Mission:
To be the premier rehabilitation provider in Connecticut; the company known for its commitment to high quality, customer-focused outcomes; the place where people want to work.

Vision:
To be nationally respected for excellence in patient care and most trusted for personalized coordinated care.

Values:
Integrity, Caring, Excellence and Safety
**A Message from Eric Smullen**

Hartford HealthCare Rehabilitation Network has had a successful year with many people to recognize as we get closer to our goal to help every patient get back to their everyday lives. This report is a snapshot of the progress we have made this year.

Growth and quality of care continue to be a focus for Hartford HealthCare 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, Hartford Hospital Rehabilitation Network, The Hospital of Central Connecticut Rehabilitation Network, Windham Hospital Rehabilitation Network, Jefferson House, Jerome Home and Southington Care Center. Hartford HealthCare Rehabilitation Network continues to grow, with five new clinics opening this year in towns across the state. This will allow us to bring care to our patient that is closer to home.

We continue to improve the way that care is being delivered by collecting, measuring and reporting patient experience and functional outcomes. This is an important component to help our patients and customers see the value they are receiving from our care.

This year, Hartford HealthCare Rehabilitation Network celebrated a milestone of 20 years in business. We started as Eastern Rehabilitation Network with just a few clinics, to what we have become today, the premier provider of rehabilitation services in the state with more than 75 locations in settings across the continuum.

Eric Smullen, PT, OCS
Executive Director
The therapist was excellent; she was smart, caring and very efficient in everything she did. I should write her a letter for everything she did for me. I give her an A+!

Expansion

Hartford Hospital Rehabilitation Network-Bloomfield moved to a new location: 1 Northwestern Blvd., Bloomfield

Hartford Hospital Rehabilitation Network opened a location in Vernon

The Hospital of Central Connecticut Rehabilitation Network opened the new Hospital of Central Connecticut Cancer Center in New Britain (photo below)

Backus Hospital Rehabilitation Network opened a new location in Colchester

Hartford HealthCare Rehabilitation Network expanded services in Avon, as the ATC Sports Medicine provider at Avon High school.

<table>
<thead>
<tr>
<th>Service Line</th>
<th>FY15 Visits</th>
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<tbody>
<tr>
<td>Acute Care</td>
<td>143,081</td>
</tr>
<tr>
<td>Home Care</td>
<td>131,537</td>
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<tr>
<td>LTACH</td>
<td>31,072</td>
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<tr>
<td>SNF</td>
<td>45,882</td>
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<tr>
<td>Outpatient</td>
<td>425,816</td>
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<tr>
<td>Physiatry</td>
<td>3,213</td>
</tr>
<tr>
<td>TOTAL</td>
<td>780,601</td>
</tr>
</tbody>
</table>
Leadership
Management Services Organization Leadership

Eric Smullen, PT, OCS
Executive Director

Chris Carlin, OTR/L, MBA
VP, Operations

Cindi DeLaurentis, PT
VP, Clinical Services

Ross Davis, MSPT, MBA
Regional Director, Home Care Rehabilitation Services

Sean Gray, PT, ATC, Cert. MDT
Regional Director, Regional Director, Outpatient Hartford Region

Erin Healer, OTR/L
Regional Director, Hartford Hospital Inpatient and Sub-Acute Facilities

Erin Ives, PT, OCS, Cert. MDT
Regional Director, Contract Division

Robert Stair, PT, MBA, Cert. MDT
Regional Director, Central Region

Mary Tyler, PT
Regional Director, East Region
Spotlight: Ruth Satterberg

One of the most challenging and rewarding professional experiences for occupational therapist Ruth Satterberg occurred earlier this year when she was confronted with the task of helping a man regain the use of his right hand, after he lost a thumb and crushed his fingers in a work accident.

Satterberg needed to think out of the box and, after working for weeks to restore motion to the man’s remaining fingers, she created a prosthetic thumb by attaching a piece of splint material to a thumb brace and covering it with a rubber tip.

When the idea came to her, Satterberg remembers running home and shouting, “I’m going to make a thumb!”

Her patient, Sunil Kumar Patel, who resettled in Berlin from India in 2006, could not be more appreciative of Satterberg’s help. “In my country, they probably wouldn’t fix the hand, they would just cut it off,” he said.

Through his continuing therapy sessions with Satterberg, Patel has now developed enough dexterity in his hand to pinch, grab and lift small and large objects. Together they are planning for the day when surgeons can implant a permanent thumb on his hand.

“The first time he picked up a pen and wrote his name was awesome,” Satterberg said.

For her work as an occupational therapist, Satterberg was recently honored as a Hartford Business Journal Health Care Hero. “I am appreciative of the hero award, and am happy to receive it on behalf of all my therapy co-workers who change lives every day,” she said.

“She tends to be the one person in the department who spearheads all of the charity work and the celebrations for her co-workers,” said Satterberg’s supervisor and Health Care Hero nominator, Robert Stair, regional director for the Hartford HealthCare Rehabilitation Network. “For all of the great things that she does ... she doesn’t see herself as more special than anyone else, and it’s very apparent to everyone who comes in contact with her.”

Working out of the rehabilitation center at The Hartford HealthCare Institute at The Hospital of Central Connecticut, Satterberg divides her time between helping countless cancer survivors resume their normal lives and restoring functionality to non-cancer patients who have suffered severe injuries to their hands and limbs. She is also one of about 30 individuals in Connecticut certified in lymphedema therapy, a procedure in which the therapist applies special massage techniques to move body fluid into working lymph nodes.

“More cancer patients are surviving now and, as a result, they need more therapy,” said Satterberg, who earned her bachelor’s degree from the Boston School of Occupational Therapy at Tufts University.

“My cancer survivors are my heroes. I’m working with them at their hardest time in life,” she said. “It’s very rewarding because now they know what’s important in life.”
A Year of Accomplishments

Hartford HealthCare Rehabilitation Network was featured in many ways at the **Healthy Family Fun Fest in Southington** on Sunday, February 22nd. *(photos at right)*

- Hartford Hospital Rehabilitation Network staff: Stefanie Bourassa, Sabrena Lary, Bill LaBruna
- The Hospital of Central Connecticut Rehabilitation Network staff: Nina Kisluk and Tom Pare, Jean Meade, Kelly Webster, Christina Collin
- Hartford HealthCare Senior Services staff: Crisla Ryan, Laurel Whalen, Ken Kirk, Rob Schmelzer, Angela Duval and Mark Colello
- This event brings about 4,000 people from surrounding towns

"Nina was instrumental with helping me better understand my issues. She always goes out of her way to give me important information about my body in general."

"I am very happy with my physical therapist. I feel that he really listened to my concerns and issues I was having and I learned a lot about my daily routine and what I should and should not do."
Hartford HealthCare Rehabilitation Network is the exclusive pre/post-race stretching sponsor of the Hartford Marathon. The HHCRN Sports Medicine Team worked 15 different Hartford Marathon Foundation events, starting in March and ending in December, 2015. (photos at left)

Our Certified Athletic Training staff provides great care in the community. Our Certified Athletic Trainers coordinate the care of the athletes and are often the first contact with HHC. The ATCs provided coverage at the following events:

- The Nutmeg Games
- The Hartford Marathon Foundation events
- The ERRACE event to benefit the Harry and Helen Gray Cancer Center

Chris Carlin, OTR/L, MBA, Vice President of Operations for Hartford HealthCare Rehabilitation Network was appointed to the Board of National Association of Rehabilitation Providers and Agencies (NARA) as Secretary for 2015.

Mary Drake, OTR/L, CHR, and Rachel Fraser, OTR/L, CHR, Kevin Burton, MD, and Nicholas Bontempo, MD presented at the Second Annual Upper Extremity Symposium at Heublein Hall in November.

Erin Ives, Regional Director, and Craig Alver, PT, Co-authored a chapter in the textbook, Orthopaedic Rehabilitation of the Athlete: Getting Back in the Game.
Telerehabilitation

Chris Peterson, PT, DPT, Program Director telerehabilitation had his first article published in the International Journal of Telerehabilitation.

Chris Peterson, PT, DPT, presented at an APTA a webinar “Implementing TH into Your Physical Therapy Practice.” This session provided a brief overview of pertinent issues to consider when implementing into physical therapy practice including, licensure portability, reimbursement, standards and guidelines, and privacy and security. The panel was led by Matt Elrod, Associate Director of Private Practice at the APTA and also included Alan C. Lee and Katie Stout. This was the original APTA staff working group that developed content for the APTA Telehealth Toolkit first published in 2013.

Inpatient Education

Hartford Hospital inpatient therapists worked throughout the year on creating an ICU training and competency for HH acute care staff. The clinicians worked with CESI staff and utilized the state of the art facility to do both an interactive presentation and hands on training with simulation mannequins. The program includes:

- Identification and understanding of lines, tubes, devices and equipment commonly seen in the ICU setting
- Precautions and contraindications during ICU patient care
- Preparation of environment prior to mobilization or other therapy treatment

Plans for phase 2 (FY2017) include more complex case studies with simulation of real life scenarios and management of both emergency situations and monitoring of the critical care patient during treatment.

The team plans to offer the program to the other system hospitals to ensure consistency of care across the Hartford HealthCare system.

Team members included:

- Sherri Feenstra, PT
- Allie Kutch, PT
- Emma DiLoreto, PT
- Nicole Campanelli, OT
- Linda James, SLP
- Erin Healer, OTR/L
**Education**

Hartford HealthCare Rehabilitation Network partnered with Carteret General Hospital, North Carolina, and Regional Health Educators, Maryland, to provide education to therapist in other areas of the country. Presenters included:

- Gregory Zimbelman – presented Spine care at Carteret General in North Carolina
- Megan Rood – presented Safe Steps in Maryland
- Ross Davis – presented Safe Steps in Philadelphia

**CARF Accreditation**

Hartford Hospital Rehabilitation Network and The Hospital for Special Care, Rehabilitation Network were both accredited by CARF International. CARF International is a Commission on Accreditation of Rehabilitation Facilities. It is an independent, nonprofit accreditor of health and human services. The CARF International group of companies currently accredits more than 50,000 programs and services at 23,000 locations. More than 8 million persons of all ages are served annually by 6,800 CARF-accredited service providers.

The CARF accreditation process starts with a provider's commitment to continuous improvement and culminates with external review and recognition that the provider’s business and service practices meet international standards of quality – with all the steps in between focused on optimal outcomes for the persons the provider serves and sustained organizational success. Achieving greater satisfaction for stakeholders, improved organizational efficiency and effectiveness, as well as an enhanced community image, are among the benefits of the CARF accreditation process.

The CARF standards have been developed over 40 plus years by international teams of service providers, policy makers, payers, family members, and consumers. The standards have also been submitted to the public for review to validate relevancy and ensure input from all interested stakeholders.

After a service provider commits to accreditation, the accreditation process begins with a thorough self-evaluation that applies the relevant CARF standards against the organization's practices. Once the organization is in conformance to the standards, a request for a CARF survey is submitted at least three full months in advance of the desired date for an on-site survey. By the date of the survey, the provider should be in conformance with the standards for at least six months.

Following completion of the survey, CARF renders an accreditation decision and delivers a report that identifies the service provider's strengths and areas for improvement and its level of demonstrated conformance to the standards.

To demonstrate its ongoing conformance to the CARF standards, an accredited provider completes a Quality Improvement Plan after receiving the survey report and submits an Annual Conformance to Quality Report each year throughout the accreditation term.
Hartford HealthCare Rehabilitation Network in the News

Hartford HealthCare Rehabilitation Network connects to healthier by appearing on the several different news outlets to highlight expertise in Sports Medicine, Vestibular, Neurological and other rehabilitation specialties.

Stefanie Bourassa (multiple appearances, including FoxCT, WFSB, NBC CT and WTIC Radio)

Gina DeGregorio (FOX CT)

Greg Zimbelman (WFSB)

Megan Rood and Ray Shaw (FOX and NBC)

Hartford HealthCare Rehabilitation Network’s first commercial was nominated for a regional Emmy Award. The spot featured a runner who received care in our Enfield office and is back to running today!

My therapist always asks how I am feeling, and where does it hurt. If doing certain procedures, we will be in a private room.
Celebrating 20 Years of Service!

What started as a few locations primarily servicing outpatient musculoskeletal diagnoses has grown into more than 75 outpatient locations, inpatient, skilled nursing, home care and school-based services across all of Hartford HealthCare and beyond. HHCRN provides diversified rehabilitations services across the continuum including: neurological, orthopedic, oncology, vestibular, hand therapy, athletic training services, sports medicine and outpatient prevention and wellness. There are more than 600 rehabilitation staff members across the network.
Connecting to Healthier Online!

In 2015, we moved to a unified website, HHCRehabNetwork.org. The website shows the full spectrum of care offered by the network: allows users to easily navigate to our website from the parent site of Hartford HealthCare.
Breast Cancer Rehabilitation

Hartford HealthCare Rehabilitation Network’s specially trained physical and occupational therapists manage the outpatient rehabilitative phase for individuals who have undergone breast cancer surgery. Individualized treatment plans are established and include lymphedema management as needed. HHCRN provides rehabilitation services to breast cancer patients at our locations in Avon, Enfield, Glastonbury, Manchester, Meriden, New Britain, Norwich, Southington, Storrs, West Hartford, Wethersfield, Willimantic and Windsor.
HHCRN Outpatient Functional Abilities: Patients with Breast Cancer

Pre-Treatment

Post-Treatment
Hartford HealthCare Rehabilitation Network has worked across the continuum to develop Clinical Standards for a healthy back program. These standards are evidence-based and then tailored to our patient’s needs. It is our goal to improve predictability and understand costs so we can communicate what to expect and what the outcome will be.

Hartford HealthCare Rehabilitation Network has completed the first year of the Healthy Back Program. The program is producing positive outcomes while helping many referring partners and patients.

During FY16, the program will be expanded both in the number of referring partners and the number of therapy sites.

Results based on 260 total program referrals and 71 total REDCap responses.
Vestibular Rehabilitation

*Balance related falls* account for more than half the accidental falls in the elderly, while 85% of dizziness and equilibrium problems are the result of pathology within the inner ear. Approximately 5-10% of people over the age of 65 will experience BPPV (Benign Paroxysmal Positional Vertigo). Patients with vestibular impairments have seen an improvement in quality of life after seeking rehabilitation treatments.

**Functional Abilities: Vestibular Rehabilitation**

![Functional Abilities Chart](image)

<table>
<thead>
<tr>
<th>No Limitations</th>
<th>Moderate Limitations</th>
<th>Unable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-Treatment</td>
<td>Post-Treatment</td>
<td></td>
</tr>
</tbody>
</table>

![Rehabilitation Images](image)
Hand and Upper Extremity Rehabilitation

Hartford HealthCare Rehabilitation Network’s hand therapy program is one of the largest hand therapy programs in Connecticut. Our team is comprised of therapists specializing in hand therapy, many of whom are certified hand therapists (CHT).

The hand therapy team treats many 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, New Britain, South Windsor, Storrs, Waterford, West Hartford, Wethersfield, Willimantic and Windsor.

Pre-Treatment Functional Abilities

Post-Treatment Functional Abilities
Our speech language pathologists see patients with speech, language, cognitive, communication, or swallowing dysfunctions; their diagnoses range from stroke and other neurological diseases to cancer treatment to pulmonary disease and traumatic brain injuries. Speech services are available in Hartford, Meriden, New Britain, Newington, Norwich, South Windsor, Southington, Storrs and Windsor.
Patient Satisfaction

The highest compliment we receive is when patients tell us that because of their positive experience with HHCRN, they would definitely refer a friend.

We are pleased that our patients consistently report being very satisfied with our outpatient services and provide us with feedback so we can continually improve!
Per my request, Rebekah included my wife in the initial evaluation and helped us both understand what to expect in the coming weeks as far as pain levels, mobility, and scheduling.

I couldn’t be more pleased with the therapy received from Brian Wirtalla. He is friendly, professional, innovative in his therapy and always very clear in his explanations of the therapy process/goals as well as providing detailed instructions re: therapeutic exercises to be done at home. I experienced increased ROM in my frozen shoulder from the very first therapy session and the improvement has consistently continued.

Home Care Rehabilitation Network Services

Hartford HealthCare Rehabilitation Network provides services to Hartford HealthCare at Home. These graphs show the increased growth that home care experienced over the past five years. During the past year nearly 50 people were hired to meet the demand.

Rehab Home Care Visits
Hartford HealthCare Rehabilitation Network provides services to five Hartford HealthCare acute care hospitals, which include: Backus Hospital, Hartford Hospital, The Hospital of Central Connecticut, MidState Medical Center and Windham Hospital. Physical Therapy, Occupational Therapy, Speech Language Pathology, and Audiology services are provided to patients, with a variety of diagnoses.

*Percentage of respondents who rated services at the top box of the survey scale.

Karen, my physical therapist is extraordinary. She works very hard to help me achieve a positive outcome and incorporates humor and grace in my sessions. I would give her 100 if I graded her.
I was asked every appointment what my pain level was and exercises were tailored to strengthen areas and eliminate future pain. It has been an extremely beneficial experience and I have accomplished so much more than I thought was possible eight weeks ago.
Orthopedic Associates of Hartford-Rehabilitation Network Services

Hartford HealthCare Rehabilitation Network provides rehabilitation services and staff to Orthopedic Associates of Hartford, with locations in Farmington, Glastonbury Hartford, Rocky Hill and Plainville. We provide sports medicine, post-joint replacement surgery and general orthopedic care.

Orthopedic Associates
Pre- and Post-Treatment Functional Abilities

Orthopedic Associates Patient Satisfaction
Hartford HealthCare Rehabilitation Network provides rehabilitation services and staff to Connecticut Center for Orthopedic Surgery at a location in Manchester. The Center treats individuals with orthopedic conditions.

**CT Center for Orthopedic Surgery**

**Pre- and Post-Treatment Functional Abilities**

**CCOS Patient Satisfaction**
Charlotte Hungerford Hospital-Rehabilitation Network Services

Hartford HealthCare Rehabilitation Network provides rehabilitation management services and staff to Charlotte Hungerford Hospital at two outpatient locations in Torrington.

Charlotte Hungerford Hospital
Pre- and Post-Treatment Functional Abilities

Charlotte Hungerford Patient Satisfaction

[Graphs showing data and satisfaction levels]
The Hospital for Special Care-Rehabilitation Network Services

Hartford HealthCare Rehabilitation Network provides rehabilitation services and staff to The Hospital for Special Care in New Britain. Hospital for Special Care specializes in medical treatment for complex rehabilitation and chronic disease for both children and adults.

Hospital for Special Care
Pre- and Post-Treatment Functional Abilities

Hospital for Special Care Patient Satisfaction