



# Injured Worker Program 2023 Performance Report

Restoring function and returning people to  
their highest quality of life



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## EXPERTS IN HELPING INJURED WORKERS

Choose Gaylord, Accreditations	Page 3
Meet our Workers' Compensation Team	Page 4
All Private Rooms, Rehab Technology	Page 5 - 6
World-Class Outcomes	Page 7 - 10
Work Conditioning Program	Page 11
Connecticut's Only Residential Living Center	Page 12 - 13
Outpatient Locations	Page 14

## 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.





# Choose Gaylord as a Partner



## Providers and agents for employers agree:

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

With more than 120 years of experience in placing the **patient at the center of every choice made**, this team excels at returning workers to their highest level of function after a life-altering accident or injury.

**Injured workers** benefit from the latest **evidence-based rehabilitation practices** and **technology** in a healing environment while their families are supported and provided education.

## Gaylord is Highly Accredited



- 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.

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.



# A Dedicated Team of Experts Produces Better Outcomes

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



## Workers' Compensation Physician:

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**Jerrold L. Kaplan, MD**  
Medical Director, Outpatient &  
Workers' Compensation Services  
(203) 284-2845  
[jkaplan@gaylord.org](mailto:jkaplan@gaylord.org)



## Outpatient Referrals:

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**Jaclyn Magnuszewski, COTA**  
Workers' Compensation Liaison  
(203) 284-2989  
[jmagnuszewski@gaylord.org](mailto:jmagnuszewski@gaylord.org)



## Inpatient Referrals:

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



## Contracts & Single Case Agreements:

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



# 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
- 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

- 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



**On-Site Cottages For  
Family & Loved-Ones**

# Our Team Utilizes Cutting-Edge Technology



## Bionic Exoskeleton Technology

Gaylord was 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 our 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'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

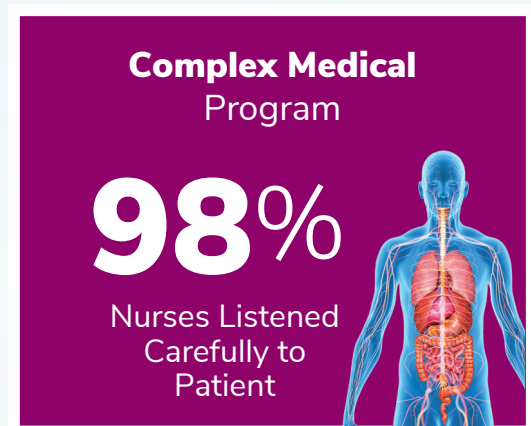
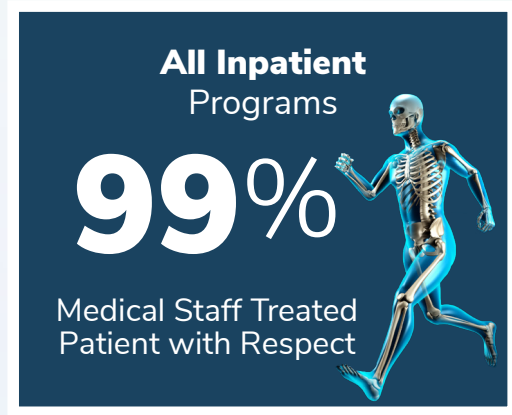


# Inpatient Care

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Our Patients Rate the  
**Overall Assessment**  
of their Program  
**“Highly Positive”**

Source: FY23 Patient Satisfaction:  
Press-Ganey 4s+5s, HCAHPS Top Boxes



Our Patients are  
**“Highly Likely”** to  
**Recommend**  
**Gaylord’s Programs**  
to Others

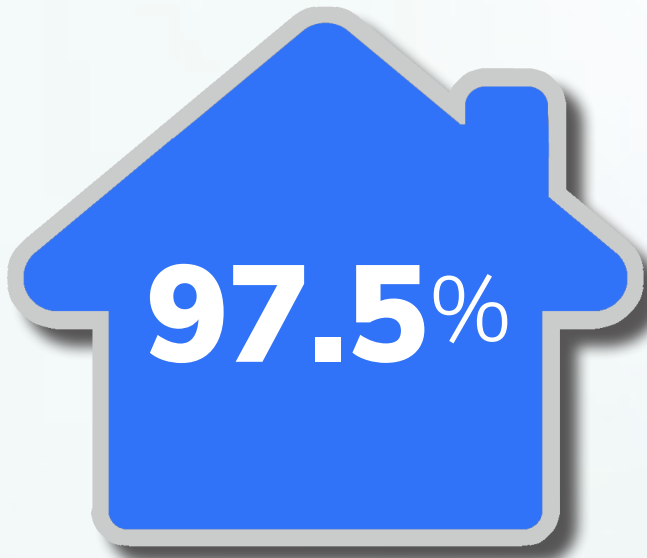
Source: FY23 Patient Satisfaction:  
Press-Ganey 4s+5s, HCAHPS Top Boxes



# Inpatient Programs

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 adaptive sports and recreation opportunities, our team individualizes each patient's rehabilitation to inspire them to return to their highest possible level of function.



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

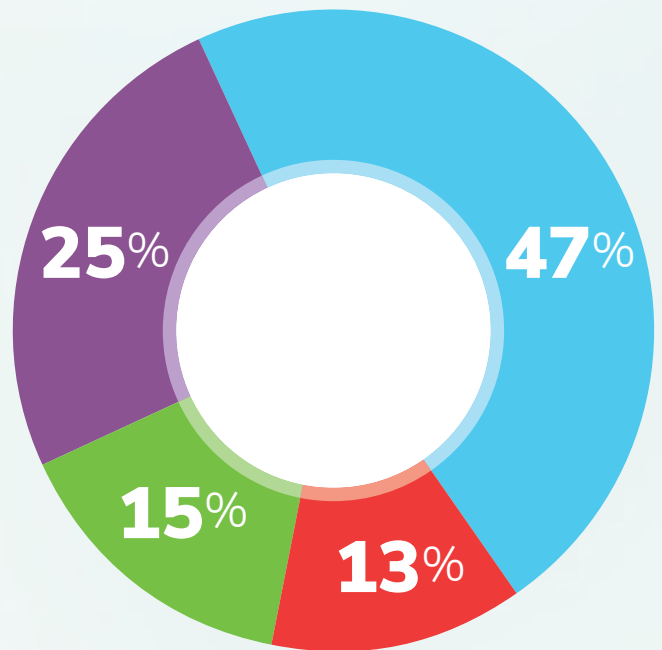
Year after year, Gaylord Hospital graduates exhibit a successful recovery by being discharged back to the community.

FY2023 Gaylord Inpatient 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 medical team comprises experts who use extensive experience to accelerate patients' recovery, whether the length of stay is 14 or 40 days.



FY2023 Gaylord Inpatient Admission Data



# Outpatient Services

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## 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.

FY2023 Gaylord Outpatient Data

Individual Injured Workers:

**341**

Avg. Number of Visits Per Patient:

**11.4**

Average Age of Patients:

**43.9**

## Significant Gains in Functional Outcomes

Significant Change  
in LEFS  
**+19 points**

LEFS - Lower Extremity Functional Scale ★

Significant Change  
in NDI **12.3%**

NDI - Neck Disability Index (neck pain) ★


Source: Internal Gaylord Graduate Survey, 2023

# Superior Patient Satisfaction Scores

**Neuro Therapy Program**

**95%**

Likelihood to Recommend Outpatient Services in North Haven



**Orthopedic Program**

**100%**


Likelihood to Recommend Therapy in Madison



**Pulmonary Rehab Program**

**100%**


Knowledgable and hardworking staff in Wallingford



**Physiatry/Medical Services**

**98%**

Likelihood to Recommend Medical Services in Wallingford



Source: Press-Ganey 4s+5s, HCAHPS, Pulmonary Graduate Survey, Top Boxes

# Work Conditioning Program

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

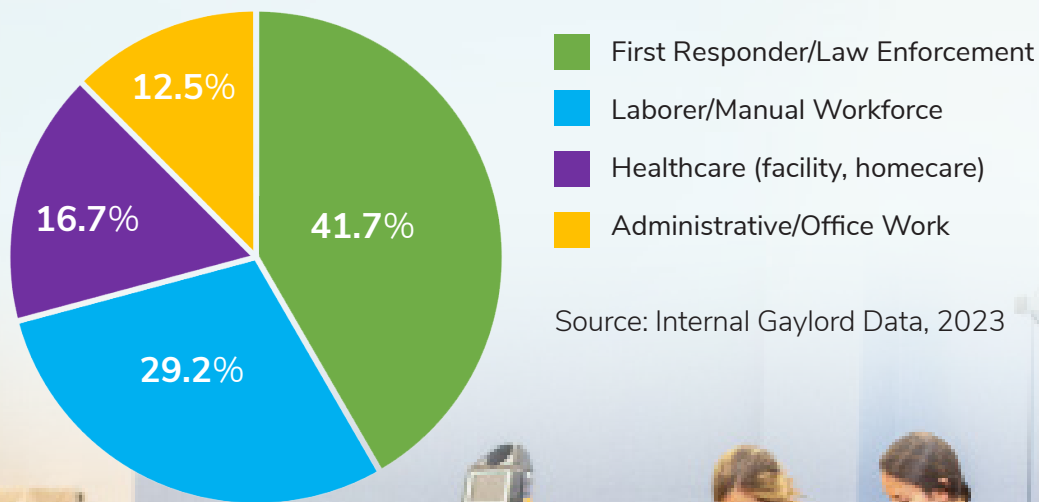
Our **Work Conditioning Program** offers injured workers and treating physicians a structured program that provides a **safe and successful return to work.**

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, 2023







# 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.



- 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

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](mailto: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](http://www.gaylord.org) - search: Traurig

 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.

**34**  
days

average length  
of stay before  
**returning home**

**100%**

of residents were  
**discharged** to the  
**community**

**43**

years old

average age of the  
**residents**

**48**

**successful graduates**  
of this unique setting

FY2023 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 - Ekso™ & Indego<sup>R</sup>
- Neuropsychology & Counseling
- Physiatry (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 Phone

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



### North Haven

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



## Offered on all Gaylord campuses

- Orthopedic and Sports Medicine teams
- 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

1154 Highland Avenue  
Cheshire, CT 06410  
(203) 679-3533 Phone



### Cromwell

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



### Madison

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

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

Fax (203) 294-8705



# 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 five 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 an 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.org

## Gaylord Hospital

50 Gaylord Farm Road, Wallingford, CT 06492

Admissions Department:  
(203) 284-2810 • Fax (203) 284-2811

## Traurig Residential Living Center

80 Gaylord Farm Road, Wallingford, CT 06492

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

## Gaylord Outpatient Services

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

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

## Gaylord Physical Therapy

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

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

28 Durham Road, Madison, CT 06443  
(203) 284-2929 • Fax (203) 294-8705

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

