Hartford Hospital is an 867-bed, not-for-profit hospital located in the heart of Connecticut’s capital city. It has 7,000 employees and an active medical staff that includes more than 1,000 physicians and dentists in 18 departments.

The hospital is one of New England’s largest tertiary care centers and has one of the region’s busiest surgery practices. It is the region’s only Level I Trauma Center, as well as a major referral center. In 2016, more than 50 facilities across the Northeast transferred more than 6,000 patients to Hartford Hospital to receive the advanced, high-quality care not available elsewhere.

The hospital is a respected academic medical center. It trains physicians in collaboration with the University of Connecticut School of Medicine and is a major teaching site for nurses and allied health professionals. Our Center for Education, Simulation and Innovation is a unique, high-technology medical-education center that attracts learners from around the world.

US News & World Report annually ranks Hartford Hospital among America’s Best Hospitals. The hospital was ranked #1 in US News & World Report’s latest Regional Ranking. Many of the hospital’s clinical programs have received national recognition for quality. Major centers of clinical excellence include cardiology, oncology, emergency services and trauma, mental health, women’s health, orthopedics, bloodless surgery and advanced organ transplantation.

The Hartford HealthCare Bone & Joint Institute, which opened in January 2017 adjacent to Hartford Hospital, is Connecticut’s first and only orthopedic hospital. Among Hartford Hospital’s divisions are the Institute of Living, a 114-bed mental health facility with a national and international reputation for excellence; and Jefferson House, a 104-bed long-term-care facility.

In addition to its 65-acre campus in downtown Hartford, the hospital operates satellite facilities in numerous suburban locations. It owns and operates LIFE STAR, the state’s only air ambulance service.

Hartford Hospital was founded in 1854 in response to a community need identified when an industrial explosion resulted in mass casualties and no facility existed to treat the injured. Service to the community remains a Hartford Hospital priority more than 160 years later.
The Fabric of Our Community

Hartford Hospital has been an integral part of the community for more than 150 years. Both the hospital and the community have grown and changed over many generations. Yet we continue to be part of a single, complex tapestry, inextricably interwoven with one another. That's why Hartford Hospital’s mission of health and healing extends far beyond the walls of our buildings and the outline of our campus.

We are committed to helping people in the community obtain the knowledge and resources necessary to protect their health. When illness strikes, we make sure they receive the care they need. We reach out to people who, because of economic or social barriers, might not have the health screenings that could prevent serious illness and even save their lives. When patients who have been hospitalized return to the community, we’re there with information and resources to support their recovery. When organizations initiate activities for the good of the community, we are there to support them.

As a major academic medical center, we foster community health over the long term by educating the physicians, advanced practitioners, nurses and other health professionals who will care for current and future generations of area residents.

This fiscal year, Hartford Hospital provided a total of $150,809,185 in community benefit. We are proud of our role in improving our neighbors’ health and in strengthening the fabric of the community we call home.

Bimal Patel
President, Hartford Region
Senior Vice President, Hartford HealthCare

Greg M. Jones
Vice President, Hartford HealthCare
Community Health and Engagement
Patients’ need for care often continues after they’re discharged to home. That’s where Hartford Hospital Community Liaison Nurse Vicie Brooks, BSN, RN, comes in. Brooks is dedicated to ensuring that people in the community have the knowledge and resources they need to continue to care for themselves once they’re back at home. Long a well-known figure in the community because of her volunteer activities, Brooks is also a resource for residents with a variety of health concerns.

Brooks is a seasoned professional nurse. She was the nurse manager of a Hartford Hospital neurology and neurosurgery trauma unit for several years before accepting the role of Community Liaison Nurse in 2012. But outside of work, she volunteered in many capacities to promote good health among community residents. When Hartford Hospital created the liaison position, she was a natural fit.

Brooks’ work as the community liaison nurse at first focused on calling stroke patients who had been discharged. Often, patients would say they didn’t understand their discharge instructions. Patients being discharged are always given instructions orally and in writing before leaving the hospital, but Brooks found that once home, patients were often confused about medications, treatments and making follow-up appointments.

“Once the patient is home, it’s a different environment — a whole different ball game,” Brooks says, “and they can’t remember exactly what they’re supposed to do.” Brooks would arrange to visit the patients at home to make sure they understood what they needed to do.

Her role has expanded over time. She often receives referrals from social workers, nurses on the hospital’s Complex Case Management Practice team and others in the hospital. In one case, Brooks worked closely with a patient with kidney disease who was missing his dialysis treatments and not taking his medications properly. As a result, his health would fail further, and he’d end up in the Emergency Department. After gaining the patient’s trust, Brooks resolved the transportation problems that were obstacles to keeping appointments and arranged a color-coded system that enabled him to take his medications correctly 100 percent of the time.

In another case, Brooks helped a family whose elderly, bedridden relative had recently arrived in the United States with extensive pressure ulcers (often called bedsores). Brooks arranged for the patient to receive primary care at the Charter Oak Health Center and be treated at Hartford Hospital’s Outpatient Wound Care Center. She obtained a donated air mattress from a community organization and delivered it to the family in her own car. She taught family members how to do wound care at home and provided them with wound care supplies. Within three months, the patient’s pressure ulcers had healed.

“Now I’ve become the family’s lifelong friend,” Brooks says. Thanks to her long involvement in community health, Brooks is skilled in acquiring at low or no cost items patients often need at home, such as dressings, adult diapers, saline solutions — even an I.V. pole. She works with pharmaceutical companies to obtain free or reduced-price medications for patients who can’t afford them.

When she’s not calling patients or visiting them at home, Brooks can be found in a Hartford barber shop educating African-American men about high blood pressure and prostate cancer, in a church hall caring for the foot problems of the homeless or administering flu shots at locations city-wide. Brooks is so familiar to residents that sometimes people in need call her at home with questions, even on weekends. She doesn’t mind.

“I’m here to help them and meet their needs,” Brooks says. “I loved what I did as a bedside nurse, but being out in the community is an amazing job, and I love it. I spend all my waking hours concerned about patients and how to help them with resources in the community.”
Helping Women Be Healthier

Breast cancer, cervical cancer and heart disease are among the most common threats to women’s health. Regular screenings and good health education can reduce women’s risks of these diseases. Unfortunately, because of economic or social barriers, many women in the community don’t have access to these life-saving resources. That’s where Damaris Perez can help.

Perez is Hartford Hospital’s community health navigator. She spearheads the Connecticut Early Detection and Prevention Program. Through the program, Perez reaches out to women ages 21 to 64 in the community to ensure they receive clinical breast and pelvic exams, mammograms and Pap tests that can detect cancer early, as well as breast biopsies, ultrasounds and other diagnostic procedures when necessary. Through the WISEWOMAN (Well-Integrated Screening and Evaluation for Women Across the Nation) program, Perez screens women for conditions that contribute to heart disease, including high blood pressure, cholesterol or blood glucose levels (diabetes) and body mass index. Uninsured or underinsured women ages 30 to 64 whose incomes are at or below 250 percent of the federal poverty level and who are enrolled in the Early Detection Program are eligible for the WISEWOMAN program.

In fiscal year 2016, the Early Detection and Prevention Program screened 523 women, detecting six cases of breast cancer that otherwise would have gone undiagnosed.

Perez is a familiar figure in the community, where she’s affectionately known as “Señorita Damaris.” In addition to word of mouth, knowledge of the help she can provide reaches women through Hartford Hospital departments and community organizations. Her priority is to link women to the health services they need.

“One thing we do is help women get established in a medical home,” says Perez. Having a medical home is crucial to a patient’s health. Perez works with a number of organizations that can provide services her clients need, including Hartford Hospital’s Brownstone Clinic and Women’s Ambulatory Health Services, Charter Oak Health Center, Planned Parenthood, Community Health Services of Hartford and the Community Health Center of New Britain.

Perez arranges immediate medical appointments for any woman whose breast or cervical cancer screenings reveal potential problems.

If a woman screened through WISEWOMAN is found to have exceptionally high blood pressure, cholesterol or blood glucose, Perez arranges for them to see a health care provider right away. If those measures are elevated, but not dangerous, Perez provides risk reduction counseling to educate the client on how to address those problems by making lifestyle changes. Women are encouraged to participate in group counseling sessions, where they set goals and decide how to achieve them. Perez follows up with telephone support. Four weeks after the second session, she sees clients again to assess progress by again checking blood pressure, cholesterol, blood glucose and waist measurements. Those who show a commitment to a healthy lifestyle may qualify for additional services, such as a limited-time gym membership.

This fiscal year, Perez and her colleagues initiated “Wellness Days,” where a team, including the Mobile Mammography unit, goes out into the community to screen women unable to come to the hospital.

“It’s all about reaching women who are hard to reach and helping to connect them with resources they might not be aware of,” says Perez.
Community benefit are programs or activities that provide treatment or promote health and healing in response to identified community needs in such a way as to improve residents’ access to healthcare services, enhance the health of the community, advance medical or health knowledge, or relieve/reduce the burden on government or other community efforts.

Hartford HealthCare’s community benefit includes education, charity care, subsidized health services, community health improvement activities and more. The community benefit figures for FY 2016 are being reported in accordance with the IRS Form 990 Schedule H requirements.
Community Benefit Expenditures

Fiscal Year 2016 • October 1, 2015 – September 30, 2016

- Medicaid Shortfall: $78,364,493
- Health Professions Education: $46,281,960
- Financial and In-Kind Contributions: $12,084,144
- Financial Assistance: $7,724,359
- Research: $1,739,975
- Community Health Improvement Services: $2,091,845
- Subsidized Health Services: $2,522,409

Total: $150,809,185