Celebrating a Century of Care

Honoring our past...

Today and throughout the decades, we have been encouraged and thankful for a present day so filled with positive change, hope and promise. As we begin our next Century of Care in 2017, we find ourselves at an important and historic crossroads. It is here that we are reminded that all of us who serve, as did all those before us, are dedicated stewards of a special place and mission set forth so many years ago by a generous man and his inspirational mother.

Building our future...

CHH and Hartford HealthCare agree to future affiliation

The boards of The Charlotte Hungerford Hospital (CHH) and Hartford HealthCare (HHC) have approved a formal affiliation of their two organizations. If the affiliation is approved by state and federal regulators, the Torrington-based community hospital would become part of the HHC network, which includes a tertiary-care teaching hospital, four acute-care hospitals, the state’s most extensive behavioral health services network, a large primary care physician practice group, a regional home care system, an array of senior care services, and a large physical therapy rehabilitation network.

The HHC Board of Directors approved an affiliation agreement in July following CHH Board of Governors. Both organizations had completed months of due diligence following their initial decision to consider an affiliation in February. Both CHH and HHC have determined that an affiliation would be in the best interests of the patients and communities they serve.

The strategic affiliation would improve quality and expand the scope and accessibility of affordable healthcare for patients in a culture of compassion, respect and integrity; support the recruitment of skilled providers; assist with community benefit programing; and allow for further necessary infrastructure investments.

The CHH Board of Governors began a multi-year process in 2014 to evaluate the possible need for a strategic affiliation to increase healthcare provider diversity, consumer choice and access to healthcare services. The goal was also to conduct a comprehensive, thoughtful approach to consider ways to improve the hospital’s operational, financial and clinical enterprise, while providing safe, affordable healthcare. After considering multiple proposals, the committee recommended, and the board concluded, that HHC demonstrated the greatest capacity and strongest commitment to shared vision with CHH. In addition, the two organizations share a patient-focused vision and culture.

HHC officials noted CHH’s tradition of providing high-quality care to the people of northwestern Connecticut on page 2
Two Charlotte Hungerford Hospital’s (CHH) Multi-Specialty Group physician practices will be relocating their off-site office locations to the Charlotte Hungerford Hospital Campus at 540 Litchfield Street, Torrington.

Scheduled to take place by the end of 2016, CHH Pulmonology & Critical Care with Pulmonologists Richard Krinsky, DO, and O’Neil Green, MD, MBBS, and CHH Ear, Nose & Throat with Otolaryngologists Frank Luzzi, MD, and Alexis Bouteneff, MD, will now see patients at their new offices on the first floor of the hospital’s main tower building where the former Medical Records Department was located. Newly designated parking spaces will be available for patients in the lot behind the physicians and staff to our campus. We believe this new location will benefit patients who will now have easier access to tests and hospital services,” said Mark Prete, MD, CHH Vice President of Medical Staff Affairs.

CHH Ear, Nose & Throat offers adult and pediatric care for infections and hearing loss, sleep apnea and snoring, and sinus disorders with endoscopic surgery. The practice also provides audiometry and hearing aid services including hearing tests, and hearing aid fittings, dispensing and counseling. CHH Pulmonology & Critical Care provides state-of-the-art clinical evaluation, diagnosis and treatment for patients with diseases related to lungs and breathing.

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Connecticut as well as the organization’s robust partnerships with local agencies and groups. "Charlotte Hungerford has been at the center of healthcare delivery for Northwestern Connecticut since its founding a century ago,” said Elliot Joseph, president and chief executive officer of HHHC. “It is uniquely attuned to the healthcare needs of those it serves. We are excited to partner with Charlotte Hungerford to make quality healthcare more affordable and accessible to the communities they serve.”

Once the affiliation is approved, CHH will become the center of a new Northwest Region for HHHC, Joseph noted.

Both organizations mutually agreed to further care delivery in the Northwest Region by making it fully integrated and more efficient. These agreements include:

• $50 million to fund maintenance and replacement capital projects for CHH
• $20 million for a discretionary strategic investment fund
• $3 million to support medical staff development and recruitment
• $2.3 million to the Northwest Community Foundation to enhance economic and community well-being in CHH’s service area
• $500,000 over five years to support Litchfield County’s participation in the CDC-sponsored Community Transformational Grant Program

“Charlotte Hungerford Hospital is celebrating 100 years of caregiving this year, and we are very excited to begin our next century with Hartford HealthCare because they share our mission and vision to provide quality healthcare to the communities of northwest Connecticut,” said Dan McIntyre, president and executive director at CHH.

“This partnership will help position our hospital to remain a financially viable healthcare resource and best accomplishes the affiliation criteria our Board of Governors set out to accomplish in 2014.”

CHH intends to maintain and grow the hospital’s community relationships and services while continuing to fulfill its roles as a public health supporter, healthcare educator and driver of the local economy. Regulatory approvals are expected to take several months. For updates, please visit www.charlottehungerford.org and www.hartfordhealthcare.org.

Meet Hartford HealthCare

Hartford HealthCare is Connecticut’s most comprehensive healthcare network. The fully integrated health system includes a tertiary-care teaching hospital, an acute-care hospital and trauma center, two community hospitals, the state’s most extensive behavioral health services network, a large primary care physician practice group, a regional home care system, an array of senior care services, and a large physical therapy rehabilitation network. The Hartford HealthCare Cancer Institute provides coordinated care across five cancer centers, and is the charter member of the Memorial Sloan Kettering Cancer Alliance. To learn more, go to www.hartfordhealthcare.org. Follow health news from Hartford HealthCare, and sign up for an e-newsletter, at the Health News Hub: www.healthnewshub.org
“The Charlotte Hungerford Hospital is more than a memorial, it is a modern, perfectly equipped institution, active in the service of the people. Personal, unassuming helpfulness was the dominant theme of Charlotte Austin Hungerford’s life and it is the hope of her son that this hospital dedicated in her name will serve suffering humanity as she would serve it if she were alive.”

F. Phillips Leah, Author and Historian, 1924

“The new Charlotte Hungerford Hospital is the best equipped Hospital of its size in the world. It establishes a new high standard for community hospital. There are no gargoyles or fancy gizmos but everything essential for the care and comfort of the sick is right here.”

Torrington Register, 1930

“First of all we think of food, a subject prominent in all of our minds today. We feel very fortunate having been able to purchase a variety of foods we include in our menus daily during these times of shortages and delayed transportation. The local ration board to whom we are very grateful has been most considerate and has eased the problem of securing supplies.”

Hospital Dietitian, 1944

“The hospital had occasion to render some service not ordinarily considered hospital functions. The first victims of the flood to reach us were in need of a refuge only. These were eight persons evacuated by police from a lodging house a short time before a large portion of it was battered down and swept away. They stayed with us for the next three days when the Red Cross representatives made other provisions for them.”

Albert F. Dolloff, Hospital Director, 1955

“It is noteworthy that The Charlotte Hungerford Hospital was one of the first hospitals in the state to institute a Cardiac Care Unit (in our case, in conjunction with a new Intensive Care Unit) and, even more significant, that the unit has achieved an excellent statistical record.”

Sidney A. Chait, MD, President Hospital Medical Staff, 1967

“From the Port
New launched boats
Start on their outward Trips
And here drop anchor
Weary sea-worn ships.

CHH Annual Report Covers 1939 to 1960

"It has been said that a hospital is one of the most enduring gifts which a community can make to itself. How true. The history of the growth of community hospitals certainly reveals a deep sense of pride felt in the establishment and the development of the hospital.”

Lawrence W. Smith, Hospital President, 1972

“They’re special people, hospital nurses. They’re calm and alert, intelligent and compassionate. Their education and experience as health care professionals set them apart. Yet their dedication to service draws them into the very mainstream of humanity. They choose a hospital career as a way of bettering the human condition.”

CHH Auxiliary Newspaper Ad, 1982

“Anniversaries give us the opportunity to reflect on the past, to reminisce and to celebrate. Equally, if not more important, is the future. While the future belongs to the young, we must work hard today to ensure a promising tomorrow. All of us want a brighter future for our children. The Charlotte Hungerford Hospital has been here for the last 75 years for you and your family.”

Annual Report, 1991

“The Charlotte Hungerford Hospital Health Care System is the Northwest Connecticut leader and innovator in quality health care, recognized as a resource of healthcare value in our communities. We intend to maintain and extend that leadership.”

CHH Vision, 2006

“During the last decade, our hospital family has worked extremely hard to live up to your expectations. As numbers of the Charlotte Hungerford Hospital family, we take our work very seriously. Our mantra remains “we are here to bring hope and comfort to our ill and injured,” just as our founder, Uri Hungerford envisioned.”

Daniel J. McIntyre, CHH President, 2011

“Dedicated on this day by Charlotte Hungerford Hospital in commemoration and celebration of a former white oak tree that stood for over a Century and was lost in a snowstorm October 29, 2011. May it stand tall and strong through the passage of time, and provide comfort to all who visit me in the future.”

CHH White Oak Tree plaque, October 29, 2012

“Torrington, Connecticut, are indeed to be congratulated on the opening to the service of the public of the Charlotte Hungerford Memorial Hospital, which represents so high an ideal of civic feeling and will so helpfully serve in relief of human suffering.”

U.S. President Herbert Hoover, 1930

“People of Torrington are to be congratulated on the opening of the new Charlotte Hungerford Memorial Hospital.”

Charlotte Hungerford Hospital, 1916

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“Charlotte Hungerford Hospital - A Century of Care” Book

100th anniversary commemorative book

This special softcover book was written and published by the hospital and is a fascinating narrative of our history, people, places, stories and statistics. It will be available for purchase at the Charlotte Gift Shop, Main Floor, 540 Litchfield Street, Torrington.

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Charlotte Hungerford Hospital
Northwest Transitions of Care – relationships that make a difference

In 2013, a group of Charlotte Hungerford Hospital (CHH) administrators and local healthcare representatives met to form a special working committee to address an emerging issue among mainly seniors - patient readmissions. A readmission is when a person returns to the hospital for treatment within 30 days of being discharged. Understanding why readmissions occur is critical to enhancing the delivery of medical care and improving the lives and long term health of patients. The Centers For Medicare and Medicaid Services track these rates and have encouraged hospitals to address the issue.

The committee meets monthly rotating locations and is made up of a diverse cross section of caregivers throughout northwest Connecticut. These include representatives from visiting nurse associations, home healthcare agencies, hospital and behavioral agencies, nursing homes, assisted living facilities, medical supply companies and the state Department of Mental Health. Members discuss major topics such as hospitalization and bed availability challenges, build meaningful working relationships, share best practices and create new standards to work together to elevate their views on what is important to patients and their experiences.

Specifically, they take a close look at the "care transition" or process by which CHH and local providers administer the care and transport of patients throughout the local system. In addition, an unexpected benefit of routinely getting so many local providers together has been the development of a real time emergency communication and preparedness plan now used during natural disasters or spikes in patient volumes.

Monthly meetings also feature guest speakers that address a wide range of topics that directly affect the management and understanding of the care of patients. These include creating universal standards of care, family engagement, patient dementia, medication reconciliation, infection prevention and handling payments.

Working closely with colleagues from across the healthcare spectrum in our community to enhance the patient experience has been both effective and rewarding for all of us,” said committee member Nan Merbaum, BSN, MS, Director of Clinical Services, Torrington Branch, Visiting Nurse Services of Ct., Inc. “Sharing best clinical practices has been beneficial to the providers and more importantly to the patients and their families.

I have been very impressed by the sense of community and ability of all providers to work so well together and share ideas in a positive way.”

The committee has made a difference, and it shows. The committee received a certificate of appreciation for its "participation in quality improvement initiatives that successfully reduce hospital readmissions" from Qualidigm, a national peer review organization that collaborates with the Connecticut Hospital Association.

CHH Emergency Department renovation project moving along

The CHH Emergency Department (ED) renovation project is moving along with plans to enter the next construction phase in fall 2016. At that time, construction work will begin on the exterior portions of what will become new ambulance and general public entries to the expanded areas. No internal patient services will be affected. However, some Emergency Department parking spaces will be lost during the work. ED patients and visitors should still use the current entrance during this time.

After this phase is completed, additional construction will be done on the interior of the ED with the new entrances scheduled for use later in 2017.

Happy 100th birthday CHH Auxiliary

On October 23, 1916, six ladies known as the Ladies Aid to The Charlotte Hungerford Hospital held their first meeting. The original purpose of their group was to offer volunteer and financial aid to the new hospital and its staff. They would become known as the "Blue Coat Ladies," after the blue coats they wore while volunteering, and they got busy right away folding and putting away laundry, arranging and caring for patient’s flowers and staffing the admittance desk in the front lobby, a task they still do today.

Today, the auxiliary has over 200 members and has evolved as a major fund-raising source, primarily through running the hospital gift shop, artist-of-the-month program, special events and luncheons and annual fashion show. Over the years, the auxiliary has donated hundreds of thousands of dollars to building and expansion projects and for the purchase of needed equipment, including special pillows, ICU beds, wheelchairs and supplies. The auxiliary also has a long tradition of supporting education for members of the community and distributes $10,000 annually in scholarships to local individuals entering the health field.

Congratulations and best wishes to the members of the auxiliary on your milestone year.

Through your service and commitment to patient care, you embody our mission of providing high quality community-centered healthcare to all who need it in Northwest Connecticut. We thank you for all of your support.

CHH introduces new PET/CT scanner at Kennedy Drive

The Charlotte Hungerford Hospital (CHH) Radiology Department has upgraded its PET services with the introduction of a new state-of-the-art PET/CT scanner at 220 Kennedy Drive, Torrington. The Siemens Biograph™ TruePoint™ scanner is a flexible, high-powered medical imaging device that combines positron emission tomography (PET) with computerized tomography (CT) technology that offers physicians more detailed information to assist in the diagnosis and treatment of cancer and other illnesses.

The PET/CT scan is useful in detecting cancer, assessing the effectiveness of treatment, and determining if cancer has returned or spread. A PET scan looks at the biologic activity of a tumor while a CT scan gives anatomic information such as exact location, size and shape of a tumor. PET/CT images are reconstructed by computer analysis and examined by a radiologist who specializes in interpreting these images.

PET services are offered Monday and Wednesday from 7 a.m. to 2 p.m. Medical providers should call (860) 496-6860 to book an appointment through the centralized scheduling department.

Charlotte Hungerford Hospital

is published by Charlotte Hungerford Hospital

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For a listing of support groups, specials events, screenings, and CHH latest news, visit

www.charlottehengerford.org

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