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On nearly every level, 2021 was a year of immense challenge and unsurpassed accomplishment for Hartford HealthCare.

In the face of extraordinary circumstances, we served our communities as never before. During those 12 months marked by a persistent global pandemic, our 33,000 colleagues achieved meaningful firsts, navigated numerous hardships and cared for more people in more ways than ever.

Time and again, the unwavering grit and determination of Hartford HealthCare’s colleagues have moved us past obstacles and cleared a pathway to the future. We are not content to create a “return to normal”; we are focused on creating a new model of care that is Better Than Normal.

Using all the resources at our disposal, we are creating a system of care that enhances access, is more affordable, strives toward equity and provides excellence — the themes of this annual report.

The individual and collective work of Hartford HealthCare’s colleagues is beyond inspiring. It provides hope and confidence for what lies ahead. I am enormously grateful to have this opportunity to serve my colleagues and community — and to share this summary of accomplishments.

Jeffrey A. Flaks
President and Chief Executive Officer
Hartford HealthCare
At Hartford HealthCare, our mission, vision and values drive our actions. We use these guideposts to hold ourselves accountable to the people and communities we serve.

We deliver on those principles by focusing on continuous improvement in four areas — providing results you can see, feel and measure.
**Access**

HHC makes it easier and more possible for more consumers to receive their care in convenient, lower-cost community-based settings close to where they live and work. Access includes our more than 430 locations but extends beyond facilities to include connective technologies, information and innovative approaches to care delivery.

**Affordability**

HHC creates and delivers more cost-effective and convenient options to care, such as urgent and ambulatory care. Affordability includes price transparency and understandable payment options.

**Equity**

HHC fosters a diverse, equitable and inclusive environment in which our colleagues, customers and community members feel valued and respected. Equity includes targeted outreach to the most vulnerable, pathways for health education in underserved communities and a host of work related to HHC’s Diversity, Equity, Inclusion and Belonging efforts.

**Excellence**

HHC delivers on its commitment to provide the safest, highest-quality care; develop health programs that are responsive to community health needs; recruit and retain the nation’s best colleagues (both clinical and nonclinical); and continually lead the state and the nation through innovation.
Acute Care Hospitals

**Backus Hospital**
326 Washington Street
Norwich, CT 06360
860.889.8331
BackusHospital.org
Licensed Beds (incl. bassinets): 233
Transitions from Inpatient Care: 11,138
Patient Days: 52,328
ED Visits: 64,806
Newborn Admissions: 894
Inpatient Surgeries: 2,326
Ambulatory Surgeries**: 6,563
Employees: 1,748
Physicians on Staff: 549
Operating Revenue*: $449.9 million

**Charlotte Hungerford Hospital**
540 Litchfield Street
Torrington, CT 06790
860.496.6666
CharlotteHungerford.org
Licensed Beds (incl. bassinets): 122
Transitions from Inpatient Care: 6,299
Patient Days: 27,912
ED Visits: 34,032
Newborn Admissions: 397
Inpatient Surgeries: 808
Ambulatory Surgeries: 2,884
Employees: 1,099
Physicians on Staff: 400
Operating Revenue*: $175 million

**Hartford Hospital**
80 Seymour Street
Hartford, CT 06102
860.545.5000
HartfordHospital.org
Licensed Beds (incl. bassinets): 867
Transitions from Inpatient Care: 45,705
Patient Days: 261,954
ED Visits: 102,441
Newborn Admissions: 747
Inpatient Surgeries: 13,494
Ambulatory Surgeries**: 22,287
Employees: 6,634
Physicians on Staff: 1,670
Residents/Fellows: 729
Medical Students: 380
Operating Revenue*: $2 billion

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* Audited
** Includes joint venture ASC (Glastonbury, Southington, BJI, Waterford) volumes
*** Includes Managed Services Organization
**** Includes Natchaug
***** Includes employees and contingent staff
The Hospital of Central Connecticut
New Britain General Campus:
100 Grand Street
New Britain, CT 06050
860.224.5011
Bradley Memorial Campus:
81 Meriden Avenue
Southington, CT 06489
860.276.5000
THOCC.org
Licensed Beds (incl. bassinets): 446
Transitions from Inpatient Care: 14,934
Patient Days: 76,325
ED Visits: 46,135
Newborn Admissions: 1,592
Inpatient Surgeries: 2,494
Ambulatory Surgeries**: 5,584
Physicians on Staff: 794
Operating Revenue*: $385.4 million

MidState Medical Center
435 Lewis Avenue
Meriden, CT 06451
203.694.8200
MidstateMedical.org
Licensed Beds (incl. bassinets): 156
Transitions from Inpatient Care: 9,669
Patient Days: 39,972
ED Visits: 46,135
Newborn Admissions: 725
Inpatient Surgeries: 2,805
Ambulatory Surgeries**: 6,005
Employees: 1,303
Physicians on Staff: 794
Operating Revenue*: $385.4 million

St. Vincent’s Medical Center
2800 Main Street
Bridgeport, CT 06606
203.576.6000
StVincents.org
Licensed Beds (incl. bassinets): 520
Transitions from Inpatient Care: 14,021
Patient Days: 85,322
ED Visits: 53,515
Newborn Admissions: 1,139
Inpatient Surgeries: 3,051
Ambulatory Surgeries: 4,899
Employees: 2,304
Physicians on Staff: 854
Residents/Fellows: 49
Operating Revenue*: $466.5 million

Windham Hospital
112 Mansfield Avenue
Willimantic, CT 06226
860.456.9116
WindhamHospital.org
Licensed Beds (incl. bassinets): 130
Transitions from Inpatient Care: 2,930
Patient Days: 11,545
ED Visits: 28,785
Inpatient Surgeries: 649
Ambulatory Surgeries: 1,748
Employees: 582
Physicians on Staff: 369
Operating Revenue*: $127.5 million
The Institute of Living was the first hospital of any kind in Connecticut. Now a division of Hartford Hospital, it provides a wide range of comprehensive behavioral health services.

Natchaug Hospital offers a wide range of accessible, community-based mental health and addiction treatment services for children, teens and adults through its network of 10 sites across eastern Connecticut.

Rushford offers treatment of addiction and behavioral health disorders in adults and adolescents, as well as drug prevention and youth development.
## Hartford HealthCare at Home

**1290 Silas Deane Highway**  
Wethersfield, CT 06109  
860.249.4862  
HHCatHome.org

- Total Admissions: 31,582  
- Employees: 1,052  
- Volunteers: 130  
- Branch Offices: 9  
- Operating Revenue*: $145.8 million  

Hartford HealthCare at Home is a not-for-profit home care agency specializing in home nursing and hospice services. Additional offerings include behavioral health, dementia programs and Lifeline emergency response systems.

## Hartford HealthCare Independence at Home

**205 Kelsey Street**  
Newington, CT 06111  
860.249.4862  
HHCIndependenceAtHome.org

- Live-in Hours: 435,634  
- Total Service Hours: 849,758  
- Clients Served: 1,922  
- Number of Towns Served: 158

Independence at Home offers non-medical home care, including live-in care, personal aides, meal preparation and Lifeline emergency response systems.

## Hartford HealthCare Rehabilitation Network

**181 Patricia M. Genova Drive**  
Newington, CT 06111  
860.696.2500  
HHCRhabNetwork.org

- Patient Care Visits***: 1,157,718  
- Employees: 749  
- Operating Revenue: $9.4 million

The HHC Rehabilitation Network provides physical rehabilitation services, including physical therapy, occupational therapy, speech and language therapy, and athletic training across the continuum and in community settings.

## Hartford HealthCare Senior Services

**80 Meriden Avenue**  
Southington, CT 06489  
1.877.424.4641  
HHCSeniorServices.org

- Skilled Nursing Beds: 354  
- Apartments: 330  
- Employees: 1,017  
- Volunteers: 10  

Operating Revenue*: $58.4 million  
Includes: Hartford HealthCare Center for Healthy Aging: senior resource/assessment center; The Orchards at Southington and Cedar Mountain Commons: independent and assisted living; Mulberry Gardens of Southington: assisted living, memory care, adult day center; Southington Care Center and Jefferson House: skilled nursing and rehabilitation; St Vincent’s Special Needs: adult and child residential, adult day center, school. Management contract with Jerome Home and Arbor Rose.
Physician Organizations

Hartford HealthCare Medical Group
1290 Silas Deane Highway
Wethersfield, CT 06109
860.545.7188
HHCMG.org
Office Locations: 388
Physicians: 826
Mid-Level Providers: 501
Employees: 3,376
Primary Care Visits: 737,062
Operating revenue*: $692 million
Provider of primary care, surgical care, urgent care and specialty medicine.

Integrated Care Partners
1290 Silas Deane Highway
Wethersfield, CT 06109
860.972.9051
IntegratedCarePartners.org
Provider Members (including primary care providers): 3,479
Primary Care Provider Members: 474
Operating Revenue*: $11.6 million
* Audited

Hartford HealthCare (HHC)–employed physicians. ICP includes more than 2,000 provider members, of which approximately 400 are primary care providers, and is a recognized leader in Connecticut in working to manage population health. This includes meeting quality metrics related to coordinating care and keeping patients healthy to improve their quality of life and the overall well-being of our communities.

Partnerships

GoHealth Urgent Care:
18 locations

CarePartners of Connecticut:
2,688 members

Imaging locations: 40

Ambulatory surgical and GI diagnostic centers: 14

* Audited
** Includes Managed Services Organization
Hartford HealthCare continually invests in providing more ways for more people to receive the care they deserve — closer, more quickly, with greater convenience and reliability.

“Access” includes facilities like Hartford HealthCare HealthCenters and Hartford HealthCare Medical Group offices. But access also means virtual visits, quick access to information on websites, easy appointment booking on MyChartPLUS and even text reminders that make health maintenance seamless and personalized. Access extends into neighborhoods and communities, where mobile clinics provide medical and other resources.

Here are some of the highlights from Fiscal Year 2021:

ACCESS CENTER
Since opening in August 2020, HHC’s Access Center has responded to nearly 650,000 calls as a touch point for primary care patients needing appointments. The Center schedules more than 16,500 appointments every month for primary care and is adding a growing number of specialty services such as urology and digestive health. Center colleagues are specially trained and take pride in making each encounter a courteous and effortless experience for consumers. Our patients agree — and increased their use of the Access Center to schedule 22.5% more primary care visits per day over the past fiscal year (from 1,777 to 2,177). (A)

MORE CONVENIENT WAYS TO GET CARE
For the past decade, Hartford HealthCare has been undergoing a transformation from an acute-care-hospital-centric organization to one where more care is delivered in communities — at health centers, clinics and medical group offices for primary and specialty care.
During 2021, we completed 25 new locations and projects (not including groundbreakings for projects opening later) including:

- Bridgeport: Neurology, Urology
- Fairfield: Cardiology
- Milford: Ambulatory Surgery Center (B)
- Enfield: Orthopedics and Rehabilitation
- Bloomfield: GI & Digestive Health
- Cheshire: Heart & Vascular Institute, Consulting Cardiology and Vascular
- Bloomfield: Pulmonary (C)
- Avon: Urology, Uro-gynecology and Specialty Services (D)
- Cheshire: Ambulatory Surgery Center (E)
- Cheshire: BHN Match Program and Anxiety Disorders
- Shelton: Sleep Center
- Wilton: Ambulatory Surgery Center (F)
- Winsted Health Center: Emergency Department, imaging, primary and specialty care, cardiac and pulmonary rehabilitation, occupational and physical therapy, regional paramedic services, with LifeStar landing pad (G)
EXPANDED SERVICES IN FAIRFIELD COUNTY
As we enter our third full year in the Fairfield Region since integrating St. Vincent’s Medical Center in the Hartford HealthCare system, we remain focused on extending access to our Institute model of care to Fairfield County.

In February, we celebrated the opening of the Connecticut Orthopaedic Institute at St. Vincent’s in Bridgeport (A), modeled on the successful programs at MidState Medical Center in Meriden, and the Bone & Joint Institute at Hartford Hospital. Today’s HHC is the state’s leader in orthopedic care. In the past two years, HHC’s investments in the Fairfield Region have resulted in:

- 50 new sites of care
- 250 clinicians new to Fairfield County
- Successful implementation of an enterprise electronic health record, Epic/MyChartPLUS
- Facilities improvements

ACTIVATING BRAND, SERVING COMMUNITIES
Hartford HealthCare’s brand is symbolized by our logo and through distinctively designed health centers and medical offices. But our brand is about creating trust — helping people live their healthiest lives through programs and services that meet their needs and exceed their expectations.

We have supported local business in many ways. Most significantly in 2021, we proudly unveiled a unique investment in downtown Bridgeport through the Hartford HealthCare Amphitheater. This concert and events venue demonstrates our strong support for our communities’ economic development and quality of life. (B)
The people we serve are noticing. Patients and residents gave Hartford HealthCare high marks for the range of services we offer, our ability to coordinate care, the expertise of our providers, overall quality, the level and care and concern for patients, and scheduling flexibility.

**PARTNERSHIPS THAT HELP PATIENTS**

**Campus Care** is our partnership with colleges, universities, private academies, high schools and their sports teams to provide comprehensive care for their faculty, staff and students. We have more than a dozen Campus Care members, including Trinity College, the University of Hartford, the University of Saint Joseph, Connecticut College, the University of Connecticut Stamford campus, Loomis Chaffee School and more. (C)

**CarePartners of Connecticut** is Hartford HealthCare’s partnership with nationally recognized Tufts Health Plan, providing Medicare Advantage insurance. By the end of its third year of operation, CarePartners achieved a 4.5 Star rating (out of 5) and is now ranked the #1 Medicare Advantage plan in Connecticut by Medicare.gov and as one of the “best Medicare Advantage Plans in Connecticut” by U.S. News & World Report. (D)

**GoHealth Urgent Care** is HHC’s provider for 18 urgent care centers throughout Connecticut. GoHealth provided quick and convenient access for more than 400,000 encounters last year. These centers consistently ranked highly in consumer satisfaction and deliver care that is quick, convenient and coordinated. (E)
Our work on Access, Equity and Expertise combines to help make healthcare more affordable. This past year, Hartford HealthCare has offered greater value to consumers by investing in strategies that lower costs, improve quality and enhance the patient experience of care. These include coordinating care, reducing clinical and operational variation, addressing the social determinants of health, and managing the health of the populations we serve.

LESS EXPENSIVE, MORE CONVENIENT CARE OPTIONS
Hartford HealthCare makes it easier for people to receive care for common ailments and conditions without the expense of emergency rooms, or waits for doctor’s appointments. Last year alone, through our partnership with GoHealth Urgent Care, we served 413,108 patients at our 23 co-branded urgent care centers. More GoHealth Urgent Care centers are coming in 2022. We also expanded HHC’s urgent care network in Fairfield County. There, we operate five locations, with plans to expand extensively in the near future. (A)

SURGERIES — LESS EXPENSIVELY OUTSIDE THE HOSPITAL
Our Access strategy for ambulatory surgery, detailed above, can lower the cost of care for patients with noncomplex medical needs while opening up space in our acute-care hospitals to provide more complex care when required. Data from one recent study showed that ambulatory surgery centers can lower costs for hospital outpatient procedures by 59 percent for noncomplex individuals under commercial insurance plans. (B)
PRICE TRANSPARENCY
This past year, we completed a significant consumer-friendly upgrade to our billing platform, selecting Cedar, a national leader in enhancing customer payment experiences. The Cedar system ensures patients always have a simple, clear and convenient payment experience. Consumers can view and manage medical bills digitally using a mobile device or computer, in addition to the paper statements many have been accustomed to receiving. (C)

REACHING UNDERSERVED NEIGHBORHOODS
Hartford HealthCare embraces health equity as a responsibility, and we conducted outreach into communities that lack access to care with our Neighborhood Health CareVans, community clinics, partnerships with local houses of worship and clergy associations, work with social service organizations and HHC’s own “social care network,” Connections That Matter. These and other services, described in more detail in the “Equity” section, provide immediate support to vulnerable and at-risk individuals while also helping prevent avoidable and potentially costly care for untreated and unmanaged health conditions. (D)

OUR ROLE AS AN EMPLOYER
As Connecticut’s second-largest nongovernment employer, we have taken our role in reducing the cost of care to heart. We have created a viable and competitive benefits program that encourages wellness and health maintenance, provides incentives for making healthy choices, and provides information and education about the most appropriate type of care, with cost-effectiveness as a factor. (E)
In 2020, we formalized our journey to dismantle racism in healthcare, and we remain committed to our journey in building a culture of equity and inclusion across our system.

**DECLARED “EQUITY” AS OUR VALUE**
Our new value, “Equity,” indicates we do the just thing to ensure that we all embed the lens of equity in our work as we interact with our patients, colleagues and communities we serve. The Equity value allows our colleagues and departments to define what equity means to prioritize, internalize and operationalize the way it is part of the work they do every day and in the way we interact with and care for the individuals and communities we serve. (A)

**COLLEAGUE RESOURCE GROUPS AND COUNCILS**
In 2021, we launched our system-wide Diversity, Equity, Inclusion and Belonging (DEIB) Council, comprising clinical and nonclinical leaders across our system responsible for driving and advancing our DEIB initiatives. In addition, we established four Colleague Resource Groups (CRGs): Black and African American, Asian American and Pacific Islander, Hispanic and Latinx, and LGBTQ+. The CRGs serve as a safe space and forum for colleagues to share what matters most to them based on their experiences and realities. The CRGs partnered with the Health Equity team to survey CRG members to serve as vaccine ambassadors to increase vaccine workforce engagement efforts. The CRGs also displayed their sense of belonging and created awareness for HHCS DEIB efforts through participation in community events. (B)
VACCINE EQUITY

Through our equity lens, we committed time, thought and energy to addressing the inequities COVID-19 so vividly revealed. This commitment informed our communications, operations, resource allocation and priorities. With the distribution of vaccines, we made special efforts to address inequities by creating improved access, targeted education, partnership development and data collection.

Examples include:

- Provided more than 150,000 tests on-site at community locations including shelters, soup kitchens, assisted- and skilled-nursing facilities, schools and businesses. (C)
- Held 388 mobile COVID-19 vaccination clinics, which provided more than 14,000 vaccinations. (D)
- Launched our Neighborhood Health initiative.

The gaps in vaccination rates across race and ethnicity — within the general population and among HHC colleagues — were reduced over time. More importantly, the work in this area has inspired ongoing efforts to address the broader demand for mitigating stubborn health disparities and inequities within the communities we serve.

INTERNSHIP AND FELLOWSHIP PROGRAM

We continued to build upon our internship and fellowship program with this year’s cohort being our largest — comprising seven administrative fellows, seven graduate interns and three undergraduate interns — and most diverse. We earned recognition from the National Center for Healthcare Leadership for our Administrative Fellowship program, which is now one of the nation’s most competitive and attracts diverse talent from across the U.S. to Hartford HealthCare. We have had a 100% post-fellowship placement rate within HHG since 2017. (E)
SUPPLIER DIVERSITY
As part of our commitment to advance our diversity and equity efforts, we launched a Supplier Diversity Council and conducted a Supplier Diversity Summit, which attracted 30 suppliers. Our focused efforts yielded substantive gains, increasing supplier diversity spending by 21% in Fiscal Year 2021. HHC has engaged with numerous local, state and national councils, expanding HHC’s membership and participation in organizations that share our vision for enhancing supplier diversity, including: the Greater New England Minority Supplier Council, the Premier Supplier Diversity Council, the Connecticut Hospital Association Supplier Diversity Council, the Metro Hartford Alliance and the Hartford Chamber of Commerce.

Sarah Lewis, VP, Health Equity Diversity and Inclusion (A)
Dr. Ajay Kumar, EVP, Chief Clinical Officer (B)
Milrose Mercado, SVP Supply Chain Management (C)
Opening the summit (D)
Contracts are signed (E)
Bimal Patel, President, Hartford Hospital (F)
Jeff Flaks, President, Chief Executive Officer (G)
EXCELLENCE

(A)

(B)

(C)

(D)

(E)
Work on every front has advanced Hartford HealthCare’s role as a trusted and respected leader in the communities we serve and on the national and regional landscapes. Tangible evidence of our progress and the excellence of our top-level providers includes recognition for quality and safety and awards for top performance in numerous disciplines.

**LEAPFROG NATIONAL HOSPITAL SAFETY GRADES**

In Fiscal Year 2021, three of our hospitals received an “A” grade from Leapfrog (Backus Hospital, Charlotte Hungerford Hospital and MidState Medical Center), and four of our hospitals received a “B” (Hartford Hospital, The Hospital of Central Connecticut, St. Vincent’s Medical Center and Windham Hospital). This combined Leapfrog ranking makes HHC the top performer of all health systems in New England, New York and New Jersey.

**EXCELLENCE IN INNOVATION**

HHC supported fledgling companies through the Digital Health CT Innovation Accelerator, in partnership with Trinity College and the University of Connecticut; invited entrepreneurs from within our state and across the world to evaluate proposed new technologies and products with our clinical experts; and developed new tools to help consumers navigate the pandemic and achieve better health based on their age, gender and conditions. Our goal for innovation is to achieve HHC’s vision of well-coordinated, personalized care coming to life to impact our community and the rest of the world.

Here are some of 2021’s Innovation highlights:

- Signing a research and development agreement with the Massachusetts Institute of Technology as partners in the “Holistic Artificial Intelligence for Healthcare” initiative. *(A)*
- Partnering with Upfront Health to engage community and colleagues for COVID-19 screening, vaccines and care-gap closure. *(B)*
- Earning matching funds for Launch[H] digital health accelerator. *(C)*
- Watching a startup from our digital health accelerator, Lineus Medical, receive FDA approval for their IV safe-break device based on outcomes and data from pilot of product at HHC. *(D)*
- Developing a cloud-based simulation and education tool for endovascular procedures with Simbionix, a leader in the medical simulation field, with CESI, our vascular surgeons and the Israel Innovation Authority. *(E)*
Since the earliest days of the global health crisis in March 2020, Hartford HealthCare’s 33,000 colleagues have created new ways to provide more resources, more outreach and more information. We challenged ourselves to continually pivot our planning and create convenient solutions to address and alleviate confusion and concern.

MOBILIZING EFFORTS
Hartford HealthCare mobilized — literally — operating mobile testing clinics across Connecticut, opening the state’s first mobile vaccine clinic, and creating a statewide network of mega-clinics as infection rates surged. During Fiscal Year 2021, we:
• Conducted 836,516 COVID-19 tests. (A)
• Held 1,456 testing events throughout the state.
• Provided 14,652 mobile vaccinations.
• Conducted 388 mobile vaccination events.
• Delivered more than 500,000 doses of COVID-19 vaccine.

A FOCUS ON HEALTH EQUITY
The pandemic underscored the issue of racial disparities in the delivery of health services. In 2021, Hartford HealthCare proudly added a fifth value, Equity, to our legacy values of caring, excellence, integrity and safety. This commitment to health equity informed our operations, resource allocation, priorities and messaging. With the distribution of vaccines, we made special efforts to address inequities by creating improved access, targeted education, partnership development and data collection. For example, we:
• Provided more than 150,000 tests on-site at community locations including shelters, soup kitchens, assisted- and skilled-nursing facilities, schools and businesses. (B)
• Held 388 mobile COVID-19 vaccination clinics, which provided more than 14,000 vaccinations.
• Launched a Neighborhood Health initiative — bringing more care directly to underserved communities.

MAKING MORE ACCESS, MORE EASILY
Hartford HealthCare accelerated its digital strategies to make accessing care easier. We developed a program to create personalized text-message outreaches — reaching patients by geography, age and health status and enabling them to easily schedule a test or vaccine or fulfill another health need identified in their health record. During the push to vaccinate the state, we sent out more than 1.5 million text messages, enabling more than 600,000 people to engage and pursue COVID-19 vaccinations. (C)

EDUCATION AND AWARENESS
Hartford HealthCare is a steady and reliable source of information about the pandemic, providing near-daily interviews of our clinical, operational and infectious disease experts with statewide media; hosting and sponsoring special COVID-19 news segments on network television; maintaining and updating a robust vaccine landing page on our system website; and providing information via Facebook Live events, social media posts, Health News Hub articles, podcasts and text messages.

TOWARD THE FUTURE
While the pandemic persists, we have succeeded in aligning our work to meet our communities’ needs, and building a framework that supports better care for many years to come. The agility, innovation and grit of Hartford HealthCare’s 33,000 colleagues continually move us past obstacles and clear a pathway to a future that is better than normal. (D)
RECOGNIZING AN AWARD-WINNING YEAR
Hartford HealthCare earned a record number of awards, honors and recognitions during the past fiscal year. The examples presented here demonstrate third-party professional recognition of outstanding performance for clinical excellence, quality, safety, equity, customer experience, professionalism and public service:

HARTFORD HOSPITAL
• U.S. News & World Report:
  > #1 hospital in the Hartford Metro Area for 11 consecutive years and among the best hospitals in Connecticut (A)
  > High performing in the following procedures and conditions:
    — Abdominal Aortic Aneurysm Repair
    — Aortic Valve Surgery
    — Colon Cancer Surgery
    — COPD (chronic obstructive pulmonary disease)
    — Diabetes
    — Heart Attack
    — Heart Bypass Surgery
    — Heart Failure
    — Hip Replacement
    — Kidney Failure
    — Knee Replacement
    — Lung Cancer Surgery
    — Orthopedics
    — Stroke
    — TAVR (trans-catheter aortic valve replacement)
    — Urology
• Additional national rankings for the Heart & Vascular Institute at Hartford Hospital:
  > The Joint Commission: Comprehensive Cardiac Center Certification, first in New England to receive designation
  > American Heart Association and the Mitral Foundation: Mitral Valve Repair Reference Center
  > The American Society of Thoracic Surgeons: Highest ratings for Cardiac Surgery
  > Healthgrades:
    — America’s 50 Best for Cardiac Surgery
    — America’s 100 Best Hospitals for Cardiac Care
    — America’s 100 Best Hospitals for Coronary Intervention
    — America’s 100 Best Hospitals for Prostate Surgeries for 3 consecutive years
    — Critical Care Excellence Award for 13 consecutive years
    — Best treatment of respiratory failure for 7 consecutive years
  > Healthgrades “5-Star” ratings:
    — Cranial Neurosurgery
    — Treatment of Pneumonia
    — Gallbladder Removal Surgery
    — Treatment of Respiratory Failure for 7 consecutive years
    — Treatment of Sepsis for 18 years in a row (2004-2021)
  > Other Healthgrades awards:
    — America’s 100 Best Hospitals for Prostate Surgeries for 3 consecutive years
    — Critical Care Excellence Award for 13 consecutive years
MIDSTATE MEDICAL CENTER
• Leapfrog Hospital Safety Grades: “A”
• The Joint Commission: The Connecticut Orthopaedic Institute at MidState Medical Center: Advanced Certification in Spine Surgery, 
  *first in the country*
• Healthgrades:
  > “5-Star” ratings:
    — Treatment of Heart Failure
    — Total Knee Replacement for 3 consecutive years
    — Spinal Fusion Surgery
    — Treatment of Pneumonia for 2 consecutive years
    — Treatment of Sepsis for 2 consecutive years
  > Outstanding Patient Experience Award for 2 consecutive years
    — Top 10% in the Nation for Outstanding Patient Experience for 2 consecutive years
• Women’s Choice Award for Best Hospitals:
  > Bariatric surgery
  > Obstetrics
  > Orthopaedics
  > Stroke care
  > Minimally invasive surgery

THE HOSPITAL OF CENTRAL CONNECTICUT
• The Joint Commission: Disease-Specific Certification in Heart Failure
• Healthgrades:
  > “5-Star” ratings:
    — Treatment of Pneumonia for 20 consecutive years
    — Treatment of Sepsis for 8 consecutive years
    — Treatment of Respiratory Failure for 7 consecutive years

BACKUS HOSPITAL
• Leapfrog Hospital Safety Grades: “A”
• Healthgrades:
  > “America’s 250 Best Hospitals”
  > Stroke Care Excellence Award
  > Top 10% in the Nation for Treatment of Stroke
  > Healthgrades “5-Star” Ratings:
    — Treatment of Stroke
    — Treatment of Pneumonia for 3 consecutive years
    — Gastrointestinal Care and Treatment of Bowel Obstruction for 2 consecutive years
    — Treatment of Sepsis for 6 consecutive years
• Critical Care Excellence Award — Top 5% in the Nation for Critical Care in 2022
• Pulmonary Care Excellence Award — Top 10% in the Nation for Overall Pulmonary Services
• The Lown Institute Hospital Social Responsibility Index: Only hospital in Connecticut to earn “As” on health equity, the value of care and health outcomes; #71 among all U.S. hospitals
• Chamber of Commerce of Eastern Connecticut: Non-Profit of the Year COVID-19 Hero award
WINDHAM HOSPITAL
• Healthgrades:
  > Joint Replacement Excellence Award (B)
  > Top 10% in the Nation for Joint Replacement
  > Five-Star Recipient for Total Knee Replacement for 2 consecutive years
• The Lown Institute Hospital Social Responsibility Index: Most racially inclusive hospital in Connecticut
• Northeastern Connecticut Chamber of Commerce: COVID-19 Hero Award

ST. VINCENT’S MEDICAL CENTER
• U.S. News & World Report: High performing in the following procedures and conditions:
  > Heart failure
  > Stroke
  > Kidney failure
• American Nurses Credentialing Center: Magnet Status
• The Joint Commission: Primary Stroke Center
• The American Heart Association: Gold Plus and Honor Roll status:
  > Heart Failure program
  > Stroke program
• Women’s Choice Awards for Best Hospitals:
  > Bariatric surgery
  > Minimally invasive surgery
  > Obstetrics
  > Orthopedics
  > Stroke Center
• National MS Society: Comprehensive MS Center

CHARLOTTE HUNGERFORD HOSPITAL
• Leapfrog Hospital Safety Grades: “A” (C)
• Healthgrades: “5-Star” Rating: Treatment of Sepsis
• Northwest Chamber of Commerce: Annual Quality of Life Award
• National Client Press Ganey conference: Emergency Department Transformation

HARTFORD HEALTHCARE SENIOR SERVICES
• North Central Area Agency on Aging: Community Focal Point partner for HHC Center for Healthy Aging
• U.S. News & World Report: Best Nursing Homes (11th consecutive year):
  > Jerome Home
  > Jefferson House
  > Southington Care Center
• Meriden Record-Journal: Best of 2021 for Senior Living for The Orchards at Southington

HARTFORD HEALTHCARE AT HOME
• Home Care Pulse: Independence at Home
  > Best of Home Care Award
  > Employer of Choice Award
• LexisNexis: Top provider of home health and hospice services (38th in the nation)
ADDITIONAL MAJOR RECOGNITIONS

- Talent Acquisition: Lean Human Capital Raving Fan Award for excellence in talent acquisition based on hiring manager and candidate experience assessments
- HHC Supply Chain: Healthcare Purchasing News Elite Supply Chain Operations Worth Watching in the U.S., for rapid turnaround effort to achieve financial targets, drive clinical integration and best-in-class operations
- Marketing and Communications: New England Society of Healthcare Communications: 29 “Best in New England” Lamplighter Awards, the most of any health system in New England, for content strategy, social media, digital and traditional marketing, communications, events and media/public relations
ACCESS AND GROWTH
The Central Region expanded its service offerings with the opening of a new Hartford HealthCare HealthCenter in North Haven — providing local access to physicians specializing in cancer, neurosurgery, urology and surgical weight loss. The Hospital of Central Connecticut continued to grow its Hand Center and Limb Preservation Program, and MidState Medical Center saw the addition of midwifery services and the enhancement of heart and vascular capabilities. (A)

IMPROVING TRAUMA CARE
The Hospital of Central Connecticut continued its journey to become a level III trauma center, exceeding expectations month over month and continuously demonstrating its ability to treat various trauma injuries. The hospital is scheduled to start the verification process in late 2022 and then receive state designation as a level III trauma center.

HUNTER’S AMBULANCE ACQUISITION
Hartford HealthCare acquired Hunter’s Ambulance, based in Meriden, in early June after receiving approval from the Department of Public Health. Hunter’s Ambulance now serves as a regional asset and greatly enhances HHC’s vision for Emergency Medical Services. (B)

INAUGURAL JILL BERTOLINI SYMPOSIUM
The Central Region held its inaugural symposium in honor of Jill Bertolini, a former colleague who was diagnosed, separately, with both breast and pancreatic cancer. The symposium included education about the importance of screenings and fundraising for “Jill Baskets” — a collection of comforting items for women who’ve had a mastectomy to take home after surgery. The inaugural event raised $50,000 for Jill Baskets, which are given to cancer patients at both Central Region hospitals. (C)

AWARDS AND ACCOLADES
The Meriden Record Journal named MidState the best hospital in the community, and the New Britain Herald named The Hospital of Central Connecticut best hospital in the 2021 Reader’s Poll. The American Heart Association recognized both hospitals with the 2021 “Get with the Guidelines Gold Plus” for stroke and diabetic care.
BACKUS AND WINDHAM RECOGNIZED FOR AWARD-WINNING CARE
Backus Hospital received an “A” safety grade from Leapfrog, an independent national watchdog organization, while Windham Hospital was awarded a “B.” The Leapfrog awards recognize efforts to protect patients from harm and provide safer healthcare. Additionally, Backus received U.S. News & World Report’s “Best Maternity Hospital” award — one of only three Connecticut hospitals to receive the award.

EAST REGION EXPANSION BRINGS MORE SPECIALTY CARE TO SOUTHEASTERN CT
Hartford HealthCare’s new Waterford HealthCenter is scheduled to open early in 2022 with primary care and rehabilitation services, followed by men’s health and urology/uro-gyn services in February. HHC’s Heart and Vascular Institute expanded its space at the Backus Outpatient Care center in Norwich, bringing cardiologists, imaging and cardiac rehab specialists to what will be the HVI hub for eastern Connecticut. (D)

PROVIDING CARE TO COMMUNITIES IN NEED
The East Region’s Community Health team collaborated with the Pawcatuck Neighborhood Center in Stonington to create diagnosis-specific food boxes for the 1,500+ families utilizing the agency’s food pantry. The Community Health team plans to expand this program to other food pantries in the Windham and Norwich areas. (E)

CARING FOR THE NEXT GENERATION
The East Region continued to enhance and grow women’s health services with the Healthy Beginnings program. Part of Windham Hospital’s Women’s Health Center, Healthy Beginnings is designed to help new mothers establish healthy behaviors and community connections while fostering a feeling of connectedness during the postpartum period. (F)

PHYSICIAN PERFORMS FIRST ROBOT LOBECTOMY SURGERY AT BACKUS
Thoracic surgeon Dr. Jennifer Worth performed the first robotic lobectomy on a patient with lung cancer at Backus Hospital. A video-assisted thoracoscopic surgery lobectomy is a minimally invasive procedure to remove a lobe in the lung that results in no trauma to the ribs; less inflammation, pain and medication; and a faster recovery.
ADVANCING ORTHOPAEDIC CARE
The Connecticut Orthopaedic Institute at St. Vincent’s Medical Center officially opened in February, allowing SVMC to care for 800 orthopaedic patients over the prior year. A third-floor galleria and renovated seventh-floor inpatient unit opened in May. The program was also awarded Joint Commission Advanced Joint Replacement Certification and the Aetna Institutes of Quality (IOQ) Orthopedic Surgery network spine surgery designation. (A)

MORE PROVIDERS AT MORE LOCATIONS
The Fairfield Region added 36 specialty care providers during Fiscal Year 2021, and eight new Hartford HealthCare locations helped make our network of care more accessible in Fairfield County over the past year.

ACCOLADES
During 2021, St. Vincent’s received The Joint Commission Advanced Hip and Knee Certification and primary stroke center certification. The hospital also saw improved quality reporting scores, including a Leapfrog “B” Safety Grade in spring 2021 and three stars from the Centers for Medicare and Medicaid Services. (B)

HEALTH EQUITY
St. Vincent’s operationalized a regional Diversity, Equity, Inclusion and Belonging (DEIB) Council, joining the system in addressing racial and ethnic disparities. In addition, the hospital maintained a full-year operation of monthly food distribution involving 12 different service lines and institutes; expanded food access at the Farmers Market through the Bridgeport Bucks program and received a $15,000 grant; helped vaccinate underserved populations through 24 mobile vaccine equity clinics; and continued the Medical Mission at Home in June with the Thomas Merton Center. (C)
BEST IN THE REGION
Hartford Hospital was once again rated the No. 1 hospital in the Hartford Metro Area and among the best hospitals in Connecticut for 2021-22 by U.S. News & World Report. The hospital was also rated as high performing in orthopedics and urology.

TOPS FOR QUALITY AND SAFETY
The Leapfrog Group recognized Hartford Hospital with an “A” safety grade for fall 2021. This national distinction recognizes achievements in protecting patients from harm and error in the hospital. Hartford also earned 28 Specialty Excellence Awards from Healthgrades for the quality of care offered to patients and rated in the top 5 percent nationally in areas including cardiac care, neurosciences, pulmonary, gastrointestinal and critical care.

FIRST IN NEW ENGLAND
Hartford Hospital received certification as a Comprehensive Cardiac Center by The Joint Commission and American Heart Association, becoming the first cardiac program in New England and one of 16 nationally to be awarded this prestigious designation for demonstrating high-quality care using evidence-based, guidelines-driven treatment and fostering collaboration throughout the system of care.

EXPANDING ACCESS
In August, the newly expanded Bliss Building opened its doors. The 50,000-square-foot facility expands ICU capacity by 25 percent, MRI and diagnostic capabilities by 25 percent and operating room capacity by 12 percent over the next one to two years. The new Digestive Health Center also opened in Bloomfield in January. The center offers coordinated care with the expertise of gastroenterology and surgical specialists and sub-specialists along with an expanded GI Endoscopy Unit to meet all digestive health needs in one convenient location.

BUILDING ON HISTORY
In April, the Hartford Hospital transplant program celebrated its 50th anniversary. Since its inception, the program has performed more than 3,800 transplants. In September, the heart transplant team marked its 500th transplant in program history.
PATIENT EXPERIENCE TRANSFORMATION
Charlotte Hungerford Hospital continued its patient experience transformation project — an employee-driven initiative piloted in the emergency department that brings frontline staff together to improve communications and care transitions, implement best practices and create better workflows. The project resulted in a significant 10.1-point increase on patient satisfaction scores. (A)

PARAMEDIC INTERCEPT SERVICE VEHICLE DEBUTS
A new emergency response intercept vehicle was introduced by Charlotte Hungerford Hospital’s Paramedic Intercept Service that supports rural volunteer ambulance units operated in many northwestern Connecticut towns. The vehicle, staffed by hospital-based paramedics, is dispatched to supplement and enhance the services of EMS units and ensure timely and consistent responses to emergencies. (B)

NEUROLOGY SERVICES EXPAND IN NORTHWEST CT
New neurology providers and patient care providers were introduced at Charlotte Hungerford Hospital, improving movement disorders, general neuro, neuromuscular and epilepsy offerings. In addition, the hospital introduced two ambulatory units that perform 24-, 48- or 72-hour EEG monitoring for patients requiring brain activity monitoring during their daily routines. Torrington support staff completed requirements for seizure recognition and first aid certification by the Epilepsy Foundation.

CHH RENOVATES MAIN ENTRANCE ON 105TH ANNIVERSARY
A major renovation to Charlotte Hungerford Hospital’s main entrance, which coincided with the hospital’s 105th year in operation, was completed over two months. The project included a dual-station reception desk for security and information personnel, new lobby furniture, and major upgrades to the heating, cooling and ventilation, as well as the repair of floor tiles and lobby ceiling. (C)

CHH DIVERSITY COUNCIL MAKING STRIDES
The Hospital’s Diversity, Equity, Inclusion and Belonging Council continued to create a more positive and welcoming culture through monthly virtual “Let’s Talk” conversations, panelist participation at social justice conferences, and by co-sponsoring a successful “Celebrate Belonging in to Your Community” event featuring food, music and activities in the community.
MORE EXPERTS AND EXPERTISE
Sixty-two new providers joined the Ayer Neuroscience Institute headlined by Director of Neurotrauma for Fairfield Region Dr. Arianne Boylan (pictured) and Director of Spine Quality and Surgical Optimization Dr. Vijay Yanamadala, among others. (D)

INNOVATION: IMPRESSIVE “FIRSTS”
Ayer Neuroscience Institute celebrated a number of “firsts,” including a spine implant made with a 3D printer, customized for the patient — one of the first in the region and second in the country; Hartford HealthCare’s first responsive neurostimulation case for the treatment of epilepsy; Hartford HealthCare’s first deep brain stimulation case for the treatment of epilepsy; St. Vincent’s first awake spine surgery; and the establishment of the first Spanish-speaking Movement Disorders clinic. (E)

AWARDS AND RECOGNITION
Ayer Neuroscience Institute received the following recognitions for excellence: Level 4 Accreditation from the National Association of Epilepsy Centers for 2021 and 2022; Multiple Sclerosis Center recognized as a Center for Comprehensive MS Care from the National MS Society; Connecticut Orthopaedic Institute Spine Center at MidState Medical Center achieved Joint Commission Advanced Certification in spine surgery, the first in the country; awards from the American Hospital Association and U.S. News & World Report and Joint Commission certifications recognizing excellence in stroke care. (F)

ADVANCES IN EDUCATION
The inaugural Sports Neurology Fellowship program received approval from the Graduate Medical Education Committee. The Headache Center Fellowship program received full accreditation for five years and matched two candidates for the 2022-2023 academic year. The Vascular Neurology and Movement Disorders fellowship received reaccreditation from the Accreditation Council for Graduate Medical Education.
RESIDENTIAL TREATMENT CENTER TO OPEN IN WINDHAM
Hartford HealthCare is renovating a property in Windham for a residential substance use disorder recovery and treatment program. The building, at 289 Windham Road, will be upgraded to include private suites, meeting spaces and walking trails. (A)

RURAL PSYCHIATRIC TRAINING PROGRAM GRANT
To bring specialty mental health care closer to home for patients and help address a national shortage of psychiatrists, the Hartford HealthCare Behavioral Health Network launched a new training program for medical school graduates. A $750,000 federal grant, from the Department of Health and Human Services, will help fund the Rural Psychiatric Residency Program, which will launch at Charlotte Hungerford Hospital in July 2023.

NEW ERA FOR IOL LEADERSHIP
In September, Javeed Sukhera, HBSc, MD, PhD, DABPN, FRCPC joined HHC as the Chair of Psychiatry at the Institute of Living and Chief of the Department of Psychiatry at Hartford Hospital. Previously, he was a psychiatrist at the Child and Adolescent Mental Healthcare Program and Paediatric Chronic Pain Program at London Health Sciences Centre and a scientist at the Centre for Education Research and Innovation. He was one of 51 providers recruited in the past year. (B)

ANXIETY DISORDERS, MATCH EXPAND IN CHESHIRE
In August, the Behavioral Health Network expanded its locations with a new Anxiety Disorders Center satellite clinic in Cheshire. The clinic offers outpatient therapy for anxiety, obsessive compulsive disorders, PTSD, panic disorders and phobias and for children with school refusal issues. At the same address, Rushford’s Medications Assisted Treatment Close to Home Cheshire location moved into a larger space. (C)

NESS GRANT OFFERS HANDS-ON LEARNING
New England Science & Sailing, based in Stonington, received a $225,000 three-year grant from the National Oceanographic and Atmospheric Administration to expand environmental education opportunities for students at Natchaug Hospital clinical day treatment schools.
FOCUSED ON RESEARCH AND INNOVATION
The Beverly Buckner Baker Research and Innovation Center officially opened at the Hartford HealthCare Bone & Joint Institute in October. The Center focuses on research, education and innovation programs at BJI. Colleagues from the BJI also continued to collaborate with MIT on projects including OR scheduling optimization and predictive outcomes for total joint patients.

STAYING CONNECTED BEFORE AND AFTER SURGERY
The Bone & Joint Institute introduced FORCE Therapeutics, a web-based patient-surgeon communication app, which helps digitally deliver educational materials to patients in the comfort of their home prior to surgery. The MODIFY platform was also expanded, with 274 patients enrolled, an increase of 154 patients from FY20. MODIFY helps to optimize the health of patients with risk factors such as diabetes.

IMPROVING CARE, REDUCING COSTS
The GALILEO database platform was launched, helping to standardize care, minimize surgical risks, optimize outcomes, reduce costs and utilize predictive analytics for orthopedic patients. Also in 2021, the BJI achieved Clinical Documentation Improvement savings of $1 million.

CARING FOR MORE PATIENTS
The Bone & Joint Institute cared for 754 more patients year-over-year in orthopedic clinics, including 300 in the Friday post-op clinic, and 519 more patients in Procedure Related Education and Pre-Anesthesia Risk Evaluation.

A BETTER EXPERIENCE OF PATIENTS
The “Suites at BJI” — two rooms, designed with the luxuries of a hotel suite, for overnight stays of guests discharged from Hartford Surgery Center — were opened this year. The initiative aims to improve the patient experience for surgical patients who were discharged but prefer to stay overnight because of independence or transportation concerns. The BJI also consistently achieved the 95th percentile in Press Ganey’s “Likelihood to Recommend” category.
MORE ACCESS TO MORE CANCER EXPERTISE
The Cancer Institute enhanced its services in Fairfield County and now offers enhanced medical oncology and infusion services in Bridgeport and Fairfield. The Fairfield location was relocated to a new suite in order to offer patients a private, comfortable environment to see physicians and receive infusion therapy. Additionally, cancer surgeons with sub-specialty expertise in breast cancer can be seen in Bridgeport, Trumbull and Milford, and advanced breast reconstruction using microsurgical techniques is now available at St. Vincent’s Medical Center. (A)

A COMPREHENSIVE NETWORK OF CARE
The American College of Surgeons Commission on Cancer reaccredited the Hartford HealthCare Cancer Institute as an Integrated Network Cancer Program — meaning the entire institute received accreditation as a comprehensive network of effectively integrated providers offering coordinated and cost-effective care across the spectrum of cancer services.

ENHANCING THE EXPERIENCE FOR PATIENTS
System-wide wellness assessments were implemented with supportive therapies such as scalp cooling, a technique using a “cold cap” to help reduce or prevent hair loss due to chemotherapy. The Institute also launched a telemedicine initiative to improve patient and physician experiences with hospice through the Memorial Sloan Kettering Cancer Alliance. (B)

MORE PRECISION, ADVANCED TECHNOLOGY
A new linear accelerator, which provides state-of-the-art radiotherapy and radiosurgery, was added at Hartford Hospital. The technology, which delivers extremely precise radiation to tumors through several beams at different angles and intensities within minutes, will be installed at The Hospital of Central Connecticut and St. Vincent’s Medical Center this year. (C)

RESEARCH AND HEALTH EQUITY
Cancer Institute researchers studied the impact of COVID-19 on cancer care delivery and participated in the national COVID-19 and Cancer Consortium (CCC19) trial. Results have been published in leading journals and presented at national meetings including that of the American Society of Clinical Oncology. Dr. Alvaro Menendez continued his American Society of Cancer Oncologists work improving quality of care and reducing health disparities, and Dr. Oscar Serrano was appointed to the health equity committee of the American College of Surgeons.
FIRST IN THE NATION SPINE CERTIFICATION
Following a rigorous review, the Connecticut Orthopaedic Institute at MidState Medical Center is the first in the country to receive Advanced Certification in Spine Surgery. Additionally, St. Vincent’s Medical Center earned advanced joint replacement certification and now joins MidState as two of only four hospitals in Connecticut with these designations.

COI ARRIVES IN FAIRFIELD
The Connecticut Orthopaedic Institute at St. Vincent’s Medical Center celebrated its grand opening in February. Two areas were renovated to meet the needs of orthopaedic and spine patients and their guests, including a new 2,700-square-foot galleria for patient- and family-friendly check-in and waiting, and the seventh-floor inpatient unit featuring 21 private rooms and bathrooms, a full private kitchen to serve patients, a nourishment station, special amenities and physical therapy services. (D)

ORTHOPAEDIC NURSING EXCELLENCE
The National Association of Orthopaedic Nurses recognized COI at MidState with the Orthopaedic Nursing Excellence (ONE) Award, which honors individual nursing units that distinguished themselves as pillars of excellence in orthopaedic nursing, as measured by patient outcomes, staff satisfaction, interdisciplinary communication and teamwork, low staff turnover and national recognition. (E)

WOMEN’S CHOICE AWARD WINNERS
Both St. Vincent’s and MidState Medical Centers were named one of America’s Best Hospitals for Orthopedics by the Women’s Choice Award.

SURGICAL INNOVATION, FIRST IN CT
7D technology was introduced at St. Vincent’s Medical Center, making it the first acute care hospital in CT to offer this technology. This Machine-Vision Image Guided Surgery (MvIGS) system allows surgeons to perform efficient, cost-effective, radiation-free spinal navigation during surgery. (F)
TOPS IN NEW ENGLAND
The Heart & Vascular Institute (HVI) at Hartford Hospital achieved certification as a Comprehensive Cardiac Center by The Joint Commission and American Heart Association, becoming the first cardiac program in New England and one of 16 nationally to be awarded this prestigious designation for demonstrating high-quality care. (A)

TOPS FOR QUALITY AND SAFETY
Hartford Hospital, highlighting its nationally recognized achievements in patient safety and quality, was named a Top Teaching Hospital by The Leapfrog Group in 2021. Hartford Hospital is the only hospital in Connecticut to be recognized as a Top Teaching Hospital by Leapfrog. The hospital also received an “A” Leapfrog Hospital Safety Grade for fall 2021.

NATIONAL ACCLAIM IN CARDIAC SURGERY
HVI at Hartford Hospital is one of only 14 centers nationwide to receive the Mitral Valve Repair Reference Center Award from the American Heart Association and the Mitral Foundation for superior clinical outcomes from degenerative mitral valve repair. HVI at Hartford Hospital also received the highest possible quality rating in four out of five surgical categories from The Society of Thoracic Surgeons. In addition, Hartford Hospital heart transplant patients’ one-year survival rate was 94.7 — 3.1 percent above the national average; and the program’s organ acceptance ratio was 2.38 — one of the highest in the U.S. (B)

VASCULAR EXCELLENCE
The Society for Vascular Surgery’s Vascular Quality awarded “Three Stars” to HVI for its Registry Participation Program. Also, in-hospital mortality following elective open aortic aneurysm repair performed by the Hartford HealthCare Center for Comprehensive Aortic Care was 0 percent.

FIRST IN THE NATION
Dr. Aneesh Tolat, Director of Ventricular Tachycardia (VT) Ablation at the Heart & Vascular Institute, became the first doctor in the U.S. to use the inHEART technology in a non-research environment. The technology generates a 3D map of the patient’s heart during a VT ablation, helping doctors guide a catheter more precisely. (C)
TOP RANKING, NATIONAL RECOGNITION
Hartford HealthCare at Home was named a top provider of home health and hospice services by LexisNexis, ranking 42nd in the nation.

VACCINES FOR HOMEBOUND PATIENTS
Hartford HealthCare at Home was among the first home health providers to provide COVID-19 vaccines to homebound patients. Hartford HealthCare at Home was able to vaccinate over 1,300 homebound patients.

RECOGNIZING EXCELLENCE IN NURSING LEADERSHIP
Laurie St. John, Hartford HealthCare at Home Vice President, was presented with The Judith Hriceniak Career Achievement Award for Excellence in Nursing Leadership by the Connecticut Association for Healthcare at Home. (D)

INNOVATION IN HOME HEALTHCARE
Hartford HealthCare’s Senior Safety Collaboration Team — including Laurel Reagan, APRN, BC, Director of Behavioral Health and Social Services; Wendy Martinson, MSN, RN, Director of Center for Healthy Aging; Michelle Wyman, LSW, CDP, Dementia Specialist; Adrianne DeVivo, BS, CDP; and Dorian Long, Dementia Specialist — was recently awarded with the 2021 Healthcare at Home Innovation Award by the Connecticut Association for Healthcare at Home for consistently striving to use new methods and technologies to optimize home health delivery. (E)

TELEMONITORING TECHNOLOGY
The COVID-19 Care at Home Intensive (CCAHl) program was introduced, allowing Hartford HealthCare physicians and telemonitoring nurses to round “virtually” on a COVID-19 patient who has transitioned from the hospital to their home. (F)
**120 NEW PROVIDERS AND NEW SERVICES**
Hartford HealthCare Medical Group continued to experience tremendous growth across the state, adding 120 primary and specialty care providers. The recruitment of two premier neuro-gastroenterologists helped create the HHC Motility Center in Fairfield, which is the first of its kind in the state.

**MORE ACCESS TO URGENT CARE**
Hartford HealthCare GoHealth Urgent Care grew its workforce by 50 full-time staff and 20 full-time providers, enabling us to care for 215,800 more patients over the previous fiscal year and reduce the use of more costly hospital emergency departments.

**COVID-19 VACCINATIONS**
When COVID-19 vaccinations became available at the beginning of 2021, the Medical Group quickly responded by opening vaccination clinics for employees and eligible members of the community. Leaders from Quality & Safety, Patient Experience and Lean collaborated with practice operators and administrative leaders to design and implement a patient-focused workflow. By the end of the fiscal year, the Medical Group clinics administered more than 67,700 vaccine doses to approximately 36,000 adult and pediatric patients. (A)

**HELPING PATIENTS STAY HEALTHIER**
The Medical Group launched an initiative to achieve better blood pressure control for patients with hypertension, and A1c control for patients with diabetes. By the year’s end, more than 75 percent of HHCMG patients with hypertension had adequately controlled blood pressure, and less than 24 percent of HHCMG patients with diabetes had an uncontrolled A1c. (B)

**ACCESS CENTER MAKES APPOINTMENTS EASIER**
Two specialty care service lines were successfully integrated into the new Access Center — Urology in May and Digestive Health & Surgery in September. All patient scheduling for these specialties will be conducted at the Access Center, which opened in 2020 as a centralized hub that quickly and easily connects patients to care. (C)
HARTFORD HEALTHCARE REHABILITATION NETWORK

THE NEXT GENERATION OF CLINICIANS
Hartford HealthCare Rehabilitation Network and the University of Hartford Physical Therapy Department partnered to create a residency program designed to train the next generation of physical therapy clinicians, researchers and scholars. The program is focused on experiential learning and mentoring, which are supplemented with didactic education. Mentoring is provided by board-certified physical therapy specialists and collegiate faculty in the office, classroom and clinical setting.

HARTFORD ADDS ROBOTIC EXOSKELETON
Inpatient Rehabilitation Unit at Hartford Hospital acquired the EksoNR Exoskeleton — a wearable robotic exoskeleton designed to help patients with stroke, traumatic spinal cord and acquired brain injuries relearn to walk by correcting step patterns, assisting with proper weight shifting and improving posture. The device, which was acquired through a grant from the Hartford Hospital Auxiliary, is one of only three available in the state and is the only one that is currently being used in an inpatient rehab setting. (D)

EXPANSION IN FAIRFIELD
HHC Rehab Network continued expansion into Fairfield County with the opening of new outpatient clinics in Stratford, Monroe (pictured) and Milford. (E)

LYMPHEDEMA THERAPY IN WATERFORD
Physical therapist and certified lymphedema therapist George Malek joined Hartford HealthCare Rehabilitation Network from Cairo, Egypt, providing lymphedema treatment at HHC Rehab Network’s Waterford outpatient location. (F)

REHAB JOINS RESIDENCY PROGRAM
The HHC Rehabilitation Medicine team joined the first and only Physical Medicine and Rehabilitation Residency in Connecticut, created in partnership with The University of Connecticut School of Medicine, Gaylord Hospital and UConn Health. The joint program will have a tremendous impact on the health and quality of life of Connecticut residents, as well as the aging population nationwide, by helping fill the need for additional PM&R physicians.
GROWING GERIATRIC CARE
During 2021, Hartford HealthCare Senior Services grew geriatric care management services to cover the entire state, and expanded geriatric care managers across eastern and central Connecticut. (A)

THE BEST SENIOR CARE AROUND
For the 11th year, Jerome Home, Jefferson House and Southington Care Center were recognized as a Best Nursing Home for 2021-22 by U.S. News & World Report. The Orchards at Southington was also recognized as a finalist for the Record Journal’s Best of 2021 Awards for Senior Living. (B)

GRANT-FUNDED CNA PROGRAM
With a grant from Jefferson House, Hartford HealthCare Senior Services was able to offer a six-week Certified Nursing Assistant Program course that included books, scrubs, testing and the CT Certified Nurse’s Aide Exam.

INNOVATIVE CARE
Best practices from the Hartford HealthCare Center for Health Aging were shared in an article titled “An Innovative Care Strategy for Older Adults,” in the Collaborative Case Management Journal.

A TRUSTED PARTNER
The Center for Healthy Aging was designated a Community Focal Point partner by the North Central Area Agency on Aging. (C)
MORE LOCATIONS, MORE EXPERTISE
Tallwood Urology & Kidney Institute expanded its reach with new locations in Enfield (pictured) and Milford, and by adding three urologists — two in Fairfield Region and one in Central Region. The Multidisciplinary Virtual Prostate Cancer Visit Program also expanded to the Fairfield Region, and Tallwood offered more than 34 educational events reaching nearly 900 people. (D)

WHERE MORE PEOPLE TURN
Tallwood remains the overall market leader in Connecticut for urology and kidney disease. More people in Connecticut turn to Tallwood than any other system for kidney and urologic care. (E)

COORDINATED CARE
Navigation services expanded across Tallwood programs, with devoted navigation in each region. Programs relying on care coordination saw significant growth — kidney stone treatment grew by 20 percent and men’s health by 27 percent. Navigation also helped increase emergency department to urology practice coordination rate to 33 percent — up 16 percent from 2020. (F)

CONTINUED FOCUS ON QUALITY
While the number of patient interactions increased for the Tallwood team — 15,221 episodes of care, 116,399 office visits (both 29 percent increases since 2018) and 9,642 surgical procedures (a 20 percent increase since 2018) — the focus remained on quality of care and patient experience.

RECOGNITION
ZERO, a national organization that aims to end prostate cancer, recognized the work of Dr. Joseph Wagner, Chief of Urology and Director of Robotic Surgery at Hartford Hospital, along with Dr. Andrew Salner, Medical Director of the Hartford HealthCare Cancer Institute at Hartford Hospital.