About Gaylord Specialty Healthcare:

Gaylord Specialty Healthcare is a rehabilitation-focused, nonprofit health system that provides inpatient and outpatient care for people at every point in their journey from illness or injury to maximum recovery.

Gaylord Specialty Healthcare is widely recognized for its leadership in treating spinal cord and brain injuries, pulmonary, cardiac, amputee and stroke patients as well as sports-related injuries. It is the only rehabilitation system in CT accredited by CARF (Commission on Accreditation of Rehabilitation Facilities) for both inpatient and outpatient programs.

Gaylord Specialty Healthcare is anchored by Gaylord Hospital, a Long-Term Acute Care Hospital, and includes Gaylord Outpatient Services and Gaylord Physical Therapy for patients who require diagnosis and treatment on an outpatient basis. Together, these entities deliver a complete continuum of rehabilitative care driven by technology, research, clinical experience, and human compassion.
The Gaylord Difference

Experts in Helping Injured Workers

Why Gaylord?

Among the best in the country at helping patients recover and return to the highest quality of life.

From simple to catastrophic care, our record for restoring function and returning people to work demonstrates our decades of experience and superior care.

We provide the injured worker with the latest evidence-based rehabilitation while supporting and educating family members in a healing environment.

Gaylord is Highly Accredited

- CARF accreditation for all inpatient rehabilitation programs and additional specialty accreditation for Spinal Cord, Stroke and Brain Injury Specialty Programs
- Partner site of the Spaulding New England Regional Spinal Cord Injury Center - One of only 14 Model Spinal Cord Injury Systems in the U.S.
- Passy-Muir Center of Excellence - one of 12 Centers of Excellence in the U.S.
- Accredited by the American Association of Cardiovascular and Pulmonary Rehabilitation (AACVPR)
- The first Center of Excellence designated by Vapotherm for the use of Vapotherm High Flow Therapy

CARF accreditation in SCI, Stroke and Brain Injury - 1 of Only 2 LTACHs in the Country!
A Dedicated Team of Experts Produces Better Outcomes

Why Gaylord? Experts in Helping Injured Workers

Dedicated Workers’ Compensation Physician:

Workers’ Compensation Physician Specialist
Jerrold L. Kaplan, MD
jkaplan@gaylord.org • (203) 284-2845

To Make A Referral:

Workers’ Compensation Liaison/Care Manager
Elizabeth Weber, RN, BSN
eweber@gaylord.org • (860) 426-5973

To Establish A Contract Or Single Case Agreement:

Manager of Payer Relations
Kathryn Prevost, RN
kprevost@gaylord.org • (203) 294-3279

A Neuropsychology Department with a World of Experience

As part of the Gaylord Specialty Healthcare system, we offer a Comprehensive Concussion Program and an experienced Neuropsychology Department that serves both adolescents and adults.
Gaylord Hospital is ranked in the top 20 of the largest rehab providers in the nation by Modern Healthcare. The latest technology, teamed with expert staff, allow patients to relearn skills faster and regain maximum function in order to return to work and home.

Gaylord Specializes in Injured Workers

FY2019 Gaylord Outpatient Data

- Number of Patients: 289
- Avg. Number of Visits: 20.3 (Per Patient)
- Average Age of Patients: 49.6

Gaylord Patients are Able to Return to their Homes & Lives

Percentage of Workers’ Comp Inpatients Discharged Back to the Community
FY2019 Gaylord Inpatient Data

Discharged to Community
Positive Changes in the Functional Outcomes of Gaylord Patients

Scores based on FY2019 Gaylord Outpatient Data

**Significant Change** in ODI (**10.2%**)
- ODI - Oswestry Disability Index (low-back pain)

**Significant Change** in LEFS (**+17.3 points**)
- LEFS - Lower Extremity Functional Scale

**Significant Change** in NDI (**17.9%**)
- NDI - Neck Disability Index (neck pain)

Gaylord’s Inpatient Injured Worker Cases are Diverse

Gaylord is not your typical hospital.
As a specialty hospital, we provide care and treatment beyond the scope of a traditional rehab hospital.

From music therapy to introducing new sporting opportunities, our team individualizes each patient’s rehabilitation to inspire them to work harder and return to their highest possible level of function.

FY2019 Gaylord Admission Data
Patient Outcomes Worth Bragging About
90 Day Follow-up • Gaylord Inpatients, All Payors • IT Health Track Data 4/1/2018 - 3/31/2019

- No Post-Discharge Hospitalizations: 91.0%
- Able to Provide or Direct their Own Care: 100%
- Patients Living in Community: 97.9%

Patients Rated the Overall Assessment of their Gaylord Program Highly Positive
FY2019 Press-Ganey Inpatient Satisfaction 4’s & 5’s

- Gaylord’s Spinal Cord Injury Program: 100% Positive Rating
- Gaylord’s Brain Injury Program: 94% Positive Rating
- Gaylord’s Pulmonary/Vent Program: 99% Positive Rating
- Gaylord’s Orthopedic Program: 99% Positive Rating
Gaylord’s 30-Day Post Discharge Readmission Rate is Much Lower than the National Rate

Based on Claims-Based CMS data from the reporting period of 10/01/2016 - 09/30/2018
LTACH Provider Preview - IQIES Report

Gaylord’s Observed Readmission Rate
11.3%

National Observed Readmission Rate
14.2%

Gaylord’s Observed Readmission Rate is 2.9% Lower than the National Observed Readmission Rate

Gaylord Inpatients are More Satisfied Overall than the National Average

90 Day Follow-Up IT Health Track Data 4/1/2018 - 3/31/2019

Gaylord Hospital: 3.86
National Average: 3.82
Satisfied employees have been shown to be more effective than unhappy caregivers.

Statistics show that Gaylord employees are both satisfied with their position and satisfied with Gaylord’s attention to patient care.

### Satisfied Employees Make Better Caregivers

FY2018 Semi-Annual Gaylord Employee Survey: “What is your Overall Job Satisfaction at this Time?”

- **National Average**: 64%
- **Gaylord Hospital**: 83%

### Our Employees are More Satisfied with our Commitment to Patient-Centered Care than the National Average

FY2018 Semi-Annual Gaylord Employee Survey: “How Satisfied are you with Gaylord’s Commitment to Patient-Centered Care?”

- **National Average**: 65%
- **Gaylord Hospital**: 91%

### Our Employees Rate us on Overall Safety Better than the National Average

FY2018 Semi-Annual AHRQ Survey (Agency for Healthcare Research and Quality)

- **National Average**: 78%
- **Gaylord Hospital**: 83%
The Perfect Environment to Heal

- All Private Inpatient Rooms - Reduces Risk of Infection
- Located on 400+ Scenic Acres with Easy Access to Outdoors
- WiFi Access on all Units
- Large Indoor Therapy Pools for Inpatients and Outpatients
- Assistive Technology Program
- Home Simulation Area
- Adaptive Sports Program - Largest in the Region
- Support Groups for Patients and Caregivers

Beautiful On-Campus Housing for Loved-Ones

- Guest cottage with 4 individual private suites to accommodate families of patients - each unit is 400 sq. ft.
- Free-standing 2-bedroom cottage for family use
- Free Parking
- Free WiFi

5 separate units available - only steps away from the hospital
Gaylord Hospital is set on 400+ Scenic Acres in Central Connecticut.

All Private Inpatient Rooms

Private rooms in healthcare are incredibly important. Privacy allows for a more positive environment - essential in the healing process. They also dramatically reduce the risk of infection.

All of our rooms are singles and each room has a view of either the lush countryside or one of our landscaped courtyards. Arrangements can be made for a family member to spend the night in a patient's room or in one of our newly constructed on-site guest cottages, if desired.

The Only LTACH in Connecticut with All Private Inpatient Rooms

Gaylord has a 4,500 sq. ft. State-of-the-Art Rehab Gym

The heart of Gaylord Hospital is undoubtedly the main rehab gym. At 4,500 square feet, it's large enough to accommodate the latest technology used in rehabilitation.

The gym includes a full size car, kitchen, bedroom, bathroom - even a simulated grocery store. There is also a smaller satellite gym on our high acuity unit for patients that need a more intimate setting in the earlier stages of recovery.

The Only Facility in Connecticut with Ekso™ and ZeroG® Technology
**Gaylord Has Three Convenient Outpatient Locations**

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### Gaylord’s Neuro Rehabilitation Outpatient Services

- Neuropsychology Program
- Physiatry Services
- Aphasia & Cognitive Day Therapy Program
- Bionic Exoskeletons - Ekso & ReWalk
- Gaylord Center for Concussion Care
- PT, OT, Speech and Aquatic Therapy
- Vestibular Therapy
- Vision Therapy

**Wallingford**
50 Gaylord Farm Road  
Wallingford, CT 06492  
(203) 284-2888 - Appointments  
www.gaylord.org  
(203) 294-8705 Fax

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### Gaylord Physical Therapy - Orthopedics & Sports Medicine

- Focus on improving movement, mobility, and strength to restore, maintain, and promote optimal physical function
- Expertise in addressing work capacity concerns and facilitating return-to-work planning
- Pools for Aquatic Therapy
- Manual Techniques
- Therapeutic Modalities
- Patient Education for Continued Healing at Home
- Dry Needling

**Cheshire**
1154 Highland Avenue  
Cheshire, CT 06410  
(203) 679-3533 - Appointments  
www.rehabwithapro.org  
(203) 294-8705 Fax

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**North Haven**
8 Devine Street  
North Haven, CT 06473  
(203) 230-9226 - Appointments  
www.rehabwithapro.org  
(203) 294-8705 Fax
8 Bed Transitional Living Center for Acquired Brain Injury Patients

Transitional living centers are places where a person can learn to compensate for their remaining physical and cognitive deficits in a safe environment.

- Average length of stay - 35 days
- Licensed as a Residential Care Home - 8 beds
- 24/7 staff, certified in Medication Administration, CPR & First Aid
- 5 days/week Day Treatment Program within Gaylord Outpatient
- Only steps away from the hospital
- Can be referred from ANY level of care

Goals of the Program
- Increase level of functional independence, so that the person is well prepared to live in the community
- Provide a safe place to practice physical, cognitive and communication skills
- Develop compensatory strategies to enhance independence and return to work

96.7% of Traurig residents are Likely to Recommend Traurig to others

95.7% of Traurig residents were Discharged Back to the Community

96.8% of Traurig residents rated their overall stay as a Positive Experience

Don’t Forget: Traurig House includes 5 days/week of intensive therapy at our world-class outpatient rehabilitation.
Gaylord Utilizes Cutting Edge Technology

**Bionic Exoskeleton Technology**
Gaylord is the only facility in Connecticut to have the Ekso™ Bionic Exoskeleton. The Ekso™ is a portable, adjustable bionic suit designed to help patients with lower-extremity paralysis or weakness, resulting from a spinal cord injury, stroke or other neurological condition, to stand and walk. Gaylord also hosts ReWalk Robotics clinics in its Wallingford location.

**ZeroG® Gait & Balance System**
The ZeroG Gait and Balance System protects patients from falls while providing dynamic body-weight support as patients practice walking, balance tasks, sit-to-stand maneuvers and even stairs. Because ZeroG is mounted to an overhead track, there are no barriers between the patient and therapist. With the only ZeroG in Connecticut, inpatients can begin rehabilitation as early as possible in a safe, controlled environment.

**AlterG® Anti-Gravity Treadmill**
AlterG Anti-Gravity treadmills use NASA-developed Differential Air Pressure (DAP) technology that enables unprecedented unweighting therapy and training capabilities. This unique unweighting with air pressure comfortably lifts the user and allows him/her to walk or run at a fraction of their body weight.
Among the Best in the Country at Helping Patients Recover and Return to the Highest Quality of Life

From inpatient to outpatient services, at three convenient locations in central Connecticut, Gaylord provides a care-coordinated, interdisciplinary team approach for patients who have experienced a work-related traumatic accident.

Gaylord is able to treat individuals who need care and rehabilitation for illness or injury related to the brain and nervous system, spine, bones and joints, respiratory complications and other conditions.

We provide our patients with the latest evidence-based rehabilitation while supporting and educating family members in a healing environment.

Gaylord Hospital
50 Gaylord Farm Road, Wallingford, CT 06492
Admissions Department:
P: (203) 284-2810 • F: (203) 284-2811

Traurig Transitional Living Center
80 Gaylord Farm Road, Wallingford, CT 06492
Referrals/Questions:
P: (203) 741-3488 • F: (203) 294-8766

Gaylord Outpatient Services
Neurological, Medical and Therapy Services
50 Gaylord Farm Road, Wallingford, CT 06492
Referrals/Questions:
P: (203) 284-2888 • F: (203) 294-8705

Gaylord Physical Therapy - Orthopedics & Sports Medicine
1154 Highland Avenue, Cheshire, CT 06410
P: (203) 679-3533 • F: (203) 294-8705
8 Devine Street, North Haven, CT 06473
P: (203) 230-9226 • F: (203) 294-8705