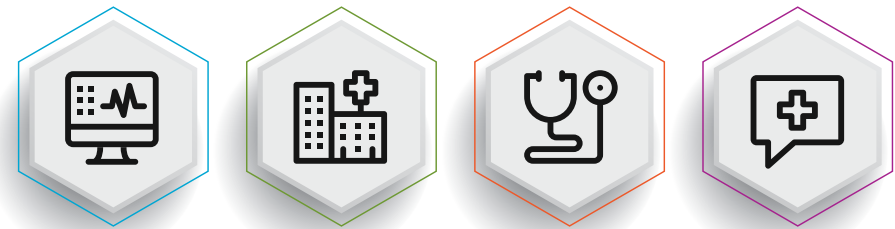


Our vision statement:  
*Most trusted for personalized coordinated care.*

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Built  
for this.



2020 Annual Report



Hartford  
HealthCare

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Mission

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



Vision

Most trusted for  
personalized  
coordinated care.



Values

Integrity  
Caring  
Excellence  
Safety

## A MESSAGE FROM JEFFREY A. FLAKS

Dear Colleagues:

“We’re built for this.”

For much of the past year, I’ve turned to that phrase time and again as a shorthand way to express Hartford HealthCare’s agility and readiness in the face of chaos and uncertainty. As I look back on the year in totality, I’m struck by the courage and commitment of each member of the team, and by how durable and resilient this system of care called Hartford HealthCare has become.

The following pages highlight many — but by no means all — of the system’s accomplishments. In an unprecedented year filled with extraordinary challenges, Hartford HealthCare has performed at every level:

- We have lived out our highest calling: our mission to improve the health and healing of the people we serve. We have enhanced access to our services, added layered expertise and served our communities as never before.
- Our deepening commitment to diversity, equity and inclusion means we are intent on deliberately reaching all people, in all our communities.



- If the pandemic has proven anything, it is that our vision has value: being most trusted for personalized coordinated care — especially in a crisis.

- And throughout this tumultuous time, we led with our values on full display daily: integrity, caring, excellence and safety.

I have never been more proud to be part of such a team. Leadership at this time has required new approaches to acquired skill sets: transparency in communication, visibility and confidence in crisis, clarity of direction and patients-first expectations.

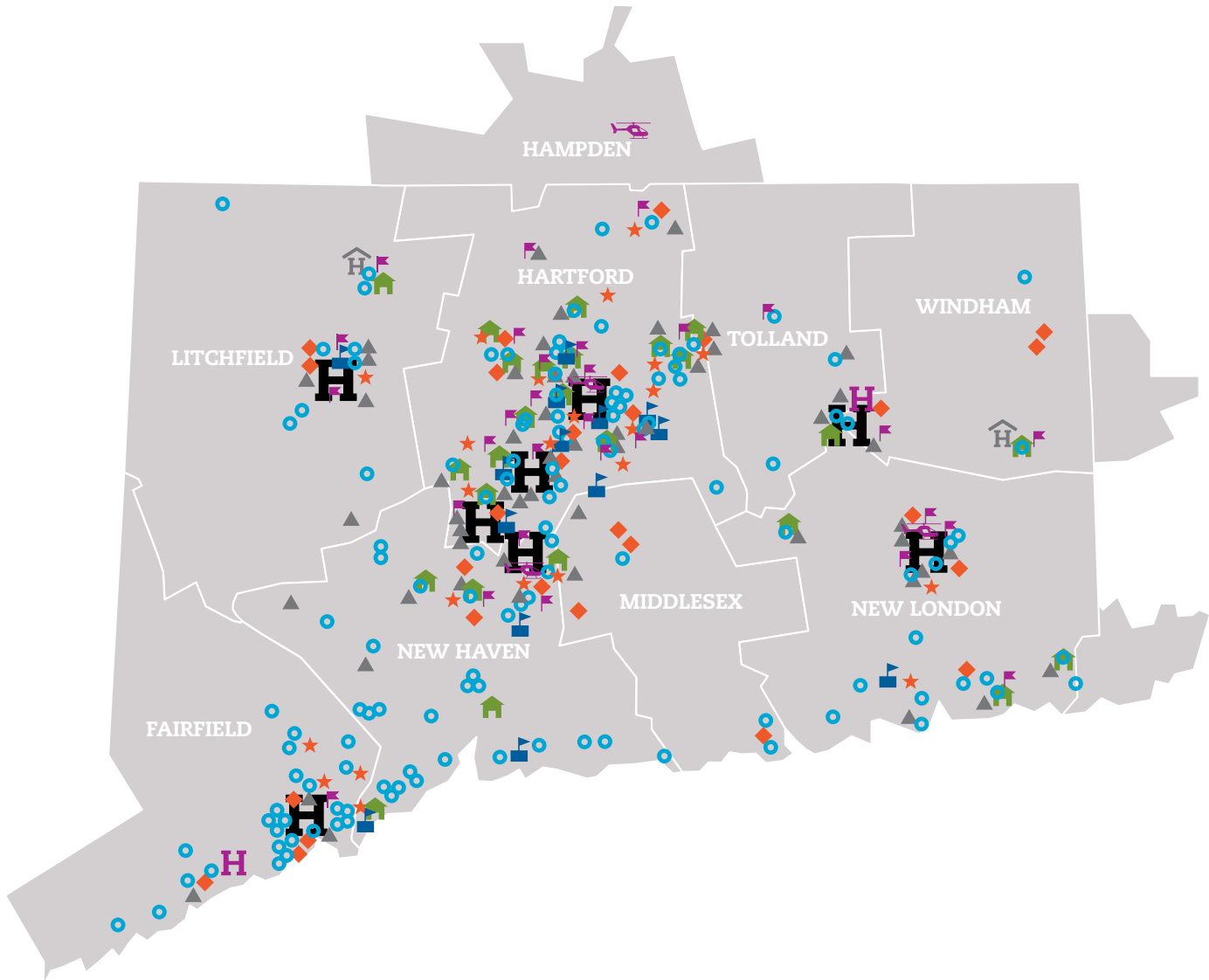
In sum, 2020 was a year of unequalled performance in helping people live their healthiest lives. I am filled with immense gratitude for the opportunity to serve my colleagues and community at this time.

A handwritten signature in black ink that reads "Jeffrey A. Flaks".

Jeffrey A. Flaks  
President and  
Chief Executive Officer  
Hartford HealthCare



LOCATIONS & SERVICE AREA



- H** HHC Hospital
- H** HHC Behavioral Health Hospital
- H** HHC Health Center
- H** HHC Freestanding ED
- H** HHC Surgery/GI Center
- H** HHC Imaging
- H** HHC Behavioral Health
- H** HHC Urgent Care
- H** HHC Medical Group
- H** HHC Community Network
- H** LifeStar Base
- H** HHC Service Area





**Hartford HealthCare**

One State Street, Suite 19  
Hartford, CT 06103  
860.263.4100  
[HartfordHealthCare.org](http://HartfordHealthCare.org)  
Towns in HHC Service Area: 185  
Colleagues\*\*\*\*: 33,000  
Transitions from Inpatient  
Care\*\*\*\*: 104,936  
Patient Days\*\*\*\*: 573,109  
ED Visits: 383,771  
Primary Care Visits (HHCMG +  
St. Vincent's): 820,928  
Operating Revenue\*: \$4.3 billion

**Backus Hospital**

326 Washington Street  
Norwich, CT 06360  
860.889.8331  
[BackusHospital.org](http://BackusHospital.org)  
Licensed Beds (incl. bassinets): 233  
Transitions from Inpatient Care: 10,528  
Patient Days: 48,873  
ED Visits: 62,253  
Newborn Admissions: 874  
Inpatient Surgeries: 2,282  
Ambulatory Surgeries\*\*: 8,173  
Employees: 1,710  
Physicians on Staff: 524  
Operating Revenue\*: \$392.5 million

**Charlotte Hungerford  
Hospital**

540 Litchfield Street  
Torrington, CT 06790  
860.496.6666  
[CharlotteHungerford.org](http://CharlotteHungerford.org)  
Licensed Beds (incl. bassinets): 122  
Transitions from Inpatient Care: 5,960  
Patient Days: 26,601  
ED Visits: 29,789  
Newborn Admissions: 384  
Inpatient Surgeries: 806  
Ambulatory Surgeries: 3,403  
Employees: 973  
Physicians on Staff: 123  
Operating Revenue\*: \$154.4 million

**Hartford Hospital**

80 Seymour Street  
Hartford, CT 06102  
860.545.5000  
[HartfordHospital.org](http://HartfordHospital.org)  
Licensed Beds (incl. bassinets): 867  
Transitions from Inpatient Care: 44,653  
Patient Days: 250,124  
ED Visits: 96,419  
Newborn Admissions: 3,849  
Inpatient Surgeries: 13,117  
Ambulatory Surgeries\*\*: 25,632  
Employees: 6,727  
Physicians on Staff: 1,669  
Residents/Fellows: 728  
Medical Students: 225  
Operating Revenue\*: \$1.8 billion

**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](http://THOCC.org)  
Licensed Beds (incl. bassinets): 446  
Transitions from Inpatient Care: 14,199  
Patient Days: 69,342  
ED Visits: 73,049  
Newborn Admissions: 1,558  
Inpatient Surgeries: 2,402  
Ambulatory Surgeries\*\*: 5,849  
Employees: 2,375  
Physicians on Staff: 722  
Operating Revenue\*: \$470.2 million

**MidState Medical  
Center**

435 Lewis Avenue  
Meriden, CT 06451  
203.694.8200  
[MidstateMedical.org](http://MidstateMedical.org)  
Licensed Beds (incl. bassinets): 156  
Transitions from Inpatient Care: 9,442  
Patient Days: 37,014  
ED Visits: 43,421  
Newborn Admissions: 716  
Inpatient Surgeries: 3,312  
Ambulatory Surgeries\*\*: 7,399  
Employees: 1,262  
Physicians on Staff: 684  
Operating Revenue\*: \$351.5 million

\*Audited  
\*\* Includes joint venture ASC (Glastonbury, Southington, BJI, Waterford) volumes  
\*\*\* Includes Managed Services Organization  
\*\*\*\* Includes Natchaug  
\*\*\*\*\* Includes employees and contingent staff



Acute Care Hospitals (cont.)

Behavioral Health Network

Community Network



**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: 12,541  
Patient Days: 74,734  
ED Visits: 51,045  
Newborn Admissions: 690  
Inpatient Surgeries: 2,526  
Ambulatory Surgeries: 3,944  
Employees: 2,393  
Physicians on Staff: 701  
Residents/Fellows: 47  
Operating Revenue\*: \$391.5 million

**Windham Hospital**

112 Mansfield Avenue  
Willimantic, CT 06226  
860.456.9116  
**WindhamHospital.org**  
Licensed Beds (incl. bassinets): 130  
Transitions from Inpatient Care: 2,624  
Patient Days: 10,300  
ED Visits: 27,795  
Newborn Admissions: 67  
Inpatient Surgeries: 663  
Ambulatory Surgeries: 2,053  
Employees: 607  
Physicians on Staff: 394  
Operating Revenue\*: \$120.4 million

**Institute of Living**

200 Retreat Avenue  
Hartford, CT 06106  
860.545.7000  
**InstituteOfLiving.org**  
Transitions from Inpatient Care: 3,219  
Inpatient Days: 38,899  
Outpatient Visits (PHP/IOP/OP): 101,240  
Residential Days: 7,256  
Employees: 731  
*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**

189 Storrs Road  
Mansfield Center, CT 06250  
860.456.1311  
**Natchaug.org**  
Transitions from Inpatient Care: 1,770  
Inpatient Days: 17,222  
Outpatient Visits (PHP/IOP/OP): 175,580  
Employees: 488  
Operating Revenue\*: \$46.4 million  
*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**

883 Paddock Avenue  
Meriden, CT 06450  
1.877.577.3233  
**Rushford.org**  
Residential Days: 32,180  
Outpatient Visits (PHP/IOP/OP): 132,724  
Employees: 385  
Operating Revenue\*: \$31.2 million  
*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: 30,373  
Employees: 1,522  
Volunteers: 205  
Branch Offices: 9  
Operating Revenue\*: \$146.4 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](http://HHCIndependenceAtHome.org)  
Employees: 455  
Operating Revenue: \$15,676,567  
Live-in Hours: 513,648  
Total Service Hours: 935,536  
Clients Served: 1,457  
Number of Towns Served: 157  
*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  
[HHCRehabNetwork.org](http://HHCRehabNetwork.org)  
Patient Care Visits\*\*\*: 959,475  
Employees: 1,240  
Operating Revenue\*: \$9.7 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](http://HHCSeniorServices.org)  
Beds: 643  
Employees: 1,068  
Volunteers: 72  
Operating Revenue: \$79,387,455  
*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.*

**Hartford HealthCare Medical Group**

1290 Silas Deane Highway  
Wethersfield, CT 06109  
860.545.7188  
[HHCMG.org](http://HHCMG.org)  
Office Locations: 329  
Physicians: 740  
Mid-Level Providers: 433  
Employees: 3,086  
New Primary Care Patients: 122,062  
Primary Care Visits: 730,937  
Operating revenue\*: \$274,773,149  
*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](http://IntegratedCarePartners.org)  
Provider Members (including primary care providers): 3,132  
Primary Care Provider Members: 469  
Operating Revenue\*: \$8.8 million  
*Founded in 2013 with a mission of becoming a clinically integrated, physician-run organization delivering value-based population health, Integrated Care Partners (ICP) brings together community private-practice and 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.*

**GoHealth Urgent Care:**

18 locations

**CarePartners of Connecticut:**

2,688 members

**Imaging locations:** 40

**Ambulatory surgical and GI diagnostic centers:** 14



**Unprecedented year,  
unparalleled  
achievement**



**776,098**  
COVID tests  
in 2020

From our system's first COVID-positive patient on March 13 through the end of the fiscal year on September 30, HHC cared for 2,804 pandemic patients. We divided our work into three phases: Prepare and Respond to the new global emergency; Respond and Recover by ensuring a safe and measured return to services; and Recover and Return, ensuring we were ready for vaccines and, eventually, a "better normal" post-pandemic.

### **Nine drive-through test sites**

Our unique partnerships with Quest Diagnostics and GoHealth Urgent Care allowed us to systematically create convenient drive-through testing at nine locations throughout the state. By the end of the calendar year, we provided more than 776,098 tests — fully one-fifth of the total provided in the entire state.

**2,940**  
calls to emotional  
support hotline

### **24-hour COVID information hotline**

Realizing the need to provide accurate information during an evolving health crisis, we launched a toll-free, 24/7 hotline in March (833.621.0600), and also provided access to behavioral health experts for those needing emotional support. By year-end, the line logged more than 334,026 calls.

**83,876**  
online COVID  
screenings

**Alternate-care sites** To ensure the state had sufficient bed capacity, we partnered with the state and Army National Guard, building alternate-care sites to treat low-acuity patients with the virus.



### **Predicting the pandemic**

HHC developed and shared Connecticut's first model for predicting the timing and impact of the pandemic. Then, building off years of collaboration between Massachusetts Institute of Technology and our Center for Education, Simulation and Innovation (CESI), we co-developed additional modeling to guide decision-making about the coronavirus's prevalence, peak and spread.

### **Vaccines and valor**

On December 14, 2020, Hartford HealthCare received the first shipment of COVID-19 vaccine in Connecticut — meaning some of our healthcare professionals were among the first in the nation to be given this breakthrough medication. As the year ended, plans were well underway for community vaccinations in the first part of 2021.

### **Hartford HealthCare at Work**

We expanded our partnership with workplaces, helping them provide screening for employees, consultation for best practices in establishing COVID-safe return-to-workplace programs and guidance for ongoing health and infection control programs.



Addressing racial equity,  
confronting health  
disparities

More than  
**1,000**  
mobile COVID  
testing clinics in  
underserved  
areas



Hartford HealthCare deepened our work and commitment to addressing issues of diversity, equity and inclusion by collaborating with community partners to focus on healthcare disparities.

Provided **mobile health screenings** (later to include free COVID testing and vaccines) at food pantries, houses of worship and in underserved communities. We invested in a large-scale expansion of our community outreach and conducted more than 1,000 mobile testing events in underserved areas, providing nearly 70,000 people with COVID tests.

Joined the **Institute for Healthcare Improvement's (IHI's) Pursuing Equity project**, an 18-month learning network to embed equity across multiple dimensions. We received scholarship support from IHI and a grant from the Connecticut Health Foundation.



Launched a partnership with **Wholesome Wave** developing and deploying programs, platforms and seed funding to address the lack of affordability and access to healthy food. A pilot we launched at Hartford Hospital empowers providers to write free healthy food "prescriptions" for 500 low-income diabetic patients.



Developed an online resource, **ConnectionsThatMatter.org**, to connect people seeking help and the hundreds of verified non-profits and government agencies that serve them. It's a "social care network" that makes it easy for people to find social services in their communities, for non-profit to coordinate efforts and for providers to integrate social care into the work they already do.

Encouraged participation in the **U.S. Census**, as well as registration and voting in the 2020 general election, and widely shared candid conversations about making HHC a place where every colleague feels heard, respected and like they belong.

**Innovation:  
It's in our DNA**

Hartford HealthCare made significant strides this year in developing a vibrant entrepreneurial and innovative healthcare ecosystem.



Entered into a partnership with the **Israeli Innovation Authority**, allowing Israeli startups to collaborate with HHC to develop new technologies, products and services that will enhance the patient experience in the region.

**59,960**  
virtual visits  
with specialists

Launched collaboration with startup accelerator **Upward Labs** and its \$3.9-million AgeTech Fund. The partnership establishes Hartford HealthCare as Upward Labs' exclusive homecare partner — the healthcare company with which AgeTech companies will pilot their senior living technologies.

**110,445**  
primary care visits  
with virtual health

HHC is **one of only four organizations** that collaborate with startups to design custom pilots to address business and customer needs. A cohort of nine tech companies is focused on building technology and senior care.



Became the anchor partner in a state grant-funded initiative, **Innovations Place**, to foster innovation, economic development and job growth in the Hartford Region, focused on medtech innovation.

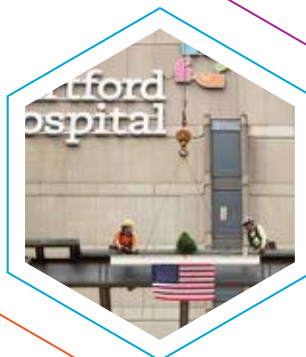
Helped launch a **Digital Health Accelerator** as part of a public/private initiative in partnership with Trinity College, the UConn School of Business and the state's Tech Commercialization Services Division. We are now investing in new health-tech companies that are just taking off.



**Enhancing access and expertise — more care in our communities**

The opening of **Hartford HealthCare's Access Center** in downtown Hartford is a demonstration of both our commitment to consumer convenience and civic investment. A total of 500 colleagues will eventually use our 60,000-square-foot Pearl Street offices and coordinate care among our 430 locations and 3,000 physicians statewide.

**Expanding critical care** Hartford HealthCare's \$70-million expansion of the Hartford Hospital Bliss Building will answer the growing need for clinical space. The four-story, 50,000-square-foot expansion, expected to be complete in August 2021, will include 18 new critical care beds, five operating rooms, a 10-bed pre- and post-recovery area, and three new MRIs.



**677**  
healthcare  
providers added

**More providers** The Hartford HealthCare Medical Group grew by 677 new providers (doctors and advanced practitioners) in the past year. New recruits include primary care providers and specialists who span the spectrum of service offerings in our six health institutes. In the pandemic, these specialists included five infectious disease experts.

**Better backs** In October, HHC's Ayer Neuroscience Institute opened the Spine Wellness Center in Westport. It's a comprehensive, holistic set of offerings combining traditional care options — neurological care, pain management and physical therapy — with nutritional counseling, mental health care, yoga, acupuncture, meditation and massage.



**Campus Care** Hartford HealthCare Campus Care is proud to partner with local teams, colleges, universities and high schools to provide care for their faculty, staff and students and help them feel their best. We're the exclusive sports medicine provider for the University of Hartford Hawks, Trinity College Bantams, University of Saint Joseph Blue Jays, Loomis Chaffee Pelicans, Connecticut College Camels, Toronto Football Club, Bellator MMA and Showtime Boxing.

**Southeast shore** A new Hartford HealthCare Health Center is being developed in Waterford. This expansion of service offerings in southeastern Connecticut includes new health centers in Mystic and Pawcatuck.





Awards and honors



**U.S. News & World Report**

Top rankings for Southington Care Center, Jefferson House and Jerome Home

**U.S. News & World Report**

#1 ranking in Hartford metro market for Hartford Hospital Orthopedics, AVBR, CAGB, CHF, Colon, COPD, Hip, Knee and Lung

**3,460**  
hospitalized  
COVID patients  
recovered

**Kaiser Family Foundation**

Best Homecare agency

**Society of Thoracic Surgeons and College of American Radiologists**

Our cardiac surgery program was the only one in the state to receive the 3-star rating in four categories.

**LexisNexis**

Top ranking for Hartford HealthCare Homecare and Hospice



**Hartford Business Journal**

Multiple Healthcare Heroes Awards

**Leapfrog**

Only two Top Hospitals in Connecticut — Backus Hospital and MidState Medical Center — based on Leapfrog's safety and quality ratings



**Coalition Against Domestic Violence**

Award





## CENTRAL REGION



Hartford HealthCare signed a purchase agreement to acquire Hunter's Ambulance Service, Inc. which has a prominent presence in several Central Region communities.

Despite the COVID-19 pandemic, Hartford HealthCare's Central Region saw a year-over-year increase in many service lines, including surgeries, improvements in quality and safety, and expansion of its footprint. Much of this success can be attributed to the recruitment of new physicians and the resources available at the region's facilities.

Great progress was made in quality and safety. The Hospital of Central Connecticut (HOCC) saw a 57 percent decrease in the number of hospital-acquired infections, while MidState saw a 47 percent drop. In addition, there was a steady decline in serious safety events. These numbers are a testament to frontline colleagues' continued focus on safety.

In November, Hartford HealthCare signed a purchase agreement to acquire Hunter's Ambulance Service, Inc. The company, which has a majority of its locations within the Central Region's service area, has partnered with Hartford HealthCare for many years as a 911 provider and transport service. Hunter's Ambulance will now support HHC's mission of enhancing the continuum of care for patients.

The Central Region now has access to more physicians than ever before, thanks to Hartford HealthCare's partnership with the Physicians Alliance of Connecticut (PACT). The alliance has nearly 100 primary and specialty care providers in a number of offices in central and southern Connecticut.

All of this success has been driven by the hard work and dedication of a team that's made up of thousands of professionals in the Central Region.

Other highlights include:

### **Limb Preservation Program reduces amputation risk**

HOCC launched its Limb Preservation Program to offer individualized treatment for patients with diagnoses that put them at risk for amputation. The multidisciplinary approach helps to minimize or prevent life-changing amputations.



The Limb Preservation Program, launched at HOCC, helps patients avoid amputation and maintain mobility and function of their extremities. Some of the conditions that cause amputations include vascular disease, artery disease, diabetes and non-healing leg wounds.

CENTRAL REGION



The Monarch Platform allows doctors to use an innovative telescoping design to navigate through the lungs with greater reach, vision and control.

Auris robot offers improved lung endoscopies

The addition of the Auris Health’s Monarch Platform at HOCC is revolutionizing robotic bronchoscopy, allowing doctors to navigate to the edge of the lungs with more precision. This technology holds promise for earlier and more accurate diagnosis of pulmonary nodules in patients at risk for lung cancer.

HOCC pursues Level III Trauma designation

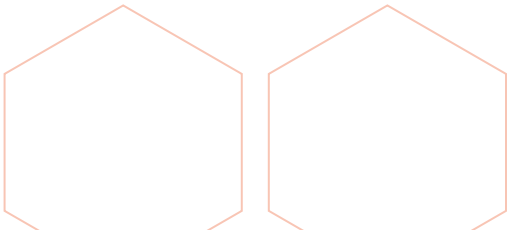
HOCC is in the process of becoming a Level III Trauma Center. The hospital will undergo a verification process by the American College of Surgeons in late 2021 and will then apply for state designation.

MidState adds and remodels operating rooms

An extensive construction project increased the number of operating rooms at MidState from 11 to 15, while also remodeling two existing operating rooms to provide more space and resources. The additional operating space enhances capabilities and will help recruit physicians at the top of their fields.



MidState increased the number of operating rooms from 11 to 15, including the one above.



MidState cancer services grow

MidState medical oncology and infusion services are now under the direction of the Hartford HealthCare Cancer Institute at the Hospital of Central Connecticut, providing more comprehensive care. The MidState Breast Center was also certified by the National Consortium of Breast Centers as a Comprehensive Breast Center, based on metrics in surgery, medical and radiation oncology, pathology, radiology, nurse navigation and survivorship.



MidState Medical Center has been certified as a Comprehensive Breast Center by the National Consortium of Breast Centers.



Medical oncology and infusion services at MidState are now under the direction of the Hartford HealthCare Cancer Institute at the Hospital of Central Connecticut.

## EAST REGION

The East Region continued to demonstrate its expertise, high standards for quality and safety, and commitment to providing the best care for patients with achievement awards from the American Heart Association and the American Stroke Association for work being done to improve stroke care at both Backus and Windham hospitals.

Both hospital campuses improved their imaging technology with the addition of Single-Photon Emission Computed Tomography/Computed Tomography (SPECT CT). This state-of-the-art technology provides more accuracy and lower radiation doses, which will have a positive impact on patient outcomes.

Backus Hospital received national certification from the American Association of Cardiovascular and Pulmonary Rehabilitation (AACVPR) for the hospital's commitment to improving quality of life for cardiac rehab patients by enhancing standards of care. The Association of periOperative Registered Nurses (AORN) also honored Backus with its Go Clear Award™, which recognizes facilities committed to

reducing surgical smoke linked to respiratory issues in perioperative nurses, from devices such as lasers or electrosurgery units.

During 2020, the region added 20 new providers in a number of specialties including heart and vascular, primary care, infectious disease, neuroscience, rheumatology and oncology, thoracic and general surgery.

In a challenging year, hospital teams worked with community partners to provide resources, education and funding to support the most vulnerable populations. Through special programs like the President's Partner Award and Rx for Health, the region established itself not only as a healthcare provider, but also a community collaborator.

Other highlights from 2020 include:

### **Backus and Windham awarded “A” for Safety**

Backus and Windham hospitals were each awarded an A-rating in The Leapfrog Group's spring 2020 Hospital Safety Grade. Backus also received an A-rating and was named a Top Hospital this fall. The designation recognizes efforts to protect patients from harm and provide safer healthcare.



*Ann Hanson, MSN, RN, foreground, stands in Backus operating room 1 with some of the equipment involved in clearing the air of surgical smoke produced in the OR during cauterization. Hanson's efforts, along with others in the OR including, back row left to right, Sheena Morgan, CST; Kerri Scarchilli, RN; and Maria Amaral, RN, helped the hospital receive the highest rating from the Association of periOperative Registered Nurses (AORN) in its Go Clear Award program.*



*Hartford HealthCare East Region President Donna Handley looks at the near-empty shelves at the Norwich Free Academy (NFA) food pantry. Backus Hospital selected NFA as the 2020 recipient of the hospital's President's Award for Community Partnership. The award includes a donation of \$10,000 to support NFA's Wildcat Loft to help restock the food pantry.*



## EAST REGION



The new Hartford HealthCare HealthCenter in Mystic was officially dedicated with a ribbon-cutting ceremony Wednesday, Sept. 9.



A new Hartford HealthCare HealthCenter is scheduled to open in October 2021 at the former Toys R Us property on 5 Dayton Road in Waterford. Phase I of the project includes primary care, urology/men's health, rehabilitation and doctor's practice space.

### A regional approach to women's health

The East Region continued to enhance and grow its women's health services, while also strengthening the network of care HHC provides to women in all stages of life. Backus Hospital plans to extend neonatal care with a program that provides individualized plans for each mother and baby.

### East region expands in southeastern CT

In addition to the 47,000-square-foot health center in Mystic, Hartford HealthCare continued to expand its presence along the shoreline by breaking ground at the former Toys R Us property in Waterford. The building will initially house men's health, primary care, rehabilitation and gastroenterology services.

In July, the newest Hartford HealthCare Cancer Center opened its doors at 164 Otrobando Ave. in Norwich. The office includes specialists Drs. Sapna Khubchandi, Michael Kane and Amandeep Aujula. This new facility expands cancer services and access in Norwich as well as at the HHC Cancer Institute in Waterford.

### President's Partner Award recognizes Norwich Free Academy

Backus Hospital selected Norwich Free Academy (NFA) as the 2020 recipient of the President's Partner Award for Community Partnership. The award includes a donation of \$10,000 to support NFA's Wildcat Loft and its efforts to combat food insecurity in the greater Norwich area by restocking the shelves of the school's food pantry. The donation also helped purchase Thanksgiving meals for 50 students and their families and is expected to keep the food pantry stocked through March.

### Rx for Health celebrates 10th anniversary

Backus Hospital's Rx for Health program celebrated its 10-year anniversary this fall. The program provides "prescriptions" for nutritionally at-risk families in the Norwich area that can be redeemed for fresh fruits and vegetables at the weekly Farmers Market in downtown Norwich. In addition to receiving the fresh foods, registered dietitians provide the families with nutrition counseling and education materials.



Backus Hospital has selected Norwich Free Academy as the 2020 recipient of the hospital's President's Partner Award for Community Partnership. The award includes a donation of \$10,000 to support NFA's Wildcat Loft to help restock the school's food pantry located there.



Backus clinical dietitian Sarah Hospod talks with Luisa and Feliciano Flores about the progress their son has made during their involvement in the Rx for Health Program administered through Backus. Residents involved receive a "prescription" from their child's pediatrician that can be redeemed for a variety of healthy food options at the Norwich Farmers Market.



## FAIRFIELD REGION



LIFE STAR lands at SVMC.



HHC donated \$50K to the Bishop Jean Williams Food Pantry to celebrate one year with SVMC.

October 1, 2020, marked one year since St. Vincent's Medical Center joined Hartford HealthCare and the Fairfield Region was established. The past year's growth and achievements were recognized with a celebration for colleagues and a generous \$50,000 donation from Hartford HealthCare to the Bishop Jean Williams Food Pantry in Bridgeport as a way of giving back to the community.

St. Vincent's is not only growing the number of providers and areas of expertise, but is also expanding geographically, with medical office buildings now open in Westport, Stamford and Milford. Thanks to this growth, primary care physicians can now refer patients to specialists who are close to home.

Recruitment of physicians at the top of their field was a key priority during 2020. The addition of new providers supported the goal of growing Hartford HealthCare's institutes in the Fairfield Region — including the Cancer, Ayer Neuroscience,

Connecticut Orthopaedic, Behavioral Health Network, Tallwood Kidney and Urology and Heart & Vascular Institutes — as well as the continued expansion of the primary care network with recently acquired practices in Stamford, West Haven and Orange.

In just one year, St. Vincent's has successfully integrated on many levels and has made great strides towards the goal of becoming a destination center and providing new access points within the communities served.

### **A successful transition**

Despite the continued focus on the COVID pandemic and expansion of services, St. Vincent's experienced a successful transition to Hartford HealthCare support services, all while strengthening culture, quality, staff engagement and patient experience.

### **More providers, more care**

In just 12 months, St. Vincent's' roster of experts grew significantly with the addition of more than 200 new providers.

FAIRFIELD REGION

Improved access in Fairfield County

Access to care was expanded in alignment with Hartford HealthCare’s acute and ambulatory philosophy, including new physician offices in Stamford, Norwalk, West Haven and Milford; a new surgery center in Milford; the Spine Wellness Center in Westport; a home healthcare affiliation; a diagnostic imaging partnership; and outpatient physical therapy.



Dr. Khalid Abbed wields the big scissors at the HHC Spine Wellness Center in Westport ribbon cutting.

Awards for excellence

St. Vincent’s enhanced scores in public reporting of quality metrics and was recognized by the American Heart Association with its “Get With The Guidelines” awards for heart failure and stroke care excellence.



Construction of the new Fairfield Region Connecticut Orthopaedic Institute Galleria at St. Vincent’s.



Hartford HealthCare President and CEO Jeff Flaks reflects on a year of transition and growth at the St. Vincent’s one-year anniversary celebration on October 1, 2020.



The ICU team at SVMC took to Instagram to share their dedication and heart. The image became part of the one-year anniversary marketing campaign that ran throughout Fairfield County.

## HARTFORD REGION

The many accolades of 2020 included the designation of Hartford Hospital as a Top 50 hospital for cardiac surgery by Healthgrades and 2020 Northeast Region Hospital of the Year by the Mended Hearts organization.

Many high-profile physicians joined the provider team in areas such as transplant, surgical oncology and neurosurgery, maintaining Hartford Hospital's reputation as a preferred destination for the nation's best doctors.

Hartford Hospital continued its commitment to identifying and meeting the healthcare needs of the community by creating effective and sustainable programs. For example, in early October, the Chase Family Movement Disorders Center opened its Spanish Clinic in the Brownstone Building at 79 Retreat Ave., providing expertise in the care of Parkinson's disease, tremors, gait disorders, Huntington's disease, dyskinesia and other movement disorders for Spanish-speaking patients.



*The Chase Family Movement Disorders Center opened in the Brownstone Building.*

Our outstanding research teams were in the national spotlight as well, including the Hartford Hospital Center for Anti-Infective Research and Development, which was awarded three of four possible grants by the Food and Drug Administration in a recent national funding competition. The highly competitive program considered 23 proposals for only four possible funding slots and awarded funding for all three white papers submitted by the Hartford team. The team will continue its focus on developing new antibiotics for the treatment of multidrug-resistant bacterial infections, an unmet medical need currently listed as one of the most important global threats by the World Health Organization.

All of these accomplishments and recognition in 2020 translate to enhanced and improved care and experience for patients.

### **Bliss expansion at Hartford Hospital**

Construction continued at the site of the Bliss Building expansion. The facility will house MRI, interventional radiology, electrophysiology, cath lab, a new pre/post recovery area, 18 critical care beds, and additional operating room space. Construction is expected to be completed in August 2021.



*Construction crews continue the work of the Bliss expansion at Hartford Hospital.*



## HARTFORD REGION



Bone & Joint Institute providers are now taking patients at the Elm Street Enfield location.

### Top honors from U.S. News & World Report

Hartford Hospital was ranked #1 in the Hartford Metro Area and among the best hospitals in Connecticut for 2020-21 by U.S. News & World Report. This year, Hartford Hospital ranked as a high-performing hospital in one specialty and eight procedures, including aortic valve surgery, colon cancer surgery, heart bypass surgery, lung cancer surgery, heart failure, hip and knee replacement, COPD and orthopedics.

### Growth in Enfield and Bloomfield

Hartford HealthCare began offering services in a newly renovated space at 7 Elm St., Enfield, in October with the addition of Bone & Joint Institute providers. More Hartford HealthCare services will be added to the space in the future.

The new Hartford HealthCare Digestive Health Center opened in early 2021. The center will serve as a single site of care for patients with common and complex digestive health disorders. The Digestive Health Center offers a multidisciplinary approach, with a team made up of experts in surgery, gastrointestinal, nutritional and behavioral health. The 13,000-square-foot facility will also

include a joint venture endoscopy center in partnership with Connecticut GI, doubling the capacity of the current Bloomfield endoscopy center.

### Community Pharmacy: More success and a new space

Construction will be completed in February on a new space for the Hartford HealthCare Community Pharmacy at Hartford Hospital. The new 3,330-square-foot facility in the former Friendly's space will boast more than twice the square footage and offer several new features including robotic technology called ScripPro, an automated prescription dispensing system. The Community Pharmacy is an outpatient pharmacy program dedicated to providing patients with the support necessary to manage complex medication regimens.

### Healthy food for low-income diabetic patients

Hartford Hospital and Wholesome Wave joined forces in a collaboration designed to improve the affordability of fruits and vegetables for hundreds of low-income patients with diabetes. The initiative empowers healthcare providers to write prescriptions for produce. The purchase of produce and all program expenses are funded by Hartford Hospital.



A new community pharmacy is being reimaged at the site of the former Friendly's restaurant.



Members of Wholesome Wave introduce the program at Hartford Hospital.



## NORTHWEST REGION

Charlotte Hungerford Hospital, in its third year of affiliation with Hartford HealthCare, experienced an incredible amount of growth and change since the hospital took the historic step of joining a larger health system. Together, we have a shared commitment to northwestern Connecticut to provide more providers, new facilities and expanded services.

### **Highlights of 2020 include:**

Being awarded an “A” from The Leapfrog Group based on a hospital’s performance protecting patients in preventing medical errors, injuries, accidents, infections and other harms to patients in their care.

Continuing our commitment to enhancing primary and specialty care offerings with the recruitment of highly skilled providers and staff in neurology, podiatry, surgery, endocrinology and family medicine.

Improving care coordination and emergency room wait times substantially and adding new surgical procedures and technology including a new CT Scan, Nuclear Imaging and Endoscopic Ultrasound.

Relocating and expanding the HHC Rehabilitation Network to the Torrington Sky Top Plaza and completing significant infrastructure investments at CHH with the installation of new energy-efficient fuels cells and walkway lighting.

Adding a fourth general surgeon to the Hartford HealthCare Medical Group at CHH Surgical Services, a third provider to Hartford HealthCare Medical Group at CHH Diabetes and Endocrinology and a new neurologist specializing in movement disorders to the four providers at the Ayer Neuroscience Institute at CHH in Torrington.



*Charlotte Hungerford Hospital shows its appreciation to all its dedicated healthcare staff and providers last summer.*

## NORTHWEST REGION



The HHC Cancer Institute's new medical oncology and infusion center recently opened at Charlotte Hungerford Hospital.

### HHC Cancer Institute opens infusion center

The HHC Cancer Institute and CHH opened a new hospital-based medical oncology and infusion center under the direction of the Hartford HealthCare Cancer Institute at The Hospital of Central Connecticut. The new facility provides a comfortable environment, ushering in a new era of cancer care for patients.

### Building Healthy Communities Fund goes to work

Milestones continue to be reached for this HHC-established foundation that provides grants aimed at addressing social determinants of health in the northwest region, including workforce development, transportation, economic development and early childhood education initiatives. Nearly \$1.5 million has already been distributed to help residents live their healthiest lives.



Supporting public health and exercise initiatives is a priority for CHH community outreach efforts in the northwest corner.

### Cardiology innovations introduced

One of many new technology partnerships, this project brings together CHH interventional radiologists and Heart & Vascular Institute physicians to assist patients experiencing heart failure by implanting devices that remotely monitor their condition to help adjust care before symptoms require hospitalization.

### HHC HealthCenter opens in Winsted

HHC opened its new, state-of-the-art Winsted HealthCenter, representing one of the largest investments in the town in decades. The facility features a wide range of new services including an emergency department, LIFE STAR helipad, mammography, CAT scan, physical and occupational health, cardiac rehab, and primary and specialty care services.

### Region's first geriatrician arrives

The HHC Medical Group welcomed geriatrician Rachna Valvani, MD, the first internist in the area who specializes in individuals 65 years and older and the diseases that affect them. The addition of Dr. Valvani is an accomplishment for the growing network of Torrington Senior Services.



The new Hartford HealthCare HealthCenter is now open at the corner of Routes 8 and 44 in Winsted.



The Northwest Region's new geriatrician Rachna Valvani is practicing at Sky Top Plaza, Torrington.

## AYER NEUROSCIENCE INSTITUTE

**Opened five new sites** – spanning three regions – in Mystic, North Haven, Bridgeport, Westport and Stamford. In addition, 60 new providers were added, including Khalid Abbed, MD, co-physician-in-chief of Ayer, chief of neurosurgery at St. Vincent's Medical Center and medical director of the new Spine Wellness Center; Kelly Matmati, MD, chief of neurology and director of the Fairfield Region Stroke Center; Rajat Sekhar, MD, director of pain management in the Fairfield Region; Vijay Yanamadala, MD, director, neurosurgery spine quality and surgical optimization; and Editha Johnson, DO, neuro-ophthalmologist.



*Dr. Stephanie Alessi-LaRosa, right, associate director of the Ayer Neuroscience Institute's Sports Neurology Program, and her father, Dr. Anthony Alessi, medical director of the Backus Hospital Stroke Center, were tapped to provide ringside medical coverage, physical and neurological exams at mixed martial arts events through a new partnership.*

**Celebrated a number of innovative “firsts,”** including the system's first intracranial EEG electrode implantation surgery and first in the region to implement the Artemis Neuro Evacuation Device for minimally-invasive surgical treatment of hemorrhagic stroke patients.

**Awards and recognition included** the American Heart Association 2020 Get with the Guidelines Gold Plus awards for St. Vincent's Medical Center, The Hospital of Central Connecticut and Hartford Hospital; Acute Stroke Ready Joint Commission certification for Windham Hospital; re-accreditation by the American Academy of Sleep Medicine for the Bloomfield Sleep Lab; and the Hartford Hospital EEG Lab becoming the first in Connecticut to receive the American Board of Registration of EEG and Evoked Potential Technologist Accreditation.

**The Sports Neurology Program** developed an innovative partnership with Bellator Mixed Martial Arts and Premier Boxing Champions to provide ringside coverage (featured on CBS Sports and Showtime), physical and neurologic exams, and on-site COVID testing.

**The first neurosurgery resident and Strokenet fellow** were welcomed, marking a major educational milestone for the Institute. The neurology residency, vascular neurology fellowship and neuromuscular fellowship programs also received continued accreditation by the Accreditation Council for Graduate Medical Education (ACGME).

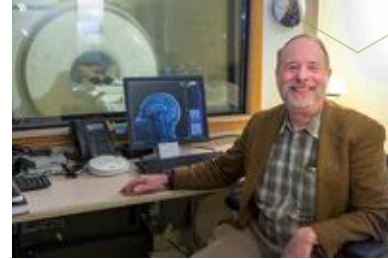


*Renowned neurosurgeon Dr. Khalid Abbed joined the Ayer Neuroscience Institute team as its co-physician-in-chief. He is also head of neurosurgery and co-director of spine services at St. Vincent's Medical Center and director of the new, world-class Spine Wellness Center in Westport.*



## BEHAVIORAL HEALTH NETWORK

**The Olin Neuropsychiatry Research Center and Advanced Services for Adolescents with Psychosis Program** at The Institute of Living was selected to join an international research effort to better understand the cause and effect of schizophrenia in high-risk adolescents and young adults. Backed by a \$52 million, five-year grant from the National Institutes of Health (NIH), the research includes determining psychosis risk.



*Dr. Godfrey Pearlson is one of the co-principal investigators for the NIH-funded international study examining the cause and effect of schizophrenia in high-risk adolescents and young adults.*



*Staff gather to discuss the Zero Suicide Initiative.*

**As part of the Zero Suicide Initiative**, adopted the Columbia Suicide Severity Rating Scale (C-SSRS) as the standard suicide screening instrument across all Behavioral Health Network entities as well as inpatient medical and emergency department settings. This standardized approach to suicide risk assessment across the system, deployed through Epic, provides decision support regarding interventions based on risk level.

**The Behavioral Health Community Support Line**, established as part of the Community Care Center (CCC), received more than 2,000 calls. The hotline combines existing medical health advice from BHN experts with mental health and substance abuse services.

**The Institute of Living hosted a virtual Summer Series Grand Rounds** focusing on diversity, equity and inclusion (DEI). Over the course of nine weeks, speakers from around the country presented on topics including implicit bias, racial inequity and racism in mental health care. Nationally renowned experts included Drs. Sarah Vinson and Ruth Shim.

**The Recovery Leadership Academy** received a \$2.5 million Health Resources and Services Administration (HRSA) grant for training and the placement of Recovery Support Specialists (RSS). The grant will allow for the placement of 260 interns across Hartford HealthCare. To date, the Academy has trained 110 people, and 32 RSSs are employed.



*Behavioral Health Network Recovery Support Specialist Joe Voelker, left, shares a certificate with a Recovery Leadership Academy student at a 2020 graduation ceremony.*



## CANCER INSTITUTE

**Enhanced coordinated, multidisciplinary cancer care across the state.** Many new providers and physician leaders were recruited to St. Vincent's Medical Center, bolstering the Breast Program, surgical oncology and digestive health, among other cancer services in Hartford HealthCare's newest region. At Charlotte Hungerford Hospital in the Northwest Region, a new 3,000-square-foot facility opened, bringing together infusion services, physicians and support staff. It features medical exam rooms, private infusion bays with televisions and other amenities. Also at Charlotte Hungerford, breast and reconstructive surgery, as well as nurse navigation services, were expanded.

**Exceeded targets in patient experience** and ranked Hartford HealthCare in the top 25 percent of cancer centers across the country, with 90.2 percent of patients rating the care they received as "very good." Despite disruptions from COVID that required the delivery of more care virtually, patient experience gains were fueled by a focus on patient-centered care, feedback from Patient and Family Advisory Councils and the introduction of the Cancer Support Community, a program that has streamlined support groups, education and online resources for patients and families.

**Boosted physician recruitment, retention and professional development.** Fifteen new physicians were added across Hartford HealthCare, with a focus on access, coordinated care and healthcare disparities. The Institute pivoted to virtual educational activities for the team and community. To help close long-standing gaps in cancer survival among minorities, some of our providers and staff participated in the American Society for Clinical Oncology (ASCO) Quality Training Program with Disparity Cancer Populations.

**Piloted, with the Tallwood Urology & Kidney Institute,** a nurse navigator-driven multidisciplinary virtual clinic in which newly diagnosed prostate cancer patients participate in virtual consultations with providers from various disciplines. Read more on page 54.

**Experienced exponential growth in infusion volume and medical oncology and specialty oncology visits** at the Manchester cancer center, one of our newest facilities. Providers with a subspecialty focus in the areas of genitourinary oncology, surgical oncology, thoracic surgery, breast cancer care, gynecologic oncology and genetics counseling offer appointments at the Center. Growth in visits to our providers and the infusion center exceeded projections by 54 percent.



*The Manchester cancer center experienced unprecedented growth in the past year.*

## HEART & VASCULAR INSTITUTE

### Cared for more patients across all subspecialties.

Vascular surgery and complex electrophysiology procedures each grew 8 percent across the system. Advanced heart failure continued double-digit growth, and access to clinical cardiology services increased with the opening of new sites statewide. Hartford HealthCare continues to be the leading health system in Connecticut for cardiac surgery, with the highest number of cardiac surgery cases of any system in the state.



Dr. Howard Haronian, chief medical director, vice president, East Region, meets with a CardioMEMS patient at his office in Westerly, RI. CardioMEMS, a remote monitoring implant device aimed at keeping heart failure patients out of the hospital, is now offered at all Hartford HealthCare acute care locations.

**Increased access to subspecialty services through programmatic expansion** including the development of a limb preservation program in partnership with the vascular surgery team at The Hospital of Central Connecticut, launch of a CardioMEMS device clinic to treat heart failure patients at Charlotte Hungerford Hospital, advancement of a women's cardiac health program in the Hartford and Central regions, and establishment of a cardio-oncology program.



St. Vincent's Medical Center's structural heart surgeons celebrate the 100th Watchman procedure in October 2019.

**Recruited 20 experts** in cardiology, interventional cardiology, electrophysiology, cardiac surgery, peripheral vascular, transplant surgery, advanced heart failure and vascular surgery.

**Hartford Hospital is the only hospital in Connecticut to achieve a Society of Thoracic Surgeons (STS) 3-star rating in four categories for its cardiac surgery program:** Coronary Artery Bypass Grafting (CABG), Aortic Valve Replacement, Mitral Valve Replacement/Repair and Mitral Valve Repair/Replacement plus CABG. This places Hartford Hospital among the best programs nationwide. Additionally, its transcatheter aortic valve replacement (TAVR) program has received a 3-star rating from STS and the American College of Cardiology Transcatheter Valve Therapy Registry, placing Hartford Hospital among the top hospitals nationwide for outcomes in TAVR.

**Hartford HealthCare was recognized by the American Heart Association** for its adherence to evidence-based care and consistently excellent outcomes for care of heart failure and heart attack patients.



The Heart & Vascular Institute at Hartford Hospital was recognized by HealthGrades as one of the 50 Best for cardiac surgery in 2020.

## THE BONE & JOINT INSTITUTE (BJI)

**Began offering services at the newly renovated health center** at 7 Elm St., Enfield. The new site includes specialists in joint replacement, foot and ankle, spine, hand and wrist, and sports medicine.

**The FORCE Therapeutics platform was launched** at the BJI for patient engagement and collection of Patient Reported Outcome Measures (PROMs). FORCE provides a way to engage with patients electronically on their mobile devices on a daily basis, while automatically collecting PROMs and allowing for high-level analysis.

**In collaboration with Ayer Neuroscience Institute, BJI utilized PREPARE**, the pre-op risk assessment center. More than 100 neuro-spine cases were completed at BJI during 2020.



Hartford HealthCare Health Center in Enfield.



PREPARE enhances patient experience.

**The Sports Medicine Program** continued to strengthen thanks to strategic partnerships with Trinity College, the University of Saint Joseph, and the University of Hartford. Through these partnerships, BJI physicians serve as exclusive sports medicine providers and connect students to niche specialists in psychology, neurology, nutrition and more. BJI also secured an agreement to provide orthopedic coverage for a Major League Soccer Club (Toronto FC).

**The Bone & Joint Institute established its first-ever spine fellowship in collaboration with UConn.** This fellowship allows exposure to a robust spine rotation of over 600 spine surgeries per year performed at BJI and furthers HHC's educational mission.



The Sports Medicine Program is a slam dunk at the University of Hartford.



## CONNECTICUT ORTHOPAEDIC INSTITUTE (COI)

**The Connecticut Orthopaedic Institute (COI) launched a marketing safety campaign** after the first COVID-19 surge that accounted for greater than 85 percent of cancelled cases being recovered and completed by the end of the fiscal year. Educational materials highlighted a patient's journey from arrival to discharge and explained how we took every protective measure possible to maintain a safe environment to ensure the health and well-being of patients returning for treatment. In advance of treatment, in-person patient education classes transitioned to virtual platforms for a seamless delivery of information.



Standing left to right are Kamila Hormz, Cathy Mangini, Anna Kolodziej, Dianne Vye and Danielle Christian; seated left to right are Jamie Heckbert, Maria Fasulo and Katherine Melendez.

**The National Association of Orthopaedic Nurses** recognized COI 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.

## ORTHOPAEDICS AT ST. VINCENT'S MEDICAL CENTER

**COI also earned multiple commercial insurer distinctions**, including BCBS+ Distinction for Knee and Hip Replacement Surgery; BCBS+ Distinction for Spine Surgery; and Aetna Institutes of Quality® Orthopedic Surgery Network – Total Joint Replacement and Spine Surgery designation. In the Premier Bundled Payment Collaborative, MidState Medical Center was recognized as a fall 2020 award winner for success in two categories: "Positive Savings and Excellent Quality in Comprehensive Care for Joint Replacement Performance Year 4" and "Most Improved in Care for Joint Replacement Performance Year 4."

**In the midst of COVID-19, St. Vincent's Medical Center was the only hospital with orthopaedic growth**, with 200 new cases year-over-year and 15 new surgeons coming on board from four different community orthopaedic practices.

**St. Vincent's Medical Center programming and operations were revamped** during fiscal year 2020 with the development of best practice guidelines and the orthopaedic navigator program supported by online and virtual platforms. These have been instrumental in patient engagement and experience while reducing length of stay in the hospital and transitioning more patients directly home.



COI at St. Vincent's launched in February 2021, a new world-class orthopaedic destination.

## TALLWOOD UROLOGY & KIDNEY INSTITUTE

**In partnership with the Hartford HealthCare Cancer Institute, launched the Multidisciplinary Virtual Prostate Cancer Clinic** in the Central and Hartford regions. The program, coordinated by genitourinary oncology nurse navigators, facilitates the often complex series of consultations with medical oncologists, urologists and radiation oncologists in one session instead of separate visits. Patients can opt to have these consults virtually from the comfort of their home and with their family present, or by coming into a facility to meet with a urologist who then connects to the other specialists virtually from the office. The Multidisciplinary Virtual Prostate Cancer Clinic has earned the highest patient satisfaction scores, and all patients in these sessions scheduled their cancer treatment with Hartford HealthCare.



*Dr. Ryan Dorin, a urologist with Tallwood Urology & Kidney Institute, conducts a virtual visit with a prostate cancer patient as part of the Institute's new multidisciplinary prostate cancer program developed with the Cancer Institute to make it easier for patients to see all of the necessary specialists in one convenient visit.*

### **Significant growth in providers and locations.**

New locations were opened in Cheshire, Southington, Bridgeport, Milford, Thomaston and Stamford. More than a dozen new providers were recruited, including four urologists in Fairfield, with a fifth expected to start in August 2021; two urologists in the Hartford Region; one urologist in Central Region, with a second expected to start in August 2021; and five advanced practitioners.

**The Stone Program** was introduced to better coordinate care for patients discharged from an emergency department with the diagnosis of a kidney stone. The result was a 25 percent improvement in patients seen within established clinical time frames.

**Market leader in the state for all six of its programs –** general urology, kidney stones, pelvic health, genitourinary oncology, chronic kidney disease and men's health. Overall, Tallwood has 31.64 percent of the state market, an increase of 1.04 percent over last year.

**Education sessions went virtual during COVID-19,** but the Institute was still able to provide 33 education events throughout the year that reached more than 900 people.



*Pictured from left: Urology and Kidney Care team doctors Milton Armm, Keith O'Brien, Jeffrey Ranta and James Rosoff.*



*Tallwood Urology & Kidney Institute opened five new locations in 2020, including this one in Cheshire.*

# HARTFORD HEALTHCARE MEDICAL GROUP

**The Hartford HealthCare Medical Group launched a robust virtual health program** in a matter of weeks to ensure patients could safely be seen by their healthcare providers without having to come into the office for appointments. At the height of the COVID-19 pandemic, more than 70 percent of all Medical Group visits were delivered virtually, via video or telephone consults.

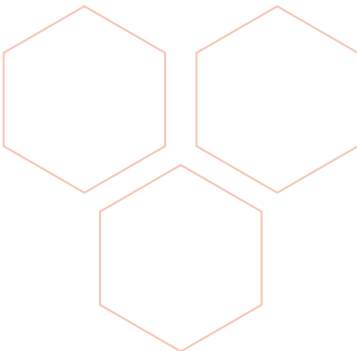


*The new Access Center opened at 100 Pearl St., Hartford, on August 24, and is currently scheduling primary care appointments for HHC patients throughout Connecticut. Specialty care appointment scheduling will be integrated over time for all service lines.*



*Patient service liaisons at the Access Center utilize specialty-specific customized decision trees to guide each call and have all the necessary information for each practice, provider and specialty at their fingertips.*

**A new Access Center** was opened in August as a centralized hub that quickly and easily connects patients to the right care at the right place at the right time. This new initiative creates a consistent and efficient way to schedule coordinated care within the network with a single call.



**During 2020, the Medical Group grew substantially,** with more than 250 specialty care and 40 primary care providers joining the fold. The majority of that growth came within the new Fairfield Region, with approximately 170 new physicians and advanced practice providers. Additionally, 10 new care sites were added across the state, four of which were located in the Fairfield Region.

**Physicians Alliance of Connecticut (PACT)** partnered with the Medical Group, becoming the largest ambulatory practice to date. This 100-physician and advanced practitioner practice includes primary care, GI, nephrology and surgical specialties, spread across New Haven, Middlesex and Fairfield counties.

**Surpassed patient experience performance targets** in FY20, with a continued focus on patient communication, patient education and employee wellness.



*A new co-branded logo was created for the partnership with Physicians Alliance of Connecticut.*



## COMMUNITY NETWORK



### HARTFORD HEALTHCARE REHABILITATION NETWORK

**The Hartford HealthCare Rehabilitation Network expanded outpatient access** into Westport and relocated the Torrington and Wallingford clinics to new, updated spaces.

**The International Dysphagia Diet Standardization Initiative** launched system-wide, ensuring that patients with dysphagia are provided safe and consistent diets.

**The Lymphedema Program** was named a Center of Excellence in Lymphatic Disease by the Lymphatic Education & Research Network (LE&RN).

**The Campus Care initiative** was expanded to include the University of Saint Joseph in Hartford and Connecticut College in New London.

**The Hartford HealthCare Rehabilitation Network celebrated its 25th anniversary** in 2020.



Joanna Fisher, DPT, treats a patient at Hartford HealthCare Rehabilitation Network's outpatient clinic in Westport, part of the Ayer Neuroscience Spine and Wellness Center.

### HARTFORD HEALTHCARE AT HOME

**HHC at Home partnered with Foodshare**, Greater Hartford's regional food bank, to help growing numbers of people who don't have enough money for food.

**HHC at Home collaborated with the HHC Center for Healthy Aging and the Connecticut Protective Services for the Elderly** to prevent emergency department admissions stemming from abuse, neglect or lack of basic needs. The partnership also helped expedite 24-hour care to prevent hospital admissions.

**In partnership with HHC's Care Logistics Center**, helped streamline patient transitions from the acute to home care settings, dramatically reducing barriers in transitioning patients through the system's continuum of care.



From left to right: Laurel Reagan from Hartford HealthCare at Home, Wendy Martinson from Hartford HealthCare Center for Healthy Aging, Dorian Long and Effie Morris-Ferguson from the Connecticut Department of Social Services, and Jason Jakubowski, president and CEO of Foodshare, pack boxes of food for at-risk seniors as part of the new home-safety initiative.

## COMMUNITY NETWORK

**Hartford HealthCare Independence at Home** was awarded the Best of Home Care and Employer of Choice 2020 awards by Home Care Pulse, placing them in the top 2 percent of Connecticut homecare agencies related to caregiver satisfaction.

**Named a top provider of home health and hospice services** by LexisNexis Risk Solutions, ranking 38th out of 100 nationally ranked home care agencies.

### HARTFORD HEALTHCARE SENIOR SERVICES

**Jefferson House, Southington Care Center and Jerome Home** were recognized as a Best Nursing Home for 2020-21 by U.S. News & World Report.

**The Center for Healthy Aging celebrated 15 years and expanded services** by opening two new locations in Cheshire and at St. Vincent's Medical Center in Bridgeport.

**The Center for Healthy Aging** launched a caregiver support group page on Facebook.

**Amenta Emma Architects was recognized** with the International Interior Design Association New England Senior Living Award for its design of the second floor of the Southington Care Center. The second floor project includes an outdoor patio garden, garden room and nurses' station.

**In order to continue to offer educational programs during the COVID-19 pandemic**, Hartford HealthCare Senior Services events went virtual and HHC Center for Healthy Aging began offering virtual and call-in caregiver support groups.



*Hartford HealthCare Senior Services' three skilled nursing facilities were each recognized as a Best Nursing Home for 2020-21 by U.S. News & World Report.*



*Amenta Emma Architects' design of Southington Care Center's second floor nurses' station earned an international award.*



## THE YEAR IN PHOTOS





## THE YEAR IN PHOTOS

