

ECHN is a not-for-profit health care system serving 19 towns in eastern Connecticut. Its network of affiliates includes Manchester Memorial Hospital, Rockville General Hospital, Woodlake at Tolland Skilled Nursing & Rehabilitation Center, Eastern Connecticut Medical Professionals Foundation, Inc., Visiting Nurse & Health Services of Connecticut, Eastern Connecticut Cancer Institute, and more. Visit our website at www.echn.org for more detailed information about the health system. ECHN employs approximately 2,500 people. It is one of the largest employers in the town of Manchester and Tolland County.

The ECHN Network:

- **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, 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/John A. DeQuattro Cancer Center.
- **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, outpatient adolescent behavioral health services, and laboratory services.
- **Woodlake at Tolland Skilled Nursing & Rehabilitation 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 services.
- **Eastern Connecticut Medical Professionals (ECMP) Foundation, Inc.** is a multi-specialty physician 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, and Vernon/Rockville.
- **Glastonbury Wellness Center** combines fitness and medical services under one roof, including physician practices, 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, rheumatology physicians, Walden Behavioral Care Eating Disorders Clinic, and laboratory services. **2600** (newest medical building) includes the Women's Center for Wellness, ECHN Breast Care Collaborative, and the OB/GYN Group of Eastern Connecticut. **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, CorpCare, and South Windsor Urgent Care.
- **ECHN Manchester Medical Office Buildings:** **150 North Main Street** offers a variety of Behavioral Health Services.
- **Visiting Nurse & Health Services of Connecticut**, providing at-home nursing care and hospice care.

Our Partners:

Community Cancer Care (with Hartford and Johnson Memorial Hospitals), providing radiation oncology services at the John A. DeQuattro Cancer Center/Eastern Connecticut Cancer Institute (Manchester) and at the Phoenix Cancer Center (Enfield). **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). **MCC/ECHN** partnership, a cooperative agreement providing students, faculty and staff access to a wide range of primary care services. **Walden Behavioral Care**, a clinic for the treatment of eating disorders. **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.

Medical Staff & Allied Health Professionals:

432 physicians (317 Active, 65 Courtesy, 12 Consulting, 38 Part-time)
83 allied health professionals
10 medical departments and 16 services
15 University of New England College of Osteopathic Medicine third-year medical students



facebook.com/echn.social



twitter.com/echn.social

Selected Highlights of 2012 Accomplishments

Service Area Facility/Services Expansions

Opened an ECHN Medical Office in Somers
Women's Center for Wellness moved into its new larger facility at 2600 Tamarack Avenue in South Windsor
CorpCare moved into the former Women's Center space at 2800 Tamarack Avenue
Walden Behavioral Care Clinic for the treatment of eating disorders opened its doors at 2400 Tamarack Avenue
ECHN's first Urgent Care Center opened at 2800 Tamarack Avenue

Facility Enhancements

Renovations completed for RGH cafeteria and entrance; MMH main lobby; and "Joint Effort" orthopedic patient rooms
MMH now has a fully automated clinical laboratory

Patient Safety

Incident Reporting Information System (IRIS) implemented
ECHN moved to a Mandatory Flu Vaccination Policy
Patient Safety Champion program begun with continuous development and involvement of champions on units
Patient Safety Rounds conducted on all units at both hospitals
Safe Patient Handling initiated (new lifts, products and training related to safe patient handling, etc.)
CHA High Reliability Program participation: diagnostic assessment completed and education and training in progress to promote a culture that will produce the most reliable, safest care
Just Culture and Accountability program introduced to address opportunities for system and process improvements
Comprehensive Falls Prevention Program initiated — several units over a year have no falls with injury
Good Catch Program, which acknowledges individuals who have identified an event or safety hazard before it reaches a patient, implemented
FMEA (Failure Mode and Effects Analysis) — a methodology for correcting latent system errors before they lead to adverse events — in operation
Seven medication rights checklist in place: right drug; right patient; right dose; right time; right route; right reason; and staff must document after giving medication
Quiet Zone initiative introduced to ensure that staff dispensing medications is not interrupted by other staff at this location
Hand-washing initiative adopted

Technology

Patient Tracking System installed to improve experience for families of patients having surgery
Informational flat screens erected in the main lobby of MMH
Phase 1 of Meaningful Use for electronic medical record initiative successfully completed
ECHN joined the world of Social Media and launched its new iPhone App

Awards/Recognition

MMH HealthGrades Awards: America's 100 Best Hospitals for Critical Care; Critical Care Excellence Award; and Emergency Medicine Excellence Award
RGH HealthGrades Awards: Pulmonary Care Excellence Award; Stroke Care Excellence Award; and Emergency Medicine Excellence Award
Visiting Nurse & Health Services of Connecticut Named to the HomeCare Elite Top 500
Woodlake received a four-star rating from the Centers for Medicare and Medicaid Services

Philanthropy

Total philanthropic support for 2012: \$6,078,290

ECHN statistics for FY 2012 (Oct. 1, 2011 to Sept. 30, 2012):

- Total inpatients treated: 11,351 (8,832/MMH • 2,519/RGH)
- Total Emergency Department visits: 72,225 (46,503/MMH • 25,722/RGH)
- Total maternity cases at MMH: 1,213
- Total cardiac rehabilitation treatments: 14,859 (6,788/MMH • 8,071/RGH)
- Total CT scans: 26,729 (16,124/MMH • 7,993/RGH • 1,807/EI • 805/TIC)
- Total GI procedures: 15,755 (6,543/MMH • 2,807/RGH • 6,405/EEC)
- Total Lab tests performed: 1.7 million (1,417,095/MMH and 267,719/RGH)
- Total MRI exams: 8,709 (3,290/MMH • 1,745/RGH • 1,950/EI • 1,724/TIC)
- Total surgeries (inpatient and outpatient): 8,845 (6,557/MMH and 2,288/RGH)
- Total diagnostic X-ray exams: 72,594 (41,042/MMH • 21,736/RGH • 6,021/EI • 3,795/TIC)
- Total physical therapy treatments: 100,310 (67,765/MMH • 32,545/RGH)
- Total Nuclear Medicine procedures: 3,488 (2,404/MMH • 1,084/RGH)
- Total Behavioral Health inpatients at MMH: 1,393
- Total Behavioral Health outpatient visits: 79,870

Community Benefit Dollars

ECHN provided millions of dollars in community benefit to communities east of the river. For fiscal year 2011, the amount (MMH & RGH combined) totaled more than \$16 million and served 221,000 people. Community Benefit Activities were \$6,008,005, serving 161,631 people; our charity care totaled \$2,100,957, serving 2,781 people; and Unpaid Costs of Medicaid was \$8,376,995, serving 56,286.