contents

President’s letter ............................................................................................................... 1
Leadership team .............................................................................................................. 2
New procedure keeps heart failure patients out of the hospital ............................. 3
Windham becomes leader for spine surgery in Northeast ................................. 4
Tallwood Men’s Health ............................................................................................... 5
HVI opens heart failure clinic in Norwich .............................................................. 7
Mystic multi-specialty center to open in 2020 ....................................................... 8
Go Red event at Windham ......................................................................................... 9
Center for Hospice Care joins Hartford HealthCare ............................................. 10
Windham and Backus Hospitals nationally recognized ....................................... 11
Diabetes education receive national recognition .................................................... 12
Nightengale nurses honored .................................................................................... 13
Auxiliary highlights ................................................................................................... 14
Giving/Philanthropy .................................................................................................... 15
Volunteers ..................................................................................................................... 16
Comparative Statistics ............................................................................................... 17
Access. Community. Expertise. It’s the theme of Hartford HealthCare’s annual reports this year, and what Backus and Windham hospitals are all about. Throughout this report you will read about exciting accomplishments in the past year from across Hartford HealthCare’s East Region.

In 2019, we expanded our footprint, not only with the new buildings and state of the art technology that you’ll read about in this report, but also by adding more primary care, specialty and subspecialty providers in areas such as neurosurgery, vascular surgery, electrophysiology and heart failure. Through these additions, we’re giving access to services never before offered in our community and beyond. We’ve also been recognized as leaders in quality and safety and have strengthened our reach in the community, offering crucial screenings and education to those who are underserved and at greatest risk.

Our success would not be possible if we didn’t have strong foundations of care at our hospitals. These accomplishments take a team that works together, cares about each other, and always puts patients first. Their continued dedication and compassion are why our hospitals and health system continue to be the No. 1 choice for care in eastern Connecticut.

Sincerely,

Diane L. Wishnafski
Chair, East Region Board of Directors

Donna Handley
President, Hartford HealthCare East Region
Senior Vice President, Hartford HealthCare
Donna Handley  
President of East Region  
& Senior Vice President Hartford HealthCare

Laura Currie, RN, MS  
Vice President Patient Care Services

Michael Davis, RN, BSN, MBA, NE-BC  
Senior Director of Operations, Windham Hospital

Pam DeLise  
Director, Human Resources

Rebecca Durham, RN, MS, CENP  
Senior Director of Institute Development

Mathew Kaufman  
Vice President of Operations

Jason Laabs  
Director of Marketing and Strategy

Anthony Mastroianni  
Vice President of Finance

Robert Sidman, MD  
Vice President of Medical Affairs

Sandra Voogd, Lean Sensei  
Operational Excellence

Diane Wishnafski  
Chair

Mary Barry, M.D.  
Vice Chair

Margaret Marchak, Esq.  
Secretary

Henry Beck, ESQ.

Carmen R. Cid, Ph.D.

David Coletti (ex officio 1/1/19– 12/31/19)

Donna Handley (ex officio)

Stephen W. Larcen, Ph.D.

Mark Tramontozzi, M.D.

James Watson, M.D.
“The first time a man enters a Men’s Health practice, regardless of the reason, it becomes an opportunity to address preventative healthcare,” said Anthony Quinn, MD, FACS, who sees patients in the Waterford office. “We’re flipping the script. Rather than focusing on specific health complaints, we’re addressing preventative and linked medical conditions to treat this group of underserved health care consumers.”

Physicians and staff gathered at the Great Neck Country Club in Waterford Wednesday, April 17, for the kickoff of Tallwood Urology and Kidney Institute’s men’s health program in Eastern Connecticut.

New Center for Healthy Aging Opens at Backus

To connect families and their older loved ones with resources and support systems to achieve the best quality of life, Backus Hospital officially opened the Hartford HealthCare Center for Healthy Aging in June.

This new center, located on the entry level of the hospital, is one of 11 locations for Hartford HealthCare Center for Healthy Aging, which was established in 2004.

Kristine Johnson, resource coordinator at the Backus Hospital Center for Healthy Aging; Donna Handley, Hartford HealthCare East Region President; Norwich Mayor Peter Nystrom; and Dave Whitehead, Executive Vice President and Chief Strategy and Transformation Officer, Hartford HealthCare.

From left to right are Wendy Martinson, Director of HHC Center for Healthy Aging; Lisa Connolly, Vice President of Senior Services at HHC; Dawn Lambert, Project Director, Department of Social Services; Rita Parisi, Senior Vice President of the Hartford HealthCare Community Network; Kristine Johnson, resource coordinator at the Backus Hospital Center for Healthy Aging; Donna Handley, Hartford HealthCare East Region President; Norwich Mayor Peter Nystrom; and Dave Whitehead, Executive Vice President and Chief Strategy and Transformation Officer, Hartford HealthCare.
HHC Heart & Vascular Heart Institute Opens Heart Failure Clinic in Norwich

While some of the symptoms of congestive heart failure (CHF) can be managed, patients often need advanced care as the disease progresses. The stress of driving long distances for care and assessment can have a serious impact on the patient’s quality of life. Thanks to the Hartford HealthCare Heart & Vascular Institute, advanced CHF patients in the Norwich area now have the option of receiving some of their care close to home.

Advanced heart failure and transplant specialists Joseph Radojevic, MD, and Jason Gluck, DO, began seeing patients at the newly established Congestive Heart Failure Clinic at the Hartford HealthCare Heart & Vascular Institute office at 164 Otrobando Ave. in Norwich in late 2018. Drs. Radojevic and Gluck work closely with the team of local cardiologists to create care plans for heart failure patients with a focus of keeping care in the community when possible.

“I look at CHF as its own service line. There is day-to-day care and management that local cardiologists do very well,” said Dr. Radojevic, who also serves as the Director of the Center for Advanced Heart Failure and Pulmonary Vascular Disease at Hartford Hospital. “When we’ve exhausted all of the options locally we look to Hartford for more advanced care.”

New HealthCenter Opens in Pawcatuck

Hartford HealthCare opened its newest HealthCenter on Monday, August 19, at 350 Liberty Street (Route 2) in Pawcatuck. The 27,000-square-foot building was developed with the patient’s comfort and convenience in mind, offering easy access to primary care, pediatric and adolescent primary care, and rehabilitation services for patients in southeastern Connecticut and Western Rhode Island.
Mystic Multi-Specialty, Primary Care Center Set to Open in 2020

In the spring of 2019, construction began on Hartford Healthcare’s new $24-million medical building next to Mystic’s major tourism destinations. The center is expected to transform healthcare delivery for residents of southeastern Connecticut and southwestern Rhode Island. The 47,000-square-foot development off I-95 and Coogan Boulevard in the Mystic section of Stonington has a nautical theme and environmentally friendly site plans. When complete in winter 2020, it will include:

- Neuroscience services, including a movement disorders center, neurosurgery services and pain management services
- Cardiology, including specialists in vascular surgery, electrophysiology, heart failure; comprehensive diagnostic testing such as stress, echocardiogram, and CT; and a vascular lab and pacemaker clinic.
- Imaging, including X-ray, MRI, CT-Scan and Ultrasound
- Physical therapy and other rehabilitation services
- Primary care and concierge medicine
- Space for future offerings

The proposed health center is located near the Mystic Aquarium at the Perkins Farm campus, which is a large mixed-use development that also includes upscale housing for active adults and professionals.

“We are very excited about the opportunity to provide shoreline residents more convenient access to world-class, high-quality health services,” said Jeffrey Flaks, Hartford HealthCare’s President & Chief Executive Officer. “This strategic investment in the community will improve access to needed services and aligns with our existing shoreline services from Rhode Island to Old Lyme.”

Many of the physicians who will move into the building already have a presence in the Mystic region. The project will provide convenient access to innovative, integrated health services – from Rhode Island to Old Lyme and their neighboring inland communities.

“The center’s design was inspired by Mystic’s heritage and the feedback we received from the local community,” said developer and owner David Lattizori. “We’ve all heard of destination resorts. This will be a destination medical center, a place where people can get comprehensive care in one convenient location.”

To learn more about the project and view a live construction cam, visit HartfordHealthCare.org/Mystic

Life-saving New Digital Platform Helps EMS Coordinate Care with Local First Responders

In 2019, Backus Hospital teamed up with local EMS responders using Hartford HealthCare’s electronic health records system to improve communication and patient care in the field.

Backus Hospital became the first hospital in the health system to go live with the Health Data Exchange. The interface links the EMS patient report with the Epic electronic medical records platform, enabling rapid feedback for EMS agencies on what happens to their patient once they turn over care. It also enables the emergency department rapid access to the EMS patient chart to assist in patient care. With the Health Data Exchange, EMS responders use a USB bar code scanner attached to their laptop or tablet to capture the patient’s registration number. Patient information is instantly shared between the emergency department providers and emergency responders.
Go Red event combines health, fun

More than 100 people — most donned in red — packed the Windham Hospital Atrium and Education Center on for the hospital’s annual Go Red Event, “An Affair of the Heart” on Friday, Feb 1. The event included integrative therapies, red wine tasting, specialty shopping, drawings, refreshments and light fare, health screenings and Adventure Bound’s Wild & Crazy Challenge Game Show, which featured fun questions about heart health.

The event, sponsored in part by the Auxiliary to Windham Hospital, raised money for the American Heart Association and the Windham Hospital Cardiac Rehabilitation Program.

“Windham’s Go Red event is such a special night for our community. Not only does it raise awareness and funds for a great cause, it’s also a fun night out for our guests,” said Shawn Maynard, Executive Director of the Windham Hospital Foundation and one of the organizers of the event.

Prescription for Healthier Lives

Thanks to a partnership with the Norwich ShopRite and United Community and Family Services (UCFS), Backus Hospital’s successful RX for Health Program to help fight childhood obesity was made available during the winter months for the first time in 2019.

Nine years ago, staff at the hospital identified obesity as a top health concern as part of its community health needs assessment and launched the Rx for Health Program to help families in need put fresh produce, herbs, eggs and whole grain bread on the table. Under the program participants receive “prescriptions” from local pediatricians that are redeemable for fresh vegetables and other healthy items offered at the downtown Norwich Farmers Market. Participants receive up to $100 in free healthy food each season.

Because there is less availability of fresh produce during the winter months, Backus, UCFS and ShopRite have launched a five month pilot that allows participants to redeem prescriptions by presenting it at the ShopRite pharmacy and receiving a $25 voucher each month during the winter. Participants are also given a folder with healthy eating information and recipes when they submit their prescription.

Thirty-five families participated in the summer Rx for Health program and are also taking part in the winter program in 2019.

Backus Clinical Dietitian Shannon Haynes helps Luisa Resende choose fruits and vegetables that will appeal to Mrs. Resende’s grandson, who has benefited from the Backus RX for Health Program. ShopRite of Norwich is participating in a new version of the program, which originally took place at the Norwich Farmers Market but this year has been moved to the local grocery store during the winter months.
Cancer Survivor Events Bring Hope and Fun to Backus and Windham

Sporting a boxing-themed message for the fight against cancer, Windham Hospital’s “Get Your Fight On” Cancer Survivors Day was a great day of fun, entertainment and learning for those who attended the event June 8 at Eastern Connecticut State University.

At Backus, Cancer Survivors, families, friends and caregivers were recognized during the hospital’s 2019 Cancer Survivors Day on June 22 at the Hartford HealthCare East Region System Support Office in Norwich. The event, which featured music by the Quiet Corner Fiddlers and speeches from cancer survivors, concluded on a celebratory note as survivors who ranged from those recently diagnosed to a 72-year survivor received a huge round of applause.

Center for Hospice Care Joins Hartford HealthCare

In 2019, Center for Hospice Care of Norwich reached an affiliation agreement with Hartford HealthCare and officially become part of Hartford HealthCare at Home in April.

Center for Hospice Care, formerly Hospice of Southeastern Connecticut, has provided hospice care services to patients in eastern Connecticut since 1985. Hartford Healthcare at Home is a community-based home health and hospice organization serving more than 100 communities in Connecticut. Founded in 1901, Hartford HealthCare at Home is part of Hartford HealthCare, Connecticut’s most comprehensive health network.

We do the safe thing. It’s one of our core values. Our commitment to excellence is why Windham and Backus hospitals continue to be recognized nationally for providing the safest and highest quality care to our patients.

**Windham Hospital and Backus Hospital Nationally Recognized For Patient Safety**

Windham Hospital was awarded an ‘A’ for The Leapfrog Group’s spring 2019 Hospital Safety Grade. The designation recognizes the hospital’s efforts in protecting patients from harm and providing safer health care. The Leapfrog Group is a national nonprofit organization committed to improving health care quality and safety for consumers and purchasers. The Safety Grade assigns an ‘A’, ‘B’, ‘C’, ‘D’ or ‘F’ grade to hospitals across the country based on their performance in preventing medical errors, injuries, accidents, infections and other harms to patients in their care. Backus received a “B” grade. Windham is the only hospital in Eastern Connecticut to achieve an A rating from Leapfrog.

Meanwhile, Backus was the only hospital in the state and one of only 460 nationwide to receive the Patient Safety Excellence Award from HealthGrades. The Patient Safety Excellence Award recognizes hospitals that have the lowest occurrences of 14 preventable patient safety events. These hospitals are in the top 10% in the nation for patient safety.

“These recognitions are a true testament to how committed our staff is to keeping patients safe and how dedicated they are to living our high reliability principals each and every day,” said East Region President Donna Handley. “These accomplishments are something our whole community can take pride in.”

Danielle Hewitt, RN, at Windham Hospital follows the “wash in, wash out” protocol while working on her floor at the hospital. Windham was recently recognized for its big improvement in the LEAPFROG award which evaluates hospitals for high performance in patient safety and quality.

**Windham Hospital Awarded Advanced Certification For Total Hip and Total Knee Replacement From The Joint Commission**

Windham Hospital has earned The Joint Commission’s Gold Seal of Approval® for Advanced Certification for Total Hip and Total Knee Replacement. The advanced certification is for Joint Commission-accredited hospitals, critical access hospitals and ambulatory surgery centers seeking to elevate the quality, consistency and safety of their services and patient care.

Joint Commission experts evaluated compliance with advanced disease-specific care standards and total hip and total knee replacement requirements, including orthopedic consultation, and pre-operative, intraoperative and post-surgical orthopedic surgeon follow-up care.

“Achieving Advanced Total Hip and Total Knee Replacement Certification recognizes Windham Hospital’s commitment to provide care in a safe and efficient manner for patients,” said Patrick Phelan, executive director, Hospital Business Development, The Joint Commission. “The advanced certification will help the hospital to better provide coordinated and comprehensive care to patients undergoing a total hip or total knee replacement.”

Whether it’s adding top specialists and subspecialists or using the most advanced robotic technology, Backus and Windham hospitals in partnership with Hartford HealthCare are bringing a level of expertise in care that has never before been available in our communities.

New procedure helps keep heart failure patients out of the hospital

Jim Mason, was getting used to the same old routine experienced by many heart failure patients: Feel good for a while, have shortness of breath, swelling in his legs and abdomen and then back to the hospital. It’s a cycle that makes managing the disease particularly difficult.

Now thanks to a procedure being performed at Backus Hospital by Hartford HealthCare Heart and Vascular Institute physicians, Mason’s providers can remotely monitor his condition and make changes before symptoms require hospitalization. During the outpatient procedure, using technology known as CardioMEMS, a battery-free sensor is implanted into the patient’s pulmonary artery to help monitor the pressure from the artery. Once implanted, the sensor sends pressure readings that are transmitted through a secure website where it can be reviewed by the patient’s cardiology team. Heart failure patients use a portable electronic unit and a special pillow to take daily sensor readings at home.

Mason, from Charlestown, RI, underwent the procedure at Backus Hospital on Jan. 30—the first in the Hartford HealthCare system. The CardioMEMS system is also being utilized for patients at Hartford Hospital and The Hospital of Central Connecticut.

“I was starting to feel winded after walking a real short distance on Friday. Later that day, [after lying on the transmitting device], the office called and said I needed to increase my medication,” said Mason, who had been admitted to the hospital three times in December before having the device installed.

Mason’s cardiologist, Howard Haronian, MD, East Region Vice President & Chief Medical Director of the Hartford HealthCare Heart & Vascular Institute, says a randomized trial comparing HF patients with and without the device, using the same medication and treatment algorithms, shows a 40 percent reduction in hospitalization and an increased quality of life.

“Without the device, heart failure patients are told to use a scale and weigh themselves every day. By the time their weight has increased it might be too late to prevent hospitalization,” Dr. Haronian said. “The monitor would have picked up the pressure increase a week or two before. So we’re getting way ahead of symptoms before a patient would need to be hospitalized.”

Dr. Haronian says he’s pleased that the procedure can now be offered in community hospitals like Backus where patients don’t always have immediate access to advanced care for heart failure. Mason agrees. “If I didn’t have this, I’m sure I’d already be back in the hospital,” he said.
Heart & Vascular Institute Adds More Advanced Procedures at Backus

On March 11, Dr. Paras Bhatt, Medical Director of Electrophysiology in the East Region, inserted an implantable biventricular defibrillator in an 80-year-old patient with ischemic cardiomyopathy (weakened heart muscle) at Backus Hospital—the first time this advanced procedure was performed at the community hospital. The cardiac resynchronization device is a small battery-powered unit that recognizes a fast heart rate from the lower chambers of the heart (ventricles) and will "shock" the patient if they go into cardiac arrest to correct the heart rhythm.

We’ve got your back! Windham becomes leader for spine surgery in Northeastern Connecticut

Already a leader in joint replacement surgery in Northeastern Connecticut, Windham Hospital’s surgical department became the first in Windham County to use the Globus Excelsius GPS, a sophisticated new surgical guidance system for spine procedures.

The Excelsius GPS brings an even greater level of precision to surgeons performing spine surgery and the patients they serve. The robotic-assisted navigation system used by surgeons during a procedure, in real time, is designed specifically to make surgery safer and help surgeons ensure a more precise placement of implants and hardware. The technology also facilitates minimally-invasive spine procedures, which normally involve more radiation exposure. These type of procedures are often linked to less blood loss, less muscle damage, and a faster recovery.

"It’s all about providing the best possible care for the patient. The Globus Excelsius robot has revolutionary technology that allows us to place spinal implants with the greatest degree of accuracy during surgery," said Daniel George, MD, who performed the first procedure on the Excelsius GPS at Windham. “It is exciting to know that we have this unbelievable resource available at Windham Hospital to assist us in providing the highest level of care for our patients when they need spinal surgery.”
Backus and Ayer Neuroscience Institute Adds Neurosurgeon for More Advanced Procedures

Neurosurgeon Mark Hornyak, MD, began seeing patients and performing procedures at Backus Hospital in 2019. For some of his spine procedures, Dr. Hornyak uses the new Stealth Navigation System, which Backus purchased in 2019. Using pre-operative and intra-operative scans, the StealthStation™ surgical navigation system allows surgeons to visualize the patient’s anatomy in 3D, as well as to localize surgical instruments throughout the procedure. Backus is the only hospital in eastern Connecticut to use this new technology.

From the opening of new health centers and specialty care centers to free, life-saving screenings for our most vulnerable population, Backus and Windham hospitals are committed to ensuring that our patients have access to the highest level of care where and when they need it most.


The statistics say it all: Men are 1.4 times as likely as women to die from almost every chronic medical condition, and on average live five years less than women; according to the National Center for Health Statistics. Hartford HealthCare Tallwood Men’s Health is designed to change that by giving men access to a coordinated system of specialists and primary care providers to get them on the road to better health. The program began seeing patients in May of 2019 at locations throughout Eastern Connecticut.

At the center of the program is a specially trained men’s health nurse navigator embedded in Tallwood urology offices who helps connect patients with needed providers and creates a personalized care plan based on their individual needs. For those men who don’t have a primary care provider, the nurse navigator will connect them to one in their community. Along with urology, the team of specialists includes providers from cardiology, colorectal health, endocrinology, sleep disorders, surgical weight loss and behavioral health with offices throughout the Backus and Windham hospital service areas.

“Men generally don’t see doctors unless there’s a problem. So when they’re here at the urology practice we consider it the gateway to the Men’s Health Program,” said East Region Tallwood Men’s Health Nurse Navigator Jill Dreesman. “We have each patient fill out a checklist to ensure they are getting the appropriate preventive screenings and lab tests they need to be up to date on.”

The age-appropriate checklist includes screenings such as blood pressure, cholesterol, diabetes, colorectal health and PSA screening for prostate cancer. Dreesman says weight management and behavioral health are also discussed because many times they are directly related to other health concerns.
Backus Receives National Recognition for Stroke Program

Backus Hospital has received the American Heart Association/American Stroke Association’s Get With The Guidelines® Target: Stroke Honor Roll Silver Plus Quality Achievement Award. The award recognizes the hospital’s commitment to ensuring stroke patients receive the most appropriate treatment according to nationally recognized, research-based guidelines based on the latest scientific evidence.

Backus earned the award by meeting specific quality achievement measures for the diagnosis and treatment of stroke patients at a set level for a designated period. These measures include evaluation of the proper use of medications and other stroke treatments aligned with the most up-to-date, evidence-based guidelines with the goal of speeding recovery and reducing death and disability for stroke patients.

Windham and Backus hospital’s Diabetes Education Programs Receive National Designation

In 2019, the Diabetes Education Programs at Windham and Backus hospitals each received the prestigious “Certificate of Recognition” from the American Diabetes Association demonstrating that the programs offer high quality education that is an essential component of effective diabetes treatment.

The Association’s Education Recognition Certificate assures that educational programs meet national standards for diabetes self-management education programs. Recognition status signifies that the program has “a staff of knowledgeable health professionals who can provide participants with comprehensive information about diabetes management,” according to the ADA.

Windham Hospital was the first hospital in the nation to receive this recognition back in 1991.

A Uniform Look

A safe and satisfying patient experience depends on clear communication with clinical and nonclinical personnel. To achieve this, patients and families need to be able to easily identify staff members and their roles. To help us realize this vision, in March clinical and some non-clinical staff at Backus and Windham began wearing color-coded scrubs based on their role on the care team. The uniforms have been well received by patients and staff alike.
The Best of the Best: Nightingale Nurses Honored for Excellence in Care

Thirteen nurses from Hartford HealthCare’s East Region have been named Nightingale Nurse Award winners for 2019. Originally developed by the Visiting Nursing Association of South Central Connecticut, the Nightingale Awards recognize exceptional nurses and promote the nursing profession. Recipients were honored at a dinner during National Nurses Week on May 2 at the Mashantucket Pequot Museum.
GIVING. PHILANTHROPY

At Backus Hospital: Giving for a Healthy Community

The Backus Hospital “Healthy Community” Campaign supports the expansion of the Edward and Mary Lord Preventive Medicine Initiative — helping us achieve our goals to keep our community healthy through prevention, expanded health screenings and education, along with important programs like Rx for Health, Safe Kids, the Mobile Health Resource Center, and the Community Care Team. Healthy Community support helps Backus ensure that the most vulnerable members of our community get the care they need to keep them healthy and happy.

The Healthy Community Campaign continues with 2019-2020 Appeal and has raised more than $304,000 through October of 2019. For more information on contributing to the Healthy Community Campaign or other programs at Backus Hospital, visit BackusHospital.org/Giving or contact Genevieve Schies, Backus Development Program Manager, at 860.823.6325 or Genevieve.Schies@hhchealth.org.

The 38th Annual Golf Tournament in June helped support the Healthy Community Campaign

Healthy Community Sponsor O, R & L Construction led a field of 176 golfers at the 38th annual Backus Golf Tournament in support of the Backus 125th anniversary Healthy Community Campaign took place Monday, June 10 at Lake of Isles golf course in North Stonington.

7th Annual Laura Beth Seder Memorial Golf Tournament

Under perfect bright blue skies and crisp temperatures the 8th Annual Laura Beth Seder Memorial Golf Tournament supported the Backus Breast Health Initiative providing funding for The Boutique at Backus, the Backus Breast Health Patient Navigator Program and Backus Hospital Integrative Medicine. Each year the tournament takes place during Breast Cancer Awareness Month in memory of Laura Beth Seder who passed away from breast cancer.

The Backus Auxiliary

The Backus Hospital Auxiliary contributed an additional payment of $125,000 toward their $625,000 pledge to the Healthy Community Campaign.

The Backus Auxiliary raises funds through the hospital gift shops and through fun events like the Annual Mini-Golf Tournament at Odetah Camping Resort. To learn more or join the Auxiliary visit https://backushospital.org/about-us/auxiliary or call 860.889.8331 ext. 2259.

Take one part mini golf. Mix in some great friends and food. Add a ton of sunshine and blue skies and what do you have – the annual Mini Golf Tournament to benefit the Backus Hospital Auxiliary. The event was held once again at the Odetah Camping Resort in Bozrah Saturday, Sept. 21. And as they have done in the past, the Adelmans, owners of the camping resort, donated their mini-golf course for the day as well as a portion of the entire season’s camping reservations to the Backus cancer program. We thank them for their generosity and thanks to all those who supported this fun event.
Giving. Philanthropy

For more information on contributing to the Windham Hospital Foundation, or to learn more about volunteering for one of the Foundation’s committees, please contact the Executive Director of the Foundation, Shawn Maynard, at 860.456.6861 or Shawn.Maynard@hhchealth.org.

The Windham Hospital Foundation: A Tradition of Giving

Windham Hospital provides quality care to its patients thanks, in part, to the support and generosity of a caring community. The Windham Hospital Foundation, a separate 501(c)3 organization, relies on residents of the 19 towns within the Hospital’s service area to assist the hospital in enhancing resources that support the hospital in meeting the health care needs of the residents of eastern Connecticut.

Funds raised by the Foundation support programs and activities that provide the highest quality health care, including preventive health programs in the schools and in the community. Charitable contributions and grants supplement traditional revenue sources and help Windham Hospital to:

- Keep pace with cutting-edge technology making available the best diagnostic tools to our physicians and staff so they can continue to provide quality health care to patients, such as robotic joint replacement and spine surgery.
- Support community educational outreach and support programs for our patients and their families, including the Hospital’s Diabetes Education Department’s Conversation Map Program.
- Care for those who are uninsured, underinsured or those who lack financial resources to access diagnostic testing through the Gina’s Friends Fund.
- Address specific health needs in the community.

The Auxiliary to Windham Hospital

The Auxiliary to Windham Hospital has been an essential partner in philanthropy. Since its founding in 1933, The Auxiliary has held a variety of events to raise funds for needed hospital projects. In FY 2018-2019, the Auxiliary sponsored the following events: the 23rd Annual Gala – ’85 - The Gala’, its annual Holiday Market, and Spirits at the Distillery. Proceeds from the Gala benefitted the Hartford HealthCare Heart & Vascular Institute; the Spirits event benefitted the hospital’s Cardio/Pulmonary Expansion Project. Proceeds from the Holiday Market benefitted the Lennox R. Brodeur Cancer Support Fund. In addition, the Auxiliary operates the Gift Shop at the Hospital, which is staffed entirely by Auxilians and volunteers. The Anne L. Card Memorial Scholarship Fund, named for the late Anne L. Card, a 55+ year member of the Auxiliary and Hospital volunteer, provided two $1,000 scholarships, one to a graduating high school senior pursuing a degree in the healthcare field, and one to a Hospital staff member furthering his/her education in healthcare. Its Art & Wellness program in collaboration with the Windham Region Arts Council, showcases monthly the work of local artists.

In a special evening of recognition and celebration, the Auxiliary to Windham Hospital hosted the 23rd Annual Gala with the theme of celebrating 85 Years of Caring and Community. The event took place at Horizons in South Windham.
The impact of volunteers is hard to capture in words. They touch the lives of our patients, their families, our staff and visitors each and every day.

At Backus in 2019, 181 adult and college student volunteers along with 80 summer Junior Volunteers and 40 school year Junior Volunteers donated more than 35,000 hours at a value of more than $890,000 (a total of 16.25 full-time equivalents). Volunteers work in areas including patient transport, patient representative, reception, administrative offices, and the gift shops. In addition, Volunteer and Guest Services have facilitated over 650 hours of educational observations for 104 community members.

In 2019, Windham Hospital had more than 60 Adult Volunteers, 25 Junior Volunteers and 50 Student Volunteers from UConn and Eastern Connecticut State University donating more than 8,000 hours of time to departments and offices throughout the Hospital, as well as, offsite locations. Those volunteer hours equate to a value of more than $203,000.
## Comparative Statistics

### Backus Hospital

#### Facts and Figures 2019

<table>
<thead>
<tr>
<th>Comparative Statistics</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admissions</td>
<td>10,352</td>
<td>10,901</td>
</tr>
<tr>
<td>Days of Inpatient Care</td>
<td>48,321</td>
<td>51,487</td>
</tr>
<tr>
<td>Average Length of Patient Stay (days)</td>
<td>4.7</td>
<td>4.7</td>
</tr>
<tr>
<td>Births (Admits)</td>
<td>899</td>
<td>875</td>
</tr>
<tr>
<td>Outpatient Visits</td>
<td>191,506</td>
<td>204,931</td>
</tr>
<tr>
<td>Emergency Visits</td>
<td>73,333</td>
<td>73,925</td>
</tr>
<tr>
<td>Clinical Visits</td>
<td>30,056</td>
<td>31,395</td>
</tr>
<tr>
<td>Inpatient Surgical Operations</td>
<td>2,449</td>
<td>2,378</td>
</tr>
<tr>
<td>Same-Day Surgical Procedures</td>
<td>541</td>
<td>683</td>
</tr>
<tr>
<td>Same-Day Medical Procedures (AMC)</td>
<td>4,999</td>
<td>5,814</td>
</tr>
<tr>
<td>Diagnostic Imaging Procedures</td>
<td>152,760</td>
<td>152,984</td>
</tr>
<tr>
<td>MRI Examinations</td>
<td>9,585</td>
<td>12,495</td>
</tr>
<tr>
<td>Interventional Procedures</td>
<td>5,197</td>
<td>5,120</td>
</tr>
<tr>
<td>Laboratory Procedures</td>
<td>571,395</td>
<td>618,680</td>
</tr>
<tr>
<td>Rehabilitation Services</td>
<td>30,219</td>
<td>38,810</td>
</tr>
<tr>
<td>Psychiatric Clinic Visits</td>
<td>7,704</td>
<td>11,063</td>
</tr>
<tr>
<td>Psychiatric Partial Hospital Visit</td>
<td>18,676</td>
<td>20,180</td>
</tr>
</tbody>
</table>

### Windham Hospital

#### Facts and Figures 2019

<table>
<thead>
<tr>
<th>Comparative Statistics</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admissions</td>
<td>2,852</td>
<td>2,714</td>
</tr>
<tr>
<td>Days of Inpatient Care</td>
<td>11,142</td>
<td>10,182</td>
</tr>
<tr>
<td>Average Length of Patient Stay (days)</td>
<td>3.9</td>
<td>3.8</td>
</tr>
<tr>
<td>Births (Admits)</td>
<td>110</td>
<td>100</td>
</tr>
<tr>
<td>Outpatient Visits</td>
<td>79,103</td>
<td>81,458</td>
</tr>
<tr>
<td>Emergency Visits</td>
<td>34,145</td>
<td>33,431</td>
</tr>
<tr>
<td>Clinical Visits</td>
<td>2,660</td>
<td>3,872</td>
</tr>
<tr>
<td>Inpatient Surgical Operations</td>
<td>796</td>
<td>615</td>
</tr>
<tr>
<td>Same-Day Surgical Procedures</td>
<td>45</td>
<td>65</td>
</tr>
<tr>
<td>Same-Day Medical Procedures (AMC)</td>
<td>1,830</td>
<td>1,798</td>
</tr>
<tr>
<td>Diagnostic Imaging Procedures</td>
<td>48,951</td>
<td>50,756</td>
</tr>
<tr>
<td>MRI Examinations</td>
<td>3,149</td>
<td>3,384</td>
</tr>
<tr>
<td>Interventional Procedures</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>Laboratory Procedures</td>
<td>216,157</td>
<td>222,436</td>
</tr>
<tr>
<td>Rehabilitation Services</td>
<td>25,042</td>
<td>26,431</td>
</tr>
<tr>
<td>Psychiatric Clinic Visits</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Psychiatric Partial Hospital Visit</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>