



COMMUNITY BENEFIT REPORT

FEBRUARY 2021

CONNECTICUT HOSPITALS AND HEALTH SYSTEMS BUILDING A HEALTHIER CONNECTICUT



2020 WILL GO DOWN IN HISTORY

as a year the world faced down an invisible, relentless foe called COVID-19. While the battle is not yet done, science responded with unprecedented speed to develop hopeful treatments and several promising vaccines to help in the fight. By year's end, in the United States alone, approximately 20 million people had been infected, and the death toll was nearly 350,000.

On the front lines are America's hospitals and healthcare workers, facing patient volumes of crisis-level proportions and, often, a lag in needed supplies and equipment. Connecticut's hospitals worked closely together, facilitated by Connecticut Hospital Association (CHA), to share challenges and ideas, supply chains and equipment allocations, employee appreciation and support strategies, and public health messaging.

Hospitals stepped up to reconfigure units to care for critically ill patients. They purchased truckloads of extra personal protective equipment for employees and devised emergency strategies when, worldwide, supplies dwindled. Hospitals

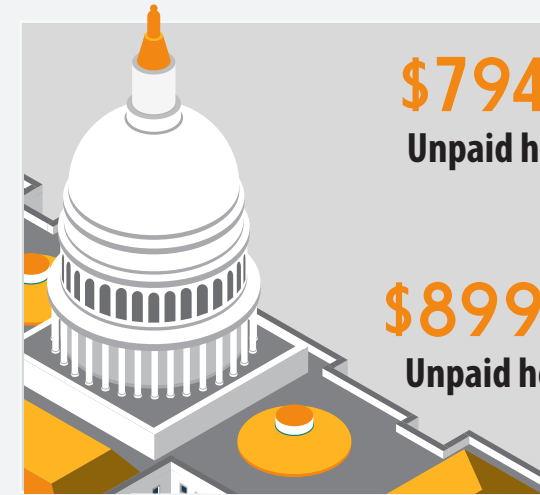
worked with the Governor's office, and state and local health agencies to build and staff a massive statewide COVID-19 testing capacity, flexing to meet the changing needs of Connecticut's residents. Late in the year, CHA convened hours of planning sessions with Department of Public Health officials and our hospital members, to organize and activate the COVID-19 vaccination plan for the state's healthcare workforce. The plan called for the rapid, mass vaccination of more than 100,000 hospital and community-based healthcare providers in Connecticut by the end of January.

During these months, inequities in access to healthcare and other important basic services have become staggeringly clear. And the work of hospitals across the state to address the social determinants of health has become even more pressing.

Many of the stories in this year's Community Benefit Report address hospitals' response to the ongoing coronavirus pandemic. Yet, other health needs continue to exist in our communities, even as we battle COVID-19. What is clear in these pages is the ongoing commitment to identifying and meeting the unmet needs of the communities we serve all across the Nutmeg State.



FY 2019 COMMUNITY BENEFIT BY THE NUMBERS



\$794.7 MILLION
Unpaid hospital care provided to Medicaid beneficiaries

\$899.2 MILLION
Unpaid hospital care provided to Medicare beneficiaries

\$233.9 MILLION
Uncompensated care: Charity care/bad debt to provide services for those who cannot pay

\$26.1 MILLION
Services to improve the health of the community

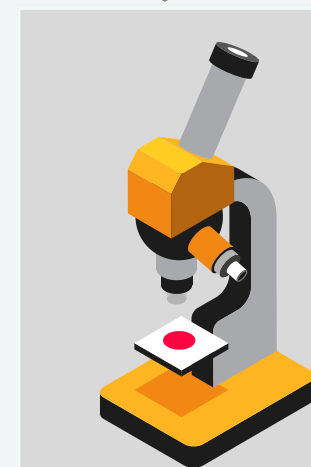
\$16.2 MILLION
Donations to help support community organizations



\$243.7 MILLION
Health professions education



\$8.4 MILLION
Community building to create stronger, healthier communities



\$8.9 MILLION
Research and other programs to advance healthcare for patients and the community

\$5.3 MILLION
Subsidized health services* to provide care needed by the community

* These data represent the most recently audited fiscal year, 2019, as reported to CHA by members.

Backus Hospital's Rx for Health Program Has a Prescription That Anyone Can Love

▶ THE WILLIAM W. BACKUS HOSPITAL HARTFORD HEALTHCARE EAST REGION

The program, in its tenth year, provides "prescriptions" for nutritionally at-risk families in the Norwich area that can be redeemed for fresh fruits and vegetables at the weekly Farmers' Market at Howard T. Brown Memorial Park.

Farmer Vinnie Cofone offers multiple varieties of fruits and vegetables throughout the growing season in exchange for the prescription slips. Cofone, who owns Lakeview Farms in Griswold, has been the

program's farmer since its inception. He estimates he has 100 regular customers throughout the season.

"They come back, week after week," he said. "Even after they don't have any more vouchers, they come back and buy the vegetables."

The farmers' market ran through the end of October.

Everyone is sad at the end of the season, Cofone said, "but when they come back in the spring they are so happy to see us."

In 2019, 120 families were enrolled in the program, with 73 visiting the farmers' market at least once -- a participation rate of 61 percent, according to Shannon Haynes, a registered dietician at Backus Hospital who manages the Rx for Health program.

Besides fresh foods, registered dietitians provide families with nutrition counseling and education materials that cover an array of wellness topics, including ideas to stay active as a family, health tips for busy families, and healthy snack ideas for children and toddlers. Families also receive healthy recipes using the fruits and vegetables in season.

"As a program, the Rx for Health's fresh produce, registered dietitians, and health screenings empowered families to make important dietary and lifestyle changes," Haynes said. "The program enabled families to try produce that they would not have been able and/or willing to purchase."

A 2019 survey of participants showed that tight finances affected how families buy food, including food choices.



Of the 55 people who completed the survey, Haynes noted, 15 (27 percent) said they were not able to make healthy choices for their family. Of these 15 people, 11 attributed it to money issues.

The survey also revealed that within the past 12 months, 53 percent of families were worried they would run out of food before they had money to buy more. And 31 percent said they did run out of food and didn't have money to buy more.

Also, 75 percent said that before their participation in Rx for Health, their children received a fruit or vegetable every day. At the end of the 2019 program, 100 percent of the families said their children were able to receive fruits and vegetables every day.

Bristol Health EMT Is All Heart When It Comes To Her Community

▶ BRISTOL HEALTH

It's easy to see why emergency medical technician Patty Lizotte was named the 2019 Employee of the Year for Bristol Health Emergency Medical Services (EMS). Besides being a superb Emergency Medical Technician

providing care for residents throughout Greater Bristol since 2015, Lizotte is dedicated to Bristol Health's outreach efforts, as she is always present teaching Hands-Only Cardiopulmonary Resuscitation (CPR) at dozens of community events. Lizotte, who began her career as an emergency medicine nurse, has been teaching Hands-Only CPR for about two years.

"Hands-Only CPR is a new approach of the American Heart Association," Lizotte said. "Compressions save lives. With this new technique, you first shake the person to wake them up, call 911, and then push hard and fast. The American Heart Association has proven that survival rates have gone up 63 percent with Hands-Only CPR."

"We use the feedback mannequins which is a fun way to teach this technique," Lizotte said. "When you learn something like this, you are really receiving the gift of a lifetime." All participants receive a certificate in Hands-Only CPR following the ten-to 15-minute instruction session.

Lizotte added that everyone is surprised that mouth-to-mouth resuscitation is no longer taught in CPR instruction. "The American Heart Association has proven that those breaths don't go anywhere," Lizotte said.

In addition to teaching CPR at dozens of community events, Lizotte is the exclusive CPR trainer for the Bristol Adult Resource Center, as well as many of the schools throughout Bristol.

While she is an expert in different field protocols, Lizotte got to practice what she preaches when her husband suffered a severe heart attack at home in early 2020. Lizotte's training and ability



to administer care without the equipment on her rig saved her husband's life until an ambulance arrived.

"I absolutely love stepping into the back of that ambulance every day," Lizotte said. "And there's no better feeling than teaching something that can help save a loved one when they need it the most."

Grants Cover Expensive Diagnostic Tests Essential to Treatment

▶ THE HOSPITAL OF CENTRAL CONNECTICUT, MIDSTATE MEDICAL CENTER HARTFORD HEALTHCARE CENTRAL REGION

Although mammograms are covered by many insurance programs, diagnostic tests, such as ultrasounds and biopsies, can be expensive and may not be, especially for patients who are un- or under-insured. The Hospital of Central Connecticut partnered with the Breast Cancer Alliance to fill this gap in women's healthcare.

"Many programs will help cover mammograms, but not follow-up services, so people delay seeking care," said Robyn Nichols, a Development Associate at The Hospital of Central Connecticut. "It is crucial to help individuals complete their care."

Ultrasounds and biopsies are recommended after a suspicious finding on a mammogram. If a biopsy is needed, the cost can range from \$600 to \$1,500, depending on whether there are multiple areas of concern. These costs may be difficult or impossible to afford.

"The cost of biopsies increases year over year, and insurance often reduces what they are willing to cover, so it can be a battle," Nichols said.

She said the program is especially important now, as COVID-19 has led to job loss and loss of health insurance for many people. "Early detection is so important, the earlier we can catch and treat breast cancer, it helps with long-term care and prognosis," Nichols said. "This is life-saving for people, and it can affect men, as well."



This year, the program served nine women. Seven women were treated through the program last year.

Recently Nichols had a patient come through the program who had a mammogram that indicated she needed further testing. She had family history of cancer, as well. However, her health insurance had a high deductible and she planned to delay follow-up care to avoid a huge bill.

"It was important to her treatment that she get further testing, and we were able to get funding for a diagnostic ultrasound and a biopsy. She did have a malignancy and was able to go on and get further care," Ms. Nichols said. "Had she waited, she may not have had a positive outcome."

Making Children Healthier One House at a Time

CONNECTICUT CHILDREN'S

Fredrik is a happy, healthy, and vibrant preschooler. He loves music, he is obsessed with soccer and football, and he always has a smile on his face. His parents, Josh and Marie Pinheiro, are thankful that Connecticut

Children's medical providers and Connecticut Children's Healthy Homes Program worked together to help Fredrik overcome the health challenges he faced in his earliest years.

"With everything he's been through, he's always had a smile on his face," says Marie. "It amazes me how tough he is."

Fred was two months old when he started struggling to keep his food down and soon after that, he started wheezing and coughing. At an age when he should have steadily put on weight, he barely gained a few ounces per week. Physicians diagnosed him with failure to thrive and acid reflux.

When Fred was 13 months old, he struggled to breathe and turned blue at his daycare. Paramedics rushed him to Connecticut Children's. Physicians stabilized him and admitted him for further care. During the hospital stay, the family received another diagnosis: asthma.

Fred's parents describe his asthma diagnosis as a breath of fresh air. Under the care of Connecticut Children's, they started Fred on daily medication, including a twice-daily inhaler. When he gets sick, he also uses a nebulizer mask three or four times a day and has physical therapy on his chest. In addition to adjusting to Fred's treatments, his parents also had to learn about asthma triggers and other health hazards and make major changes to their home to remove them.



After Fred's asthma diagnosis, Connecticut Children's connected the Pinheiros with the Connecticut Children's Healthy Homes program, which helps to address the critical link between housing quality and health. Healthy Homes visited their house and identified two health hazards. First, a leak in the basement, which could cause mold and moisture problems that might exacerbate Fred's asthma. Second, they discovered lead paint in the home's exterior, garage floor and

shed, which could cause developmental delays, learning difficulties, and additional health concerns.

Healthy Homes removed the lead paint from their house — replacing the front and back doors, scraping and repainting the exterior, and repainting the shed and garage floor — and installed a drainage system to keep water out of the basement.

Over the past 17 years, Healthy Homes has secured more than \$34 million in federal funding and \$29 million in matching grants from community partners and state agencies. The funding has enabled the program to make more than 3,000 homes lead safe and healthy, protecting more than 1,800 children under the age of six. The program has also educated more than 38,000 people about the dangers of lead poisoning.

"To realize you have a dangerous issue in your house that you have to fix, and then to have somebody say, 'We can fix it for you,' is really shocking — and at the same time, a relief," says Josh.

Since the renovations wrapped up at Fred's home, the basement has been water-free and there is improved air quality throughout the house. Most importantly, Fred is now thriving.

Danbury Hospital Leads Mission Health Day on October 5, 2019

DANBURY HOSPITAL NUVANCE HEALTH

Danbury Hospital hosted 630 individuals at the 2019 Mission Health Day in October 2019. Participants took advantage of health screenings and many other services at Western

Connecticut State University. Four hundred volunteers assisted with the event planning, patient navigation, clinical care, food and refreshments, and donations it took to make the event a success. Volunteers included physicians, nurses, staff, first responders, U.S. Army Reserves and community members.

Attendees received winter coats, clothing, comfort kits with personal care items and tote bags. The City of Danbury Health and Human Services, Police Department, Fire Department, Police Explorers, Connecticut Department of Public Health and Department of Homeland Security and Emergency Management, Community Health



Center, and Greater Danbury Community Health Center Mobile Van also partnered with Danbury Hospital to make the day valuable to the attendees. Other community partners included Bombas Sock Company, which donated 2,500 pairs of socks. Lesser Evil Company donated healthy snacks and Tribuna Newspapers also contributed funding.

Day Kimball Healthcare's Cancer Center Addresses Food Insecurity in the Quiet Corner

DAY KIMBALL HEALTHCARE

In Connecticut's quiet northeast corner, Day Kimball Healthcare (DKH) is heeding the call to help improve the health of its community by providing

the best of medicines: healthy food. To support its cancer patients and their families struggling with food insecurity, DKH established "Caitlyn's Cupboard," a hospital-based food pantry.

The idea for the hospital-based food pantry was born out of necessity. DKH's Rose Bove LaRose Cancer Center clinicians discovered they were treating a population of patients who could benefit from a food pantry type of program. They wanted to make healthy, shelf-stable food easily accessible to their patients and families who were unable to afford it.



"At DKH, we recognize that nutrition plays a vital role in cancer prevention and treatment," said Caitlyn Sward, registered dietitian nutritionist, Day Kimball Healthcare. "Our food pantry program has added another level in our pursuit to treat the whole patient by meeting their nutrition-related needs during and after their cancer treatment."

Nearly 117 DKH Cancer Center patients have already signed up to receive food through the pantry since its establishment in late March 2020.

"Approximately 42 percent of cancer patients spend their entire life savings within two years after their diagnosis," said Sward. "No one should have to choose between keeping their electricity on and buying groceries for the week. Caitlyn's Cupboard allows us to help eliminate some of those difficult choices for our patients and continue to care for them once they leave the hospital."

Cancer Center patients who identify as food insecure can access the pantry. Sward schedules individual appointments with each patient to help them select foods tailored to their specific treatment plan, health needs, and dietary requirements.

Food Donation Feeds Hundreds of Connecticut Families

GREENWICH HOSPITAL YALE NEW HAVEN HEALTH

During the height of Connecticut's coronavirus pandemic, a generous community supported Greenwich Hospital as residents and business owners from Connecticut

and New York came together to deliver 17,000 meals to healthcare workers. Moved by the outpouring of community support, Greenwich Hospital employees wanted to give back.

In July, Greenwich Hospital donated thousands of pounds of food to two community food banks: Neighbor to Neighbor in Greenwich and Caritas of Port Chester, New York. The food drive was organized by the Greenwich Hospital Diversity, Equity and Inclusion Council and all the food was donated by thankful hospital employees.

"The community response to the public health crisis was incredible and heartwarming," said Diane Kelly, President of Greenwich Hospital. "This food donation is our way of thanking the community for supporting our healthcare workers during this unprecedented time. We will never forget their acts of kindness and generosity."

"We are fortunate to be a part of an amazingly thoughtful community," said Margaret Goldberg, Neighbor to Neighbor Executive Director. "We continue our good work knowing we are a catalyst for neighbors to help one another. The record number of unemployed and underemployed—those working, but barely able to make ends meet, and families facing financial crisis for the first time—all need Neighbor



to Neighbor to help feed their families and maintain a basic quality of life that assures dignity and respect. Greenwich Hospital is a vital partner to the health and well-being of the Greenwich community and we are grateful."

Demand for food has grown ten-fold since the start of the pandemic, said Patricia Hart, Treasurer of the Caritas Board of Directors. "The number of unemployed, underemployed and those sheltering in place have swelled the ranks of those who were already experiencing food insecurity," she said. Caritas typically provides 4,000 meals a month at its community dining room and supplies groceries, meat, and fresh produce to nearly 400 families through its pantry. In contrast, Caritas distributed 12,000 meals in June.

"This food drive donation has been used to fill the hundreds of grocery bags and prepared meals we deliver to homes every week," Hart said. "Community support is always essential. But during these difficult times, this donation from Greenwich Hospital employees is a visible and tangible sign of concern and care for our neighbors in need."

Griffin Health Brings Healthy, Fresh Food to Valley Food Banks

▶ GRIFFIN HEALTH



In an ongoing initiative to improve the health and well-being of Lower Naugatuck Valley by focusing on the social determinants of health, Griffin Health, of Derby, and TEAM, of Ansonia, organized the distribution of more than 275 cases of fresh, healthy food for area food banks and pantries in February.

Pallets of food – including fruits and vegetables, peanut butter, eggs, soy milk, beans, fish, and turkey—were delivered by Cheshire-based wholesale distributor Bozzuto’s to a loading dock at Connecticut Basement Systems in Seymour, as part of the community-wide effort.

“Supplying local food banks and food pantries with more nutritious food such as fresh produce, lean meat, fish, eggs, and whole grains is part of Griffin’s effort to support community-based organizations that are addressing the needs of limited-income families in our community,” said Griffin Health CEO and President Patrick Charmel. “These needs include employment, housing, transportation, and food – that have a greater impact on health than the medical care that has been our sole focus previously.”

Volunteers from Griffin, TEAM, and Better Packages, of Ansonia, separated the items for pick-up by the Valley’s five main food banks and pantries.

An increasing body of research has shown the impact that social needs have on overall health according to Charmel. Only 20 percent of a person’s health is influenced by the medical care from doctors, hospitals, and other providers, while 80 percent of health status is correlated to social and environmental factors.

Two years ago, Griffin and its healthcare partners in the Value Care Alliance started an initiative to better understand the need for social services by screening Medicare and Medicaid patients in their emergency departments and designated outpatient physician practices. Griffin staff screened 5,449 patients and 1,200 of them (22 percent) reported food insecurity issues.

Griffin partnered with TEAM to address the food insecurity issue. They soon discovered that donations of fresh fruits, vegetables, and other healthy food options were scarce in the donations to food pantries and banks.

Recognizing the need for food pantries in the Lower Naugatuck Valley to have better access and a more consistent stock of fresh and healthy foods, Griffin Health made a commitment to help TEAM facilitate and finance the monthly purchase of fresh, nutritious foods for the local food pantries. Additionally, Charmel has been engaging other members of the Greater Valley Chamber of Commerce about transforming this initiative into a model supported by the business community.

“Through this community collaboration, we are creating an effective model for addressing food insecurity. We know this model will improve the health and wellbeing of community residents and can be easily adopted by other organizations that want to truly make a difference,” Charmel said.



Hartford Hospital Uses Food as Medicine to Help Control Diabetes

▶ HARTFORD HOSPITAL HARTFORD HEALTHCARE

Wholesome Communities Connecticut, a Wholesome Wave partnership with Hartford Hospital, is improving the affordability of fruits and vegetables for hundreds of low-income patients with diabetes.

The program empowers healthcare providers to write prescriptions for produce. The purchase of produce and all program expenses are funded by Hartford Hospital. The Wholesome Wave team worked closely with Hartford Hospital’s Adult Primary Care and Diabetes Life Care clinicians on program design and implementation.

More than 400,000 Connecticut residents struggle with hunger, according to the Connecticut Food Bank. Many times, they must choose between food and other necessities such as housing, utilities, and healthcare.

Through Wholesome Communities Connecticut, registered patients facing food insecurity and unmanaged diabetes can receive \$60 worth of Wholesome Rx vouchers monthly. They are redeemable only for fresh fruits and vegetables at C-Town and Hartford Mobile Market Stops.

Each month, participants can receive a \$60 voucher “refill” by meeting program requirements, such as meeting with their clinician or attending nutrition education classes. (Data are collected and evaluated.) This “Inform, Activate, and Measure” approach ensures participants increase fruits and vegetables in their diets, with the goal of improving diabetes outcomes

and reducing healthcare cost and use. The initiative has been a great success, with 330 people with diabetes participating in the program.

The program demonstrates the impact of directed purchasing power on fruit and vegetable consumption, healthy behavior change, and longer-term healthcare use. This initiative was built on Wholesome Wave’s successful three-year produce incentive program in Hartford and Vermont that was funded by the U.S. Department of Agriculture.

“By making this commitment to move the needle on critical social determinants of health, like food insecurity,” said Bimal Patel, President of Hartford Hospital, “Hartford Hospital deeply impacts the city of Hartford and surrounding areas, taking a leading role alongside Wholesome Wave in growing the ‘food is medicine’ movement across the country.”

David Juros, Director of Program Partnerships with Wholesome Wave, has his eye on the future. “We are working to extend our work in Hartford to continue to help the population in need,” he said.

The program hopes to expand its reach soon by working with the Women’s Ambulatory Clinic, serving 300 to 350 women and their families.

Charlotte Hungerford Teaches Community Timely Hand Washing

▶ THE CHARLOTTE HUNGERFORD HOSPITAL HARTFORD HEALTHCARE

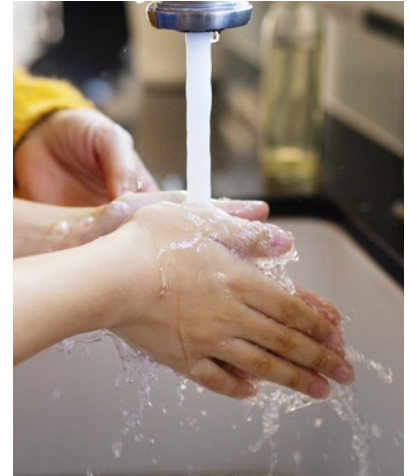
Each year, Charlotte Hungerford Hospital staff members from the Community Relations Department visit local schools and attend health fairs to provide important hands-on health information and education to the public in an interactive environment.

For 2020, and just before COVID-19 arrived in the state, the health information was literally hands-on: The team chose to teach the importance of hand washing.

Ensuring that children and adults practice proper hand hygiene is one of the best and most fundamental ways to avoid getting sick and prevent the spread of germs. The team emphasized the importance of hand washing at home, at work, and in the community. The message: Washing your hands protects you and others from illness.

The yearly outreach highlights health and wellness, encompassing a wide range of topics for kids, adults, and seniors. Recent subjects include the amount of sugar and salt in processed foods, the importance of drinking water and choosing healthy alternatives to sugary drinks, and the many misconceptions and dangers of smoking and vaping.

For 2020, the team created an interactive display and snowball toss game to promote hand washing. They visited 17 classrooms in the local school district, which was experiencing an increased absentee rate due to the flu. The game, enjoyed by young and old alike, helps participants understand how touching surfaces and objects throughout the day exposes them to germs that cause infection, and how



proper hand washing helps limit the transfer of bacteria and viruses.

A colorful display illustrates the five steps of effective hand-washing and the instances during the day when hand-washing is a must. Children were given masks to decorate and take home in an effort to educate them about the importance of wearing a mask to protect others when they are ill.

Packets containing bilingual information and games about hand hygiene were also sent home with the students for family members, reinforcing the message that clean hands save lives.

The team also took their show on the road to Hartford HealthCare’s annual Family Fun Fest at the Aqua Turf in Southington, where thousands of kids and families stopped by to learn more.

With the arrival of the coronavirus just a month later, hand hygiene clearly was a great and timely topic choice and one that would be reinforced daily in the days and months to come.

Johnson Memorial Hospital Auxiliary Gives Back in a Multitude of Ways

JOHNSON MEMORIAL HOSPITAL
TRINITY HEALTH OF NEW ENGLAND

“On Tuesday, April 22, 1913, a committee of 18 ladies representing the nine churches of Stafford, met at the Johnson Hospital... and formed an organization intended to be the nucleus of a larger society...”

These words open the very first annual report of the Ladies Aid Society, now the Johnson Memorial Hospital Auxiliary. Their first fundraiser was a food sale that took all summer to plan and prepare. The event raised a “very generous” \$18.75 by selling over 250 donated jars and cans of food. Today’s Auxiliary at Johnson Memorial Hospital is a not-for-profit organization, registered with the State



of Connecticut, still dedicated to serving the needs and mission of the hospital.

For more than 100 years, the Auxiliary has supported the hospital through fundraising events, gift shop operations, and other special projects.

One of those impressive special projects is called Seeds of Kindness. Now in its fourth year, the program, initiated by a breast cancer survivor, raises dollars to put toward the Patient Assistance Fund at Johnson Memorial Cancer Center. On an eight-acre parcel in Somers, multiple types of sunflowers are planted, grown, harvested, put into bouquets, and sold at partnering retailers, including Geissler’s Supermarkets.

This year, \$18,000 raised from the Seeds of Kindness program were contributed to the purchase of a 3D mammography machine for the Diagnostic Imaging/Radiology Center in Enfield. In addition, funds raised at the Annual Women’s Golf Tournament and sales in the Auxiliary Store contributed to the purchase, which brought the latest, state-of-the-art imaging technology to an area where it previously didn’t exist. Thanks in part to the Johnson Memorial Hospital Auxiliary, women in the Enfield area no longer have to travel longer distances in order to receive this comprehensive care.

The Patient Assistance Fund, which was formally established in 2012, helps qualifying patients at the Karen Davis Krzynowek Infusion Center to purchase every day needs such as groceries, utilities, housing, medications, transportation, and other urgent essentials. The fund is designed to help patients and families with minimal income or inadequate insurance alleviate some of the financial stressors they encounter at a time when they are already taxed physically and emotionally.

The Auxiliary comprises volunteers from throughout the hospital’s service area who share a common interest in the health and well being of their family, friends, and neighbors. While a lot has changed over the years since the initial Auxiliary food sale, the dedication to the betterment of the local community is as strong as ever.

Manchester Memorial Hospital Makes a Difference for Diabetes Patients

MANCHESTER MEMORIAL HOSPITAL
EASTERN CONNECTICUT HEALTH NETWORK

ECHN’s Manchester Memorial Hospital is proud to be only one of seven organizations in the United States who received a grant from the American Diabetes Association to bring their Prevent T2 Diabetes program to the community in eastern Connecticut. PreventT2 is a 12-month, free small-group lifestyle coaching program that uses a research-based Centers for Disease Control and Prevention-approved curriculum to help delay or prevent Type 2 Diabetes. A trained lifestyle coach leads the program to help participants change certain aspects of their life, like

eating healthier, reducing stress and getting more physical activity. The program also includes group support from others in the region who share similar goals and struggles. In the last fiscal year, ECHN’s Manchester Memorial Hospital was pleased to support 146 people in attending the program, completely at no charge.

When the pandemic lockdown prevented in-person contact with people who were either prediabetic or at risk for Type 2 diabetes, the team got creative. In May, the two lifestyle coaches with the Diabetes Prevention Program began scripting and recording weekly videos—from their own homes where they are both self-isolating—to help motivate their patients and keep them on track. The “Motivation Monday” video series provides healthy tips on topics such as healthy eating, exercise, managing stress and setting goals while confined at home during the pandemic. These videos are posted on various social media outlets and the website where program participants—and anyone else, for that matter—can view them. “We’re trying to motivate people to continue to be healthy during these difficult times,” said Aimee Chandler, Lifestyle Coach. “When



people are miserable, cooped up at home, unable to go outdoors, and exercise because of the weather, they may tend to overeat or drink a little too much and gain those extra COVID-19 pounds.”

Patient feedback has been tremendous:

“Since being in the program, I’ve lost 22 pounds and still dropping! My activity level has increased and I’m feeling fit. My blood pressure has dropped about 20 points and I feel very confident that I can keep this going. By the end of this program, I am confident that

diabetes will not be a part of my life. Thanks to ECHN and to the Diabetes Prevention Staff!”

John H.

“Thank you for all you have done. I have been doing 5,300 step walks for exercise and for the first time in many years the results of my last two blood tests (6-month period) shows that everything has been within the normal range. I have learned a healthier way of life through you and I am so so grateful. Much gratitude and appreciation.”

Kathy L.

Middlesex Health Joins Community Effort to Fight COVID-19

MIDDLESEX HEALTH

Alarmed by national statistics regarding disproportionate COVID-19 morbidity and mortality among members of the Black, Indigenous and People of Color (BIPOC) populations, the Middlesex County COVID-19 People of Color Health Initiative was formed in April 2020 with Middlesex Health as a founding partner.

In addition to Middlesex Health, the collaborative also includes representatives from the Ministerial

Health Fellowship; the Middletown Ministerial Alliance; the Middlesex County NAACP Branch; Community Health Center, Inc.; the Middletown Common Council; the Middletown mayor’s office; the Middletown Health Department; Middletown Public Schools; the Middletown Police Department; Middletown Parks and Recreation; the Community Foundation of Middlesex County; Middlesex United Way; St. Vincent de Paul Middletown, among other community based organizations.

Initiative members believe it is essential to proactively and aggressively work to prevent the spread of COVID-19 among members of BIPOC communities, targeting those who are at higher risk, and the group quickly developed a mitigation strategy to assess and meet the most urgent needs for COVID-19 safety and prevention.

The initiative created and widely disseminated culturally sensitive COVID-19 prevention and safety educational materials in both English and Spanish. From May through September, the initiative collected 16,250 surgical and cloth masks from donor agencies and community members and conducted targeted distribution to members of BIPOC communities. Distribution channels included canvassing neighborhoods and passing out masks at summer school lunch programs and through a network of churches with a large proportion of Black congregants.

The COVID-19 People of Color Health Initiative partners also worked collaboratively to secure funding and donations for 1,000 wellness packages, which were distributed between August and October. These packages included COVID-19 education and resource materials in English and Spanish; custom-made educational magnets to affix educational material to refrigerators; masks; smart thermometers; hand sanitizer; and soap. Some of the wellness packages also included gift cards for those with emergent basic needs due to the pandemic.

The wellness packages were distributed to Middletown churches with a large proportion of Black congregants, at a Cross Street AME Zion Church backpack event, through select community-based organizations and through targeted neighborhood canvassing. Along the Connecticut shoreline, wellness packages were distributed to the Spanish-speaking population through Bare Necessities, a diaper resource organization.

Currently, the COVID-19 People of Color Health Initiative is working to ensure that members of BIPOC communities have the resources and supplies they need to remain safe throughout the duration of the pandemic. Middlesex Health has played a large role in sustaining this initiative and continues to be an actively engaged partner as the initiative moves forward.

Norwalk Hospital Employees Make a Difference

NORWALK HOSPITAL NUVANCE HEALTH

As Norwalk Hospital responded to those afflicted with the coronavirus, the staff demonstrated that “together, we could make a difference.” The support from the communities served by Norwalk Hospital was overwhelming. In appreciation of the encouragement received, and in response to the community need for food for shelters and food banks – which was intensified during the pandemic – Norwalk Hospital and other Nuvance Health hospitals held food drives.

A Norwalk Hospital Employee Food Drive was held from May 4 - May 11. The hospital collected one thousand pounds of food for Person to Person, local food pantries, the Westport Shelter and the Open Door Shelter. This activity was promoted to staff via flyers, electronic signage, and the employee newsletter.

During the pandemic, Norwalk Hospital distributed ten Amazon tablets (from a \$1,000 donation) to homeless shelters and outpatient substance use programs in Norwalk. This allowed clients to participate in virtual telehealth appointments from shelters and from isolation hotel rooms



provided for those without housing who tested positive for COVID-19. Homeless clients also received ten cell phones through a corporate donation, enabling them to stay connected to Norwalk Hospital's

Community Care Team. Also, hundreds of hand-sewn masks were distributed to the Norwalk Shelter and local food pantries.

Maternity Care Center and Family Development Center Collaborate to Provide Care to New Families

ROCKVILLE GENERAL HOSPITAL EASTERN CONNECTICUT HEALTH NETWORK

Since 1974, ECHN's Rockville General Hospital (RGH) Maternity Care Center has provided pregnancy-related medical and social services to thousands of pregnant women and teens throughout the region. Many times, these services are provided free of charge to offer programs that provide treatment and/or promote health and healing as a response to community needs.

Located at Rockville General Hospital, the Maternity Care Center

provides prenatal and postpartum care services to uninsured and under-insured women. At the center, women have access to a wide variety of services including:

- Assistance in enrolling in the Husky Medical Insurance Plan
- Gynecological exams
- Laboratory services
- Physical exams, health promotion, and maintenance



Saint Francis Hospital Launches First EMS Whole Blood Program

SAINT FRANCIS HOSPITAL AND MEDICAL CENTER TRINITY HEALTH OF NEW ENGLAND

Saint Francis Hospital, a Level 1 Trauma Center, and American Medical Response (AMR) launched a new program allowing whole blood to be administered to a trauma patient while still at the scene of an emergency, or while in transport to the hospital. This is the first, ground-based emergency response program of its kind in New England. The program will provide a potentially life-saving service to the residents of Hartford and its surrounding communities.

“We are proud to team up with AMR to provide this valuable service to our local community,” said Dr. Stephen Wolf, Chairman, Department of Emergency Medicine, Saint Francis Hospital. “In a medical emergency or trauma situation, every second matters. Research is now starting to show that administering warmed, whole blood at the time of the medical emergency can significantly improve survival and recovery rates for the patient.”

Whole blood must be stored in a cooled location, but it is optimal to administer the blood to the patient warmed. The latest warming technology — a compact, portable, battery operated blood warming system — is a key component to the program and will be utilized by local AMR paramedics in order to administer the whole blood units to patients. This is the same technology used by military operations globally.

Whole blood is made up of several components, including plasma, platelets, and packed red blood cells. Usually, these separate components are carried and administered by some emergency responders, in order to follow Mass Transfusion Protocol, which requires a 1:1:1 ratio of



each component. Research, however, is beginning to point towards whole blood, which already contains the necessary clotting factors and platelets, as a preferred treatment for patients experiencing some type of severe blood loss.

“We use blood and blood products in the care of patients who require the next step in the fluid resuscitation process as we transport them to a higher level of care,” said Chris Chaplin, Regional Director, AMR Connecticut. “AMR is proud to join forces with Saint Francis Hospital and to make this meaningful investment in the equipment and training necessary to successfully launch this program. This is one more example of AMR's dedication to providing the highest level of care to our patients.”

“Until now, this kind of treatment, whole blood and the equipment needed to administer it, was not available to our local emergency responders, but our collaboration has changed that,” said John Quinlavin, Emergency Services Manager, Saint Francis Hospital. “This launch is a demonstration of a true collaboration, combining the efforts of our own on-site blood bank, our emergency service leaders and physicians, and AMR, and it fulfills our shared mission to best serve our patients and community.”

- Pregnancy testing
- Family planning
- Sexually transmitted disease testing and prevention education
- Ultrasounds

The Maternity Care Center team works very closely with providers to ensure a seamless transition of care for expectant parents as they prepare for birth. Patients receiving care through the MCC receive one-on-one care from a certified doctor or nurse.

To further assist new parents, the Maternity Care Center established a working partnership with the Family Development Center, which operates grant-funded programs such as Early Head Start, Family Resource Centers, and Parents as Teachers programs.

The delivery of these outreach programs that address critical issues affecting the health, development, and well-being of children across eastern Connecticut is important work aimed at keeping children safe and healthy. Expectant moms and new parents can

rely on Rockville General to provide prenatal, early infant, and childhood services to ensure the development of their family by connecting them to essential community resources.

The Family Development Center is an ideal fit for community members who utilize the Maternity Care Center as the programs are provided regardless of an ability to pay for services. Through essential services such as screenings, social support, and counseling, community members gain access to resources such as affordable medical, dental, and mental healthcare services, insurance enrollment, translation, and transportation services, as well as assistance with housing, food, and education.

In an already complicated world, COVID-19 further exacerbated the ability to connect new parents to community services. This collaboration helps to build stronger communities and support the next generation for development as they continue a path of learning and growing.



Saint Mary's Hospital Helps Fund Mammograms for Uninsured

▶ **SAINT MARY'S HOSPITAL**
TRINITY HEALTH
OF NEW ENGLAND

According to the Susan G. Komen organization, in 2020, an estimated 276,000 new cases of invasive breast cancer are expected to be diagnosed in women in the United States. That's in addition to the nearly 50,000 new cases of non-invasive breast cancer. The reality is that breast cancer will impact one in eight women in their lifetime. The Saint Mary's Hospital Foundation Breast Screening Fund was established, about a decade ago, to help those who are uninsured or underinsured with funding for their annual mammograms.

The fund is available to women through Saint Mary's Hospital – Trinity Health Of New England Medical Group breast surgeons. When the surgeons identify a patient in need, they contact Robin Sills, RN, Physician Relations Consultant and Foundation Board member, who helped to establish and administers the funds. To date, the Breast Screening Fund has helped more than 200 women get the diagnostic support they needed.

Over the years, as more and more women have better access to healthcare, the fund has been utilized to assist them with other types of breast screenings that are not covered

under their annual wellness programs, such as diagnostic mammography, breast ultrasound, breast MRIs, and in some cases, biopsies.

The Breast Screening Fund has also been able to work collaboratively with the Connecticut Breast and Cervical Cancer Early Detection Program, facilitated by Saint Mary's Hospital. The grant helps patients fill the gaps that their insurance doesn't cover.

Robin Sills says, "Many women, after having a screening mammography, may need additional imaging that their insurances do not cover, such as diagnostic mammography and diagnostic breast ultrasound. Women put these tests off because they cannot afford the cost. We are able to assist women in getting those tests to complete their diagnosis and access the care they need."

The Saint Mary's Hospital Foundation Breast Screening Fund was originally supported through events like the Women for Women Golf Tournament. Over the years, it has blossomed into city-wide Pink Out events in collaboration with local private, parochial, and public schools, as well as the City of Waterbury's Fire and Police Departments.

Sills says the Breast Screening Fund is so important for women and their families because it ensures that women will get the tests they need to get their diagnosis as early as possible, which improves survival rates.

St. Vincent's Develops Safe Food Distribution During Pandemic

▶ **ST. VINCENT'S MEDICAL CENTER**
HARTFORD HEALTHCARE

Over the past seven years, St. Vincent's and its partners in the Health Improvement Alliance have been providing health screenings to area residents who are food insecure as a part of its Know Your Numbers (KYN) program. In January and February of 2020, the team was actively conducting screenings, reporting continued improvements in the general health of those screened at six local food pantries. The team had also piloted an education program at Bishop Jean Williams Food Pantry, where 20 participants were taking ownership of their health by monitoring their blood pressure, learning to cook healthy meals, and incorporating healthy habits into their lives. This pilot would then serve as a best practice that could be implemented more broadly across multiple locations.

When the coronavirus prompted widespread shutdowns of all but essential services in March 2020, the programs were halted. The team knew that the most vulnerable people in local communities would be disproportionately affected by the COVID-19 health crisis. The team needed to solve two problems:

- How to continue sourcing food distribution
- How to distribute it safely

With funding from the St. Vincent's Medical Center Foundation and in partnership with the hospital food vendor, Compass, the Mission Services team packed 300 bags of food in advance of the first distribution day – a necessary solution since the volunteer program had been suspended. Through the foundation's Get Milk Fund and the generosity of Chabaso Bakery in New Haven, the team was able to provide a half-gallon of milk, a dozen eggs, and a loaf of freshly baked bread with each bag. Once the food was sourced, the team had to tackle the next problem: how to safely distribute the food.



St. Vincent's Mission Services team, which includes Parish Nurse and Pastoral Care, developed a plan for safe food distribution to the community. The plan included:

- Process for pre-packing bags
- Staffing
- Detailed staff roles
- Drive-through and walk-up options
- Physical distancing protocols
- PPE, disinfectants, and other supplies
- Process for food distribution
- Timing

Through partnerships in the community, the team knew other food distributions were struggling to continue operating under the new pressures and requirements of the pandemic. After the process was tested

and fine-tuned, St. Vincent's shared it freely throughout the greater Bridgeport community – where it is still being used.

As the pandemic continues to increase food insecurity throughout the region, St. Vincent's relentless focus on feeding those in need has never been stronger. Department heads are now spearheading the responsibility associated with pre-packing and distributing the food, providing staff volunteers on both days. Additionally, on the one-year anniversary of St. Vincent's partnership with Hartford HealthCare on October 1, 2020, President and CEO Jeffrey Flaks further demonstrated the health system's support of the community by making a \$50,000 donation to the Bishop Jean Williams Food Pantry, which has continued feeding 600-700 families in need every week throughout the pandemic, never closing its doors.

Sharon Hospital Lunch and Learn Series

▶ **SHARON HOSPITAL**
NUVANCE HEALTH

To help the residents of Sharon Hospital's region better understand how they can improve their health and wellness, the hospital began offering a community benefit Lunch and Learn series. Each lecture is designed to empower community members with knowledge and confidence so they can take control of their health with the guidance of resources, tools, and strategies from local health professionals.

Every lecture targets a topic that addresses the health needs of people throughout this region of Connecticut and New York, and includes presentations from hospital staff, including physicians, therapists, and other clinical professionals. Participants also enjoy a nutritious meal, catered to the respective health focus, at no cost to them.

Prior to the recent COVID-19 pandemic, informative sessions on the following topics were held on the hospital campus or in partnership with local community partners: injury prevention, cardiology, sleep medicine, stroke awareness, women's health, nutrition support, medication management, and orthopedic/joint diseases. The average attendance per event was 25 people.

Every lecture targets a topic that addresses the health needs of people throughout this region of Connecticut

Community Wellness in a Pandemic

STAMFORD HEALTH

In 2010, Stamford Health came together with a diverse group of community organizations to form The VITA Health & Wellness Partnership. This network of local agencies

assists the community through health-focused initiatives such as expanding access to healthcare, linking education with social services, expanding behavioral health services, and improving access to substance use, prevention, and treatment, among many other projects. Since its inception, VITA has gained national recognition, turned Stamford's West Side into a health-themed neighborhood, and expanded its impact city-wide.

In the spring of 2020, COVID-19 began to spread across the globe, and

Stamford became an early 'hot-spot' in the U.S. The VITA collaborative was faced with an immense challenge – to step up in support of its communities and shift focus from health and wellness programming to pandemic relief efforts.

Stamford Health, the NAACP, and VITA members including Building One Community, Charter Oak, and the City of Stamford, came together to share information at a weekly virtual meeting called the VITA Community Table, which allowed more than 100 participants representing 50-plus nonprofits to share critical, timely information and to problem solve together. VITA also purchased and distributed more than 60,000 PPE items to frontline workers, volunteers, and low-income individuals in subsidized multi-family housing.

Recognizing that the Latinx and Black communities in Stamford were experiencing COVID-19 more severely than others, Stamford Health,

through VITA, launched the COVID-19 High-Risk Community Outreach Task Force. The Task Force developed several culturally sensitive communication and outreach initiatives designed to reduce the spread of the disease among these high-risk groups, including communications focused on treatment, testing, prevention, and emergency Medicaid. In July, Stamford Health saw testing rates increase in Black and Latinx communities by 18 percent and nine percent respectively, and the progress continues. Now, the Task Force is preparing for the distribution of, and communication about, COVID-19 vaccines.

“As an independent health system, we have a responsibility to act with intention to support the communities we serve” said Kathleen Silard, Stamford Health President and CEO. “At no time has that been clearer than at the height of the COVID-19 pandemic. But we cannot do it alone, and that is why establishing VITA has been invaluable. It’s a model that we hope will inspire others.”



UConn John Dempsey Hospital: This is Our Calling

UCONN JOHN DEMPSEY HOSPITAL

In the face of a once-in-100-year pandemic, while many people stayed home, the people involved in the delivery of care at the UConn John Dempsey Hospital at UConn Health – both those on the clinical front lines and the unsung heroes behind them – forged ahead.

The state turned to UConn Health as a beacon of hope in a public health crisis. Powered by its unrelenting and dedicated workforce, the institution rose to the occasion, establishing, in a week's time, a drive-through COVID-19 sampling site in partnership with The Jackson Laboratory for Genomic Medicine (JAX), the Department of Public Health, and Hartford HealthCare. This much-needed state resource was up and running by late March, greatly increasing Connecticut's diagnostic testing capacity.

Less than a month later, as the COVID-19 surge all but overwhelmed colleagues 120 miles away in New York City, UConn Health, with the help of the Connecticut National Guard, reconfigured John Dempsey Hospital to accommodate up to 325 additional patients, nearly tripling its bed capacity. There are accounts of the selfless efforts of healthcare workers everywhere and John Dempsey Hospital is no exception. As UConn John Dempsey ICU assistant nurse manager Crystall Coe put it, “This is our calling.”

ICU nurse Jill Alsgaard and intermediate unit nurse Trung Le, wife and husband, both cared for the sickest of the sick and then went home to their children – except for the few weeks when Trung couldn't go home after testing positive for COVID-19. Nurse Maria Budzinski was reassigned to a COVID-19 floor to deliver care, then

contracted the virus and became a patient there, counting on her coworkers to do for her what she had done for others.

By then UConn Health was participating in a convalescent plasma study, and Maria was one of the patients who received an infusion of plasma donated by another COVID-19 patient. She's convinced it saved her life. Maria recovered, returned to work, and decided to be a plasma donor herself.

Recognizing the impact of loneliness on isolated patients, UConn Health made 100 iPads available to inpatients, facilitating family members' ability to be at the bedside, at least virtually, during a time of restricted visitation. And the Nurses Improving Care for Health system Elders (NICHE) program enlisted the allied health students from its Purposeful Visitor Program to provide comfort and companionship through hand-designed letters of encouragement for older adult inpatients.

Recognizing the importance of caring for those who care for the sick, as well as the staff who keep that care environment functional and safe, UConn Health made the availability of emotional support resources a priority.

And all the different ways of responding to the needs of their patients, employees, and the community during the pandemic put John Dempsey Hospital in position to be even better prepared to handle the resurgence in the fall and beyond.

“I'm extremely impressed with and proud of how we, as an organization, have met – and continue to meet – the sustained challenges of COVID-19 for both our patients and our state,” says UConn Health CEO Dr. Andrew Agwunobi. “This year has served to remind us all of UConn Health's unwavering commitment to public health, and our entire community's strength, resilience, and generosity during these unprecedented times.”

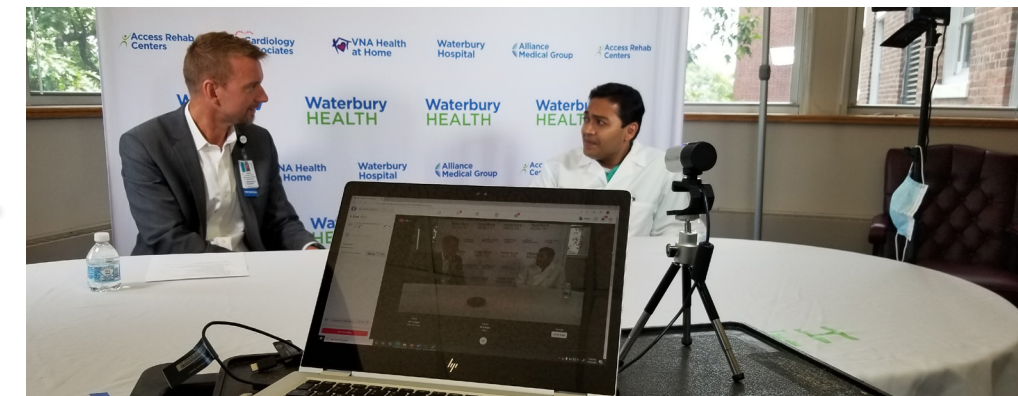
Waterbury Health Uses Its Largest Social Media Platform to Connect to Patients and Community

WATERBURY HOSPITAL PROSPECT

Waterbury Health uses its largest social media platform to connect to patients and community

Following a lock down due to the COVID-19 pandemic, that included medical facilities and outpatient procedures, Waterbury Health physicians were concerned that their patients were forgoing needed care. Campaigns to assure patients that it was safe to come back to the hospital or doctor for care included video and print messages speaking directly to patients, but something was missing. Patients needed to hear directly from their doctors. So, on June 18, Waterbury Health started a new talk series using its largest social media platform, Facebook, to speak directly to patients about their concerns and take their questions. Called Ask the Doctor, the bi-weekly, one-hour live series was hosted by Chief Medical Officer Dr. Justin Lundbye and covered different topics.

The most popular topics included general



information about COVID-19 prevention and safety, emergency care, pregnancy and birth during a pandemic, heart health, geriatric health, cancer care, and substance use. All sessions included questions about healthcare and disease prevention during the pandemic and included information about preventive and protective measures taken to ensure patient safety.

Each session included an average of one to two guests and reached an average of 2,000 people with each session being viewed an average of 500 times.

Doctors spoke about different topics depending on their specialty and answered dozens of questions from community members during the live chat.

“This was the best way for us to reach patients who are at home and have concerns about their care during the pandemic or just general health questions,” said Lundbye. “It provided a way for us to connect directly with our patients and the community.”

In all, Waterbury Health held 14 Ask the Doctor sessions. In all 18 doctors and providers participated in the program answering questions from their different specialties.

The most popular session was the December 10 program on the COVID-19 vaccine, reaching more than 5,000 and viewed more than 1,200 times. The series continues into 2021.

COVID-19 Testing Van Reaches Underserved Residents

WINDHAM HOSPITAL
HARTFORD HEALTHCARE

As the coronavirus took hold in Connecticut in late winter, the focus in large part was on the central and western parts of the state, where COVID-19 positive cases were skyrocketing. But in eastern Connecticut, positivity rates were low at the start. Hartford HealthCare community health staffers knew that COVID-19 would eventually spike in the eastern half of the state and typically underserved populations living in the rural areas around Windham Hospital would have difficulty accessing testing. To address this need, the decision was made to bring testing to the people.

“We had the Mobile Health Resource Center, which is basically primary care on wheels,” said Michael J. Davis, RN, BSN, MBA, NE-BC, Senior Director for Operations, Windham Hospital. “We were looking for ways to support the Windham community quickly. So, we repurposed the van into a mobile testing unit. It was the quickest way to meet the community’s needs.”

The van was parked weekday mornings at Windham Hospital from mid-May through mid-July. In the afternoons, it would drive to nearby Plainfield, to homeless shelters, meal centers, and other locations in the area. The van had bilingual staff and a translation service available.

Having the van outside the hospital “enabled the downtown community to be able to walk to testing,” Davis said, noting that often transportation issues are foremost to low-income residents. “And right away, the demand went way beyond what we had imagined it would be. We saw so many more people than we expected.”

“This really was such a team effort,” Davis said. “We saw there was a need, and we made it happen. So many different areas within the system came together to make this work. And the people were so grateful we were there.”

The mobile efforts at Windham were part of a system-wide move to reach underserved and vulnerable populations across the state with scheduled and pop-up testing sites at homeless shelters, churches, apartment complexes, nursing homes, schools, and other community-based locations. Put on the road in the early weeks of the pandemic, Hartford HealthCare’s two mobile units averaged about 300 tests a day.

The mobile units did more than 106,000 COVID-19 tests in 45 communities through mid-December 2020 and received an important boost in July with a \$400,000 grant from the Connecticut Health and Educational Facilities Authority.

YNHHS Regional Community Testing RVs

YALE NEW HAVEN HEALTH
BRIDGEPORT, LAWRENCE + MEMORIAL AND YALE NEW HAVEN HOSPITALS

When COVID-19 arrived in Connecticut’s cities, Yale New Haven Health (YNHHS) leaders knew they had to make COVID-19 asymptomatic testing more accessible in urban communities, beyond the traditional drive-through testing tents. Providing COVID-19 testing in neighborhoods that are densely populated, where low and moderate income families would benefit from a walkable testing location, was a need identified by the State of Connecticut and community partners as well. To directly address the needs of these neighborhoods and to provide both flexibility and stability, the concept of Community COVID-19 Testing RVs was born.

YNHHS selected several community sites in Bridgeport, Groton, New London, Stonington,

and New Haven and maintained a regular schedule for the Testing RV at each location. This recognizable and reliable extension of the hospitals brought them even further into the community and created community confidence at a time of great uncertainty. Neighbors and residents knew the RV would be there each week to be sure they had access to the testing they needed.

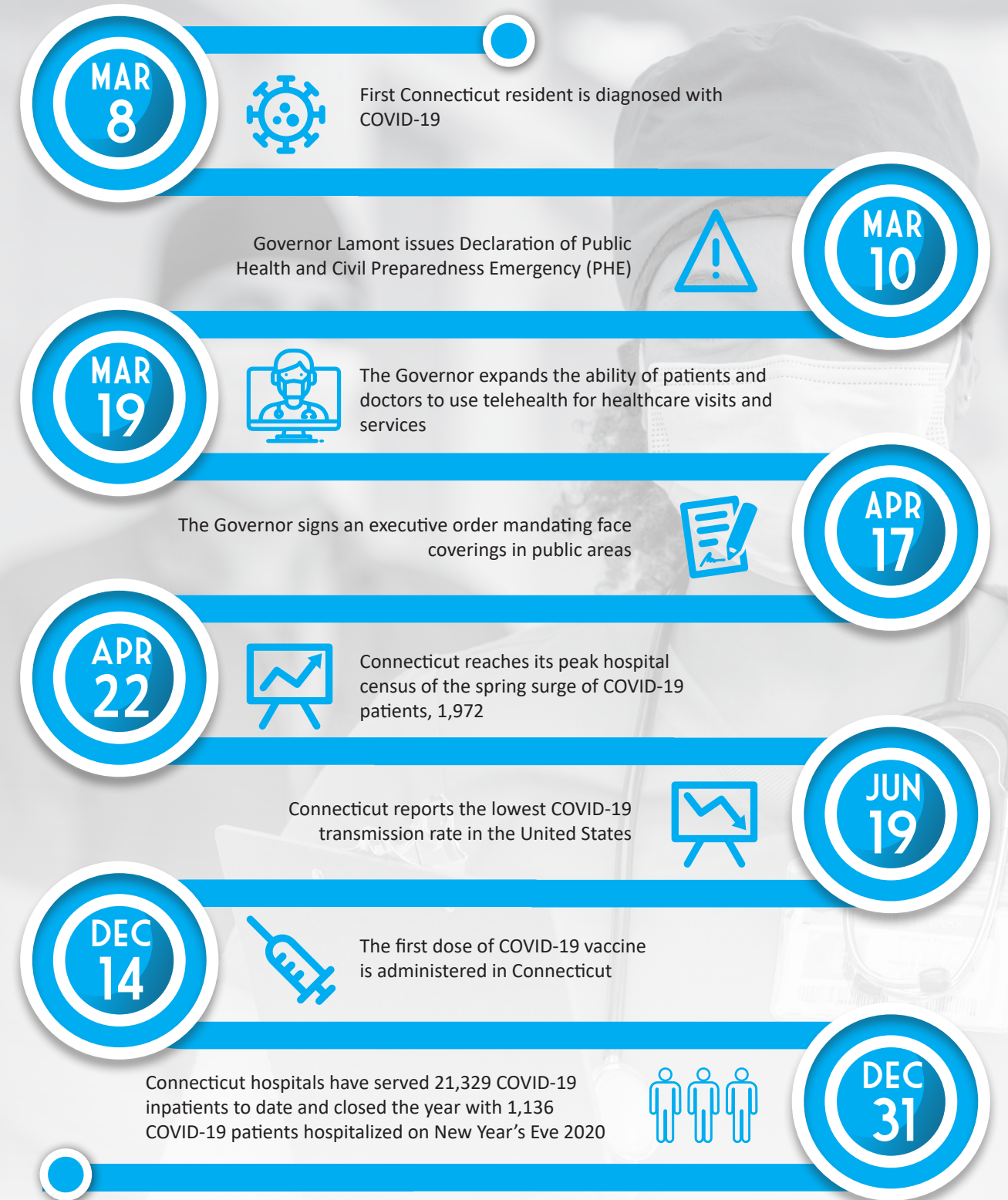
The RVs carried all the supplies and equipment needed to provide safe and efficient asymptomatic tests. It took many hours and the collaborative effort of hospital and YNHHS departments to get the RVs on the road. From Information Technology, to Facilities, to Supply Chain, it indeed took a village for all the pieces to come together. The most important aspect, however, is the connection to community partners. Without the support and cooperation of religious organizations, municipalities, school systems, park facilities, and retail sites, all of whom provided space, the mobile Community COVID-19 Testing RVs program would not have been successful.

YNHHS teams of registered nurses, COVID-19

swabbers, registrars, and community health workers spent more than 90 days, in all kinds of weather, performing more than 8,000 asymptomatic COVID-19 tests. The importance of this work cannot be overstated, especially for the asymptomatic individuals who tested positive. The goal of asymptomatic testing is to identify and contact individuals who don’t know they are infected, to prevent them from unknowingly spreading COVID-19 to friends and family in their communities. This targeted prevention is a key goal of local and state health officials.

The cliché phrase “we are all in this together” was exemplified by the community collaboration that brought this program to urban neighborhoods, and was fulfilled when the Community Testing RV arrived in “hot spots” and was greeted by a line of individuals waiting for this important test. Responding to the needs of the community, especially during a pandemic, is the mission of each YNHHS hospital and would not have been possible without the dedication of the team and the partnerships in the community.

2020 COVID TIMELINE



About the Connecticut Hospital Association

The Connecticut Hospital Association has been dedicated to serving Connecticut's hospitals and health systems since 1919. Through state and federal advocacy, CHA represents the interests of Connecticut's hospitals on key healthcare issues in the areas of quality and patient safety, access and coverage, workforce, community health, health equity, and hospital reimbursement.

For more information, please contact:



Jim Iacobellis, Senior Vice President, Government Relations and Regulatory Affairs
(203) 294-7310 | iacobellis@chime.org



Karen Buckley, Vice President, Advocacy
(203) 294-7259 | buckley@chime.org



Brian Cournoyer, Director, Government Relations
(203) 294-7295 | cournoyer@chime.org



Carl Schiessl, Senior Director, Regulatory Advocacy
(203) 294-7341 | schiessl@chime.org