

2024 Review

The activities highlighted in this overview are intended to provide a glimpse into the accomplishments, initiatives, and milestones achieved by our health network over the past year. This document is not an exhaustive or comprehensive list of all events, projects, or contributions made by our team. We acknowledge that many efforts, both large and small, may not be captured here, and we extend our deepest gratitude to all staff, volunteers, and partners who have supported our mission and impacted our community in countless ways.



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Clinical Services & Programs

- **Infectious Disease:** Advanced infection prevention protocols and enhanced patient outcomes.
- **Podiatrist:** Expanded podiatry services to meet growing community needs.
- **Pediatrics:** Strengthened pediatric care with new providers and increased patient volume.
- **Home-Based Primary Care:** Delivered personalized medical care to home-bound patients.
- **Vein Clinic:** Increased access to vein health services, addressing chronic venous conditions.
- **Palliative Care:** Enhanced comfort-focused care services with a growing patient base.
- **Psychiatric Residency:** Established a robust psychiatric residency program, addressing the critical shortage of mental health providers and fostering the next generation of psychiatric professionals.
- **Collaborative Health IP Consults:** Provided specialized inpatient consults for complex care coordination.
- **Stroke Silver:** Earned Award for excellence in stroke care management.
- **Oncology Certifications:** Achieved oncology certifications to elevate cancer care services in the inpatient setting. (2E!)
- **Quality Records:**
MMH CLABSI: 1074 Days
MMH CAUTI: 519 Days
RGH Fall w/injury: 1041 Days

Equipment and Facility Upgrades

- **Chemistry Analyzer Upgrades (RGH and MMH):** Enhanced testing capabilities by running multiple in-house exams previously sent out.
- **Additional Rapid Blood Transfuser:** Improved efficiency and safety for critical patient care during emergencies.
- **New Treadmill for Cardiac Rehab (RGH):** Supporting patient recovery with upgraded cardiac rehabilitation equipment.
- **Evergreen X-Ray Room Installation (1/20):** Expanding imaging services with advanced radiology technology.
- **GEMS for Labs (MMH and RGH):** Streamlined lab operations with updated equipment for precision and efficiency.
- **Renovations to MMH Outpatient Lab:** Enhanced patient experience and workflow with modernized lab spaces.
- **New ICU Doors (MMH):** Improved privacy, safety, and infection control for intensive care patients.
- **Facilities Upgrades (HVAC, Boiler Replacements):** Ensured optimal operational performance and patient comfort across campuses.



Manchester Memorial Hospital was featured on Great Day Connecticut for its exceptional care! General surgeon, Dr. Eyone Jones and orthopedic surgeon, Dr. Colin Burgess share their insights through a video aired on WFSB and on our website.

Operational Excellence

- **Care Hub:** Centralized patient support for care coordination and resource connection.
- **New Providers, 12-Mo Onboarding:** Streamlined onboarding process for 12 new providers.
- **Capital Projects:** Invested in significant infrastructure upgrades and facility enhancements.
- **Health Equity:** Implemented Health Equity initiatives to address disparities and improve outcomes.

Our Commitment to Advancing Health Equity

We recognize that equity must be a strategic priority to ensure exceptional care for all individuals. Guided by the five CMS domains for health equity—Equity as a Strategic Priority, Data Collection, Data Analysis, Quality Improvement, and Leadership Engagement—we are embedding health equity into every aspect of our operations. By addressing social drivers of health (SDOH), collecting and utilizing REaL (Race, Ethnicity, and Language) data, and providing cultural sensitivity training to our staff, we aim to eliminate disparities and create a healthcare system that delivers equitable outcomes. Our referral systems also connect patients to essential social services, ensuring continuity of care and a holistic approach to health and well-being.

As part of our commitment to health equity, we are leading three impactful initiatives to close gaps in care and improve outcomes in diabetes care, women’s health and behavioral health. Visit echn.org for more information.

- **SDOH:** Expanded screenings and interventions for social drivers of health and connection to the resources needed to get care.
- **Call Ahead Appointment Scheduling:** Launched call-ahead scheduling to improve access and reduce wait times.

Community Health Education & Outreach

Community Education Events: Hosted multiple events to raise health awareness and engagement.

23 health education programs held

835 registered attendees

14 health fairs

Over 3,000 in attendance

Health education video segments on men’s health, stroke, respiratory, and Family Development and more!



2024 Community Engagement and Activities Highlights

- **Capital Area Healthcare Partnership (CAHP):** ECHN participated in building Connecticut's healthcare workforce by sponsoring/planning the regional conference, connecting educators, students, and employers.
- **Midwest Food Bank Night:** Fifty employees packed food into family-sized portions for food pantries.
- **SDOH Screening at FHCC:** Planned by Dr. Selinger and Dr. King, the project expanded to train Residents on trauma-informed care and patient dignity, with input from community organizations.
- **Employee Resource Fair:** Event offering employees resources to support personal & professional needs.
- **Black History Breakfast:** Attended by 100 employees and community members. Malik Champlain delivered a keynote on social justice, and the Bloomfield Gospel Choir performed. Programs spotlighted health equity in diabetes, prostate screenings, and women's health.
- **Manchester High School – Allied Health Program:** ECHN employees conducted mock interviews and career panels, preparing students for healthcare careers.
- **Rockville High School – Allied Health Program:** Students visited hospital departments, hands-on exposure.
- **Rebuilding Together Manchester:** Forty-five employees renovated the home of a low-income senior, contributing to safety and accessibility.
- **Holes for Hope Golf Tournament:** Supported fundraising efforts benefiting community health programs.
- **Bookmobile Event at Waddell Elementary:** In partnership with ECPC and Read to Grow, 150 students received new books, string bags with supplies, and Kona Ice. ECHN staff, alongside Mayor Moran, helped students with reading.
- **First Responders and Veterans Lunch:** Sponsored & planned event, raising funds for a paramedic training scholarship.
- **Motorcycle Safety Training:** Hosted CPR and Stop the Bleed sessions with Jeremy Rodorigo at Kaplan Cycles in Vernon.
- **Veterans Day Ceremony:** Honored local veterans with a meaningful recognition event and celebratory meal.
- **Young Men's Leadership Conference:** Forty-five Manchester High School students of color participated in leadership workshops sponsored by ECHN, ropes course in spring.
- **Manchester Road Race & Little Manchester Road Race:** ECHN served as an exhibitor, sponsored a blood drive, and provided volunteers.
- **MACC Charities "Blessings Baskets":** Volunteers packed holiday food baskets for families in need.
- **Letters from Santa:** Employees wrote personalized responses to children's letters to Santa.
- **Coat Drive – MACC Charities Partnership:** Collected coats to support local families in need during winter.



**Community keeps
us running strong.**