Affiliation update – our progress

CHH, HHC partnership thrives

In January 2018, the affiliation with Hartford HealthCare (HHC) led to the creation of a Northwest Region, which includes Charlotte Hungerford Hospital (CHH) as well as numerous offsite locations throughout northwest Connecticut. Since this time, the caregivers at CHH have been diligently working to become a fully integrated, high value regional delivery system to improve access, quality, coordination and cost of care to the people we serve.

This regional approach has given us the necessary size, scope and access to previously unavailable human and operational resources to further develop and expand primary, urgent, emergency, ambulatory and specialty clinical services in the Northwest Corner.

The HHC Medical Group has also expanded in the northwest corner, including the addition of a Primary Care practice in Winsted, Pediatrics practice in Litchfield, a Cardiology practice in Torrington and a Rheumatology practice in Torrington.

Electronic medical records

Our affiliation with Hartford HealthCare also will allow us to benefit from one of the very best electronic medical records through our CareConnect project, which includes implementation of the Epic electronic medical record.

Epic is recognized as a leader in helping patients and clinicians access medical records, tests, bills and other important information electronically, no matter where they are in our system. This is a crucial step in allowing us to improve patient experience and quality of the care. Most stand-alone hospitals would not be able to make this type of multimillion dollar investment at this time.

Provider recruitment and retention

Physician engagement is also critical to our success. CHH is assisting with recruiting and retaining providers and specialists and provides opportunity for integration of independent and employed providers into Integrated Care Partners (ICP). This allows the Northwest Region providers access to ICP’s Medicare Shared Savings Program, evidence-based protocols into their daily practice, data for analysis and trending to help with population health management, and to deploy care managers when necessary to help with high-risk patients.

There are so many opportunities to share experiences and ideas when part of a larger system. Our medical staff members are playing a role in the HHC Physician Leadership Institute, and CHH leaders are included in HHC’s Quality Council, as well as 18 other councils in order to promote excellence in clinical care, foster professional development and identify gaps and variations in practice so that patients receive the same excellent care no matter where they go in HHC. These councils cover major service lines such as surgery, obstetrics, behavioral health, oncology, quality and neurosurgery. In addition to these clinical councils, CHH participates in four HHC disease management teams that focus on breast cancer, genitourinary cancer, thoracic cancer and gynecologic oncology.

Cost savings

As part of the HHC system, and a regional structure, there have been numerous opportunities to standardize and consolidate. We have achieved more than $4 million in supply savings alone from purchasing power, aligning contracts and standardizing supplies within the system.

Quality and safety

Our regional structure also has allowed us to improve quality and safety. The affiliation between CHH and Hartford HealthCare has allowed us to make the investments that are improving quality, safety, coordination and patient satisfaction. CHH now participates in system-wide clinical councils which focus on performance improvement, standardization of products and processes and sharing of best practices and a system-wide clinical care redesign and clinical value analysis that promotes best practices and standardization of products.

New capital investments have resulted in a mattress replacement program, performance improvement initiatives to decrease hospital-acquired pressure ulcers, hand hygiene accountability, and quality measures have been demonstrated by our maintenance of a “B” Leapfrog rating.

We look forward to continuing the progress we have made and building on the success of our expanding services, provider offerings and quality initiatives. We understand the importance of healthcare work and commitment to the patients and community we serve and will keep everyone informed and engaged.

New and expanded outpatient services and capabilities

Within the last year, the new Northwest Region has focused on expanding its outpatient services, aiming to provide more expertise and more access. Having the backing of HHC, and its ability to help recruit providers to staff our new ventures, is another crucial element of our partnership.

• Partnered with Go Health Urgent Care Center of Torrington
• Opened an HHC Center For Healthy Aging at CHH
• Opened a Primary Care office, providers and services in Canaan, including ENT and plans for more services
• Expanded Primary Care providers and services in Thomaston including ENT, Podiatry and plans for more services

More coming soon in 2019

• A new CHH Primary Care office in Litchfield partnering with local orthopedic practices
• A new health center at the SkyTop Shopping plaza in Torrington, including primary care, specialty care, and rehabilitation services
• A new health center in Winsted that will relocate and expand CHH services in Winsted including an emergency department, cardiac and pulmonary rehabilitation, sleep center, primary care, blood drawing, diagnostic imaging and behavioral health services.
GoHealth Urgent Care offers 7 day service

All Hartford HealthCare-GoHealth Urgent Care centers offer expanded hours and are open from 8 a.m. to 8 p.m. Monday through Friday, and at least from 9 a.m. to 5 p.m. Saturday and Sunday. Including holiday.

“We want to thank all of the staff and providers of the CHH Medical Walk-In Center over the years for their dedicated work and support in providing a critical healthcare option to local patients. Our new partnership with GoHealth Urgent Care will continue to enable us to serve patients right here in our community,” said Dan McIntyre, senior vice president of Hartford HealthCare Northwest Region.

For more information, please visit https://www.gohealthuc.com/connecticut.


The CHH partnership with Hartford Healthcare has allowed the hospital and its outpatient physician practices to experience much growth and expansion over the past year. Together, we are bringing more experts, more services and more outstanding care to northwest Connecticut.

Expanding Primary Care Services

Primary Care – Thomaston
76 Watertown Road | 860.880.8091

- Pulmonology and critical care services by Ari Namon, MD, of CHH Ear, Nose & Throat
- Cardiology services by Ofer Sagiv, MD, FACC, RPVI, of CHH Cardiovascular Medicine
- Podiatry by Dennis D’Onofrio, DPM, FACFAS, and Benish Ali, DPM
- Pulmonary and critical care services by Yin Fei Hung, MD
- Primary care by Kenrick Hom, MD, Roger El Hackem, MD, Siena Giordano, APRN, Thayer Clark, APRN; and Melanie Mollica, APRN

Primary Care – Winsted
200 New Hartford Road | 860.738.3398

- Primary care by Andaleeb “Andi” Shariff, MD
- Otolaryngology/head and neck surgery by Ari Namon, MD, of CHH Ear, Nose & Throat

Primary Care – Canaan
76 Church Street | 860.824.0731

- Primary care by Dawn Lidstone, APRN
- Otolaryngology/head and neck surgery by Ari Namon, MD, of CHH Ear, Nose & Throat

Coming soon in 2019
Primary Care – Litchfield
7 Village D Green, 1A

- Primary Care by Michelle Apiado, MD
- Orthopedic specialty services at location

New to Hartford HealthCare in Northwest CT

Lucia Benzoni, DO
HHC Medical Group Litchfield Pediatrics
Litchfield Hills Pediatrics, including Dr. Lucia Benzoni, is now part of the Hartford HealthCare Medical Group and continues to see patients at the office at 461 Bantam Road in Litchfield. Office hours are Monday through Friday 9 a.m. to 4:30 p.m. Connect at 860.567.1263.

Robert Drouin, PA
CHH Cardiovascular Medicine
Robert Drouin is the new physician assistant at CHH Cardiovascular Medicine at Charlotte Hungerford Hospital, 540 Litchfield Street, Torrington. Connect at 860.496.1132.

Andaleeb “Andi” Shariff, MD
CHH Primary Care – Winsted
Primary Care Physician Andaleeb “Andi” Shariff, MD, is the new general practitioner at CHH Primary Care, 200 New Hartford Road, Winsted. Connect at 860.738.3398.

Arthritis & Allergy Associates
Hartford HealthCare Bone & Joint Institute
Arthritis & Allergy Associates is now part of the Hartford HealthCare Bone & Joint Institute and continue to see patients at their office in the Charlotte Hungerford Hospital Medical Office Building at 538 Litchfield Street, Suite 101, Torrington. Rheumatologists include John Magaldi, MD, FACR, FACP; Jeffrey Miller, MD, FAAAAI; Lia Jamian, MD; and Kateryna Burtch, MD. Office hours are Monday through Friday, 8:30 a.m. to 4:30 p.m. Connect at 860.496.1790.

GoHealth Urgent Care offers 7 day service

GoHealth Urgent Care, one of the country’s largest and fastest growing urgent care companies, together with its partner Hartford HealthCare and affiliate Charlotte Hungerford Hospital, have opened a Hartford HealthCare-GoHealth Urgent Care center located at The Shops at Sky Top at 996 East Main Street in Torrington. The center offers convenient local medical services, including onsite laboratory and X-rays, online check-in, electronic medical record integration, same-day/walk-in visits and short wait times. GoHealth Torrington also provides virtual visits with a Hartford HealthCare-GoHealth Urgent Care provider via a mobile device, tablet or computer from wherever a patient is located in Connecticut.

Welcome New CHH Providers

Ari Namon MD
CHH Ear, Nose and Throat
Otolaryngologist/Head and Neck Surgeon Ari Namon, MD, joined CHH Ear, Nose and Throat and is accepting new patients with Frank Luzzi, MD, at their office in the CHH Turner Coe Annex, 540 Litchfield Street, Torrington. Connect at 860.496.9565.

Robert Drouin, PA
CHH Cardiovascular Medicine
Robert Drouin is the new physician assistant at CHH Cardiovascular Medicine at Charlotte Hungerford Hospital, 540 Litchfield Street, Torrington. Connect at 860.489.1132.

Andaleeb “Andi” Shariff, MD
CHH Primary Care – Winsted
Primary Care Physician Andaleeb “Andi” Shariff, MD, is the new general practitioner at CHH Primary Care, 200 New Hartford Road, Winsted. Connect at 860.738.3398.

Roy Hitt, MD
HHC Medical Group Primary Care
The internal medicine practice of Roy Hitt, MD, is now part of the HHC Medical Group and continues to see patients at The Winsted Medical Center at 115 Spencer Street in Winsted. Office hours are Monday, Tuesday, Thursday and Friday from 8:30 a.m. to 5 p.m. and Wednesdays 8 a.m. to noon. Connect at 860.379.7579

Shariff, MD
Arthritis & Allergy Associates
Hartford HealthCare Bone & Joint Institute
Arthritis & Allergy Associates is now part of the Hartford HealthCare Bone & Joint Institute and continue to see patients at their office in the Charlotte Hungerford Hospital Medical Office Building at 538 Litchfield Street, Suite 101, Torrington. Rheumatologists include John Magaldi, MD, FACR, FACP; Jeffrey Miller, MD, FAAAAI; Lia Jamian, MD; and Kateryna Burtch, MD. Office hours are Monday through Friday, 8:30 a.m. to 4:30 p.m. Connect at 860.496.1790.

Michelle Apiado, MD
Orthopedic specialty services at location

Dawn Hitt, MD
Primay Care – Litchfield
Office hours are Monday, Tuesday, Thursday and Friday 8:30 a.m. to 4:30 p.m.

Lidstone, APRN
Primary Care – Canaan
Office hours are Monday through Friday, 8:30 a.m. to 4:30 p.m.

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Lidstone, APRN
Primary Care – Canaan
Office hours are Monday through Friday, 8:30 a.m. to 4:30 p.m.

Andaleeb Shareef, MD
Otolaryngology/head and neck surgery by Ari Namon, MD, of CHH Ear, Nose & Throat

Andaleeb Shareef, MD
Primary Care – Canaan
76 Church Street | 860.824.0731

Primary Care – Thomaston
76 Watertown Road | 860.880.8091

Primary Care – Winsted
200 New Hartford Road | 860.738.3398

Primary Care – Canaan
76 Church Street | 860.824.0731

Primary Care – Winsted
200 New Hartford Road | 860.738.3398
The gift of giving...

Charlotte Hungerford Hospital is fortunate throughout the year to receive a great amount of personal and financial support from an array of individuals, organizations and businesses in our region and beyond.

We truly appreciate all of our annual supporters for their generous grants, funding and time spent assisting and volunteering at the hospital.

### Fundraising Events & Programs

- $88,000 raised from the 17th Annual CHH Golf Classic to support the purchase of a simulation mannequin for the CHH Professional Development Department
- $22,000 raised from the Fall 2018 Autumn in the Italian Hills Dinner to benefit the CHH Development Funds
- Over $37,000 raised from the CHH Annual Appeal to benefit the CHH Community Health Fund

CHH also would like to thank all of our generous business partners and patrons who donated gifts for our raffle and silent auctions.

### Donations & In-kind Gifts

We would also like to acknowledge the following thoughtful individuals and groups who gave generously of their time to make quilts, prayer shawls, pillowcases, and newborn caps and blankets for our patients.

- Bonita Mazzaferro for knitting Red Baby Hats and Quilts That Care
- Melissa and Jeremy Beecher and family for their Cuddle Cot donation
- Winchester Congregational Church, Center Congregational Church, St. Anthony of Padua Church, Immaculate Heart of Mary Church
- Jo-An Cracco, Rena Garrett, Barbara Lewis, Judith Noddin, Gertraud Sawula, Dorothy Schiedel, Irmingard Sturm, Barbara Moeckel, Maureen C. Murphy

### Thanks for your donations:

- Miles for Moe Foundation
- Harwinton Lions Club
- Big Y Torrington
- Lewis Mills Volleyball Team
- Strong Women of the World

Make an online donation today! Visit www.mychhgift.org.

Charlotte Hungerford Hospital Auxiliary

Formed in 1916, the Charlotte Hungerford Hospital (CHH) Auxiliary has been a significant source of personal contributions and financial aid to the hospital for over 100 years. The CHH Auxiliary has more than 200 volunteer members who assist in raising funds through dues, donations, volunteering at the gift shop and assisting with a variety of events. Each year, proceeds from the Charlotte gift shop, special vendor sales, the artist of the month program and annual fashion show give the Auxiliary Board the financial means to assist the hospital in many aspects of patient care and staff education and training.

The Auxiliary Board of Directors has 21 active members, including a new group of Associate Members of the Auxiliary. The group was formed with the intention of providing additional support. The group is composed of former Auxiliary board members as well as community supporters. These dedicated individuals, along with the patronage of the community, continue to be the driving force behind the Board’s endeavors.

This past year, the Auxiliary contributed to the purchase of the “Sim-Man,” a vital training tool for hospital staff, and once again helped fund the “Read to Grow Program” for newborns born at CHH and their families. It also continues to provide 10 annual scholarships including the Dr. J. Alfred Fabro and Dr. Joseph Curi awards. These benefit local students who have chosen a career in a health-related field. Members say it is their pleasure to continue to aid and encourage those students who wish to serve our community in this capacity.

CHH Auxiliary recently gave $10,000 to purchase a new virtual training mannequin to be used for staff education.

“We thank all for their continued patronage and support,” said Cath Pezze, CHH Auxiliary Board president. As our journey continues, we continue to serve our community and our beloved Charlotte Hungerford Hospital. It is our honor and privilege to do so.”
2018 Annual Donations

The following donations were received between January 1 and December 31, 2018. Every effort to ensure accuracy has been made. However, if you locate an error or omission, please accept our apologies and notify the Development Office at 800.496.6719.

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<td>Tara J. Dietsche</td>
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Please consider a annual gift and including CHH in your estate planning.

Mail a check payable to “CHH” to Charlotte Hungerford Hospital Development Office, 540 Litchfield Street, Torrington, CT, 06790.

Visit www.mychhof.org to make a secure online donation.
Teresa Fuller, RN

residents of the Northwest Region with broader, more convenient access to health services with was a key factor in Charlotte Hungerford’s Northwest Region and CHH president. HealtCare’s senior vice president of those we serve — and a level of healthcare specialty care services, including behavioral health.

“This is an important commitment to those we serve — and a level of healthcare investment the West Region has not seen in decades,” said Dan McIntyre, Hartford HealthCare’s senior vice president of the Northwest Region and CHH president. The enhancement and addition of healthcare services in northwestern Connecticut was a key factor in Charlotte Hungerford’s decision to affiliate with Hartford HealthCare.

“We are enthused about providing all residents of the Northwest Region with broader, more convenient access to health services with world-class, high-quality care,” said Jeffrey Flaks, Hartford HealthCare’s president and chief operating officer. “This strategic investment aligns with Charlotte Hungerford’s strategic plan and with Hartford HealthCare’s vision to be most trusted for personalized coordinated care.”

The proximity of the medical services building to the new Northwestern Connecticut Community College Health Science Center also presents collaborative opportunities between CHH and healthcare profession programs at the college, Flaks said.

Winsted is the second-largest community in Charlotte Hungerford’s service area. The hospital has had a longstanding commitment to providing medical services to the greater Winsted area in leased space at the Winsted Health Center at 115 Spencer St. Current service offerings include a 12-hour-per-day emergency department with full laboratory support, diagnostic imaging, mammography, a blood drawing station, cardiac and pulmonary rehabilitation and a sleep laboratory.

Charlotte Hungerford (CHH) recently took on an administrative leadership role at CHH where she has worked since 2006. Her colleagues note that she shapes and inspires them to be better mentors, better leaders and better people.

Nominee Teresa Fuller, MSN, RN, recently took on an administrative leadership role at CHH during National Appreciation Week. More than 150 junior and senior volunteers donated a total of over 13,000 free hours of service in 2018. This number is equivalent to approximately $310,000 worth of labor.

Thank you volunteers!

Charlotte Hungerford Hospital (CHH) is grateful for the time and talent donated by these individuals whose efforts improve the experience of our patients, visitors and staff. If you see a volunteer in the hospital, please thank them for their service.

If you would like more information about becoming a CHH volunteer please contact us at 860.496.6349.
**Hartford Business Journal**

**Healthiest Employer Award**

Charlotte Hungerford Hospital (CHH) recently placed second in Hartford Business Journal’s first Healthiest Employers Awards, which recognized organizations dedicated to employee health and safety and their efforts to implement wellness programs. The award honored CHH for being one of the top healthiest employer groups in Connecticut in the Journal’s large group category of 401 employees and greater.

Companies were ranked based on their performance on the following six measures: culture and leadership commitment; foundational components; strategic planning; communication and marketing; programming and interventions; and reporting and analytics. The CHH wellness program includes emotional, physical, nutritional, financial and educational priorities. Employees are encouraged to make physically healthy choices through activities, seminars, webinars, biometric screenings, health assessments, health fairs and the hospital’s employee assistance program. In addition, the hospital also utilizes health coaches and an educational tuition reimbursement program.

According to the Hartford Business Journal article announcing the winners, “When you visit a hospital as a sick patient, you want the staff there to be on top of their game. That’s why Charlotte Hungerford Hospital runs a ‘Be Well Employee’ program that seeks to optimize the health, well-being and productivity of employees and their families, guiding them toward positive behaviors, outcomes and attitudes.”

**Business Council of Fairfield County Healthy Workplace Award**

CHH also was recognized by the Business Council of Fairfield County during its Healthy Workplace Employer Recognition Program in February at the Stamford Marriott Hotel & Spa. The council honored 57 companies for their wellness achievements by four categories of distinction – Platinum, Gold, Silver and Innovation – awarded on the basis of program components and outcomes. CHH was recognized in the Platinum category.

The Healthy Workplace Employer Recognition Program was established 11 years ago to highlight the efforts of employers who understand the competitive advantage of a healthy workforce. The awardees were honored for encouraging physical activity and healthy behavior in the workplace to managing chronic illness and for having made great strides in implementing a diverse range of programs within the workplace to assist their employees to live healthier lives.

“These employers know the positive impact that creating a culture of health and wellness can have in and out of the workplace,” said Anthony Agunno, UnitedHealthcare senior account executive and co-chair of The Business Council’s Health, Wellbeing and Safety Roundtable. “What makes these honorees stand out is how they collaborate with and support their employees to make their programs successful, and their employees and their families healthier.”

NWCT’s “Fit Together” making progress promoting healthy lifestyles

Northwest Connecticut’s “Fit Together” NWCT community health initiative has been busy over the past year building healthy kids and families by promoting wholesome eating and active lifestyle programs. The group’s Executive Director Carla Angevine, MS, RDN, and Program Coordinator Jessica Stewart have developed and presented an array of initiatives with the group’s steering and marketing committees made up of local health and nonprofit leaders who volunteer their time.

Fit Together recently announced its first GOLD Partner recognitions honoring 10 sites in Torrington and Winsted for their positive impact on children’s health, including seven child care centers that are proactively implementing evidence-based strategies to increase daily healthy habits and three healthcare practices that are initiating conversations to reinforce the importance of healthy habits.

The group also allocates its resources for community assistance and has awarded $15,000 in mini-grants to community partners to help support projects that aligned with Fit Together’s mission and strategies. Fit Together also supports sustainable healthy environmental opportunities in Torrington and Winsted and designated funding for a new all-level fitness trail along the Sue Grossman Still River Greenway. It also organized a Bike Rack Sponsorship Program, with 20 new Fit Together bike racks allotted for placement throughout the two towns.

“Our dream is that Torrington and Winsted will be recognized as the healthiest communities in Connecticut. Our future is held by our children, and our challenge is to give them the best chance to live long, productive lives,” said Angevine.

Last year, Fit Together hired staff and introduced new programs thanks to a significant multi-year $500,000 grant as a result of the affiliation between Charlotte Hungerford Hospital and Hartford HealthCare. The area’s most recent community health assessment also was conducted with the consulting assistance of The Percival Group. As in the past, the comprehensive study found that the leading health issues in our area largely mirror both state and national issues.

For information and health tips, visit [fittogethernwct.org](http://fittogethernwct.org).

Charlotte Hungerford Hospital

540 Litchfield Street - Torrington, CT 06790
860.496.6666
www.charlottehungerford.org

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.

Every Moment Matters at CHH

Whether it’s helping to shovel a car out of the snow, giving a patient an extra blanket or offering a therapy dog to help a young girl feel comfortable in a strange setting — in healthcare, every moment truly matters.

CHH is proud to now be part of HHC’s “Every Moment Matters” campaign that highlights just a few of our staff members who were nominated by colleagues and managers for doing the little things that improve the patient experience.

If you stop by the main hospital building, you will see some of these moments highlighted on large posters, elevator wraps and wall decals prominently displayed in highly visible areas. They are hard to miss and have added a wonderful new look and color to some of our staff and patient areas.

We wish to thank those staff members who shared their stories and time, and to everyone at CHH for making a difference for our patients and visitors every day.