



# World-Class Rehabilitation

in a Restorative Setting

2022 Performance Report





# President's Message

It's all about the patient.

Since 1902, this simple yet powerful statement has been the foundation of Gaylord Specialty Healthcare's commitment to restoring the health, function and quality of life of individuals with life-altering illnesses and injuries.

On this, the conclusion of Gaylord's 120th anniversary year, we are pleased to present our 2022 Performance Report, demonstrating our commitment to upholding our reputation as the premier choice for our patients and clinical partners.

These exceptional outcomes directly reflect our patient-focused vision for recovery, our unwavering commitment to research and innovation for improved outcomes, and our delivery of outstanding care in a serene, healing environment.

Thank you for trusting Gaylord Specialty Healthcare. It is, and always will be, our privilege to care for your patients, restore them to their fullest potential, and **THINK POSSIBLE** in our pursuit to help them achieve their goals.

Sincerely,

**Sonja LaBarbera, MSOL, MS CCC/SLP**  
President & Chief Executive Officer



Gaylord Hospital



Gaylord Outpatient Services



Traurig Transitional Living Center

## The System

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. Anchored by Gaylord Hospital, a long-term acute care hospital, this healthcare system includes a residential transitional living center and outpatient services, including robust therapies, pulmonary care and medical services. Together, these entities deliver a complete continuum of rehabilitative care driven by clinical experience, innovation and human compassion.

In addition to excelling at specialty healthcare, Gaylord has cultivated a culture of innovation with dedicated hubs for research and education. The Milne Institute for Healthcare Innovation and Gaylord's Center for Education are accelerating world-class rehabilitative research. Gaylord, the UConn School of Medicine, and Hartford Hospital established Connecticut's only Physiatry Residency Program, which will prepare future generations of healthcare providers.



## Who we are

Gaylord Specialty Healthcare is a nationally-renowned, nonprofit health system that provides inpatient and outpatient medical management and intensive rehabilitation for people at every point in their journey from catastrophic to common illness or injury. Headquartered in Wallingford, Connecticut, Gaylord is acclaimed as one of the finest institutions of its kind.

## Our specializations



Complex Medical



Pulmonary



Brain Injury



Stroke



Spinal Cord Injury

## What our patients say

97%

likely to recommend our program

100%

likely to recommend our program

92%

felt that our program met their goals

97%

likely to recommend our program

100%

likely to recommend our program



# Rehabilitation Division

## Stroke Program

Gaylord's Stroke Program offers a range of inpatient and outpatient services to meet the specific needs of each patient including those with partial paralysis, speech loss, swallowing difficulties, and perceptual or visual problems.

Using an interdisciplinary approach, our stroke team draws on the wide range of specialists available at Gaylord – speech, occupational, physical therapists and more – to help patients regain their strength and maximize their capabilities.

Our clinical care team is skilled in treating patients who may also have other complications, such as heart disease, hypertension or diabetes.



**Alyse Sicklick, MD, FAAPMR**

Medical Director,  
Inpatient Rehabilitation

**Board Certifications:**

Board certified in physical medicine and rehabilitation and subspecialty certification in brain injury medicine by the American Board of Physical Medicine and Rehabilitation



### What our patients say



## Spinal Cord Injury Program

Gaylord's Spinal Cord Injury Program offers comprehensive, integrated rehabilitation that helps maximize patients abilities and guides them back to the most independent life possible.

Our program draws on the expertise of a complete care team of specialists. We use the latest technologies and research to provide individualized care that focuses on the complete patient – body, mind and spirit.

Above all, we help patients set realistic goals and provide the skills to make the most of work, home and life.



### What our patients say



FY2022 HCAHPS/ LTRAX Inpatient Survey

## Brain Injury Program

Gaylord's Brain Injury Program brings together an array of resources, advanced technology, plus a team of highly experienced providers, to offer each brain injury patient an individualized approach to treatment.

Our inpatient and outpatient programs are designed to support patients at each stage of their recovery, helping them adapt to their post-injury lives, maximize their independence and rejoin their communities.

Since every brain injury is different, our interdisciplinary team will customize a program based on the patient's specific needs.



### What our patients say



Admissions  
Department:  
(203) 284-2810





# Medical Division



**Megan Panico, MD**  
 Medical Director, Gaylord Hospital  
 Medical Director of Respiratory Therapy

**Board Certifications:**  
 Critical Care, Pulmonology,  
 Internal Medicine

## Complex Medical Program

Patients come to our Complex Medical Program from an acute care hospital and are often dealing with multiple diseases or conditions that can include lung diseases, heart

failure, arrhythmias, post-surgical complications and open wounds. Some patients arrive on a ventilator due to illness or injury and require ventilator weaning.

Four inpatient units are equipped with cardiac monitoring and telemetry equipment. A gym located adjacent to our private patient rooms allows for easy access to therapy.



FY2022 HCAHPS/ LTRAX Inpatient Survey

### What our patients say



## Gaylord's Infection Rates Beat the National Average



6 Better than National Average

Data Source: <https://www.medicare.gov/care-compare/> February 2023



## Pulmonary Program

Gaylord's Pulmonary Program offers a comprehensive range of proven, leading-edge treatments and technologies that are tailored to specific needs. Our goal is to help each patient meet their goals and to enjoy life as

fully as possible. We accept patients with pulmonary disorders from acute settings who still require ongoing medical, nursing and respiratory care. Inpatients may continue on to Outpatient Pulmonary Rehabilitation.

Inpatient admission is not required for participation in any outpatient rehabilitation program.



FY2022 HCAHPS/ LTRAX Inpatient Survey

### What our patients say



## Gaylord is Performing Better than the U.S. National Benchmarks

Change in ability to move around for patients admitted on a ventilator

**Gaylord: 12.7** vs. National average: 8

This measure reports the average change in mobility score where a higher score is better.

Increasing a LTACH patient's ability to move, like standing up, getting to and from a chair, and walking short distances – even while on a ventilator – can help reduce the risk of lung infections and pressure ulcers, and improve quality of life.

7

Data Source: <https://www.medicare.gov/care-compare/> February 2023



**Jerrold Kaplan, MD**  
 Medical Director, Outpatient & Workers' Compensation Services

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**Board Certification**  
 American Board of Physical Medicine and Rehabilitation

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**Affiliation:**  
 CT Workers' Compensation Medical Advisory Board

# Workers' Compensation

Gaylord Specialty Healthcare offers structured evidence-based programs for inpatients and outpatients that return injured workers to their lives and occupations. Utilizing advanced technology and diverse clinical backgrounds, the team creates a dynamic and challenging plan to keep the participant engaged and committed.

Feedback from injured workers, Workers' Compensation carriers, and referring physicians reinforces that Gaylord is the healthcare provider to partner with for successful outcomes. Injured workers require rehabilitation featuring high-tech, high-touch care, the hallmark of Gaylord's 120-year history.

**For more details:**  
**Jaclyn Magnuszewski, COTA/L**  
 (203) 284-2989

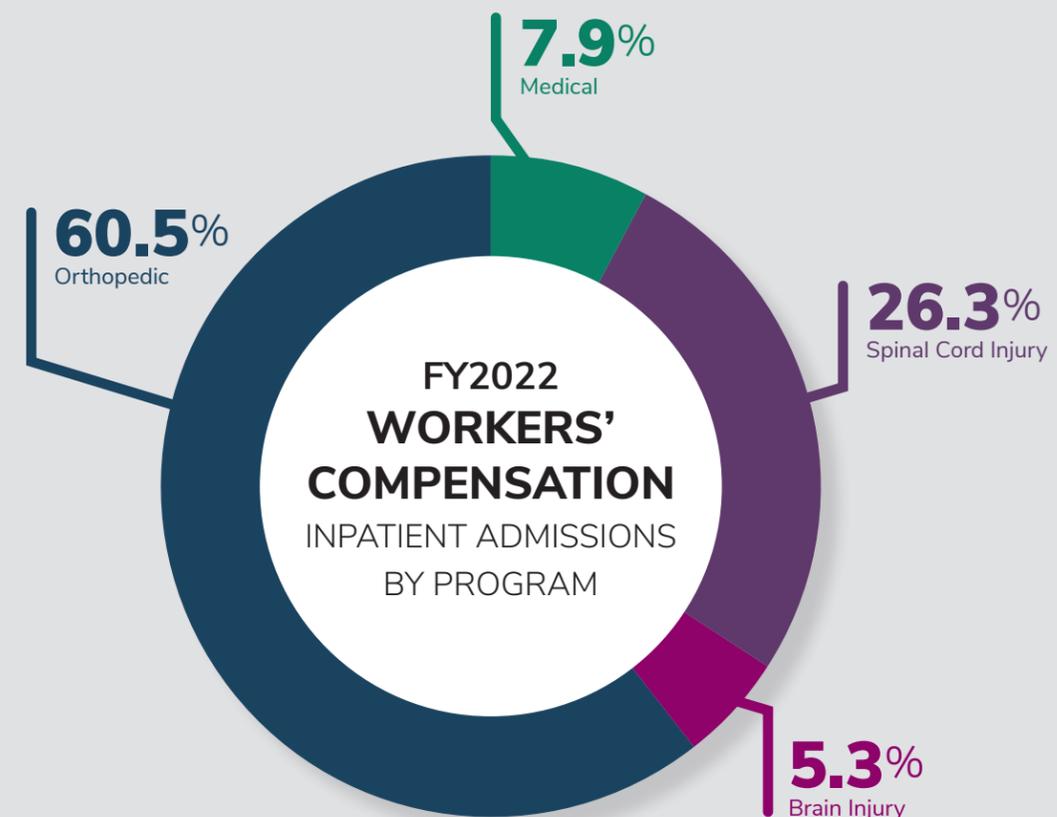
**Elizabeth Weber, BSN, RN**  
 (860) 426-5973

Our patients are able to **Return to their Homes & Lives**

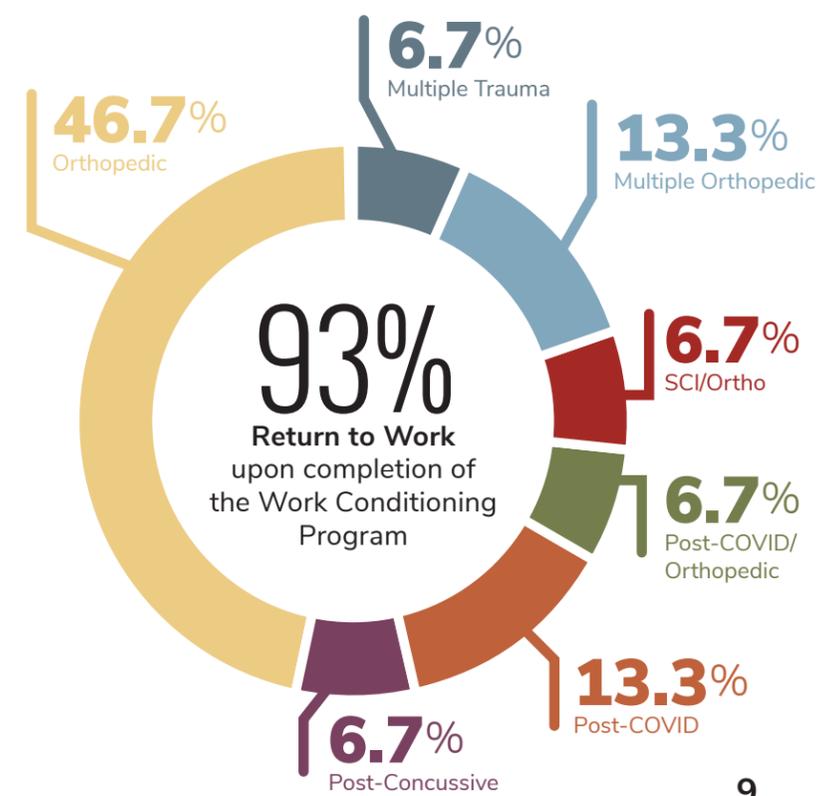


Percentage of Workers' Comp Inpatients Discharged Back to the Community, FY2022 Gaylord Data

We specialize in treating **injured workers.**



FY2022 Gaylord Admission Data



**420**  
 Number of Workers' Compensation Outpatients



**13.9**  
 Average Number of Outpatient Visits Per Patient



**49.6**  
 Average Age of Outpatients



**Amy Benoit, RN, BSN**  
Supervisor and Care Manager,  
Traurig Transitional Living Center  
(203) 741-3488

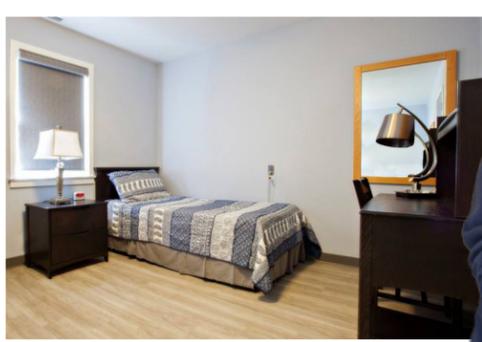
# Traurig House Residential Living Center



Traurig House is an eight-bed residential living center for acquired brain injury patients. Residential living centers are places where a person can learn to compensate for their remaining physical and cognitive deficits in a safe environment.



## Home away from home



Traurig House includes 5 days/week of intensive therapy at our world-class outpatient rehabilitation.

# Traurig House helps produce **great outcomes.**



## Traurig House is the only facility of this type in Connecticut.

**99%**  
of residents were discharged back to the community



**99%**  
LIKELIHOOD  
to recommend  
Traurig to others



**97%**  
of residents rated their overall stay as a positive experience





# Innovation & Technology



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



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

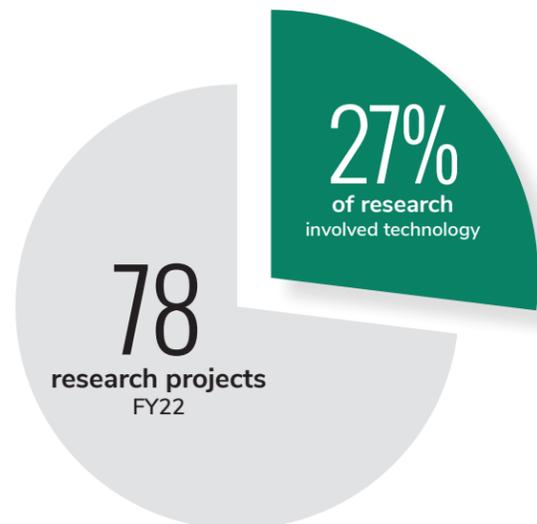


Ekso™ is a wearable robot or exoskeleton that enables people with lower-extremity paralysis or weakness to stand and walk. It is a ready to wear, battery-powered, bionic device that is strapped over the user's clothing.



The Milne Institute for Healthcare Innovation conducts research and develops evidence-based practices and applied technologies, by leveraging Gaylord's expertise in the care of brain and spinal cord injuries, complex strokes, amputations, and pulmonary diseases. In FY22, the Milne Institute tracked 78 projects that were initiated, conducted, and/or completed. This work was completed from representatives of 13 different Gaylord Departments and 3 external collaborators, and resulted in 4 peer-reviewed publications for the year.

Approximately 10% of these studies involved rehabilitation or medical technology being used in new and innovative manners such as the BITS, ZeroG TRiP, Hyperfine Portable MRI, AvaSure TeleSitter® Cameras, and Passy Muir Speaking Valve. An additional 17% of tracked projects involved establishing external partnerships for the development and testing of new technologies outside of a formal research study.



# Think Possible



[gaylord.org](http://gaylord.org)

## **Workers' Compensation contacts:**

### **Workers' Compensation Physician**

Medical Director,  
Outpatient and Workers' Compensation Services

**Jerrold L. Kaplan, MD**

(203) 284-2845

[jkaplan@gaylord.org](mailto:jkaplan@gaylord.org)

### **Outpatient Referrals**

Workers' Compensation Liaison

**Jaclyn Magnuszewski, COTA/L**

(203) 284-2989

[jmagnuszewski@gaylord.org](mailto:jmagnuszewski@gaylord.org)

### **Inpatient Referrals**

Workers' Compensation Liaison

**Elizabeth Weber, BSN, RN**

(860) 426-5973

[eweber@gaylord.org](mailto:eweber@gaylord.org)

### **Contract and Single Case Agreements**

Manager of Payer Relations

**Kathryn Prevost, RN**

(203) 294-3279

[kprevost@gaylord.org](mailto:kprevost@gaylord.org)



Connecticut Locations:

Cheshire • Cromwell • Madison • North Haven • Wallingford