Discipline, creativity and vision continue to guide the entire Hartford HealthCare team through the various challenges facing the healthcare industry, allowing us to stay true to our values of Caring, Equity, Excellence, Integrity and Safety.

This was especially true in fiscal year 2022 as we expanded access to high-quality, affordable healthcare, narrowed existing gaps in care, and deepened our commitment to developing innovative ways to deliver care to all the communities we serve.

Highlights of the year include:

- **Strong quality and safety performance**, highlighted by being named the only system statewide and one of only three in the Northeast to earn all “A” or “B” ratings from Leapfrog, an independent safety rating agency.

- **Adding 30 new locations**. Instead of pausing strategic growth during the pandemic, Hartford HealthCare forged ahead with our access imperative.

- **Growth of our Neighborhood Health Initiative**. Our dedication to serving the most vulnerable evolved far beyond providing care during the pandemic to a robust initiative that offers clinics, care and wrap-around service referrals to more than 2,000 people.

- **Expanding our diversity**. This includes a 25% increase in people of color on our boards, and added minorities and women to senior leadership as we work to be more representative of, and give voice to, the people and communities we serve.

- **Lowering the cost of healthcare**. Our ambulatory strategy helps lower the overall cost of care by providing less expensive and more convenient care options — including urgent care, outpatient surgery centers and preventive care.

- **Creating a concierge medicine model**. A Connecticut first, this partnership with One Medical (now owned by Amazon) helps increase primary care access in Fairfield County.

- **Deepening academic partnerships**. Our CampusCare program boosted relationships with several local institutions, especially the landmark partnership with Quinnipiac University, where we manage all student health, including on-campus care, behavioral health and athletic health services.

- **Building a healthcare worker pipeline**. We can address growing workforce shortages through classroom-to-career pathways. Our relationships with Hartford schools and several universities provide hand-on learning and enhance Hartford HealthCare’s status as a workplace of choice for a new generation.

- **Promoting innovation**. With the Massachusetts Institute of Technology, we co-developed an analytics platform that uses artificial intelligence and machine learning to optimize operating room block scheduling, emergency department nursing scheduling, and length of patient stay.

- **Expanding emergency medical services (EMS) offerings**. The transition of ownership of Hunter’s Ambulance Service allowed us to launch a critical care paramedic program and become the only EMS system in state to integrate a communications platform connecting providers on the scene with those in emergency departments.
Future Workforce
To proactively help combat healthcare staffing shortages, a pipeline was created for nursing students at Quinnipiac and Sacred Heart universities to fill positions in our hospitals. MidState and HOCC also partner with ReadyCT on career pathways for students. Both hospitals provide Meriden and New Britain high schoolers internships to build the next generation of healthcare workers and provide career opportunities.

Level III Trauma Center
The Hospital of Central Connecticut completed the two-year application and review process to earn designation as a Level III trauma center from the Connecticut Department of Public Health.

Access & Excellence
The region expanded as part of the commitment to ensure everyone in our communities has access to safe, high-quality care. North Haven HealthCenter added primary care, rehabilitation, pain management and endocrinology and there’s a full complement of primary care providers at Prospect HealthCenter.

New women’s health services in Southington feature medical and surgical weight loss, cardiology, obstetrics and gynecology and primary care. There’s a new comprehensive breast center at Whitney Imaging in Hamden, in partnership with MidState Radiology Associates.

Awards & Accolades
HOCC achievements included:
• Named a “best hospital” in America by Healthgrades
• Named by U.S. News & World Report for best in treatment for heart failure, kidney failure, stroke and maternity care
• Earned A from Leapfrog
• Named “best hospital” by readers of the Plainville Citizen.

MidState Medical Center awards included:
• Among top 15% of hospitals nationwide for outstanding patient experience by Healthgrades
• Chosen by Becker’s Hospital Review as one of Connecticut’s best hospitals for patient experience
• Named by U.S. News & World Report for best in treatment for hip fracture, kidney failure, knee replacement and stroke
• Received national accreditation for metabolic and bariatric surgery.

Hunter’s Partnership
EMTs graduated from Hunter’s Ambulance’s Earn While You Learn Program, designed to help combat the pandemic-related EMT shortage. Hunter’s offers full-time employment at the start of training and pays for trainees’ state certification.
Behavioral Health Crisis Unit
The new Backus and Behavioral Health Network Behavioral Health Crisis Unit is designed with patient safety, privacy and comfort in mind. The 3,740-square-foot space separates Emergency Department patients with physical health issues from those with behavioral health needs, making the experience better for all.

Orthopedic Certification
Backus and Windham earned The Joint Commission Gold Seal of Approval for Advanced Certification for total hip and total knee replacement after demonstrating continuous compliance with performance standards. The hospitals are the first two in eastern Connecticut to earn the certification, reflecting ongoing commitment to safe, consistent and quality care.

Medical Oncology Suite
Backus opened a new full-service medical oncology suite in space that once housed the gift shop. Construction during 2022 created four exam rooms, offices, reception and waiting areas, a vital signs alcove, phlebotomy area, an 11-bay infusion center and a “mini” blood lab for basic screenings. Staff includes two physicians, an APRN, clinical assistants and secretaries.

Waterford HealthCenter Opens
The system brought primary care and rehab to Waterford with the opening of the HealthCenter on Dayton Road in January 2022. The 70,000-square-foot building off Route 85 will eventually be home to more than eight specialties, primary care and physical rehabilitation providers.

Expanding Access
The East Region continues to put the community first and offer accessible care across the region. In the past year, leaders strategically expanded services at Backus and Windham hospitals to better address community needs.

Backus Tops with Healthgrades
Backus Hospital was named one of America’s 250 Best Hospitals™ by Healthgrades, placing it in the top 5% of hospitals in the country and an overall leader in clinical excellence. The hospital was one of three at Hartford HealthCare named to the America’s Best list for 2022 and was also recognized by Healthgrades with Excellence Awards in pulmonary care, stroke care and critical care. The distinction places it in the top 10% of the nation’s hospitals in each area.
Expanding Access
The Fairfield Region opened 13 new outpatient sites in 2022 including Wilton HealthCenter, Tallwood Men’s Health, Fairfield and urgent care locations in Westport and Fairfield.

As the newest region, HHC continues its commitment to building a state-wide network that provides patients with more access to essential healthcare services. More than 10 outpatient sites are planned to open in the region in 2023.

Health Equity
Through funding from the American Rescue Plan Act, City of Bridgeport and Connecticut Health Foundation, St. Vincent’s developed and launched a pilot community health worker (CHW) program in 2022. The embedded CHWs use cultural connectedness to the community to promote, maintain and improve the health of underserved residents and their families. In addition, St. Vincent’s launched bi-weekly mobile food distribution with CT Foodshare, implemented the Waste Not Want Not food rescue program, added four minority vendors and served more than 300 patients at the annual Medical Mission at Home.

Recognition for Quality
In 2022 St. Vincent’s, through a collaboration between the Ayer Neuroscience and Connecticut Orthopaedic institutes, became one of six hospitals in the country to receive Advanced Certification in Spine Surgery by The Joint Commission. The hospital also saw improved quality reporting scores, including achieving and sustaining a Leapfrog “B” and U.S. News high-performing standards in five conditions. St. Vincent’s applied to the American Nurses Credentialing Center for recertification of its Magnet designation.

Commitment to Colleagues
Leaders listen to colleagues through rounding, town halls, surveys and daily huddles, then take action to make the region a great place to work. We provide colleagues with career growth opportunities, helping fill 38% of openings internally. Survey results show improvements in all key metrics: engagement, diversity, resilience, safety, leader index and team index.

We continue to coach physical, mental and financial well-being and introduced lower co-pays for prescriptions filled at St. Vincent’s and a 24/7 micro-market to increase food accessibility, a consistent request from night and evening shift colleagues.
Quality & Safety
Hartford Hospital continued to rank among the nation’s most elite centers for quality and safety. For the second consecutive year, the hospital was named one of The Leapfrog Group’s Top Teaching Hospitals — the only Connecticut one and among 72 nationwide. In addition, the hospital was named one of Healthgrades’ America’s 50 Best Hospitals for cardiac surgery and earned “high-performing” designation in 16 specialties. Again named top hospital in the Hartford Metro Region by U.S. News & World Report, the hospital was dubbed one of the World’s Best Specialized Hospitals by Money Magazine and one of the nation’s best maternity hospitals by Newsweek.

Community Caring
To address food insecurity in the community, Hartford Hospital opened Food4Health in May, offering free fruits and vegetables, dairy products and more to anyone qualified. Patients shop at their convenience for canned goods, leafy greens, root vegetables, grains, beans, rice, almond milk, eggs and other healthy foods. They also receive healthy recipes and meal planning advice specific to dietary and nutritional needs. More than 1,200 patients have been referred to the program to help achieve health and wellness goals.

Partnered for Success
In 2022, Hartford Hospital teams collaborated with community partners and the city to bring care to at-risk populations through events. Hartford HealthCare was lead sponsor for DominGO! Hartford, the state’s first open streets program. Held over three weekends in the summer and fall in different parts of the city, DominGO! featured health screenings and information, healthy games and prizes. More than 300 people received glucose, cholesterol and blood pressure screenings. Hartford Hospital teams also provided health information and screenings at the Greater Hartford Festival of Jazz, Hartford Latino Fest and Hartford’s Juneteenth event.

Expanding Access
In 2022, the hospital opened three additional operating rooms during the Bliss building expansion, for a total of five new ORs since the 50,000-square-foot building opened in 2020. The new rooms expand access for complex procedures including cardiac surgery, neurosurgery and transplant.
Launched Residency Program
As part of Hartford HealthCare’s partnership with Quinnipiac University, Charlotte Hungerford Hospital began participating in the Frank H. Netter School of Medicine at Quinnipiac University’s Family Medicine and Psychiatry Residency Program. Based at St. Vincent’s Medical Center, the primary teaching affiliate for Quinnipiac and the urban training site, the residency program is part of an effort to bring specialty mental healthcare closer to home for patients and address a national shortage of psychiatrists. The four-year residency program, one of just three in the state, will be open to four new medical school graduates starting in the spring of 2024, enrolling four each year for an eventual total of 16 residents.

Certified Stroke Center
Charlotte Hungerford was certified as a Primary Stroke Center through The Joint Commission after establishing a consistent and exceptional approach to stroke and transient ischemic attack care. The program was also recognized with Bronze and Silver Plus Achievement awards from The American Heart Association and American Stroke Association’s Get with Guidelines-Stroke. Both awards recognize use of evidence-based treatment to improve patient care and outcomes for stroke in the communities served.

Started Colleague Scholarships
A new scholarship program helps colleagues seeking certifications in key clinical and support areas. Up to five colleagues will be selected annually to attend Northwestern Connecticut Community College for certification as patient care technicians, medical lab assistants, pharmacy technicians and sterile processing technicians.

Expanded Medical Staff
Charlotte added three ICU-trained physicians and two advanced practice providers for 24/7 coverage to address increased use of the Intensive Care Unit.
Enhanced Patient Experience
Using nurse navigators, appointment confirmation calls and other improvements, the institute team actively worked to enhance patient experience. The result was an 86% likelihood to recommend score, better than the average of 72% in its Northeast peer group.

Earned Health Equity Grants
The institute received full funding for two health equity grants and research funding to help improve the health of Spanish-speaking patients with Parkinson’s disease. Fifty community education webinar and events were held, including the “Healthy Brain Initiative” educational series for Black and African Americans.

Improved Patient Access
Patient access was expanded through the recruitment of 46 providers, increased appointment availability and the introduction and expansion of services like epilepsy, pain management and neurosurgery to new sites in places such as Milford, Shelton and Middletown.

Introduced Quality Measures
Focused on advancing quality, the institute established three new clinical councils and introduced a neurosurgery nurse navigator program and a pilot for a consult model between Hartford and Backus hospitals to reduce patient transfers.

Innovation Highlights
This year’s innovation and excellence highlights included performing the 100th deep brain stimulation case, first awake spine fusion and first peripheral nerve stimulator implant, and being the first in New England to use Synaptive’s Modus V™ 3D exoscope, a robotic digital microscope for neurosurgery. The Chase Family Movement Disorders Center was added to the prestigious Parkinson’s Foundation Global Care Network and EMG labs earned accreditation status from the American Association of Neuromuscular and Electrodiagnostic Medicine. In addition, the National Multiple Sclerosis Society recognized the neuroimmunology program as a Center for Multiple Sclerosis Care.
Planning The Ridge Recovery Center
The Ridge is scheduled to open in Fall 2023 providing much-needed access to evidence-based residential substance use treatment in a serene setting. Located on 60 acres of private woodlands off Route 32 in Windham, The Ridge features 38 private rooms and 18 medication management beds, doubling the BHN’s capacity and allowing people to get the quality, compassionate care they need in their own community. About 60 clinical and support staff will work at The Ridge, which will also include:

- A gym with equipment donated by Planet Fitness
- Quiet, private outdoor space and walking trails, providing opportunities to organize relaxing activities in the fresh air
- Nutrition services.
- Alternative therapies like yoga.

CampusCare Expansion
The BHN continues to support the expansion of Hartford HealthCare’s CampusCare program with added services at Quinnipiac University. Teams from the system and the school are working to develop various programs and educational and workforce opportunities spanning the schools of medicine, nursing and health sciences. This includes development of a high-tech training and simulation laboratory on QU’s North Haven campus for state-of-the-art, hands-on training.

Recruitment and Retention
As healthcare organizations across the nation struggle with worker shortages, the BHN optimized its clinician pipeline, residencies and college partnerships to ensure a steady flow of quality clinicians.

Support for the Institute Model
For years, the BHN has embedded social workers into primary care settings across the system, with impressive results for both physician and patient experience. Now, institute leadership is partnering with other service lines and institutes to take integrated, coordinated behavioral health care to another level by embedding its clinicians in practices specializing in neuroscience, men’s health, orthopedics and more.
First in New England
The Hartford HealthCare Bone & Joint Institute was the first hospital in New England to earn all four Joint Commission certifications: advanced certification in hip and knee replacement; advanced certification in spine surgery; certification in total shoulder replacement; and certification in hip fracture surgery. The Gold Seal symbolizes quality and reflects the institute’s commitment to providing safe, quality patient care.

Best Practice Leader
The institute’s “Antibiotic Prophylaxis for Surgical Procedures” process is recognized as a best practice and was implemented as a Hartford HealthCare system policy. At the institute, 98% of total joint replacement patients receive antibiotic delivery at least 15 minutes before incision. Similarly, between 90 and 95% of spine patients and more than 80% of trauma patients receive the same.

Lean Silver Certification
Sterile processing systems earned a rare Lean Silver Certification and first place recognition as Hartford Hospital’s Clinical Support Team of the Year.

Increased Patient Access
Surgical volume at the Bone & Joint Institute increased by 517 for 6,348 procedures total, an 8% jump over 2021 across all its service lines.

National Research Recognition
The research team continued to expand its national reputation in the publication Clinical Spine Surgery with “Utility of the Erector Spinae Plane Block in Posterior and Transforaminal Lumbar Interbody Fusions,” and contributions from Heeren Makani, MD; Matthew J Solomito, PhD; Sean Esmande, MD; Carla Maffeo-Mitchell, MD; and Kevin Finkel, MD. Also published in Spine Journal was “Utility of the Transversus Abdominis Plane and Rectus Sheath Blocks in Patients Undergoing Anterior Lumbar Fusions,” featuring Sean Esmande, MD; Matthew J Solomito, PhD; Jesse Eissler, MD; Kevin Finkel, MD; Pranjali P. Kainkaryam, MD; and Carla Maffeo-Mitchell.
Evidence-Based, Integrated Care
The Cancer Center assimilated into the HHC Access Center for cancer surgical specialties and medical oncology. After a Kaizen, we implemented numerous enhancements to lung cancer screening and pulmonary nodule programs to make things easier for referring physicians and patients. We also implemented clinical pathways, in coordination with Phillips and the Dana Farber Cancer Institute, as a first step to drive evidence- and value-based care related to chemotherapy.

Partners in Care
Jackson Laboratories joined HHC Cancer Institute’s Molecular Tumor Board, bringing translational scientists into clinical discussions of complex cancer cases. After HHC renewed its agreement as a member of the Memorial Sloan Kettering Cancer Alliance, the two organizations partnered on a community education campaign to promote the importance of early screening and detection to improve the health of the community.

Improved Access, Patient Experience
Opened new facilities including medical oncology in Fairfield; pharmacy at St. Vincent’s Medical Center and medical oncology and infusion at Backus Hospital.

Innovation and Coordination
The team launched a hospice telemedicine program that allows patients to receive hospice services while continuing to see their medical oncologist and other clinical care team members virtually. Having this option makes patients and families more likely to choose hospice and doctors more inclined to refer to hospice earlier and more often.

Research/Clinical Trials
More than 500 patients were recruited for clinical trials in 2022. The team added 16 new studies, including the high-profile Memorial Sloan Kettering rectal study. This amounted to a 10% increase in patients enrolled in cancer treatment trials. As part of a National Institutes of Health grant, researchers studied the impact of viral infections (COVID-19, influenza, RSV) on lung cancer. In partnership with Jackson Laboratories, we continued research into the use of artificial intelligence to predict, diagnose and treat cancers.
Connecticut Orthopaedic Institute

First in Nation
The Connecticut Orthopaedic Institute at MidState Medical Center, which celebrated its fifth anniversary in 2022, became the first facility in the country to earn Advanced Certification in Spine Surgery from The Joint Commission. The achievement, which followed a two-day review of the COI's adherence to TJC care standards, demonstrates the commitment of surgeons and colleagues to high-quality patient care.

Shoulder Certification
The Meriden location of the Connecticut Orthopaedic Institute also earned national recognition after earning The Joint Commission’s Gold Seal of Approval® for shoulder joint replacement certification. The Gold Seal is a symbol of quality that reflects a healthcare organization’s commitment to providing safe and quality patient care.

Engaging Patients
The Institute team implemented a system-wide patient engagement platform called “Force Therapeutics,” enrolling more than 2,500 patients. The care management platform follows patients from the time their surgery is booked to up to a year after surgery to ensure they are recovering and thriving.

Award for Community Care
The Greater New Haven Chamber of Commerce, as part of its 20th Annual Regional Health Care & Life Sciences Clinical Program Award, named the Connecticut Orthopaedic Institute at MidState recipient of the “Clinical Program” award for coordinating a program that made a significant contribution during a specific healthcare crisis.

Joint Replacement Quality
The Centers for Medicare & Medicaid Services announced the institute earned a care for joint replacement quality rating of “Excellent” with a quality score of 19.4 out of 20.
Expanded Access in Fairfield
We opened a new comprehensive Neurogastroenterology and Motility Center in Fairfield, led by nationally renowned experts Drs. Mayra Sanchez and Amir Masoud. This allowed for the expansion of motility services, diagnostic procedures and therapeutic interventions at MidState and St. Vincent’s medical centers.

Surgical Accreditation
MidState Medical Center was recognized as an accredited metabolic and bariatric surgical center with Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP) for demonstrating an uncompromising commitment to quality. This has earned the confidence, respect and trust of patients making a lifetime commitment to healthier living.

Making Headlines
The institute launched its monthly “Gut Check” e-newsletter offering timely content from its experts to promote services and direct access to care. The newsletter reaches more than 35,000 patients each month.

Introduced New Technology
New technology includes Mucosal Integrity Testing System (MiVu), which gives clinicians the ability to easily differentiate certain esophageal disorders and monitor treatment responses in GERD patients. Additionally, the institute began offering Transoral Incisionless Fundoplication, an incision-less surgical treatment option to reconstruct the gastroesophageal flap valve.

Enhanced Marketing
A system-wide marketing campaign promoted public awareness of colorectal cancer screening and directly connected patients to 108 gastroenterology providers and surgeons from 11 practices, performing colonoscopies in 23 locations across the state.
State First
On Dec. 28, 2022, electrophysiologist Aneesh Tolat, MD, with radiation oncologist Helaine Bertsch, MD, performed Hartford HealthCare’s first VT ablation using radiation, otherwise known as stereotactic body radiation therapy. HHC is the first in Connecticut and the region to offer such treatment for refractory VT, giving hope to patients with no other options.

Cardiac Surgery Achievement
The Hartford Hospital cardiac surgery team achieved the maximum 3 STAR Rating by the Society of Thoracic Surgery in four of five clinical categories for the last four consecutive years. This accomplishment puts the hospital in an elite category nationally.

State Leader
Hartford Hospital is also the only one in the state named one of America’s 100 Best Hospitals for Cardiac Care and 50 Best Hospitals for Cardiac Surgery for the third consecutive year. The hospital was also named one of America’s 100 Best Hospitals for Coronary Intervention for the third consecutive year.

Program Wins
In 2022, HVI added new Lifestyle Medicine, Postpartum Hypertension and Cardiometabolic programs to its list of cardiovascular programs for patients. In addition, the Cardio-Oncology Program earned Gold Status from the International Cardio-Oncology Society’s (ICOS) Center of Excellence Committee, the highest award the organization gives. Hartford HealthCare is the only health system internationally to achieve this designation.

TAVR Recognition
Hartford Hospital’s structural heart team was the only hospital in Connecticut to earn 3 STAR recognition for quality in transcatheter aortic valve replacement (TAVR) from the Society of Thoracic Surgeons and American College of Cardiology for quality. The recognition ranks the hospital in the top 10% of programs nationally.
More Locations, More Expertise
Tallwood Urology & Kidney Institute expanded its reach with new locations in Wilton, Fairfield, Enfield, Waterford and Farmington. Two new Men’s Health locations opened in Fairfield and Waterford. Tallwood also welcomed seven new urologists. Tallwood offered more than 26 educational events reaching nearly 600 people.

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 13% and men’s health by 3%. Navigation continues to improve the emergency department-to-urology practice coordination by 38%. Pilots are under way to expand navigation to kidney care and pelvic health.

Continued Focus on Quality
While the number of patient interactions for the Tallwood team increased — 16,698 episodes of care (10% increase from prior year); 119,927 office visits (3% increase); and 10,855 surgical procedures (13% increase) — the focus remained on quality of care and patient experience. In 2022, we achieved readmission and length of stay rates that were better than expected compared to the national average.

Provider of Choice
One in three Connecticut residents choose Tallwood Urology & Kidney Institute as their provider of choice for urologic and kidney care. In fact, more people in Connecticut turn to Tallwood than any other system.

Recognition
In June, Tallwood Men’s Health held the first in-person ZERO Race since the COVID-19 pandemic and raised more than $92,000. The Gelfenbien Family generously awarded two Hartford HealthCare Medical Group colleagues the first Gelfenbien Family Scholarship to support their pursuit of advanced education. Recipients were: Courtney Kelley, a licensed practical nurse with Hartford HealthCare Medical Group for 11 years who will pursue her associate’s degree and Logan Ann, a patient services coordinator who is studying to become a licensed practical nurse. This year, the research team submitted a total of 10 abstracts to the American Urologic Association.
Award-Winning Care
As part of the 2022 Best of West Hartford awards, Hartford HealthCare at Home was named best home care provider.

System of Care
Teams from the Hartford HealthCare Cancer Institute and Hartford HealthCare at Home collaborated on a telehealth research project that connects an oncologist to the hospice nurses and their patients to improve patient care. The project served six patients and has yielded positive patient and provider experience results.

Innovation Award
Hartford HealthCare at Home received the Health Care at Home Innovation Award at the Connecticut Association for Healthcare at Home annual conference.

New Partnerships
Hartford HealthCare announced a partnership with Quinnipiac University to provide student health services and counseling on campus. In addition, the partners will create experiential learning and talent pipelines for Connecticut.

Campus Leader
As the system expanded CampusCare to more local colleges and universities, Hartford HealthCare created the leadership role of director of collegiate counseling. Ralph Dodd, PsyD, a long-time clinician at the Behavioral Health Network and Institute of Living, was named to the role.
Providing Quality Care
Through a year-long initiative to improve the health of communities, the Medical Group successfully controlled blood pressure for more than 77% of qualifying patients, and reduced the number of diabetic patients with uncontrolled A1C to less than 21%. Additionally, 14 more primary care practices achieved Patient Centered Medical Home Recognition from the National Center for Quality Assurance, bringing the total number of recognized practices to 55.

Recruitment and Retention
To address the growing challenge of recruiting and retaining healthcare workers, the Medical Group established local partnerships to help build our workforce.

By collaborating with Housatonic Community College, Tunxis Community College and Quinnipiac University, a medical assistant externship program was developed to attract the region’s medical students and connect them with our ambulatory practices.

Equity Through Supplier Diversity
As early adopters, the Medical Group is committed to forging new partnerships with diverse suppliers conducting business and creating jobs in the communities we serve. In 2022, we contracted with 14 minority small business suppliers in such industries as landscaping, cleaning, medical/office supplies and catering.

In May, the Medical Group played a pivotal role at the second annual HHG Supplier Diversity Summit, addressing the importance of partnerships that build a culture of equity and inclusion. As a result, several impactful partnerships and programs were secured with businesses that are the bedrock of healthy communities.

Improving Access to Care
The Access Center successfully integrated seven specialties into centralized scheduling, allowing greater access to care across our network. Gynecologic oncology, medical oncology, surgical oncology, breast surgery, thoracic surgery, podiatry and the rehabilitation network all began patient scheduling in 2022. A priority diagnosis and timeframe for scheduling was also created in each of the specialties integrated into the Access Center, improving timely access by diagnosis and clinical outcomes. Additionally, a centralized referral management system was created, providing a more efficient process for out-of-network physicians to refer patients to integrated specialties. The Medical Group also expanded language services, making it easier for Spanish-speaking patients to schedule appointments.

Promoting Equity in Healthcare...
And Everywhere.
Hartford HealthCare is creating a culture of equity and inclusion throughout our system and communities. We are committed to supplier diversity and leveraging our purchasing power to grow equitable business relationships.

This is evidenced by:
- $183 million in supplier diversity spending, a 125% increase in the last 12 months
- Partnerships with more than 300 diverse suppliers
- Our receipt of the Minority Construction Council Corporate Partnership Award 2022 and the 2021 Greater New England Minority Supplier Development Council Corporation of the Year Award

We look forward to continuing to strengthen our commitment to equity and equality in economics and business in the future.
More Services Available
The Rehabilitation Network opened new outpatient clinics in Waterford, North Haven, Milford and West Haven to expand access for more people across the state.

Direct Access
Effective Oct. 1, 2022, patients were able to choose if they wanted to schedule an appointment with a Hartford HealthCare Rehabilitation Network physical therapist at select locations without needing a referral or prescription from a physician. The move was designed to allow patients to access timely and effective care.

Access Integration
Rehabilitation Network outpatient clinics were integrated into the Hartford HealthCare Access Center. The transition provided support to all rehab locations as the Access Center team handles new patient or rescheduling calls. This gives rehab patient service representatives more time to work with patients on site.

Residency Program
The American Board of Physical Therapy Residency and Fellowship Education granted an initial five-year accreditation to the Hartford HealthCare Physical Therapy Orthopedic Residency Program. The residency is a partnership between the Hartford HealthCare Rehabilitation Network and the University of Hartford. The first two residents successfully completed their residency in September and a second cohort started in August.
Home Safety Solutions
The Hartford HealthCare Center for Healthy Aging unveiled a new service, Home Safety Solutions, to offer technology that promotes independence, safety and improved quality of life for seniors and other vulnerable individuals. Hartford HealthCare Independence at Home is also offering this program to clients.

Improving Health Equity
The Center for Healthy Aging team made 6,241 connections to agencies throughout Connecticut for a variety of services falling under social determinants of healthcare. This includes 2,144 dementia coaching interactions and veterans support at neighborhood health clinics.

Best Around
For the 12th year, Jerome Home, Jefferson House and Southington Care Center were recognized by U.S. News & World Report as the best facilities for short-term rehabilitation. In addition, Independence at Home received the 2022 Best of Home Care – Provider of Choice Award from Home Care Pulse. This award is granted only to top-ranking home care providers based on client satisfaction scores gathered by Home Care Pulse, an independent satisfaction research firm for home care.

Connecting Seniors to Services
The Center for Healthy Aging connected 7,682 individuals to 6,030 Hartford HealthCare services and its geriatrician pilot served 170 clients/families with office hours in three geriatrician offices across the state, one day per week. The focus of the initiative is to provide direct access to multiple services in one location.

Home Safety Solutions
The Hartford HealthCare Center for Healthy Aging unveiled a new service, Home Safety Solutions, to offer technology that promotes independence, safety and improved quality of life for seniors and other vulnerable individuals. Hartford HealthCare Independence at Home is also offering this program to clients.

CNA Program
For the 5th year, Hartford HealthCare Senior Services offered a six-week certified nursing assistant program course with a grant from Jefferson House that paid for books, scrubs, testing and the state certification exam.