



Injured Worker Program 2021 Performance Report

Restoring function and returning people to their lives



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What's Inside?

Experts in Helping Injured Workers, Accreditations	Page 3
Meet our Workers' Compensation Team	Page 4
World-Class Outcomes	Page 5 - 8
Employee Satisfaction Survey	Page 9
Amenities, On-Campus Housing For Visitors	Page 10
Rehab Technology	Page 11
Connecticut's Only Residential Living Center	Page 12 - 13
Outpatient Locations	Page 14
About Gaylord	Page 15

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 and outpatient rehabilitation programs and additional 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 - **the only LTCH in the U.S.**

A Dedicated Team of Experts Produces Better Outcomes

Making the Workers' Compensation Process Easy & Efficient



Dedicated **Workers' Compensation Physician**

Jerrold L. Kaplan, MD

Medical Director, Outpatient & Workers' Compensation Services
(203) 284-2845
jkaplan@gaylord.org



Make an **Outpatient Referral**

Jaclyn Magnuszewski, COTA

Workers' Compensation Liaison
(203) 284-2989
jmagnuszewski@gaylord.org



Make an **Inpatient Referral**

Elizabeth Weber, BSN, RN

Workers' Compensation Liaison
(860) 426-5973
eweber@gaylord.org



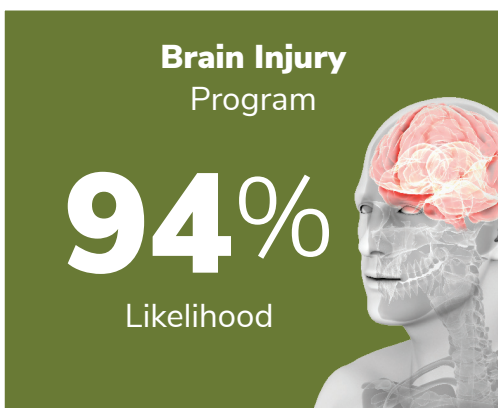
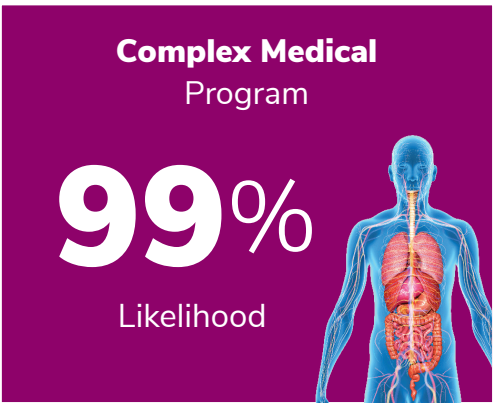
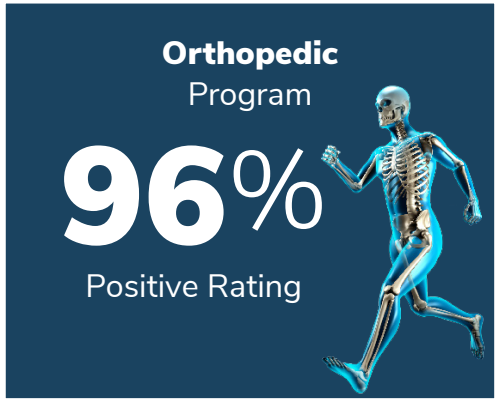
Establish a **Contract or Single Case Agreement**

Kathryn Prevost, RN

Manager of Payer Relations
(203) 294-3279
kprevost@gaylord.org

Our Patients Rated the **Overall** Assessment of their Program **Highly Positive**

FY2021 Press-Ganey
Inpatient Satisfaction 4's & 5's



Our Patients are **Highly Likely** **to Recommend** Gaylord's Program **to Others**

FY2021 Press-Ganey
Inpatient Satisfaction 4's & 5's

Outpatient Services

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.

FY2021 Gaylord Outpatient Data

Number of
FY2021 Workers'
Compensation
Patients:

417

Average
Number
of Visits
Per Patient:

15.6

Average
Age of
Patients:

52.7

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.



Inpatient Programs

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

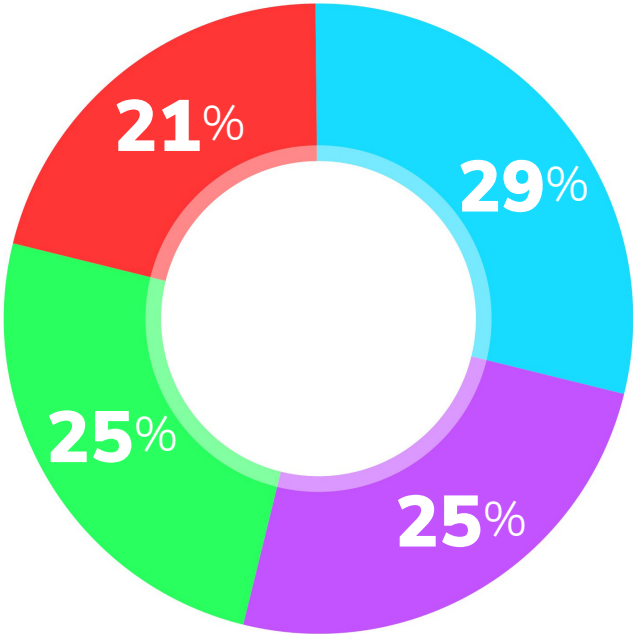


Percentage of Workers' Comp Inpatients Discharged Back to the Community
FY2021 Gaylord Inpatient Data

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.



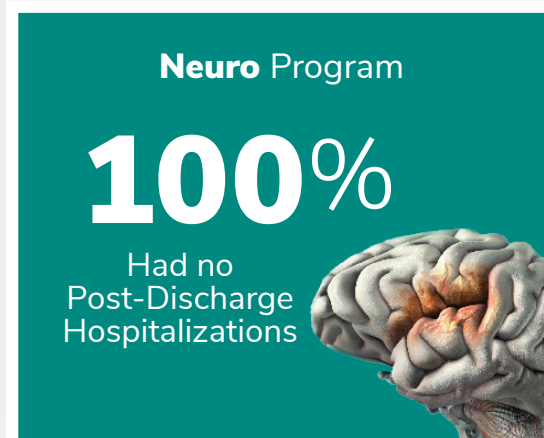
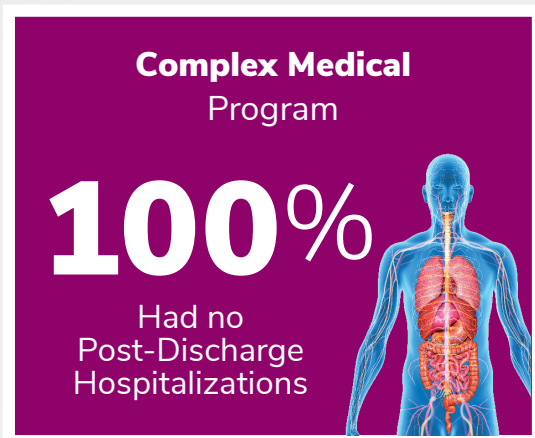
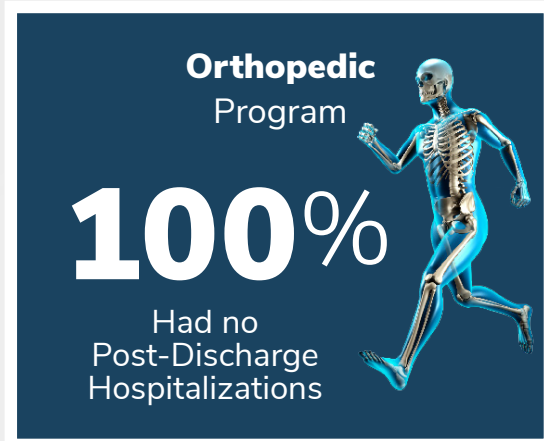
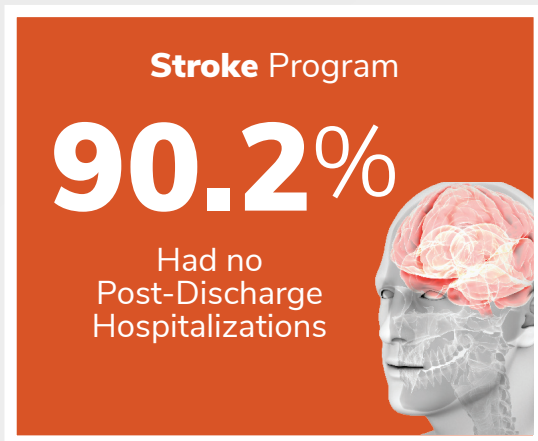
- Orthopedic Rehab
- Brain Injury
- Spinal Cord Injury
- COVID

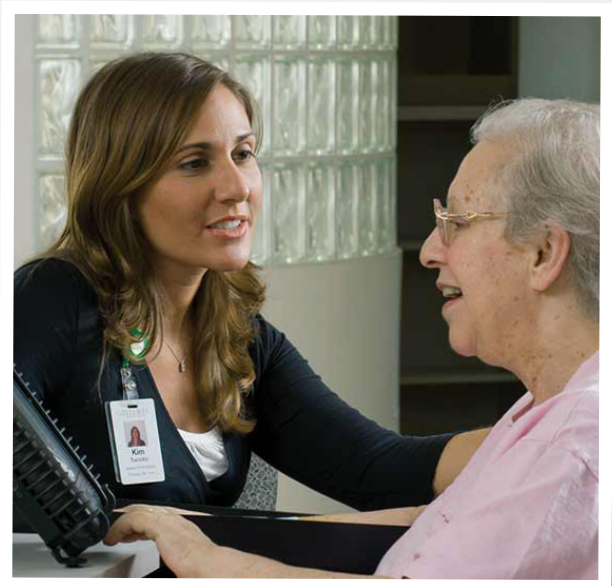
FY2021 Gaylord Inpatient Admission Data

Our Patients are Successful Post-Discharge

Percentage of Patients with No Post-Discharge Hospitalizations

IT Health Track Data 4/1/2020 - 3/31/2021
Gaylord Inpatients, 90 Day Follow-up





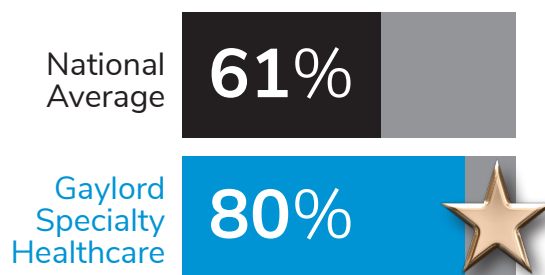
Gaylord Employees Make Great Caregivers

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.

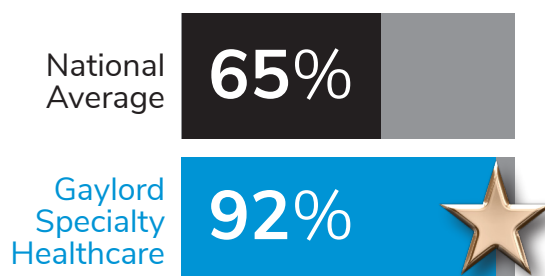
Our Employees Have Much More Overall Job Satisfaction than the National Average

FY2020 Gaylord Employee Survey



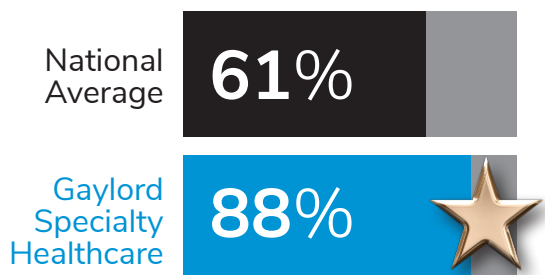
Our Employees are More Satisfied with our Commitment to Patient-Centered Care than the National Average

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
- Five 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



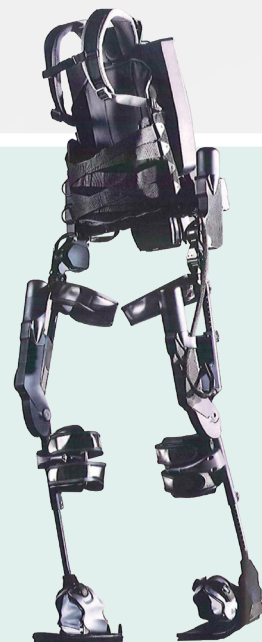
Our Team Utilizes Cutting Edge Technology

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





TRAURIG HOUSE

Residential Living Center

Traurig House is an 8 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.



- 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
- Can be referred from ANY level of care

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

Goals of the Program

- Increase level of functional independence, so that the person is well prepared to live in the community
- Provide a safe place to practice physical, cognitive and communication skills
- Develop compensatory strategies to enhance independence


For More Information:

Amy Benoit, RN, BSN
Supervisor/Care Manager

Email: abenoit@gaylord.org
Call: (203) 741-3488
Fax: (203) 294-8766

Seeing is Believing:

Call us to schedule a private tour.
More information available at
www.gaylord.org - search: Traurig

 Find us on YouTube
search: Traurig

Traurig House Helps to Produce Great Outcomes

Our unique program helps patients acquire the communication, cognitive and mobility skills they'll need to enjoy an independent life and successfully re-enter their communities.

97%

Of residents Felt that they were **Fully Prepared to Return Home**

FY2021 Residential Living Discharge Survey

97%

Of residents were **Discharged Back to the Community**

FY2021 Residential Living Discharge Tracking Report

94%

Of residents **Rated their Overall Stay as a Positive Experience**

FY2021 Residential Living Discharge Survey



Don't Forget:

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

Gaylord Has **Five** 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
Madison, 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
- Work Conditioning Program
- 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



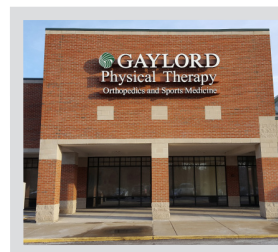
Cromwell

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



Madison

28 Durham Road
Madison, CT 06443
(203) 284-2888- 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



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
28 Durham Road, Madison, CT 06443
P: (203) 284-2888 • 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 - Madison

28 Durham Road
Durham, CT

Physical Therapy - North Haven

8 Devine Street
North Haven, CT