



HealthMatters

SPRING 2018

2017
ANNUAL
COMMUNITY
REPORT

The future is here...

On January 1, 2018, a new era in healthcare for Northwest Connecticut began when Charlotte Hungerford Hospital (CHH) became an affiliated member of the Hartford HealthCare (HHC) system of hospitals and medical service providers.

It's a promising and exciting new era for our caregivers and all the people and communities we serve. The work that led up to the affiliation was as much about creating the future as it was about honoring our past. And, while the legacy of service to the communities CHH has cared for over 100 years was only amplified through this process and affiliation, it was the future that was actively shaped and fortified.

Just weeks into the affiliation, it is already clear that we are part of something bigger and better. The challenges we experienced as a healthcare provider, while still present, feel less daunting because of this affiliation. Importantly, we no longer face these challenges alone, and our counter strategies to them, which are being put in place, convincingly have more promise and firepower.

Still, it must be said that predicting the future is difficult, especially in healthcare. But it can be envisioned and it can be measured. In this sense, for us, the future of health services in Northwest Connecticut is the here and now. And, when successful, we will be measurably more driven by quality and safety, financially capable to better adapt to the changes in healthcare, patient-focused with more convenient opportunities to access care and more capable of serving by having an adequate supply of doctors with updated care environments. This is our future and the future of our community.

It is always important to reflect on the past, and for us that is a source of pride. But with our history of service as the foundation, it is the shaping of our future that is a source of excitement. We look



Hartford HealthCare President and COO Jeffrey Flaks, left, and Charlotte Hungerford Hospital President and Executive Director Daniel J. McIntyre at the affiliation signing ceremony, Charlotte Hungerford Hospital, December 18, 2017.

forward to sharing with you on these pages, and through other means, how this future unfolds.

Thank you for your abiding faith and confidence in our care.



The story of the CHH logo

“Since history began, man has used symbols to capture and convey the essential meaning and spirit of his institutions.”

– 1963 CHH Annual Report

The Charlotte Hungerford Hospital's first visual logo type image appeared in a newsletter in the late 1940s featuring the main building and entrance. In 1963, the “Helping Hand”



logo was developed and began to be used in publications. The annual report that year offered the following rationale for choosing this symbol: “We have sought to reflect both the purpose and the inherent character of the hospital's activity...providing care for the sick which is ultimately administered by skillful human hands.” This image remained in use through the late 1980s

until it was replaced with a more modern design and typeface and the hand was adjusted more upward. In 2006, a special logo was developed and used for one year for the 90th anniversary as was the case in 2016 for the 100th year celebration.

In 2018, Charlotte Hungerford Hospital redesigned its logo after it became an affiliated member of the Hartford HealthCare Network, joining five other hospitals and numerous outpatient service providers and medical groups by

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Meet Hartford HealthCare

Dear Friends,
I am happy and privileged to welcome the people of Charlotte Hungerford Hospital into the Hartford HealthCare family. We have come together because, together, we can continue to build and sustain healthier communities in Northwest Connecticut and across the state.

We have so much to learn from you. Charlotte Hungerford Hospital has been a model of community care and corporate citizenship. For a century, it has protected, healed and employed the people of the region. All of our organizations look to play that role in their communities. We want to tap into your experience and wisdom as we create even closer relationships with the people we serve.

It's our vision to be "most trusted for personalized coordinated care." We can never take trust for granted – it has to be earned every day. And by "personalized coordinated care," we mean that our patients – who are also our customers – increasingly are making choices about care providers and locations. They want all of their care connected and integrated. We want them to continue to choose us.

As you know, hospitals and health systems face many new competitors and financial challenges. Over the last decade, Hartford HealthCare has stayed ahead of the change curve by thoughtfully expanding ambulatory locations through the creation of new family health centers, ambulatory

surgery centers and urgent care sites. We know that our patients want care as close to home as possible. We also have strengthened other non-acute services, including behavioral health, home care and rehabilitation. This strategy has strengthened our hospitals, by allowing them to focus on the advanced care only they can provide.

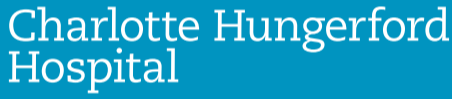
A great health system walks a fine line. At the system level, we are sharing best practices, integrating technology and providing broad professional opportunities for staff members. We are taking advantage of our "system-ness." But we also are local – intensely tied to our towns and cities, attuned to their needs and safeguarding the health and well-being of their citizens. I am pleased and humbled by Charlotte Hungerford's decision to become part of Hartford HealthCare and I know that, together, we will build on your organization's impressive legacy of service in the years ahead.

Sincerely,

Elliot Joseph
Chief Executive Officer
Hartford HealthCare



Elliot Joseph



Charlotte Hungerford Hospital
Connect to healthier.™

Hartford HealthCare is Connecticut's only truly integrated healthcare system. With more than 18,000 employees, the system offers the full continuum of care with six acute-care hospitals, the state's oldest air-ambulance service, behavioral health and rehabilitation services, a large physician group and clinical integration organization, skilled-nursing and home health services, and a comprehensive range of services for seniors, including senior-living facilities.

Our values

Hartford HealthCare's vision of excellence and leadership is driven by its core values, which is now shared by Charlotte Hungerford Hospital and all members of Hartford HealthCare.

CARING: We Do the Kind Thing
Every Hartford HealthCare staff member touches the lives of the patients and families in our care. We treat those we serve and each other with kindness and compassion and strive to better understand and respond to the needs of a diverse community.

SAFETY: We Do the Safe Thing
Patients and families have placed their lives and health in our hands. At Hartford HealthCare our first priority, and the rule of medicine, is to protect them from harm. We believe that maintaining the highest safety standards is critical to delivering high-quality care and that a safe workplace protects us all.

EXCELLENCE: We Do the Best Thing
In Hartford HealthCare, only the best will do. We work as a team to bring experience, advanced technology and best practices to bear in providing the highest-quality care for our patients and families. We devote ourselves to continuous improvement, excellence, professionalism and innovation in our work.

INTEGRITY: We Do the Right Thing
Our actions tell the world what Hartford HealthCare is and what we stand for. We act ethically and responsibly in everything we do and hold ourselves accountable for our behavior. We bring respect, openness and honesty to our encounters with patients, families and coworkers and support the well-being of the communities we serve.

Acute Care Hospital Locations

- Backus Hospital
- Hartford Hospital
- The Hospital of Central Connecticut
- MidState Medical Center
- Windham Hospital
- Charlotte Hungerford Hospital

Behavioral Health Network

- Institute of Living
- Natchaug Hospital
- Rushford

Physician Organizations

- Integrated Care Partners
- Hartford HealthCare Medical Group

Rehabilitation

- Hartford HealthCare Rehabilitation Network

Home Services

- Independence at Home
- Hartford HealthCare at Home

Senior Services

- Hartford HealthCare Senior Services
- Cedar Mountain Commons
- Jefferson House

Hartford HealthCare
One State Street, Suite 19, Hartford, CT 06103
(860) 263-4100 | hartfordhealthcare.org

Employees: 18,480	Emergency Department (ED) Visits: 360,293
Towns in HHC Service Area: 118	Primary Care Visits: 427,226
Transitions from Inpatient Care*: 80,536	Operating Revenue*: \$2.7 billion
Inpatient Days*: 406,719	Community Benefit (FY16): \$279 million

* Includes Natchaug Hospital

For information and events, visit www.hartfordhealthcare.org





CHH Multi-Specialty Group

The CHH Multi-Specialty Group is a local network of outpatient physician practices that are owned and managed by Charlotte Hungerford Hospital. They offer coordinated care among a multitude of the hospital's specialty healthcare providers and medical specialists and easier access to advanced technologies and services for patients and their families.

Specialty Outpatient Services

CHH Adult & Pediatric Urology
(860) 496-8990

CHH Cardiovascular Medicine
(860) 489-1132

CHH Diabetes & Endocrinology
(860) 496-2198

CHH Diabetic Foot Center
(860) 496-6723

CHH Ear Nose & Throat
(860) 496-9565

CHH Infectious Disease
(860) 489-7017

CHH Medical Walk-In Center
(860) 489-8444

CHH Neurology
(860) 626-8232

CHH Primary Care - Thomaston
(860) 880-8091

CHH Primary Care - Torrington
(860) 496-6884

CHH Pulmonary and Critical Care
(860) 496-9669

CHH Surgical Associates
(860) 489-7017

CHH Wound Care & Hyperbaric Medicine
(860) 489-0418

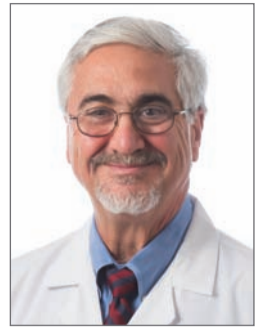
CHH adds new diabetic foot center

The CHH Multi-Specialty Group has added a new Diabetic Foot Center to its roster of physician practices and services headed up by CHH Podiatric Surgeons Dennis D'Onofrio, DPM, FACFAS, and Darren Winkler, DPM. The service provides effective, timely diagnosis and treatment of foot wounds for diabetic patients. It is located at the hospital's newly renovated Turner Coe Building, connected to the Main Tower Building at 540 Litchfield Street, Torrington, with parking behind the Memorial Building.

The service is designed to help patients with diabetes who often suffer from associated medical ailments such as nerve damage and poor circulation that may cause a loss in the ability to feel pain, heat or cold, and even the sense of touch in their feet. If left untreated, foot wounds can lead to amputation, therefore prevention through early detection and treatment is key.

"Proper foot care is critical for diabetic patients," said Joan Palmer, CHH Administrative Director of Physician Practices. "Our podiatrists specialize in this area and provide the best expertise and treatment options right here in our community."

Dr. D'Onofrio joined CHH in 1990. He attended Temple University School of Podiatric Medicine and served his internship and residency at V.A. Medical Center, West Haven. He is certified by the American Board of Podiatric Surgery and is a certified wound specialist physician.



Dr. D'Onofrio

Dr. Winkler joined the CHH medical staff in 2010. He earned his medical degree from New York College of Podiatric Medicine and performed his internship and residency at St. Barnabas Hospital. He is board eligible with the American Board of Podiatric Surgery.



Dr. Winkler

For more information or to make an appointment, please call (860) 496-6723.

SERVICE HIGHLIGHT

CHH audiologist service utilizes newest technology to improve hearing

Do you or someone you love have issues with their hearing? Charlotte Hungerford Hospital (CHH) Audiologist Andrea M. Bates, AuD., CCC-A, FAAA, offers the latest in audiology services and technology in the offices of hospital-based CHH Ear, Nose & Throat.

Dr. Bates assists patients in identifying hearing disorders and provides appropriate

treatment through state-of-the-art technology for both the pediatric and adult populations.

She also works with many different hearing instrument manufacturers to highlight and prescribe the latest in breakthrough hearing assistance technology such as Bluetooth enabled and rechargeable hearing devices. Dr. Bates performs otoacoustic emissions testing of the inner ear on difficult-to-test and pediatric patients as well as newly identified hearing losses.

Dr. Bates has been practicing audiology for nearly 15 years, receiving her doctorate in audiology from Salus University and master's in audiology from Southern Connecticut State University. She is certified with the American Speech Language and Hearing Association, licensed with the State of Connecticut and a Fellow of the American Academy of Audiology.



Dr. Bates

Dr. Bates sees patients at her office with CHH Ear, Nose & Throat, 540 Litchfield Street, Torrington. The practice is a participating provider of hearing aids for State of Connecticut retirees. Audiologist appointments are available Monday through Wednesday, 8 am-6 pm.

For more information or to make an appointment, call (860) 496-9565.

The story of the CHH logo

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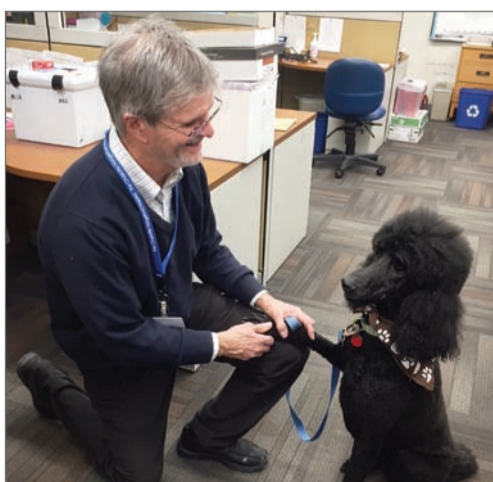
adopting the system's universal branding. Charlotte's new logo includes quotation marks set in a continuous circle to suggest ongoing dialogue and open communication, and much like all Hartford HealthCare entities, the hospital is connecting with its patients, its partner hospitals and service providers, and its communities.

Each color in the quotation marks represents a group vital to those communications: blue is patients, green is employees, violet is our community, and orange is other healthcare providers. All of these connections are essential to providing the best possible care, to every person, every time, anywhere within our system. Each

Charlotte Hungerford Hospital

A Hartford HealthCare Partner

colorful quote also represents Charlotte's and Hartford HealthCare's core values: blue is excellence, green is integrity, violet is caring, and orange is safety. Just as all Hartford HealthCare partners are visually connected by the logo and look of the HHC brand, we are also connected by our common commitment to these core values.



Pet therapy

Jeremy Driscoll and his poodle, Theo, spread lots of smiles regularly at CHH. The pair are certified through Pet Partners and have been conducting pet therapy for hospital patients and staff since June of 2016.



CharlotteHungerfordHospital



CHHospital



Charlotte-Hungerford-Hospital

CHH and Torrington Lions Club help low vision patients

CHH Occupational Therapy Department and The Torrington Lions Club have teamed up to help provide medical and financial support to individuals who experience low vision by assessing their sight limitations. The Low Vision Center is located at the CHH Rehabilitation and Sports Medicine Clinic, 1151 East Main Street, Torrington, with services provided by Michelle Whitford, registered occupational therapist, who has extensive training in low vision treatments.

Patients begin with an assessment to determine their degree of vision loss. An individualized plan is created with specific goals focused on providing assistance and improving quality of life. Strategies are designed to help people perform daily tasks, at times using tactile and talking products. Patients are educated on the availability of assistive technologies and learn to use their

remaining vision effectively. The services help individuals with low vision live more safely and independently.

People with low vision often report they “can’t see.” Low vision is a condition that can’t be corrected by medical or surgical intervention or by eyeglasses. It limits an individual’s ability to complete many daily activities such as reading and signing forms, reading the numbers on a clock, or locating steps, curbs or items within one’s home.

The service is covered by most insurances. The Torrington Lions Club supplies all necessary devices free of charge and may assist in financial hardship situations. A physician referral for occupational therapy low vision is required. Office hours are Monday and Wednesday, 7 am– 5:30 pm; Tuesday, 1:30 pm–5:30 pm; and Friday, 7 am–3:30 pm.



Michelle Whitford, OT, at the Low Vision Center.

For more information, contact the CHH Occupational Therapy Department at (860) 496-0046.

CHH Auxiliary offers “Read to Grow” books to new babies

It’s never too early to start collecting a library of books for a child so they can begin to develop an appreciation and love for reading. Charlotte Hungerford Hospital (CHH) and its auxiliary are helping in this effort by participating in the “Read to Grow” program, which offers newborns and their siblings a book at birth and two additional books in their first year.

The auxiliary provides financial support for the program in addition to grant funding provided by Read to Grow, and its volunteers have delivered the most books to babies out of the 12 participating Connecticut hospitals. Five CHH volunteers — Dalia Acevedo, Helen Alling, Julie Morris, Rosalie Strano and Pat Zimmerman — have all been trained through Read to Grow and present the books and program information to our families. There are close to 400 babies born at CHH every year.

“We are so pleased to participate in the Books for Babies program at Charlotte and provide these wonderful resources for families,” said Cath Pezze, President of the CHH Auxiliary. “It has



From left, CHH Auxiliary volunteers Rosalie Strano, Helen Alling, Patricia Zimmerman, and Julie Morris, share “Books For Babies” with CHH Clinical Manager of CHH Maternity Services Kelli Odenwaelder, RN, which they distribute to newborns and their families monthly.

been a great success and stresses the value of reading to children at a very early age.”

Read to Grow is a nonprofit organization dedicated to improving early literacy for children. It was founded in the year 2000 and is currently operating a “Books for Babies” in 12 hospitals for families with newborns and in community health centers for pregnant women. Since its inception, Read to Grow has had a tremendous impact and growth in Connecticut. More than 1.4 million books have been donated and 900,000 children have been given books.

The CHH Maternity Center offers one-to-one expert maternity care in a personalized, family-friendly setting for women throughout Northwestern Connecticut. Services include care during labor and delivery, single-room maternity care, advanced technology, “rooming-in” for moms and their babies, a highly trained and caring staff, inviting and comfortable rooms, special amenities for new parents and education for new parents from labor and delivery classes to birthing plans.

Visit www.charlottehungerford.org for more information.

Charlotte Hungerford Hospital

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Health Matters is a publication of Charlotte Hungerford Hospital, a Hartford HealthCare Partner. It is not intended to provide medical advice on individual health issues. Please consult a physician for any health concerns.

Daniel J. McIntyre is President, Charlotte Hungerford Hospital, and Senior Vice President, Hartford HealthCare.

Charlotte Hungerford Hospital is a 109-bed, general acute care community hospital located in Torrington, Connecticut, that serves as a regional healthcare resource for 100,000 residents of Litchfield County and Northwest Connecticut. CHH is a Hartford HealthCare partner.

CHH Auxiliary to present 33rd Annual Fashion Show June 6

The Charlotte Hungerford Hospital (CHH) Auxiliary will present its 33rd Annual Fashion Show and Dinner Fundraiser on Wednesday, June 6, at Chatterley’s Banquet Facility in Torrington. The evening begins with cocktails at 6 pm, followed by dinner and the show featuring fashions by J. Jill of Canton, the Charlotte Gift Shop at CHH and Ida’s Formal Wear of Torrington.

Proceeds directly support items and projects for CHH in addition to providing scholarships to local students pursuing careers in the medical field.

Tickets are \$35 per person. For more information or to purchase tickets, please call Susan Cook at (860) 482-4456.

