



## **WORKERS' COMPENSATION 2019 PERFORMANCE REPORT**

Restoring function and returning people to their lives



# Workers' Compensation 2019 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 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 (Commission on Accreditation of Rehabilitation Facilities) for both inpatient and outpatient programs.

**Gaylord Specialty Healthcare** is anchored by Gaylord Hospital, a Long-Term Acute Care Hospital, 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.



# Why Gaylord?



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

From simple to catastrophic care, our record for restoring function and returning people to work demonstrates our decades of experience and superior care.

We provide the injured worker with the latest evidence-based rehabilitation 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
- 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 12 Centers of Excellence 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 and Brain Injury - 1 of Only 2 LTACHs in the Country!**



## A Dedicated Team of Experts Produces Better Outcomes

### Dedicated Workers' Compensation Physician:

Workers' Compensation Physician Specialist  
**Jerrold L. Kaplan, MD**  
jkaplan@gaylord.org • (203) 284-2845



### To Make A Referral:

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



### To Establish A Contract Or Single Case Agreement:

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



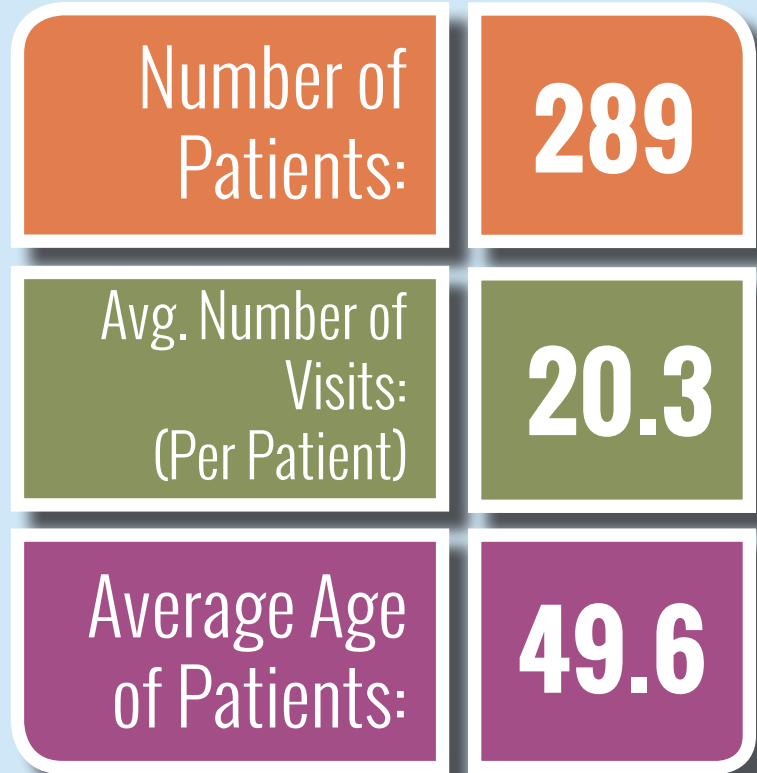
### A Neuropsychology Department with a World of Experience

As part of the Gaylord Specialty Healthcare system, we offer a **Comprehensive Concussion Program** and an experienced **Neuropsychology Department** that serves both adolescents and adults.

Gaylord Hospital is ranked in the top 20 of the largest rehab providers in the nation by Modern Healthcare. The latest technology, teamed with expert staff, allow patients to relearn skills faster and regain maximum function in order to return to work and home.

# Gaylord Specializes in Injured Workers

FY2019 Gaylord Outpatient Data



## Gaylord Patients are Able to Return to their Homes & Lives



Percentage of Workers' Comp Inpatients Discharged Back to the Community  
FY2019 Gaylord Inpatient Data

 Discharged to Community

# Positive Changes in the Functional Outcomes of Gaylord Patients

Scores based on FY2019 Gaylord Outpatient Data

## Significant Change

in ODI (10.2%)

ODI - Oswestry Disability Index (low-back pain)

## Significant Change

in LEFS (+17.3 points)

LEFS - Lower Extremity Functional Scale

## Significant Change

in NDI (17.9%)

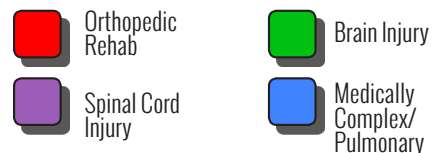
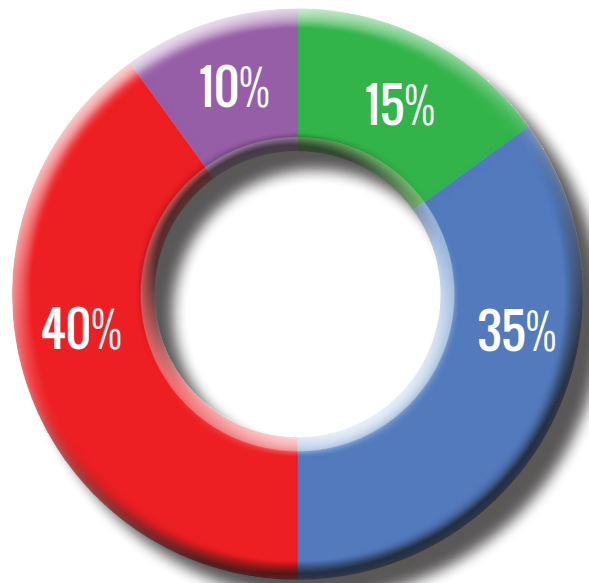
NDI - Neck Disability Index (neck pain)

## Gaylord's Inpatient 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 introducing new sporting opportunities, our team individualizes each patient's rehabilitation to inspire them to work harder and return to their highest possible level of function.

FY2019 Gaylord Admission Data



# Patient Outcomes Worth Bragging About

90 Day Follow-up • Gaylord Inpatients, All Payors • IT Health Track Data 4/1/2018 - 3/31/2019

No Post-Discharge  
Hospitalizations

**91.0%**

Able to Provide or Direct  
their Own Care

**100%**

Patients Living  
in Community

**97.9%**

## Patients Rated the Overall Assessment of their Gaylord Program **Highly Positive**

FY2019 Press-Ganey Inpatient Satisfaction 4's & 5's

Gaylord's  
Spinal Cord Injury  
Program:

**100%**  
Positive  
Rating

Gaylord's  
Brain Injury  
Program:

**94%**  
Positive  
Rating

Gaylord's  
Pulmonary/Vent  
Program:

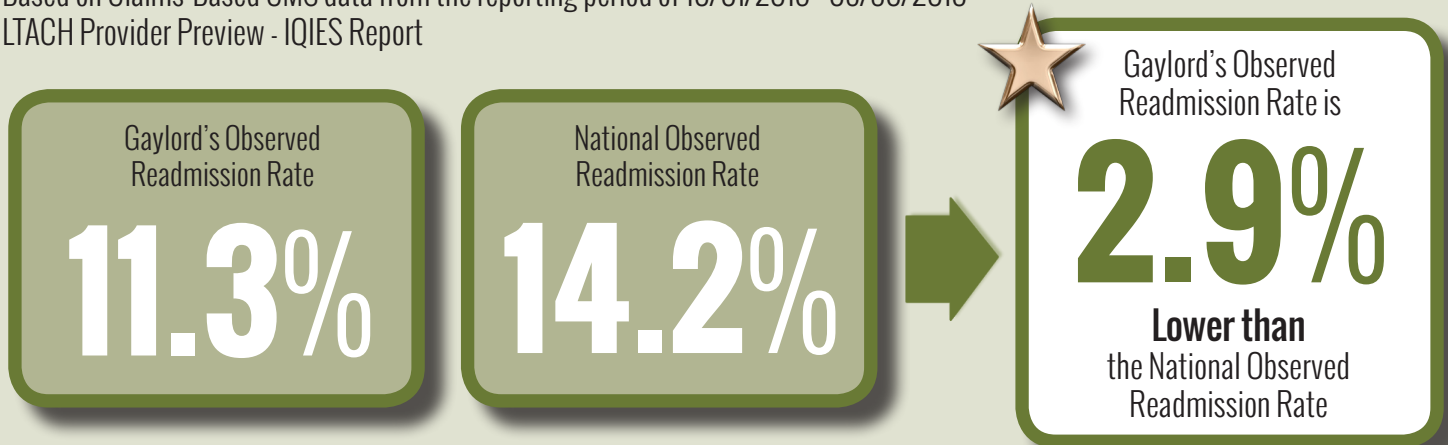
**99%**  
Positive  
Rating

Gaylord's  
Orthopedic  
Program:

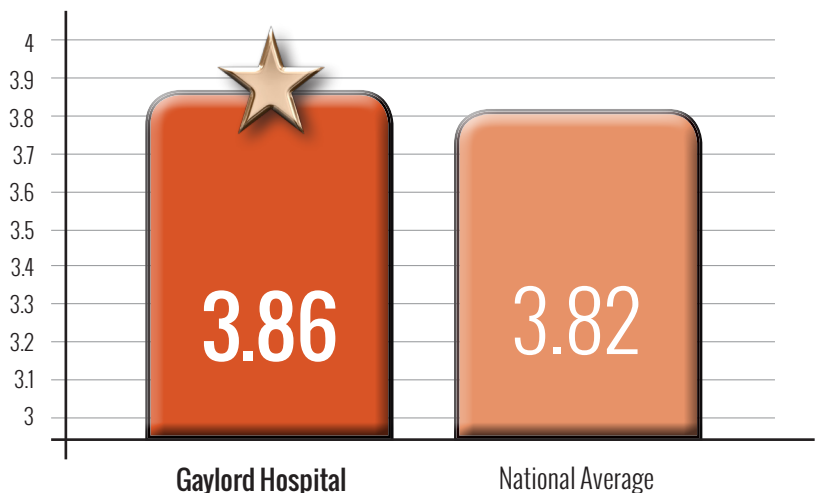
**99%**  
Positive  
Rating

# Gaylord's 30-Day Post Discharge Readmission Rate is Much Lower than the National Rate

Based on Claims-Based CMS data from the reporting period of 10/01/2016 - 09/30/2018  
LTACH Provider Preview - IQIES Report



# Gaylord Inpatients are More Satisfied Overall than the National Average



90 Day Follow-Up IT Health Track Data  
4/1/2018 - 3/31/2019



# Satisfied Employees Make Great Caregivers



Satisfied employees have been shown to be more effective than unhappy caregivers.

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

## Satisfied Employees Make Better Caregivers

FY2018 Semi-Annual Gaylord Employee Survey:  
"What is your Overall Job Satisfaction at this Time?"

National Average

64%

Gaylord Hospital

83%

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

FY2018 Semi-Annual Gaylord Employee Survey:  
"How Satisfied are you with Gaylord's Commitment to Patient-Centered Care?"

65%

National Average

91%

Gaylord Hospital

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

FY2018 Semi-Annual AHRQ Survey (Agency for Healthcare Research and Quality)

National Average

78%

Gaylord Hospital

83%

# The Perfect Environment to Heal



- **All Private Inpatient Rooms** - Reduces Risk of Infection
- Located on 400+ Scenic Acres with Easy Access to Outdoors
- WiFi Access on all Units
- Large Indoor Therapy Pools for Inpatients and Outpatients
- Assistive Technology Program
- Home Simulation Area
- Adaptive Sports Program - Largest in the Region
- Support Groups for Patients and Caregivers

## Beautiful On-Campus Housing for Loved-Ones

- Guest cottage with 4 individual private suites to accommodate families of patients - each unit is 400 sq. ft.
- Free-standing 2-bedroom cottage for family use
- Free Parking
- Free WiFi

**5 separate units available -  
only steps away from the hospital**



## Why Gaylord?

## The Perfect Environment to Heal

Gaylord Hospital is set on  
**400+ Scenic Acres** in Central Connecticut.



### All Private Inpatient Rooms

Private rooms in healthcare are incredibly important. Privacy allows for a more positive environment - essential in the healing process. They also dramatically reduce the risk of infection.

All of our rooms are singles and each room has a view of either the lush countryside or one of our landscaped courtyards. Arrangements can be made for a family member to spend the night in a patient's room or in one of our newly constructed on-site guest cottages, if desired.

### The Only LTACH in Connecticut with All Private Inpatient Rooms

## Gaylord has a 4,500 sq. ft. State-of-the-Art Rehab Gym

The heart of Gaylord Hospital is undoubtedly the main rehab gym. At 4,500 square feet, it's large enough to accommodate the latest technology used in rehabilitation.

The gym includes a full size car, kitchen, bedroom, bathroom - even a simulated grocery store. There is also a smaller satellite gym on our high acuity unit for patients that need a more intimate setting in the earlier stages of recovery.

### The Only Facility in Connecticut with Ekso™ and ZeroG® Technology





## Gaylord Has Three Convenient Outpatient Locations

### Gaylord's Neuro Rehabilitation Outpatient Services

- Neuropsychology Program
- Psychiatry Services
- Aphasia & Cognitive Day Therapy Program
- Bionic Exoskeletons - Ekso & ReWalk
- Gaylord Center for Concussion Care
- PT, OT, Speech and Aquatic Therapy
- Vestibular Therapy
- Vision Therapy

#### Wallingford

50 Gaylord Farm Road  
Wallingford, CT 06492  
**(203) 284-2888 - Appointments**  
[www.gaylord.org](http://www.gaylord.org)  
(203) 294-8705 Fax

### Gaylord Physical Therapy - Orthopedics & Sports Medicine

- 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
- Pools for Aquatic Therapy
- Manual Techniques
- Therapeutic Modalities
- Patient Education for Continued Healing at Home
- Dry Needling

#### Cheshire

1154 Highland Avenue  
Cheshire, CT 06410  
**(203) 679-3533 - Appointments**  
[www.rehabwithapro.org](http://www.rehabwithapro.org)  
(203) 294-8705 Fax

#### North Haven

8 Devine Street  
North Haven, CT 06473  
**(203) 230-9226 - Appointments**  
[www.rehabwithapro.org](http://www.rehabwithapro.org)  
(203) 294-8705 Fax

2  
Locations



## 8 Bed Transitional Living Center for Acquired Brain Injury Patients



Transitional 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 a Residential Care Home - 8 beds
- 24/7 staff, certified in Medication Administration, CPR & First Aid
- 5 days/week Day Treatment Program within Gaylord Outpatient
- Only steps away from the hospital
- Can be referred from **ANY** level of care

### 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 and return to work

# 96.7%

of Traurig residents are  
**Likely to Recommend  
Traurig** to others

FY2019 Transitional Living Discharge Tracking Report

# 95.7%

of Traurig residents were  
**Discharged Back to the  
Community**

FY2019 Transitional Living Discharge Tracking Report

# 96.8%

of Traurig residents  
rated their overall stay as  
a **Positive Experience**

FY2019 Transitional Living Discharge Tracking Report



**Don't Forget:** Traurig House includes 5 days/week of  
intensive therapy at our **world-class outpatient rehabilitation.**

## Why Gaylord?

Gaylord is **Different** from our Competition

# Gaylord Utilizes Cutting Edge Technology

## Bionic Exoskeleton Technology

Gaylord is the only facility in Connecticut to have 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.



The Only Facility in Connecticut with Ekso™ Technology

## 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 All Three Outpatient Locations



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



From inpatient to outpatient services, at three convenient locations in central Connecticut, Gaylord provides a care-coordinated, interdisciplinary team approach for patients who have experienced a work-related 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 Transitional Living Center

80 Gaylord Farm Road, Wallingford, CT 06492

Referrals/Questions:  
P: (203) 741-3488 • F: (203) 294-8766

## Gaylord Outpatient Services

Neurological, Medical and Therapy Services  
50 Gaylord Farm Road, Wallingford, CT 06492

Referrals/Questions:  
P: (203) 284-2888 • F: (203) 294-8705

## Gaylord Physical Therapy - Orthopedics & Sports Medicine

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

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



Think Possible



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

**LOCATIONS:**

**Hospital • Outpatient Services**

50 Gaylord Farm Road  
Wallingford, CT

**Physical Therapy - Cheshire**

1154 Highland Avenue  
Cheshire, CT

**Physical Therapy - North Haven**

8 Devine Street  
North Haven, CT