

AMAZING PEOPLE DOING AMAZING THINGS

Highlighting *amazing efforts* by staff during our Covid-19 response, including the exceptional care and support being provided to our patients, community, and each other.

They say it takes a village, or in our case, a team of employees working **together as one** - to keep our staff and patients safe! Our Employee Screeners are part of a team who are working to do just that! They are positioned at the entrances to all of our buildings to ensure every person who walks through the doors are screened for symptoms of Covid-19 and for anything that may have exposed them to the virus. Their sole purpose is to keep everyone safe.

The screening process was implemented in early March, when **Chris Callahan**, Vice President, Human Resources, asked a team of his employees to set up the process within one week's time – or sooner, which they did! That team - **Sue DeMarco & Heidi Bellamente**, Org Development; **Annie Harris**, Patient Experience & Volunteer Services; **Bob Dupuis & Rita Gettings**, Food Services/Valet/Reception - worked together to develop an initial workflow, training and staffing process.

They coordinated with **Aaron Garganta** and his staff in Engineering; **Dwayne Bowen** and his staff in Materials Management, and **Mark Peirce** and his Security staff, who all helped get the process up and running. **Jonathan Clark**, Hospital Copy Center, quickly printed stickers, signs, diagrams, and handouts to ensure the screeners had everything they needed. A team of clinical experts were asked to develop the screening algorithm. Those experts include **Melanie Lanier**, DO, Chief Medical Officer, **Apara Dave**, MD, Infectious Disease Specialist, and **Maura Carriel**, RN, Clinical Educator, Core Physicians; **Abe Timmons**, DO, Medical Director, **Kathleen Lawrence**, RN, Manager, and **Julie Gallant**, RN, Manager, Staff Health Services/COEH; and **Jackie Dockham**, RN, Manager, and **Jim Miller**, Infection Prevention, Exeter Hospital. The algorithm is updated as needed based on CDC guidance. Jackie also played a critical role in carefully, cautiously, and most importantly – calmly, advising the Screeners how keep themselves safe while doing their job.

Core Physicians' Clinical Educators played that same role for their Employee Screeners, who were originally made up of staff from Organizational Excellence partnering with Practice Leadership. "Everyone worked collaboratively to get Core's Screening process up and running," says **Michelle SanGiuliano**, Practice Administrator, who currently oversees the program, with **Bryan Stephan**, APRN, coordinating screening at the Center for Orthopedics & Movement. "**Maura Carriel**, RN, Clinical Educator; **Linda Currier**, Senior Human Resources Partner; **Jim Miller**, Infection Preventionist, and others worked collaboratively to ensure organizational consistency in messaging, training, and in addressing safety concerns," she says. She wants to thank all of Core's Screeners, especially those from Lab Services, managed by **Candy Gardner**. "They have all been so willing to help."

The Hospital has designated a Lead Screening Team led by **Wendy Lannon**, RN, Manager, HealthReach Community Education, working with her colleagues, **Beth Devaney** and **Christine VanDerslice**. With the goal of process improvement, the Lead Team provides hands-on training, manages supplies, reinforces quality, and addresses any issues that may arise.

Initially, the Hospital's Reception and Valet staff, along with some volunteers, served as Screeners, with **Charley Thomas**, Human Resources Operations, and **Linda Currier**, helping to fill open slots with staff from the Labor Pool. As some service lines were temporarily suspended, staff from those areas were redeployed to fill the role. **Sharon Scott**, Director, Outpatient Rehab, now oversees the scheduling process, and **Mary Dee Hanson**, PTA, Outpatient Rehab, Kingston, was one of the first Rehab employees asked to work as a Screener.

"I am grateful to senior leadership for keeping us engaged by redefining our roles," Mary Dee says. "It is also remarkable to see the camaraderie that has developed among staff during our Covid-19 response, and is truly inspiring to see gratitude and mutual appreciation being expressed. The Screeners thank employees for all they are doing, and they thank us right back."

A huge and heartfelt thank you to all who worked hard to set up the Employee Screening process, those who provide oversight, those who continue to work on process improvement, and all the Screeners who are working to keep us safe!



Some of the Hospital's Employee Screening team - **Theresa Chenevert, Amy Binda, Mary Dee Hanson.**