The Hospital of Central Connecticut
A Member of the Central Connecticut Health Alliance

A Report to
Our Community

The Hospital of Central Connecticut
at New Britain General and Bradley Memorial
A Report to our Community

Summary

The Hospital of Central Connecticut is the cornerstone of the healthcare system of greater New Britain, including New Britain, Southington, Berlin and Plainville. It has played that role for more than a century, offering healthcare services to all residents and fulfilling a key mission as safety net provider. Our non-profit organization, through its 2,400 employees and affiliated professionals, is fully committed to addressing the healthcare needs of the community by adhering to the highest standards of quality and integrity.

The Hospital of Central Connecticut has achieved a record of service and proud accomplishment by improving health for all members of our community. We add value to the social and economic fabric of our communities by offering:

- High-quality care through emergency, inpatient, ambulatory/outpatient services, behavioral health, cancer treatment, and general surgery, to name a few.
- State-of-the-art obstetrics and neonatal services that welcome and support the newest residents of our community.
- Services and care for the elderly through the Connecticut Center for Healthy Aging pioneered on our Bradley Memorial Campus and now also available in New Britain.
- Special care programs such as the Joslin Diabetes Center Affiliate, weight loss surgery and the comprehensive wound care programs at both campuses.
- Innovative training and coaching on parental skills for new mothers, through the well-established and acclaimed “Nurturing Families Program.”
- Many programs that promote healthy lifestyles and high quality of life, including good nutrition, physical activity and therapy, and tobacco cessation.
- Leadership in offering financial assistance programs that respond to the needs of the uninsured population, such as free bed funds and charity care.
- Pastoral and spiritual support for individuals and families facing chronic illness, crises or end-of-life situations.
- A leadership role in our communities’ Emergency Preparedness and Response Plans.

The Hospital of Central Connecticut was created on October 1, 2006, as a result of the merger between New Britain General Hospital and Bradley Memorial Hospital. New Britain General Hospital was founded in 1891, and it had been in continuous operation since 1899. Bradley Memorial Hospital has been a landmark in Southington since 1938, addressing many important health needs in that community, including 24/7 emergency services. This report highlights the significant role The Hospital of Central Connecticut plays in our community. It showcases the programs that directly benefit the health of the population in our service area. It also describes many additional intangible contributions to the community.

Pictured are our high-quality Emergency Department care and Joslin Diabetes Center staff.
The Hospital of Central Connecticut

A Solid Foundation for Greater New Britain and Southington

The Hospital of Central Connecticut is a fully integrated community hospital that provides high-quality health care through many services and programs. It also has a significant impact in the local economy as a leading employer in New Britain and Southington and a major purchaser of goods and services.

The Hospital of Central Connecticut is a modern, fully integrated academic teaching hospital with 414 licensed beds and 32 bassinets, with two main campuses located in the heart of Central Connecticut. Core clinical services include:

- Birthing center and neonatal care, including a neonatal intensive care unit
- Acute care and surgery
- Emergency angioplasty and other cardiac services
- Emergency medicine in our recently expanded Emergency Department. With locations on both campuses, we are the third busiest emergency department in the state.
- Advanced imaging and other diagnostic services
- Specialty centers like the Wound Care Center and Joslin Diabetes Center Affiliate
- Inpatient and outpatient mental health services
- Radiation oncology cancer treatment center
- Outpatient clinics for primary care and other specialties
- Specialty care departments, including cardiology, pulmonary medicine, ophthalmology, orthopedics, obstetrics and gynecology, including infertility, and ear nose and throat, to name a few.
- Weigh Your Options, a comprehensive weight loss program that offers a full range of treatment options including weight loss surgery. We were recently named a Bariatric Center of Excellence.
- The George Bray Cancer Center
- Comprehensive stroke services. We are designated a primary stroke center

We are committed to quality improvement and patient safety programs and are considered by many to be the hospital of choice for the residents of our service area.

Our Mission Statement:
The Hospital of Central Connecticut is dedicated to fostering, sustaining and improving the health status of the people in the communities we serve.
Daytime sleepiness may be a sign of sleep apnea, a serious disorder in which breathing stops repeatedly during sleep. Untreated, it can lead to high blood pressure, stroke, or heart failure. Other symptoms include loud snoring, choking or gasping during sleep. If you notice these symptoms, please contact our Sleep Disorders Center. For 20 years, the Center has led the way in diagnosing and treating all types of sleep disorders. Accredited by the American Academy of Sleep Medicine, our care meets the highest quality standards.

Rest assured. Call 860-224-5538.
A significant economic contribution to our communities

The overall economic impact through the value of the services provided (total gross revenue) by The Hospital of Central Connecticut amounted to $320 million during 2007 alone.

The Hospital of Central Connecticut is among the largest employers and the employer of choice in the New Britain and Southington communities. Our organization has a staff of approximately 2,400 full time equivalent employees, with a total payroll of approximately $152 million per year. The range of employment opportunities covers a wide spectrum of clinical, technical and professional careers, as well as logistical support activities such as housekeeping, maintenance, administration and safety. Health care is one of the fastest growing sectors of our national economy. Current demographic trends and the growth of specific programs at HCC create an environment of continuous recruiting for many job categories.

Our organization operates in a very competitive regional labor market and has established a very aggressive compensation strategy. In summary, HCC not only offers many jobs, it offers good jobs that pay well, enabling high quality of life for its employees. This is supported by a retention strategy offering a progressive benefit package that includes medical and dental insurance, retirement program, a generous paid time-off policy, and support for continued training and education.

The majority of HCC employees and contract staff live in New Britain, Southington and the surrounding towns. This means that the economic benefits of the hospital as a large employer have a multiplier effect: many of the payroll dollars are spent in the local area and promote a secondary round of economic activity. Thus, the total economic impact of HCC as an employer has a benefit for the community as a whole that greatly exceeds the size of the payroll.

Purchasing
The Hospital of Central Connecticut is a major purchaser of goods and services, a continuous process that supports the organization’s infrastructure and operations. Direct purchasing by HCC amounts to about $116 million per year. While many supplies are highly specialized and come from a narrow field of national vendors, other goods and services are provided by local businesses.

Capital spending
The Hospital of Central Connecticut is committed to upgrading its existing facilities, and introducing and expanding areas of medical science with the highest promise of improving health. The American Savings Foundation Radiation Oncology Treatment Center that opened in May of 2005 was the first in a long list of ambitious projects. Other important initiatives include the expansion of the Emergency Department, new imaging equipment, and the state-of-the-art Novalis Radiosurgery system, as well as several upgrades to our Bradley Memorial Campus. In total, HCC is poised to spend more than $100 million in capital projects over the next five years.

As evidence of the level of support that HCC enjoys in this community, a substantial portion of the funding for the various capital projects is underwritten by a community-supported capital campaign. This campaign reached a level of almost $8 million after only two years of development. The funds came from a combination of donations including foundations and private donors, but more importantly, from the support of hospital employees and the greater community at large.
The Hospital of Central Connecticut – A ‘Safe Haven’ for our community

The Hospital of Central Connecticut is a key component of the Emergency Preparedness and Response infrastructure of our state. In addition, the Hospital is the safe harbor in our community every day for many individuals facing personal crises in their lives.

We live in a time of uncertainty. We are vulnerable to natural or man-made disasters that can cripple normal functioning of basic services, such as communications, transportation, public safety, and of course public health and emergency response. The Hospital of Central Connecticut participates in the regional Emergency Preparedness Planning system, and stands ready to play a leading role in this community should a catastrophic event take place in the future.

In addition, a more immediate aspect of our role in the everyday life of our community centers on our position as a cornerstone of its safety net. We are a true “safe haven” for people in crisis, or in need of social services and other interventions. Our Emergency Department, with facilities operating 24/7 in New Britain and Southington, sees approximately 84,000 patients per year, providing medical care for people who often have no alternative means to access treatment. Our clinical programs collaborate with organizations such as private and state social service agencies, including the State Departments of Children and Families, Mental Health, and Social Services, as well as other institutions like the judicial system. We take action in a variety of situations, including offering support in cases of abuse, neglect, sexual assault or suspected domestic violence.

The Hospital of Central Connecticut – a good neighbor

The Hospital of Central Connecticut improves neighborhoods through direct upgrades to real estate and by generating interdependent economic activity in its surrounding area.

The Hospital of Central Connecticut contributes to the welfare of neighborhoods by operating a multitude of programs and services in locations throughout New Britain, Southington, and the surrounding communities. These include nearly a dozen outpatient diagnostic centers in communities including Newington, Kensington, Bristol and Plainville. In addition, the Hospital operation generates a number of symbiotic business activities that promote neighborhood upkeep and foster pedestrian traffic. These include medical office buildings located near both campuses; related services such as Community Mental Health Affiliates (CMHA) providing varied counseling and social services, and the New Britain Health Department at 56 Hawkins Street. In Southington, there is synergy between the Bradley Memorial Campus, Southington Care Center, a new medical arts building and The Orchards and Mulberry Gardens senior care facilities. They all enhance the sustainability of a vibrant neighborhood, a vitality that contributes to the prosperity of small businesses along the nearby downtown corridors.

Preparing for the future through research and education

Each year, residents from The University of Connecticut School of Medicine train at The Hospital of Central Connecticut, gaining the practical experience of seeing real patients and learning from our highly skilled medical staff. We educate these physicians and countless other healthcare professionals in training, including nurses, therapists and other allied health students. This has a multitude of benefits—for the Hospital, for those being trained, and for our community, which benefits from their experience. This also helps to ensure an adequate supply of healthcare professionals in the years to come.

We also play an important role in research to determine the best medications, treatments and techniques for a variety of illnesses and conditions. The Hospital participates in clinical trials of new medications and treatments in areas like psychiatry, diabetes, cancer and neurosurgery. Members of our community benefit from the availability of services, drugs or treatments not yet readily available, as we help blaze a path towards tomorrow’s best care.

The Orchards at Southington is a residential community for seniors offering independent and assisted living options. Leading an internal medicine teaching team is Madura Saravanan, M.D., associate director, Division of Hospitalist Medicine (left), with UCONN School of Medicine student Deana Grattas and Kemsha Huslin, M.D.
The health needs of our community

The Hospital of Central Connecticut is a leader in researching the unmet healthcare needs of our community. We recently completed a Community Health Assessment study in partnership with Connecticut Mental Health Affiliates, Hospital for Special Care, Human Resources Agency of New Britain, and health officials from the respective municipal governments. The goal of this Community Health Assessment was to gain understanding of the health status of the residents of New Britain, Berlin, Plainville, and Southington and identify key areas of need. This study was based on a large survey plus additional data gathered from publicly available sources. The survey was administered telephonically through a nationally recognized standard questionnaire completed by 1,000 households in our area. Supplemental funding for this project was generously provided by the Connecticut Health Foundation.

The most relevant findings of our study include:

The City of New Britain faces much bigger health challenges than the state as a result of structural problems that include poverty and demographics. More than one third of New Britain households have incomes below 200 percent of the federal poverty level. While the other three communities surveyed show lower levels of poverty, they have significant unmet health needs stemming from lack of health literacy, language barriers, and other obstacles to care access.

Access to care

• Greater New Britain residents have difficulties accessing primary healthcare services when they are uninsured or insured by a state program, including Medicaid and SAGA, because of the lack of participating providers.
• Access to care is even more challenging for dental and mental health services.
• Residents of the City of New Britain compensate for lack of access by utilizing the Hospital’s Emergency Department at nearly twice the rate of their suburban counterparts.
• In Greater New Britain, the assessment finds that 33,000 people are uninsured or insured under one of the state programs, and approximately half of them don’t have a medical home.

Diseases

• The most prevalent diseases are cardiovascular disease, diabetes, respiratory problems, and mental health issues.
• Screening rates for general immunizations, breast and cervical cancers, blood pressure and cholesterol are above the national average, but there are unmet screening needs for colorectal and prostate cancers.
• The teen pregnancy rate in New Britain is the third highest in the state, especially among Hispanic children, according to data published by the Connecticut Department of Public Health.
• Another major area of unaddressed need is the lack of prenatal care.

Independent living and emergency preparedness

• 10 percent of people reported having difficulties with activities of daily living, due to disabilities or reduced physical capacity.
• 10 percent of people are unable to evacuate by their own means in case of emergency.

Specific community benefit initiatives

The inventory of Community Benefit activities undertaken by The Hospital of Central Connecticut includes two main categories which we describe as: providing uncompensated care, and giving back to our community, including sponsoring health promotion programs. We will increasingly make use of the information gained from the Community Health Assessment to guide our future support and expansion of programs.

Providing uncompensated care

The Hospital of Central Connecticut is the leading safety net provider of acute medical care for the greater New Britain community. The Hospital operates outpatient clinics dedicated to adult and pediatric primary care, as well as specialty services including obstetrics/gynecology and orthopedics. The primary care clinic is part of the residence teaching program affiliated with the University of Connecticut, thus fulfilling our mission to promote medical education and support the development of future professionals.
If obesity is affecting your health and preventing you from doing the things you love, you may be a candidate for weight-loss surgery. The Hospital of Central Connecticut offers several kinds of bariatric surgery, including Lap-Band® and Realize® adjustable gastric bands, as well as gastric bypass. We are also an accredited Bariatric Center of Excellence. Weight-loss surgery can help to restore health, including improving or eliminating high blood pressure, Type II diabetes and sleep apnea. So take the first step towards getting your life back. Call us today at 1-866-668-5070.

Manny Makiaris of Niantic lost 155 pounds after weight-loss surgery at The Hospital of Central Connecticut. He is now leading a happy, healthy and active life with his wife Irene, and their children and grandchildren.
**By the numbers**

The value of our special commitments to the community in 2007

<table>
<thead>
<tr>
<th>Category</th>
<th>Value</th>
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<tr>
<td>Free Bed Funds</td>
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<td>Charity Care</td>
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<td>ADDITIONAL UNCOMPENSATED CARE</td>
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<td>Medicare Payments Shortfall</td>
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<td>Bad Debt, Uncollected Balances</td>
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*For an explanation of Uncompensated Care, please see below.*

The clinics serve members of our community who don’t have private or employer-sponsored commercial insurance coverage. This includes people covered under the state programs mentioned above and the uninsured. The clinics accommodate a combined 16,000 visits per year, and the majority of patients are enrolled in one of the state-sponsored insurance coverage programs including Medicaid, SCHIP (called HUSKY in Connecticut) and the State Administered General Assistance (SAGA) program. For a period of almost a year, The Hospital of Central Connecticut was recently the only organization in the area accepting new SAGA patients.

The Hospital of Central Connecticut serves people in our community regardless of their insurance coverage. While many patients have traditional employer-sponsored private insurance, a large percentage of our patients are covered by Medicare, Medicaid, State Administered General Assistance (SAGA,) or lack insurance altogether. For a period of almost a year, the Hospital was the only healthcare organization in our area accepting new SAGA patients.

Medicare is the federal program benefiting all people ages 65 and older and the disabled. Medicaid is a joint federal and state program that provides medical coverage with eligibility based on income and family structure. The Medicaid program in Connecticut is administered by the Department of Social Services for Title XIX benefits, and by managed care organizations for the State Children Health Insurance Program (SCHIP) portion of this system of care, which is known as HUSKY in our state.

The Hospital routinely provides services to uninsured patients and to people covered under government programs for which it does not receive full payment. This lack of adequate payment is considered uncompensated care. Uncompensated care is defined as the payments not received by the Hospital of Central Connecticut that would be necessary to cover the cost of providing such services. In the past year alone that value equaled $15,639,689. Out of this total, $7,084,626 was Charity Care. Charity Care is the set of financial assistance programs offered to patients unable to pay for the cost of their care. Another $8,528,957 accounted for underpayments by the State of Connecticut for services provided under Medicaid.

Charity Care and Hospital financial assistance to patients includes use of Free Bed Funds and a policy of offering discounts and payment plans. Free Bed Funds are resources bequeathed to the Hospital by members of the community for the specific purpose of paying for care. Eligibility for the financial assistance programs is dependent on income and other personal circumstances. For more information, please call our Patient Accounts Department at (860) 224-5181.
In addition to the basic uncompensated care derived from Charity Care and Medicaid underpayments, the Hospital has the burden of other uncompensated care in the form of Medicare underpayments, for a total of $18,768,853, and bad debt to the tune of $18,481,913 for fiscal year 2007. The bad debt category includes account receivables that remain unpaid beyond the normal time frame of the billing and collections cycle.

The two campuses are home to full-time and fully staffed Emergency Departments, with a combined volume of visits exceeding 80,000 per year. These emergency facilities are also a last resort for basic medical care for many individuals and families who don’t have a regular place of care, also called a medical home, due to lack of insurance or other challenges.

The Hospital of Central Connecticut has a generous financial assistance policy that follows best practices and the guidelines promoted by the Connecticut Hospital Association. During fiscal year 2007, The Hospital of Central Connecticut provided substantial uncompensated care, for a value of $15,639,689, of which $7,084,626 was for Charity Care and $8,528,957 were underpayments by the State of Connecticut for services provided under Medicaid.

**The Hospital of Central Connecticut – giving to our community**

The Hospital of Central Connecticut supports many programs, including through direct delivery of services by the Health Promotion Department, the Corporate Communications Department and other departments and partnerships with other agencies.

**Health Promotion Department**

Health Promotion is a very important component of the services offered by The Hospital of Central Connecticut to the community. It is staffed by 10 full-time employees who organize all scheduling and programming. During fiscal year 2007, HCC provided the following programs:

**Cholesterol, glucose, and blood pressure screenings**

The screenings are offered on a regular, periodic basis and typically last about 20 minutes, benefiting approximately 500 individuals.

**Screenings partially supported by grant funding**

This is a health screening program that includes conditions like osteoporosis, partly supported by a $10,000 grant. The screening team includes a clinician for the actual screenings, a manager doing the intake process, a nutritionist for consultation, and a research associate for statistical analysis. The processes involved include the actual screenings, scheduling, data entry, database maintenance, and report generation. This program benefits approximately 120 people. For information about these programs, please call 860-224-5433.

**Nutrition education at Central Connecticut State University**

The Hospital of Central Connecticut has a collaborative agreement with Central Connecticut State University that includes a nutrition education program provided to student athletes and coaching staff. The sessions at Central Connecticut State University are free and typically attract 100 people or more.

**Smoking cessation program**

The smoking cessation program is primarily targeted to cardiac rehabilitation patients, and availability permitting, also open to the wider community.

**Weight management**

Individual and group medical nutrition therapy is provided for modest fees, and supported by 2.3 full-time-equivalent employees. These programs include:

* A very low calorie diet program for 1,600 individual visits, and 600 group visits per year, with payment of a nominal fee that covers the direct cost of the program;
* Weight maintenance program, for approximately 100 group sessions/visits;

A Cohen Good Life Center regular works out in the gym. Tammie Zainc and Yarelis Wilson, employees of the Department of Health Promotion.
When it was time to select an Ob-Gyn, Michelle followed her mother’s advice. She chose a physician affiliated with The Family BirthPlace at The Hospital of Central Connecticut at New Britain General. That’s where Michelle was born, 27 years ago. And it’s where Michelle proudly delivered her daughter Kali.

Michelle’s mom Jan knew about the exceptional doctors and nurses, who deliver world-class care, with a warm and compassionate touch. And she felt secure knowing that highly sophisticated medical care was on site, 24/7, should her grandchild need it.

The Family BirthPlace at The Hospital of Central Connecticut. Where families are born. For a referral to one of our physicians, call 800-321-6244. For a free baby bib, call 1-888-224-4440.
• Teen program for 270 children and their families, with limited underwriting available through a grant from the Hospital Auxiliary;
• Individual counseling for 470 individual visits;
• Registered dietitian services provided at cost at Community Mental Health Affiliates;
• Individual and group nutritional information and consultation to CMHA clients and staff in residential services;
• Review of program menus for Harvest House, Park View 2 and Transitional Living Center with recommendations regarding appropriate portion size and cultural affinity.

Fitness Center
Fitness Center Services at the New Britain General campus are offered at below cost, including employee fitness visits, numbering about 5,800 per year, and special-need patients totaling more than 10,000 visits per year. This program involves two full-time-equivalent employees and a budget of $150,000 per year, with scholarships available to uninsured clients.

Cardiac Rehabilitation
The cardiac rehabilitation program benefits many patients for a total of 4,100 visits per year in the outpatient module, and 3,000 cases in the inpatient module. While this program has some cost recovery from Medicare, we receive payments totaling only 40 percent of all expenses involved.

Corporate Communications Department

Community Lectures and Trainings
The Hospital organizes presentations and lectures on health-related topics on primary and secondary disease prevention and treatment throughout the year, including the Health Wisdom Lecture Series. In addition, we sponsor sessions at the local schools, community centers and health fairs. Both campuses offer training sessions for special programs such as CPR certification and First Aid. Hundreds of people are educated each year through these community offerings.

Providing important benefits through other community programs and initiatives

New Britain Lions Community Eye Clinic
The Hospital of Central Connecticut has enabled the creation of a free eye clinic by the New Britain Lions Club that has been in operation since 2002. The Hospital donates office space and volunteer services to operate the clinic. The clinic offers free eye exams and free eyeglasses for uninsured or underinsured individuals meeting certain income guidelines. For information, call 860-225-4033, or toll-free 877-575-9531 from outside our calling area.

A cadre of caring employees
The staff and management of The Hospital of Central Connecticut are fully committed to personally supporting charitable giving opportunities in the local community and beyond, and to generously donating their time in leadership roles at local non-profit organizations. Our staff is deeply engaged in the affairs of our community. This is reflected in the very generous giving in support of charitable causes such as the United Way campaigns, blood drives organized by the American Red Cross, and special fundraisers such as the relief efforts to help victims of Hurricane Katrina. In addition, HCC staff contributes to the community by donating their time participating as members of boards of directors of charitable organizations and non-profit agencies in our area. Many employees are also involved in local government through town boards and commissions.

Asthma Prevention program
The New Britain Asthma Initiative at The Hospital of Central Connecticut is dedicated to identifying and preventing cases of asthma in the pediatric population of the Greater New Britain area. The program coordinator reaches out to families with children afflicted by asthma by tracking Emergency Department utilization and reports from public schools’ nursing staff. The program provides education, disease management, and medications, free of charge. This program is supported by grants from the American Savings Foundation, the Community Foundation of Greater New Britain, and Greater Hartford Jaycees Foundation, Inc.
Nurturing Families and MOMs program
The Nurturing Families and MOMS programs coach and support young new mothers in our community. The goal is to help new mothers acquire parenting skills and education about all aspects of having a new child in their lives, including proper nutrition, development and learning, and health issues. The program is made possible by the great work of a small core group of staff members and dozens of volunteers, many of whom have graduated from the program in recent years.

Donated space to the City of New Britain for the Department of Health
Starting in the spring of 2005, the Department of Health of the City of New Britain moved into a Hospital-owned facility at no cost to the municipal taxpayers. The building, a traditional Victorian house located at 56 Hawkins Street, is contiguous to the New Britain General campus.

Sponsorship and support of the Connecticut Center of Healthy Aging
The Hospital of Central Connecticut is the proud host of the Connecticut Center for Healthy Aging, an assessment and referral program for elder community residents and their caregivers. The program is dedicated to helping people maintain a high quality of life by adjusting their home environment to their challenges and needs, and by making referrals to appropriate support services that allow them to remain in their homes for as long as possible. The program was started in 2005 at Bradley Memorial Hospital with a grant from the Department of Social Services, and is now active on both campuses with direct financial support from The Hospital of Central Connecticut.

A Dialysis Unit with integrated support services
The Hospital of Central Connecticut’s outpatient Dialysis Unit is staffed by nephrologists, nurses, a dietitian, a social worker and other healthcare professionals with a focus on addressing the needs of the community it serves in a holistic manner. Along with medical care, the Hospital’s Dialysis Unit provides integrated support services, including an individualized patient education program, a renal patient support group, and transportation services. The transportation service greatly improves the independence and successful disease management for patients who don’t have other means to get to the care they need. This service is partially underwritten by a grant from the Connecticut Department of Transportation.

Supporting New Britain’s 10-Year Plan to End Homelessness
The Hospital of Central Connecticut is actively involved in this innovative initiative spearheaded by the mayor of New Britain. Its goals are to eradicate homelessness in the city by promoting self-sufficiency through employment, affordable and supportive housing, and case management-style wrap-around services such as counseling. The Hospital has pledged its support by creating job opportunities for individuals referred by the program.

The Future Workforce Initiative
The Hospital of Central Connecticut participates in the Future Workforce Initiative sponsored by the New Britain Chamber of Commerce to help our local youth learn about career options and facilitate their exposure to different professional fields. The Hospital acts as a host to groups of high school students who come for tours, internships, job shadowing and other experiences that will foster an interest in healthcare careers.

The New Britain Food Security Collaborative
The Hospital of Central Connecticut plays a leadership role in the New Britain Food Security Collaborative as part of its Steering Committee in a partnership between local social service agencies; the faith-based community; business leaders; and several local funders including foundations and the United Way. The Collaborative has a mission to coordinate the allocation of resources to provide food assistance to needy families and promote their self-sufficiency.

Connecticut Eye Bank and Visual Research Foundation, Inc.
The Hospital of Central Connecticut is the home of the Connecticut Eye Bank, acting as a clearinghouse for organ donations and as a resource for state residents.

In closing
This report illustrates just some of the many benefits that the Hospital provides the community through programs that support safe, stable, and healthy communities in New Britain, Southington and the neighboring towns. We have a long, and strong history of working together with our local friends and neighbors to make our cities and towns healthier. We look forward to continued service to our communities.
He’s got new hips.
And he’s digging it.

When you make your living as a landscaper, it’s important to get around. Just ask Dave Rogan of Kensington. When hip pain made it too difficult to get his work done, he turned to The Hospital of Central Connecticut, where he underwent surgery to replace both hips. These days, he’s back on the job. And digging it.

We offer a full line of advanced orthopedic services at our new Center for Joint Care, which features private rooms, and a comprehensive program that guides you from pre-surgery through recovery. Along with accomplished physicians and outstanding staff. We also offer the latest outpatient surgical techniques using small incisions to quickly get you on your feet again. To learn more about our orthopedic services, please call (860) 224-5186.
If you, or someone you love, lives alone, we can bring you peace of mind. Help is available 24 hours a day, seven days a week through Lifeline, the personal emergency response system offered by The Hospital of Central Connecticut. Subscribers wear a tiny, waterproof device used to quickly summon help in an accident or emergency. The protection and peace of mind are worth the modest monthly fee.

- Is there for you when others can't be — 24 hours a day, 365 days a year
- Is easy to use — help is just a push of a button away
- Enables you to live independently and confidently in your own home.

Call 1-800-321-6244 today to learn more about this lifesaving service.

Enhancing confidence & independence

One number. Hundreds of great doctors.

Finding a great doctor is as easy as dialing the phone when you call The Hospital of Central Connecticut's Need a Physician line. We'll help you find the right physician, whether you're seeking a specialist, or someone to provide primary care for you and your family.

Call 1-800-321-6244 Or, search on line at www.thocc.org
The Hospital of Central Connecticut

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