Nursing's Role in "Team of the Year"
On the Cover:

Photo: Participants in the three winning “Teams of the Year” included, left to right:
Keith Bergeron, RN, Discharge Process Action Group
Diane Bogalhaus, RN, BSN, Laundry Utilization Initiative/Bliss 10E Team
Mary Kate Eanniello, RN, MSN, Falls Prevention Committee
(Photograph: Lanny Nagler)

Rebecca Morton, RN, BSN, presents *Sustaining Unit-Based Skin Champions to Improve Pressure Ulcer Outcome: ‘Champ Camp’* at the 14th annual Evidence Based Practice Conference, entitled “The Value of Nursing in Achieving Patient Outcomes.” See story, page 4.

Top Teams at Hartford Hospital

The Falls Prevention Committee has been named the 2010 Hartford Hospital Team of the Year. The second annual team awards announcement was made on Oct. 26, 2010, by Hartford Hospital President and Chief Executive Officer, Elliot Joseph.

Falls Prevention Committee member, Mary Kate Eanniello, RN, was thrilled to be a part of the team to accept the Rover Award.

“It’s one of the most diverse teams,” she said. “I’ve gotten to know people [from all areas of the hospital] who have responded to the need to keep patients safe.”

“Chris was our motivator,” Eanniello said of their team leader, Christine Waszynski, APRN. “She’s truly an unbelievable nurse and team leader. She’s a rock star.”

Over the past 2 years, Hartford Hospital has reduced the total number of inpatient falls by 47% and injurious falls by 71%. Using the National Database of Nursing Quality Indicators as a national benchmark, Hartford Hospital recently reported fewer falls on their medical units than 75% of other hospitals across the nation. At certain times, selected inpatient units at Hartford Hospital out performed 90% of other hospitals in the area of fall prevention.

In addition to the Rover trophy, the Team of the Year enjoyed the presentation ceremony, medals and a plaque to be displayed in the newly redesigned lobby.

“They did many things to honor us,” Eanniello said. “I’m grateful and overwhelmed. It’s been an empowering experience.”

Based on significant improvements in six Balanced Scorecard pillars of service excellence, quality, people, growth, financial strength and academic excellence, 43 teams were nominated for awards.

Judges had a difficult task selecting a team of the year, first runner-up, second runner-up and three semi-finalists from the all the worthy projects and dedicated team members nominated.

The Laundry Utilization Initiative/B10E Team was chosen as first runner-up by impressing the judges with a plan they developed, implemented and monitored to reduce the amount of linen used per patient, on a daily basis, with significant cost savings.

Peter Nagle, from laundry services, and Valerie Neary, RN, nurse manager of B10E, shared the leadership roles for the team. Bliss 10 East staff nurse, Diane Bogalhas, RN, said Neary challenged the staff to come up with creative ideas and suggestions for the project.

“She’s always looking for innovative ideas and strategies to better our unit,” Bogalhas said. “It was one of her goals toward service excellence.”

Bogalhas said the entire unit was delighted with receiving recognition for their hard work. She said it felt powerful to be able to make a difference.

“It gave everyone a sense of accomplishment,” she said. “You could feel the camaraderie throughout the unit itself. Everybody congratulated each other.”

And, the congratulations didn’t stop there. The Discharge Action Group was named the second runner-up for their work leading to an 18% increase in patient discharges prior to 11 a.m. for improved patient throughput and satisfaction.

Team co-chairs, Beth Lawlor, RN, and Michael Lindberg, MD, coordinated a multidisciplinary group toward a goal of facilitating patient flow to and from all areas of the hospital, maximizing overall bed capacity and standardization of the process.

Keith Bergeron, RN, a case coordinator on CB6 and Discharge Process Action Group member, has been able to identify barriers related to early discharges in his discharge planning role. Working with team members, he’s been part of a systemic and progressive approach toward identifying and seizing opportunities to remove these barriers.

“As nurses,” he said, “we have the satisfaction of knowing an early discharge helps the patient transition either to the comfort of their own home, or to the next level of care, earlier in the day when pharmacies and other healthcare providers are more accessible.”

Congratulations to our winners and to all Hartford Hospital employees who strive to deliver the highest level of care to our community.
Making Great Strides

These are times of great challenges and unprecedented changes in our industry. The economy hasn’t yet recovered; the cost of medical supplies and technology continues to increase; and healthcare reform, with all its uncertainty, is fast approaching. All of this has an impact on our institution. With high unemployment, fewer individuals have insurance to pay for healthcare, reducing hospital volumes in general and increasing charity care. As costs rise, we must become increasingly efficient in order to remain financially stable. As healthcare reform rolls out, we expect to face lower government reimbursements and greater quality demands, requiring us to stretch our budget even further.

And now the good news...

Over the past few years, Hartford Hospital has been positioning ourselves to manage these challenges and changes.

We’ve invested in information technology and have been named among the Top 100 Most Wired Hospitals in the United States for the fourth year in a row. Our IT capabilities will play a major role as we participate in building a strong Hartford Healthcare system that we expect to be a leader in coordinated patient care. The interconnectedness that IT provides will enable us to function more efficiently – via electronic medical records, for example – and better manage patient outcomes and costs.

We’ve made great strides in building a leadership development program to give managers the skills they need to manage change and challenges and take us into the future.

Through H3W, you and your coworkers have improved processes and reduced costs. Staff members have proposed more than 2,400 ideas in their H3W workgroups. More than 240 suggestions have been implemented and more than 340 are in the process of being implemented. We’ve improved quality and patient satisfaction while reducing our costs.

Above all, we have a profoundly skilled and caring staff. You make Hartford Hospital what it is – an institution that provides some of the most complex care in the state, region and country. Our nursing staff’s interactions with patients and the care you provide help form our reputation. We need your skill, your compassion and your leadership to achieve our vision of being among the top medical centers in the United States, providing top-quality care to our patients and service to our community.

Thank you for what you do everyday and for your commitment to our successful future together.

What’s Old Is New Again

If you stop to consider all the changes made at Hartford Hospital since it was founded in 1854, it’s truly amazing. From our humble beginnings, we’ve evolved into a leader among hospitals in the United States. Acknowledging the legacy of our nurses and embracing the value of nursing today gives us an understanding of how far we’ve come and an appreciation of where we need to go in our future.

Our first nurses were dedicated to a profession in its infancy. Using the tools available at the time, they accomplished much with very little. The outcome of care, for that time period, dramatically improved thanks to continued education, a willingness to work with new ideas and the support they provided one another.

Today, nurses at Hartford Hospital continue to exhibit those same qualities. The timelessness of nursing manifests itself in their incredible ability to maintain flexibility, manage and cope with change and focus on their patients while providing excellent care.

Our Shared Governance and How Hartford Hospital Works programs are tools for today’s nurse. They are the means of supporting our nurses and team members during this evolutionary period of how care is administered at Hartford Hospital.

We also support our entire community by recognizing the fine work being done by our hospital team members. Their collaborative efforts help us achieve an even higher level of patient care than the outstanding care we already provide here.

Congratulations to our Hartford Hospital Team of the Year award winner: the Falls Prevention Committee. Our facility now ranks as a national leader in fall prevention and related injury, because of all their hard work and determination.

With 43 teams nominated this year, I’d like to acknowledge the accomplishments of all our hospital team participants. Your work has value and is appreciated. Change is never easy, but the rewards are worth it.

I’m proud of all Hartford Hospital’s nurses – past and present. You’ve come so far. I can only imagine the great things you’ll accomplish in our next 150 years.
NEWS Hartford Hospital Nurses — Nothing but the Best!

WOUND TEAM PRESENTATIONS
Becky Morton, RN, earned certification in wound care (CWCN).
Lisa Corbett, APRN, is certified in wound, ostomy and continence (CWOCN) and as a Medical / Surgical Clinical Nurse Specialist (ACNS-BC). Lisa has presented lectures across the country including “Diagnostic Tests of the Lower Extremity”, “Transitioning Wound Care Patients across Continuum”, and “Assessing Wounds of the Lower Extremity”.

CARDIOVASCULAR ACCOMPLISHMENTS
Florence Olakojo, RN, graduated with a Master of Science in Nursing from the University of Hartford in May 2010.
Agnes Nalepa, APRN, graduated from UCONN in May 2010 with her Master of Science in Nursing and is now board certified as an Acute Care Nurse Practitioner. She is working as an APRN in the Cardiac Cath Lab.

NEURO-TRAUMA ACCOMPLISHMENTS
Kristina Amato, RN, graduated from UCONN in May 2010 with her Master of Science in Nursing and is now board certified as an Acute Care Nurse Practitioner. Kristina is working as an APRN on C9I.

EMERGENCY DEPARTMENT DISTINCTIONS
Rob Edwards, RN, and Amy Laporte, RN, attained their Certification in Emergency Nursing.
Gretchen Wolf, RN, MSN, presented “Neurological Emergencies” in Denver Colorado - September 2010.
Nicole Martina, RN, graduated in May 2010 with a Master of Science in Nursing with a Public Health focus from the University of Hartford.
Sarah Bradbury, RN, won the 2010 Health Care Hero Award for her work in Haiti.

IOL ACHIEVEMENTS

LIFE STAR DISTINCTIONS
Congratulations to Sue Thibeault, APRN, Judy Childs, RN, and Kenneth Robinson, MD, for their poster presentation entitled “Reasons for Cancellation Helicopter Emergency Medical Service Transport by Requester” at Hartford Hospital and at conferences around the US.

SURGERY CERTIFICATIONS
Ifeoma Mogar, RN, Jackie Dietrich, RN, and Akina Richards, RN, were awarded Scholarships to attend University of Hartford's and obtain a Master of Science in Nursing with a Public Health focus.
Ifeoma Mogar, RN, graduated in May 2010 with her BSN the University of Hartford with a BSN.
Jaclyn Wenzell RN, and Nicole Brasfield, RN, have earned certification in Bariatric Nursing.
Diane Ladebzs, RN, obtained certification as a Critical Care Registered Nurse (CCRN).

STAR TEAM ACHIEVEMENTS
Carolyn Bousquet, RN, attained certification as a Critical Care Registered Nurse (CCRN).

WOMEN’S HEALTH SERVICES ACCOMPLISHMENTS
Barbara Conroy, RN, presented a poster at SUNA conference: “Do Bowel Symptoms Change after Pelvic Organ Prolapse Surgery” and Allison Forrest, RN, presented a lecture entitled “The Use of Senna with Docusate for Post-Operative Constipation after Pelvic Reconstructive Surgery: a randomized, Placebo-Controlled Trial” at the Nursing Research Conference at Hartford Hospital.
Elizabeth Brinkley, RN, and Denise Puia, RN, graduated with their Master of Science in Nursing in May 2010.

Nicki Larrabee, RN, and Sue Ekwall, RN, accepted positions as Clinical Leaders on North 6. Theresa Schneider, RN, accepted the Clinical Leader position on North 8.
Robin Gilbert, RN, received her APRN in May 2010.
Denise Bourassa, RN, presented “Management of the Second Stage of Labor” and Jennifer Moller, RN, presented “Raising Global Awareness: The Quest for Safer Childbirth in High Risk Countries” at Hartford Hospital’s Women’s Health 3rd Annual Perinatal Symposium.
Linda Conroy, RN, assisted in Haiti and worked in refugee camp, supported an orphanage, delivered food, painted dorms and was part of a group that planted a garden to provide food for the people.

APRN RECOGNITION
Elaine Donovan, APRN, presented a lecture “HIV” at Quinnipiac and UCONN Graduate Schools of Nursing. She presented a lecture entitled “HIV and HAART” to the Adult Ambulatory Services department.
Colleen Mellen, APRN, has presented lectures entitled “Female Urinary Incontinence” to the Southern New England Chapter/SUNA program, “The Impact of Pessary Use on Prolapse Symptoms, Quality of Life and Body Image” at the SUNA-Pelvic Floor Dysfunction Conference in Colorado Springs, CO, “The Impact of Pessary Use on Prolapse Symptoms, Quality of Life and Body Image” at the Evidenced-Based Practice Nursing Research Conference at Hartford Hospital, and presented a poster entitled “Longer follow-up on pessary use and impact on bother symptoms, quality of life and body image” at AUGS Scientific Meeting in Long Beach, CA.
The Beauty of Research

LIFE STAR APRNs Susan Thibeault and Michael Frakes teamed up to research the accuracy of medication reporting.
As nurses, we do a lot to improve the care we deliver to patients. What better way to learn about innovations in care than from fellow front-line, bedside staff nurses who have taken the time to ask questions like, “What if we did it this way? Why are we doing it this way? What is the best practice?” Because nurses at Hartford Hospital asked some of those very questions and followed up with research, we produced evidence-based best practices in use across the country. “The Value of Nursing in Achieving Patient Outcomes” was the 14th annual evidence-based practice conference sponsored by the Connecticut Research Alliance. This year it was held at Hartford Hospital. Staff nurses, managers and educators from Connecticut area hospitals came together and presented lectures and posters on their current research.

“To do nursing research requires not only curiosity, a questioning attitude, and a bent toward systematic study, but also a more important attitude: before one launches into the study of nursing one must believe nursing is important enough to study.” - Dr. Donna Diers at the 2010 research conference.

Critical Test Results
Carol Strycharz RN, BSN, MPH has been a nurse at Hartford Hospital for 26 years. Strycharz agrees with Dr. Diers. She believes in nursing research, leading to evidence-based best practice. “Nurses have to change with the times,” she says. Strycharz, along with Jen Ash, APRN, Valerie Neary, MSN, RN, and Carolyn Bousquet, BSN, RN, presented a poster entitled “Aligning Critical Test Results with National Patient Safety Goal 02.03.01.” National Patient Safety goal 02.03.01 states that Nursing must report critical results of tests and diagnostic procedures in a timely manner, which for Hartford Hospital is 90 minutes. So how is Hartford Hospital going to achieve this goal, you ask? Let the research begin.

What You Do at the Patient’s Bedside Matters
It’s a busy day on North 12 and in the middle of medication admission your PCA informs you that the blood sugar on Mrs. Smith is 406. You page Mrs. Smith’s resident, who immediately calls back and orders a 10 unit bolus of regular insulin SQ. The Critical Test Result (CTR) is entered into Sunrise just as you would enter a medication order. In the order box you enter the blood sugar result of 406, the time of the result, the time the resident was notified, that a read-back verification was performed, and any comments provided by the resident, all within the ninety minute time frame.

How did you, the nurse, help Mrs. Smith and all patients at Hartford Hospital? When providers report off at the end of a shift, they are able to quickly see critical results in the computer and change orders on patients like Mrs. Smith to prevent future hyperglycemic episodes. An order entered into SCM also allows the research team to track the critical test results. Armed with this information, the research team can track providers who consistently take more than 90 minutes to call back, and also provide education to units where CTRs are not entered into the computer. If it takes the provider two hours to call back, that is two hours our patient had a critically high blood sugar and increased risk of infection. Imagine that the test results you were given indicated a potassium level of 7.1 and you, the nurse, would want an immediate call back, knowing the dangers of cardiac arrhythmias. Our patients will have better outcomes because of National Patient Safety Goal 02.03.01. Strycharz says, “Nurses are doing the work, but they have to document it and take the credit they deserve. The bedside staff nurses are on the front lines, they are the ones that matter. To foster improvement, the research team must educate the staff,

Continued

REACHING FOR THE STARS
Our LIFE STAR nurses have been conducting research to improve patient care with each hospital they encounter. Conducting quality, meaningful research is an essential component of professional nursing, especially for the relatively new sub-specialty of nursing known as “critical care patient transport nursing.” Continuous development of a core body of knowledge reflective of clinical excellence and patient safety principles is key.

One of the primary roles of the flight team and nursing in general is to assure the accurate transfer of patient information between care provider groups. More specifically, the Joint Commission, recognizing the clinical and financial implications of inadequate medication reconciliation, currently lists improving this process as a national Patient Safety Goal. Current literature reports that up to 50% of medication errors and 20% of adverse drug events in clinical settings are due to poor communication at transition points. Considering that all critical care transports involve at least two patient care transition points, LIFE STAR APRNs Susan Thibeault and Michael Frakes scientifically examined the accuracy of our team’s process of reporting medications given in flight to our end users (ie. the receiving facility).

In Thibeault and Frakes’ study, “Evaluation of a Modified Sign-Out on Emergency Department Documentation of Medications Administered by Critical Care Transport Teams,” they identified that there is often a significant lapse between the arrival of the patient at the receiving hospital and completion of their paper critical care transport record. In addition, even though the flight team gave a verbal report when turning over care to the receiving staff, only 21.4% of ED records accurately reflected the medication name and dose given by the flight team. In an attempt to improve accuracy, Frakes and Thibeault prospectively tested the addition of a second verbal report from the flight team directly to the recording ED nurse. The result was that with this simple intervention medication reconciliation accuracy between the transport team and ED records improved to 64.3%.

While this study demonstrates an improvement, anything less than 100% accuracy is not acceptable when it comes to patient safety. To further improve this process, a Transfer of Care Summary sheet was developed and put into use by the LIFE STAR team. This brief, concise document lists medication and care delivered in flight and is scribed right at the time of patient care transfer by the flight team. LIFE STAR nurses plan to study whether this type of tangible memorialization positively affects medication reconciliation accuracy.

From the standpoint of an ED nurse, this allows the recording nurse to have a true and accurate record of medication given prior to patient arrival. It is inevitable that a provider will ask throughout the course of treatment if a patient received a medication long after LIFE STAR has handed over care. Thus, the transfer record has improved patient safety.

The study is authored by Michael A. Frakes APRN, MS, CCNS, CFRN, EMTP; Susan M. Thibeault APRN, MS, CRNA, CFRN, CCRN, EMTP; Jacqueline McQuay RN, MS; Kenneth Robinson MD, FACEP

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provide constant feedback, and recognize all the hard work done on our units every day.” Strycharz believes that units should pick the data they want to impact, know it well, and live it every day. Constant recognition of a job well done is the only way to sustain positive results. Strycharz is energetic about making Hartford Hospital a better place to work. She emphasized that nurses are lucky to work here.

**BLISS 8 IS TRANSFORMING CARE AT THE BEDSIDE**

“One patient, one nurse, one small test of change is where it [the research process] starts.” – Susanne Yeakel, Nurse Manager Bliss 8.

In our spring 2010 edition of *Nursing*, Bliss 8 was featured as they began to trial the 11:00 am discharge goal for patients. They were just starting with a few patients and two nurses to trial one small test of change. In the months since, Bliss 8 has met the 11:00 am goal. At research day Susanne Yeakel, RN,MSN, Nurse Manager, Sarah Hickey RN, BSN, Ifeoma Mogor, RN, BSN, and Claire Quaggin, RN, presented “Transforming Care at the Bedside (TCAB): Solving the Puzzle of 11:00 AM Discharge.” They have increased the percentage of patients being discharged before the geometric length of stay from 14% to 81%. Four areas that were highlighted in this success story include bedside report rounds, a 9:00 am discharge nurse, earlier meal times, and discharge rounds. These four areas have directly increased patient and staff satisfaction with the added bonus of a reduced number of patient falls, a decrease in hospital acquired pressure ulcers, and staff being able to leave work on time.

Bliss 8 took their research nation-wide and represented Hartford Hospital as they presented at the American Organization of Nurse Executives (AONE) conference in Chicago this past year. Bliss 8 has also presented to the VP operations committee and the Hartford Hospital School of Nursing Alumni. They have been nominated as Team of the Year and are awaiting the results. Yaekel says that, “Research engages the hearts and minds of front line staff. It allows them to reflect on clinical practices and develop new processes. Research is like snorkeling – you take a deep dive into new ideas. You start with one nurse, one patient, and one process to test change.”

**HOW DO YOU GET INVOLVED?**

Every nurse can do research, especially here at Hartford Hospital. Look at what you do as a nurse and ask questions. As a staff nurse, your manager and educator can answer questions. There is also a research office and the library in the Education and Resource Center that will assist you throughout the entire research process, from writing the question and surviving the IRB, to analyzing the statistics after data is collected.

The keynote address at the 14th Annual Evidence Based Practice Conference was Sharon Eck Birmingham, DNSc, MA, BSN, RN. She presented “Nurse Value and Patient Outcomes.” In her lecture she depicted the values of a good research mentor, which included a passion for nursing, clinical credibility, excellent people skills, interest in research, positive reputation among colleagues, ability to let others shine, expert group facilitation skills, and basic research knowledge. Successful research projects are team-oriented, staff-driven and mentor-guided, and enjoy a 90% success rate when completed within 14-16 months.

As a manager, bedside staff nurse research is like the gift that keeps on giving. It helps to increase enthusiasm, energy, pride, expertise, and retention. There is a huge potential for improvement in patient outcome and satisfaction Research gives nurses the chance to stretch, grow, and change personally and professionally. Strycharz says, “It [research] makes you think of your practice in a different way – you globally look at ideas and situations instead of just within the unit. You realize everyone [nursing colleagues] is facing the same obstacles and barriers but you are creating the change.”

All nurses who do research have the same goal in mind – to create the best patient outcome and the best possible patient experience. It is why we, as nurses, are here, Strycharz says.

**Congratulations to all nurses here at Hartford Hospital who presented posters:**

- Aligning Critical Test Results Policy with National Patient Safety Goal (02.03.01) – Carol Strycharz, RN, BSN, MPH; Jennifer Ash, APRN, MPH; Valerie Neary, RN, MSN; Carolyn Bousquet RN, BSN, CCRN
- Do Bowel Symptoms Change after Pelvic Reconstructive Surgery? – Barbara Conroy, RN, BA, AND
- Predicting Patients At Risk For Falling in the Emergency Department – Danette Alexander, RN, MSN, NEA-BC; Terry Kinsley RN, MSN(c), CEN; Christine Waszynski, RN, MSN, GNP-BC
- Real Time Pressure Ulcer Incidence Drives Quality Improvement – Lisa Corbett, APRN, ACNS-BC, CWOCN; Jamie Ann Curley, RN, BSN; Nancy Ough, LPN; Carol Strycharx, RN, BSN, MPH; Rebecca Morton, RN, BSN, Catherine Yavinsky, RN, MS, NEA-BC
- Reasons for Cancellation of Helicopter Emergency Medical Services (HEMS) By Requester – Susan Thibeault, MS, APRN, CRNA, EMT-P; Judy Childs, RN, EMT-P, CFRN
THE NURSING STUDENT HAS GRADUATED
Acknowledging the rich history of nursing education and care at Hartford Hospital was also achieved by moving the nursing student statue, known as “The Caregiver,” from the Seymour Street meditation garden into a place of honor within the new lobby.

The journey of this statue began in 1995. Hartford Hospital School of Nursing alumna, Marilyn Godlewski McKeown, RN, MPA, HHSN ‘69, then suggested creating a lasting memorial to the nurses educated at Hartford Hospital’s nursing school from 1877 to 1976. “I was distraught with the closing of the forth nursing school established in the country,” McKeown said. “When the nursing statue at the Vietnam Veterans Wall was being unveiled, I thought ‘why couldn’t we do that.’ In 50 to 100 years from now people would know that this wonderful school was here and be reminded of the contributions from its graduates.”

The Vietnam Women’s Memorial statue, depicting three nurses caring for a wounded soldier, was dedicated November 11, 1993. The sight of it moved McKeown emotionally. She hoped her vision of a statue dedicated to nursing, placed at the sight of her alma mater, would affect those viewing it in the same manner.

The school’s Alumnae Association members embraced the idea, and a Memorial Project Committee was formed. Committee chairwoman, McKeown, worked closely with alumnae members Karen Stinson Mazzarella, RN, BA, ’69, Patricia Andreana Ciarcia, RN, MSN, ’62, Mary Jane Pappalardo Densmore, RNC, BA, MA ’69, Jane Wallace Lasher, RN, BSN, ’74 and Theresa Gwozdz, RN, ’76. They organized the project, selected a sculptor and raised the funds necessary to create the statue befitting their memorial gift to Hartford Hospital.

Through press releases, mailings to alumnae and word-of-mouth, the committee was able to raise about $60,000 for the project.

Mazzarella, the current Alumnae Association president and former Memorial Project Committee member, was stunned by the response to their fundraising efforts. Several area businesses, physicians, former patients, friends and family answered the fundraising call.

“Most of the money was from our alumnae – our own graduates,” Mazzarella said. “Some were elderly and sent generous amounts. Some people gave in memory of a family member. It was all very personal.”

The Caregiver

The Memorial Project Committee selected Lloyd Glasson, former professor emeritus of sculpture and drawing at the Hartford Art School at the University of Hartford, as the sculptor for their nursing statue.

“I was given the charge of designing the nurse holding a book, and she was supposed to be walking,” Glasson said. “She had to be wearing the exact replica of the uniform worn by student nurses back in the 50s. I had to have the school emblem on the sculpture. I thought the best place to put it would be on the book.”

The six-foot-tall, bronze statue indeed depicts a nursing student holding a book in her left arm as her right arm is stretched forward in a position of offering care.

“The statue of a student nurse with her hand extended to all those who come there,” McKeown said, “shows there is hope. With her hand reaching out, and her whole demeanor, she’s really touched people.”

When the statue was in the meditation garden, McKeown said it was apparent how much it meant to passers-by.

“Almost always somebody would have left something there,” she said. “A flower, a coin or a little angel there by her feet. She really did reach people other than nursing students and former alums. That was our hope.”

Glasson named his maquette, or small sample sculpture, “The Caregiver.” Mazzarella said the name transferred to the final sculpture, “because that’s what nurses do.”

The statue was originally intended to be placed on the green in front of the hospital or somewhere inside. However, on April 16, 2000 the piece was unveiled in the Seymour Street meditation garden. With over 400 alumni, friends and family members in attendance, it was dedicated to the Hartford Hospital School of Nursing and a century of service to the Hartford community.

The day of the dedication had been stormy, but sunshine burst through the clouds just before the ceremony began. This seemed to be a sign that the alumnae campaign had completed their mission to well deserved kudos.

For the next ten years “The Caregiver” graced the meditation garden with beauty and a sense of serenity. Tucked into a quiet area of the hospital campus it was visited often by staff and visitors. Still, there were some concerns for her wellbeing.

“The outdoor elements washed the patina away,” Glasson said. He said it would need to be restored to bring the statue back to her former beauty. It was time...
for “The Caregiver,” to get some much needed care of her own.

When Executive Vice President and COO Jeffrey Flaks, and his discussion group, envisioned the redesign of the hospital’s lobby, they saw an opportunity to bring the statue indoors.

“It speaks to the richness of tradition and legacy of nursing at Hartford Hospital,” Flaks said. “This statue will welcome all those who cross through our doors with its significance of care and focus on patients and families and compassion. It’s the reason we did this.”

He said placement of the statue in the lobby was consistent with their ‘2020’ goals. It’s all about the patient’s experience and more effectively communicating the hospital’s values to them.

Although Flaks said he’s pleased to have the statue in a more symbolic and visible area of the hospital, rededication of the statue will have to wait until all construction in the lobby is complete. Arrangements for a celebration, in accordance with the auspiciousness of the occasion, are being planned.

Before all that could happen, the statue needed to be sent to the Polich Tallix foundry in Rock Tavern, NY, to be cleaned and the patina restored. From there, the Beij, Williams and Zito Company prepared the 2-foot-wide, sixteen-inch-tall, polished black granite pedestal it rests on. They delivered the life-sized statue and 2,300 lb. pedestal to the new lobby with great care and funding shared by the hospital and the continued generous support from the HHSN Alumnae Association.

From her niche, she reminds all who enter Hartford Hospital that nurses are looking after them.

“She will greet people,” McKeown said, “with comfort and hope and a sense that all will be well.”

**Representing Humble Beginnings**

Founded in 1854, early administrators of Hartford Hospital could not have imagined one day the facility would become a major teaching hospital and trauma center. The introduction of an air ambulance system, LIFE STAR, and pioneering robotic surgery was unfathomable.

They can, however, be credited with the foresight to realize they needed to educate nurses to care for the 45 patients their original building was able to accommodate. A school for nurses was established within 23 years after the hospital opened its doors.

It was called the Hartford Hospital Training School for Nurses, and the students were referred to as pupil nurses.

According to notes from the 1937 sixteenth Alumnae Association bulletin, the school began in 1877 adopting the Nightingale system of nursing education.

Florence Nightingale had just begun her own nursing training around the same time Hartford Hospital was being established. The famous book she wrote, “Notes on Nursing: What It Is, and What It Is Not,” had only been published around 1860. Her philosophies of cleanliness, prevention, teamwork and continued learning were cutting-edge educational tools of the time.

Initially the training period was 2 years long. Applicants to the school had to be between twenty and thirty-five years old, in good health and of good character. Pupils were usually on duty from 6 a.m. until 6 p.m. with lectures given at 8 o’clock in the evenings. Dusting and sweeping the wards were all in a day’s training.

The first graduating class awarded diplomas to 5 nurses. The very first graduate was Mrs. Carrie A. House. She donated a vase to the Alumnae Association, as an heirloom, in appreciation and commemoration of her status as its first nursing graduate. The vase still exists in the safekeeping of the hospital archives.

Most nurses were expected to work outside the hospital upon graduation in home health care and physician’s offices. Few graduates were hired by the hospital to function as head nurses.

Students began wearing uniforms in 1889 and in 1892 the Alumnae Association was formed. Even though the school has been closed since 1976, membership in this organization has continued to rise.

In 1900 the program became a three-year diploma school and adopted the linen nurses’ cap. By 1902 the program was educating 56 pupil nurses. That number more than doubled within the next 11 years.

The student of 1937 enjoyed eight-hour duty shifts with only six-hour shifts required on Sundays. There were clubs and activities for students with any free time available.

John Ham, RN, BA, class of 1974, was the first male to graduate from the Hartford Hospital School of Nursing.

**Full Circle**

Saddened as the alumnae of HHSN have been over the closing of their school, realizing their dream of having “The Caregiver” inside the building that contains their memories, spirit of giving and educational history has brought joy to all.

Mazzarella may have said it best, “This is going to be a lasting tribute.”
We completed another busy summer, having recruited and oriented 103 registered nurses during July and September. Newly graduated nurses began our Graduate Nurse Residency Program in November. The Program is entering its fourth year of operation and provides a structured first-work experience for the nurse. Program content has been revised and this year will be incorporating simulation activities in the newly renovated Center for Simulation, Innovation and Technology (CESI).

Hartford Hospital was reaccredited by the Connecticut Nurses’ Association as a provider of continuing nursing education this summer. As an accredited provider for both Hartford Hospital and MidState Medical Center, our education unit may award contact hours for continuing nursing education activities that we have planned, implemented and evaluated. We were approved under new guidelines adapted from the American Nurses Credentialing Center and were noted to have submitted an exemplary application!

To date, the Education Calendar for 2011:

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<tr>
<th>Event</th>
<th>Dates</th>
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<tbody>
<tr>
<td>Geriatric Resource Nurse</td>
<td>March 25, June 17, September 16, December 2011</td>
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<tr>
<td>Geriatric Patient Care Attendant (PCA) Training Program</td>
<td>January 5, April 13, July 13, October 12</td>
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<tr>
<td>Critical Care Core</td>
<td>January 17, Contact Ann Russell 545-1661</td>
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<tr>
<td>Physiologic Psychopharmacology Series</td>
<td>Restarts in late January, Contact Cindy Belonick 545-7108</td>
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What a surprising and wonderful year 2010 has been!

As many of you remember, a small group of dedicated alumnae, of the Hartford Hospital School of Nursing, formed a committee in 1996. Their purpose was to build a lasting memorial to nursing. The unveiling of “The Caregiver” statue in the Meditation Garden of Hartford Hospital in 2000 was a glorious and well attended celebration.

Earlier this year, we learned that Hartford Hospital was completely renovating the main lobby, and that the statue was to be included in the plans. At the beginning of June this year, Betty Ann Fusco, Gail Rapoza and I met with Linda Spivack and Bimal Patel to discuss the planned lobby renovation and how “The Caregiver” statue would fit in.

We were delighted to hear details of the plans, because moving the statue into the Hartford Hospital lobby meant it would be protected and would preserve her beauty for all to enjoy.

Banquet News

At our annual Alumnae Banquet at the Cromwell Crowne Plaza in June, news of the statue relocation was a wonderful surprise to the alumnae present!

A second announcement was the donation of three Hartford Hospital School of Nursing shield pins and several pins for years of service at Hartford Hospital. These pins were donated by Christine (Godlewski) Scavetta, sister of Marilyn (Godlewski) McKewon ’69. Christine’s husband, Vaughn, inherited from his aunt, Lillian Soloman, former Director of the School of Nursing. In examining the shield pins, we were delighted to be able to reunite them with their owners. The long-lost pins were returned to three grateful members: Anne Crosby Peterson ’59, Nancy Bissell Ofiara ’62 and Janet Butterworth Gothers ’63.

Our Alumnae Association has been able to support several charities. This year donations were made to the American Red Cross for relief in Haiti after the devastating earthquake, lighting for the Iwo Jima Memorial in New Britain, The Hole in the Wall Gang Camp for children with cancer, the Multiple Sclerosis fund and the Multiple Myeloma Research Foundation. In addition, we were proud to continue support for the Hartford Hospital Nursing Magazine.

As a result of our efforts to publicize the Bed Fund, thirteen members were assisted in paying medical costs beyond their insurance coverage. Since the ability to provide assistance to any Bed Fund member wherever in the country they live is possible, more members are able to avail themselves of this valuable aid. We are encouraging those alumnae members who have not yet joined the Bed Fund to do so at a one-time cost of $50.00.

Another service that has been provided by our alumnae members is attending the calling hours or funeral of nurses who have died to recite the Nightingale Memorial. This tribute has proven to be a touching part of the service and is much appreciated by their families and friends.

Karen Stinson Mazzarella
President
Alumnae Association of the Hartford Hospital School of Nursing
Remembering Nancy Houle

Only the Gilman Auditorium, in the Hartford Hospital Conklin Building, could accommodate the many friends, coworkers, admirers and family members gathered to memorialize Nancy Barbuto Houle, RN, MSN, on September 14, 2010. The respect and deep regard for Houle, who passed away June 17, 2010, was evident among those who attended the memorial services held in her honor.

Services conducted by Reverend Carolyn Fleming-Sawyerr and Reverend Derly Foerste included words of remembrance from Dr. Darren Tishler, Cathy Yavinsky, RN, MSN, and Jennifer Houle. The Nightingale Tribute was read by Ginger Goddu, RN, MSN.

Houle was well known throughout the hospital. She was a familiar sight as the nurse who traveled about the hospital on her motorized scooter, but close friends remembered her as a person more concerned with the needs of her patients, coworkers and family than her own.

She first joined the Hartford Hospital family as a HHSN student, class of 1973. Upon graduation she was employed by the hospital and never left. Houle was devoted to Hartford Hospital and her patients.

While caring for her own family, working as a nurse and volunteering as a Girl Scout leader, Houle continued her education. She earned her Bachelor of Science degree in nursing from St. Joseph’s College and her Master of Science degree in nursing education from the University of Hartford.

“She was a great friend. I really miss her,” Goddu said. “She was a resource for all the other educators. She could always find the answers. She was quite the person.”

Executive Secretary of the Hartford Hospital Alumnae Association, Patricia Ciarcia, RN, MSN, applauded Houle for her involvement with and unwavering dedication to the Alumnae Association.

“Nancy came to the Alumnae Banquet every year. She was a big advocate of that,” Ciarcia said. “She was a faithful member of the Alumnae Association for 37 years. You don’t see that level of commitment every day.”

Houle’s daughter, Jennifer, said her mother loved educating new nursing graduates and watching them as they grew professionally over the years.

“That’s what people will remember most about her,” Jennifer Houle said. “How dedicated she was to taking care of other people. That was her whole goal in everything she did.”

Bliss 8 Nurse Manager, Suzanne Yeakel, RN, MSN, had an office next to Houle’s. She and her staff have been deeply affected by Houle’s passing.

“The staff misses her so much. They talk about her everyday,” Yeakel said. “She was a dedicated educator and nurse. She never called out sick. Her life was so full. She never said no to anything.”

Yeakel described Houle as a calm person with a knack for turning every opportunity into a learning experience for the staff.

“If you were having a bad day, you’d go into her office and you’d end up laughing,” she said. “Everybody that remembers Nancy will remember her with a smile.”
A Gift From Our First Nurse

When the life-sized statue of a nursing student was placed in its new home, inside the hospital’s main lobby, it was a joyous moment for the Hartford Hospital School of Nursing alumnae. It was a gift to the hospital, as a lasting memorial to the HHSN, from the Alumnae Association.

The statue, however, is not the only heartfelt gift to have been donated in remembrance of the school of nursing. A much smaller gift resides in the hospital’s archives.

Mrs. Francis Tuttle was the Lady Superintendent of the nursing school for the first 13 years of its existence. After the first nursing class graduated, in 1879, Tuttle gave a vase to Mrs. Caroline (Carrie) House, the very first nursing graduate.

Mrs. Carrie House kept the vase until 1922. At 80 years old, she presented her cherished heirloom to the Alumnae Association. In an accompanying letter, to then Alumnae Association President Miss Mary G. Trites, House divulged the vase’s history.

“Mrs. Frances A. Tuttle presented to me this vase in recognition of my activities in the performance of my duties, as her assistant, in organizing the Training School for nurses of the Hartford Hospital,” she wrote. “It gives me great pleasure to present this vase to the Alumnae Association, to be kept in the school in memory of Mrs. Tuttle and the first graduate.”

The school of nursing has been closed for 34 years. Pat Ciarcia, Executive Secretary of the Alumnae Association, said a retired member of the association remembered important items from the school having been stored in a bank vault. When the bank closed its vault, the stored items found new homes. The vase was relocated to The Hamilton Archives at Hartford Hospital.

Archivist, Steve Lytle, described the vase as 5 1/2” tall and 4” at its widest point. It’s made of glass coated with a pinkish, flat-finished glaze. The decoration of a delicate raised vine, flowers, leaves and a butterfly are all done in gold.

According to Lytle, a message from House was glued to the bottom of the vase. It is still in place and reads: “Presented to / Alumnae Association / H.H.T.S / by/ Carrie A. House / First Graduate / November 9, 1922.”

House was a resident of Hartford when she entered the Hartford Hospital Training School for Nurses. At the time she donated the vase to the Alumnae Association, she was a resident of what was then called the Old People’s Home at 36 Jefferson Street.

A testament to the enduring spirit of graduates from the Hartford Hospital nursing education program, one can imagine House would be pleased to know this small, fragile gift has survived, safe in the care of her beloved institution’s archivist.
The Annual Alumnae Banquet was held Sunday June 6 at the Crowne Plaza in Cromwell, CT. Over 200 alums attended and had a great time, as is evident from the pictures in this section. All pictures are compliments of our “photographer,” Marilyn Miller ’73.

Marion Gledhill Farnsworth ’27 enjoys flowers sent to her by the Alumnae Association. She is 103 years old! Her daughter says that Marion often comments on all of the equipment in use at the nursing home and says that it is very different from her days at Hartford Hospital.

Edith Lucille More Hardman ’35 celebrates her 75th HHSN Anniversary!

Stefanie Druzolowski Kaminski ’38 with daughter Patricia Kaminski Robertson ’62

There were 10 past presidents of the Alumnae Association present at the Banquet. Here are their pictures:

Past President: Esther Olsen Viets 1944
Past Presidents: Pat Audet ’56 (front row), Marion Kochler Miller ’56, and Liz Wallace Knight ’56
Past President: Irene Skinner Barter ’58. Pictured with Irene is Joyce Woods Sadlak ’54
Past President: Carolyn Bickford Calhoun ’60
Past President: Elizabeth Luginbuhl ’60
Past Presidents: Joan Gage Haines ’61 and Gail Pendleton Rapoza ’66
Past President: Caryl Hockenberry Donovan ’64

The HHSN Student Nurse Statue named “The Caregiver” is displayed at the Banquet.

Lloyd Glasson, Sculptor for HHSN Nurse Statue “The Caregiver,” explains the history of the statue.

Chocolate Fountain, Cheese and Fruit Display – compliments of the Alumnae Association – are enjoyed by alums at the Banquet.

First HHSN Alumnae Association Scholarship Recipients Lauren Rosario and Colleen Perutta received their nursing scholarships at the Banquet.

Sam Pasco Band: “Memories with Music” from our HHSN student nurse days

Past President: Caryl Hockenberry Donovan ’64

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Past President: Caryl Hockenberry Donovan ’64

Gertrude Stickney Liliendahl ’40, Mim Sihvonen ’40 and Margaret Hall Carpenter ’40 celebrate 70 years. The class of 1940 started the “Golden Bedpan” tradition.
It is with sadness that we report that Polly passed away on August 27, just a few months after the Banquet. Her daughter said that Polly celebrated her 68th HHSN anniversary. 1921-2010

“Nightingale Tribute” at her funeral. 1921-2010

Alumnae Association Board Members read the Class of
1947

Olive Tuttle Shea ’47

Jane Kearney Keena ’47, Joanna Deutsch Meisterling ’47, and Barbara Wilson Laitinen ’47 celebrate their 63rd HHSN anniversary.

Olive Tuttle Shea ’47 was a nurse practitioner and worked at U Conn where she retired. Olive’s sister, Sally Tuttle ’50 started HHSN the year Olive graduated. Olive has two grandchildren who are talented in music, acting, dancing and singing. Emily, at 15, plays the violin, French horn and piano. Her brother is a little older and plays the violin in a symphony orchestra, and the trumpet in his school band.

Joanne Bergsten Milne ’55 and Carmella DiPasquale Kenney ’55 celebrate 55 HHSN Years.

Joan Duell ’55 and the Class of 1955 had a class reunion in September at the Manchester Country Club. More than 25 classmates celebrated 55 years since graduating from HHSN.

Class of 1958

Front row: Patricia Rinaldi ’58, Carol Moss Meehan ’58; Back row: Janice Dusza Wilkie ’58, Ida Johnson Anderson ’58, Irene Skinner Barter ’58, Dale King Chagnon ’58, and Jean Mecarsky Rusco ’58

Members of the Class of 1960 celebrate their 50th HHSN anniversary

The class of 1960 celebrated their 50th reunion the weekend of June 5th and 6th. A total of 32 classmates enjoyed the festivities. On Saturday, the group met in the Special Dining Room at Hartford Hospital for a delicious luncheon and cocktails and dinner, the group praised the wonderful education they received at HHSN, and also shared many fond memories. After lunch, Linda Spivack, VP of Nursing and some of her staff spoke to the group about innovations in nursing at HH. A tour of the hospital followed.

From there the group proceeded to the Crowne Plaza in Cromwell for more fun, fellowship, and “catching up” on 50 years. Some of the class members are still working, but most have retired from nursing. Over dinner, the group enjoyed a delicious meal and the wonderful education they received at HHSN, and also shared many fond memories. After dinner, many still were too psyched up to go to sleep, so they talked and laughed some more.

Sunday they gathered for breakfast and then at noontime for the annual Alumnae Banquet. Their table was just beautiful with the golden bedpan as the centerpiece. It was decorated with yellow daises, mums and blue irises with the HHSN shield in the middle of the arrangement.

Mary Roth Burns ’50 has a chapter in the recently published book “Adventures of an Oxyphile” edited by Thomas L Petty, MD, published by the Snowdrift Pulmonary Conference, Inc, 2010. It is entitled, “Patient Support Groups and Activities” and is geared toward the oxygen dependent patient and the health care professionals involved in their care. Mary is a recently retired pulmonary nurse who has published extensively and lectured internationally on this subject. She is still involved with supporting the Alvin Grancell/ Mary Burns Chair of Rehabilitative Sciences at Los Angeles Biomed, Harbor-UCLA Medical Center in Torrance, CA and is Executive Vice President of the Pulmonary Education and Research Foundation.

Class of 1955

Joanne Bergsten Milne ’55 and Carmella DiPasquale Kenney ’55 celebrate 55 HHSN Years.
Class of 1960

The class found that, although they are 50 years older and have experienced much—good and not so good—they all remain basically the same wonderful young women who left the hallowed halls of HH in 1960 to pursue their dreams. Planning Committee for the reunion were: Margaret Tucker Garrison ’60, Elizabeth Luginbuhl ’60, Marion Brooks Muschell ’60 and Carolyn Bickford Calhoun ’60.

Elizabeth Luginbuhl ’60 and Carolyn Bickford Calhoun ’60 pass to the traditional “Golden Bedpan” to 1961 class representative Joan Gage Haines ’61.

Class of 1962

Linda Arle Duval ’62, Gail Paterno Williams ’62, Sandra Agud Trifiro ’62, and Joan Beebe Specht ’62

Carol Fafard Pagano ’62 retired from nursing for the third and final time in 2008. She was a clinical instructor for Keiser University in West Palm Beach. Carol spends 7-8 months a year in Florida but is in the CT area May through Sept and would love to get together with other classmates. She enjoys reading the Nursing magazine and was pleased to see that in the spring edition a former colleague from Bristol, Lisa Corbett APRN, received the Nightingale Award.

Class of 1966

Eunice French Ecker ’66 just returned from a Bermuda cruise with her children and grandchildren.

Lorraine Branciere Farabaugh ’66 fell on vacation and fractured her foot, but is still hoping to go to Oberammergau in the Fall. Betty Ann Vose Fusco ’66 is going on a Caribbean cruise in February with other HH Alumnae members—Lesley Prentice McGrath ’61, Martha Bruggestrat Rich mond ’65, Marcia Minick Fredelander ’70 and Linda Samuelson Lyons ’68. Alicia Plikaitis Junghans ’66 daughter visited this summer from England. Gail Pendleton Rapoza ’66 went to Seattle for her sister Sandy Pendleton Swanson’s ’67 daughter’s wedding and then on to Alaska for a train and cruise tour.

Donna Volwoski ’66 is moving to Albuquerque, NM. Alicia Plikaitis Junghans ’66 and Betty Ann Vose Fusco ’66 are planning the class of 1966’s 45th reunion in June 2011. They have asked that if anyone from the class has any ideas about how to celebrate, to please contact either: Alifie; ajunghans@snet.net or Betty Ann; bettyannfusco@sbcglobal.net

Class of 1968

Martha Curtis Denton ’68 has had an eventful year. She turned 65 and is now semi-retired, which means that she resigned from her position as Director of Education at Peace River Regional Medical Center in Port Charlotte, FL but stayed on as a Clinical Nurse Educator – pool position. She even let her hair grow out to its natural white! She wonders “where did the years go”?

Class of 1969

Regina Ring Potter ’69 has worked most of her nursing career in OB at Griffin Hospital in Derby, CT. She married in her junior year of HHSN to Frederick Daniel Potter and graduated the following June ’69. They have three lovely daughters, Jennifer Lynn Potter Smith who has four children, Kristy Lynn Potter Gagliardi who has two children, and Rebecca Lynn Potter Sauve who has two children. They also have eight of the most beautiful grandchildren, who all live in Ct. She plans to retire in November of this year. She and her husband have lived in the same home for the past 38 years.

Class of 1972

Dianne Woods Bronkie ’72 received her 40-years of service pin at Hartford Hospital at a recent Awards ceremony.

Class of 1974

Betsy Gaudian ’74 is President of the CT Association of Diabetes Educators. She recently went to San Antonio for the National Convention to gather data on a proposal that the National Association of Diabetes Educators take over all the state chapters. Betsy also plans to return to College (Southern Ct State U) to pursue a Nurse Practitioner Certificate.

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Physicians
Aldo Bellucci MD
Emmett Clair Rankin MD

of Hartford, Barney School of Business in 1983. She has worked at MGH in Boston MA, Aetna Life and Casualty Insurance Co. in Hartford, CT, and at Hartford Hospital as a surgical clinician, assistant head nurse and staff nurse in the PACU. She has retired from those positions but is now working at William W. Backus Hospital, Norwich CT in the PACU. She has certificates for Master Gardner and Advanced Master Gardener Programs from UCONN, Storrs CT. She also established the Maureen E. Burke Nursing Scholarship, Northeastern University, Boston, MA. She recently traveled to China.

Ronny Ann DelGaudio Bohrer ’70 is working 32+ hours a week on an adolescent unit at a psychiatric hospital. She has a daughter who is a senior executive at Summit Entertainment and oversees the entire famous Twilight movie series based on the books by Stephanie Myer. Ronny recently attended the premiere and party of this movie series.

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Let Us Hear from You!
We would love to receive photos and news from HHSN alumnae. Please mail information to the Alumnae Association of the Hartford Hospital School of Nursing, 560 Hudson Street, Hartford, CT 06106 or e-mail patciarcia@snet.net.

Request for HHSN Nursing Pins
We often receive requests for a replacement HHSN nursing pin. Since they are no longer made, the only way we can get one is if an alum is willing to donate her pin to the Alumnae Association. We would then give the pin to the alum who is requesting it. If you are interested in donating your pin for this purpose, please contact Pat Ciarcia at (860) 563-2005 or patciarcia@snet.net.

Give a Lasting Gift
Your contribution today will make a difference to our nursing education program. Mail your gift to Hartford Hospital, Fund Development, 80 Seymour Street, Hartford, CT 06102. You can act now and show your commitment to nursing education forever by including Hartford Hospital and/or the Alumnae Association of HHSN Inc. in your estate plans. For more information, please contact Carol S. Garlick, vice president, philanthropy, at (860) 545-2162 or cgarlic@harthosp.org.
Mary Eller Lundberg, HHSN Class of 1957, performing laboratory course work.

Photo courtesy of the Hamilton Archives at Hartford Hospital.