

Hartford HealthCare Facts & Figures



Hartford HealthCare is Connecticut's only truly integrated health care system. With more than 18,000 employees and \$2.5 billion in net revenue, the system offers the full continuum of care with five acute-care hospitals, the state's oldest air-ambulance service, behavioral health and rehabilitation services, a large physician group and clinical integration organization, skilled-nursing and visiting-nurse services, a laboratory system that spans the state, and a number of services for seniors, including senior-living facilities.

2014 Accomplishments

- Launched the Hartford HealthCare Cancer Institute, bringing together all five HHC hospital-based cancer centers. The Institute is the charter member of the Memorial Sloan Kettering (MSK) Cancer Alliance, established to bring world-class care, clinical research and clinical trials to local communities.
- Created a virtual Women's GI Health Center with a multidisciplinary all-female team from across HHC organizations.
- Opened the HHC Southington Ambulatory Surgery Center on the Bradley Memorial campus of The Hospital of Central Connecticut to increase access to full-service, comprehensive orthopedic care.
- Continued implementation of the EPIC electronic health record system to enhance delivery of seamless and safer patient care.
- Launched ImageConnect, a robust cloud-based imaging system to facilitate sharing of patient information among caregivers.
- Continued training of staff in high-reliability methodologies to ensure the highest level of safety for patients and staff.
- Formed strategic partnership with Hebrew HealthCare to improve access to resources, services and programs throughout both systems.
- Formed a clinical affiliation with CVS Caremark to enhance seamless patient care through the sharing of information on shared-patient medications and visits to CVS MinuteClinics.
- The System Support Office (SSO) was established, bringing together 1,200 employees from functional support services to leverage economies of scale, reduce duplication, create efficiencies, promote consistent adherence to best practices and foster collaboration. The SSO includes a unique payroll, benefits plan, performance-management system, service recognition programs, and common policies and practices.

Hartford HealthCare

One State Street, Suite 19
Hartford, CT 06103
860.263.4100

Employees: 18,277

Acute-Care Inpatient Discharges:
83,869

Acute-Care Inpatient Days: 423,093

Emergency Department Visits:
379,877

Towns in HHC Service Area: 101

Operating revenue: \$2.5 billion

Community Benefit (FY13):
\$206 million



ACUTE CARE HOSPITALS

Backus Hospital

326 Washington St.
Norwich, CT 06360
860.889.8331
Backushospital.org

Licensed bed capacity: 233
Discharges: 10,690
Patient Days: 48,840
ED Visits: 78,481
Births: 896
Inpatient Surgeries: 2,532
Ambulatory Surgeries: 6,363
Employees: 1,762
Physicians on Staff: 337
Volunteers: 471
Operating revenue: \$301.1 million
Community Benefit (FY13):
\$26 million

The Backus Health System includes The William W. Backus Hospital in Norwich; health centers in Montville, Colchester, Ledyard, Norwich and North Stonington; the Backus Outpatient Care Center in Norwich; the Plainfield Backus Emergency Care Center, which is a new stand-alone ED and outpatient center; Backus Home Health Care; and Backus Physician Services. Backus has the only trauma center in Windham and New London Counties and is home to one of Hartford Hospital's LIFE STAR helicopters.

Hartford Hospital

80 Seymour St.
Hartford, CT 06106
860.545.5000
hartfordhospital.org

Licensed bed capacity: 867
Discharges: 42,751
Patient Days: 233,172
ED Visits: 103,389
Births: 3,850
Inpatient Surgeries: 12,582
Ambulatory Surgeries: 29,435
Employees: 5,156
Physicians on Staff: 1,395
Volunteers: 1,178
Residents/Fellows: 630
Operating revenue: \$1.1 billion
Community Benefit (FY13):
\$118.5 million

Hartford Hospital is home to the Center for Education, Simulation and Innovation (CESI), one of the most-advanced medical simulation training centers in the world. Medical providers from across the world have trained at CESI, the Northeast's largest robotic surgery center.

The Hospital of Central Connecticut

New Britain General campus:
100 Grand St.
New Britain, CT 06050
860.224.5011

Bradley Memorial campus:
81 Meriden Ave.
Southington, CT 06489
860.276.5000
thocc.org

Licensed bed capacity: 446
Discharges: 15,642
Patient Days: 69,265
ED Visits: 105,304
Births: 1,611
Inpatient Surgeries: 3,247
Ambulatory Surgeries: 7,043
Employees: 2,467
Physicians on Staff: 359

Volunteers: 403
Residents/Fellows: 146
Operating revenue: \$374 million
Community Benefit (FY13):
\$28.1 million

MidState Medical Center

435 Lewis Ave.
Meriden, CT 06451
203.694.8200
midstatemedical.org

Licensed bed capacity: 156
Discharges: 9,284
Patient Days: 39,492
ED Visits: 58,613
Births: 929
Inpatient Surgeries: 2,336
Ambulatory Surgeries: 6,023
Employees: 960
Physicians on Staff: 275
Volunteers: 245
Operating revenue: \$235.2 million
Community Benefit (FY13):
\$15.7 million

Windham Hospital

112 Mansfield Ave.
Willimantic, CT 06226
860.456.9116
windhamhospital.org

Licensed bed capacity: 144
Discharges: 3,467
Patient Days: 13,387
ED Visits: 34,090
Births: 393
Inpatient Surgeries: 939
Ambulatory Surgeries: 2,635
Employees: 544
Physicians on Staff: 124
Volunteers: 247
Operating revenue: \$83 million
Community Benefit (FY13):
\$11.7 million

BEHAVIORAL HEALTH

Institute of Living

A Division of Hartford Hospital

200 Retreat Ave.
Hartford, CT 06106
860.545.7000
harthosp.org/InstituteOfLiving

Inpatient Discharges: 4,280
PHP/IOP Days: 34,736
Outpatient Visits: 14,819
Employees: 800+

The Institute of Living was the first hospital of any kind in Connecticut. Now a division of Hartford Hospital, it provides a wide range of comprehensive behavioral health services.

Natchaug Hospital

189 Storrs Road
Mansfield Center, CT 06250
860.456.1311 or 1.800.426.7792
natchaug.org

Inpatient Days: 18,937
PHP/IOP Days: 59,049
School Days: 34,882
Employees: 470
Volunteers: 10
Operating revenue: \$48.8 million
Community Benefit (FY13): \$5.7 million

Natchaug offers inpatient and outpatient behavioral health and chemical dependency services for children and adults.

Rushford

883 Paddock Ave.
Meriden, CT 06450
800.542.4791
rushford.org

Residential Days: 34,945

Outpatient Visits: 70,312
Employees: 322
Volunteers: 15
Residents/Fellows: 1
Operating revenue: \$29.5 million

Rushford offers treatment of addiction in adults and adolescents, as well as drug prevention and youth development.

Inpatient behavioral health and psychiatric services are also provided at The Hospital of Central Connecticut New Britain General campus.

PHYSICIAN ORGANIZATIONS

Hartford HealthCare Medical Group

1290 Silas Deane Highway
Wethersfield, CT 06109
860.545.7188
hartfordhealthcaremedicalgroup.org

Offices: 63
Physicians: 194
Mid-level providers: 63
New primary care patients: 35,665
Visits: 331,150
Operating revenue: \$109.7 million

Provider of primary care, surgical care, urgent care and specialty medicine.

Integrated Care Partners

1290 Silas Deane Highway
Wethersfield, CT 06109
860.263.3540

Founded in 2013 with a mission of becoming a clinically integrated, physician-run organization delivering value-based population health, Integrated Care Partners (ICP) brings together community private-practice and Hartford HealthCare (HHC) employed physicians. ICP includes more than 2,000 provider members, with 240 primary care physicians

and is a recognized leader in Connecticut in working to manage population health. This includes meeting quality metrics related to coordinating care and keeping patients healthy, to improve their quality of life and the overall well-being of our communities and to reduce the cost of care.

POST-ACUTE SERVICES

Clinical Laboratory Partners

129 Patricia M. Genova Drive
Newington, CT 06111
800.286.9800
clpct.com

Patients Served: 1,593,149
Employees: 773
Patient Service Centers: 60
Operating revenue: \$104.6 million

Clinical Laboratory Partners provides lab services throughout Connecticut.

Hartford HealthCare at Home

1290 Silas Deane Highway
Wethersfield, CT 06109
860.249.4862
hhcathome.org

hhcathome.org
Total Admissions: 16,209
Employees: 827
Volunteers: 63
Branch Offices: 7
Operating revenue: \$73.6 million

Hartford HealthCare at Home is a not-for-profit home care agency, which includes the former VNA HealthCare, VNA East and Backus Home HealthCare. It specializes in home nursing and hospice services as well as non-medical services through Independence at Home.

REHABILITATION

Hartford HealthCare Rehabilitation Network

181 Patricia M. Genova Drive
Newington, CT 06111
860.696.2500
hartfordhealthcare.org/rehabilitation

Patient Care Visits in Network:

753,498

Employees: 464

Operating revenue: \$18.6 million

The HHC Rehabilitation Network provides physical rehabilitation services, including physical therapy, occupational therapy, speech and language therapy, pathology and athletic training across the continuum and in community settings.

SENIOR SERVICES

Central Connecticut Senior Health Services

45 Meriden Ave.
Southington, CT 06489
860.378.1225
ctseniorcare.org

Skilled Nursing Beds: 280

Apartments: 278

Employees: 748

Volunteers: 40

Operating revenue: \$28.8 million

Includes: Connecticut Center for Healthy Aging - Senior Resource/Assessment Center; The Orchards at Southington - Independent and Assisted Living; Arbor Rose at Jerome Home - Independent and Assisted Living, Memory Care; Mulberry Gardens of Southington - Assisted Living, Memory Care, Adult Day Center; Marian Heights Adult Day Center - Medical Model Adult Day Program; Jerome Home - Skilled Nursing, Residential Care Home; Southington Care Center - Skilled Nursing.

Cedar Mountain Commons

3 John H. Stewart Drive
Newington, CT 06111
1.877.649.6285
cedarmountaincommons.org

Independent and Assisted-Living

Apartments: 78

Employees: 58

Volunteers: 3

Owned by Hartford Hospital and Jefferson House, Cedar Mountain Commons is one of the few hospital-supported senior-living communities in Connecticut.

Jefferson House

1 John H. Stewart Drive
Newington, CT 06111
860.667.4453
jeffersonhouse.org

Skilled Nursing Beds: 104

Employees: 178

Volunteers: 40

A department of Hartford Hospital, Jefferson House is a skilled-nursing facility offering a full range of services.

Hebrew HealthCare

A Hartford HealthCare Clinical Partner

1 Abrahms Boulevard
West Hartford, CT 06117
860-523-3800
hebrewhealthcare.org

Skilled Nursing Beds: 187

Acute hospital beds: 45

Apartment units: 108

Employees: 705

Volunteers: 300

Hebrew HealthCare provides a full range of geriatric services. It includes a skilled nursing facility providing long-term, rehabilitation and dementia care; acute care hospital for geriatric medical and behavioral health care; home healthcare and companion services; hospice services; Hoffman Summerwood assisted living community; dementia care services; outpatient primary care and rehabilitation; adult day care, geriatric consultations.