Trusted Connected Care

Hartford HealthCare Rehabilitation Network
Mission, Vision, & Values
Today, Hartford HealthCare is creating a better future for healthcare in Connecticut and beyond. We are a community of caregivers engaged in developing a coordinated, consistently high standard of care, using research and education as part of care delivery. We create and engage in meaningful alliances to enhance access to services and invest in technology and training to develop new pathways to improve the timeliness, effectiveness and accuracy of our services.

Mission
To improve the health and healing of the people and communities we serve.

Vision
Most trusted for personalized coordinated care.

Our Values
Hartford HealthCare’s vision of excellence and leadership is driven by its core values, which are shared by all members of Hartford HealthCare.

INTEGRITY: We Do the Right Thing
Our actions tell the world what Hartford HealthCare is and what we stand for. We act ethically and responsibly in everything we do and hold ourselves accountable for our behavior. We bring respect, openness and honesty to our encounters with patients, families and coworkers and support the well-being of the communities we serve.

CARING: We Do the Kind Thing
Every Hartford HealthCare staff member touches the lives of the patients and families in our care. We treat those we serve and each other with kindness and compassion and strive to better understand and respond to the needs of a diverse community.

EXCELLENCE: We Do the Best Thing
In Hartford HealthCare, only the best will do. We work as a team to bring experience, advanced technology and best practices to bear in providing the highest-quality care for our patients and families. We devote ourselves to continuous improvement, excellence, professionalism and innovation in our work.

SAFETY: We Do the Safe Thing
Patients and families have placed their lives and health in our hands. At Hartford HealthCare our first priority, and the rule of medicine, is to protect them from harm. We believe that maintaining the highest safety standards is critical to delivering high-quality care and that a safe workplace protects us all.

Pictured on the cover from left to right:
Christina Martinelli, LAT, ATC, CSCS, FMSC, Supervisor Athletic Training Services
Linda Hodgkins, MS OTR/L, CLT-LANA, Lymphedema Program Manager
Jonathan Sylvain, PT, DPT, OCS, FAAOMPT, Spine Rehabilitation Program Manager
Shantel Szymanski, PT, NCS, Neurological Rehabilitation Program Manager
A Message from Eric Smullen

2018 was another successful year at Hartford HealthCare Rehabilitation Network as we move towards our ambitious goal of becoming #1 in the Northeast for customer experience and employee engagement by 2023. This booklet showcases the tremendous progress and growth we have made this year.

Our core values of Integrity, Caring, Excellence, and Safety are the foundation of the work we do every day to enhance the quality of the programs and services we provide across Hartford HealthCare’s continuum of care.

Hartford HealthCare Rehabilitation Network continues to grow! In September, we opened a new, state of the art, 26-bed inpatient rehabilitation unit which enables us to care for patients across the entire continuum of care. Charlotte Hungerford Hospital joined HHC and we opened or relocated 3 outpatient locations bringing the number of HHC outpatient locations to 39 across our service area.

This year, we embarked on a clinical program re-design to facilitate a single standard of rehab care across the continuum. We enhanced our ability to measure, monitor, and improve our patient reported functional outcomes through a partnership with Intermountain HealthCare and our staff are actively engaged in utilizing our LEAN operating model to address opportunities and share best practice.

Hartford HealthCare Rehabilitation Network is committed to improving the way that care is being delivered to our customers. We will continue to focus on continuous improvement to bring the highest quality, evidenced based care and ultimately, the best value as we strive to make every moment matter for our customers.

Eric Smullen, PT
Vice President of Rehabilitation
Hartford HealthCare
Hartford HealthCare Rehabilitation Network...

By the numbers

- Number of staff ~ 933
- Number of visits provided ~ 857,544
- Number of miles traveled by our home care therapists ~ 920,448
- Number of national or regional presentations ~ 4
- Number of clinical education hours ~ 148
- Number of Special Interest Groups ~ 13 groups who met 45 times
  - DRY NEEDLING
  - DYSPHAGIA
  - HAND
  - HEADACHE
  - LYMPHEDEMA
  - NEUROLOGY
  - ONCOLOGY
  - PAIN
  - PELVIC HEALTH
  - PILATES & DANCE MED
  - SPINE
  - SPORTS MED
  - VESTIBULAR

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<tr>
<th>Service Line</th>
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<td>Acute Care</td>
<td>146,378</td>
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Expansion & Growth

Ribbon cutting for the new outpatient clinic at 40-B Fenn Road in Newington

New Outpatient locations
- The Hospital of Central Connecticut Rehabilitation Network, Queen Street, Southington
- The Hospital of Central Connecticut Rehabilitation Network, Fenn Road, Newington
- Hartford Hospital Rehabilitation Network, Bishops Corner, West Hartford

“I’ve been a patient for years, at times for different problems. The front desk staff, as well as the therapists have been nothing less than professional, friendly, flexible, and most importantly, helpful in all aspects.”
The staff from Charlotte Hungerford Hospital Rehabilitation Network
HHCRN is excited to have Charlotte Hungerford Hospital join our network. CHH operates two outpatient rehab locations and offers specialty programs including Low Vision, Lymphedema and LSVT LOUD and Vestibular therapy. The CHH rehab team also provides certified athletic training services at five local high schools, including:

The Gilbert School, Winsted
Northwestern Regional #7 High School, Winsted
Torrington High School, Torrington
Litchfield High School, Litchfield
Thomaston High School, Thomaston

“ My PT helped me overcome challenges I never thought I could face. Incredible team they have here ... ”
Hartford HealthCare Inpatient Rehab Unit...

A new level of care

The Hartford HealthCare Inpatient Rehabilitation Unit at Hartford Hospital is a new 26-bed unit that provides highly specialized physical, occupational and speech therapy services to those who have suffered a major illness or injury. The new unit not only provides its patients with cutting edge care, but also provides them with access to an entire team of medical experts and inpatient and outpatient services throughout the Hartford HealthCare system. The Inpatient Rehab Unit provides care for the conditions that include neurological disorders such as stroke, multiple sclerosis, polyneuropathy, muscular dystrophy and Parkinson’s disease, brain and spinal cord injuries, amputation, complex orthopedic injuries and patients disabled from surgery or prolonged hospital stays.

During their stay on the unit, patients practice skills like grooming, bathing, dressing, feeding and other activities using new techniques and state-of-the-art assistive devices. The unit’s gym and apartment facilities help patients simulate these everyday activities in a realistic way, with the goals of building strength, endurance, balance, coordination and mobility that will help them to regain their independence and return home safely.
Senior Leadership Team

Chris Carlin
VP, Operations

Eric Smullen
VP, Rehabilitation
HHC Community Network

Cindi DeLaurentis
VP, Clinical Services

Sean Gray
Regional Director
Hartford Region Outpatient

Renee Bouchard
Regional Director
Central Region

Christine Martino
Regional Director
Hartford HealthCare
at Home

Erin Healer
Regional Director
Hartford Region Inpatient
Sub-Acute

Anthony Falcigno
Regional Director
East Region
Physical medicine and rehabilitation division is devoted to diagnosing and treating numerous disorders with emphasis on conservative treatment to regain functional independence and quality of life. Our physiatry team specializes in the treatment of various impairments including:

- Arthritis
- Musculoskeletal disorders
- Nerve associated pain
- Sports injuries/concussion
- Stroke and spinal care
- Traumatic brain injuries
Spotlight on Excellence

Clinical Innovation

In 2018, HHCRN implemented an innovative redesign of our clinical programs and services to move us towards a single standard of high value rehab care and position us for growth. This model will help to define, implement and maintain a culture of evidence based best practice that ensures competency and quality care to optimize patient experience and functional outcomes. We began with three programs that aligned with HHC strategies and priorities; lymphedema, spine, and neurologic rehabilitation. Each program is led by a therapist with advanced certification who provides strategic direction and innovative ideas for the development, education, implementation, and evaluation of evidence-based practice models and clinical guidelines.

The re-design has resulted in:

- 4 additional locations providing lymphedema services
- 73% growth in lymphedema patients served
- 4 clinicians earned LANA certification bringing our total number of certified clinicians to 9
- Standardized assessment and treatment strategies across the continuum for individuals following stroke
- State of the art technology for individuals with neurologic disorders
- Standardized treatment approach for individuals with acute low back pain

“Each therapist through observation or actual hands on – clearly has not only effective and efficient treatment skills, but great bedside manners, while maintaining an approachable attitude.”
Daya Constance, PT MSc. OCS, COS-C represented HHCRN at the APTA NEXT Conference in June. Daya presented Improving Transitions of Care for the TJR patient, highlighting our LEAN operating model to facilitate the interdisciplinary, cross-continuum work that rehab has led. Her presentation was part of a session titled Best Practices & Outcomes in Health System.

“ I HIGHLY recommend Hartford HealthCare Rehab Network to everyone. My experience has been very positive. ”

Hartford HealthCare Rehabilitation Network was the only healthcare provider in the Northeast selected to receive a grant through Parkinson Voice Project’s “National SPEAK OUT!® and LOUD Crowd® Grant Program!” This program helps individuals with Parkinson’s REGAIN and MAINTAIN their speaking abilities and learn the power of “intent.”
The Sports Health team at the Hartford HealthCare Bone & Joint Institute provides care for every way you compete. Our team offers athletes of all skill levels a comprehensive and coordinated approach to enhancing performance and diagnosing and treating a full range of conditions—from small things preventing you from competing at your best to injuries that keep you on the sidelines.

We bring together Connecticut’s premier team of specialists, including:

- Orthopedic Surgeons
- Sports Medicine Physicians
- Physical and Occupational Therapists
- Concussion Specialists
- Certified Athletic Trainers and Exercise Physiologists

Hartford HealthCare Rehabilitation Network’s Physical Therapist/Physical Therapist Assistant team at the Bone and Joint Institute was awarded the CTAPTA’s Outstanding Physical Therapist/Physical Therapist Assistant Team Award at the Connecticut Chapter Annual Conference.

- Stefanie Bourassa, DPT, MSPT, CSCS, FMSC
- Zachary Demers, DPT, OCS, CIDN
- Sarah Emlaw, DPT, FMSC, TPIU Level 1
- Matthew Reynolds, DPT, CwCHP, CIDN, OCS
- Ryan Rossi, PTA, CSCS, FMSC

In addition to direct patient care, this team has collaborated on several research projects which demonstrates their commitment to our profession as well as their dedication to their patients and other stakeholders.
Spotlight on Safety & Quality

Hartford HealthCare Rehabilitation Network’s focus on quality took a step forward this year with the implementation of Rehabilitation Outcome Measurement System (“ROMS”). ROMS is a valuable tool that enables HHCRN to demonstrate the value and effectiveness of rehabilitation therapy to our patients, referring partners and payers. It was developed at Intermountain Healthcare and is a tool for collecting information about the effectiveness of our rehab interventions/services. It offers us the opportunity to benchmark nationally by comparing our outcomes to other ROMS users all over the country, and to use evidence-based treatment guidelines developed by Intermountain Healthcare.

ROMS Failure to Progress vs Visit Utilization

“Everyone was very professional and friendly in this office. They are so helpful and really seem to care about the patients.”
Lean Operating Model

Hartford HealthCare Rehabilitation Network workgroups across HHC have embraced the LEAN operating model.

During FY18:
- 16 additional workgroups implemented daily huddles
- 18 workgroups achieved Bronze certification
- 1 team initiated the path to Silver certification
- 7 Tier 2 or tier 3 huddles launched
- 12 work groups completed staff training

Patient Experience

HHCRN is known for its commitment to high quality, customer focused outcomes and dedication to providing the highest standard of care and best possible patient experience.

HHCRN - Overall Rating of Care Top box

- Actual
- Target (86.1)
- Baseline (85.3)
- Rank
Spotlight on Caring
Community Benefit
Hartford HealthCare Rehabilitation Network at the Hartford Marathon
Spotlight on Caring
Hartford HealthCare Rehabilitation Network had a significant presence at the new Hartford HealthCare Sports Zone pavilion at the Travelers Championship. More than 40 volunteers greeted visitors and conducted 2D golf swing analysis during the five-day event.

Members of HHCRN joined with the charitable organization Dreaming and Working Together to travel to Lima, Peru for a weeklong mission to help to improve the quality of life for the medically underserved population there by providing various types of spinal surgeries, dental care and prosthetic and rehabilitative services.
Employee Spotlight

Hartford HealthCare Rehabilitation Network

Annual Awards

Hartford HealthCare Rehabilitation Network’s mission is to be the premier provider of rehabilitation services across the state of CT, a company known for its commitment to high quality evidenced based care that focuses on clinical outcomes and patient experiences that exceed our customers’ expectations. Our staff is our greatest resource and the key to bringing our mission to fruition.

Heart of HHCRN Award

Sasha Walz, a Rehab Aide/CNA at Jerome Home was recognized for enriching the work environment and supporting the goals of Hartford HealthCare Rehabilitation Network by consistently demonstrating our core values and H3W leadership behaviors towards co-workers, patients and their caregivers, referral partners and other stakeholders.
Clinical Excellence Award
Pat Furst, PT, cardiac team lead at Hartford Hospital, received the HHCRN Clinical Excellence Award for her ongoing commitment to learning, teaching and mentoring others and a willingness to collaborate with other team members, referral partners, and community organizations. Pat was recognized for modeling high performance and leading through example which is evidenced by her commitment to delivering high quality, evidence-based care to achieve positive clinical outcomes and demonstrate value to all of our stakeholders.

Leadership Award
Erin Healer, an HHCRN Regional Director, was awarded the HHCRN Leadership Award. Erin was recognized for enriching the work environment by contributing discretionary effort, ideas and leadership to move projects forward and achieve goals. Erin was the leader for the 26-bed inpatient rehab unit project. She masterfully led a team of 27 work groups with over 100 members and hundreds of deliverables to bring this unit to fruition. Erin was also recognized for fostering a positive work environment and consistently dedicating time to developing her staff members in a collaborative, engaging, and supportive manner.

“ I would and have recommended patients. I believe it’s one of the top places to go for PT.”
Team of the Year

The Hartford Hospital Rehabilitation Network team at the Bone & Joint Institute is comprised of physical therapists, physical therapy assistants, exercise physiologists, athletic trainers, a biomechanist, and a behavioral health specialist. Stefanie Bourassa, Bruce Brazeal, Trisha Deka, Zachary Demers, Sarah Emlaw, Jackie Hillman, Justin Leduc, Peter Lucchio, Matthew Reynolds, Ryan Rossi, Stacey Scapecia, and Kristamarie Pratt received the HHCRN Team Award for their work in establishing a referral system to enhance care coordination and a multidisciplinary approach to care, especially nutrition and behavioral health. This multi-disciplinary team successfully incorporated universal screening for nutrition and behavioral health needs that affect musculoskeletal injuries and recovery. This project has demonstrated the need for a holistic approach to patient care paradigms.
Nightingale Award for Excellence in Nursing
Karen Larson, RN received the Nightingale Award for Excellence in Nursing which recognizes and celebrates outstanding nurses. Karen was recognized for consistently going above and beyond to support our patients. Whether she is helping to connect them to the care they need, advocating on their behalf with doctors, insurance companies and even local officials, or simply being a friendly face, Karen is a consummate professional who inspires everyone around her on a daily basis. Karen was recently referred to as an “angel of hope” by a patient at the Pain Treatment Center for the tireless efforts she made to get him the care he needed.

Distinguished Alumnus Award
Sean Gray, HHCRN Regional Director, was awarded a Distinguished Alumnus Award by the University of Hartford’s Alumni Association. Sean was recognized for demonstrated excellence in his professional endeavors, as well as for distinguished service to the University.

“ I have total confidence in my therapist’s knowledge, skill, experience and ability! Highly recommend her!”
“My experience with the therapists, nurses and staff was great, almost like being in a dream. ”

“Everyone took great care of me and helped make me myself again. I can't thank them enough.”