

Restoring function and returning people to their lives

Eric's Story:

One man's amazing road to recovery and return to work following a life-changing motor vehicle accident.

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Injured Worker Program 2020 Performance Report

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About Gaylord Specialty Healthcare

Gaylord Specialty Healthcare is a rehabilitation-focused, nonprofit health system that provides inpatient and outpatient care for people at every point in their journey from illness or injury to maximum recovery.

Gaylord Specialty Healthcare is anchored by Gaylord Hospital, a long-term acute care hospital (LTCH), and includes Gaylord Outpatient Services and Gaylord Physical Therapy for patients who require diagnosis and treatment on an outpatient basis. Together, these entities deliver a complete continuum of rehabilitative care driven by technology, research, clinical experience and human compassion.

Gaylord Specialty Healthcare is widely recognized for its leadership in treating spinal cord and brain injuries, pulmonary, cardiac, amputee and stroke patients as well as sports-related injuries. It is the only rehabilitation system in CT accredited by CARF International (Commission on Accreditation of Rehabilitation Facilities) for both inpatient and outpatient programs in an LTCH setting.



Why Gaylord?



Among the best in the country at helping patients recover and return to the highest quality of life.

With more than a century of patient-centered care experience, we excel at returning patients to their highest level of function after a life-altering accident or illness.

For the injured worker, we use the latest evidence-based rehabilitation and technology while supporting and educating family members in a healing environment.

Gaylord is **Highly Accredited**



- CARF accreditation for all inpatient rehabilitation programs and additional specialty accreditation for Spinal Cord, Stroke and Brain Injury Specialty Programs
- Accredited by the Joint Commission
- Partner site of the Spaulding New England Regional Spinal Cord Injury Center - One of only 14 Model Spinal Cord Injury Systems in the U.S.
- Passy-Muir Center of Excellence - One of only 12 in the U.S.
- Accredited by the American Association of Cardiovascular and Pulmonary Rehabilitation (AACVPR)
- The first Center of Excellence designated by Vapotherm for the use of Vapotherm High Flow Therapy

CARF accreditation in SCI, Stroke & Brain Injury - **1 of only 2 LTCHs in the U.S.**

A Dedicated Team of Experts Produces Better Outcomes

Making the Workers' Compensation Process **Easy & Efficient**

Dedicated
Workers' Compensation Physician



Medical Director,
Outpatient and Workers'
Compensation Services
Jerrold L. Kaplan, MD
(203) 284-2845
jkaplan@gaylord.org

Make an
Outpatient Referral



Workers' Compensation
Liaison
Jaclyn Magnuszewski, COTA
(203) 284-2989
jmagnuszewski@gaylord.org

Establish a
Contract or Single Case Agreement



Manager of
Payer Relations
Kathryn Prevost, RN
(203) 294-3279
kprevost@gaylord.org

Make an
Inpatient Referral



Workers' Compensation
Liaison
Elizabeth Weber, BSN, RN
(860) 426-5973
eweber@gaylord.org

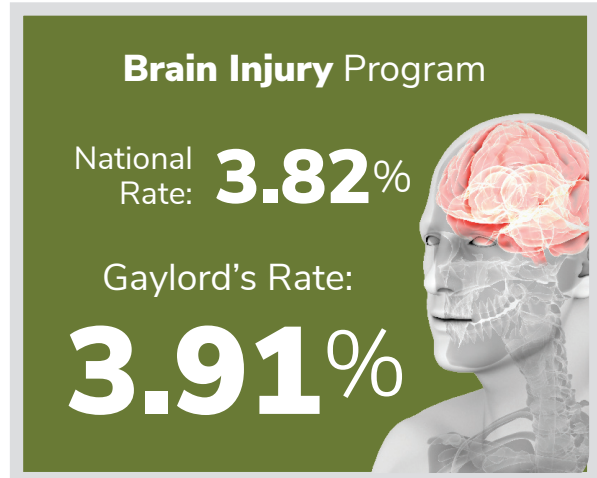
Gaylord's **Neuropsychology Department** Has a World of Experience

As part of the Gaylord Specialty Healthcare system, we offer a comprehensive concussion program and an experienced neuropsychology department serving both adolescents and adults.



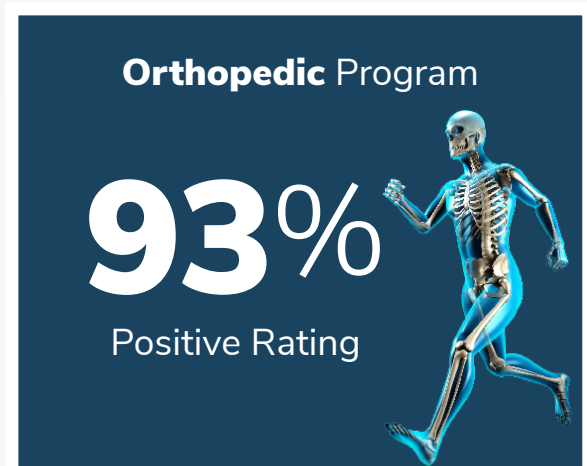
Overall Satisfaction for Our Brain Injury Program is Higher than the National Rate

Gaylord Inpatients, IT Health Track Data
Patients Discharged from 1/1/2019 to 12/31/2019
Scores based on a scale of 0-4



Patients Rated the Overall Assessment of their Program Highly Positive

FY2020 Press-Ganey
Inpatient Satisfaction 4's & 5's



Positive Change in Functional Outcomes

FY2020 Gaylord Outpatient Data

Significant Change
in ODI
14.0%

ODI - Oswestry Disability Index
(low-back pain)

Significant Change
in LEFS
+17.0 points

LEFS - Lower Extremity
Functional Scale

Significant Change
in NDI
17.6%

NDI - Neck Disability Index
(neck pain)

Number of
FY2020 Workers'
Compensation
Patients:

331

Average
Number
of Visits
Per Patient:

13.5

Average
Age of
Patients:

53.3

We Specialize in Helping Injured Workers

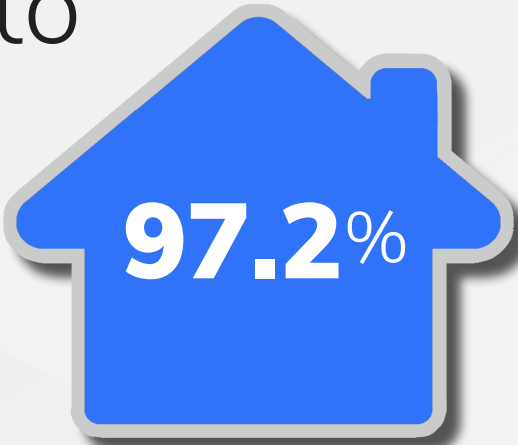
Gaylord is ranked in the top 20 of the largest rehab providers in the nation by Modern Healthcare.

The latest technology, teamed with expert staff, allows patients to relearn skills faster and regain maximum function in order to return to work and home.

FY2020 Gaylord Outpatient Data

Inpatient Programs

Our Workers' Compensation Patients are able to Return to their Homes & Lives

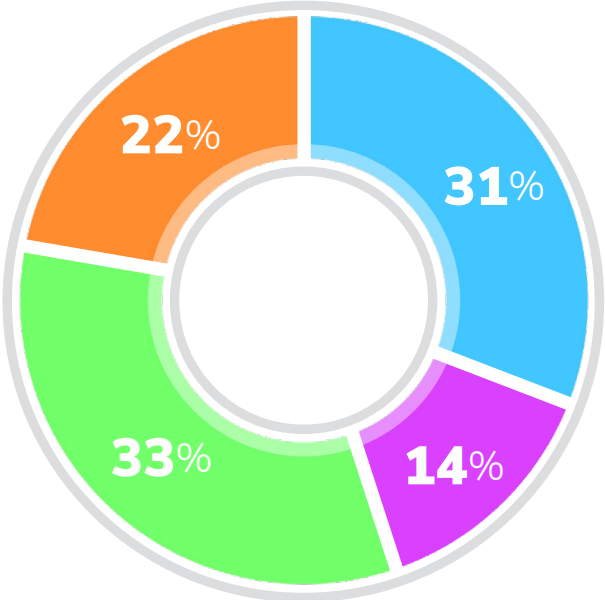


Percentage of Workers' Comp Inpatients Discharged Back to the Community
FY2020 Gaylord Inpatient Data

Our Injured Worker Cases are Diverse

Gaylord is not your typical hospital. As a specialty hospital, we provide care and treatment beyond the scope of a traditional rehab hospital.

From music therapy to sporting opportunities, our team individualizes each patient's rehabilitation to inspire them to work harder and return to their highest possible level of function.

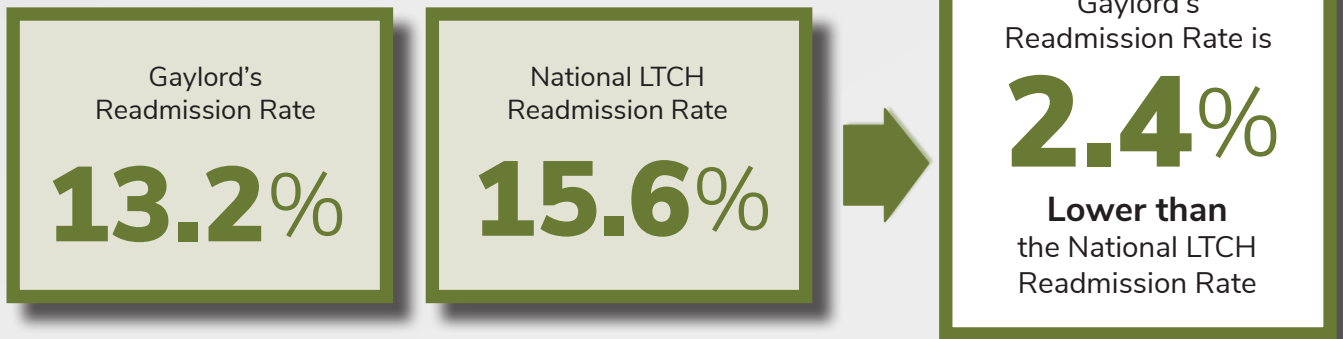


- Orthopedic Rehab
- Brain Injury
- Spinal Cord Injury
- Medical

FY2020 Gaylord Inpatient Admission Data

Our 30-Day Post-Discharge Readmission Rate is Much Lower than the National Rate

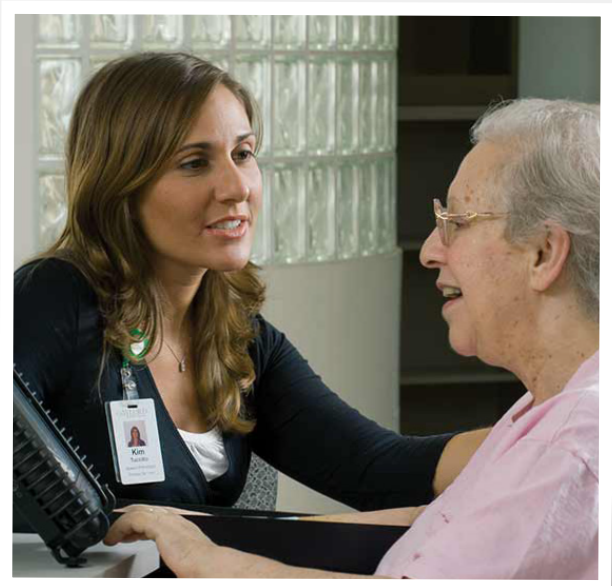
Based on Claims-based CMS data from the reporting period of Q4 2017 - Q3 2019 Medicare Enrollment and Claims Data, LTCH Provider Preview



Our Patients are Successful Post-Discharge

IT Health Track Data 4/1/2019 - 3/31/2020
Gaylord Inpatients, 90 Day Follow-up





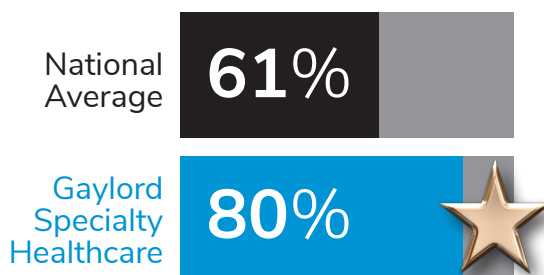
Gaylord Employees Make Great Caregivers

Satisfied employees have been shown to be up to 20% more effective than unhappy employees.

Statistics show that Gaylord employees are both satisfied with their position and satisfied with Gaylord's attention to patient care.

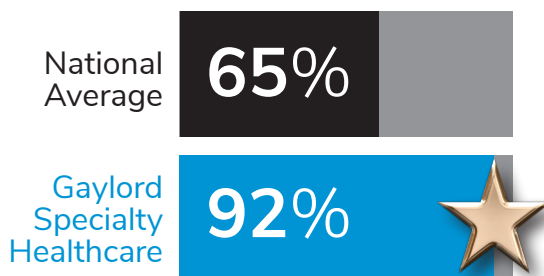
Our Employees Have Much More Overall Job Satisfaction than the National Average

FY2020 Gaylord Employee Survey



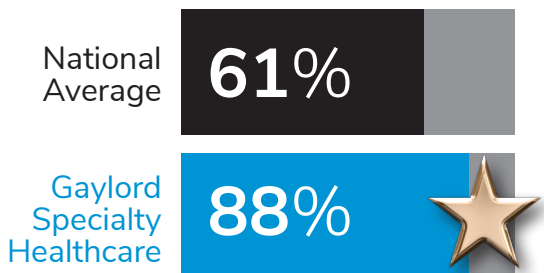
Our Employees are More Satisfied with our Commitment to Patient-Centered Care than the National Average

FY2020 Gaylord Employee Survey



Our Employees Rate us on Overall Safety Better than the National Average

FY2020 AHRQ Survey
(Agency for Healthcare Research and Quality)



The Perfect Environment to Heal

All Private Inpatient Rooms - Reduces Risk of Infection

- Located on 400-Scenic Acres with Easy Access to Outdoors
- Guest Housing for Overnight Visitors/Family
- Campus-wide WiFi Access
- Large Indoor Therapy Pool
- Onsite Greenhouse for Patient Therapy Activities
- Assistive Technology Program
- Home Simulation Area
- Adaptive Sports Program - Largest in the Region
- Support Groups for Patients and Caregivers
- Four Convenient Locations for Outpatient Therapy
- Health Club Style Settings for Outpatient Gyms



Beautiful On-Campus Housing for Loved Ones Only Steps Away from the Hospital

- Guest cottage complex with four individual private suites
 - Hotel Suite Layout
 - Central Entrance
 - Free Parking
 - Free WiFi
- Five room stand-alone cottage for family use
 - Two Bedrooms
 - Living Room
 - Dining Room
 - Eat-In Kitchen
 - Free Parking
 - Free Wifi



Our Team Utilizes Cutting Edge Technology

Bionic Exoskeleton Technology

Gaylord is the first facility in Connecticut to offer the Ekso™ Bionic Exoskeleton.

The Ekso is a portable, adjustable bionic suit designed to help patients with lower-extremity paralysis or weakness, resulting from a spinal cord injury, stroke or other neurological condition, to stand and walk. Gaylord also hosts ReWalk™ Robotics clinics in its Wallingford location.

Connecticut's Ekso Technology Experts



ZeroG® Gait & Balance System

The ZeroG Gait and Balance System protects patients from falls while providing dynamic body-weight support as patients practice walking, balance tasks, sit-to-stand maneuvers and even stairs.

Because ZeroG is mounted to an overhead track, there are no barriers between the patient and therapist. With the only ZeroG in Connecticut, inpatients can begin rehabilitation as early as possible in a safe, controlled environment.

The Only Facility in Connecticut with ZeroG Technology



AlterG® Anti-Gravity Treadmill

AlterG Anti-Gravity Treadmills use NASA-developed Differential Air Pressure (DAP) technology that enables unprecedented unweighting therapy and training capabilities.

This unique unweighting with air pressure comfortably lifts the user and allows him/her to walk or run at a fraction of their body weight.

Available in Three Outpatient Locations



Gaylord Has Four Convenient Outpatient Locations

Gaylord Outpatient Services

- Neuropsychology
- Physiatry/Rehab Physicians
- Aphasia & Cognitive Day Therapy Program
- Bionic Exoskeletons - Ekso™ & Re-Walk™
- Comprehensive Concussion Care
- PT, OT, Speech and Aquatic Therapy
- Vestibular Therapy
- Vision Therapy



Wallingford

50 Gaylord Farm Road
Wallingford, CT 06492
(203) 284-2888 - Phone
(203) 294-8705 - Fax
gaylord.org

Gaylord Physical Therapy

- Focus on improving movement, mobility, and strength to restore, maintain and promote optimal physical function
- Expertise in addressing work capacity concerns and facilitating return-to-work planning
- Pool for aquatic therapy
- Patient education for continued healing at home
- Manual techniques
- Therapeutic modalities
- Dry needling



Cheshire

1154 Highland Avenue
Cheshire, CT 06410
(203) 679-3533 - Phone
(203) 294-8705 - Fax
rehabwithapro.org



Cromwell

50 Berlin Road
Cromwell, CT 06416
(203) 284-3020 - Phone
(203) 294-8705 - Fax
rehabwithapro.org



North Haven

8 Devine Street
North Haven, CT 06473
(203) 230-9226 - Phone
(203) 294-8705 - Fax
rehabwithapro.org



TRAURIG HOUSE

Residential Living Center

Traurig House is an 8-bed transitional living center for patients with a brain injury or stroke. Residential living centers are places where people can learn to compensate for their remaining physical and cognitive deficits in a safe environment following a hospitalization before returning home.



- Average length of stay - 35 days
- Licensed as Residential Care Home - 8-beds
- 24/7 staff, certified in Medication Administration, CPR & First Aid
- Five days/week Day Treatment Program within Gaylord Outpatient Services
- Can be referred from ANY level of care

Traurig House is the **only facility of this type in Connecticut**

Traurig House Helps Produce Tremendous Outcomes

90% of residents are **Likely to Recommend Traurig to others**
FY2020 Residential Living Discharge Survey

87% of residents were **Discharged Back to the Community**
FY2020 Residential Living Discharge Tracking Report

97% of residents **Rated their Overall Stay as a Positive Experience**
FY2020 Residential Living Discharge Survey

Eric's Story:

Eric Saunders isn't a typical 25 year old. He's already a pillar of his community - at an age much younger than most of his peers. He works full time as a Draftsman and spends much of his free time as a volunteer at the local Fire Department as well as being a devoted member of the National Guard. He is incredibly community-minded for someone his age and is driven by his love of helping others.

On November 19, 2019, while responding to a call as a volunteer firefighter, Eric was involved in a high speed motor vehicle crash and was rushed to Hartford Hospital where he was instantly admitted into the intensive care unit.

He sustained multiple injuries which required intubation in the field including; basilar skull fracture, TBI and diffuse axonal injury, temporal bone fracture, multiple thoracic spine fractures, grade 4 splenic laceration, grade 4 kidney injury, injury to the ligament of the cervical spine, pulmonary contusion, closed fracture of the manubrium, zygomatic arch fracture and rib fractures. He scored only 3 on the Glasgow Coma Scale at the time of the accident. His hospital course was complicated by acute hypoxic respiratory failure requiring intubation and mechanical ventilation. He was eventually transferred to Gaylord Hospital on December 9, 2019 for management of his medical conditions and intense rehabilitation.

As an inpatient at Gaylord, Eric made significant functional improvements. By the end of his stay, he was able to perform ambulatory and stand/pivot transfers at a distant supervision level. His cognition was within functional limits by the time he was discharged home on December 24, 2019.

Still needing to continue his rehabilitation as an outpatient, Eric decided to utilize Gaylord's Outpatient Services in Wallingford. This allowed him the continuity of care and expertise that he was looking for in the next stage of his journey. Under the care of Dr. Jerrold Kaplan, Eric was able to maintain the momentum that he built as an inpatient and continued to make huge strides in his recovery. He was discharged from physical therapy in February 2020, occupational therapy a month later and back to work full time in May 2020.

Dr. Kaplan stated "Eric is a wonderful example of how the drive to recover can enable an individual to exceed expectations for recovery. Despite a severe work related accident with a traumatic brain injury and multiple trauma, Eric was able to not only return to his full time job as a draftsman, but also got back to working as a volunteer firefighter and to return to the National Guard."

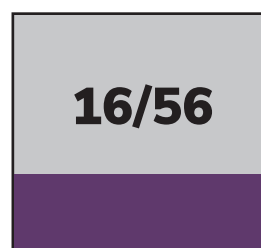
Eric met all of the long-term goals that he set for himself. Goals that were based on him being able to function in the community at his prior level. He's now back to what he does best - spending a tremendous amount of his time helping others.



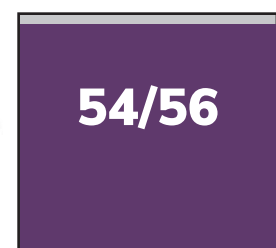
Huge Improvement In Berg Balance Scale Score

After Gaylord Inpatient Stay

Eric's **Initial** Gaylord Assessment
December 10, 2019
Berg Score: 16/56



Eric's **Final** Gaylord Assessment
December 23, 2019
Berg Score: 54/56



Among the Best in the Country at Helping Patients Recover and Return to the Highest Quality of Life



From inpatient care to outpatient services, at four convenient locations throughout Connecticut, Gaylord provides a coordinated, interdisciplinary approach for patients who have experienced an acute illness or traumatic accident.

Gaylord is able to treat individuals who need care and rehabilitation for illness or injury related to the brain and nervous system, spine, bones and joints, respiratory complications and other conditions.

We provide our patients with the latest evidence-based rehabilitation while supporting and educating family members in a healing environment.

Gaylord Hospital

50 Gaylord Farm Road, Wallingford, CT 06492

Admissions Department:

P: (203) 284-2810 • F: (203) 284-2811

Traurig Residential Living Center

80 Gaylord Farm Road, Wallingford, CT 06492

Referrals/Questions:

P: (203) 741-3488 • F: (203) 294-8766

Gaylord Outpatient Services

Medical, Therapy and Psychology
50 Gaylord Farm Road, Wallingford, CT 06492

Referrals/Questions:

P: (203) 284-2888 • F: (203) 294-8705

Gaylord Physical Therapy

1154 Highland Avenue, Cheshire, CT 06410
P: (203) 679-3533 • F: (203) 294-8705

50 Berlin Road, Cromwell, CT 06416
P: (203) 284-3020 • F: (203) 294-8705

8 Devine Street, North Haven, CT 06473
P: (203) 230-9226 • F: (203) 294-8705

Think Possible



gaylord.org

Locations:

Hospital and Outpatient Services

50 Gaylord Farm Road
Wallingford, CT

Physical Therapy - Cheshire

1154 Highland Avenue
Cheshire, CT

Physical Therapy - Cromwell

50 Berlin Road
Cromwell, CT

Physical Therapy - North Haven

8 Devine Street
North Haven, CT