Hartford Hospital is a true destination center where patients in our community and beyond count on us for the highest quality medical care. Our growth has been exponential over the last several years, making us a top 50 hospital in both size and scale.

We are now on a trajectory of becoming a multi-specialty campus with more than 1,000 beds. We remain poised to set the bar even higher when it comes to delivering exemplary care and a patient-centered experience.

In all hospitals, and particularly in a hospital the size of Hartford Hospital, experience is the marker that sets us apart. Our pursuit to provide patients and their families with a superior experience is steeped in the remarkable expertise offered by our staff and physicians, as well as initiatives that make our expertise more accessible to people all across our state and region.

Over the last year, we surpassed our record of recruiting top clinicians. We’ve made improvements in patient and employee satisfaction. Our quality scores are seeing gains in the areas of sepsis mortality and catheter-associated urinary tract infections. At the same time, we’re forging ahead with improvements to our physical campus that further drive the patient experience and instill pride in those who work here.

Expertise takes many forms. It’s not only the ability to perform a complex procedure. It’s a unit that redesigns a workflow to save a patient a few minutes of time, or another that is dedicated to clarifying aftercare instructions so that patients leave the hospital better equipped to manage their condition and stay well.

The last year at Hartford Hospital has been tremendous. I look forward to spending the year ahead leading the outstanding teams responsible for the day-to-day work that will lead us toward continued success.

Bimal Patel
President, Hartford Hospital & Hartford Region
Senior Vice President, Hartford HealthCare
Executive Leadership Team
National Recognition

**U.S. News & World Report** Names Hartford Hospital Best in Hartford Metro Area

Hartford Hospital has been ranked No. 1 in the Hartford metro area for the ninth year in a row and among the best in Connecticut for 2019-20 by *U.S. News & World Report*. The annual U.S. News Best Hospitals rankings recognize hospitals that excel in treating the most complex patients. This year, Hartford Hospital has also been ranked as High Performing in Nephrology, a specialty area of medicine dedicated to kidney care, as well as High Performing in the following conditions and procedure areas: Aortic Valve Surgery, Heart Bypass Surgery, Heart Failure, Colon Cancer Surgery, Lung Cancer Surgery, Chronic Obstructive Pulmonary Disease (COPD), Hip Replacement, and Knee Replacement.

**Joint Commission Three-Year Accreditation**

Hartford Hospital again this year earned its three-year accreditation from the Joint Commission. The Joint Commission is an independent, non-profit organization that administers volunteer accreditation programs for hospitals and other healthcare organizations. Earning accreditation demonstrates to patients, families, staff and the community that Hartford Hospital is deeply committed to providing safe, high-quality treatment and services.

**Radiology Department Earns Accreditations in PET Scan and Nuclear Medicine**

The Department of Radiology was awarded a three-year term of accreditation in both nuclear medicine and PET scan by the American College of Radiology (ACR). The ACR gold seal of accreditation represents the highest level of image quality and patient safety. It is awarded only to facilities meeting ACR Practice Parameters and Technical Standards after a peer-review evaluation by board-certified physicians and medical physicists who are experts in the field. Together, they assess image quality, personnel qualifications, adequacy of facility equipment, quality control procedures and quality assurance programs.

**Hartford Hospital Wins Award for Heart Attack Care**

Timely, specialized treatment is critical when it comes to an ST-elevated heart attack, also known as a STEMI heart attack, the most severe type of heart attack caused by blockage of blood flow to the heart. The American Heart Association (AHA) has again recognized Hartford Hospital’s efforts to improve care for STEMI heart attack patients, honoring its work with the Mission: Lifeline Gold Receiving Quality Achievement Award. Last year, Hartford Hospital’s response times placed it among the top 10 percent of hospitals in the nation – exceeding the AHA’s recommendation of 90-minutes or less “door-to-balloon” time (D2B) for STEMI heart attacks – a way to measure how much time has passed between when the patient arrives in the Emergency Department and when a balloon is inserted into the artery to treat the blockage.
Reaccredited a Comprehensive Stroke Center by the Joint Commission

Hartford Hospital earned recertification from the Joint Commission as a Comprehensive Stroke Center. To be eligible, hospitals must demonstrate compliance with stroke-related standards as a Primary Stroke Center and meet additional requirements, including those related to advanced imaging capabilities, 24/7 availability of specialized treatments, and providing staff with the competencies to care for complex stroke patients. Hartford Hospital is only one of two certified Comprehensive Stroke Centers in the state and provides care for the most complex patients. Hartford Hospital also stood out for its expert emergency, neurology, neurosurgery and interventional radiology teams, neurocritical care providers and specialty-trained nursing staff throughout the continuum, from EMS care through rehabilitation. Reviewers acknowledged several program enhancements made since the last review, including: improvements in neurocritical care, the opening of an Inpatient Rehabilitation Unit, the addition of stroke and neurology providers, the addition of a nurse navigator, and strong outcomes data.

Hartford Hospital Earns Award for Commitment to Quality Stroke Care

Hartford Hospital’s proven ability to thrive in urgent care situations, combined with its comprehensive approach to getting patients on the road to a speedy recovery earned the hospital the American Heart Association/Stroke Association’s Get with the Guidelines – Stroke Gold Plus with Target: Stroke Honor Roll Elite Plus Quality Achievement Award. The hospital met quality measures for the diagnosis and treatment of patients with stroke, while demonstrating commitment to reducing the time between a patient’s arrival at the hospital and treatment with the clot-buster medication, tissue plasminogen activator (tPA). Last year, Hartford Hospital cared for around 1,100 stroke patients.

Our commitment and reputation for excellence is cemented in the region thanks to the dedication of each Hartford Hospital staff member. Every day this team delivers the best possible care in the safest and most compassionate way. Our journey to excellence is a team effort, and we are so thankful to our staff and the patients who trust us with their care.

~ Bimal Patel
President, Hartford Hospital & Hartford Region
Senior Vice President, Hartford HealthCare

DID YOU KNOW?

In 2017, Hartford Hospital’s D2B time was 55 minutes. One year later in 2018, that time was 49 minutes, reducing D2B by 6 additional minutes. Those times exceed not only the 90-minutes or less D2B standard, but also a 90-minutes or less “first-medical-contact-to-balloon” (FMCTB) standard that’s gaining traction nationwide.
Through its #123 initiative, Hartford HealthCare has vowed to become No. 1 in customer experience in New England by 2023. It’s a mission to which Hartford Hospital remains committed, focused on the initiative’s three pillars: that every customer matters, every employee matters, and every physician and provider matters. Over the last year, employees across every department and unit in the hospital have taken care to perform at their best – from the simple, ensuring positive interactions with patients and their families, to the complex collaboration required to redesign workflows and procedures that produce better patient outcomes and grow job satisfaction.

We’re making strides across the hospital.
Teaming Up for Success

Food & Nutrition Department Earns National Honor

This year, Hartford Hospital’s Food & Nutrition Department was named CompassOne’s national “Account of the Year.” CompassOne manages food service operations at Hartford Hospital as well as hundreds of other accounts, including major providers such as the Mayo Clinic and Cleveland Clinic. Hartford Hospital tops them all! Employee engagement has been a factor in the recent success of the department, which received two Full Circle awards this year and produced the hospital’s employee of the year (see page 26). A new management structure and employee recognition awards and incentives have helped spur positive change – including much greater participation in employee engagement surveys. In 2017, just 17 percent of employees took the survey. By the third quarter of this fiscal year, participation had soared to 79 percent. There’s less employee turnover, too, reflected in a receding overtime rate. The combined impact of this department’s improvement can be seen everywhere from patient meals to the cafeteria sales ledger.

B5E Surgical Unit

Through collaboration and a willingness to identify issues and embrace change, this unit has enjoyed a slow but steady growth in its overall rating of care score during the year. The B5E department has successfully used the Lean process to engage team members to promote improvements, and team members’ laudable focus on supporting one another is bested only by its exhibited compassion for patients and families.

CB2 Oncology Unit

Teamwork has driven the success of this unit, which through July 2019 had seen a 2.1 percent increase in its overall rating of care score – its percentile rank jumping from 77th to 84th. It’s great work from a unit that sees staff across all disciplines work well together.
Bone & Joint Institute – Total Hip and Knee Joint Replacements

The patient comes first in this unit, where they’re well-prepared before surgery with office visits and classes, and they benefit from close post-surgery follow-up after transition. Total joint patients are noted to have an exceptional experience with their procedure, and this population’s overall rating of care is in the 96th percentile.

Cardiology – TAVRs

The team that performs these procedures focuses on high quality outcomes and patient satisfaction, and a patient’s family members are integral to the plans of care both before and after surgery. Consequently, the patient population consistently reports an exception experience. Overall, the rating of care given is at the 99th percentile, having never dipped below the 91st percentile during the course of the year. This group of patients ranks their nurses at the 87th percentile, and physicians at the 93rd percentile. These patients and families undergo extensive work-up for surgery with office visits and thorough education so they are prepared and understand what to expect during the procedure.
Women’s Health Team Launched Successful Post-Partum Initiative

Reacting to Center for Disease Control data showing that pregnancy-related deaths in the United States were on the rise, an interdisciplinary collaboration of Women’s Health team members at Hartford Hospital produced a post-partum instructional flyer that led to increased scores and system-wide standard work. Any woman can have complications after the birth of a baby, especially in the first six weeks. Hemorrhaging and high blood pressure are most common. The “Save Your Life” flyer includes post-birth warning signs that should trigger either a call to a healthcare provider or 911. The flyer is provided to mothers as soon as they’re placed in the post-partum unit. Nurses go over it with the mother and her support person during each shift and when they are ready to transition home. The sheet is available in different languages, too. Prior to the flyer, maternity-related Press Ganey “instructions care at home” ranking was 65. After the flyer, it increased to 92. In American Hospital Associations regions 1 & 2, it increased to 94 from 70, and from 64 to 95 in the CT Peer Group.

Campus Improvements Influence Experience

Improving the way patients and their loved ones feel about our campus is critical to our #123 mission. It’s equally important that the people who provide their care are proud of where they work, too, and that’s why we’ve continued to repair sidewalks, improve landscaping, and install new banners. We’re moving forward with an initiative to make our Emergency Department more inviting, and we’re getting close to tackling new signage for the hospital’s exterior.
Gastroenterology Division **Solves Patient Workflow Challenge**

Members of the hospital’s Gastroenterology Division (GI) knew they had an issue to tackle in their department. Patients were split between the third and fourth floors in the Jefferson Building for advanced procedures. Cases didn’t start on time because of it, nurses and technicians stayed beyond their scheduled shifts, and patients and families were moved back and forth between floors. The GI team redesigned department workflow focused on managing patient care between floors more effectively, including delivering pre-operative care on the fourth floor and the creation of new Advanced Procedure Post Anesthesia Care Unit (PACU) staffed with PACU nurses. As a result, nurses and technicians in June left on time 97 and 96 percent of the time compared to 73 and 63 percent back in December. Ten minutes of patient transport time was also eliminated!

**Consistency in Communication:**
**Case Coordinators Improve Patient Experience**

A lot of work goes into ensuring patients enjoy the smoothest possible transition back to life outside Hartford Hospital, and it was roughly a year ago that Case Coordination Department staff started considering whether they could do even better. Comprised largely of nurse case coordinators assigned to every unit, the department is responsible for meeting with each person admitted to the hospital to determine what they’ll need when they head home. Problem was, when it came to talking to patients about aftercare, there was no standard way of delivering that information. The lack of consistency was a barrier to the department hitting its targeted patient experience score of 92.8. The solution? Staff created a standard packet of information related to transitioning and aftercare, including contact information for the patient’s care coordinator. They also developed a standard script that’s used to talk to patients and their loved ones about transitioning out of the hospital. When the department started this journey, the average patient experience score for Case Coordination across all units was 91. By mid-August 2019, that score had improved to a remarkable 94.4. The team shared its standard work for use in all Hartford HealthCare regions.
Helping Hartford Youth Scholars

Hartford Hospital hosted a public speaking workshop for college students who participate in the Hartford Youth Scholars Program (HYS), a rigorous 10-year academic enrichment program in which students commit to their academic success from middle school until they graduate from top 4-year colleges. The goal of HYS is to position Youth Scholars to make positive and meaningful contributions to the City of Hartford after they graduate through the attainment of college degrees. Hartford Hospital joined Cigna and Travelers in offering workshops as a part of a summer series.

Runners and Walkers Raise Money for Prostate Research

More than 550 participants raised more than $110,000 for prostate research and education as part of the 2019 ZERO Prostate Cancer Run/Walk activities in June at Yard Goats stadium Hartford. The Hartford HealthCare Tallwood Urology & Kidney Institute partnered with ZERO Prostate on the event. As part of the opening ceremonies, prostate cancer survivors and healthcare workers who work with prostate cancer patients were recognized. Dr. Steven Shichman from Hartford HealthCare Medical Group at Hartford Hospital Department of Urology introduced prostate cancer survivors and caregivers at the start of the event.

Hartford Hospital, Lead Sponsor the American Heart Association’s 2019 Heart Walk

The annual Heart Walk is the American Heart Association’s primary fundraiser benefiting heart disease research. Hartford Hospital was the lead sponsor of the event, and Hartford Region President Bimal Patel served as the event’s chairman. Hartford Hospital sent more than 20 teams to the 3-mile walk in Hartford’s Bushnell Park in pursuit of its $50,000 fundraising goal.
New Medical Observation Unit ➤
Opened in the Conklin Building

A new Medical Observation Unit opened on the first floor of the Conklin Building last spring. The unit has capacity for up to 12 patients and was created to improve our patients’ experience and our staffs’ work environment. Opening a medical observation unit was critical to better managing patient flow. After observation on our new unit, patients will either be sent home or admitted for inpatient care on a floor in the same building. This is all about delivering care to patients at the right time and in the right place. The opening of CB1 is part of a larger bed management strategy at Hartford Hospital. Another 20-bed unit, the Bliss 1 Observation Unit, is slated for completion in January 2020. This unit will feature all private rooms and is designed for Emergency Department patients undergoing testing and observation by providers there.

Hartford Hospital Among Best for Heart Transplants

Hartford Hospital is the number 1 adult heart transplant program in Connecticut based on three-year survival rate data from the national Scientific Registry of Transplant Recipients (SRTR). Hartford Hospital also ranks second highest in the New England-New York-New Jersey region and 11th highest in the nation out of 107 programs.

This is really a tribute to the experienced team we have. Our surgeons have been doing this for over 20 years – but it’s not just them. It’s the combined expertise of our superbly trained transplant cardiologists, infectious disease experts, an intensive care team, and every single person involved in the day-to-day care of these complex patients.

~ Dr. Jonathan Hammond
Surgical Director, Hartford Hospital’s Heart Transplant Program and Mechanical Circulatory Support Program

Doctors at Hartford Hospital have performed more than 420 heart transplants in the last 35 years. According to data from the latest SRTR review, the three-year survival rate for patients transplanted between 2013 and 2015 was 92.31 percent. Nationally, the three-year survival rate for the same time period was 84.63 percent.

In 1984, Hartford Hospital performed the first successful heart transplant in Connecticut. Another little known fact: Hartford Hospital’s first heart transplant patient in 1984 is among the top five heart transplant survivors in the world – dying in 2017, 33 years after his transplant.
Black & Red Nets $1.1M for the Brownstone Clinic

In January, more than 1,100 guests filled the Bushnell Center for the Performing Arts for Hartford Hospital’s signature fundraising event – the Black & Red Gala. The event raised more than $1.1 million to support Hartford Hospital programming targeting people who would otherwise have no place to turn for healthcare. For decades, Hartford Hospital has provided primary care services to the underserved in the area in the Brownstone Building. Now known as Hartford Hospital’s Community Health, we have served more than 40,000 patients every year for medical care, and more than 17,000 for dental care. In October 2019, those primary care services relocated to a brand new building at 132 Jefferson Street. The Community Care Center, also formerly located in the Brownstone Building, is housed in the new Jefferson Street building.

Hartford Hospital Completes 1,000th TAVR Procedure

Hartford Hospital’s structural heart team completed its 1,000th Transcatheter Aortic Valve Replacement (TAVR) in January, and celebrated the milestone with an event in April. TAVR is designed to treat aortic valve disease, a common condition that develops as people get older. With aortic valve disease, the heart is pumping blood through a pinhole, and that puts significant strain on the heart muscle. The TAVR procedure was originally developed to help patients with significant risk of complications by inserting a stent that pushes the old valve out of the way and puts a new valve in its place. Since that time, Hartford Hospital physicians have served as principle investigators in several national trials documenting the safety and efficacy of TAVR, leading to the FDA’s approval for the procedure in extreme-risk, high-risk and intermediate-risk patients. The popularity of TAVR is growing because patients often tolerate it better than open-heart surgery and face a faster recovery.
Young Leaders Advisory Council Raises Money for Pet Therapy Program

More than 100 friends of Hartford Hospital’s Young Leaders Advisory Council (YLAC) attended the Spring Into Action fundraiser in June, helping to raise more than $20,000 to support Hartford Hospital’s Pet Therapy Program. YLAC members extended a special thanks to the Title Sponsors of the event, Bev and Tim Holt, who were joined by 14 other sponsors and 13 “Friends of YLAC” in ensuring the evening’s success. Hartford Hospital’s Pet Therapy Program helps to reduce the stress of hospitalization by making canine volunteers available for patient visits. Funds raised through the event help the program expand the number of Pet Therapy teams available to fulfill requests for visits.

Ayer Neuroscience Institute Adds Multiple Sclerosis Services

The Ayer Neuroscience Institute has expanded its services and formed a Comprehensive Multiple Sclerosis Program, which is led by Dr. Brian Wong and Dr. Derek Smith. The program focuses on the diagnosis and treatment of patients with multiple sclerosis (MS) and other related disorders, such as neuromyelitis optica (NMO), neurosarcoidosis, and lupus.

(left) Dr. Brian Wong, Neurologist, Hartford HealthCare Ayer Neuroscience Institute
(right) Dr. Derek Smith, Neurologist, Hartford HealthCare Ayer Neuroscience Institute
Cancer Center Team Treats Patient with First Radioactive Drug Approved for Neuroendocrine Tumor

Cancer specialists have delivered a new and exciting therapy to treat patients diagnosed with gastrointestinal neuroendocrine tumors, a relatively rare form of cancer. The new radioactive drug approved by the Food and Drug Administration in 2018 is called Lutathera. It treats tumors that test positive for the hormone receptor somatostatin. Radioactively charged proteins attack and destroy the cancer cells. Dr. Andrew Salner, radiation oncologist and medical director of the Hartford HealthCare Cancer Institute at Hartford Hospital, helped oversee the team treating the patient with Lutathera.

New Cardiac Rehab Location Opened in Glastonbury, Hospital Earns Recertification

For patients who have had a heart attack, cardiac surgery, or those living with peripheral artery disease (PAD), Hartford Hospital’s Cardiac Rehabilitation Program can make all the difference in their recovery. Patients participate in EKG-monitored exercise and receive personalized counseling on how to eat healthier, manage stress, receive medication, and improve physical endurance and strength. To make care more convenient for patients, Hartford Hospital opened a third Cardiac Rehab location in Glastonbury this year. Cardiac Rehab programs are also available in Farmington and on the main Hartford Hospital campus. The new state-of-the-art space in Glastonbury is 3,000 square feet, has modern exercise equipment and two showers. In August, Hartford Hospital’s Cardiac Rehab Program achieved national three-year certification by the American Association of Cardiovascular and Pulmonary Rehabilitation, which sends a clear message to patients that our program follows best practices in providing essential standards of care.

Hartford Hospital Offering New Technology for Breast Cancer Surgery

In June, Hartford Hospital became the first in the state to offer women the option of having radiofrequency seeds, the size of a sesame seed, implanted in the breast before surgery so surgeons can better pinpoint the area to remove. The technology is available to any woman with a non-palpable mass or high-risk lesion, and it not only reduces the amount of breast tissue needed to remove in surgery but also leaves the patient with superior cosmetic results. The seed can be implanted weeks before surgery during a normal outpatient appointment, increasing the convenience for patients while serving as a much more comfortable and accurate procedure.
Center for Living Organ Donation: Providing the Ultimate Gift

Nurse Donates Kidney, First to Use New Program for Employees

Donating an organ to another individual, particularly someone you don’t know, is a selfless act, and in this case one that deserves recognition. Over the summer, Hartford Hospital employees heard the story of a colleague who yearned to do more and did so in March 2019 by donating a kidney to 43-year-old Esteban Hernandez. Heidi Janssen, who became a nurse 24 years ago, was the first Hartford HealthCare employee to take advantage of a new benefit that gives living donors six weeks of recovery time with full pay. At Hartford Hospital almost 300 people are on a waiting list for a kidney transplant. The average person waits four to seven years for a donated organ. Hernandez waited three years before he got the call that a living donor, Janssen, was available to replace his kidney, destroyed by a rare illness called focal segmental glomerulosclerosis (FSGS). To learn more about our living donation program, hartfordhospital.org/livingdonation.

I am so blessed to have this second chance at life.
~ Esteban Hernandez
New Cardio MEMS Implant Monitors Heart Failure Patients Remotely

Thanks to a procedure being performed at Hartford Hospital by Hartford HealthCare Heart & Vascular Institute physicians, providers can remotely monitor a heart failure patient’s condition and make changes before symptoms require hospitalization. During the outpatient procedure, using technology known as CardioMEMS, a battery-free sensor is implanted into the patient’s pulmonary artery to help monitor the pressure from the artery. Once implanted, heart failure patients spend a few minutes each day at home lying on a special pillow that acts as an antenna to read the implanted sensor. The pillow then transmits the pressure readings through a secure website, where it is reviewed by the patient’s cardiology team. A randomized trial showed a nearly 40 percent reduction in hospitalization and an increased quality of life.

Inherited Cardiovascular Disease Program Launches

The Hartford HealthCare Heart & Vascular Institute at Hartford Hospital launched an Inherited Cardiovascular Disease program under the direction of Dr. Adaya Weissler-Snir. Through the new program, Dr. Weissler-Snir will work to identify and treat heart diseases that people can inherit from their parents. The most common inherited heart condition is hypertrophic cardiomyopathy, a disease where the heart muscle grows abnormally. People with this type of cardiomyopathy have a higher risk of life-threatening abnormal heartbeats and sudden death.

“Her expertise will help people with inherited and treated with a range of services – all under one roof.”

~ Dr. Sabet Hashim
Co-Physician-in-Chief, Heart & Vascular Institute

~ Dr. Adaya Weissler-Snir
Director, Inherited Cardiovascular Disease Program
Training to Stay Prepared

In early September, Hartford Hospital participated in a network-wide emergency management drill. The scenario involved a deadly, early-arriving flu strain combined with diminished supplies and staffing pressures driven by a 15 percent increase in patient volume across the network. Hartford Hospital’s Incident Management Team participated in the exercise by standing up an Emergency Operations Center. Lessons learned during the drill will help the system’s flagship hospital improve emergency response at all levels. HHC Director of Emergency Management Patrick Turek organized the exercise, and it revealed some areas of improvement including more effective ways to delineate network messaging versus local messaging and the need for a specific network liaison to communicate with hospital communications staff.

Mental Health First Aid Training

Mental Health First Aid is an 8-hour evidenced based international certification program which was created in 2008 for the United States. Hartford HealthCare has offered the training since 2011 and has seen early signs of success in offering Mental Health First Aid to people in the communities we serve. It’s a valuable tool in the necessary effort to humanize challenges faced by individuals struggling with mental health issues. The training teaches risk factors and warning signs for mental health and addiction concerns as well as strategies for helping someone in both crisis and non-crisis situations. Topics include stigma and discrimination associated with mental health problems, suicide and non-suicidal self-injury, depression, anxiety, psychosis, and substance use. Participants receive a certificate which is valid for 3 years, and can walk away with not only education, but steps that can be taken to assist if someone is developing a mental health problem or experiencing a crisis. With a more formal plan in place, there’s potential to partner with community organizations at little to no cost to improve access to education and support in this important arena.

Giving Hartford Youth a Peek at Healthcare

Over the summer we strengthened our bond with Hartford by giving young people a look inside the world of healthcare through the COMPASS Peacebuilders program – our community partner which works to promote the safety, wellness and academic success of young people between the ages of 11 and 18. We offered sessions where program participants received CPR and Stop the Bleed training, and they spent time at our Center for Education, Simulation, and Innovation.
Changing the Culture Around Eating

We’ve partnered with Wholesome Wave, a national non-profit organization that helps underserved people access and afford healthy fruits and vegetables. HHC’s Hartford Region is providing funding to pilot Wholesome Wave’s Wholesome Communities Connecticut initiative in Hartford. The program will provide financial support that people in the Hartford area can use to buy produce each month for a 4 to 6 month period. At the start, our target is to reach 500 participants. Ultimately, our goal is to work with Wholesome Wave to identify corporate partners in our community to secure investments totaling $20 million over the next three to five years. Hartford Hospital is the first hospital to partner with Wholesome Wave’s Wholesome Communities initiative. Additionally, Hartford Hospital opened its “Food Farmacy” in October inside the Brownstone building, where we provide community health services for underserved individuals. Using produce sourced from the regional food bank Foodshare, Hartford Region patients can get specific healthy items prescribed to them by their doctors.

Linking Patients to Social Services They Need

So often, people turn to healthcare providers in their time of need because they don’t necessarily know where else to go. In late August, Hartford Hospital’s Emergency Department started testing a new Hartford HealthCare initiative to link patients to social service programs that could help them. Through Connections that Matter, our staff will be trained to screen for social determinants of health – circumstances outside one’s body that can affect physical and emotional health. Determinants can include living arrangements, food insecurity, crime rates in the area, transportation to medical appointments, chemical detoxification or help with caregiving. Providers can go into a patient’s medical file and make electronic referrals to local community providers, state and federal programs, and free or reduced cost services in a range of categories. They can print options if the patient wants to address the concern on their own. This new program is the Hartford HealthCare custom version of the nationally-known Aunt Bertha service, financed through a healthcare strategy grant.
Reducing catheter-associated urinary tract infections

A catheter-associated urinary tract infection (CAUTI) is one of the most common hospital-acquired infections across the country. Between 15 and 25 percent of patients will receive a urinary catheter during their hospital stay. Thanks to a tremendous commitment to providing quality care, Hartford Hospital is proud to have made progress in reducing CAUTIs this fiscal year.

Zero CAUTIs were reported during a 67-day time period between May and July 2019 – an amazing accomplishment not seen in many hospitals. In fact, several units across Hartford Hospital have not reported a CAUTI in more than 500 days while most units have gone greater than 100 days.

The largest contributor to this reduction is ensuring that urinary catheters are used for only the most appropriate reasons and removing them as soon as they are no longer needed. Our entire team of nurses, physicians, advanced practice providers and patient care associates have played a role in this success.

By decreasing CAUTI rates, Hartford Hospital has made the hospital environment safer for its patients. We have decreased the risk of infection and reduced our patients’ length of stay in keeping with our fundamental values to do the safe thing and the right thing every day.
Wedding “Bliss” at Hartford Hospital

Amazing stories happen at Hartford Hospital every day, and one worth telling concerns the amazing effort displayed by staff – the type of effort that powers our drive toward #123. Bride-to-be Iris Vasquez arrived here under heartbreaking circumstances but left a married woman because our staff organized a wedding in her room. Vasquez suffers from chronic obstructive pulmonary disease (COPD), a life-threatening lung condition that has made it increasingly difficult for her to breathe. Vasquez said she’d been in and out of Hartford Hospital over the years but more recently has received hospice care. Unexpectedly, she landed in the hospital in June roughly two weeks before she planned to marry longtime companion Daniel Flores in a ceremony at Hartford’s City Hall. Family worried Vasquez’s battle with COPD had reached its end, and that she’d be unable to wed Daniel. Within 36 hours, hospital staff – nurses, physicians, food and nutrition – organized a wedding. They got the bride into her dress, piped music into her room through the intercom, and provided a cake. Vasquez’s son said the ceremony “brought life to her,” and it wasn’t long after her “miracle” wedding to Daniel that her condition improved. Days later, Vasquez and her husband held a party on what was supposed to be their original wedding date.

I’m so grateful for what everyone did for me!

~ Iris Vasquez
Always on Duty:
Hartford Hospital Nurse Earns Recognition

Over the summer, cardiac surgery nurse Laura Miller, RN, received praise from first responders in East Hartford for her efforts to help an injured motorcyclist along the side of the highway. Miller came upon Jorge Diaz on her way home from work after her shift ended. She assessed Diaz, kept him calm, and provided vital information to first responders upon their arrival. Representatives from the town's fire department traveled to Hartford Hospital to honor Miller in front of her colleagues. Diaz, who suffered a broken arm and leg, also attended and credited Miller for giving him "hope" in those dark moments on the side of the road. Diaz and his wife, Frances, expressed their gratitude not only to Miller, but to the hospital's trauma team and the Inpatient Rehabilitation Unit where he spent two weeks in recovery.
Since 1921, members of the Hartford Hospital Auxiliary have generously donated their time and hundreds of thousands of dollars to benefit those we serve. Here’s a look at what the Auxiliary funded over the last fiscal year.

**Institute of Living (IOL)**
The Auxiliary donated over $200,000 to renovate and modernize a residential program kitchen in the IOL’s Todd Building, refurbish a Child and Adolescent Program waiting area, and renovated three nursing station in the Donnelly Building.

**Read to Grow**
Continuing an annual commitment of $30,000 to fund the early childhood literacy initiative at Hartford Hospital, the Auxiliary provided new moms with books for newborns and their siblings. Volunteers visit new moms weekly.

**Scholarships**
Twenty-eight merit-based scholarships totaling $75,000 were awarded to the sons and daughters of Hartford Hospital employees, ranging from $750 to one $10,000 Hazel Vail Scholarship.

**Rx for Fun**
This annual event, held in 2019 at Montana Nights Axe Throwing in Newington, supported the Center for Education, Simulation, and Innovation’s (CESI) newest technology-Axel the Sim Dog; a canine training simulator and the first to be used as a training tool in the healthcare education environment. A donation of $10,000 was made towards the purchase.

**The Auxiliary funded over $446,000 in new projects including:**
- **Pain Treatment Center**: Genetic testing and counseling for opioid addiction in women of childbearing age
- **LIFE STAR**: Two video laryngoscopes with accessories
- **Labor & Delivery**: Locked medical supply carts for each labor room
- **Vascular Lab**: Exam tables for patient testing-ADA compliant
- **Inpatient Rehab**: Functional Electronic Stimulation Cycling System to encourage patient use of impaired body parts to stimulate brain connections and advance healing
- **Neuro-Intensive Care Unit**: Transcranial Doppler Ultrasound System
- **Speech Pathology/Ayer Neuroscience Institute**: Synchrony Treatment System to help patients with difficulty swallowing
- **Radiation Oncology**: Rhino Laryngoscope to produce better images with higher resolutions and video
- **Nursing Lymphedema Program**: Bandage and Compression Garments
- **Emergency Department**: Recliner Chairs

**Employee of the Year**
**Presented in May 2019**
Matthew Liles, a cook in Food & Nutrition, has worked at Hartford Hospital for 15 years. He’s known by many for always providing an exceptional customer experience. He greets everyone he encounters with a smile and knows the name of almost everyone he serves. Matthew is described as being kind, generous, hardworking and a living example of our values.

Matthew Liles
Employee of the Year
Teams of the Year

Awards were presented at the annual Celebrating Achievements and Team of the Year Awards in November 2018

Innovation De-escalation Emergency Assistance (IDEA) Team
Hartford Hospital’s Clinical Team of the Year

Employees at the Institute of Living have worked for years to find the best ways to help people who are exhibiting violent or aggressive behavior. The traditional approach is problematic because seclusion and restraint is traumatizing for everyone involved. The Innovation De-escalation Emergency Assistance (IDEA) team came together to reduce seclusion and restraint by helping their peers resolve problems through de-escalation. The IDEA team researched best practices and implemented them at the Institute of Living, helping reduce the restraint and seclusion rate by 75 percent. By sharing knowledge about the best ways to calm people who are becoming aggressive or violent, they offered a better solution for patients and staff alike.

Managed Visitor Access Team
Hartford Hospital’s Clinical Support Team of the Year

Hartford Hospital strives to offer a welcoming and friendly environment for patients and their loved ones. The Managed Visitor Access Team came together at the beginning of 2018 to improve visitors’ first impressions and enhance safety. The team implemented a new e-visitor pass system in lobbies across campus that scans government-issued identification to automate and expedite the process. The updated program also reduces theft and other criminal activity. It has been so successful that it is now used across Hartford HealthCare. More than 2 million visitor badges have been issued since the program was first implemented, making our facilities safer – a big improvement for patients, families and staff.
Community Benefit  For period from 10/1/2017 through 9/30/2018

- Cash and in-kind contributions to community: $11,649,977
- Charity care at cost: $8,584,834
- Unreimbursed Medicaid: $48,468,082
- Subsidized health services: $3,853,682
- Research: $1,500,933
- Health professions education: $37,097,305
- Community health improvement services and community benefit operations: $762,426

Total Community Benefit: $111,917,239
Services at a Glance

Transitions from Inpatient Care

Patient Days

Emergency Department Visits

Total Surgeries*

Outpatient Visits

Births

*Includes Inpatient, Outpatient, Glastonbury and Hartford Surgery Centers
As of press time, financials were in the process of being audited.
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Marilda L. Gandara
Jonathan Gengras

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Yvette Meléndez
Dariush Owlia, MD
E. Carol Polifroni, EdD, RN,
CNE, NEA-BC, ANEF

Matthew L. Saidel, MD
Elease Wright

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Vice President, Medical Staff

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

Board of Governors  as of 9.30.2019

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Co-President, Hartford Hospital Auxiliary
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Senior Vice President, Hartford HealthCare

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Regional Vice President, Finance & Budget

Cheryl Ficara, RN, MS
Regional Vice President, Patient Care Services

Carol Garlick
Vice President, Philanthropy

Ajay Kumar, MD
Regional Vice President, Medical Affairs*
*Term ending Aug. 31, 2019

Adam Steinberg, DO
Interim Regional Vice President, Medical Affairs

Daniel Kombert, MD
Associate Vice President, Medical Affairs

Barry Kriesberg
Regional Vice President, Operations

Operational & System Support Leadership

Eric Arlia
Pharmacy

Darren Bonneau
Radiology

Amato DeRosa
Biomedical Engineering

Wheatley Wentzell
Planning & Marketing

Leo Garrison
Engineering/Facilities

Sharon Michaud
Information Technology Services

Giuseppe Mignosa
Laboratory Services

Alison Rapose
Human Resources

David Fichandler
Administration

Sally Strange
Patient Experience

Hartford HealthCare Institute Leadership

Sabet Hashim, MD
Co-Physician-in-Chief
Hartford HealthCare Heart & Vascular Institute

Paul D. Thompson, MD
Co-Physician-in-Chief
Hartford HealthCare Heart & Vascular Institute*
*Term ending January 2019

James Cardon, MD
Co-Physician-in-Chief
Hartford HealthCare Heart & Vascular Institute*
*Term began January 2019

Mariane Carna
Senior Vice President
Hartford HealthCare Heart & Vascular Institute*
*Term ended Sept. 2019

Wheatley Wentzell
Interim Vice President
Hartford HealthCare Heart & Vascular Institute*
*Term began Sept. 2019

Mark Albers, MD
Physician-in-Chief
Hartford HealthCare Ayer Neuroscience Institute

Theodore Blaine, MD
Physician-in-Chief
Hartford HealthCare Bone & Joint Institute at Hartford Hospital

Stacey Lombardi
Director of Operations
Hartford HealthCare Bone & Joint Institute at Hartford Hospital

Patricia Rehmer
President
Hartford HealthCare Behavioral Health Network

John Santopietro, MD
Regional Vice President, Behavioral Health
Physician-in-Chief, Institute of Living

Jan Ruderman
Vice President
Hartford HealthCare Tallwood Urology & Kidney Institute

Steven Shichman, MD
Medical Director
Hartford HealthCare Tallwood Urology & Kidney Institute

Wendy Elberth
Vice President
Hartford HealthCare Ayer Neuroscience Institute

Peter Yu, MD
Physician-in-Chief
Hartford HealthCare Cancer Institute

Kristi Gafford
Vice President
Hartford HealthCare Cancer Institute
Medical Officers

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President of the Medical Staff

Michael O’Loughlin, MD
Vice President of the Medical Staff

William V. Sardella, MD
Secretary

Kenneth Robinson, MD
Treasurer

Medical Staff

Our medical staff includes some of the nation’s most respected physicians and advanced practitioners. They are talented, compassionate and committed to providing patients with the best possible care.

A complete list of our medical staff can be viewed on our Hartford Hospital website:
www.hartfordhospital.org/findaphysician
Clinical Chiefs

Witold M. Waberski, MD
Anesthesiology

Peter Paschiucco, DDS
Dentistry/General Dentistry

Kenneth Robinson, MD
Emergency Medicine

Robert Hagberg, MD
Cardiac Surgery

Joseph Radojevic, MD
Cardiology

Peru Venkatesh, MD
Medicine (Interim)

Mark J. Alberts, MD
Neurology

Inam U. Kureshi, MD
Neurosurgery

Adam F. Borgida, MD
Obstetrics & Gynecology

Ron Margolis, MD
Ophthalmology

Theodore Blaine, MD
Orthopedics

Gregory S. Bonaiuto, MD
Otorhinolaryngology

Srinivas Mandavilli, MD
Pathology/Lab Medicine

Victor C. Herson, MD
Pediatrics/Neonatal

John Santopietro, MD
Psychiatry

Timothy S. Boyd, MD
Radiation Oncology

Thomas Farquhar, MD
Radiology

William V. Sardella, MD
Surgery

Patricia A. Sheiner, MD
Surgery/Transplantation

Steven J. Shichman, MD
Urology
Nursing Clinical Services Leadership

Patricia Verennesu, RN, MSN
Acute Care Patient & Family Transitions

Kirsten Fazzino, RN, MSN, NE-BC, CPA
Cardiology/Cardiac Surgery

Carol Ghergurovich, RN, MS, NEA-BC
Bone & Joint Institute/Perioperative Service

Kim Hayes, MS, RN, CNOR
Bone & Joint Institute/Operating Room

Dan Beaupre, RN, BSN
Bone & Joint Institute/Perioperative Services

Karen Habig, RN, MS
Cardiology/Cardiac Surgery

Beth Lawlor, RN, BSN, MS, CCM, CPHM, NEA-BC
Care Coordination

Michele Kolios, RN, BSN, MS
Critical Care

Sue Williamson, RN
Emergency Services

Michael Davis, RN, BSN, MBA, NEA-BC
Medicine/IV Therapy/Oncology/Respiratory Services

Michael Gilgenbach, RN, MS, CNOR
Perioperative Services

Ellen Blair, DNP, APRN, PMHCNS-PC, NEA-BC
Psychiatry

Margaret Hanbury, RN, MPA, CPHQ
Quality & Safety Perioperative Services

Gail Nelson, RN, MS, NEA-BC
Regulatory Readiness & Nursing Operations

Jack Gorero, RN, BSN, MA, CNML
Specialty Services

Susanne Yeakel, RN, MSN, NEA-BC, CNML
Surgical Services, Wound Care, Ostomy Program

Maria Tackett, RN, EdD, CCRN, CEN
Trauma/Professional Practice

Amy Schroder, RN, MSN, CNML
Women's Health & Ambulatory Care Services
Corporators as of 9.30.2019

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Hilary Allen
John Alves
Raymond S. Andrews, Jr.
Doris M. Armstrong, RN
Linda Atkins
Philip E. Austin, PhD
Ramani Ayer

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Ann H. Bucknam
Ryan M. Burns
John F. Byrnes

Marla Byrnes

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Leon Chameides, MD
Jo Champlin Casey
Leslie C. Clark
Brian Clemow
Sanford Cloud
Leonard G. Clough
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Holly R. Cohen
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Naomi K. Cohen
H. Bacon Collamore, Jr.
Melvyn Colón
Erin Concepción

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Michael M. Conway, MD
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Trygve N. Cooley
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James W. Cox-Chapman, MD
Geoffrey Craig
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H. David Crombie, MD
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Andrew R. Crumbie
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Lillian Cruz

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Ethel F. Davis
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Jaye Donaldson
Tiffany Donelson
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Stephanie Frazao
Rhona C. Free, PhD
Sandra Rendle-Francisco
Arthur P. Funk, Jr.

Marilda L. Gandára
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Roger A. Gelfenbien
E. Clayton Gengras, Jr.
Jonathan Gengras
Robyn Gengras
Patricia Giardi
Paula Gilberto
Honorable Robert Gilligan
Gena Glickman, PhD
Louis J. Golden
Maureen Ford-Goldfarb
Robert B. Goldfarb
William H. Goldfarb
Robert A. Goldschmidt, CPA, PE
Robert B. Goode, Jr.

David Gordon
Samuel Gray
Dolores A. Grier
R. Nelson Griebel
Edward Guay

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Jonathan A. Hammond, Jr., MD
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David H. Hild, MD
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Faith Himmelstein

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Marcia Hincks
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Matthew S. Hoffman
Marcy Hollander
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Suzanne M. Hopgood
Jeffrey Hughes
Cornelia Hull
Jeriann Hunter

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Ajay Kumar, MD
Inam U. Kureshi, MD

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Christopher Larsen
John H. Lawrence, Jr.
Margaret W. Lawson
Michael Z. Lazor, MD
Alan Lazowski
Rabbi Dr. Philip Lazowski
John M. Lee
Frank A. Leone
Robert M. Levin
Courtland Lewis, MD
Thomas C. Lincoln
Dr. Edison Liu
Alex Lloyd, Esq.
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<th>Name</th>
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<td>Rebecca Lobo</td>
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<td>Tracey L. Lunenburg</td>
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<td>Rocco Orlando, HI, MD</td>
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Stephen Hills Fund
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Emma Brown Lyman
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Mary S. Woodward Fund
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Primary affiliate of:
The University of Connecticut School of Medicine, for both undergraduate and graduate medical education. Hartford Hospital has four residencies and 14 integrated residencies in conjunction with the Capital Area Health Consortium. The hospital also sponsors one affiliated Rushford Center fellowship, 16 Hartford Hospital fellowships and 17 fellowships in conjunction with the Capital Area Health Consortium.

Affiliate and partner of:
Dartmouth Medical School for undergraduate medical education.

Nursing affiliations:

**Associate degree in Nursing (ADN)**
- Capital Community College

**Baccalaureate degree**
- Central Connecticut State University
- Quinnipiac University
- Southern Connecticut State University
- University of Connecticut
- University of Hartford
- University of St. Joseph

**Master’s degree**
- Boston College
- Fairfield University
- Quinnipiac University
- Sacred Heart University
- Saint Joseph University
- University of Connecticut
- University of Hartford
- University of St. Joseph

Clinical Internships
- American International College
- Bay Path University
- Boston University
- Drexel University
- Eastern CT State University
- Fordham University
- Florida International University
- Franklin Pierce University
- Goodwin College
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- University of Connecticut
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