It’s official!

**HHCCI receives certification as first member of MSK Cancer Alliance**

The Hartford HealthCare Cancer Institute (HHCCI) was formally certified as the first member of the Memorial Sloan Kettering (MSK) Cancer Alliance at a Sept. 16 ceremony. Leaders from both organizations remarked on the intense level of collaboration and teamwork that led to this pioneering relationship.

“An enormous amount of work and commitment was required to get us to this moment, which in the end will benefit cancer patients across our state,” said Elliot Joseph, president and CEO of Hartford HealthCare. “The effort that went into certification is what is unique about the MSK Cancer Alliance. This is a relationship built on meaningful standards of excellence that are now being used to bring the highest level of care to our patients.”

One year ago, Hartford HealthCare announced its intention to become the first member of the MSK Cancer Alliance, which MSK established as a way to rapidly move innovative, evidence-based cancer care into the community health care setting. The cancer programs of Hartford HealthCare, which collectively make up the Hartford HealthCare Cancer Institute,
Save the Date: Open enrollment is Oct. 20 to Oct. 31, 2014.

As we count down to benefits enrollment we will provide tools to help you make more informed health care decisions for you and your family.

This month: Need a timely check-up? Hartford HealthCare’s partner practices can help.

To earn this year’s wellness credit, HHC employees are being asked to complete a health assessment and have a preventive care visit. The following count for a preventive care visit:
• Annual preventive exam (physical)
• Well-woman visit with your ob/gyn
• Any follow-up visit with your primary care doctor if your preventive care is up to date (examples: regular visits for blood pressure monitoring or diabetes).

If you’re up to date, just sign a form attesting to your care and you’re done.

If it’s been a while since you’ve seen a doctor, now’s the time to call. Here, with apologies to David Letterman, are the top 5 reasons why:
1. Research shows that people who have a relationship with a primary care doctor are healthier
2. Regular care with a primary care physician (PCP) can help you stay up-to-date with routine screenings for treatable conditions such as high blood pressure, high cholesterol, diabetes and certain cancers
3. A PCP can help you with advice and programs to get healthier (perhaps quitting smoking, losing a few pounds or doing a bit more exercise)
4. If you do get sick, it’s nice to have a relationship with a doctor
5. You can earn up to $500 in wellness credits if you (and your covered spouse/partner) have a preventive care visit and complete a confidential, online health assessment by March 31, 2015.

If you choose an HHC partner provider (Hartford HealthCare Medical Group, ICP, other Tier 1) tell the scheduler that you are an HHC employee or spouse in need of a preventive care visit.

For full details, please read our Wellness Credit Frequently Asked Questions (FAQ) on the HHC&Me Employee Service Center website.

Tier 1 doctors offer best care at best price – Is your doc a member?

As you prepare to earn your wellness credits for 2015, Hartford HealthCare wants to make sure you have all of the information you need to find the best care at the lowest cost.

As you know, HHC encourages employees to use physicians who are members of our Tier 1 Network. This is because members of the Tier 1 Network have made a formal commitment to meeting our standards for quality and coordinated care. This commitment includes adopting our defined performance objectives, quality standards and evidence-based medicine protocols to provide high-quality, coordinated patient care and improve the overall health of populations.

For 2015, HHC is asking providers who wish to participate in Tier 1 to join Hartford HealthCare’s (HHC) Integrated Care Partners (ICP). ICP is a physician-led organization dedicated to improving the quality of care and helping providers prepare for the changing health care landscape.

Employees have lower out-of-pocket costs when they use Tier 1 providers. Physicians who choose not to join will continue to participate in Aetna’s network, where our employees may continue to see them, but will pay higher copays and coinsurance compared to Tier 1.

As employees covered by an HHC plan, please consider asking your primary and specialty care providers if they are members of ICP. If not, suggest that they consider joining so that they will be included HHC’s Tier 1 Network.
If you want benefits in 2015, you must enroll from

Oct. 20–31

1. **Enroll** online at [https://hhchealth.benefitsnow.com](https://hhchealth.benefitsnow.com) or by phone at 1-855-596-7448 during open enrollment (Oct. 20-31).

2. **Earn Your Wellness Credits**
   - Complete a confidential, online health assessment
   - See your doctor for preventive care
   (by 3/31/2015 for maximum savings)

3. **Let Prudential Retirement help you plan for a secure future** by reviewing your investment options and updating your beneficiaries.

4. **New this year**: If you want voluntary benefits you must take action during open enrollment.

Visit the [HHC & Me Employee Benefits](https://hhchealth.benefitsnow.com) website to learn more or scan this code. Text **HHC** to **313131** to sign up for text message reminders.
ICP conference on integrating mental/physical care is big success

More than 200 physicians, behavioral health specialists and social workers attended Integrated Care Partners’ (ICP’s) first conference Sept. 18 at Maneely’s in South Windsor. “The Mind/Body Connection – Integrating Behavioral Health and Primary Care” featured keynote speaker Dr. Henry Chung, a pioneer in integration.

Dr. Chung, vice president and chief medical officer for Montefiore Care Management in New York, has been involved in behavioral health and primary care integration for more than 20 years. Integration is a main focus of today’s health care delivery transformation.

Guest speaker Dr. Stuart M. Pollack noted that in his primary care practice, social workers and physicians work closely together to treat patients holistically. Mental health screening is routine. Pollack is medical director of Advanced Primary Care Associates – South Huntington, Brigham and Women’s Physician Organization.

Dr. Tess Kryspin, chief medical officer for First Choice Health Center in Connecticut, discussed the advantages of using a health educator to routinely screen patients for substance abuse and mental health issues. “Treating substance abuse results in fewer physical complaints,” she said.

Dr. J. Craig Allen, Rushford Center medical director and MidState Medical Center director of psychiatry, spoke about the importance of mental and physical care integration to individual health and to reducing costs.

The conference ended with a panel discussion including all speakers and Dr. Harold Schwartz, Hartford Hospital Institute of Living psychiatrist-in-chief and Hartford HealthCare vice president of behavioral health. The panel was moderated by Stephen W. Larcen, PhD, senior vice president, Hartford HealthCare and president of Hartford HealthCare’s Behavioral Health Network.

CareConnect October Update

Testing, testing, one, two, three. No, we are not checking microphones. CareConnect’s implementation of the Epic electronic health record is entering another critical phase of the program. During this month, teams will begin testing the ambulatory build. What is involved and what is the result? Testing ensures that the system and the workflows are ready to use and identifies and fixes issues ahead of go-live. This is an essential process that helps lead to a successful implementation and validates that interfaces function properly and workflows are configured appropriately.

The testing plan is very comprehensive and consists of functional interface, application, integrated, and end user testing by areas. Functional interface testing ensures that the functionality of each interface and related workflows are compatible. Application testing makes sure the application build is working correctly and integrated, and end user testing validates end to end workflows for the end user. But that’s not the “end” of it. There are many rounds to our testing plans to ensure we are prepared for our go-live.

CareConnect and its vital component Epic EHR is a significant step in the direction of fulfilling our vision to be “nationally respected for excellence in patient care and most trusted for personalized coordinated care.” It’s also the leading support mechanism for delivery of our Five Ones: One Registration, One Health Record, One Standard of Excellence, One Bill, and One Relationship. All designed to distinguish our ambulatory services in our region in terms of patient care, coordination and convenience. Remember, if you have questions or suggestions for the CareConnect program, you can send an email via https://myhh.hbcchealth.org/HHCUnity/careConnect/SitePages/CareConnect.aspx (Novell login required.)
Spotlight

Stephanie Welsh: Pulitzer Prize winning midwife

Stephanie Welsh lived among the Massai tribe in Kenya and won a Pulitzer Prize for photojournalism before she found her true calling—helping to deliver babies and providing care to new and expectant moms at Windham Hospital.

Welsh, a certified nurse midwife with Mansfield OB/GYN, took a unique path to her profession. While a student at the S. I. Newhouse School of Public Communications at Syracuse University, she traveled to East Africa taking an internship at the Nation, an English-language daily in Nairobi. The internship in developmental journalism and her persistence in learning more about the brutal rite of female circumcision led to her earning the 1996 Pulitzer Prize for feature photography for graphic photos she took of the Massai tribe in the remote Samburu district in Kenya.

It was while witnessing a difficult birth by a tribal woman that Welsh began feeling the pull to nurse midwifery. “I remember just being there and being amazed to see what the human body can withstand and still reproduce,” Welsh says. “[A young woman] can go through this incredible violent ritual and still conceive and give birth. There’s three of us in a room and suddenly there’s a fourth person there. That’s so magical,” she says.

The impact of witnessing birth in Kenya never left her. Welsh earned her master’s degree in nursing from Yale and was certified as a nurse midwife in 2002.

Welsh says she’s found the right profession and, other than taking photos of her children, has set the camera aside. She says being a nurse midwife and photojournalist aren’t really all that different.

“I could say that to describe either profession. It’s a gift either way.”

An innovative approach to reducing hospital admissions

In April 2014, Hartford Hospital’s Center for Education, Simulation and Innovation (CESI) launched an in-situ simulation training program at the Jefferson House, Southington Care Center, and Jerome Home. The overall goal of the training is to reduce admission rates.

“Funding for this training was made possible by the generosity of a Jefferson House grant. The curriculum we follow consists of scenarios that incorporate assessment skills, communication, teamwork and appropriate intervention,” said Amanda Watkins, RN, BSN, CCRN, CLC, mobile simulation instructor.

To that end, a mobile van was purchased to transport the Laerdal 3G Manikin, nicknamed “Charlie Jefferson,” to and from all training sites. The training team consists of Watkins and simulation technician Josephine Faienza. Together, they work to deliver cutting-edge simulation training to these skilled nursing facilities.

“The training standard is set by Hartford Hospital to ensure that these facilities receive the same quality of training provided at CESI,” explained Watkins.

All sessions are offered at the three skilled nursing facilities. Each training session can accommodate six staff members. Any facility interested in the training should contact Stephen Donahue, CESI director, for more information.
National Health Care Supply Chain Professionals Week, Oct. 5-10

They wear green shirts, not white coats, but employees of the Supply Chain Management Department are vital to the delivery of high-quality patient care. Each year, the first week of October is dedicated to celebrating health care supply chain professionals. Here is a glimpse of the important roles Supply Chain professionals play around Hartford HealthCare every day. Photos by Edwin Echevarria, SCM distribution manager, Hartford Hospital.

Receiving employee Mukut Costa processes a delivery from Federal Express at Hartford Hospital.

MidState Supply Chain employees Megan Ryan and Ricardo Pagan pause among their wares.

Sandro DiBacco delivers supplies to BlueBack Square.

(L to R) HOCC staff: Mark Parsons, Earl Stevens, Carlos Centeno, Reginald Henderson, Anthony Hooks, Fernando Garcia, Mark Kopcyk, Gerald McClay, Winston Dunn, Lionel Ojeda.

Courier Sandro DiBacco delivers supplies.

Jose Medina checks orders on his pick list at Hartford Hospital.

(L to R) Lionel Lee and Kewone Irving picking orders for Med-Surg units at Hartford Hospital.

Sorting the morning mail at Hartford Hospital (L to R) Sandro DiBacco, Ana Ferreira, Charlene Williams, Guiseppe Caruso.

(front) Bradley Memorial Staff: Fatbardha Rizvani, (Back, L to R) Thomas Harwood, John Dudac.

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New Southington Surgery Center offers outpatient orthopedic services

After months of planning and renovations, the Hartford HealthCare Southington Surgery Center (SSC) opened Sept. 29. The opening of the facility comes at a critical time, as the demand for outpatient orthopedic procedures increases and baby boomers continue to pursue sports and other health-related activities later in life.

The center, located on the Bradley Memorial campus, is a joint venture of MidState Medical Center, The Hospital of Central Connecticut and surrounding area physicians.

The completely renovated, 10,200-square-foot space features three sophisticated operating rooms, patient-friendly pre- and post-operative bays with private changing areas, and private exam rooms. From new operating room lights that use LED technology to flooring with antibacterial protection, the facility will advance orthopedic care in the region.

“This will be a full-service center providing comprehensive orthopedic care,” says Dr. Robert Carangelo, medical director of HOCC’s Center for Joint Care. The SCC will provide a range of ambulatory services, including hand, shoulder, knee, foot and ankle, and joint surgery, as well as pain management procedures.

Free parking is available right outside the entrance to the center. Patients will enter the facility through the marked canopy and follow signage to the elevator.

Nearly 60 Bradley employees and volunteers had the opportunity to take exclusive tours of the new space at an open house on Friday, Sept. 5. A ribbon cutting ceremony open to staff and the community is planned for Oct. 29.

Walk to Wellness: Let’s Talk about Mental Health

Tuesday, Oct 21, 8:30 to 9:30 a.m.
Westfarms Mall, Hartford HealthCare Wellness Lounge, Lower Level, near Nordstrom

Meet with Glynis Cassis, licensed master social worker, and take a 30-minute group walk around the mall while learning about mental health issues.

Healthy Living Fall Fest!

Saturday, Oct. 25, 1 to 4 p.m.
Pumpkin Carving Contest 1 – 2pm
Ergonomic Showcase 2 – 4pm
Westfarms Mall, Hartford HealthCare Wellness Lounge, Lower Level, near Nordstrom

Come celebrate Halloween early by watching some of Hartford HealthCare’s top physicians compete for the best-carved pumpkin in the spirit of Iron Chef America. Enter the drawing to take home a pumpkin carved by one of our pros! With the help of an experienced clinician, learn how to use your home and office electronics more ergonomically with MC Ergo furniture. Plus check out the newest Microsoft products.

TechTips

By Joseph Venturelli, Vice President/Chief Technology Officer

Welcome to the first installment of TechTips! In each issue of Network News, we will bring you information to help you use and navigate our technology more effectively. We will also share with you anything you need to know about changes and improvements to Hartford HealthCare Information Technology Services.

This issue’s TechTip will focus on how to Set Reminders to Act on Email Messages. If you spend a lot of time in Outlook, this tool can really boost your efficiency. As easy as it is to set up, it is quite underused. To set a reminder and make it visible in your Inbox, or to act on or reply to any message, do the following:

1. Right-click on the message you want to set the reminder for.
2. Select Follow Up, and choose your Due By time and date.
3. When you click OK, the message will be flagged for you to remember to respond, and the date and time will automatically be tracked.
4. To clear the flag, right-click on the message and choose Clear Flag.

If you have suggestions for future TechTips, please email techtips@hhchealth.org.

Did you know? Over the last 90 days, the HHC ITS Help Desk has reduced its caller hold time. The team has reduced the percentage of callers who called and hung up before talking to an agent from 40 to 50 percent down to the industry standard of just around 9 percent. By making adjustments to the Help Desk system, you can now get the ITS assistance you need much faster!
When Susan Marino’s parents began facing issues related to aging, she knew they needed the best possible care. As the chief nursing informatics officer for Hartford HealthCare, she turned to the system for the resources and services her mother needed to remain in the comfort of her own home. Marino said she was truly grateful for the amazing support that was provided by Hartford HealthCare physicians, case managers, VNA nurses and caregivers.

However, her concerns grew after her mother passed away and it became evident that her father, Kenneth House, could not live alone. When he was younger, her father had had a busy career at The Hartford, raised three daughters, was active in the Freemasons and Boy Scouts, and enjoyed his avid hobbies collecting stamps and trains.

Now in his 80s, House was struggling to manage on his own as he had become wheelchair dependent. “Challenged with caring for his home, expenses in hiring help to maintain his property, and his limited mobility, we all decided to look for his next home,” Marino said.

It didn’t take the family long to choose Cedar Mountain Commons in Newington. “The location is safe and convenient for all, has great family friendly common rooms and is in close proximity to emergency services, shopping and more. It is comforting to know it offers independent through assisted living if needed,” she said.

The delicious and healthy meal choices were a hit with her father and provided her with additional peace of mind knowing he was receiving appropriate nutrition. He has settled into the community where she knows he is well cared for and happy.

“For me, knowing that Cedar Mountain Commons was part of the Hartford HealthCare community was paramount,” she said.

Marino and at least 30 other Hartford HealthCare employees have chosen one of the network’s communities as the best place for their loved ones. Whether it is for short-term rehabilitation, independent or assisted living, or in a skilled nursing setting, they know that their family members will receive individualized, personal and compassionate care from highly skilled and dedicated professionals.

Trish Walden, executive vice president, said she was very pleased that her beloved uncle, Ben Sementilli, moved to Arbor Rose, then later Jerome Home in New Britain after he could no longer live independently at his residence in northern Connecticut.

“Even though the family would have preferred a location east of Hartford, they recognized the ‘not-for-profit difference’ at Jerome Home/Arbor Rose and the fact that he would not have to make another move from this environment of care and compassion for the rest of his life,” Walden said. “This gave everyone a great sense of peace of mind.”

An independent man, at first Sementilli did not like having to depend on other people for his daily needs. Over time he has connected well with the staff, has joined in the activities and has made new friends in the community he now calls home. Having a central location has also made it possible for the family to celebrate holidays and special events together.

“He loves being visited, especially by his grandchildren,” Walden said.

For these employees, Hartford HealthCare’s premium care continuum and excellent professional staffs have made all the difference in helping their loved ones achieve the optimum quality of life.
were chosen by MSK to be the first member in this pioneering initiative because of the Institute’s dedication to delivering high-quality, consistent care to patients in the communities it serves.

In the year since, teams of cancer experts and specialists from both organizations have spent countless hours reviewing the programs and processes within HHCCI to ensure that they are aligned with the world-class standards established by MSK. On Sept. 16, leaders from both organizations expressed pride and gratitude for the work that made certification possible.

“At Memorial Sloan Kettering, we are relentless in our pursuit of improving cancer care, and part of that effort includes sharing new knowledge with others and in turn, learning from them. We are proud and excited to see this new model of collaboration take shape so that the highest-quality cancer care is more accessible to more patients,” said Dr. Craig Thompson, president and CEO of Memorial Sloan Kettering Cancer Center, who presented Joseph with an official document of certification during the ceremony.

Besides the certification ceremony, the day also featured a special CME symposium focusing on advances in molecular oncology with presentations by three noted experts from MSK — Dr. Mark G. Kris, attending physician, Thoracic Oncology Service; Dr. David B. Solit, director, Center for Molecular Oncology; and Dr. Jedd Wolchok, chief, Melanoma and Immunotherapeutics Service — as well as Dr. Jonathan SL Earle, a pathologist and molecular oncology specialist at HHCCI. More than 165 providers and cancer experts from HHCCI, MSK and across the state attended.

Another event also focused on molecular oncology and advances in cancer research, but for a public audience. In a more informal environment, Dr. Kris from MSK and Dr. Andrew Salner, director of the Hartford HealthCare Cancer Institute at Hartford Hospital, responded to written questions from the audience in a lively and informative exchange moderated by Rebecca Stewart, director of media relations for Hartford HealthCare.

“It’s really been a fabulous opportunity for all of us to broaden our understanding of best practices in clinical care and the latest developments in research,” said Donna Handley, vice president of operations for the Hartford HealthCare Cancer Institute, who attended the Sept. 16 certification ceremony and shared her story about the care she received from experts at HHCCI and MSK.

“One of the things that is emphasized strongly in this relationship is the bi-directional nature of the learning and contributions that have gone into it. We have seen that time and time again over the past year.”

HHCCI receives certification as first member of MSK Cancer Alliance  Continued from page 1

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“One of the things that is emphasized strongly in this relationship is the bi-directional nature of the learning and contributions that have gone into it. We have seen that time and time again over the past year.”
The Backus Family Health Center at Crossroads in Waterford is open for business. The 23,000 square foot center is a partnership with Crossroads Orthopaedics Sub Specialists and is Backus’ first family health center to be anchored by a sub-specialist practice. The building at 196 Parkway South in Waterford also includes primary care providers and Backus Hospital Rehabilitation Network physical and occupational therapists. Crossroads Orthopedics, from left to right, Allyson Forsyth, PA-C; Warren Burrows, MD; Susan Schroeder, PA-C; Joseph Noonan, MD; Jeffrey Salkin, MD, FACS; and Frank Maletz, MD.

Nearly 50 employees, family and friends of Hartford HealthCare gathered during the Walk to End Alzheimer’s on Sept. 21 at Bushnell Park in Hartford. The walk raised funds for care, support and research efforts of the Alzheimer’s Association. Walkers represented Arbor Rose, Cedar Mountain Commons, Jefferson House, Institute of Living, Mulberry Gardens of Southington, The Orchards at Southington and Southington Care Center, of which several offer memory care in addition to independent and assisted living, short-term rehabilitation and skilled nursing care.

Family members of the late Adam Salowitz, a former Hartford Hospital personal care assistant (PCA), gathered to honor his life at the IOL’s suicide prevention awareness flag lowering ceremony on Sept. 10th. Left to right is Adam’s aunt, Susan Salowitz; grandmother Shirley Salowitz; mother and Hartford Hospital Bliss Unit RN Lynn Salowitz and aunt Randi Salowitz. In honor of the Suicide Awareness Day, the Institute of Living held its second annual flag-lowering ceremony in front of the main Hartford Hospital facility. Staff and leadership from the IOL and Hartford HealthCare’s Behavioral Health Network, along with members of the public, were in attendance to honor the day in a brief yet emotional service.