To the Community:

Hartford Hospital Rehabilitation Network (HHRN) is pleased to share this 2014 Outcomes Report with our medical, patient and payor communities.

Growth and quality of care continue to be a focus for Hartford Hospital Rehabilitation Network. Our values of Integrity, Caring, Excellence, and Safety are the foundation of our work as we collaborate with our rehabilitation partners across Hartford HealthCare’s continuum of care including Hartford HealthCare at Home, Backus Hospital Rehabilitation Network, The Hospital of Central Connecticut Rehabilitation Network and Windham Hospital Rehabilitation Network. We continue to centralize our processes to facilitate the sharing of best practices to enhance and/or develop patient programming that is consistent throughout our healthcare system.

To enhance the sharing of clinical excellence we continue to facilitate a number of “special interest groups” so therapists across a wide geography can network and exchange ideas. Groups meet regularly around the topics of: vestibular rehabilitation, hand therapy, neurological disorders, women’s health, oncology, speech therapy, spine, manual medicine and headache management. We are continuously looking at programmatic growth to meet stakeholder needs.

Hartford Hospital Rehabilitation Network continues to grow, with new a clinic opening in Farmington.

Hartford Hospital Rehabilitation Network (HHRN) is accredited by CARF International, the Commission on Accreditation of Rehabilitation Facilities. HHRN currently has a three-year accreditation which represents the highest level of accreditation that can be awarded to an organization and shows HHRN’s substantial conformance to the CARF standards. CARF establishes consumer-focused standards to help organizations measure and improve the quality of their programs and services. This philosophy correlates with HHRN’s outcomes reporting system where patients provide their self-reports of functionality and satisfaction. As always, we are indebted to our patients for taking the time to make sure we receive this valuable feedback which ensures our continued program enrichment.

We trust that you will find these results interesting and we welcome your feedback as we continue our journey to provide patients with the best rehabilitative care possible.

Eric Smullen, PT, OCS
Executive Director
Hartford HealthCare
Rehabilitation Network
98.1% of patients were very satisfied with our staff
95.6% of patients were very satisfied with our facilities
85.6% of patients were very satisfied with their rehabilitation results
95.4% of patients were very satisfied with their involvement in their treatment plans
87.7% of patients were completely recovered/mostly improved in their ability to perform functional activities
97.0% of patients would definitely recommend HHRN to a family member or friend

For patients age 17 and under 97.1% report being very satisfied with staff; 94.7% report being very satisfied with facilities; and 90% report being very satisfied with results

62.5% of patients were female and 37.5% were male

HHRN’s outcomes reporting is based on a national system of measures validated in an outpatient population. This data informs referring physicians, clinicians, patients and payors about the results of therapy interventions provided.

HHRN treated 14,200 patients in 2014. Below are the numbers of patients treated in some of the specific diagnostic groups:

- 12,075 had musculoskeletal diagnoses:
  - 2,743 back
  - 2,026 knee
  - 1,927 shoulder
- 851 had neurological diagnosis including Stroke, Parkinson’s and MS
- 502 had vestibular dysfunction
- 275 had cancer-related diagnosis
Hartford Hospital Rehabilitation Network’s specially trained physical and occupational therapists manage the rehabilitative phase of breast cancer surgery. Patients are treated to restore functional abilities and for lymphedema management. HHRN provides rehabilitation services to breast cancer patients at our locations in Avon, Enfield, Glastonbury, Manchester, Meriden, West Hartford, Wethersfield and Windsor.
Hartford Hospital Rehabilitation Network’s hand therapy program is one of the largest hand therapy programs in Connecticut. Our team is comprised of therapists with specialized training in hand therapy, seven of whom are certified hand therapists (CHT).

The hand therapy team treats upper extremity disorders of the shoulder, elbow, wrist and hand. They collaborate with the area's hand surgeons from the onset of injury through treatment and rehabilitation. Their expertise includes custom splint fabrication and they treat patients from orthopedic, occupational health, post-operative, geriatric and sports medicine populations. Hand therapy services are now offered in Avon, Enfield, Glastonbury, Granby, Hartford, Manchester, Meriden, South Windsor, West Hartford, Wethersfield and Windsor.
Low Back Pain

The NIH (National Institutes of Health) reports that back pain is one of the United States’ most common health ailments and that at some point almost every American will experience some degree of it. Our therapists have collaborated with the Hartford HealthCare System partners to develop an algorithmic approach to treatment for patients with functional impairments because of low back pain.
Recommendations

The highest compliment we receive is when patients tell us that because of their positive experience with HHRN, they would definitely refer a friend. We are pleased that our patients consistently report being very satisfied with our services and provide us with feedback so we can continually improve!

From our patients:

“Thank you so much for your guidance during rehab from knee replacement surgery. I have just returned from a trip... and can attest to the success of your efforts. I was able to enjoy walking miles on cobblestones, up hills, down hills, up stairs, down stairs, on sand, on rocks; all without pain. A true gift!”

“Very professional experience with rehab personnel”

“Excellent employees”

“Excellent care”

“Staff was congenial, competent and on task”

“He is the only physical therapist that has been able to improve joint movement in my foot to allow me to walk comfortably”

“The positive and ethical behavior of {the therapist} made for a smooth transition from the hospital to my own home”
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<th>Location</th>
<th>Address</th>
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<tbody>
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<td>Avon</td>
<td>100 Simsbury Rd., Avon, CT 06001</td>
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<td>Farmington</td>
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