy demonstrates “exceptional assessment skills” which are critical in optimizing patient outcomes. Congratulations Nancy!

Michael Madonick of North Haven is the Clinical Manager of the Emergency Department “He pro-

vides exceptional patient care and his demeanor is warm, friendly, unfailingly respectful and professional.” Congratulations Michael!

Marlette Weiglein of Milford, who is the coordinator of outpatient Diagnostic and Treatment, was honored for her passion for providing excellent patient centered care. “Marlette channels her energy in supporting the staff and is a valuable resource and mentor because of her knowledge based, clinical expertise and approachable style.” Congratulations Marlette!

*“We are very proud of the extraordinary accomplishments of these individuals, they are extremely dedicated to our patients and the nursing profession”  
- Joe Pelaccia  
President / CEO*



Milford Hospitals new Public Relations campaign features these billboards (right) along I-95 North between exits 40 and 41.



## 849 Post Road Project



This November, Milford Hospital sister company, The Torry Corporation, will be opening the doors to the new Milford Medical Complex. Located at 849 Post Road in Milford, the building will house nine practices within the 33,000 square foot complex. These practices include: Milford

Physicians, Orthopedic Health, LLC., Connecticut Oncology Hematology Care Associates, Cardiovascular Physicians & Consultants, Milford Aesthetic Center for Plastic Reconstructive Surgery and Dermatology, Milford Medical Lab, Diagnostic Imaging of Milford, Lung Associates of CT, LLC., along with representatives from Gastroenterology Center of CT, P.C..

To meet the medical needs of our community, the new facility will feature state-of-the-art medical offices along with well appointed waiting areas and ample parking.

Look for more updates to come!

## Milford Hospital Helps Haiti

When Reverend Virginia Carle, of Milford, told Joe Pelaccia that she was headed to Haiti for the 2nd time since the devastating earthquake in January, Joe did not hesitate to offer the hospital's support! Joe immediately enlisted the help of Dave Salerno, Director of Purchasing and, as a result, was able to provide desperately needed sterilized surgical supplies to help with their medical mission. According to Carle, her team "was overwhelmed by the generosity of Milford Hospital!"

(Below - Rev. Carle, center, with 2 nurses at a Petit Goave, Haiti Eye Clinic with supplies donated by Milford Hospital)



## The HR Corner

Did you know that the Hospital offers a way to save toward retirement and reduce your current income taxes all at the same time? It's one of the benefits of working for a not-for-profit organization. They're called Tax-Sheltered Annuity Plans, often referred to as TSA's for short. You may also hear them called 403(b)'s - that's because it's Section 403(b) of the

IRS Regulations that allows the Hospital to do this. Under the plans, you can deduct money each week from your paycheck on a tax-deferred basis thus reducing how much you pay each year in income taxes. Then you invest those dollars toward your future by enrolling in one of the investment options that we offer - Dreyfus, ING, Metropolitan, Prudential and Vanguard. As a

regular employee, at least 21 years of age and scheduled to work a minimum of 16 hours per week, you are eligible to participate in this plan at any time. You can deduct as little as \$ 5.00 per week. You can put your money in a fixed account which guarantees an investment rate or you can be more adventurous and invest in higher risk options. It's all up to you. There are

limitations on how much you can contribute and restrictions as to when you can withdraw the money but what could be better than being able to 'SAVE NOW WHILE YOU SAVE FOR LATER'!!! Any staff member interested in this program should contact a representative of the Human Resources Department for additional information.

## MH Staff Members On the Move

The following staff members have been appointed to new positions or acquired new responsibilities within Milford Hospital:

Lloyd Friedman, MD, named Chief Operating Officer / VP Medical Affairs

Laura Smith, named Chief Financial Officer / VP of Finance

Linda Riso, named VP Network Development

Karen Kipfer, now Director Community Relations / Volunteer Services

Carol Barona, RN named Nurse Manager, FCC

Beth Boyd, RN, BSN, Performance Improvement Coordination

Mary Beth Devane, Risk Coordinator, Quality Management

Lynn Huggins, Milford Hospital Foundation Assistant / Medical Staff Coordinator

Suzanne Potter, RN, BSN, Performance Improvement Coordinator.

### "Name that Newsletter!"

Our Newsletter needs a name!! Submit your idea to Karen.kipfer@milfordhospital.org by Friday, September 10th! The staffer who submits the "winning" name will receive a week of free lunches in the Café!!





## Community Voices: This section features kudos given to MH Staffers by our patients!

*I am writing this letter in such appreciation of the love and care I received while in surgery with Melissa and Lindsey. The first day was for a face lift and they were very warm and friendly, making me feel very comfortable. I had to return the next day with a hematoma in my face and neck having great trouble breathing and staying calm. There was Melissa and Lindsey again holding my hands the whole time telling me everything was going to be alright. When you can't breathe, it's a very scary thing but they never let me go. I spent the night in the ICU and before leaving, Melissa and Lindsey stopped in to see how I was doing! These two nurses should be accommodated for their compassion and professionalism and taking the extra step in making people feel they're going to be okay. They truly are great nurses! -AV*

### Dr. Zarcu's Little Elyssa



*Dr. Flora Zarcu Power welcomed baby Elyssa Victoria Power. Born on July 19, 2010, Elyssa weighed 8lbs 5oz. Congratulations to Dr. Zarcu Power and family!*

### Welcome to Milford Hospital!

Please join us in extending a warm welcome to the new staff members who recently joined the Milford Hospital family!

- Lauren Byron- *Nurses Assistant M2*
- Stacy Depolo- *Admitting Representative*
- Margo Dwyer- *Director of Quality Control*
- Darwin Enrico- *R.N. in the ICU*
- Vanessa Lundin- *R.N. in M3*
- Justin Marucio- *Operating Room Assistant*
- Jesus Petacorin- *R.N. in the Operating Room*
- Erin Pettazzoni- *Radiology Technician/Clinical Assistant*
- Michele Santora- *Nurses Assistant*
- Monkonjay Toe- *Nurses Assistant*
- Melodie Velez- *Food Service Aide*
- Kristin Hermanson- *Admitting Representative*

## An All-American Miracle at Milford Hospital

On June 29 at 1:30 P.M., the Milford Hospital Family Childbirth Center had yet another miracle happen: the birth of a baby girl. However, this case had something very special about it. When Kimberly Fratarcangeli gave birth to her daughter, Emily Grace Fratarcangeli, there was just thing missing.....her husband! He was not at Milford Hospital; in fact he was 7,000 miles away in Afghanistan on a deployment with his Army National Guard unit. However, even though Army National Guard Sgt. Joseph Fratarcangeli was not there to hold Kimberly's hand, he was part of the delivery. As soon as the labor began, Sgt. Fratarcangeli was on the phone with Kim-

berly and he did not leave her the entire time. The call from Afghanistan reached Milford at 12:45 p.m., or 9:15 p.m. Afghan time. "When he called, mom-to-be Kimberly placed the phone on her belly," Milford Hospital Family Childbirth Center nurse Patty Ilioff said. "Through speaker phone Joe was part of the baby's birth, he coached his wife through labor all the way from Afghanistan. When Kimberly got tired, he kept encouraging her. He heard it, and it was like he was there; he was part of it." Sgt. Joseph Fratarcangeli, who is on his second tour of duty in Afghanistan just kept saying, "I can't wait to hold her." Despite the 7,000-mile distance, Kimberly said that during the last 45 minutes of labor she

closed her eyes and "it felt like he was here. It was his voice that got me through it." "She has the same dimple on her chin that Joe does," Kimberly said. "She is a piece of him. Every time I look at her I see my husband, and I feel so much love for both of them." Emily Grace Fratarcangeli was born weighing 6 pounds 8 ounces. Her father was recently home on a two-week leave from Afghanistan to meet and bond with his daughter. According to Grandma, both Kimberly and Emily Grace are doing extremely well.



*Kimberly Fratarcangeli with her new born daughter, Emily Grace. Little Emily's dad, Joe, is currently serving with the Army in Afghanistan.*