Reimagining Our Compass

ALSO
- Laura Bailey on the Future of Nursing
- Behind the Scenes of a Joint Commission Visit
- Alumnae News
Hartford Hospital’s Nursing Professional Practice Model

The Nursing Professional Practice Model was developed by Hartford Hospital nurses. It is a visual representation of the scope of nursing practice and nursing’s role in enhancing the human health experience.
This magazine’s cover features a compass, with its guiding points being Excellence, Innovation, Quality and Collaboration. The word “compass” is derived from the Latin words, “com”, meaning “together” and “pass”, meaning “pace or step.” Certainly, our journey as nurses at Hartford Hospital is a collaborative one, rooted in our connections and ability to work together.

We have evolved since the emergence of the pandemic, slowly and steadily navigating through the unknown. This has been and continues to be a perfect storm, inside the hospital and for healthcare at large. Societal relationships, the economic climate and the ever-presence of the coronavirus have been the catalysts that have likely caused us all to be reflective on our own values and simultaneously work to find the partnership in the team members that will help us thrive!

During the pandemic, nursing and its value were vital and central to patient care. Nursing contributions to healthcare were highlighted as were the demands on caregivers. There is no returning to the place we were before March 2020.

We must decide how to do things differently and move forward after such a powerful experience. A new vision and focused energy will transform us as nurses and leaders, as traditional models of care give way to a different kind of nursing and the workforce that delivers it.

In this issue you’ll read about advanced practice work, community nursing and the telemetry projects that are burgeoning examples of how we are changing our future and the outcomes we can create when we collaborate.

Ultimately, disruption leads to innovation. Our world has experienced a disruption of epic proportions that is leading to change. By traveling the path together and continually reimagining our compass, we can explore new ways of innovating that will drive our success.

Cheryl Ficara, MS, RN, NEA-BC
Senior Vice President, Operations
Hartford Region, Hartford HealthCare

As I think about this magazine’s cover illustration and the symbolism of a compass, several things come to mind. As Cheryl noted, nurses have been navigating through the pandemic for nearly three years. It’s been an uncertain time, and through it all, nurses are leading the way, integral to the health and healing of patients.

Someone recently told me that they visited a COVID unit during the height of the pandemic and were moved by the extraordinary calm and focus of nurses. While the virus presented numerous challenges and was often unpredictable, I know the calm he witnessed came from nurses’ deep sense of empathy, which is inherent to their internal compass. While the pandemic heightened our emotions, our reactions maintained calm for the patient and the team around us. The future was unknown and composure and confidence prevailed.

I hope you’ll take a few minutes to read an article I penned in this issue. I share some of my philosophies about nursing and reflect on the outstanding individuals who deliver world-class care to our patients every day. As a companion to this article, I also participated in a Hartford HealthCare podcast about nursing, which can be accessed via the QR code provided within the article.

So much has changed since the emergence of the virus, but so much has remained the same. The experience of COVID may have influenced us beyond measure, but our inner compass continues to direct us, through excellence, innovation, quality and collaboration.

Laura J. Bailey, MSN, RNC-OB
Vice President, Patient Care Services
Hartford Region, Hartford HealthCare
During Nurses Week this past May, poet David Hassler, director of the Wick Poetry Center at Kent State University in Ohio, met virtually with Hartford Hospital nurses to facilitate the “Healing Stanzas” poetry workshop. The goal of the workshop was to create a special space for nurses to put their thoughts and emotions into words. From those sessions, Hassler scripted a community poem, “Human to Human” comprised entirely of lines written by our nurses, revealing the challenges, rewards and emotions of nursing.

Hassler recently reflected on the project and was moved by the authenticity of the nurses’ words. “Their writing is an honest expression of the complex emotional truth of their experiences as nurses,” he said. “We can all benefit from this truth-telling through our shared poetic expression. It helps us make sense of our lives and connect with each other.”

It is Hassler’s hope that the exercise doesn’t end here but continues to inspire nurses to take pen to paper and put their thoughts and feelings into words. “I believe it is an important and effective form of self care that offers much-needed respite,” he shared. “It also helps caregivers feel less alone in their feelings and their struggles.”

The Hartford HealthCare Content team recently put these verses into a video featuring our nurses. To view the video, poem and contribute your own entry, visit https://hhcconnect.org/HealingStanzas
Some days you underestimate the impact you have on another. A helpful hand, a kind gesture, an ear to listen can be exactly what someone needs just to get through the day. Remember you are a comforter, a care giver, a life changer. You are sunshine in someone’s life. You make the world a better place.

Some days you reflect on yourself before you care for your patients and wonder who is there to care for me. You mourn the words of a dying mother, tell your children you love them and think about your own mortality, the thought that they would grow up without you.

Some days with grace and grit you prepare for the battles of the day. You fight to get out of bed and leave your little ones who want you to play mom all day. You fight to be seen and heard through the halls, to prove you are good at what you do, to make a difference for someone else. You fight to smile behind sadness, to feel worthy of being a nurse with its magnitude of responsibilities, to turn it off at the end of the day and to do it all again tomorrow.

Some days you feel you’ve lost the war. You can’t come up with the right words and don’t know what else to give. You feel guilty for being sad when there are those suffering through much greater situations.

Some days you feel like an actor in the play of your life. You choose to play a character who portrays confidence and joviality rather than revealing the truth of the chaos within. You don the costume of a nurse, undergo a physical and mental transformation to animate your role. You change into your uniform — a specific color signifying your area of practice, a hat, a mask, shoe covers, ID badge with a tag that declares “NURSE” — and become fully immersed. You hang your real clothes and real self in your locker while you put on a performance. But there is no applause, no standing ovation, no flowers at the end of the show.

You return your costume and don your street clothes again. You emerge from the hospital theater and return to your real self, prepared to perform again the next day.

Some days you will touch people in ways you may never fully understand, but they will never ever forget you, how you made them feel. Until you have walked both sides of healthcare — as provider and patient or family — this is hard to know.

Some days you will feel all the feelings in twelve and a half hours — happiness and sadness, joy and pain — and know how lucky you are to feel them regularly and deeply. This is exactly where you want to be, helping a patient and their family overcome the unknown.

Remember we carry the weight of our responsibilities at work and at home. We carry every breath not taken, every back turned to walk away, every dropped shoulder and hung head. We grieve who we were before, the lightness of problems in the air we could comprehend. Hidden behind masks, we have become experts in the windows to the soul, no longer the facial expressions that manifest it.

Together we will heal the pieces of our broken hearts that aren’t so readily accessible. Remember how everyone is hurting, and we are here to hold that memory. Together we carry each other forward, like today when the dementia patient with soft blue eyes smiled at me as I softly took her hand.

For we are the hands that touch and the heart that feels, the soul that is tired and the knees that are weak. We pour out our hearts each day, willing to lay it down for others. Be kind, be human, for there is no other like you. Human to human is the only way to heal.
Getting to Know New Grads

**Erin Sheridan, RN**

**School:** UConn  
**Current unit and its specialty:** North 8, Women’s Health Services  
**How’s it going so far?** It’s been very hectic but I like it a lot. The experience on North 8 is like no other. It’s a very special place and the support from the managers is excellent. Lisa Enslow was my clinical instructor for my regular OB clinical and capstone and also served as my residency leader.  
**What were your experiences in the residency program?** I like how we see different things that we may not get to see every day on the floor. For instance, I had no knowledge of high flow oxygen, but I was exposed to it in the program. We had a patient who needed to be on the unit before being transferred and the respiratory therapist was asking for high flow oxygen. Because I had learned about it in the program, I was better prepared.  
**Why did you choose Hartford Hospital?** I chose HH because my clinicals were primarily here. All throughout senior year, my clinicals were here. It was very easy to transition from nursing school to Hartford Hospital, with special thanks to managers like Lisa Enslow. I love working night shift, I love the pace. I feel like every new grad should start on night shift. I found there are fewer distractions.

**Irvie Mumar, BSN, RN**

**School:** UConn  
**Current unit and its specialty:** Bliss 8, Surgical and Medicine overflow  
**How’s it going so far?** For all intents and purposes, I became a nurse on this unit. From basic nursing tasks to specialized care, I built my foundation from a plethora of experiences I’ve witnessed on my floor. I grew from learning how to clamp an NGT and drawing up heparin to doing peritoneal dialysis and caring for tracheostomies.  
**What were your experiences in the residency program?** The residency program was good to learn from other nurses’ experiences on other floors. It exposed me to knowledge that I may not have seen. I enjoyed the reflection element of the program, where we have an opportunity to go over things, good and bad, that we may have experienced on the floor.  
**Why did you choose Hartford Hospital?** I chose HH because I knew the hospital from my time here as a student and I grew to love the camaraderie I’ve seen on the few units I’ve visited. I liked the educational path Hartford Hospital offered as a new graduate nurse. I knew I wanted my first job to be in an environment where I would learn, so I chose to start on Bliss 8. I knew Hartford Hospital would give me a solid foundation that I can only continue to build upon.
Just over a year ago, five nurses were selected to the inaugural cohort of the Ann Jennings/Vicie Brooks Nursing Fellowship Program. Since walking through the doors as fellows, each of them has gained a wealth of knowledge in the program that is named for two pioneers in Hartford Hospital history.

For Dian Miller Francis, RN, the fellowship has reinforced her interest in nursing and the interaction with cardiac patients on Bliss 9 East has touched her in ways she never imagined. “When a patient told me, “Thanks for not giving up on me,” it gave me chills. It’s a blessing and rewarding when you can connect with your patient, helping them heal and recover.”

On Bliss 10 East, Masonya Miller, RN is hard at work in the cardiology unit. She takes great pride in representing Black nurses and appreciates the mentorship of other nurses of color in her unit. She is very aware of her role in affecting change for the future. “I’m opening the door for other nurses — younger girls can see ‘I can do that,’” she says. “Representation matters. It is a point of pride for me.

Patients of color are glad to see nurses that look like them.” Masonya will complete her BSN in December. She plans to pursue her Masters in education and work towards becoming an Advanced Practice Registered Nurse in cardiology.

Sheena Springer, RN came to nursing after 15 years as a social worker. Currently working on the Bliss 8 post-surgical unit, she reflects that the fellowship connects with her own purpose and mission to improve health equity in our community. “I want to be one of the leaders of change and healthcare and better patient care. There have been strides, but there is a lot of work to be done in terms of community integration and initiatives.”

About the Jennings/Brooks Fellowship Program:
The program supports professional opportunities for Registered Nurses from underrepresented backgrounds, facilitating growth while advancing diversity, equity inclusion and belonging. The program was developed in partnership with Capital Community College, which has a long-standing history of supporting members of our community for entry into the nursing profession. Participants begin working as part-time Registered Nurses and receive extensive mentoring, ensuring that participants are holistically supported in their aspiration of continuing their education and obtaining their Bachelor of Science in Nursing (BSN). Hartford Hospital is pleased to provide this opportunity which supports nursing careers at Hartford Hospital, advances diversity for our communities and promotes education in our profession.
It’s impossible to look to the future without acknowledging the past. As I anticipate the future of nursing at Hartford Hospital and beyond, I am mindful to respect and acknowledge the impact of COVID on our profession. It’s important that we consider and factor in our collective experiences of the past nearly three years.

While our landscape looks a lot different than it did in early 2020, COVID hasn’t gone away. It is still in our midst, driving the narrative. The public is weary and sometimes combative when it comes to mandates, guidelines and even vaccines. In turn, nurses are tired, having run this marathon where the finish line keeps moving. Our ICUs are no longer overflowing with ECMO patients and the critically ill, but the experience is still fresh in our minds. Bearing witness to the pandemic was difficult — without a doubt, it has been physically and mentally draining. We need to leverage different realities and work together to build a stronger future for us and the nurses who will follow.

The nursing shortage — a tale as old as time
Nursing shortages have been an ongoing concern for generations. In 1988, Doris Armstrong, RN, M.Ed., then Vice President of Nursing at Hartford Hospital, was interviewed by the New York Times and spoke on the subject. Fast forward 34 years and the storyline remains — nurses are in demand. There are currently 3.9 million nurses in the country and over a million of them are slated to retire in the next seven years. Presently, we knew of the projected shortfall and COVID accelerated all projections.

One of the obstacles to meeting the demand for nurses is at the academic level. It starts with the ability to get into a program. Academic institutions are challenged to staff nursing schools with professors and clinical instructors to prepare nurses. Some programs have become very competitive because they have a small number of slots for incoming nursing students. One local Connecticut college recently received more than 2,000 applicants for 120 available slots. It’s imperative to create enough slots, clinical instructors and professors in that collegiate space.

Building careers at Hartford Hospital and Hartford HealthCare
I am so proud of Hartford HealthCare’s investment in the recruitment, growth and development of nurses. Our organization has established strong academic partnerships with area schools and universities in an effort to foster growth in nursing students from the very start. Hiring PCAs and CNAs is a wonderful stepping stone to nursing and we are providing those opportunities while students are still in school.

There are pathways, assistance and incentives for those who choose to work here while pursuing a career in nursing. The tuition reimbursement program helps our nurses financially and demonstrates our investment in the future of our nurses. Clinical ladders and programs, such as the Medicine to ICU Clinical Pathway and Medicine to ED Bridge Program, are designed to assist individuals grow their careers within Hartford Hospital.

Why nursing matters to me
Nursing is my second career. After college graduation, I worked in the Medical Records department of a hospital, eventually working my way up to a position in the Planning department. Over the course of about
five years, I worked with many nurses and people in clinical roles. The nurses I saw in action had such a command of what needed to be done and I was so impressed by their brilliance. While I was in that administrative role, I began nursing school. I have always enjoyed being connected to people. As my career developed, I found that I could blend my business background and love of data with the clinical side of nursing.

**Healing and moving forward**
Each of us has to “own” our wellness and it’s a very personal journey. I learned during COVID that I had to be very mindful to come out of my own emotions to endure. I had to be very intentional about my own sadness, accepting it and learning from it. Setting boundaries, disconnecting and finding a hobby are all methods to managing mental health during a time of crisis. For me, a daily habit to find the bright spot was one tool I used. It’s so easy to think about what you didn’t accomplish, so I decided to focus on the things that went well.

As we continue to grow and as the emergence of COVID is further back in our rear-view mirror, I can’t help but be full of pride. No matter what is being asked, no matter how hard it is, Hartford Hospital nurses show up every single day. They care and they come together, in spite of the difficulties and challenges presented to them. As I round, I see nurses supporting each other. This is the culture I love. When I think of the pioneers who walked the halls before me and I see the caring and innovation happening here at Hartford HealthCare, there is such a great energy. It’s a great place to be a nurse!

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**Books that inspire me**

*The Gratitude Diaries* by Janice Kaplan

*The Four Agreements: A Practical Guide to Personal Freedom* by Don Miguel Ruiz

*The Atlas of the Heart* by Brené Brown

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Hartford HealthCare’s Steve Coates interviews Laura Bailey in a new podcast titled “Hartford HealthCare Nursing: Challenges and Rewards.” Scan the QR code to listen.
It’s 6:30 on a Monday morning. Hartford Hospital’s Director of Quality and Safety Perioperative Services Maggie Hanbury, BSN, RN, MPA, CPHQ is on her phone hitting the refresh button with the intensity of someone trying to score tickets to the hottest Broadway show. Simultaneously, Director of Regulatory and Accreditation & Nursing Operations Gail Nelson, MS, RN, NEA-BC is going through the same ritual. But it’s not tickets that are at stake. They are awaiting word that the Joint Commission will be coming that day to survey the hospital and its various departments for the first time in more than three years. Shortly after 7am, one final refresh reveals that the surveyors are on the way.

The Joint Commission’s most recent visit took place during the last week of August, several months later than expected. All the while, Maggie and Gail, with the assistance of Data Manager Kim Pires, Business Systems Analyst Tracy Hespelt and numerous departments, have been anticipating the visit, compiling documents, metrics and information the Joint Commission will need. It is an orchestral piece with many moving parts, to be played out during a week-long visit. The work behind the scenes leading up to the survey is a testament to the hard work and precision of an entire workforce within Hartford Hospital.

Left to right: Tracy Hespelt; Maggie Hanbury, BSN, RN, MPA, CPHQ; Kim Pires; Gail Nelson, MS, RN, NEA-BC work with departments across the hospital to prepare for Joint Commission surveys.
Preparing for the day

Gail Nelson explains that, based on the size of our organization and past visits, it is expected that a Joint Commission survey is a five-day process, with nine surveyors on hand. To determine the length and scope of the survey, the Commission uses information provided by the hospital such as number of locations, quantity of ED visits, ambulatory visits and kinds of services. Knowing that the survey isn’t likely to straddle a weekend, Mondays are the most likely choice for their team to arrive. “They notify us the day they are going to arrive,” she shares. “If we don’t hear, we wait until the next week.” Upon receiving news of the survey, the hospital mobilizes, notifying departments and producing the necessary materials to ensure the visit goes as smoothly as possible.

What happens during the survey is no surprise. The Joint Commission issues a Survey Activity Guide, which outlines expectations, timeline and objectives for the survey. The guide is updated twice a year, providing organizations with a framework with which to prepare. There are separate guides for hospital standards, behavioral healthcare and human services standards.

The guide is reviewed and used as a valuable tool for the hospital. “Champions” are assigned to manage chapters of the guide. For this survey, Gail is assigned to the nursing chapter, familiarizing herself with the standards and expectations of the survey and managing fulfillment of the punch list items. Maggie handles the perioperative chapters, making sure all procedural areas are in compliance and any documentation is at the ready. Maggie notes that several readiness paper tools were collated and streamlined to create an electronic tool that allows the organization to more easily collate the information. They can trend it and use it to identify opportunities that many times were not in just one location but across the organization. “Director of Quality and Safety for Patient Care Services Jenifer Ash APRN, MPH and Quality & Safety Nurse in the Department of Medicine Jennifer Martin RN, BSN, MPH were instrumental in helping pull together our regulatory readiness electronic tool in REDCap™,” she says. “This has helped us to identify areas of focus and be proactive to create standard work. It also reduces so-called silos, which are an impediment to effective communications.”

Well in advance of an anticipated survey, hospital colleagues are engaged and prepared, through tip sheets that are shared every Wednesday during leadership rounds. Daily messaging through PSAG and visual management boards cascade information as well.

The day has arrived. What are they looking for?

Nine surveyors are fanned out in the hospital and outpatient clinics, visiting a variety of units and departments. With them are scribes, hospital personnel who partner with the surveyor to provide any support necessary. Records are reviewed, and tracer methodology is employed to follow a patient’s experience while they are in the hospital, examining the coordination of care which is largely driven by CMS requirements. While they are in a given unit, surveyors may take the time to speak to patients and family about their experience.

This year’s survey had an emphasis on Hartford Hospital’s High Reliability Organization (HRO) journey. Surveyors met with leadership to evaluate topics like culture of safety and the steps being taken by the organization as it pursues the status of an HRO. Other areas of interest included infection control, medical staff credentialing and medication management.

The survey is over: What now?

On the last day of the survey, the Joint Commission post their findings and by the time they leave, a preliminary report is on hand. Several days later, the final report arrives and, following analysis, an action plan is implemented. Gail Nelson relays that this most recent survey went well. “Overall, it was a good survey, very complimentary,” she said. “Our staff does a great job talking to surveyors. The surveyors witnessed several best practices.”

Within 45 days, the Joint Commission will return to reevaluate any areas of concern. In the meantime, the experiences and insights of Hartford Hospital participants are shared in collaboration with the other hospitals within Hartford HealthCare. The hospitals are in contact, revealing important notes that can help another entity during their own survey. The team moves forward, every day doing all it can to best prepare for the next survey and maintaining a state of constant readiness.
Nurses at Hartford Hospital, in collaboration with UConn Health, have initiated a study to investigate barriers to and promote longer breastfeeding.

Brochures distributed at private practices and the Women’s Ambulatory Health Services (WAHS) introduce expectant mothers to the study. Additionally, trained recruitment team members meet patients face-to-face on the postpartum floor. Potential participants are introduced to the study and are given time to read the brochure and understand the details of the program. If there is interest in the study, the recruiter will proceed through the required screening and informed consent processes, per PROMPT and HHC protocols.

Once participants are enrolled in the study, they receive surveys and videos to complete via text and sometimes email. There are two in-person follow-ups, one at six weeks and one at the end of the study at 24 weeks.

**Study Title:**
Promoting Self-Management of Breast and Nipple Pain with Biomarkers and Technology (PROMPT) for Breastfeeding Women study

**Motivating Factors:**
Current guidelines recommend that infants receive breastmilk exclusively for 6 months, followed by continued breastfeeding, with appropriate complementary foods, for up to two years or beyond (AAP, 2022). While many women wish to follow these guidelines, at least 60% of women do not meet their own personal breastfeeding goals (Odom et al., 2013). Pain is a frequent cause of breastfeeding cessation, particularly in the early weeks, with up to 30% of women ceasing to breastfeed due to acute breast and nipple pain (Centers for Disease Control and Prevention, 2018; Declercq et al., 2014; Odom et al., 2013).

**Study Summary:**
PROMPT investigates the physical, psychosocial and genetic characteristics that may influence nipple and breast pain and milk supply during breastfeeding. The goal of the study is to test the effect of a self-management intervention on breast and nipple pain during breastfeeding using text-based communication. The study’s outcomes are to understand how women’s characteristics, women’s mental health and use of pain management strategies influence how long women breastfeed.

The study begins in the early days after the baby’s birth and continues for 24 weeks. While the study does have three in-person touchpoints, it is primarily conducted through text-based surveys and videos. Women receive compensation for their participation.

**More about the study:**
The study is led by Mary Marshall-Crim, Lactation Manager at Hartford Hospital and Dr. Dana Scott, Obstetrician and Gynecologist at University of Connecticut Health Center, and Dr. Ruth Lucas, Associate Professor at the University of Connecticut School of Nursing, the primary investigator. Dr. Lucas’ involvement brings the first federally-funded nursing study to Hartford Hospital. Researchers have been heartened by the level of enthusiasm and support the study has received throughout the hospital and with other disciplines.

As with any multi-site endeavor, integrating into each setting has had its challenges and learning opportunities. A key factor of the study’s success is for women to be aware of the PROMPT study before they deliver. After birth, many women are not ready to participate in activities with new baby.

Initial responses from women at the 6-week mark reveal that the text-based modules were accessible and helpful to mothers.

References:
Behavioral Health Nursing: Answering a Unique Calling

Carla Plourde MSN, RN clocks in for her shift. She knows much of what is expected of her today, but some of it is unknown. The patients in her unit on 3 South of the Donnelly Building at the Institute of Living (IOL) can suffer from any variety of conditions, from schizophrenia and personality disorders to anxiety, depression and anything in between. But she wouldn’t want to be anywhere else. She’s a behavioral health nurse and she is thriving in this environment.

The Behavioral Health Network (BHN) specifically addresses the psychiatric and emotional needs of patients. Director of Nursing at the IOL, Department of Psychiatry Dr. Ellen Blair, DNP, APRN, PMHCNS-BC, NEA-BC, FAAN describes the special breed that is the behavioral health nurse. “Psychiatric nursing transcends all other nursing specialties,” she relates. “There is a special skillset necessary to be able to look at the whole patient to understand them and their story. As psychiatric nurses, we have to look further than the symptoms and behavior present, as these do not define the person, in order to understand the meaning of the behavior to help guide them in their recovery.”

For Carla, the teamwork and collaboration on her unit is paramount to the patient experience. “Any time a patient exhibits dangerous behavior, staff works together to create a safe environment, behavioral plan and medication, if needed. You can’t de-escalate alone.”

The BHN offers a Nurse Practitioner Fellowship Program established in 2017 for advanced practice, offering participants a post-graduate year of studies. The 10-month intense program prepares the APRN for the real world.

Jill Day, MSN, APRN, PMHNP-BC graduated the fellowship program in June and currently works as a per-diem nurse practitioner while she pursues her doctoral degree at the Yale School of Nursing. She says she learned innumerable lessons from the program.

“I realized how translatable the holistic training we receive in nursing school applies to my role now. Our patients can be complex, and it’s important to understand that complexity may be multifactorial, organic, and/or environmental,” she says. “The psychiatric nurse practitioner must look at all of the factors contributing to their patient’s illness, and not just focus on a diagnosis. Seeing patients across different levels of care during the fellowship really reinforced the importance of holistic care.”

The nursing department at the Institute of Living relies heavily on teaching and fostering nurses through a multitude of clinical rotations. Many nurses who spent their capstone year in the IOL have gone on to be hired within the department. For Carla Plourde, the rewards are many.

“When a patient comes in gravely ill, and I can see their progress in treatment and watch them get discharged as a much healthier individual — the psychosis is gone, or their depression is manageable. That’s what I love best.”

Interested in learning more about the Nurse Practitioner Fellowship Program? Visit https://instituteofliving.org/GoodrichFellowship or scan QR code.
Recognizing the potential to improve and optimize cardiac monitoring in the inpatient setting, an interprofessional team including nurses at Hartford Hospital has been working together for nearly two years toward a common goal. A longstanding scientific statement issued by the American Heart Association (AHA) articulated practice standards for monitoring which consequently has been identified as an area of opportunity in the hospital's ongoing High Reliability Organization (HRO) journey.

The centralized monitoring unit (CMU) project incorporates technology, best practices and workflow optimization to improve patient safety and communication between members of the patient care team. The team working on the project reports that it is a complete overhaul of telemetry monitoring as we know it at Hartford Hospital, a redesign that impacts every aspect of telemetry in a positive way.

Those involved are very enthusiastic about the project. Director of Centralized Monitoring Kelley Santopietro shares, “The goal of the CMU project is to align Hartford Hospital’s cardiac monitoring standards with evidence-based practice standards. In the end, the CMU will increase patient safety as well as colleague experience by closing gaps that are inherent in our current complex cardiac monitoring processes.”

The vision is lofty and impressive. Hartford Hospital will be creating a CMU which will be continually operational 24 hours a day. The CMU center will contain an alarm dashboard that will transmit alarms to clinical teams via closed loop communications. Using airstrip functionality, it will offer improved visibility to alarms and waveforms for frontline teams.

Hartford Hospital’s Director of Quality and Safety for Patient Care Services Jenifer Ash, APRN, MPH says collaboration has been key to the planning process. “This has been quite a journey, shared by leaders in administration, nursing, quality and across all divisions, biomed, nursing informaticists, educators, IT and beyond,” she says. “We are making sure we have an integrated system that accomplishes all of our goals.”

Planning and development of the CMU project has been thorough and comprehensive. The team worked together to identify and mitigate any risk factors, all the while maintaining alignment with evidence-based practice. Data was collected, utilizing SBAR planning and project management techniques. The team carefully selected vendors and equipment for the project as well as participated in Imprivata, Ascom alarm and Rover go-live events. As construction of the CMU center takes shape, the team is also hard at
work developing education, training and workflow to ensure a smooth transition.

Cardiology Nurse Educator Deborah Bass, MSN, RN is one of the operational leads on the project and is confident that the new CMU is going to improve patient safety, saying, “Having a CMU tech focused on the monitors will ensure we can capture any changes in rhythm and telemetry. It will also streamline our communications between tech, nurse and provider.” She also is proud of the collaborative work of the interdisciplinary team, noting that everyone has been working closely to ensure best practices and technologies are at play.

Bass’ sentiments are echoed by Cardiology Nurse Educator Diane Bagioni, MSN, RN, who is developing the curriculum for the incoming CMU techs. “A wide variety of roles have been taken into consideration over the course of the past two years,” she says. “Incoming CMU techs will learn basic arrhythmia interpretation and study standard alarm management and technologies. As the technology is rolled out at the hospital, we will modify our clinical training to make sure it is understood by all involved.”

Administrative Associate Cristin Nolen is assisting with curriculum development while also offering a unique perspective. As a former patient administrative assistant (PAA), she has been able to contribute thoughts and feedback as the project unfolds. “Being a PAA is a busy and challenging role,” she says. “The around-the-clock monitoring will improve our focus on patients by reducing distractions.”

The CMU center will be located on the third floor of Hartford Hospital, with around-the-clock Central Monitor Techs (CMT) who will keep watch over hundreds of patients. Phase one of the project will include the inpatient cardiology and medicine units, as well as patients at the Hartford HealthCare Bone and Joint Institute. Jenifer Ash notes the unit will “ensure a centralized monitoring unit for identification of rhythm, changes of rhythm, escalation to the person who can act upon them and improve the visibility for all of the frontline team to be able to deliver high-quality patient care.”

Kelley Santopietro says the project has great potential for expansion. “Patient safety and colleague experience are at the heart of this project,” she notes. “As the healthcare landscape evolves, the CMU creates the framework that allows Hartford Hospital the opportunity to expand beyond cardiac monitoring to other centralized monitoring applications in the future.”

**Project participants:**
- Clinical teams: Provider, Nursing, PCA
- Informatics/ITS
- Biomed
- Quality and Risk
- Facilities and Engineering
- External partnerships: GE, Epic, Ascom, Airstrip
- Hartford Hospital Leadership
- OPEX: Project Management, Lean, Change Management

**Project goals:**
- Improve patient safety
- Improve colleague experience
- Improve Alarm Workflow (alarm criteria, fatigue, escalation)
- Increase waveform visibility of clinical staff to devices outside of biomedical devices (WOW’s, Phones, Epic, Rover)
- Event/Strip review to more clinical users.
- Alarm Management Committee Restructure and Alarm Analytics tools to reduce alarm fatigue.
- Establish analytics, KPIs, and metrics for centralized monitoring.
Not far from the Emergency Department and the various units housed within Hartford Hospital lies a bustling network of nurses who are treating patients’ day-to-day, non-emergency health concerns. Community nurses work at the Adult Primary Care Clinic (APC), the Community Care Center and Specialty Clinics, which are located not far from Hartford Hospital on Jefferson Street and Retreat Avenue.

Nurse Director of Hartford Hospital Community Health Mary Diaz-Raymond, MSN, RN explains that community nurses play an integral part in patient wellness. They are forming long-standing relationships with patients who rely on the clinics for a variety of services, from regular checkups to chronic illness management to HIV and AIDS.

“In Ambulatory there is a trust that’s developed,” she says. “Nurses form relationships with their patients over the course of time, with every patient visit. Because of that, they can help better treat and evaluate patients.”

Concetta Rotondo, RN has spent the last eight of her total 34 years at Hartford Hospital at the APC. One of her responsibilities is to work closely with medical residents and educate them on guidelines, such as durable medical equipment requirements and collaborating with other healthcare team members that the patient may require, like home health care. This ensures residents are aware of best practices for the delivery of care to a vulnerable population.

“I meet monthly with residents who are on the ambulatory block. We review the paperwork and process of ordering equipment and supplies for patients at home,” she shares. “Items like a walker, oxygen and CPAP equipment cannot be filled by local pharmacies. We connect them with the agencies that have contracts with the state. Critical documentation processes are also reviewed to comply with Medicare and Medicaid requirements.”

The Adult Primary Care Clinic sees patients for their everyday needs as well as annual wellness visits and chronic care and complex case management.

The Specialty Care Clinic is exactly that, with consults offered to the underserved population including endocrinology, gastroenterology, movement disorders and more. Designated as a Ryan White Center of Excellence, the Community Care Center is one of the largest HIV facilities in the state. The care provided by nurses is not limited to HIV patients. In recent months, with the outbreak of Monkeypox, community patients have been vaccinated at the clinic.

This is the first year that the APC is part of the Balanced Scorecard, a performance metric designed to monitor and evaluate internal operations and how they influence and improve external outcomes. In that effort, community nurses reach out to patients and connect them to tests and evaluations such as A1C checks, blood pressure follow-ups and scheduling appointments as needed, thereby improving overall health and patient experience.

“I was very pleased with the attention I received. The gentleman who attended to me explained everything as no one had ever done it. Thank you for such good service.”

— Patient feedback

Concetta Rotondo, RN (second from right) works closely with new residents to ensure best practices for the delivery of care

THE ADVOCACY OF NURSING
Nurses Receive Leadership Awards

Please join us in congratulating the following nurses in recognition of the Leadership and Professional Practice Awards that were presented during Nurses Week this spring!

**Cheryl Ficara Teaching, Coaching and Mentoring Award:**
**Leah Philipp, MS, RN, CEN**

Cheryl Ficara MS, RN, NEA-BC has been with Hartford Hospital since 1990, serving as Vice President of Patient Care Services from 2011 until the fall of 2020, when she assumed the role of Senior Vice President of Operations in the Hartford Region. The award is presented in recognition of a Hartford Hospital nurse leader for exceptional skill and effort in teaching, coaching and mentoring.

**Doris Armstrong Excellence in Nursing Leadership Award:**
**Heather Standish, MSN, RN, CFRN, NPR**

Named for Doris M. Armstrong RN M.Ed., Vice President for Nursing at Hartford Hospital from 1976–1990, this award recognizes a Hartford Hospital Registered Nurse for outstanding contributions in a leadership role both at Hartford Hospital and in the community.

**Professional Practice Awards:**

These peer-driven awards recognize the contributions made by a nurse that are reflective of the model by which nursing care is delivered at Hartford Hospital. The model includes the Science, Advocacy, Ethics and Art of Nursing.

**The Science of Nursing:**
**Rachel Lentini, BSN, RN, CEN**

**The Advocacy of Nursing:**
**Erin Gallucci, MSN, RN**

**The Ethics of Nursing:**
**Piros Mar, BSN, RN**

**The Art of Nursing:**
**Julia Roth, BSN, RN**
We congratulate these Hartford Hospital nurses on their recent achievements.

Hartford Hospital nurses came out in numbers at the 26th Annual Connecticut Nursing Research Alliance Conference this fall, well represented through oral presentations, as well as poster presentations. For a complete list of participants, visit ctunursingresearchalliance.org or scan the QR Code.

**Advancement to RN 3**

Stephanie Cichowicz - B10E  
Gabriel Cullinane - B11I  
Jennifer Elsaesser - C9I  
Bryan Frankovitch - B7I  
Samantha Garesio - N6  
Stephanie Golfin - C8I  
Nicole Hunt - Wound Care Team  
Alison Iaiennaro - B11I  
Alissa Parker - B11SD  
Rachel Parks - B3N  
Justin Pedneault - B7I  
Joseph Perucki - B10E  
Kamila Sadowski - B11SD  
Lisa Slowkowski - BJI PACU  
Shelley Smeeton - CORE OR  
Laurie-Ann Templeton - D1N  

**The Center for Advanced Heart Failure and Pulmonary Vascular Disease**

- **Sandra Monteiro**, BSN, RN, CHFN obtained her Heart Failure (CHFN) certification.
- **Publication**  
- **In-person Oral Presentation**  
  Laura Dzurec, PhD, PMHCNS-BC, ANEF, FAAN and Lisa Enslow, MSN, RN, NPD-BC, CLC, C-EFM will be presenting their abstract “Believing is Seeing: Toward Shared Clarity in Recognizing and Responding to Workplace Bullying”, at the Creating Healthy Work Environments 2023 Conference in Austin, TX, February 2023.

**Diabetes Life Care Center**

- **Lauren Kelly Hamann** received her APRN in September 2022.

**Department of Geriatrics**

- **Certifications**  
  Roxann Robinson, MSN, GERo-BC, CMSRN received her certification in gerontological nursing in January 2022.
- **Conference Presentations**  
Poster Presentations

Publications

Emergency Department
- Audrey Silver, MSN, RN, NE-BC, CEN obtained her Nurse Executive certification in August 2022.

General Surgery
- Ifeoma Mogor, DNP, RN, MEDSURG-BC, Nurse Manager on Bliss 8, graduated with a Doctorate in Nursing Practice from Quinnipiac University, May 2022.
- Alex Ilchenko, MHA, BSN, RN, Nurse Manager for Inpatient Dialysis, graduated with a Masters in Healthcare Administration from the University of New Haven.

Hartford Hospital Flynn Fellowship Program
- Shika Reji, Katia Sores and Kaitlyn Chojnicki completed the Susan D. Flynn Oncology Nursing Development Program internships in August 2022

Intensive Care Units
- The following nurses received their Critical Care certifications: Ashleigh Bove, BSN, RN, CCRN; Bianca Ferguson, BSN, RN, CCRN and Melony Edwards, BSN, RN, CCRN

Medicine
- Ruby Mensah, MSN, RN, PMHNP-BC graduated from Walden University with an MSN – Psychiatric Mental Health Nurse Practitioner, January 2022.

Med/Surg
- CBS’s Natalie Couceiro and Alicia McDonald passed the NCLEX and transitioned from PCA to RN in August 2022.
**EXCELLENT WORK!**

**Preventing Hospital-Acquired Infection (HAI)**

Kudos to the dedicated nurses and healthcare team members who have ensured excellent, highest quality, evidence-based care for better patient outcomes. Here are the top three performers in both Critical Care and Med/Surg categories.*

<table>
<thead>
<tr>
<th>Women’s Health Services</th>
<th>Postpartum</th>
<th>North 8</th>
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<tr>
<td><strong>Labor &amp; Delivery</strong></td>
<td>- The following nurses achieved their Maternal Newborn Nursing (RNC-MNN) certification: <strong>Jordan Fennel, Kathrynn Klein</strong> and <strong>Danielle Korzep</strong>&lt;br&gt;- <strong>Renata Kalinowski</strong> graduated with her BSN.&lt;br&gt;- <strong>Samantha Kolios</strong> received her APRN in Psychiatry.</td>
<td>- <strong>Anne Fern</strong> received her APRN degree.&lt;br&gt;- <strong>Kelley Meagher</strong> received her BSN degree.</td>
</tr>
<tr>
<td><strong>Maribel Garcia, RN</strong></td>
<td>- became a certified Spanish translator.&lt;br&gt;- The following nurses achieved their Inpatient Obstetric Nursing (RNC-OB) certification: <strong>Audra Graham</strong>, <strong>Kelley Miller</strong> and <strong>Becky Stewart</strong>&lt;br&gt;- <strong>Becky Stewart</strong> also received her Electronic Fetal Monitoring (C-EFM) certification.</td>
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<tr>
<td>- <strong>Women’s Health Services</strong></td>
<td>- <strong>Women’s Health Services</strong></td>
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### Catheter Associated Urinary Tract Infection (CAUTI)

<table>
<thead>
<tr>
<th>Critical Care</th>
<th>Central Line Associated Blood Infections (CLABSI)</th>
<th>C-difficile Infections (C-Diff)</th>
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<tr>
<td>B7IM B9I C8I</td>
<td>B9I B7IM B2N</td>
<td>B10I B9I B7I</td>
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<tr>
<td>N8 BJI4 CB4</td>
<td>N10 N9/SD B10E/SD</td>
<td>N10 N8 B11SD</td>
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*as of October 2022
“One day, late in September 1879, a young woman stepped from the railroad train at Hartford, and for the sum of 25 cents, was driven by hack to Hartford Hospital on Hudson Street. There, Georgette Rogers of Norwich was to start training in the nursing school.”

This excerpt was written in the Hartford Courant on May 11, 1952, honoring HHSN’s 75th Anniversary Jubilee. And so began the education of a nurse at Hartford Hospital School of Nursing, a tradition of teaching and training that was based on excellence, quality, innovation and collaboration, and produced outstanding nurses for 99 consecutive years.

Hundreds upon hundreds of HHSN nurses have reached amazing heights and have become remarkable leaders in their field and exceptional role models for nurses worldwide. But never before, in the history of our school or in the history of our nation, has any HHSN grad reached the national stage through a presidential appointment. Until now.

Marilyn (Lynn) Roberge Malerba, HHSN Class of 1974, in a historic appointment by President Biden in July 2022, was named 45th Treasurer of the United States and the first nurse and Native American to hold the position. This young woman, who in late September of 1971, stepped into the Hartford Hospital School of Nursing, just as nervous and frightened as Georgette Rogers might have been 92 years prior. This is where the foundation of her success would first be formed.

Lynn, one of seven children, put herself through nursing school and was determined to succeed. This determination propelled her to obtain her BSN at Saint Joseph College, her Masters in Public Policy at UConn and her Doctorate in Nursing from Yale. During her grueling post-graduate years, Lynn always worked as a nurse and that is when I first met her. Lynn accepted a position as a staff nurse in the Medical ICU, her first nursing position at Hartford Hospital. She was gentle but strong; quiet but decisive; fast but fastidious; conscientious but compassionate. She soon became a leader and role model yet her most notable feature was quiet humility. Lynn’s quote from her HHSN yearbook read:

“If you can keep your head when all about you are losing theirs…If you can dream and not let dreams be your master.”

I believe that this quote was her compass, and so this new and extraordinary accomplishment of Lynn’s delighted but did not surprise me. She was focused and determined from the day she entered HHSN and emerged with the ability to smash through the glass ceilings set before her. I’d like to believe that Hartford Hospital, its school of nursing and its Medical ICU provided the fertile ground in which she developed and grew into the amazing woman, nurse, Tribal Chief, and US Treasurer that she is today. She will lead the Treasury with excellence, innovation, skill and collaboration and…hold onto your hats, America …there are more glass ceilings ahead!

With our sincere love and respect, we offer Lynn, our nursing sister, our deepest congratulations and wishes for continued success,

Mary Jane Densmore MS, BA, RN (HHSN ’69)
President, Alumnae Association
of the Hartford Hospital School of Nursing
Dorothy “Dotty” Field Bagley, HHSN Class of 1975

Dorothy “Dotty” Field Bagley ’75 describes her childhood as something out of Mayberry RFD. Shelburne Falls, Massachusetts is a small town, dotted with farm land, where kids gathered at the village soda fountain. From the age of seven, and for no apparent reason, Dotty knew she wanted to be a nurse. It was a dream she shared with her best friend Susan Miner Purington Geetersloh. When they were teenagers, the two were active in the Future Nurses of America and together took field trips to investigate nursing schools. Larger cities like Boston and Worcester held no appeal for the country girl. But when she visited the Hartford Hospital School of Nursing (HHSN), something clicked for Dotty.

“As soon as we pulled into the circle and saw the dorms, I knew it was the place for me,” she recalls. Both she and Susan applied and started their nursing journeys at HHSN. Dotty credits her alma mater with laying the groundwork for a long and successful tenure as a nurse.

“I got so much experience that served me well in my career,” she says. That career led her down several paths — a career that she continues to practice to this day.

“The foundation that I got at the Hartford Hospital School of Nursing has been a rock — it has grounded me to lead the life I wanted to lead.”

Dotty notes that the instructors at the school were exceptional. “Suzanne Sage was my Pharmacology instructor,” she remembers. “She took me under her wing and pulled me along. I wasn’t confident in my math skills, and I was sure I would fail. After class she would stay with me and explain the concepts. I credit her with boosting my career.”

Dotty recalls the lighter side of her time at HHSN. She remembers psychiatric rotations at the Institute of Living, in part due to the superior food that was served. Afternoon teas in the main entry were enjoyed, as were the synchronized swimming classes offered in the pool.

Dotty’s first job out of nursing school was in the emergency department at the Brattleboro Memorial Hospital in Vermont. In 1976, she moved to Maine and began a long career with Intermed, working in the emergency department, urgent care, OB/GYN and pediatrics, just to name a few. A lifelong learner, at age 68 she is now pursuing her BSN degree at the University of Maine. She retired from Intermed work in August 2021, and as she works toward her degree, she is the director of health services and the district lead nurse at RSU 16 serving the schools Poland, Mechanic Falls and Minot, Maine.

Dotty lives at the Maine Wildlife Park in Gray, where her husband Jon is a resident gamekeeper. She has two daughters, and it is worth noting that the apples didn’t fall far from the tree. Her eldest daughter is a critical care respiratory therapist, and her younger daughter is a veterinarian.

“As Dotty reflects on her career and life’s journey, she is quick to acknowledge the impact of HHSN. “The foundation that I got at the Hartford Hospital School of Nursing has been a rock — it has grounded me to lead the life I wanted to lead.”
Elizabeth (Liz) Wallace Knight, HHSN Class of 1956

It is unclear what compelled Elizabeth Wallace to pursue a career in nursing, but by all accounts, it was her calling. Known as “Betty” to family and friends and “Liz” to her peers and colleagues, it is thought that she chose nursing as a way to make a difference in people’s lives.

She was born in the old Winsted Hospital in Connecticut and grew up not far away in Granby. After attending Mount Saint Joseph Academy, she attended the Hartford Hospital School of Nursing (HHSN) and graduated in 1956. During that time, she met Irving Knight, a young man from Hamden, who was attending nearby Trinity College.

Upon graduation from HHSN, Liz got a job at Hartford Hospital. She and Irving were married in February of 1958 and soon after, the couple relocated to Pennsylvania, where Irving had secured a job. Before long, the two would move back to Connecticut and settled in West Hartford. Liz took on the role of a Nursing Arts instructor at her alma mater, and found herself back on the campus at Hartford Hospital. In the 1960’s, she worked as a nurse in Hartford Hospital’s Employee Health Department, working alongside Dr. Beebe.

Liz and Irving adopted baby Katherine in 1967 and Jonathan in 1969, completing their family. Liz took time away from her career to raise their children. Son Jon recalls that even when she wasn’t working, Liz kept up with her studies as a nurse. In their West Hartford neighborhood, Liz was the go-to nurse, a person youngsters turned to for treatment of their bumps and bruises.

When the children were older, Liz returned to the workforce as a school nurse at Saint Joseph College until her retirement in the 1990’s.

Throughout her nursing career and beyond, Liz was a proud “gold” member of the HHSN Alumni Association, maintaining a very active presence and holding several officer positions through the years, including president and assistant treasurer. She is remembered fondly for her quiet, pleasant demeanor and steadfast support as a mentor to novice and experienced nurses alike.

Liz and Irving gave back to their community in many ways, supporting causes like Connecticut Public Television and Fidelco, where they sponsored the care of guide dogs. Liz enjoyed golf and played tennis into her 70’s.

Even in death, Liz continued to impact lives. A young family friend had been diagnosed with an inoperable brain tumor at the same time Liz was being treated at Hartford Hospital. Upon her passing, the Knight family requested donations be made in support of the child. Sadly, the young friend lost his battle on August 31 of this year, and Liz’s children are grateful for the outpouring of support in Liz’s memory. They know Liz is smiling from above with pride in her friends, family and colleagues.

Jon Knight shares that Liz got a lot back from her vocation as a nurse, saying, “Nurses really run the show, with a unique perspective on patient care. My mom took great pride in that.”
**CLASS OF 1957**

Anne Ofiara Grenier moved to Westbrook, CT on the shore in early 2021, but is still getting settled. In December 2021 she and her husband celebrated their 60th wedding anniversary. Their grandson Zachary graduated from UConn this year. This makes three generations of UConn graduates, including herself, her son Neil, and grandson Zachary. This year, their daughter, Elaine, will be moving back to Connecticut from New Mexico.

**CLASS OF 1960**

Judy Welch Friend enjoyed touring Annapolis and also saw her grandson graduate from basic Marine training.

Margie Ashman Page enjoys traveling and recently went to London to visit her daughter and also visited her son and his family in Tennessee.

Joan Aggard Newth lost her son Russ after a long COVID illness. Our sympathy goes out to Joan and her husband.

Carolyn Bickford Calhoun and her husband had a wonderful trip to London to see their grandson get married at beautiful Kew Gardens. From there they went to Scotland for a wonderful time with her husband’s sister. Carolyn says that she feels blessed that, although her classmates are getting older, they can still get around. She is looking forward to seeing all at the Alumnae Banquet.

Ginny Owen Chandler is spending the summer in New Hampshire where she sings in the church choir while on vacation. She also plays lots of Bridge.

**CLASS OF 1965**

Ruth Odenkirchen Smore Lascari is “still kickin’” in Tarpon Springs, Florida where she lives with her guy Tom. She is lucky enough to have her son and his fiancé next door and her daughter nearby in Tampa. Ro is staying active traveling, volunteering for the local bike train and “Keep Pinellas Beautiful,” a nonprofit organization.

**CLASS OF 1966**

The “Lunch Bunch” of the Class of ’66 met in June for lunch at Traveler’s Restaurant in Union, CT. Pictured around the table are classmates: Betty Ann Vose Fusco, Eunice French Ecker, Alicia Plikaitis Junghans, Carolyn Kirtland Phillips, Diane (a friend), Susan Hilton Latulippe, Gail Pendleton Rapoza, Mary Ellen Dalton Tomeo.

**CLASS OF 1969**

Karen Stinson Mazzarella and Marilyn Godlewski McKeown Class ’69 volunteered to serve borscht, stuffed cabbage and more at the Polish-American Veterans Club in New London. Notice they were wearing their HHSN Shields!
Mary Jane Pappalardo Densmore, President of the Alumnae Association, recently was presented the prestigious and well-deserved Bishop Rosazza Social Justice Award for her work on the Social Action Committee of Christ the King Parish in Wethersfield, CT. She has been a member of the committee for over 10 years and has many accomplishments including: coordinated the weekly food collection, initiated the Homeless Bag Project, active in the Greater Hartford Interfaith Action Alliance, supported the Amira’s safe house in CT, worked in prison ministry and coordinated the parish’s annual wish tree and distribution of gifts and donations for 12 different organizations serving low-income people throughout Hartford. Congratulations, Mary Jane on this special award!

CLASS OF 1971

Class of 1971 celebrated their 50-year anniversary at the September 2021 Banquet. Front row, left to right: Joanne Perham Anfinson, Carol Burnham Tuller, Leslie Reardon Buckley. Back row, left to right: Jean Burns Gudlewski, Karen Swanson Midwood, Carol Kamay Tracanna, and Rita Mendillo Fazzino.

CLASS OF 1973

Cathy Matuszak Jeffery is thinking ahead to the Class’s 50th reunion in 2023. She asks that contact information be sent to her at cmjeff@cox.net. She hopes to see you all at the Alumnae Banquet.

Class of 1973 enjoyed a very pleasant lunch at the River Restaurant in Wethersfield, CT. Pictured around the table are nursing school buddies: Maryann Sirotnak DeBella, Barbara Biel Nowak, Janet Carpenter Szumowski, Cathy Matuszak Jeffery, Carol Middleton Cascone, Sharon Kingston Scrivano and Marilyn Miller.

CLASS OF 1974

Lynn Malerba, left, sworn in by Secretary of the Treasury Janet Yellen. Lynn’s husband is holding Lynn’s mother’s prayer book.

Marilynn (Lynn) Roberge Malerba was recently appointed by President Biden to become the first Native American woman to the United States Treasurer position. In the Spring 2010 Nursing Magazine, Lynn was featured in our “Alumnae Spotlight” article where she said her “education and experience as a nurse” helped prepare her for her leadership roles. “As a nurse, you have to think critically about what you’re doing, be analytical, use data to make good decisions, and then go back and evaluate those decisions.” Lynn adds, “The strength of nursing education is developing the ability to connect at a very human level with whoever you’re dealing with, meet them where they are, understand their perspective and work together to achieve mutually beneficial end results. I think that’s what nurses do best.” Lynn is well prepared for the job of US Treasurer and we wish her all the best!
Thank you for the Winter edition of the Nursing magazine article “A Look Back” featuring my wife Marion Brooks Muschell. Marion had many fond memories of her days at Hartford Hospital’s Nursing Program. I am honored on her behalf that you chose to memorialize her in the magazine. My family thanks you as well.

Victor Muschell, Esq.
Husband of Marion Brooks Muschell ‘60

I really enjoyed the Winter edition of the Nursing Magazine featuring our wonderful class president Marion “Brooksie” Muschell. She displayed qualities such as dignity and humor throughout our student nurse days.

Carolyn Bickford Calhoun
HHSN 1960 Alum

My daughter Kristen Bergman Flores was awarded a most generous scholarship from the Alumnae Association which will help her so much for her final year in the UConn APRN program. In addition to going to school she works full time at Hartford Hospital as a float RN while maintaining excellent grades. She and her husband are also raising a very active teenager.

Edyth Monroe Bergman
HHSN 1961 Alum

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.

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 Lynn Rossini, Vice President, Philanthropy, at 860.972.6282 or at Lynn.Rossini@hhchealth.org.
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Join Your Alumnae Association

Become one of the more than 600 HHSN graduates who belong to the Alumnae Association of the Hartford Hospital School of Nursing. Membership dues are only $10 per year and include membership in the Alumnae Medical Fund. Members are allowed to apply for scholarships.

To join, simply mail your $10 non-tax deductible check (payable to the Alumnae Association of HHSN Inc.) to the address below. Include your full name, class year, mailing address, telephone number and e-mail address.

For more information, please contact Pat Ciarcia, executive director, at: patciarcia@snet.net or visit: www.hhsnalumnae.org. You may also write to the Alumnae Association of the Hartford Hospital School of Nursing, 560 Hudson St., Hartford, CT 06106.

In Memoriam

Pearl Wanic Wallace ‘42
Harmony Ovitt Bolstridge ‘43
Lynn Batter Dahl ‘47
Audrey Jean Fulcher ‘47
Marilyn Merrill Griswold ‘47
Jean Computzzi Miller ‘53
Patricia Nash Bartolotta ‘56
Elizabeth Wallace Knight ‘56
Betty Borjeson Fabian ‘57
Sylvia Merrill ‘57
Diane Bennett ‘68
Susan Simons Anderson ‘71
Cathy Haupt Fitzgerald ‘73
Wendy Kerlin ‘73

Physicians
John E. Raycroft MD, Orthopedic Surgery
Henry B.C. Low, MD, Cardiac Surgery

STAY CONNECTED! If your email address changes, please notify Pat Ciarcia.
Freshmen from the Class of 1956 being taught excellence in nursing care

Photo courtesy of the Hamilton Archives of Hartford Hospital