

Eastern Connecticut Health Network (ECHN) is a not-for-profit community-based healthcare system that serves residents of eastern Connecticut. ECHN's service area is made up of 19 towns. The primary service area contains nine towns, including Ellington, Tolland, Willington, South Windsor, Vernon, Manchester, Bolton, Coventry, and Andover. The secondary service area includes Ashford, Somers, Stafford, Union, East Hartford, East Windsor, Glastonbury, Hebron, Columbia, and Mansfield.

ECHN offers a full range of inpatient and outpatient services, from wellness to hospital care, from prevention to early detection, from newborn to geriatric care. As a nonprofit health system, any proceeds are invested back into the health system for the enhancement and expansion of healthcare services. ECHN's hospitals were highly recognized by HealthGrades, a leading independent healthcare ratings organization, three years in a row.

The ECHN family consists of:

- **Manchester Memorial Hospital**, a community hospital licensed for 249 beds and 34 bassinets, offers medical and surgical services, 24-hour emergency care, medical imaging, a modern Family Birthing Center and Neonatology Services, Rehabilitation Services, a certified Sleep Disorders Center, Intensive Care Suites with state-of-the-art patient monitoring, a Wound Healing Center with Hyperbaric Therapy, Hospice Care, Diabetes Self-Management Program, Cardiac & Pulmonary Rehabilitation, a comprehensive range of adolescent and adult inpatient and outpatient behavioral health services, nutrition counseling, laboratory services, and the Eastern Connecticut Cancer Institute located at the John A. DeQuattro Cancer Center, including Community Cancer Care (NRRON), Medical Oncology & Blood Disorders, LLP, and other related services for cancer patients.

- **Rockville General Hospital**, a community hospital licensed for 102 beds, offers medical and surgical services, 24-hour emergency care, medical imaging, Cardiac & Pulmonary Rehabilitation, Physical Rehabilitation, Hospice Care, Maternity Care Center, and laboratory services.

- **Woodlake at Tolland Rehabilitation and Nursing Center**, a 130-bed long-term skilled nursing care and short-term rehabilitation facility. Customized rehabilitation treatment services include joint replacement rehabilitation, orthopedic post-hospital care, stroke/neurological rehab, post-medical/surgical reconditioning, and personalized, progressive, and interdisciplinary care plans.

- **Eastern Connecticut Medical Professionals (ECMP)** is a multi-specialty group practice that offers a full range of healthcare services, including primary and specialty care. ECHN Medical offices are located in East Hartford, Ellington, Manchester, Somers, South Windsor, Tolland, Vernon/Rockville, and Tolland.

- **Women's Center for Wellness** (South Windsor) offers a variety of health services aimed specifically toward women, including digital mammography and stereotactic procedures, bone-density scans, integrative therapies, and the services of a breast care coordinator. ECHN Breast Care Collaborative is part of ECHN's women's health services.

- **Glastonbury Wellness Center** combines fitness and medical services under one roof, including laboratory draw services, medical imaging diagnostic services, and rehabilitation services.

- **ECHN Medical Buildings At Evergreen Walk (South Windsor): 2400** Tamarack Avenue occupants include Evergreen Endoscopy Center, Central Connecticut Gastroenterology, the Colon Rectal Surgeons of Greater Hartford, and ECMP primary care and rheumatology physicians. **2600** (newest medical building) includes the Women's Center for Wellness and the ECHN Breast Care Collaborative. The OB/GYN Group of Eastern Connecticut's physician practice will be relocating to this building in 2012. **2800** Tamarack Avenue houses Evergreen Imaging Center, ECHN Rehabilitation Services, a laboratory draw station, and a series of medical practices, including orthopedic surgery, otolaryngology (ENT), and general surgery.

- **ECHN Manchester Medical Office Buildings:** 150 North Main Street offers a variety of Behavioral Health Services and 130 Hartford Road offers primary care and laboratory services.

- **ECHN's Partnerships** include: **Medical Practice Partners**, a management services organization that offers assistance with selection and implementation of electronic medical records for physician practices across the health system. The company also provides billing services for many medical staff practices. **Community Cancer Care** (with Hartford and Johnson Memorial Hospitals), providing radiation oncology services at the John A. DeQuattro Cancer Center and at the Phoenix Cancer Center (Enfield). **Evergreen Imaging** (with Eastern Connecticut Imaging), using the latest in digital imaging technology at Evergreen Walk. **Tolland Imaging Center** (a collaboration with Johnson Memorial and Windham Hospitals) offering diagnostic imaging, digital mammography, bone densitometry, ultrasound, open MRI, and CT scanning services. **Evergreen Endoscopy Center** (a collaboration with ECHN gastroenterologists and colorectal surgeons). **Visiting Nurse & Health Services of Connecticut**, providing at-home nursing care and hospice care. **Connecticut Occupational Medicine Partners** (with St. Francis and Bristol Hospitals), offering a regional occupational medicine service. Ownership interest (with Hartford Hospital) in **Aetna Ambulance**, **Ambulance Service of Manchester**, and **Metro Wheelchair**. ECHN also has an affiliation with **Connecticut Children's Medical Center** for pediatric specialty services and neonatal services.

ECHN is a major employer in eastern Connecticut:

- ECHN employs approximately 2,500 people. It is one of the largest employers in the town of Manchester and Tolland County.
- Last year, ECHN paid out \$134 million in salaries.
- Last year, ECHN purchased \$83 million in goods and services.

ECHN statistics for FY 2011 (Oct. 1, 2010-Sept. 30, 2011):

- Total inpatients treated: 11,794 (9,281/MMH • 2,513/RGH)
- Total Emergency Department visits: 74,297 (47,834/MMH • 26,463/RGH)
- Total maternity cases: 1,273 (1,214/MMH • 59/RGH)
- Total cardiac rehabilitation treatments: 15,186 (7,230/MMH • 7,956/RGH)
- Total CT scans: 29,659 (18,152/MMH • 8,739/RGH • 2,069/EI • 699/TIC)
- Total GI procedures: 16,209 (6,938/MMH • 2,748/RGH • 6,523/EEC)
- Total Lab tests performed: 1.7 million (1,430,380/MMH and 254,522/RGH)
- Total MRI exams: 9,258 (3,731/MMH • 1,833/RGH • 1,949/EI • 1,745/TIC)
- Total surgeries (inpatient and outpatient): 8,955 (6,695/MMH and 2,260/RGH)
- Total diagnostic X-ray exams: 73,522 (40,661/MMH • 22,426/RGH • 7,079/EI • 3,356/TIC)
- Total physical therapy procedures: 97,787 (66,284/MMH • 31,503/RGH)
- Total Nuclear Medicine procedures: 3,751 (2,639/MMH • 1,112/RGH)
- Total Behavioral Health inpatients at MMH: 1,416
- Total Behavioral Health outpatient visits: 75,062
- Total dollars in charity care: \$5,660,092 (\$4,838,371/MMH • \$821,721/RGH)

Medical Staff & Allied Health Professionals:

435 physicians (324 Active, 62 Courtesy, 11 Consulting, 38 Part-time)
93 allied health professionals
9 medical departments and 14 subspecialty services

University of New England College of Osteopathic Medicine

16 third-year medical students

The Five Strategic Pillars of ECHN: Employees • Physicians • Quality and Safety • Growth • Financial Health

Employees

- » Employees participated in celebrations at Rockville General Hospital and Manchester Memorial Hospital that recognized ECHN's HealthGrades Awards.
- » Seven nurses from Manchester Memorial Hospital and Rockville General Hospital received the 2011 Nightingale Awards for Excellence in Nursing.
- » The ECHN Bike Connect Event raised more than \$20,000 for nursing scholarships for employees.
- » An Eastern Connecticut Medical Professionals primary care physician practice was opened in Somers.
- » A new strategic plan was board-approved for the Women's Center for Wellness.
- » Construction on the third ECHN Medical Building at Evergreen Walk, which will house women's health services, was completed.

Physicians

- » The University of New England College of Osteopathic Medicine (UNECOM) selected ECHN's two hospitals as its first Connecticut campus. In July, 15 medical students began their third year of training at ECHN.
- » Twenty-two physicians on the medical staff made Connecticut Magazine's "Top Docs" list.
- » ECHN launched its redesigned website, the health system's platform for digital marketing.
- » Integrative Medicine program at Eastern Connecticut Cancer Institute was expanded to include Art Therapy, Therapeutic Massage, Reiki, and Yoga (including chair yoga).

Quality and Safety

- » Rockville General Hospital was the recipient of the HealthGrades Excellence Awards for Critical Care, Pulmonary Care (3 years in a row) and Emergency Medicine and received five-star ratings in several clinical areas.
- » Manchester Memorial Hospital was the recipient of the HealthGrades Distinguished Hospital for Clinical Excellence. The hospital also received HealthGrades Excellence Awards for Gastrointestinal Care, Gastrointestinal Surgery (2 years in a row), and Critical Care, Emergency Medicine, and Patient Safety, as well as five-star ratings in several clinical areas.
- » A new online incident reporting system went live, allowing for timelier incident reporting, tracking and intervention.
- » A Value-Based Purchasing initiative was introduced. Several teams of employees were organized to address continuous quality improvements as measured by indicators tracked by the Centers for Medicare and Medicaid Services.
- » The ECHN Diabetes Self-Management Program was recognized by the American Diabetes Association for meeting the National Standards for Diabetes Self-Management Education Programs.
- » Renovations of the Clinical Laboratory at Manchester Memorial Hospital were completed. An automated specimen processing operation designed to add capacity and improve the processing of specimens was installed.
- » The Meditech Scanning and Archiving system was implemented, completing the conversion to a full electronic medical record.
- » An application for a Certificate of Need was filed with the State to install a Computerized Tomography Simulator at the John A. DeQuattro Cancer Center for cancer treatment planning.
- » Walden Behavioral Care sent a letter of intent to open an outpatient eating disorders clinic to be located at ECHN's South Windsor campus.

Financial Health

- » ECHN joined the Connecticut Hospital Association in Washington to advocate for pension funding reform legislation.
- » ECHN held two legislative breakfasts for State Representatives to raise awareness of legislative actions important to ECHN's financial health.
- » Cost reductions of \$1.5 million were realized through group purchasing efforts with Voluntary Hospital Association's National Purchasing Coalition, product standardization and in-sourcing services such as bringing printing services in-house.

Growth

- » ECHN opened a new Eastern Connecticut Medical Professionals physician suite at ECHN's South Windsor campus with three primary care physicians and rheumatologist and opened a new Patient Service Center offering laboratory draw services.