

# 2021 Annual Report



Challenge, Resilience, Hope

**DKH** DAY KIMBALL HEALTHCARE

# About Day Kimball Healthcare

Our nonprofit community healthcare system includes Day Kimball Hospital, Day Kimball Medical Group with 12 locations in Northeast Connecticut, Day Kimball Healthcare At Home, and healthcare centers in Danielson, Dayville, Plainfield, and Putnam. Our comprehensive network offers more than 1,000 staff including nearly 300 associated, highly skilled physicians, surgeons and specialists. Learn more at [daykimball.org](http://daykimball.org).

**Mission:** Improve the health and wellbeing of our community by providing the best medical care.

**Vision:** The premier regional health system creating excellence and innovation in patient care.

## Our Leadership Team Executive Team

**R. Kyle Kramer**  
Chief Executive Officer

**Paul Beaudoin**  
Chief Financial Officer

**Martin Durtschi, MD**  
Vice President, Medical Affairs  
& Quality

**John O'Keefe, RN, MSN**  
Chief Nursing Officer and  
Vice President, Patient Services

**Jeffrey Corrigan**  
Vice President, Human Resources

**Matthew Roy**  
Vice President, Business Development  
and Physician Services

**Renee Smith, RN, MSN**  
Vice President, Post Acute Services

## Board of Directors

**Janice Thurlow**  
Chairman of the Board

**Peter Deary**  
Vice Chairman

**Kathy Rocha**  
Secretary

**Jeffrey Paul**  
Treasurer

**Edwin Higgins, Esq**  
Asst. Secretary/Asst. Treasurer

Michael Baum, MD  
Anthony Chieffalo, MD  
Kevin P. Johnston  
R. Kyle Kramer  
Krista Matsen, MD  
Paul Matty, MD  
Shawn Mc Nerney  
Nancy Weiss  
Steven Wexler, MD





## Leadership Message



It's hard to believe the COVID-19 pandemic is still dominating world headlines, especially considering everything our DKH heroes have accomplished while battling it.

2021 was a year marked by three primary themes: challenge, resiliency and hope. As we navigated this second year of the global pandemic, we continue to be amazed by the resiliency and perseverance demonstrated across our system as we found new and innovative ways to serve those who needed us most.

In a year that threw challenge upon challenge at healthcare workers, our clinical team proved that nothing—not even a global pandemic—can get in our way of delivering outstanding care.

Valuable lessons were learned over the course of this pandemic; in particular, the value of our community partners. Our vaccination team undertook the tremendous effort of partnering with local public schools, townships, businesses and other organizations to provide access to COVID-19 vaccinations throughout our region, and by the close of 2021, we administered well over 60,000 vaccinations. We continue our vaccination program today and will do so until every person who desires the vaccine has had the opportunity to receive it.

We've also been recognized for the outstanding work we do in a unique way. The Centers for Medicare and Medicaid Services honored our health system with the highest five-star quality rating, and, twice this year, The Leapfrog Group awarded our organization an "A" Hospital Safety Grade for achieving the highest national standards in patient safety. These recognitions are a testament to our incredible team of physicians, nurses, clinical staff, and those behind the scenes who come to work every day committed to delivering excellence in quality, safety, and service.

We continue to perform well in all clinical areas; in particular, cardiovascular care, oncology, orthopedics, digestive health, and women's health services. Our teams in all clinical disciplines continue to remain focused and on point in service to our community. Thanks to these courageous souls, our respected leaders and dedicated community supporters, we're optimistic about our future and the milestones we'll reach.

We're also pleased to have formally announced our affiliation with Covenant Health, a non-profit health care system based in Tewksbury, Massachusetts. This affiliation will allow us to leverage resources available through Covenant, including access to capital for investment in Information Technology platforms and an electronic health record while retaining our focus on our mission and our local community.

Reflecting on the past year, we are so deeply proud of our DKH family, who have simultaneously fought COVID-19, delivered ongoing and lifesaving care, and responded to unexpected shifts in how we operate—always keeping our work centered on patients' health and well-being. As we look to the future, we remain focused on helping our region continue to recover from the impact of the pandemic. Thank you for your unwavering commitment and support in service of our shared mission—in moments of crisis and celebration—as we work toward a healthier Northeast Connecticut.

R. Kyle Kramer  
Chief Executive Officer

Janice Thurlow  
Chairman of the Board

# COVID-19 Response

## COVID-19 SURGE IN NORTHEAST CONNECTICUT

As the pandemic continued to unfold, our organization adapted with urgency every step of the way. We kept all our facilities open and operating with new safety protocols, and our essential employees embodied our core values and were mission-driven in their response to the unprecedented needs of the healthcare system. We focused on protecting the health and safety of our employees, so they could deliver critical health care services to our patients.

## DKH TAKES A LEAD IN NORTHEAST CONNECTICUT VACCINE ROLLOUT

When the medical miracle of a COVID-19 vaccine arrived in December 2020, DKH caregivers were relieved: Now they would have an effective weapon to help them in a war that they'd been waging since early March. DKH had been preparing for this historic moment for weeks. In a concerted effort, individuals across the health care system worked long hours to plan for every detail from an equitable distribution strategy, to storage, planning, and vaccination education.

On top of an already-demanding situation, clinic staff volunteered their time to get the vaccine clinic up and running — some even coming out of retirement to lend a hand. It was the beginning of an unimaginable task to vaccinate the organization's health care workers and employees as well as thousands of local residents across the communities the hospital serves as quickly as possible.

By the close of 2021, DKH had administered well over

60,000

vaccines to those who were eager to receive it.



## UP FIRST: FRONT-LINE WORKERS

Once news broke on Friday, December 11, that the U.S. Food and Drug Administration (FDA) had issued the first Emergency Use Authorization for the vaccine, DKH raced to prepare for the arrival of 500 doses. The plan: to give the first round of vaccinations to front-line workers.

To anyone watching the first vaccinations at DKH on the afternoon of Tuesday, December 22, it was a smooth and even joyous event. In the first day of DKH's vaccination clinic, 150 staff members received the COVID-19 vaccine.

What wasn't readily apparent: the complicated pre-planning that was necessary to make it all happen. DKH was responsible for a dizzying array of logistics, all of which had to happen before the first shots could go into arms. The pharmacy team had to determine how to receive the vaccine, store it in special subzero freezers, defrost it, manage its dating requirements and safely prepare each syringe. They had already worked with colleagues across the system to develop criteria for eligibility and to create an IT infrastructure to support the operation — all of which would need multiple updates as new information became available.

The work continued through the rest of December and into the New Year. Once its front-line healthcare workers were inoculated in the first phase, DKH turned to vaccinating other area providers and, finally, people age 65 and older when Connecticut expanded the eligible recipient population.

## BROAD VACCINE ADMINISTRATION: A HERCULEAN EFFORT

As Northeast Connecticut's major healthcare provider, Day Kimball collaborated with the Northeast District Department of Health and local school districts to ensure that children and families across the region would have access to evidence-based resources and safe, age appropriate vaccination sites in their local communities including vaccine clinics, pharmacies and adult and pediatric primary care offices.

As vaccines became more widely available, DKH continued to innovatively adapt care and services to meet the needs of our community throughout the pandemic. We moved quickly to offer vaccinations at central locations. These mass vaccination sites were key components of our success when we needed to deliver the vaccine to as many people as quickly as possible.

By the close of 2021, DKH had administered well over 60,000 vaccines to those who were eager to receive it.

"DKH has innovatively adapted care and services to meet the needs of our community throughout the pandemic," said Kyle Kramer, chief executive officer, Day Kimball Healthcare. "As vaccines became available, we moved quickly to offer vaccinations at central locations. These mass vaccination sites were key components of our success when we needed to deliver the vaccine to as many people as quickly as possible," he said.

## PARTNERSHIPS WITH SCHOOLS

DKH and many of the local school system leadership collaboratively worked together to establish and coordinate a community COVID-19 clinic to administer the COVID-19 vaccine to eligible school educators, faculty and staff throughout the region, including:

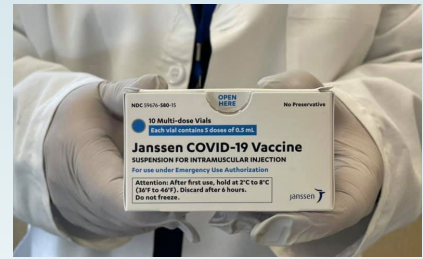
- Plainfield Public Schools
- Putnam Public Schools
- Thompson Public Schools
- Woodstock Public Schools

DKH held its first pediatric COVID-19 vaccination clinic for children ages 5-11 at Plainfield High School, on Wednesday, November 10, where 150 youth were vaccinated. A similar clinic was held on Friday, November 12 at Putnam Middle School in partnership with the Putnam, Thompson, and Woodstock school districts, where 300 more of the area's youth were vaccinated. Parents or guardians who had not received the COVID-19 vaccine and those who needed a booster, were able to do so at the clinics as well.

"The coordination of our vaccination efforts has been an enormous undertaking involving hundreds of dedicated individuals both inside and outside of our organization. We appreciate the time and talent they have all contributed in planning and operating these vaccine clinics which have protected thousands of Northeast Connecticut residents against COVID-19," added Kramer. "It's important for all eligible individuals to be vaccinated so we can put an end to the pandemic in our region and get back to life as we prefer it."



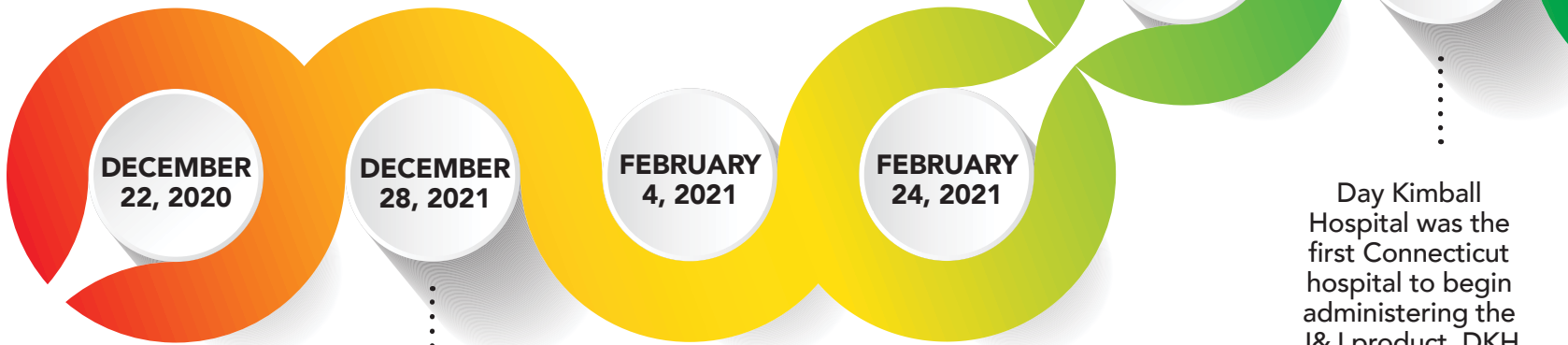
# COVID-19 Response



Moderna vaccines arrive at Day Kimball Hospital. Inoculation of healthcare workers begins immediately.

Day Kimball and Putnam Public Schools announce partnership to run dedicated vaccine clinics for school faculty and staff.

1,500 doses of Johnson & Johnson vaccine arrive at Day Kimball Hospital.



**DECEMBER 22, 2020**

**DECEMBER 28, 2021**

**FEBRUARY 4, 2021**

**FEBRUARY 24, 2021**

**MARCH 3, 2021**

**MARCH 4, 2021**

Day Kimball Hospital begins weekday walk-in vaccination for age eligible individuals

DKH begins administering Moderna vaccines to eligible DKMG patients, age 75 or older

Day Kimball Hospital was the first Connecticut hospital to begin administering the J&J product. DKH began administering the vaccine to local educators at the Hospital that day.





DKH begins administering the Pfizer COVID-19 vaccine for individuals age 12 and up at Day Kimball Hospital.

DKH and the town of Plainfield and its school system leadership hold another community COVID-19 vaccination clinic for individuals ages 12 and up at Plainfield High School.

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**JUNE 21, 2021**

**AUGUST 2, 2021**

**OCTOBER 26, 2021**

**NOVEMBER 12, 2021**

**MARCH 27, 2021**

**MAY 15, 2021**

DKH commences the administration of booster vaccinations beginning with its workforce at Day Kimball Hospital.

DKH begins administering the Pfizer vaccine to children ages 5 and up in partnership with regional elementary schools.

Mass vaccination clinic at Plainfield High School. Over 1450 community members received the vaccine that day.

DKH transitions vaccinations from its existing clinics at Day Kimball Hospital to its Day Kimball Medical Group (DKMG) adult and pediatric primary care practice locations.



# Grateful Patients and Staff: What They're Saying

## COUPLE MARRIED 56 YEARS VACCINATED TOGETHER

Killingly residents, Ted Kirst, 80, and his wife Barbara, 77, rolled up their sleeves and received the Moderna COVID-19 vaccine together at the Day Kimball Healthcare Center in Plainfield on January 29, 2021.

They called it "relieving and uplifting" to receive the vaccine, and were among the first DKMG patients over 75 to be eligible to get it as part of phase 1b of Connecticut's vaccination program.

The elderly couple was overjoyed and grateful when they received a call from DKMG to book an appointment that same day. "It was nothing short of a miracle," Ted said. "It was an unexpected, beautiful gift. Better than Christmas."

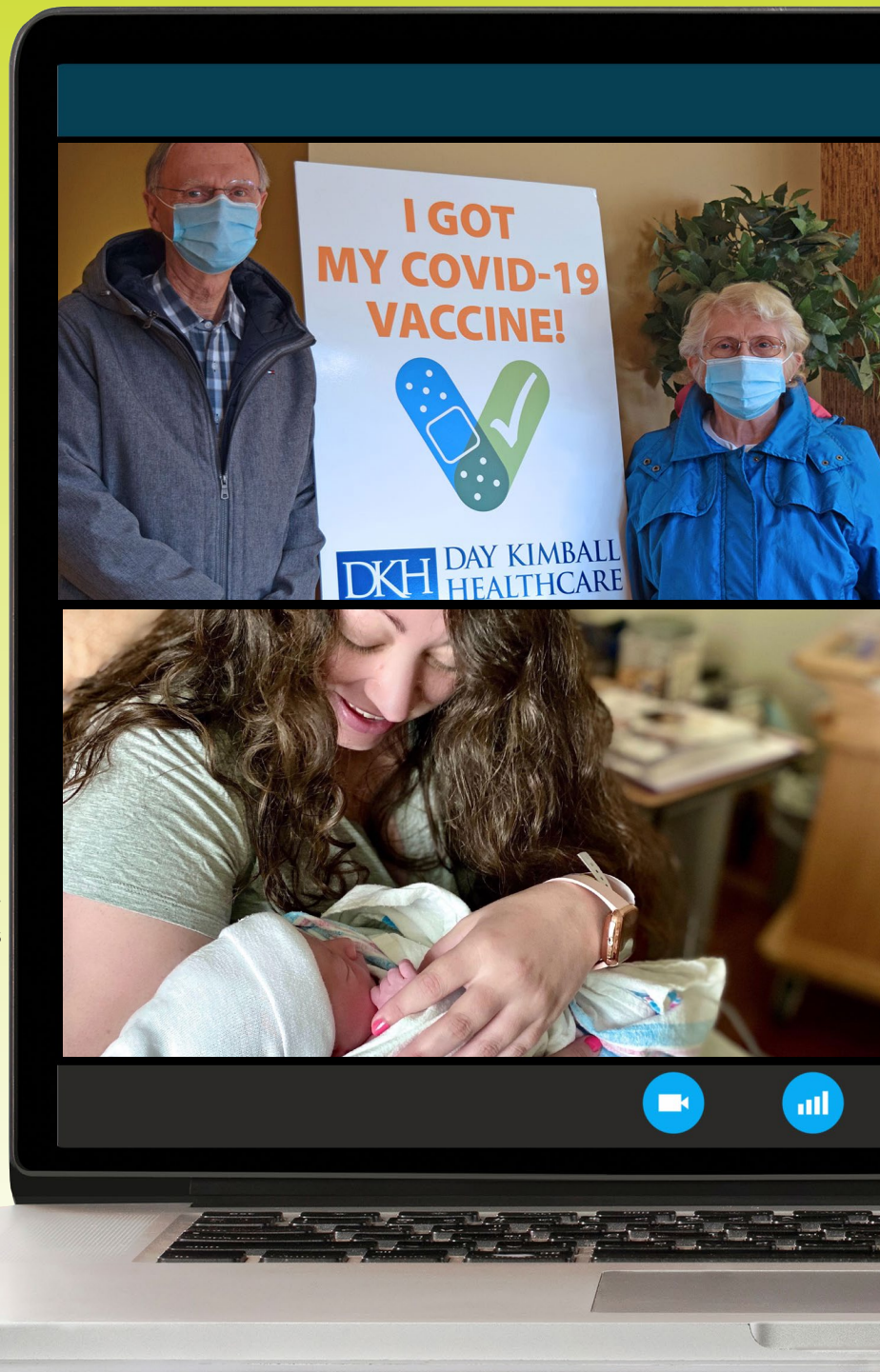
The Kirsts were pleased with the vaccination process at Day Kimball, saying that everything went smoothly from start to end.

## FIRST-TIME PARENTS' "STELLAR" BIRTHING EXPERIENCE

Kassie and Riley Prather of Woodstock brought new life into the world in July 2020 at the Burdick Family Birthing Center at Day Kimball Hospital.

Like so many others, the pandemic put a six-foot barrier in the young couple's new-parent experience, significantly altering the way they could seek help and support from extended family and friends. With rapidly changing regulations, quarantining, visitation restrictions, and the fear of contracting the virus, the couple faced historic challenges of delivering their baby during a once-in-a-century health crisis. However, their fears and feelings of isolation were put to ease by the consistent, calm reassurance they received from DKH staff throughout their maternity care and stay at the Hospital.

"I absolutely recommend Day Kimball Hospital to any expecting mothers," Kassie said. "We were blessed to have such an amazing experience. The staff, the facility, the technology, the food, the procedures to keep everyone safe and healthy (even in the middle of a global pandemic)—all stellar. We're glad they were all part of our story."







### **1,000TH DKH EMPLOYEE VACCINATED**

Michelle Donahue, hematology/oncology manager in the Rose Bove LaRose Cancer Center, was the 1,000th employee to receive the COVID-19 vaccine, and said she did it for her patients, colleagues, and her family. At the time, Michelle was 20 weeks pregnant and expecting twins, and faced the decision of whether getting vaccinated was right for her and her unborn children.

"Initially I was hesitant," Michelle said. "However, I consulted with my DKH OB/GYN and maternal-fetal medicine physicians who helped me weigh the risks and benefits. Together we decided that the known risks of COVID-19 to babies were more significant than the small, but unknown risks associated with the vaccine."

"The vaccine gives me hope that my twins will be able to meet their extended family, and that my twins and my 2 year old son will eventually get to experience the camaraderie of regular interaction with friends and family," she added.

### **POMFRET TEACHER HISTORIC MOMENT**

Genevieve "Ginger" Kellaway, Learning Specialist at Rectory School in Pomfret, got her second dose of the Moderna vaccine at DKH's Healthcare Center in Plainfield in March 2021. Ginger was pleased with the vaccination process, and expressed her relief and pride in setting an example just like a good teacher would.

"The vaccine clinic was organized and meticulous. The staff were friendly and upbeat. It couldn't have been more positive," Ginger said. "I experienced gratitude and genuine happiness to be participating in this historic moment."

Ginger, who has been teaching at the Rectory School for 15 years, switched to remote teaching with her students. When she heard she was eligible for the vaccine, she didn't hesitate to receive it. "Rectory is planning to be fully in-person for the fall 2021 term. I am eager to go back," she said.

# Stronger Together

At Day Kimball Healthcare our community is our strength, inspiring and empowering us day in, and day out, to be our best selves. We continue to be astounded by the generosity, care, and compassion that has been extended on our behalf and that of our patients, especially during challenging times. In the face of an ongoing global pandemic, our community – a combination of dedicated donors, hospital staff, volunteers, community members and business partners, has come together again in the true spirit of giving, strengthening our resolve with unified messages of hope and inspiration and helping us exceed all expectations in achieving our fundraising goals.

Annual fundraising efforts and investment earnings by the close of fiscal year 2021 yielded \$575,544 to benefit the hospital, its programs, and subsidiaries. Improvements included fetal monitors for the Burdick Family Birthing Center; technology upgrades for the Cardio Rehab center and HomeCare; new equipment and patient transportation for the Rose Bove LaRose Oncology Center; and COVID-19 protection equipment. These funds also supported a variety of services not otherwise afforded to patients and their families through insurance including cancer care, hospice, family and child advocacy, spiritual care, and education and wellness programs.

Annual and memorial gifts totaled \$113,060 to the hospital; \$10,606 to Pastoral Care; and \$84,972 for HomeCare, HomeMakers, and Hospice and Palliative Care. Legacy and planned gifts totaled \$182,759, including income benefitting the hospital from long established trusts including those of Sara Crosby Dunleavy, Marion L. Harvey, Mildred B. Hibbard, Dr. Seldom B. Overlock, Almond B. Paine, and Frances Starkweather.

With creative planning and the help of numerous volunteers, special events raised \$184,147, exceeding all expectations in terms of both revenue and participation. While our traditionally robust schedule of events fell victim to COVID-19 restrictions, we held three successful events, including one virtual experience. The 31st annual Hospice & Palliative Care of Northeastern CT "Tree of Life" was held virtually on December 13th and raised \$35,775 in support of hospice patients and their families. DKH's "Cruise, BBQ & Brew," a motorcycle and car cruise organized by our Cruisin' for Cancer Care Committee, was held in August and saw record-breaking attendance and revenue with over 200 participants and \$27,169 raised in support of the NE CT Cancer Fund of DKH which provides financial assistance for cancer-related screening and treatment services for uninsured and under-insured patients. Our most significant fundraiser was the 37th annual Day Kimball Hospital Centreville Bank Golf Classic, held on September 10th at CT National Golf Club. Centreville Bank partnered with DKH as the title sponsor for the fifth consecutive year,

contributing \$25,000 toward the purchase of new equipment for the emergency department, and medical surgical and intensive care units. Thanks to Centreville's contribution and those of over 180 sponsors and 230 participants and volunteers, \$121,203 was raised to benefit the hospital.

Inclusive of these efforts and initiatives spearheaded by community members and organizations, a total of \$131,518 was raised in support of cancer care and screening services at DKH. Gifts to the Rose Bove LaRose Oncology Center totaled \$73,653, including a \$25,000 donation by Putnam Plastics Corporation in support of enhancements to patient treatment areas and refrigeration for Caitlyn's Cupboard, the hospital-based food pantry for oncology patients; and \$13,500 from the Northeast Cancer Crusaders for exam tables and patient transportation. Gifts to the NE CT Cancer Fund totaled \$57,865, boosted by a \$13,260 donation through SPIROL International's Employee Giving Program, and \$3,700 from the Putnam Police Department's Pink Patch Project.

In addition to monetary donations, our healthcare staff have been encouraged and energized by numerous acts of kindness and in-kind donations which have come in many forms throughout the pandemic, including donations of personal protective equipment, food and refreshment, and heartfelt messages of thanks and inspiration.

Our hospital was established through community partnerships and philanthropy, and as is evident throughout this report, continues to build upon a foundation of mutual care and support. We are forever grateful for the selfless acts of generosity and kindness that continue to strengthen our resolve, lift the spirits of our healthcare workers, and provide the critical supplies, equipment, and resources necessary to ensure and safeguard our commitment to the delivery of high quality and compassionate care to our patients and families.

**Kristen E. Willis, Director of Development**

## FY 2021 Fund Development Contributions

Day Kimball Hospital	\$ 479,966
Pastoral Care	\$ 10,606
Day Kimball HomeCare	\$ 8,241
Day Kimball HomeMakers	\$ 9,036
Hospice & Palliative Care of Northeastern CT	\$ 67,695
<b>Total</b>	<b>\$575,544</b>

Reported funds include annual campaigns, special events, temporarily restricted gifts, memorials, bequest, trusts, and interest income. October 1, 2020 through September 30, 2021.



\$575,544



# Supporting DKH

During a second year of unprecedented changes surrounding the coronavirus pandemic, the Woman's Board of Day Kimball Hospital found itself once again having to pivot and innovate in order to remain committed to its mission of raising funds for the hospital. Like many charitable organizations the WB knew that the challenges it would face had to once again be met with proactive approaches and creative ways of engagement that involved increased member activity, strategic fundraising methods and the effective reach of social media. Clearly, it was

important to establish the right mix of ideas to meet at least some fundraising goals for the year, keep members engaged and various supporters within the community interested. As a result of a highly successful calendar raffle, productive annual raffle, record proceeds from a 'Ladies Only Golf Tournament' and consistent income from the DKH Gift Shop, the Woman's Board could not have asked for a better outcome when it came to achieving what it set out to do. Despite the challenges our non-profit faced, we still managed to make a significant financial contribution to the hospital, stay connected as a group and remain true to our organization's mission. As 2021 concludes and the uncertainty of 2022 stands before us, it still is difficult to ascertain what challenges the new year will bring. Whatever those challenges may be, the Woman's Board of Day Kimball Hospital remains committed to doing everything it needs to do to adapt, stay positive, be resilient and display fortitude as it seeks to support the ancillary needs of its long-standing legacy partner.



**Valentine L. Houle-Iamartino**  
**President, Woman's Board of Day Kimball Hospital**

**U.S. Senator Chris Murphy** visited Day Kimball Hospital on February 17, 2021 to view its COVID-19 vaccination clinic and to meet with DKH administration, medical leadership, and vaccine distribution staff, as well as CT Senator Mae Flexer and Putnam Mayor Barney Seney. During his visit, Senator Murphy learned about our rural community hospital's accomplishments, challenges, and needs in the COVID-19 vaccine rollout.



DKH thanks our representatives for championing health care in our state and region, and for giving voice to the communities of Northeast Connecticut.

**U.S. Congressman Joe Courtney** visited Day Kimball Hospital on August 6, 2021 to meet with DKH administration and medical leadership, as well as CT Senator Mae Flexer. During his visit, Congressman Courtney learned about our rural community hospital's



accomplishments, challenges, and needs. As part of the conversation, DKH leadership thanked Congressman Courtney and

our representatives for championing health care in our state and region, and particularly for their recent support in acquiring technology enhancements within the organization's diagnostic imaging service line. "DKH is grateful to receive federal support organized through Congressman Joe Courtney that will be utilized in the acquisition of new imaging equipment which will allow our team to provide an expanded array of services while concurrently improving efficiency and safety for our patients and staff. We are proud to serve as Northeast Connecticut's primary access point for healthcare services, and this funding ensures our ability to continually serve in that capacity," said Kyle Kramer, President and Chief Executive Officer, Day Kimball Healthcare.

# We're all in this Together



### Brooklyn MS Card Donation

On December 23, 2020, Ms. Rachel Mackewicz, a faculty member at Brooklyn Middle School hand-delivered holiday wishes, illustrations, and treats on behalf of her 8th grade students to be delivered to DKH healthcare workers at DKH in appreciation for their hard work and dedication.



### Tree of Life

The 31st annual Tree of Life campaign raised \$35,775 in support of Hospice & Palliative Care of Northeastern CT. The virtual ceremony, filmed on the grounds of the Most Holy Trinity Church of Pomfret, had 596 viewers and included a program led by DKH hospice professionals and volunteers with a simultaneous tree-lighting experience representing the many towns DKH serves, and honoring the many lives touched by hospice services in our region.



### Warmth & Wellness Drive

DKH's fourth annual Warmth & Wellness holiday Drive collected over 50 cases of personal care and warmth items to benefit those in need across. DKH employees and community donated hundreds of items which were distributed to Thompson Ecumenical Empowerment Group (TEEG), Interfaith Human Services of Putnam's (IHSP) food pantry and clothing closet, the DKH Family Advocacy Center, and DKH Behavioral Health Outpatient Services.



### Shannon Labonte Donation

In July 2021, the Solomon family donated \$1,500 to NE CT Cancer Fund of DKH in memory of the life of their family member and DKH's 2018 NECT Cancer Fund Walk & Race Angel Ambassador, Shannon Labonte. Since Shannon's passing, the Solomon family and friends have organized various fundraisers to benefit the NE CT Cancer Fund, the Shannon Lee Labonte Scholarship Fund at Putnam High School and other causes that she held close at heart. (L to R): Family members Shawn Toussaint, Bettye Jo Pakulis, Linda Pacheco, Ann Russo, Zoe Labonte, Roberta Solomon, JoAnn Labonte, and Kristen Willis, Development Director, DKH.



### Golf Classic

The 37th Annual Day Kimball Hospital Centreville Bank Golf Classic held at the Connecticut National Golf Club raised more than \$121,203, the net proceeds of which benefit Day Kimball Healthcare's continued growth. Tournament highlights included an air-cannon ball shoot, a mid-day presentation and salute by the American Legion L'Homme Burdick Post 21 Danielson Color Guard escorted by the Manchester Pipe Band, and a tribute to all service personnel in honor of 9-11. (L to R): Kyle Kramer, CEO, DKH; Hal Horvat, President & CEO, Centreville, Bank; and Merton Gollaher, Partner, Garfunkel, Wild, PC.



### Pink Patch Project

Chief Chris Ferace and Captain Justin Lussier of the Putnam Police Department presented a donation of \$3,700 for the NE CT Cancer Fund of DKH from their 2020 Pink Patch Project fundraiser, a spirited annual event that raises awareness and funds during Breast Cancer Awareness Month in October. (L to R): Chief Chris Ferace, Captain Justin Lussier, & Kristen Willis, DKH Director of Development.



### Volunteer Appreciation Week

DKH honored its 109 adult volunteers on April 22, 2021 with a drive through breakfast and service awards event yesterday at the Hospital in celebration of National Volunteer Week. Longest serving volunteer, Elaine Mills, who has dedicated 38 years to DKH, and Roger Franklin, who has volunteered the most hours, totaling 19,500, were recognized during the event. While COVID-19 restrictions have sharply reduced the number of volunteer opportunities within the hospital, our dedicated team of volunteers was able to provide over 4,000 hours of volunteer service during FY2021.



### Give it a Tri

The tenth annual Day Kimball Healthcare (DKH) "Give it a TRI" triathlon was held on July 31, 2021 with nearly 100 participants trying their hand at the half-mile swim, 12.5 mile bike ride and 3.1 mile run. Triathletes raced side-by-side on the sands and in the waters of Moosup Pond to support DKH, and ongoing and future health and wellness education for communities across Northeast Connecticut.



**Cruise, BBQ & Brew**

DKH's Cruise, BBQ & Brew, a motorcycle and car cruise held on August 15, 2021, raised \$27,169 to benefit the NE CT Cancer Fund of DKH. Over 200 motorcyclists and classic car enthusiasts joined in for memorial laps around the Thompson Speedway's 1.7 mile course, followed by a scenic ride that covered over 40 miles throughout beautiful Northeast Connecticut. This year's event concluded at the Black Dog Bar and Grille in Putnam where participants convened for a delicious BBQ lunch.



**Putnam Leo's Card Donation**

On April 2, 2021, members of the Putnam Leo Club delivered over 60 handmade cards with messages thanking our DKH healthcare heroes for their work. 15 members of the Club, ranging in age from 12 to 18, participated in this creative and heartwarming community service project. (L to R): DKH Director of Development Kristen Willis; Putnam Leo Club Members Abby St. Martin, Emily St. Martin, & Club President Connor Vassar; and Putnam Leo Club Advisor Amy Beth St. Martin.



**Putnam Plastics Donation**

DKH received a generous donation of \$25,000 from long-time supporter and corporate partner, Putnam Plastics Corporation of Dayville, CT to support the Rose Bove LaRose Oncology Fund of DKH for direct patient care and services. (L to R): Kristen Willis, DKH Director of Development, DKH; Jayme Dandeneau, Oncology Nurse Navigator, DKH; Ryan Dandeneau, President, Putnam Plastics; Kyle Kramer, CEO, DKH; Jim Dandeneau, CEO, Putnam Plastics; Marci Seney, Mgr. Marketing & Advertising, DKH.



**SPIROL Employee Giving**

SPIROL International Corporation stepped forward for a third consecutive year to support the NE CT Cancer at DKH by raising \$13,260 through the company's fiscal year 2021 employee giving campaign and matching corporate gift. (L to R): Jeffrey Koehl, CEO SPIROL; SPIROL employee Tim Thortenson; Kyle Kramer, CEO DKH; SPIROL employee Nicole Audet; Kristen Willis, DKH Director of Development; Matt Bartlett, SPIROL Manufacturing Mgr. & Employee Giving Chair; and SPIROL employees Tara Meinck, Nicole LaVergne, and Eric Champagne.



**IHSP Partnership**

In May of 2021, DKH's hospital-based food pantry for oncology patients partnered with Interfaith Human Services of Putnam's Food Pantry, Daily Bread. The partnership helps our cancer patients access fresh produce as well as providing purchasing opportunities for Caitlyn's Cupboard through the Connecticut Food Bank. In return, Caitlyn's Cupboard offers nutrition education programming to Daily Bread clients. (L to R): Karen Osbrey, President, IHSP; Kristen Willis, Director of Development, DKH; Ann Kathi Peterson, Program Coordinator, IHSP; Caitlyn Sward, Registered Dietician Nutritionist, DKH; Kyle Kramer, CEO, DKH.



**Lake Road Generating**

In January of 2021, the team at Lake Road Generating in Dayville, CT donated nearly 150 meals to our frontline heroes. Renee's Working Girl Catering prepared and delivered the meals to our staff in the emergency department, intensive care unit, and medical/surgical unit at DKH who were overwhelmed with gratitude and whose spirits were lifted during a very difficult time for our medical community.

# Awards & Accolades

At Day Kimball, we're committed to delivering top-quality care that meets national standards at a local level for those we are privileged to serve. And, we're honored to be among an elite group of hospitals nationally recognized for providing best-in-class patient care. Coming at a time of unprecedented health challenges, these awards are affirmation of the relentless commitment of our incredible team who come to work every day committed to delivering excellence in quality, safety, and service.

## 2021 NATIONAL RECOGNITION

**CMS 5-Star Rating** - Day Kimball Hospital was awarded the highest 5-star quality rating from the Centers for Medicare and Medicaid Services (CMS). DKH was 1 of only 4 hospitals in Connecticut to achieve an overall 5-star ranking from CMS. Nationally, DKH ranks in the top 13% (one of just over 400) of eligible hospitals that earned this distinction.

**Leapfrog A Grades** - In both the spring and fall of 2021, DKH was honored with an "A" grade from the Leapfrog Group. Day Kimball was among 33% of over 2,700 hospitals graded across the country and 8 in Connecticut to earn the "A" rating, placing it in the top third of hospitals in the nation for patient safety (spring).

## OTHER KEY AWARDS

**Connecticut Magazine "Top Docs" - 15 of Day Kimball's physicians were named "Top Docs" in Connecticut Magazine's list of Top Doctors in 2021:**

- Michael Baum, MD; General Surgery
- Lisa Canter, MD; Cardiology
- Marc Cerrone, MD; Pediatrics
- Christopher Charon, MD; Ear, Nose & Throat
- Biren Chokshi, MD; Orthopedics
- Timothy Cooper, MD; Family Medicine
- Mary Frisella, MD; Cardiology
- Daniel George, MD; Orthopedics
- Anne Josephs, MD; Pediatrics
- Erica Kesselman, MD; OB/GYN
- John Modica, MD; Cardiology
- Robert Moes, MD; Pediatrics
- Elena Poloukhine, MD; Gynecology
- Kevin Reagan, MD; Orthopedics
- Stephen Schiff, MD; Urology

**Best of Eastern Connecticut 2021 - Congratulations to these DKH winners who took top prize in their categories:**

- Dr. Marc Cerrone, Pediatrician
- Dr. James Dean, Ophthalmologist
- Dr. Timothy Monahan, DKMG Dermatology
- Day Kimball Medical Group, OBGYN



## ONGOING QUALITY DISTINCTIONS

- Joint Commission Gold Seal of Approval® for Advanced Certification for Primary Stroke Centers
- Joint Commission's Gold Seal of Approval® (Day Kimball Hospital and Day Kimball Healthcare At Home)
- Joint Commission's Gold Seal of Approval® for Joint Replacement Certification
- Blue Distinction® Center for Knee and Hip
- Blue Distinction® Center+ for Maternity Care
- American Heart Association/American Stroke Association Certification Heart-Check Mark for Advanced Certification for Primary Stroke Centers
- Baby – Friendly Designation awarded by Baby – Friendly USA, Inc.
- College of American Pathologists Lab Accreditation
- Commission on Cancer Accreditation by the American College of Surgeons
- Cigna Center for Excellence Designation for hip replacement, knee replacement and pulmonary medical care
- Mammography Quality Standards Act Accreditation by the Food and Drug Administration
- CNOR® Strong Designation from the Competency & Credentialing Institute



CERTIFICATION  
Meets standards for  
**Primary Stroke Center**



A QUALITY PROGRAM  
OF THE AMERICAN  
COLLEGE OF SURGEONS



Day Kimball Hospital is  
a Baby-Friendly Hospital  
Designated 2016 – 2021





# Advancements in Technology & Patient Services

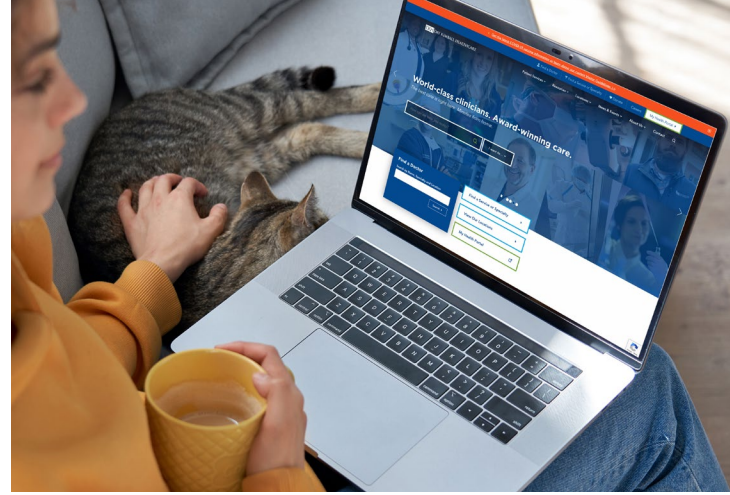
Day Kimball Healthcare is a thriving organization committed to meeting our community's healthcare needs in an environment that is ever changing. Consumer demand, technological advancements, and creative thinking are driving new and different ways that we deliver the high-quality healthcare our community has come to depend on from DKH.

*Kyle Kramer, DKH CEO, pictured with DKH's new Serena Bright™ designed by GE Healthcare. Read about it in the story at right.*



## NEW AND IMPROVED WEBSITE

After months of development and testing, DKH launched its next generation website this year. The redesigned site has a fresh and modern new look and is feature-rich, with a more intuitive user journey and experience, and delivers an interactive, mobile-friendly, comprehensive source of the organization's information and services. The new website was developed based on health care best practices that exceeds accessibility standards, ensuring the widest possible audience can engage with the site's streamlined, modern and inclusive design. New features include an interactive calendar of events with payment option, improved search functionality for physicians and patient services, and enhanced analytics.



## DIABETES AND WEIGHT MANAGEMENT

DKH has expanded its specialty care services with the establishment of a new endocrinology service line to support patients with endocrine and metabolic disorders. This year we welcomed two highly respected clinicians to our endocrinology team: Dr. Meryl J. Reichman is a board-certified endocrinologist with over 20 years of clinical experience in endocrinology and metabolism, and Sarah Balko, RD, CDE, is a registered dietitian and certified diabetes educator. Together, these esteemed providers can treat a range of issues including diabetes, infertility, healthy eating, weight management, and much more. Our community now has access to a multidisciplinary team approach for diabetes care with comprehensive case management and individualized treatment plans.



## ADVANCEMENTS IN CATARACT SURGERY

The ORA System® with VerifEye+™ Technology is a revolutionary diagnostic tool now being used by DKH surgeons to significantly improve visual outcomes after cataract surgery, even for patients who have previously undergone laser vision correction (LASIK) or photorefractive keratectomy surgery (PRK). This powerful tool, developed by Alcon, a global leader in eye care, arrived at DKH this year and provides reliable data and image guidance to ophthalmologists, helping to make cataract surgery even more precise. This is a significant technical advancement in cataract surgery because, for the first time ever, the eye prescription can be corrected in real time during cataract surgery, truly customizing each patient's unique visual result, leading to greater patient satisfaction.



## SERENA BRIGHT™ ARRIVES AT DKH

Serena Bright™ has arrived at Day Kimball Hospital's Diagnostic Imaging center, and is the industry's first contrast-guided biopsy solution, helping empower clinicians and patients in their fight against breast cancer. Day Kimball Hospital is the first hospital in Connecticut to offer this cutting-edge technology, which allows patients to have their breast biopsy exams with contrast guidance using the same mammography equipment, in the same room, and with the same staff as the screening or diagnostic mammogram. Serena Bright™ provides reliable and accurate results that lead to a clear path of action, usually without further testing. Serena Bright™ may help decrease delays for patients, allowing follow-up biopsy procedures to be done in a matter of days, rather than waiting several weeks.

## TELEHEALTH AND COVID-19 STATISTICS

With the onset of the pandemic came the transition from routine face-to-face appointments to telehealth visits. As we all continue to adapt to changes brought on by the pandemic, clinicians across multiple Day Kimball services, including primary and specialty care, outpatient behavioral health and cancer care, have continued to safely deliver care to patients utilizing virtual based technology.

Total Telehealth Visits DKMG	7,728
Total Telehealth Visits Oncology	147
Total Telehealth Visits Behavioral Health	3,216
Total Number of Vaccines Given	56,295
Total Number of Tests Performed	30,982
Total Number of Inpatients treated for COVID	232

# Financial Update

Day Kimball Healthcare has experienced a significantly positive turnaround with regards to the fiscal year 2021 operating results.

Fiscal year 2020 was an extremely difficult year resulting from the Covid-19 outbreak and the sudden and severe drop in patient activity levels and resulting revenue. Despite the implementation of expense reduction initiatives intended to mitigate the financial impact of the pandemic, the system incurred an operating loss of \$11.2 million dollars in fiscal year 2020 as the Federal financial relief and lack of State financial relief was not nearly enough to offset the revenue decrease.

The operating budget for fiscal year 2021 called for a return to a small positive operating margin of \$102,000. As the fiscal year began in October there was reason for optimism. The virus prevalence was low and a return to pre-pandemic patient activity levels were being experienced across most of our service lines. After a successful October, operating results took a turn for the worse beginning in November and extending through February. Post the Thanksgiving holiday, Covid levels in Northeast Connecticut rose sharply and these levels continued into the middle of February. As a result we experienced another downturn in patient activity levels for many of our outpatient services as well as a very sharp increase in patients hospitalized with a Covid-19 diagnosis. The sharp increase in Covid positive inpatients with a census at times of over 20 patients put a tremendous strain on our staff. It also resulted in a sizeable increase in staffing, drug, and supply expenses. By the end of the 1st quarter of fiscal year 2021 Day Kimball was reporting an operating loss of approximately \$1.1 million. In January, the start of the 2nd quarter, we continued with a high number of Covid positive inpatient as well as a high number of Covid positive patients in our communities. Thankfully, we received additional federal and state Covid related financial relief in the 2nd quarter which helped to offset the operating losses resulting from the Covid surge we had been experiencing since November. During the 2nd quarter of the year we received a total of \$5.9 million in federal and state financial relief.

With the Covid surge subsiding we started seeing much improved patient activity levels as we moved into March and April. This positive trend continued for the remainder of Fiscal year 2021. Over the last seven months of the fiscal year (March through September) operating results were significantly positive as result of the increases in services being delivered to our patients as well as a continued focus on operating efficiency. This strong financial performance allowed us to post an operating gain for Fiscal Year 2021 of just over \$2 million. These are the strongest financial results we have experienced in many years. These results are truly a testament to the dedication of the entire team of Day Kimball employees.

As we move into fiscal year 2022 we are again budgeting a small gain from operations of approximately \$400,000. We are conservatively budgeting modest growth in patient activity levels over fiscal year 2021 and continuing our focus on operating efficiency. At the time of this writing we are experiencing another surge of Covid in our communities resulting in an increase of Covid patients being hospitalized at Day Kimball. The hope is that the surge will not be as severe as what was experienced during the same period in fiscal year 2021 due to the availability of vaccines.

**Operating gain for Fiscal Year  
2021 of just over**

**\$2 Million**

# Exciting News About Our Future

Day Kimball Healthcare is so proud of our 127-year tradition of providing the highest quality care and always acting with the community's best interest in mind. On November 16, 2021, one of the brightest days in our organization's recent history, we announced some very important and exciting news about the future of our health system.

After months of thoughtful conversation between the leadership teams and boards of Day Kimball Healthcare and Covenant Health, we are so thrilled to share that we have signed an affiliation agreement that will allow us to move forward with discussions aimed at Day Kimball Healthcare becoming a full member of Covenant Health.

As we evaluated a partnership opportunity, we were specifically looking for an organization that is committed to providing high-quality patient-centered care in communities like ours, and one that shares our mission of improving the health and wellbeing of our community by providing the best medical care.

Covenant Health is committed to helping community-based healthcare systems like ours survive and thrive. By joining forces with Covenant Health, Day Kimball Healthcare can achieve an economy of scale and operating efficiencies that will make us more efficient, effective and competitive, and will allow us to preserve and strengthen vital healthcare resources in our local community. This affiliation will further enhance our ability to serve our immediate community and beyond, and will provide us the opportunity to make much needed investments in our electronic, physical, and clinical infrastructure.

As part of the proposed affiliation, Day Kimball's hospital, medical group, home care, hospice and palliative care and four health care centers would be owned and operated by Covenant Health. Our community-led board of directors will continue to serve in an advisory capacity to Covenant Health's board of directors, preserving local influence on decisions. Like Day Kimball, Covenant Health shares a deep commitment to serving people of all faiths, backgrounds and incomes.

Based in Tewksbury, Massachusetts, Covenant Health has earned a reputation for being an innovative, not-for-profit Catholic healthcare system in the region. Covenant's family of organizations include 3 acute hospitals and 12 skilled nursing and senior living communities throughout New England and in Pennsylvania.

This affiliation requires the review and approval of several regulatory agencies, a process we anticipate will take several months. Once the proposed affiliation is approved by regulators, Day Kimball Healthcare will then be a full member of Covenant Health.

Our future has never been brighter, and as we move forward with our affiliation with Covenant Health, we are confident that our collaborative efforts will build a strong pathway forward in service to our community. Guided by our shared values and commitment to providing high-quality and compassionate care, the union of Day Kimball and Covenant Health will allow us to expand and elevate our ability to serve the healthcare needs of northeastern Connecticut, now and well into our exciting future.





**DKH** DAY KIMBALL HEALTHCARE

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**Day Kimball Hospital**  
**Day Kimball Medical Group**  
**Day Kimball Healthcare At Home**