

Windham Hospital: 2010

ANNUAL REPORT





Our new Annual Report is greener and
easier to access than ever before.

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A Year of Change & Growth

In recent years, Windham Hospital has undergone dramatic changes. We've added new facilities, new procedures, new faces, and important new resources to your community hospital.

Continuing our growth and development, in fiscal year 2010, we opened the new Center for Women's Health at Mansfield and renovated the hospital's Breast Imaging Center to provide women in the area with more convenient, comfortable and inviting facilities. We opened Windham Hospital Physical Therapy & Rehabilitation in Storrs to provide patients with easier access to the follow-up care they need. And we

instituted a new wound care program, as well as a new surgical clinic.

We're now performing life-saving procedures at a level most community hospitals don't offer, and providing patients with expanded treatment options in our interventional radiology suite where one of our skilled surgeons and an interventional radiologist recently collaborated to perform minimally invasive stent graft surgery.

As part of Hartford HealthCare, can now offer our patients seamless access to the most advanced technology available, as well as nationally recognized

expertise in a full range of medical specialties. The affiliation is an important asset in our effort to recruit new physicians, ensuring that our patients will find the highest level of care right here at Windham.

All of us – Board, management, physicians, staff, and volunteers alike – are excited about the recent changes and growth at Windham Hospital. We have a long history of caring for the people in the communities we serve. As we have demonstrated over the past year, we continue to honor our commitment to provide our patients with “the best care, pure and simple.”

Below (left to right): Eugene Winchester, MD; Chief of Staff; Dick Brvenik, President & CEO; and Dennis Hannon, Chairman of the Board of Directors



As always, our goal is to provide our patients with the highest levels of care and restore those patients to healthy, active lives. In several important measures, Windham Hospital demonstrated its continuing commitment to quality:

- » Our Central-Line Blood Infection rate was zero – no central-line associated bloodstream infections were reported at Windham Hospital in 2010.
- » There were no hospital-acquired pressure ulcers (bed-sores) reported in 2010.
- » Despite an increase in volume, our Emergency Department patient satisfaction scores remained in the 97th percentile (as measured by independent research conducted by Press Ganey, an industry-leading firm which specializes in patient surveys).
- » In those same surveys, Windham's Emergency Department physicians scored in the 99th percentile when compared to their peers throughout Connecticut.

79% of discharged Windham Hospital inpatients received follow-up phone calls to ensure that they understood and had received the post-discharge care they needed. (Our goal for 2010 was to contact 75% of our inpatients.)

QUALITY & EFFICIENCY GO HAND-IN-HAND

The need to contain rising healthcare costs has been well documented. In recent years, Windham Hospital has succeeded in managing costs, while also maintaining high standards of care. In a recent report from the Connecticut Hospital Association (CHA), Windham Hospital was the lowest cost* acute-care provider in the state for the fiscal years 2005 through 2008, the most recent period for which data is available.

Containing expenses helps ensure that our services remain affordable and accessible to the communities we serve. But it's not just about cutting costs. Numerous national studies indicate that healthcare organizations that contain costs also tend to deliver higher quality care.

The CHA study shows that Windham Hospital has worked hard to ensure efficiency and productivity to meet the exact needs of our patients, and by following best practices and evidence-based medicine to ensure that patients receive just what they need--neither too little care nor care that does not add value or improve outcomes.

By applying a combination of the best clinical science and personalized service, Windham Hospital continues to provide value for its patients and ensure that it is well positioned for coming healthcare reform.

* Costs were adjusted to account for the variation in the severity of illness treated by different hospitals, to provide an "apples-to-apples" comparison of these organizations.

Finding Smarter Ways to Deliver

Quality Care



NATIONAL STUDIES INDICATE THAT HEALTHCARE ORGANIZATIONS THAT CONTAIN COSTS ALSO TEND TO DELIVER HIGHER QUALITY CARE.



**THIS IS
WINDHAM
HOSPITAL
NOW**

0% Central-Line Blood Infections

0% Hospital-acquired pressure ulcers (bedsores)

0% Contaminated lab samples

Above, top: Diana Rosiene, echocardiology lab; Gregory Shangold, MD (left) and Mike Dion, RN, PhD (right) congratulate emergency nurses of the year Kim Enright, RN, Jane Tracy, RN, and Anne Beatty, RN

A Commitment to Excellence in All We Do

In everything we do, our goal is to provide our patients with the best care possible, whether it's investing in training for our people, adding new technologies, implementing new surgical procedures or adding facilities that enhance patient comfort. Our commitment to serve this community drives us to attain the highest results.

CARDIAC PATIENTS ARE IN GOOD HANDS WITH OUR PARAMEDIC TEAM

The Windham Hospital paramedic team is the first and only 100% fully licensed Critical Care Emergency Medical Transport Paramedic team in the state. Having completed a nationally acclaimed course at the University of Maryland in Baltimore, they have the specialized skills to stabilize cardiac patients and determine which Hartford HealthCare facility is best equipped to meet their specific needs. For critically ill cardiac patients, Windham EMTs can perform EKGs and provide the cardiologists at Hartford Hospital with real-time diagnostic information while the patient is still on route.

DELIVERING TIMELY, EXPERT CARE

Although emergency room visits to Windham Hospital increased by 7.45% in 2010, our Emergency Department staff continued to provide rapid, expert care to their patients. Approximately 84% of our Emergency Department patients are seen by a healthcare provider within 30 minutes. While our ultimate goal is to ensure that every patient is treated expertly and quickly, in the coming year, our goal will be to ensure that we exceed our current benchmark.



OFFERING LIFESAVING SURGERIES CLOSER TO HOME

Having to travel for an important surgical procedure can be an added burden for patients. Windham Hospital's surgeons have continued to advance the scope and complexity of surgeries offered at our hospital. In fact, one of our teams performed the first CT interventional abdominal aortic aneurism repair in a community hospital setting.

INCREASING EFFICIENCY WITH ELECTRONIC MEDICAL RECORDS

More and more hospitals are turning to new technologies to streamline operations and enhance patient care. Windham continues to implement Electronic Medical Records and has already launched online clinical documentation for nursing and allied support staff. Electronic records help reduce paperwork, diminish the potential for recording errors and give caregiver teams easier access to critical patient data.

SUPPORTING FAMILIES IN CHALLENGING TIMES

When loved ones are critically ill, the strain on families can be intense. To better accommodate their needs, we recently upgraded our family-centered care lounge to help support the families of our critically ill patients. The enhanced lounge includes private space for physicians and caregivers to meet with families, family-friendly books and toys, and volunteer liaisons who may assist families as they cope with the hospitalization of a loved one.



Above, top: Diana Rosiene, Mark Fisherkeller, MD, and Bekir Melek, MD; middle: Surgeon David Kloss, MD, and Interventional Radiologist Michael Hallisey, MD, confer regarding the aortic stent graft procedure; bottom: Paramedic Sean Trainor demonstrates CPR

Service

HEART ATTACK: EVERY SECOND COUNTS



WINDHAM HOSPITAL PARAMEDICS USE THE
LIFENET SYSTEM TO SAVE LIVES



The Region's Elite Critical Care Transport Team:
Windham Hospital Paramedics

THIS IS WINDHAM HOSPITAL NOW.





Beyond architecture and technology, the true strength of any hospital rests in its people. And at Windham Hospital, we value the contributions of each and every staff member. In fact, the turnover rate at our hospital is well below the state benchmarks – proof of the satisfaction our staff members feel and the high performance they deliver.

A COMMITMENT TO EXCELLENCE

At every level, the staff members at Windham Hospital are committed to improving the experiences the Hospital provides to its patients. Our Commitment to Excellence program – a continuous performance improvement process which is part of the system-wide culture and operating model, "How Hartford HealthCare Works (H3W)" – engages every single staff member in an ongoing effort to

provide the highest standards of care. Everyone here serves in a work group or department, and each group is charged with the task of generating ideas that will improve the hospital's performance. Each brainstorming session strives to challenge traditional ways of thinking, look at new ways of working, and value all voices at the hospital. No idea is criticized or pre-judged, and all staff members are free to express themselves. Initiated in 2009 and continued in 2010, the Commitment to Excellence program has already had an impact in making progress toward our organization's objective of being the best community hospital in the state.

BUILDING A STRONGER MEDICAL STAFF

Windham Hospital continues to recruit new physicians to better meet the needs of our patients. In 2010, we added a number of new caregivers to

the medical staff. With improvements to our facilities and our membership in Hartford HealthCare, we are able to recruit some of the finest medical talent available to our hospital.

THE INVALUABLE CONTRIBUTIONS OF OUR VOLUNTEERS

In many ways, the success of our hospital would not be possible without the many contributions of our volunteers. They provide invaluable assistance and support. They interact with our patients, they help our staff, and they demonstrate the profound connection between the community and our hospital. In 2010, our volunteer team included 120 adult volunteers, 69 student volunteers from the University of Connecticut and Eastern Connecticut State University, and 53 junior volunteers. Together, they provided more than 20,017 hours of service valued in excess of \$417,354. We are profoundly grateful for the contributions of each and every volunteer.



Above, top: Juanita Vasquez, Kate Starkey, Carol Palonen, RN, Beth Cheney, APRN, and Nidia Caraballo staff the Prenatal Clinic; bottom: Jane Diaz, RN, coordinates activities in the cardiac rehab center

Our
People
Are Our Strength

Administration, Directors & Corporators

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Kenneth Porter
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Dana Wilder

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Jeff Vose
Carol Wiggins, PhD

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Bruce Johnson
Michael Keenan, MD
Marge Roach
Deborah Walsh

Eastford

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David Calchera
Mary Ellen Calchera

Franklin

Margaret S. Ayer
Kenneth Porter

Hampton

Rheo Brouillard
David Foster
Marilyn Foster
Scott Stevens

Hebron

Kristin Gildersleeve, MD
Jack Hooker

Lebanon

Gregory Allard
Robert Fernandez
Lesley Gardner
Dana Kessler
T. Allan Palmer
Betsy Petrie
Joan Russoniello Goba
Bernice Szafarek, DMD
Albert B. Vertefeuille

Mansfield

Cynthia H. Adams, PhD
Roger A. Adams
Mary Barry, MD
Harry Birkenruth
Fred Cazel, Jr., PhD
Barbara J. Depray
Grace Enggas
Gary English
Donna Evan
Robert O. Gillard
Michael Helfgott
Hamilton B. Holt
Marietta Johnson
Harry Johnson, PhD
Janet Jones
Jeff Kramer, PhD
Michael Kurland
Stephen Leach, MD
Wilfred Lebeau
Frank McNabb
William Morgan
Corine Norgaard, PhD
James Raynor, DDS
Matthew Raynor, DMD
Michael Rice
Edward Sawicki, MD
Francis Siracusa, MD

James Watson, MD
Yvette Martas, MD
Marilyn St. Onge
Carolyn A. Storrs
Frank Vasington, PhD

North Windham

Bruce Foss

Scotland

Loretta Haeger
Joanne Todd
Elizabeth Wilson
Eugene Winchester, MD

Storrs

Anne Bavier, PhD
Pouran Faghri, MD
Karla Fox, JD
Mary Gawlicki
Ted Gawlicki
Lin Klein, PhD
Ayaz Madraswalla, MD
Larry Ross
Everett Watson
Dana Wilder

Tolland

Odvard Dyrli

Willimantic

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Ethan Foxman, MD
Shelly Gimenez, PhD
Doe Hentschel, PhD
Elliot Joseph
Brad Plebani, JD
Patrick Prue
Herb Ridyard, MD
Jackson P. Sumner

Willington

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Paul Schur

Windham

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Pam Horrocks
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Milton R. Johnson
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Lorraine McDevitt
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Elsa Nunez, PhD
Dennis O'Brien
Eileen Ossen
Michael Paulhus
Luis Perez
Emmanuel Perez-DeAyala
Sr. Mary Peter Bernard
Diane Potvin
Ed Rivera
Nancy Rivera
Kathleen Roan
Patricia Sposato
David L. Stoloff, PhD
Carol Williams, PhD
Walter
Pawelkiewicz, PhD

THIS IS WINDHAM HOSPITAL NOW

Medical Staff

Allergy

Robert Bedard, MD

Anesthesiology

Robert Adam, MD
Robert P. Campagnone, MD
Maureen Carney, CRNA
Mark Elliott, CRNA
Craig Foster, MD
Brian W. King, MD
Steven Knotts, CRNA
Bernardo Medina, MD
Timothy Murphy, CRNA
Sally Nelson, CRNA
Patricia Pearsall, APRN
Roberto Rivera, CRNA
Robert Storms, CRNA
Doreen Wieczorek, CRNA

Cardiology

Mark Fisherheller, MD
Bekir Melek, MD
Anthea Woodley, MD

Dentistry

Gary Berman, DMD
Dennis Flanagan, DDS

Emergency Medicine

Bang Chau, MD
Anna Cranmer, MD
Orland E., Donald, MD
Mark Dziedzic, MD
Tracy Hawthorne, PA-C
Martin Kelly, PA-C
Christine Manthorne, PA-C
Kate Mastronunzio, PA-C
Kevin McCrystal, PA-C
Constantine Mesologites, MD
Jorge E. Otero, MD
Alberto Perez, MD
Gregory L. Shangold, MD

Gil Shlamovitz, MD

Eugene A. Winchester, MD

Endocrinology

Fadi Al-Khayer, MD

Family Practice

Kenneth R. Dardick, MD
Richard P. Dibala, MD
Kristin Gildersleeve, MD
Morton Glasser, MD
Anna Jamrozik, MD
David A. Jaworski, MD
Saima Khalid, MD
Ayaz T. Madraswalla, MD
Rosemary Maduka, MD
Pamela A. Moore, MD
Arleen R. Sergis, DO
Ann Sousa, DO
Enrique Torres, MD
Nelson C. Walker, MD
Ross Winakor, MD

Gastroenterology

Michael Butensky, MD
Ajit Kokkat, MD

General Surgery

David Kloss, MD
Leszek Kolodziejczak, MD
Herbert W. Ridyard, MD
Francis Siracusa, MD

Gynecologic Oncology

Molly Brewer, MD

Infectious Disease

Eugene Ciccone, MD
Clifford Stirba, MD

Internal Medicine

Mary E. Barry, MD
Scott R. Berger, MD
Maria Brennan, APRN
James Bucci, MD
Kismatkumar Detroja, MD
Roger El-Hachem, MD
Katherine Flanagan, MD
Catherine Hylwa, MD
Peter Jones, MD
Laith Kasir, MD
Michael E. Keenan, MD
Michael A. Kilgannon, MD
Ralph J. LaGuardia, MD
Stephen J. Leach, MD
Bette Anne Lovejoy, MD
Walter T. McPhee, MD
Debmalya Mukherjee, MD
Pawel Pomianowski, MD
Shauna Rago, APRN
Ann L. Semolic, MD
Charles A. Shooks, MD
Victorio Te, MD
Elizabeth Visone, APRN

Nephrology

Angelito Bacay, MD
Eleas Chafouleas, MD
Claudio Milite, MD

Neurology

Ajay Shukla, MD

OB/GYN

Beth Cheney, APRN
Robert K. Gildersleeve, MD
Lesley V. Gumbs, MD
Veronica Helgans, MD
Yvette Martas, MD
Maren Robertson, CNM
Stephanie Welsh, CNM

Oncology

William J. Baker, MD
Susan Chmael, APRN
Mark Dailey, MD
Timothy Hong, MD
Pragna Kapadia, DO
Melissa O'Neill, APRN
Peter Schauer, MD

Ophthalmology

Robert F. Dibble, MD
William Kaufold, MD
Patricia C. Reardon, MD
Dana Woods, MD

Oral & Maxillofacial Surgery

Naushad Edibam DMD

Orthopaedics

Michael Kapinos, CRNFA
Vincent I. MacAndrew, MD
Stephen F. Scarangella, MD
David Woodworth, PA-C

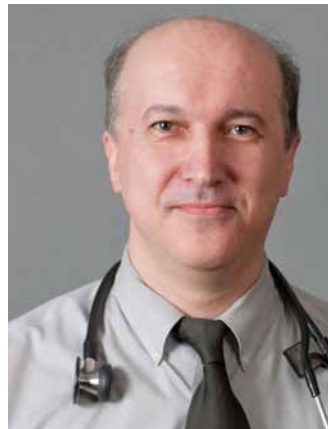
Otolaryngology

Jerilyn S. Allen, MD
William Culviner, MD
Steven Green, MD
Stephen Rouse, MD

Pathology

John Athans, MD
Matthew Curran, MD
James Heneghan, MD
Marilyn Kritzman, MD
Nadia Nashid, MD
Michele Normandin, MD

At right: Katherine Flanagan, MD, Hospitalist Bekir Melek, MD, Cardiologist, and Deborah Weidner, MD, Psychiatrist, were among the physicians who joined the staff in 2010



Pediatrics

Audrey Courtney, APRN
 Danielle DiGeronimo, APRN
 Elena Dragoi, MD
 Craig E. Elliott, MD
 Thomas H. Gorin, MD
 Ronald W. Kelly, MD
 Obinna Maduka, MD
 Kathryn Nelson, APRN
 Anne S. Willenborg, MD

Plastic Surgery

Jonathan Schreiber, MD

Podiatry

Karla Scanlon DPM
 Michael Scanlon DPM

Psychiatry

Teodora Andrei, MD
 Luis Avalos, MD
 John Haney, MD
 Michael Marrella, MD
 Leela Panoor, MD
 Rajesh Parekh, MD
 Jay Patel, MD
 Pamela Shuman, MD
 Peter J. Smith, MD
 Vincent J. Stephens, MD
 Peter Sugerman, MD
 Venugopal Thangada, MD
 Deborah Weidner, MD

Pulmonary Medicine

Robert J. Bundy, MD
 Paul Greif, MD
 Matrlene Schwartz, MD

Radiology

Bruce Arose, MD
 Regina Ason, MD
 Harpreet Baweja, MD
 Kevin Blount, MD
 Jeffrey Brown, MD
 R. Timothy Brown, MD
 Alan Butler, MD
 Frederick Conard, MD
 Bret Coughlin, MD
 Edward Cronin, MD
 John Foster, MD
 Ethan B. Foxman, MD
 Marc Glickstein, MD
 William Glucksman, MD
 Richard Goldman, MD
 Martha Greenwood, MD
 Brian Grogan, MD
 Michael Hallisey, MD
 Fernando Illescas, MD
 Devika Jajoo, MD
 Phyllis Jarvis, MD
 Angabeen Khan, MD
 Stephen Klein, MD
 Steve Y. Lee, MD
 Jennifer Logan, MD
 Patrick Malloy, MD
 Stuart Markowitz, MD

Douglas Montgomery, MD
 Douglas Moote, MD
 Stephen Ohki, MD
 Martin Ollenschleger, MD
 Michael O'Loughlin, MD
 John P. Opalacz, MD
 Anal C. Patel, MD
 Jinnah Phillips, MD
 William S. Poole, MD
 Reuben Rock, MD
 Ronald Rosenberg, MD
 Werner Rosshirt, MD
 Carla Sanberg, MD
 Gary Spiegel, MD
 Robert Spillane, MD
 Barry Stein, MD
 Joseph John Straub, MD
 Steven Sussman, MD
 Margaret Szerejko, MD
 Gregory T. Turner, MD
 Steven Urbanski
 Hugh Vine, MD
 John Volpe, MD
 Domenic Zambuto, MD
 David Zimmerman, MD

Urology

John N. Graham, MD
 Brian McLeod, MD

NEW PRACTITIONERS, 2010**Anesthesiology**

Bernardo Medina, MD

Cardiology

Bekir Melek, MD

Psychiatry

Deborah Weidner, MD

Internal Medicine

Shawn Cole, MD
 Pawan Dhawan, MD
 Katherine Flanagan, MD
 Andrew Porebski, MD
 Charisse Ward, MD
 Susan Chmael, APRN
 (Oncology)
 Elizabeth Visone, APRN

Radiology

Jeffrey Brown, MD
 Phyllis Jarvis, MD
 Angabeen Khan, MD
 Carla Sandberg, MD

Pediatrics

Audrey Courtney, APRN

Emergency Medicine

Martin Kelly, PA-C
 Christine Manthorne, PA-C
 Kate Mastronunzio, PA-C
 Mia Williams, PA-C

Below: the staff members at the Windham Hospital Physical Therapy & Rehabilitation Clinic in Storrs



Volunteers

ADULT VOLUNTEERS

Helen Bacon
Gery Bakaj
Priscilla Barton
Del Beaulieu
Juanita Beaulieu*
Karl Beckert
Christine Bergeron
Nicole Bernier
Angela Bowen*
Alice Brault
Lennox Brodeur*
Ann Buchalski
Linda Cain
Terrie D. Carpenter
Gloria Clemens
Carol Coley
Ted Colwell
Rita Conde*
Devon Conover
Alveda Cranick
Marsha Creese
Patrice Crosbie*
Pam Cudahy
Erika Dahlman
Peggy Dillon
Kenneth Doeg
Joyce Donahoo
Betty Elliott*
Monica Elsemore
Jane Erway
Sandra Faltus
Heather Finn
Susan M. Gagnon
Tracy Gale
Mary Gamache
Tammy Gendron
Cecelia Giella
Judith Grenier*
Laura Grieco
Kathy Grunigen*
Ruth Haddad
Loretta Haeger*
Marie Hakmiller*
Sue Harriman
Georgina Hendrick*
Barbara Jean Hineline
Joan Italiano
Lynn Jackson
Mary-Beth
Jendrzewski
Anthony Johnson
Ted Johnson
Geraldine Jones
Linda Kelley

Cathy Kennelly
Michelle Kozlowski
Susan Kozyra
Karen Laboy
Claudette Lagasse
Carolyn Lemaire
Valda LeMasurier*
Linda Lester
Bruce Levine*
Lorena Lombardo
Michele Maclure
John Marston
Linda Mastrangelo
Margaret Maurice*
Virginia McCall
Joan McGuigan*
Kathleen McLaughlin
Leslie McManus
Kay McNabb*
Jeanne Meddick
Ilona Metell
Linda Miles*
Christine Mullane
Ronald Murphy
Annette Murphy*
Charles Nadile
Cynthia Namaswa
Randa Noe
Caryl O'Keefe*
Arlene Paquette
Sunhee Park
Ted Partyka
Cindy Pasternak
Oleg (Alex) Posmitniy
Wanisha Pouliot
Laleh Pouya
Rebecca Putnam*
Deb Richards
Jack Roach
Victor Rodriguez
Susan Sharpley
Pat Shimchick
Virginia Siege*
Elizabeth Silva
Beverly Sims*
Gary Smith
Anne Soracchi
Bonita Squier
Riley Stearns
Jackson Sumner*
George Sypher
Barbara Tartaglia
Carl Ternullo
Sally Thompson*
Phyllis Tkacz
Bill Tkacz
Matthew Trainor

Ted Urbanski
Clare Vidich
Lisa Viele
Harriet Walker*
Deb Walsh*
Carleen Wells
Marjorie White
Don White
Koon (Billy) Wong

JUNIOR VOLUNTEERS

Sarah Andrychowski
Lindsey Arigno
Rebecca Baldasty
Stephanie Bellerose
Yustyna Bobak
Kelsey Burger
Sumaali Chheda
Collins Cho
David Cho
Robert Combs
Jaclyn Daher
Alex Daigle
Alicia Dobbyn
Megan Dobrolet
Kevin Dobrolet
Gabrielle Dubay
McKenzie Duhaime
Alyson Dzavit
Rachel Ellis
Felicity Emerson
Lindsay Forostoski
Katherine Gabriele
Glenda Gilliam
Rachel Gray
Taylor Helms
David Hughes
Adriana Jiron
Nathan Julian
Sydney King
Camille Kuzel
Logan MacNamara
Jamie Marinoccio
MacKenzie Murphy
Mary O'Neil
Darien Parmenter
Lisa Pinatti
Hunter Ralston
Gabrielle Rosado
Ryan Schoeplein
Martha Sherman
Won-Jae Son
Diego Spitia
Meagan Stanley

Chris Strickland
Danielle Vanasse
Emily Vigue
Gabriela Velasquez
Cassandra Vigue
Jeff Weldon
Emma Wentworth
Sydney Wolfson
Deric Zhang

STUDENT VOLUNTEERS FROM THE UNIVERSITY OF CONNECTICUT

Colleen Able
Afua Asare-Kwakye
Elida Babollah
Tyler Bechard
Kristina Beinke
Lauren Bendel
Dardan Begiri
Shauna Blake
Matthew Buck
Brett Chen
Michelle Cho
Bill Ciurylo
Kelly Combs
Michael Corry
Erick Desingco
Sara Dumas
Sybil Duvalsaint
Brian Epling
Chelsea Epling
Emily Funk
Kayley Gardner
Andrew Goldsmith
Christina Hammel
Rebecca Haley
Jackson Herget
Tristin Hutchinson
Amanda Jankowski
Fastina Khan
Kerilyn Kimball
Melissa King
Kenneth Knowles
Daniel Kraus
Britta Kunkemoeller
Susan Lam
John Levasseur
Yuk-Ting Li
Clifford Locke
Caitlin Lurate
Sara McKechnie

Christina Mezes
Alaina Miele
Tim Murphy
Duc Ngo
Mallory Nielsen
Catherine Ockerbloom
Mary Ojukwu
Tiffany Phillips
Christina Pomprasert
Saleha Raajpoot
Emily Ragaglia
Arnold Ressin
Stacey Riggs
Lauren Rollman
John Roth
Meredith Silagy
Melissa Slavin
Charlotte Smith
Daniel Sorby
Priscilla Steve
Shiv Sutaria
Sandra Tokic
Nathan Tran
Leana Varvella
Ashley Wing
Gina Yost
Mengtan Zhang

STUDENT VOLUNTEERS FROM EASTERN CONNECTICUT STATE UNIVERSITY

Sarah Eichner
Michelle Eigner
Kiho Kim
Henry Kirby

**Member, Auxiliary to
Windham Hospital*

VOLUNTEERS PROVIDE INVALUABLE ASSISTANCE AND SUPPORT TO PATIENTS AND STAFF ALIKE, AND THEY DEMONSTRATE THE PROFOUND CONNECTION BETWEEN THE COMMUNITY AND OUR HOSPITAL.



Above, top: Junior Volunteers Chris Strickland, Lindsey Arigno, Deric Zang, Camille Kuzel, Jeff Weldon; above, bottom: volunteers enjoyed a "great escape" in Lenox, Massachusetts in the spring.

In an ongoing effort to make our services more readily accessible to patients throughout the communities we serve, Windham Hospital continued to add to its facilities, programs and staff in 2010.

CENTER FOR WOMEN'S HEALTH AT MANSFIELD

Opened in April 2010, this brand new facility provides advanced digital mammography, bone density testing and integrative health services, including massage, in a warm and inviting setting. Conveniently located behind the Eastbrook Mall, the Center was specifically designed for women. Since the Center opened, there has been a 5% increase in mammography volume. We also completely renovated the Breast Imaging Center, conveniently located on the first floor of the hospital. Now, women throughout the area have easier access to the advanced imaging and other services they need.

WINDHAM HOSPITAL PHYSICAL THERAPY & REHABILITATION

To provide patients with easier access to follow-up care, Windham Hospital Physical Therapy & Rehabilitation now has two locations, in Storrs and Willimantic. Both facilities offer the most advanced care available in physical, occupational and speech therapy. Since opening in December 2009, the new center in Storrs has exceeded its business plan and goal for patient volume by 34%.

HOSPITALIST PROGRAM

In recent years, hospitalists – physicians who specialize in managing a patient's care while he or she is in the hospital – have become an increasingly important part of our team. These professionals can quickly respond to changes in the patient's condition, order medical changes or tests, and answer any questions a patient's family members may have. The Hospitalist Program at Windham Hospital – now in its fifth year of operation – continued to grow in 2010, under the leadership of David Jaworski, MD. In FY 2010, the Hospitalist Program moved from a contract service to an employment model. All of our hospitalists are board-certified, either in internal medicine or in family medicine.

WINDHAM HOSPITAL MEDICAL OFFICE BUILDING

This year, we completed the initial plans and the permit process for a new Medical Office Building on the hospital campus. The new building, which will be adjacent to the hospital, will house primary care physicians, physical therapy, laboratory, and specialists, including orthopaedics and oncology. With expanded facilities and close proximity to the hospital, the new Medical Office Building will provide greater convenience to patients and staff alike. Ground-breaking for the new building is anticipated for spring, 2011.

PULMONARY FUNCTION LAB

By relocating our Pulmonary Function Lab to the Hatch area (convenient to the practices of our pulmonary medicine specialists, Dr. Robert Bundy and Dr. Marlene Schwartz), we have increased efficiency for our staff (since these services sometimes go hand-in-hand), as well as convenience for our patients. Since the new facility opened, there has been a 15% increase in patient volume.

WOUND CARE & SURGICAL CLINIC

The Surgical and Wound Care Clinic opened in November 2010, and is temporarily located in the Ambulatory Care Unit on the second floor. Open Monday through Thursday afternoons, the Clinic offers comprehensive surgical evaluation, outpatient post-op care, fine needle aspiration/site biopsies, and the evaluation and treatment of wounds of all types.

Staffed by clinic coordinator Susan Fargo, RN, and Drs. Siracusa, Kloss, Ridyard, and Kolodziejczak, the new Clinic is already making a difference. Fifty-seven patients were seen in November and eighty-one patients used the service in December. Most of these patients are individuals who, because of their insurance coverage, would otherwise have to travel in order to be seen by a participating provider. Providing this essential service to our community is what Windham Hospital is all about.

New Staff, Expanding Services...

Growth

WINDHAM HOSPITAL CONTINUED TO ADD TO ITS FACILITIES, PROGRAMS AND STAFF IN 2010, AND PLANS ADDITIONAL RECRUITMENT AND EXPANSION IN FUTURE YEARS.



Above, top: the new Center for Women's Health at Mansfield; bottom: the architect's rendering of the new Windham Hospital Medical Office Building

As it has for many other institutions, the economic climate in recent years has posed challenges for Windham Hospital. Although the hospital was operating at a loss as of the close of FY 2010 (for the first time in six years), we are well positioned to provide the high-quality care our patients need. As noted elsewhere in this report (see “QUALITY”), in recent years Windham Hospital has been one of the lowest-cost acute care providers in the state (on a case-mix adjusted basis). The ongoing efforts of our staff and medical staff have increased our competitiveness and provided the best healthcare value for our patients. By following best medical practices, we have continued to raise the standards of the care we provide, enabling the Hospital to continue on its path to greater financial strength.

For the first time in six years, the Hospital did not produce an operating gain; however, the core operation remained profitable and would have shown a gain of nearly \$100,000 without some one-time-only accounting adjustments. The loss reflected the expensing of cash transfers by the Hospital to Windham Family Medical Services and Hartford Medical Group, which, in past years, would have been recorded as loans (since the Hospital anticipated that these amounts would be paid back).



Above (left to right): Diabetes and Nutrition Services staff members Karen Barbone, RN, CDE, Lynne McPhee, RD, and Suzanne Gerety-Ferreira, RD

By the Numbers

Inpatient Discharges 5,117	Imaging Studies & Radiology Treatments 60,913
Inpatient Days 20,874	Respiratory/Pulmonary Tests & Procedures 27,565
Average Length of Stay 4.1 days	Cardiac Tests 14,099
Outpatient Surgical Procedures 5,425	Sleep Studies 845
Emergency Department Visits 32,758	Births 428

Providing Quality Care in Difficult Financial Times

STATEMENT OF OPERATIONS*

Year Ended September 30, 2010

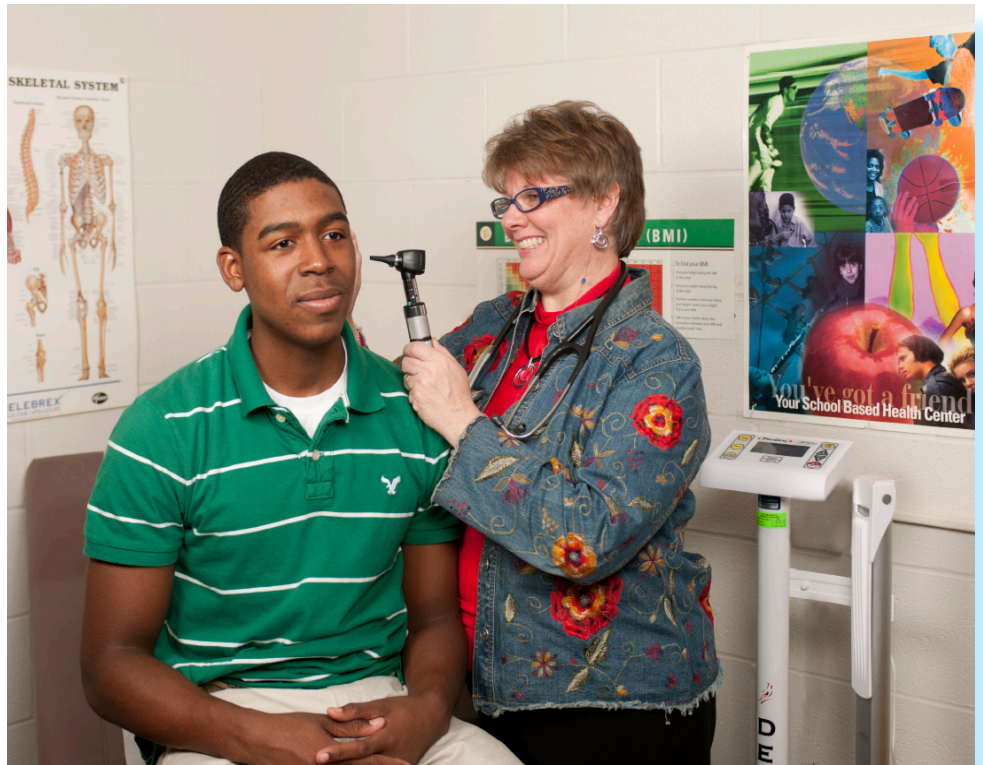
	Windham Hospital	Foundation	2010 Totals	2009 Totals
Revenues				
	Inpatient	73,484,780	73,484,780	72,446,212
	Outpatient	120,470,784	120,470,784	117,737,661
	Total Patient Service Revenue	193,955,564	193,955,564	190,183,873
Less	Allowances	104,466,765	104,466,765	104,418,812
	Charity Care	2,546,093	2,546,093	2,159,913
	Other Allowances/ Deductions	107,012,858	107,012,858	106,578,725
Add	Other Operating Revenue	2,622,664	2,622,664	2,401,877
	Total Operating Revenue	89,565,370	89,565,370	86,007,025
Expenses				
	Salaries & Benefits	53,732,356	53,876,356	49,745,219
	Medical Supplies, Drugs & Other Expenses	31,509,395	31,545,455	29,753,704
	Depreciation	4,522,902	4,522,902	4,418,804
	Interest	1,557,105	1,557,105	1,483,430
	Total Expense	91,321,758	91,501,818	85,401,157
	Operating (Loss) Gain	(1,756,388)	(1,936,448)	605,868
Net Income	Non Operating Income	18,789	254,839	(1,790,872)
Excess of Revenue Over Expenses		(1,737,599)	74,779	(1,185,004)

*Preliminary figures subject to final audit



At right: Patient registration desk, Outpatient Department

As a community hospital, Windham provides much more than clinical services to its 19-town service area. We also address a wide range of community health needs. Our role is not just to heal, but to also provide people in the communities we serve with the tools they need to make better health decisions and stay well. That is why we offer free community health education classes, outpatient services for the medically underserved, and a host of other programs. In 2010 alone, community benefits accounted for approximately 13,000 hours of service to our communities and the hospital provided more than \$2 million in "charity care." Many of our community-based programs provide little or no income to the hospital. We continue to offer them, however, because they're an important part of our mission to provide quality care, education and support to the people we serve.



Above: Isiah Spain, Windham High student, and Kathy Nelson, APRN, School-Based Health Clinic at Windham High School

SCHOOL-BASED CLINICS

Windham Hospital's School-Based Clinics provide much-needed services to an underinsured population. Based at Windham High School and at the Windham Middle School, the clinics allow students to sign up for services on a "contract" basis. In 2010, 1,311 students, about 70% of the student population, were enrolled in the Clinic, and the Clinic served 269 different students, many of whom made multiple visits for a variety of health issues, including

mental health services, school and sports physicals, treatment for acute illnesses, treatment and monitoring of chronic illnesses (such as asthma, obesity or diabetes), reproductive health services and more.

A great many of the students seen at the Clinics are either uninsured or underinsured. Approximately 50% are on Medicaid and 30% have no insurance. Only about 20% of the students seen at the Clinics have commercial insurance.

For many, the services provided by the School-Based Health Clinics represent the only medical care they receive all year.

The Windham Hospital School-Based Clinics also collaborate with a number of other organizations including Planned Parenthood, Generations Family Health Center (including the "Across the Smiles" dental program) and the Americorps for Girls group. The Clinics also serve as mentoring sites for students from EO Smith High School, the UConn Nursing School and UConn Allied Health.

A Commitment to Serve the Community

MORE THAN 9,000 PEOPLE IN OUR REGION BENEFITED FROM WINDHAM HOSPITAL'S COMMUNITY BENEFIT ACTIVITIES AND SERVICES. OVERALL, MORE THAN 13,000 STAFF HOURS AND 1,100 VOLUNTEER HOURS WERE DEVOTED TO THESE COMMUNITY BENEFIT ACTIVITIES.

American Red Cross Blood Drives
Cancer Education
Prenatal Clinic – for low-income & uninsured mothers
Connecticut Breast and Cervical Cancer Early Detection Program
Child Sexual Abuse Examination Program
Childbirth Classes for expectant parents
Cardiac Rehab support groups
Healing Hearts support groups
Cholesterol screenings
Better Breather's Club – education, support and therapy for chronic lung disease
Community Health Fairs providing blood pressure, body fat & bone density screenings
healthLINK Cable Television Show
Meeting room space for community organizations
Diabetes Education classes and presentations
Student internships, shadowing and preceptorships for local high schools, colleges and universities
Integrative Health Programs - Reiki, Massage, Clown Therapy, Meditation, Pet Visitation, Pastoral and Spiritual Care, Yoga
Case Management/Social Work
Social Work coordination with community groups
Educational lecture series
New Parent Support Groups
Breast Cancer Support Group
Student Wellness programs at the Windham High and Middle School health clinics
Relay For Life in collaboration with the American Cancer Society
United Way Campaign in collaboration with United Way of Central and Northeastern Connecticut

Go Red for Women in collaboration with American Heart Association
Cancer Survivors Day in collaboration with American Cancer Society
Medical library with community access
Disaster Planning for the community
Financial Counselors
Assessment of health needs for senior citizens
Development of a health resources website for senior citizens
Continuing Medical Education Lunch Series for community physicians
Continuing medical education to area EMS responders
Community event emergency medical coverage (Hebron Fair)
Internships and job shadowing programs for local higher education institutions

By the Numbers

Charity Care (at cost)*	\$ 1,095,067
Bad Debt (at cost)	\$ 1,620,528
Government-sponsored health care (net expense)	\$ 5,597,497
Community Benefit Programs (net expense)	\$ 367,331

Each year, members of the Windham Hospital community earn distinction for their skills, training and performance. Throughout the organization, these “milestones” are proof of the high level of professionalism and talent available at our hospital, as well as the strong “commitment to excellence” demonstrated by our staff.

CARDIOLOGY TEAM EARNS PRESTIGIOUS CERTIFICATIONS

In October of 2010, Dr. Bekir Melek and Ms. Diana Rosiene were named “Fellows” in the American Society of Echocardiography (FASE). The ASE recognizes professionals who have met both training and performance standards set forth by the Society. Windham’s Dr. Mark Fisherkeller has also earned the FASE distinction, giving Windham Hospital the only Echocardiography Laboratory in Connecticut in which 100% of the staff holds the ASE fellowship designation. By meeting this important practice standard, our team has shown their commitment to sustained excellence in the diagnosis of cardiovascular disease.

ECHOCARDIOLOGY LAB CERTIFICATION

In addition, the Echocardiology Laboratory at Windham Hospital received accreditation by the Intersocietal Commission for the Accreditation of Echocardiography Laboratories for adult transthoracic and transesophageal imaging. The 3-year certification was awarded based on laboratory excellence and a site inspection by the Commission. Achieving this prestigious

certification recognizes the skill of Windham’s sonographers, the quality of the equipment used, the experience, training and knowledge of the interpreting physicians, as well as quality assurance measures in place at the hospital.

PATHOLOGY LAB RE-ACCREDITED FOR THREE YEARS

The Windham Hospital Lab received notice of re-accreditation by the College of American Pathologists (CAP), based on the results of a rigorous on-site inspection. The lab’s director, Dr. Nadia Nashid, was congratulated by the CAP for the excellence of the services provided at Windham Hospital. During the accreditation process, CAP inspectors examined laboratory records and quality control procedures for the past two years, investigated staff qualifications, inspected equipment and facilities, researched the program’s safety record, and looked at the overall management of the lab. This stringent inspection program ensures the highest standard of care for all patients served by the lab.

DIABETES EDUCATION DEPARTMENT HONORED

The Windham Hospital Diabetes Education team earned a four-year re-accreditation from the American Diabetes Association. First recognized in 1992, the Windham Hospital program has the distinct honor of being the first community hospital nationwide to receive American Diabetes Association Education Program recognition.

CORPORATE CITIZEN OF THE YEAR

Following its annual tradition of honoring local businesses for service to the Windham community, the Windham Region Chamber of Commerce honored Windham Hospital as Corporate Citizen of the Year for 2010. In presenting the award, the Executive Director of the Chamber of Commerce, Roger Adams, cited the Hospital’s long-standing service to the community, and noted that the Hospital has opened two new satellite facilities within the past twelve months: the Windham Hospital Physical Therapy & Rehabilitation Center in Storrs, and the Windham Hospital Center for Women’s Health at Mansfield. In addition, the Hospital is currently in the planning process for the proposed construction of a new medical office building, to be built on the Hospital’s main campus on Mansfield Avenue. Adams noted that such projects go well beyond the obvious benefit of providing healthcare to the community. They also bolster the local economy, by creating jobs and by purchasing goods and services from local firms. “The Hospital continues to be a good corporate citizen and neighbor,” said Adams.

Accepting the award for the Hospital was President and CEO Dick Brvenik. “We are truly honored to receive this award from the Chamber,” commented Brvenik following the ceremony, “and we are certainly committed to providing excellent healthcare for the citizens of our area. That commitment was a part of our original charter, and today, as a proud member of Hartford HealthCare, it remains a central tenet in everything we do at Windham Hospital.”

Building on a Tradition of Achievement



EACH YEAR, MEMBERS OF THE WINDHAM HOSPITAL COMMUNITY EARN DISTINCTION FOR THEIR SKILLS, TRAINING AND PERFORMANCE. THESE “MILESTONES” ARE PROOF OF THE HIGH LEVEL OF PROFESSIONALISM AND TALENT AVAILABLE AT OUR HOSPITAL, AND THE STRONG “COMMITMENT TO EXCELLENCE” DEMONSTRATED BY OUR STAFF.



Above, top: Kathy Hawkins, RN, and Linda Kovalck, RN, were among the recipients of the prestigious Nightingale Awards in Hartford; above, bottom: Mike Dion, RN, PhD, and Michelle Wallace, RN, were presented with Windham Hospital Leadership Awards in FY 2010



Above, President & CEO Dick Brvenik accepts the Corporate Citizen of the Year Award from Roger Adams, Executive Director of the Windham Region Chamber of Commerce

**THIS IS
WINDHAM
HOSPITAL
NOW**

The Windham Hospital Foundation



Above, top: President & CEO Dick Brvenik with Jackson P. Sumner; bottom: Gina Barreca and Michael Meyer

Despite the difficult economy, loyal donors continued to give generously, and the Foundation raised a total of \$472,888 in FY 2010. Two major gifts signaled the confidence and enthusiasm of some very special friends of Windham Hospital.

THE SUMNER FAMILY TRUST CAFÉ

Jack Sumner, a longtime Corporator and Board Member of Windham Hospital, made a generous \$100,000 gift to name the newly renovated cafeteria in his family's name. Staff and visitors alike enjoy this inviting new facility, which is now known as "The Sumner Family Trust Café." Jack Sumner has had a long relationship with the hospital. In fact, he was one of the first babies born at Windham Hospital after it opened in 1933. Today, he volunteers his time each week, greeting everyone with a friendly hello and a smile.

GINA'S FRIENDS

Gina Barreca and Michael Meyer joined together in 2010 to honor their late mothers, and to initiate a fund to support women who cannot afford life-saving diagnostic tests. "Gina's Friends" is a testament to the generosity of these UConn professors, who have both experienced first-hand the outstanding care at Windham Hospital. Gina Barreca is an author, professor, humorist and feminist. She values our local community hospital and encourages others to make Tribute Gifts to the Foundation to honor people they love.

WINDHAM HOSPITAL FOUNDATION

Mona Friedland, CFRE,
Executive Director

Thomas Birkenholz,
Development Associate

112 Mansfield Avenue
Willimantic, CT 06226

Phone 860.456.6911

[www.windhamhospital.org/
foundation](http://www.windhamhospital.org/foundation)

MEETING THE HEALTH NEEDS OF OUR COMMUNITY

The Foundation, now in its fourth year, generates resources to assist the Hospital in meeting the health needs of our community. Through a focus on collaboration, individual, business and organizational giving, donors are recognized as leaders, which stimulates others to give. For example, the President's Circle recognizes individuals who give \$1,000 or more.

BUSINESS PARTNERS

In the past year, we launched a new initiative, called "Business Partners." In this new program, organizations and businesses that contribute more than \$1,000 to the Hospital – by giving to support Auxiliary events, the Golf Classic, or in any other way they choose – will earn special recognition. In years to come, a new plaque in the Atrium will honor each of these important partners in philanthropy.

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The Windham Hospital Golf Classic



Above, top: Bruce Foss, Donny Marshall (former UConn and NBA Basketball player and co-owner of The University Club of Connecticut) and Joe Pernaselli sign the documents that brought the Hospital's Annual Golf Classic back to the Windham area. Opposite: It was a spectacular day!

For 16 years, the Windham Hospital Golf Classic has provided a fun and entertaining way to raise funds for important projects at the hospital. As part of its continuing effort to raise \$1 million in support of the Outpatient Services Expansion Project, the Golf Classic draws local golfers and friends of the hospital for a day of golf and an evening of camaraderie and good fun. In 2010, the event returned to the University Club of Connecticut. To accommodate all participants, two tournaments were held on the same day. The venue and food were outstanding, and there were plentiful door prizes and gifts. This year's Golf Classic generated more than \$60,000 on behalf of the Outpatient Services Expansion Project. The success of the event and the support shown by the community are clear evidence that our sponsors and golfers appreciate all that Windham Hospital provides to its community each and every day.

Thanks to our sponsors and golfers for helping to support the Hospital's Emergency & Outpatient Services.

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The Auxiliary to Windham Hospital



Above, top (left to right): Philanthropists of the Year Harry and Lynn Johnson are congratulated by Gala Chair Katharine Grunigen; Bottom: Rachael Gray, Marina Quarticelli, Jessica Labbe-Trudeau, and Alison Kozelka were among the many who enjoyed a wonderful evening at the Auxiliary's Autumn Gala in November 2009. Opposite page: The Annual Spirits & Song Celebration was held in June at the home of David and Marilyn Foster.

For nearly 80 years, The Auxiliary to Windham Hospital has played a vital role in generating good will in the community, sponsoring fund-raising events, staffing the Coffee and Gift Shops and making a variety of other important contributions to the Hospital's success. The Annual Autumn Gala, the Auxiliary's biggest fundraiser of the year, is held in Hartford. In 2009, the event honored Lynn A. and Harry M. Johnson, Philanthropists of the Year; Nadia Nashid, MD, Physician of the Year; and Eileen Madeiros, RN, Caregiver of the Year.

Additionally, the Auxiliary hosted the annual Spirits and Song Celebration in June at the home of David and Marilyn Foster; Recognition Luncheon honoring Sally S. Thompson and the late Anne L. Card for 50 years of service each to the Auxiliary, and the Annual Holiday Bazaar.

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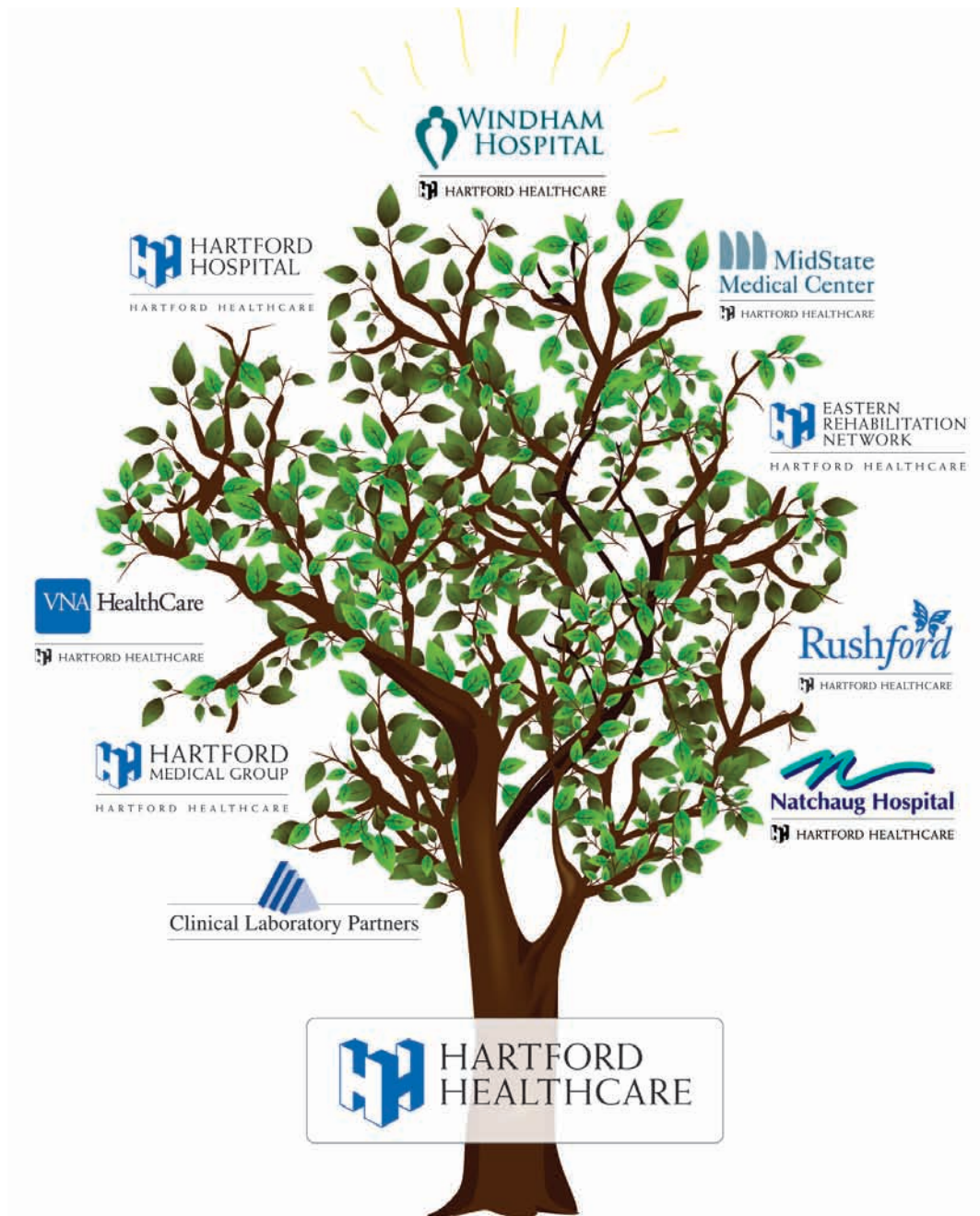
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ANNUAL REPORT

