



Expanding What's Possible

The Strategic Priorities of
Gaylord Specialty Healthcare



Updated 2026



President's Message

Dear Friends,



Since 1902, Gaylord has helped patients reclaim their lives.

This is our purpose: to heal the human body, inspire longevity, and ultimately improve quality of life.

Our **nationally recognized**, interdisciplinary team of rehabilitation medicine pioneers uses the latest technology, evidence-based protocols, and advanced therapeutic interventions to achieve exceptional outcomes for patients, families, and providers alike.

We are building upon this strong foundation of expertise and excellence to shape a unique model of recovery for the future—driven by research, education, and new ways of thinking—as an academic teaching hospital.

Our five-year strategic plan, *Expanding What's Possible*, is a **roadmap for this transformation**. It is designed to **elevate the patient experience**, invest in our people, and build the infrastructure needed for our clinical programs to thrive in a rapidly evolving healthcare landscape.

Importantly, we remain deeply committed to being an **independent, nonprofit health system**. This independence allows us to stay focused on what matters most: our patients, our employees, and the communities we serve. Every decision we make is guided by our values and reinvested into care, innovation, and access to transformative, compassionate healthcare that ultimately strengthens the well-being of everyone we serve.

The momentum is real—and the opportunities are inspiring. With every step forward, we broaden our reach, increase our impact, and reaffirm our responsibility to **Think Possible**.

Sincerely,

A handwritten signature in dark ink that reads "Sonja A. LaBarbera".

Sonja A. LaBarbera, MSOL, MS CCC/SLP
President & CEO

Who We Are

A leading destination in transformative healthcare, redefining what's possible.

MISSION

To enhance health, maximize function and transform lives.

VISION

To become a nationally recognized leader in optimizing outcomes in rehabilitative, regenerative, and complex medical care.

VALUES

Patient-centered care is achieved with a culture that embraces these values: **Innovation. Teamwork.**

Inclusion. Safety. Integrity.

Compassion. Accountability.

Respect. Excellence.



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 and injury to maximum recovery.

Gaylord Specialty Healthcare is widely recognized for its leadership in treating spinal cord and brain injuries, and is also known for treating 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 and Gaylord Physical Therapy for patients who require diagnosis and treatment on an outpatient basis. Together, these entities deliver a complete continuum of rehab care driven by technology, research, clinical experience, and human compassion.

Headquartered in Wallingford CT since its founding in 1902, today Gaylord serves a mix of local, regional, national, and international patients.

Our Priorities



Our five-year strategic plan is anchored in four strategic priorities, represented as a pyramid where **Patient & Family** stand at the apex, underscoring our unwavering commitment to patient-centered care. Patients are not just the focus of our mission—they are the heart of everything we do at Gaylord. Their health, comfort, and outcomes drive our daily efforts and shape our long-term goals.

Next in the pyramid are our **People**—our dedicated staff who embody the spirit and soul of Gaylord. They are our greatest asset, essential to delivering exceptional care and fostering a supportive, compassionate environment. Investing in their development, well-being, and growth is pivotal to maintaining our high standards and achieving organizational excellence.

Growth & Innovation forms the base of our pyramid, reflecting our proactive approach to continuous improvement and adaptation. In a dynamic healthcare landscape, embracing a culture of innovation is paramount. It enables us to anticipate and respond to evolving patient needs, technological advancements, and industry trends. By fostering creativity and embracing change, we ensure that Gaylord remains at the forefront of healthcare innovation.

Supporting the entire structure is **Financial Strength**, essential for sustaining and expanding our mission-driven initiatives. Financial stability provides the necessary foundation to reinvest in our people, enhance our programs, and expand our services. It enables us to maintain operational resilience, navigate economic challenges, and seize strategic opportunities for growth and community impact.

As we chart our course for the next five years to be a leading destination in transformative healthcare, these priorities guide every decision and action we take. They reinforce our commitment to delivering exceptional care, nurturing our people, driving innovation, and ensuring the long-term sustainability of Gaylord. By aligning our efforts with these foundational principles, we uphold our mission to empower lives through compassionate healthcare, setting a benchmark of excellence in our community and beyond.