Gaylord Exemplifies Expert

Patients come to Gaylord’s SCI Program from all areas of the Northeast to experience the strength of our interdisciplinary clinical team and our dedication to positive patient outcomes.

Gaylord’s accreditations include:

• The only CARF accredited Spinal Cord System of Care in CT for inpatient and outpatient
• Designated as 1 of 14 Model Centers in the country
• The only rehab with specialty SCI Adolescent Rehab, accompanied by unique Family Suites
• The only Ekso Bionics in CT

Maintaining these specialty accreditations demonstrates our commitment to providing the ultimate in patient experience and care as a leader in the field of spinal cord injuries and illness.

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SCI Patient Satisfaction


LTACH Outcomes

CMS Quality Measures

New or Worsened
Pressure Ulcers

Gaylord 0.7%
vs. National 1.8%

Unplanned Readmission Measure
for 30 Days Post-Discharge

Gaylord 23.25%
vs. National 24.61%

CLABSI

Gaylord 0.200
vs. National 0.935

CAUTI

Gaylord 0.685
vs. National 0.910

Employee satisfaction exceeds the benchmark:
Gaylord Hospital staff satisfaction 81% vs. National rate of staff satisfaction of 64%.
Motivation makes all things possible

It was July 30, 2016 and 29-year-old Joe Graham was spending the afternoon at a friend's house, with family and friends. Diving into the pool, he slammed his head into the other side. He tried to move his arms and legs and knew that something was terribly wrong. Nothing moved. Joe's cousin pulled him out of the water, blue and not breathing, and along with Joe's girlfriend, Tonya, performed CPR until the ambulance arrived.

Joe was rushed to St. Francis Hospital where they did surgery on his broken neck. He had damaged vertebrae between C-2 and C-7. The surgeon removed a crushed vertebra and fused his spine and the final diagnosis was a C-5 injury. He spent about a month at St. Francis, where two physicians told him that he would probably be on a vent for the rest of his life. But while in the ICU his girlfriend, Tonya, told him that she was pregnant. It was just the news he needed to fuel his recovery.

Joe was transferred to Gaylord about a month after his injury. At first he couldn't lift his head off the bed. He was on a ventilator and had lost 40 pounds of muscle. Joe was weaned off the vent. Two and a half months into his rehab, including extensive PT and OT, he is much stronger, has use of both arms and will soon transition to a manual wheelchair.

While at Gaylord, Joe asked his PT team for a special request. He wanted to propose to Tonya on one knee. The team lowered him to position using a lift and Tonya said YES!

“I couldn’t have gotten off the ventilator if it wasn’t for Gaylord.”

Gaylord’s expertise made the difference:

- Inpatient Medical Care
- Weaned from the vent
- Respiratory management
- Decannulation
- Inpatient Rehabilitation Care
- Physical therapy
- Occupational therapy
- Speech therapy

My Future Goals

- Take care of my baby
- Keep getting stronger

Why choose Gaylord?

“The best thing about Gaylord Hospital is the staff. When I got here it was awesome. The care was incredible! Everyone here is working to help you learn how to adapt to your new reality.”

~Joe Graham