

INJURED WORKER PROGRAM 2024 Performance Report



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



Injured Worker Program 2024 Performance Report

EXPERTS IN HELPING INJURED WORKERS

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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.

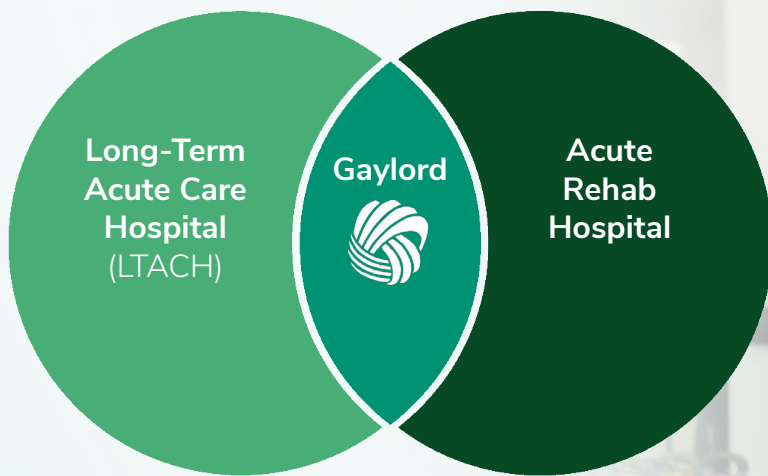
Gaylord is anchored by **Gaylord Hospital**, a long-term acute care hospital (LTACH), and includes **Gaylord Outpatient Services**, **Gaylord Physical Therapy** and the **Traurig Transitional Living Center** for patients who require diagnosis and treatment on an outpatient basis. Together, these entities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

Gaylord's reputation for **leadership** in treating stroke, spinal cord, and brain injuries and health challenges following pulmonary complications and sports-related injuries led to explosive growth in the **research** space. The **Milne Institute for Healthcare Innovation** conducts research and develops evidence-based practices and applied technologies by leveraging Gaylord's expertise and experience in the care of patients over the past 120 years.



A Unique Model Built for Successful Outcomes

The Best of Both Worlds: LTACH & Acute Rehab in One

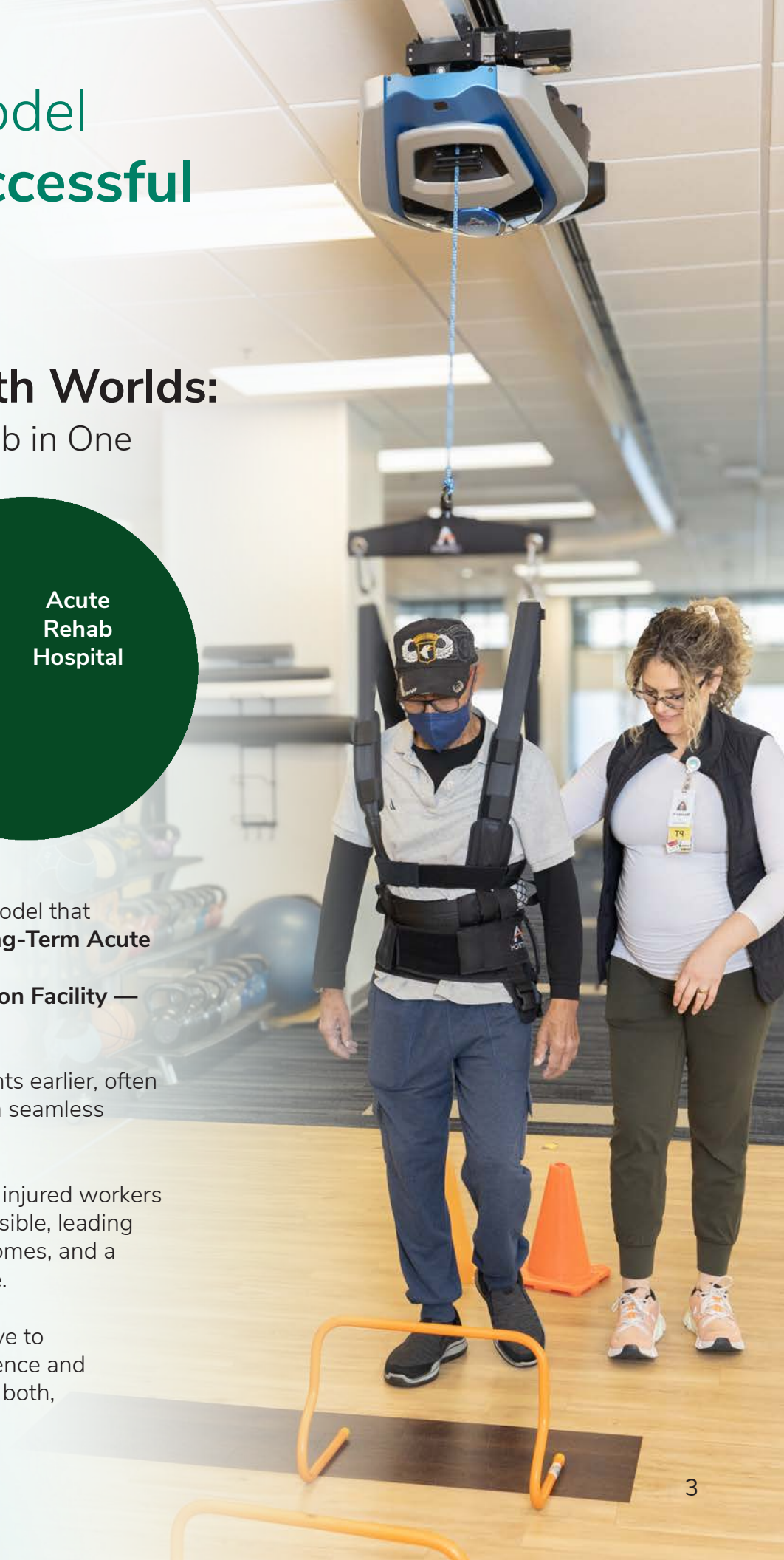


At Gaylord, we offer a unique model that combines the expertise of a **Long-Term Acute Care Hospital (LTACH)** and a **world-class Acute Rehabilitation Facility** — all under one roof.

This means we can admit patients earlier, often directly from the ICU, ensuring a seamless transition to recovery.

Our integrated approach allows injured workers to begin therapy as soon as possible, leading to faster recoveries, better outcomes, and a smoother return to work and life.

With Gaylord, patients don't have to choose between medical excellence and top-tier rehabilitation—they get both, **right from the start.**



A Dedicated Team of Experts Produces Better Outcomes

Making the Workers' Compensation Process Easy & Efficient



Workers' Compensation Physician:

Jerrold L. Kaplan, MD

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



Outpatient Referrals:

Jaclyn Magnuszewski, COTA, MHA

Manager, Workers' Compensation Services
(203) 284-2989 • jmagnuszewski@gaylord.org



Inpatient Referrals:

Elizabeth Weber, BSN, RN

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



Contracts & Single Case Agreements:

Kathryn Prevost, RN

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



Meetings and Tours:

Kevin Johnson

Marketing & Business Development
(203) 284-2760 • kjohnson@gaylord.org

All-Inclusive Recovery for Injured Workers

From **simple to catastrophic injury**, Gaylord provides superior evidence-based rehabilitation, helping injured workers get back to life and work.

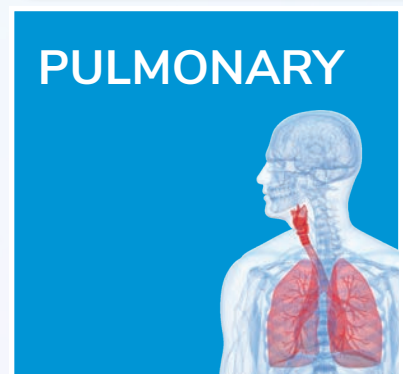
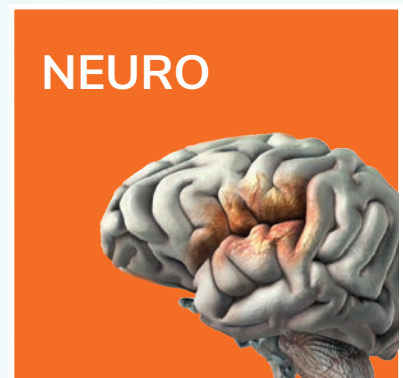
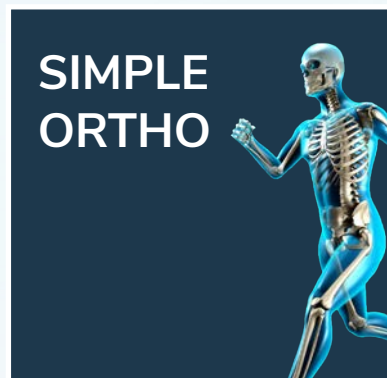
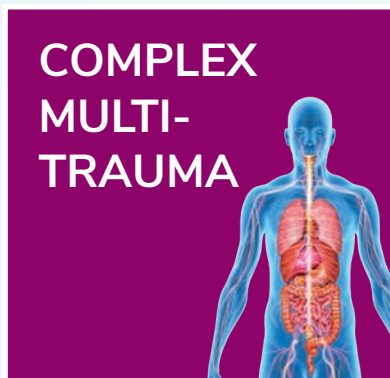
- Decades of experience and superior care
- The latest evidence-based rehabilitation
- Support for family members in a healing environment
- In-house neuropsychology department
- Comprehensive concussion program
- Spinal cord injury transitional program
- Acquired brain injury transitional living program
- Work conditioning program
- Support groups for patients and caregivers

Comprehensive **Interdisciplinary Team** for Individualized Care:

- physiatrists
- hospitalists
- certified rehab nurses
- psychology
- nutrition
- physical therapists
- occupational therapists
- speech therapists
- recreation therapists

Coordinated expertise for faster recovery, improved outcomes, and personalized patient care

Think Possible



Our Team Utilizes Cutting-Edge Technology

Bionic Exoskeleton Technology

Gaylord was the first facility in Connecticut to offer the EksoNR Bionic Exoskeleton.

The EksoNR 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 our Wallingford location.

Connecticut's EksoNR 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's in Connecticut, patients can begin rehabilitation as early as possible in a safe, controlled environment.

The Only System in CT with ZeroG Technology -
Two units; 1 for inpatients and 1 for outpatients



AlterG® Anti-Gravity Treadmill

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

This unique unweighting capability comfortably lifts the user, allowing them to walk or run at a fraction of their body weight.

Available in Four Outpatient Locations



The Perfect Environment to Heal

All-private Inpatient Rooms - Reduces Risk of Infection

- Located on 400-Scenic Acres
- Easy Access to Outdoor Gardens and Grounds
- Guest Housing for Overnight Visitors and Family
- Free Campus-wide Wi-Fi 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

Just a Few Steps from the Hospital

Ask Us If Your Injured Worker Qualifies
for a **30-Day Free Cottage Stay**

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



Gaylord is **Highly Accredited**

- CARF accredited for all inpatient and outpatient rehabilitation programs with additional accreditation for Spinal Cord Injury (SCI), Stroke and Brain Injury Specialty Programs

Gaylord is the only LTACH in the U.S. and among only a handful worldwide to have earned this premier level of CARF accreditation.

- Accredited by the Joint Commission
- Center of Excellence for Vapotherm High Flow Therapy - The **first in the country** with this designation
- Outpatient Pulmonary Rehabilitation accredited by the American Association of Cardiovascular and Pulmonary Rehabilitation (AACVPR)
- Partner site of the Spaulding New England Regional Spinal Cord Injury Center - **One of only** 18 Model Spinal Cord Injury Systems in the U.S.
- Passy-Muir Center of Excellence - **One of only** 14 in the U.S.
- **Vestibular Center of Excellence by VeDA**, recognizing our commitment to outstanding balance and vestibular care - **One of only** 10 in the U.S.

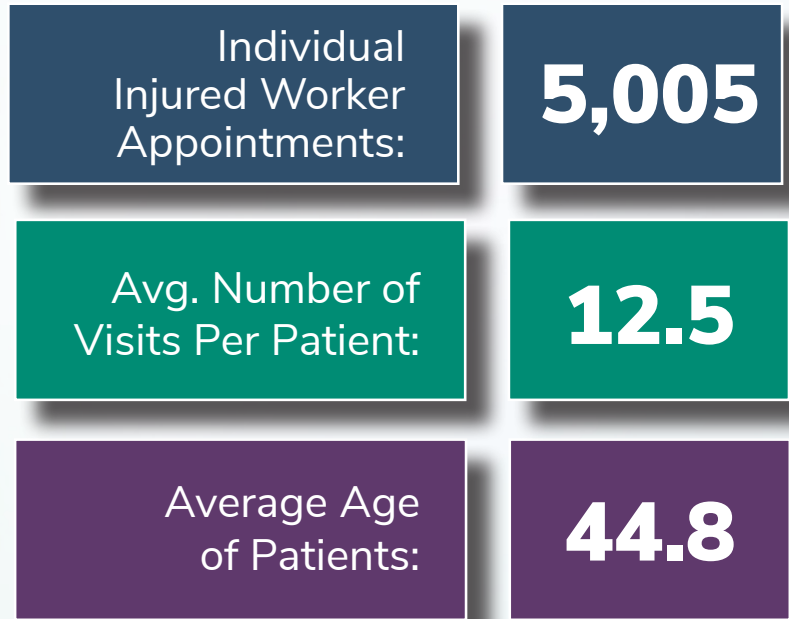


We Specialize in Helping Injured Workers

As one of the nation's Top 20 Largest Rehab Providers (Modern Healthcare), Gaylord uses five locations and hundreds of experienced staff to support our patients while they achieve their goals.

By investing in technology and research, we provide a high-tech rehab experience. Patients relearn skills faster and regain maximum function to return to work and home.

FY2024 Gaylord Outpatient Data

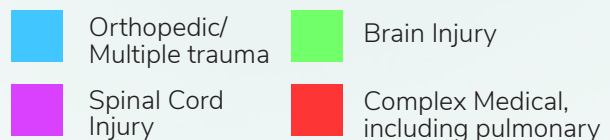
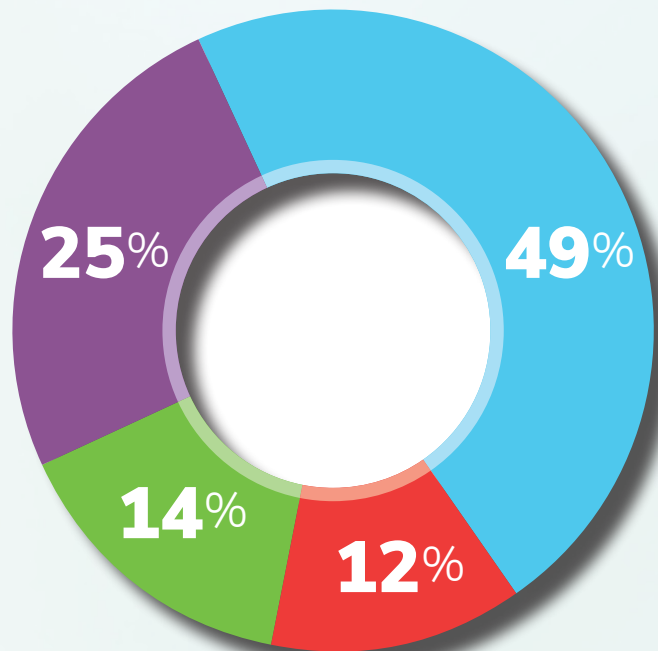


Experts to Care for Diverse Diagnoses

Our patients require a board-certified critical care physician to oversee recovery following major multiple trauma, while others require a physical medicine and rehabilitation expert to manage their spinal cord injury.

Gaylord's expert medical team leverages years of experience to accelerate recovery, whether a patient's stay is 14 days or 40.

FY2024 Gaylord Inpatient Admission Data



Patients Speak, and the Results Are Clear:

Gaylord Leads in Patient Satisfaction

Question: Would you **recommend Gaylord Hospital** to your friends and family?



**Spinal Cord
Injury**

100%



**Brain
Injury**

96%



Orthopedic

99%



**Medically
Complex**

97%

FY2024 HCAHPS patient satisfaction survey, 3s + 4s (scale of 4)



From Admission to Independence:

Gaylord's **Discharge Function Score** is Much Better than the National Average

National
Rate:



Gaylord's
Current
Rate:



CMS LTACH Quality Measures (04/01/2023 - 03/31/2024)



Setting the Standard: Exceptionally Low Infection Rates Reflect Gaylord's Commitment to Patient Safety:



Central Line-Associated Bloodstream Infections (CLABSI)

National Average:

0.715

Gaylord's Average:

0.160

LOWER IS BETTER

Gaylord is **Much Better** than the National LTACH Average

CMS LTACH Quality Measures (01/01/2023 - 12/31/2023)



Gaylord's Outstanding **Vent Weaning Success** Sets a New Standard in Patient Care

Gaylord's Ventilator Liberation Rate
(Percentage of patients who are fully weaned at discharge)
Is MUCH BETTER than the National Average

National
Rate:



Gaylord's
Current
Rate:



CMS LTACH Quality Measures (04/01/2023 - 03/31/2024)



Leading the Way:

Gaylord Achieves Outstanding Results in Preventing 30-Day Readmissions

National Rate: **20.09%**

Gaylord's Rate:

14.42%

LOWER IS
BETTER

Gaylord's Rate is **MUCH BETTER** than the National LTACH Average

Potentially Preventable 30-Day Post-Discharge Readmission rate
Center for Medicare Services (CMS) 10/01/2021-09/30/2023

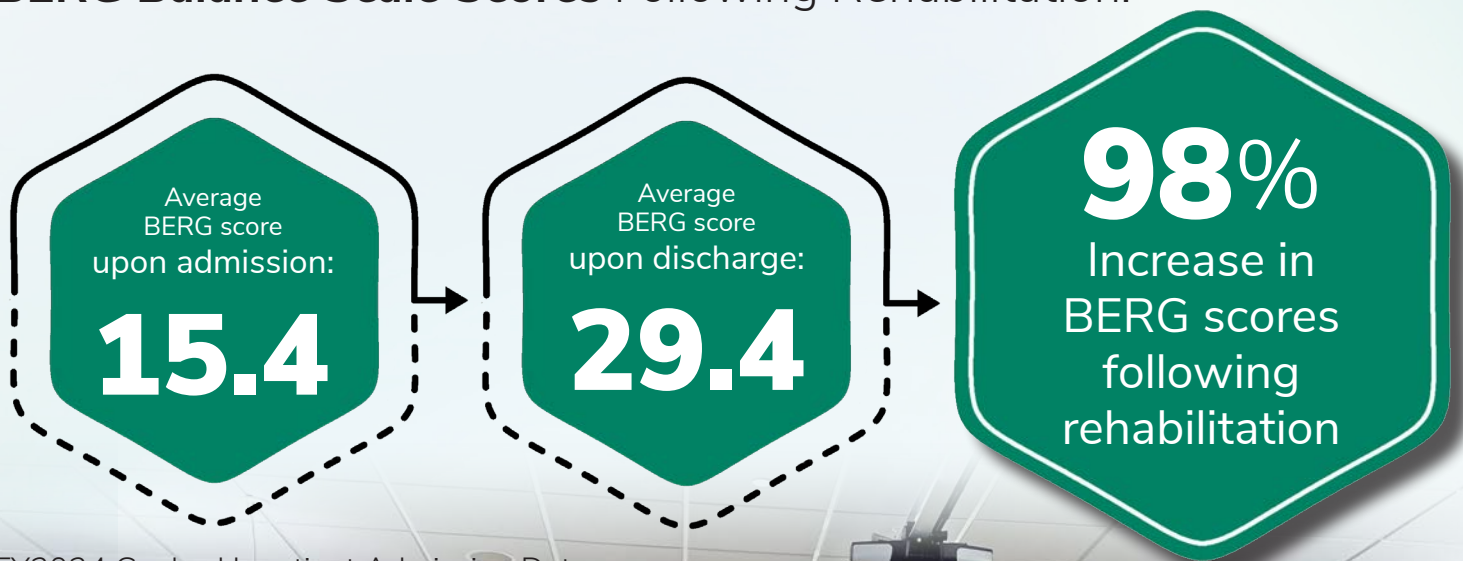


What is the **BERG** Balance Scale?

The **Berg Balance Scale** (BBS) is a widely-used outcome that measures the patient's ability to balance, which helps the therapist assess the risk of falling. Understanding your risk of falling is important in developing your rehabilitation plan.

Scoring is simple and clear, with each of the 14 tasks rated on a 5-point scale, making it easy for a wide range of clinicians to use. The highest possible score a patient can achieve is 56.

Gaylord Patients Achieve **Significant Improvement in BERG Balance Scale Scores** Following Rehabilitation:



FY2024 Gaylord Inpatient Admission Data



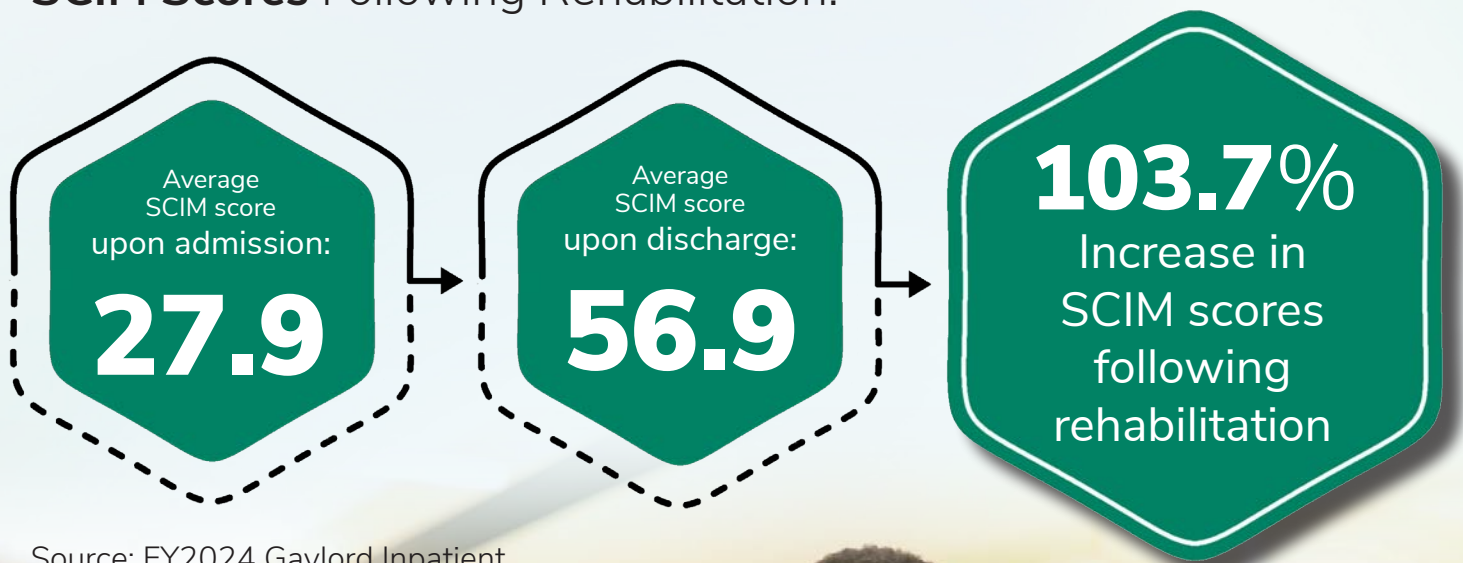
FY2023 Gaylord Inpatient Admission Data

What is SCIM?

The **Spinal Cord Independence Measure** (SCIM) is a specialized outcome assessment tool designed to evaluate the level of functional independence in individuals with spinal cord injuries (SCI). It focuses on essential daily tasks and activities, helping clinicians and researchers understand the impact of rehabilitation interventions and track patients' progress over time.

The total SCIM score ranges from 0 to 100, where higher scores indicate greater functional independence.

Gaylord Patients Achieve **Significant Improvement in SCIM Scores** Following Rehabilitation:



Source: FY2024 Gaylord Inpatient Admission Data



What is **FOIS**?

The Functional Oral Intake Scale (FOIS) is a standardized tool used to assess and track the oral intake of food and liquids in individuals with swallowing disorders (dysphagia).

It is commonly used in clinical settings to evaluate patients' ability to consume food and drink by mouth, ranging from total dependence on non-oral feeding methods to full oral intake without restrictions.

Gaylord Patients Achieve
Significant Improvement
in **FOIS Scores**
Following Speech Therapy:

Source: FY2023 Gaylord Inpatient Admission Data

69%

Of Gaylord Inpatients who were Admitted at FOIS level 1-3 Were **Discharged at FOIS Level 3 or Higher**

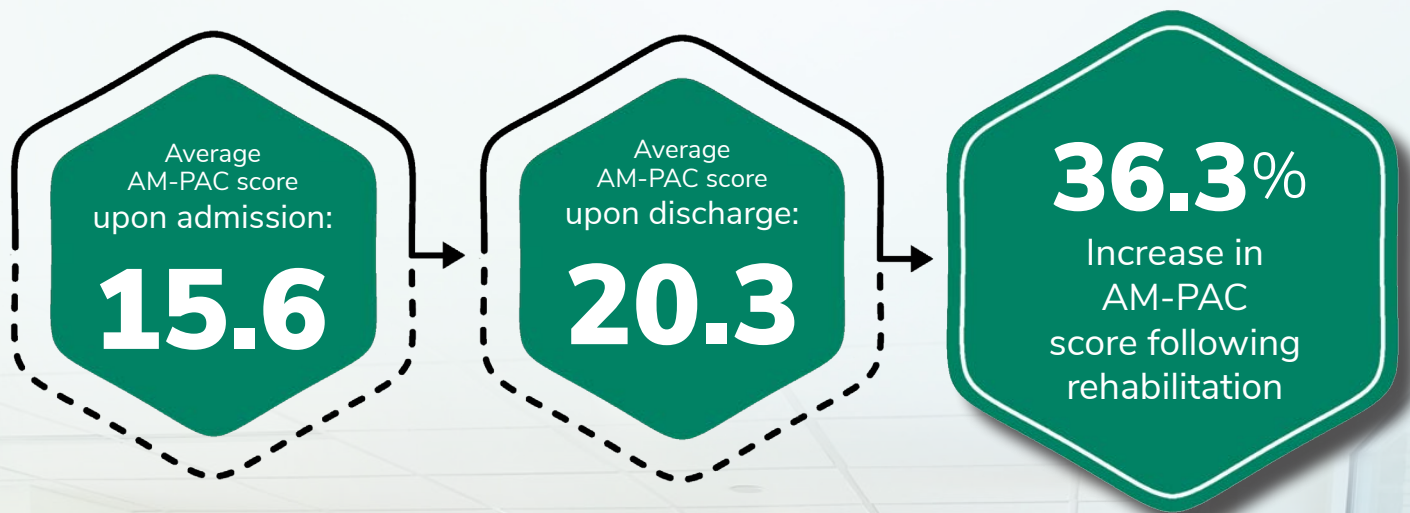


What is AM-PAC?

The **Activity Measure for Post-Acute Care** (AM-PAC) is a standardized assessment tool used to measure a patient's functional outcomes in post-acute care settings.

It evaluates a patient's ability to perform daily activities and tracks progress during rehabilitation or recovery. The scale has a range of 1 (lying in bed) to a maximum score of 24 (walked 250 feet, three times).

Gaylord patients achieve **Significant Improvement in AM-PAC Scores** Following Rehabilitation



FY2024 Gaylord Inpatient Admission Data, PT and OT combined



Work Conditioning Program

Expertise that helps injured workers **return to their lives sooner.**

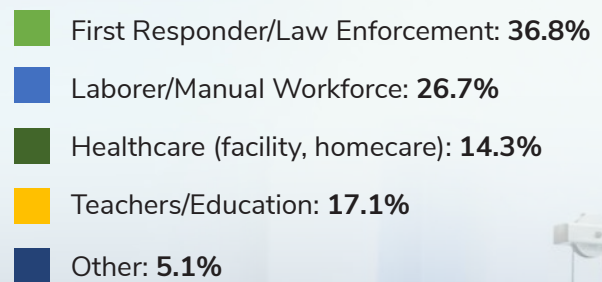
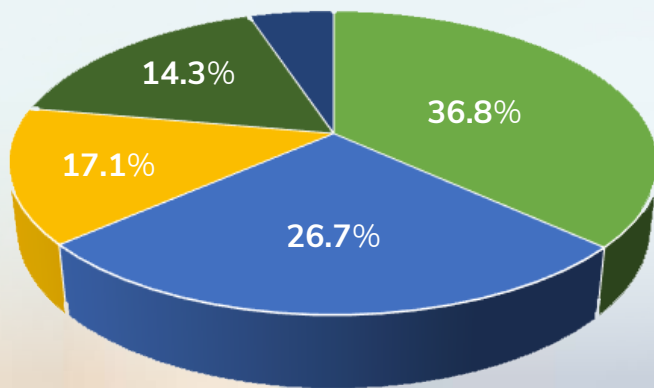
Our **Work Conditioning Program** offers injured workers and treating physicians a structured program that provides a **safe and successful return to work.**

The program uses a progressive conditioning and loading program that is based on the injured worker's specific job tasks.

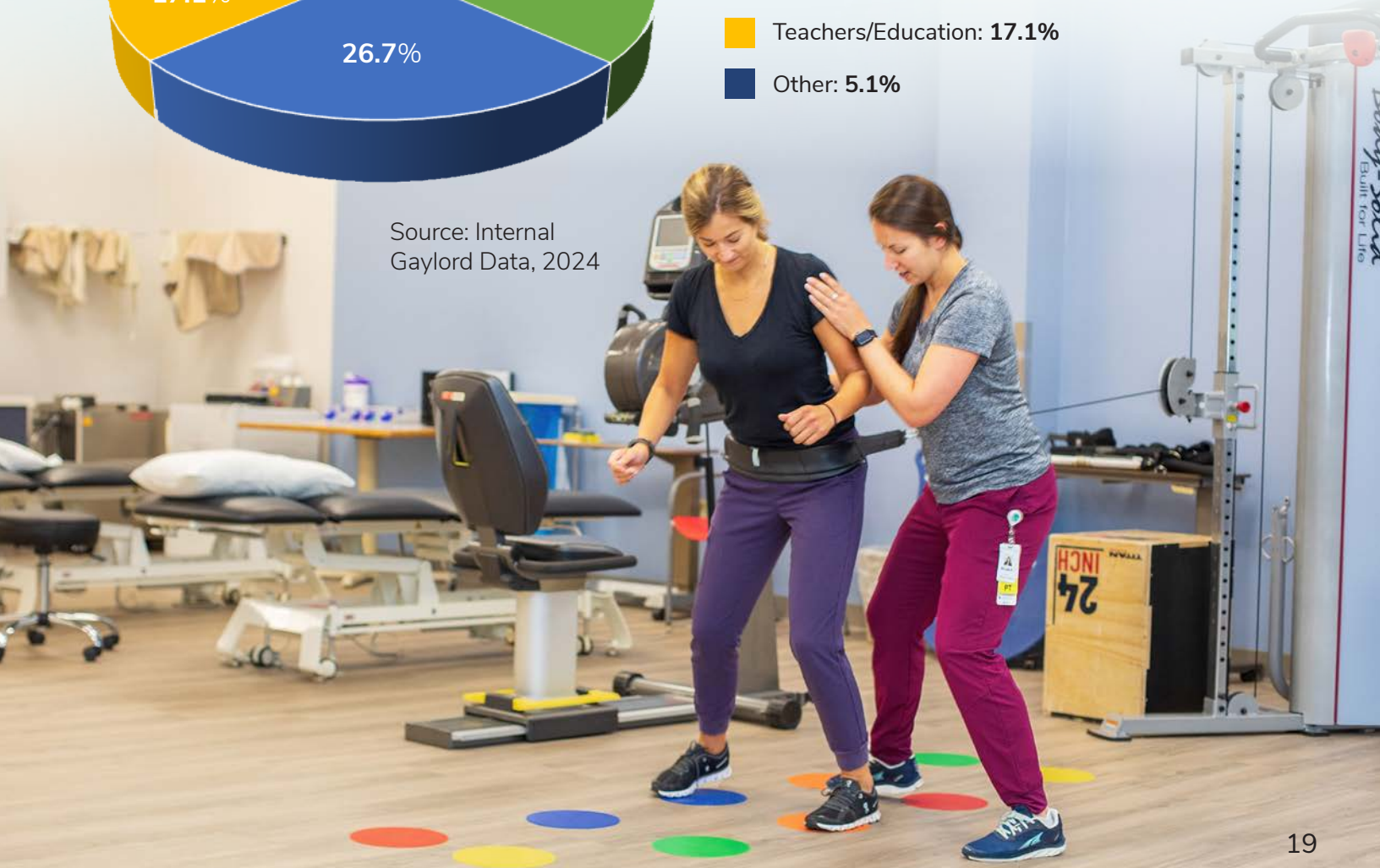
Additional program information includes:

- Physical therapy 3-4 hours per day, 3 days a week
- Short and long-term goals that are specific to job tasks
- Treatment oversight that includes a physiatrist, care manager and physical therapy team

We treat injured workers from many different professions:



Source: Internal
Gaylord Data, 2024





TRAURIG HOUSE

Transitional Living Center

Traurig House is an 8-bed transitional 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.

The goals of the program are: 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 and develop compensatory strategies to enhance independence.

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

- Length of stay averages between 30-40 days
- Licensed as Residential Care Home - 8 beds
- 24/7 staff, certified in Medication Administration, CPR & First Aid
- 5 days/week Day Treatment Program within Gaylord Outpatient on the Wallingford campus
- Can be referred from ANY level of care

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:

Schedule a private tour. More information available at www.gaylord.org

You Tube Find us on YouTube (search: Traurig)



Traurig House Produces **Great Outcomes**

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

33
days

average length
of stay before
returning home

96%

of residents were
**satisfied with the
Traurig program**

93%

of Traurig residents
rated 5/5 on **“feeling
prepared to function”**
at home.

47

successful graduates
of this unique setting

FY2024 Internal Traurig statistics, Residential Living Discharge Survey



Don't Forget:

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

Gaylord Has **Five** Convenient Outpatient Locations



Offered exclusively on the Wallingford campus:

- Aphasia & Cognitive Day Therapy Program
- Aquatic Therapy
- Bionic Exoskeletons - EksoNR & Indego
- Neuropsychology & Counseling
- Psychiatry (Rehab) Physicians

Offered in North Haven and Wallingford:

- PT, OT, and Speech Therapy
- Vestibular Therapy
- Comprehensive Concussion Care
- Vision Therapy



Wallingford

50 Gaylord Farm Road
Wallingford, CT 06492
(203) 284-2888

gaylord.org



North Haven

8 Devine Street
North Haven, CT 06473
(203) 230-9226



Offered on all Gaylord campuses:

- Orthopedic and Sports Medicine therapy
- Improving movement, mobility, and strength to restore and promote optimal function
- Experts in addressing work capacity concerns and return-to-work planning
- Dedicated Work Conditioning Program
- Patient education/home exercise programs
- Manual techniques
- Therapeutic modalities
- Dry needling
- Aquatic evaluations at all locations, the pool is located in Wallingford



Cheshire

415 Highland Avenue
Cheshire, CT 06410
(203) 679-3533



Cromwell

50 Berlin Road
Cromwell, CT 06416
(203) 284-3020



Madison

28 Durham Road
Madison, CT 06443
(203) 284-2929

rehabwithapro.org

Facilitated & Tracked

114 PROJECTS
at various stages
of completion



MANUSCRIPTS

SUBMITTED
7 Manuscripts for Peer-Review

PUBLISHED

5

59 Staff Members
14+ Departments
were involved in IRB approved research projects

CONFERENCES

SUBMITTED
17
Conference Abstracts

APPROVED
16
Conference Abstracts

14
Posters

2
Oral



“Gaylord gave me hope; gave me the opportunities to channel my drive to get better into something real. It gave me a lot of opportunities to succeed in recovery. And, it exceeded expectations in pretty much every way.”

- **Jason Bedford**



“They’re dedicated to each other, and most of all, they’re dedicated to their patients. That’s not something you can teach. It has to be within their soul as providers.”

- **Lenny Guercia**



“They led me to have a full recovery. I highly believe that Gaylord was the reason why I’m back to being a nurse today.”

- **Katie LaPierre, RN**

