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[Printer-Friendly Version](#)

In This Issue:

Hospitals Support Plans to Publicize Safe Havens Law

Connecticut's Safety Award in National Spotlight

New England Regional Health Equity Council Working to Eliminate Disparities

CDC Issues New Ebola Guidance

Education Update

Update Archives

Hospitals Support Plans to Publicize Safe Havens Law



Representative Pam Sawyer (R-55), House Republican Deputy Leader-at-Large, announced plans this week for a working group that will help spread the word among Connecticut's young people and vulnerable populations about the state's Safe Havens law. CHA was represented at Rep. Sawyer's press conference on August 19 by Carl Schiessl, Director, Regulatory Advocacy.

Rep. Sawyer said she made the decision to bring key stakeholders together to help publicize the law after a deceased newborn was found in a trash can last week. She is concerned that younger generations may not be aware of the law, the passage of which she supported in 2000.

"It is imperative that our citizens – particularly young mothers – are aware that they have options if they cannot adequately care for their child," Rep. Sawyer said. "I have been working to organize a group of creative people from hospitals, universities, media outlets, state agencies, and others who can come together to brainstorm ways to spread the word about the Safe Havens law. The law only works if these distressed mothers know about it."

The law enables a distressed parent to leave an infant at a hospital emergency room anonymously without fear of prosecution for abandonment, up to 30 days after birth. She acknowledged and thanked hospitals for their support of the law; since it took effect in 2000, 23 infants have been surrendered.

Rep. Sawyer said she plans to convene her working group in mid-September, and that she "looks forward to the participation of Connecticut's world-class hospitals in this effort."

Connecticut's Safety Award in National Spotlight



Connecticut hospitals' patient safety efforts were highlighted in the August issue of *Hospitals & Health Networks Magazine* (http://www.hhnmag.com/display/HHN-news-article.dhtml?dcrPath=/templatedata/HF_Common/NewsArticle/data/HHN/Magazine/2014/Aug/fea-davidson-award-hospital-association). The article profiled the success of the high reliability safety program in Connecticut – the first statewide high reliability healthcare collaborative in the nation – because it was recently awarded the Dick Davidson Quality Milestone Award for Allied Association Leadership.

"Creating a culture of safety has been a great way to break down competitive barriers," said Susan Davis, EdD, RN, CHA's Immediate Past Board Chair and President & CEO, Sacred Heart Health System (Florida). In the article, Susan Davis went on to say that "This enables hospitals to learn from each other and make a difference for our patients."

The American Hospital Association also highlighted Connecticut hospitals for winning the Dick Davidson Quality Milestone Award in a video that you can view here (<https://www.youtube.com/watch?v=iZcHiqYEI7U&list=UU4D02WtzbawS64WfQ3UrZ6g>).

To date, more than 10,000 Connecticut hospital staff and physicians have been trained in high reliability safety behaviors since the program began in 2010.

New England Regional Health Equity Council Working to Eliminate Disparities



The New England Regional Health Equity Council (RHEC), co-chaired by Marie Spivey, EdD, RN, Vice President, Health Equity, CHA, convened its 2014 quarterly meeting in July in Portland, Maine.

Now in its third year, the New England RHEC is exploring regional approaches to address health disparities and the social determinants of health including education, employment, housing, and the environment – all of which influence health outcomes. The Council is developing a Health Equity Report Card, which will identify health problems exacerbated by racial/ethnic inequalities, with a goal of eliminating health disparities and improving health outcomes for people across the region. Additionally, it is working on a major project to encourage young adults to get health insurance. As well, it is working on a program to recognize the work of and provide additional support for community health workers in the New England states.

Notably, during the meeting, Marcus McKinney, Vice President, Community Health Equity and Health Policy, Saint Francis Hospital and Medical Center, was elected as a new member of RHEC, as was Michele Stewart Copes, President of SEET Consultants, LLC, and a national trainer and consultant in systems change, community integration, staff development, and systems of care coaching.

RHEC is the regional arm of the National Partnership for Action to End Health Disparities. Supported by the U.S. Department of Health and Human Services Office of Minority Health, the 10 RHECs across the country are the first national multi-sector community and partnership-driven efforts on behalf of health equity. The mission of the New England RHEC is to leverage and increase the effectiveness of the collective actions and resources of partners, community representatives, leaders, and stakeholders that address the social determinants of health, the delivery of high quality healthcare, and the elimination of systemic health disparities to achieve health equity for all in the New England region.

CDC Issues New Ebola Guidance

On August 19, the Centers for Disease Control and Prevention released new Ebola virus guidance (<http://app6.vocusgr.com/Tracking.aspx?Data=HHL%3d9261%3e%26JDG%3c98%3cOHL%3d8%2b62&RE=IN&RI=18801604&Preview=False&DistributionActionID=29792&Action=Follow+Link>) for environmental infection control in hospitals. The guidance covers topics related to waste, linens, and recommended personal protective equipment for environmental services staff. The recent Ebola outbreak in West Africa, which has taken 1,350 lives, has increased the need for U.S. healthcare facilities to be prepared to safely manage potential patients.

Hospitals across the state are on alert and following CDC (<http://www.cdc.gov/vhf/ebola/hcp/infection-prevention-and-control-recommendations.html>) guidance on Ebola infection prevention and control. CHA and the Connecticut Department of Public Health are also in contact with hospitals to share information and best practices to ensure the safety of hospital patients, staff, and the general public.

Education Update

Lean Principles: Process Flow and Value Stream Mapping in Healthcare

(Two-session program: Participants must attend both sessions.)

Wednesday, September 3, 2014

9:00 a.m. – 2:00 p.m.

Wednesday, September 24, 2014

9:00 a.m. – 2:00 p.m.

View Brochure (<http://www.cthosp.org/eventcalendar/uploads/LeanBrochure.pdf>) | Event Registration (<http://www.cthosp.org/eventcalendar/index.cfm?action=register&date=41885&id=402>)

As the demands of health reform drive change in all areas of healthcare delivery, hospital leaders are focused on transforming their organizations through strategies that simultaneously increase revenue and sharply reduce costs. Lean principles offer leaders a management system and methodology that eliminates roadblocks and allows hospitals to improve the quality of care for patients by reducing errors and waiting times. It is a systematic approach to reducing costs and risks, while simultaneously setting the stage for growth and expansion.

This two-session program will explain the value of applying Lean principles and methodology to improve healthcare—by providing examples of specific benefits that accrue when the people that actually do the work look at the details of processes and fix things where the work is done.

The program is designed for beginners—or those with only limited understanding/experience applying Lean principles and methodology. Clinical leaders, operational managers, and administrative support staff will all benefit from learning more about this method of continuous improvement and employee engagement.

Continuing education credits will be awarded. Please see the brochure for more details.

HRO Fair and Just Accountability

Tuesday, September 16, 2014

9:00 a.m. - 12:00 p.m.

Event Registration (<http://www.cthosp.org/eventcalendar/index.cfm?action=register&date=41898&id=381>)

Thursday, September 18, 2014

1:00 p.m. - 4:00 p.m.

Event Registration (<http://www.cthosp.org/eventcalendar/index.cfm?action=register&date=41900&id=385>)

Thursday, October 2, 2014

9:00 a.m. - 12:00 p.m.

Event Registration (<http://www.cthosp.org/eventcalendar/index.cfm?action=register&date=41914&id=386>)

Friday, October 3, 2014

1:00 p.m. - 4:00 p.m.

Event Registration (<http://www.cthosp.org/eventcalendar/index.cfm?action=register&date=41915&id=387>)

This is a session for Human Resources Executives and anyone else who manages people. Fair and Just Accountability trains staff to review performance from a standardized perspective when there is an adverse event, focusing on the behavior rather than the outcome.

HRO Safety Coach Training

Tuesday, September 16, 2014

1:00 p.m. - 4:00 p.m.

Event Registration (<http://www.cthosp.org/eventcalendar/index.cfm?action=register&date=41898&id=382>)

Thursday, September 18, 2014

9:00 a.m. - 12:00 p.m.

Event Registration (<http://www.cthosp.org/eventcalendar/index.cfm?action=register&date=41900&id=383>)

Safety Coaches are peer mentors, trained to recognize and acknowledge good high reliability behavior and to remind people about opportunities to improve behavior that does not stay true to high reliability concepts.

HRO Leadership Method Training

Wednesday, September 17, 2014

8:00 a.m. - 4:30 p.m.

Event Registration (<http://www.cthosp.org/eventcalendar/index.cfm?action=register&date=41899&id=384>)

This eight-hour Leadership session is designed to teach your hospital leaders the concepts of high reliability science and behaviors. The session is structured for leaders at the manager level and above. Continuing education credits will be awarded for these sessions. Breakfast and lunch are provided.

Partnership for Patients—Surviving Sepsis

Friday, September 19, 2014

9:00 a.m. - 3:00 p.m.

View Brochure (<http://www.cthosp.org/eventcalendar/uploads/September%202014%20STDate.pdf>) | Event Registration (<http://www.cthosp.org/eventcalendar/index.cfm?action=register&date=41901&id=403>)

Severe sepsis accounts for 20% of ICU admissions and is the leading cause of death in non-cardiac ICUs. Guidelines came out in 2004 and were modified most recently in 2012, but comprehensive adoption of the guidelines is still not occurring statewide. We are pleased to have Dr. Mitchell Levy of Brown University and his colleagues present a comprehensive approach to identifying and treating sepsis in the Emergency Departments and on the floors.

Because of a CMS directive that prohibits CHA from providing meals to participants, CHA will invoice the hospital for the actual cost of coffee, a continental breakfast, and a light lunch for those registered. There is no charge to CHA members for the program or materials provided to participants.

Collaborations of Care—Organ Donation Across the Continuum of Care

Monday, September 22, 2014

9:00 a.m. - 12:15 p.m.

View Brochure (<http://www.cthosp.org/eventcalendar/uploads/September%202014%20STDate.pdf>) | Event Registration (<http://www.cthosp.org/eventcalendar/index.cfm?action=register&date=41904&id=404>)

Experts will discuss tools and resources available to providers across the continuum of care for discussing organ donation with patients and patients' family members. Additionally, organ donation myths will be dispelled, attention will be focused on informed authorization, and the resolution of family conflict in regard to donation decisions.

Staff to Management: Starting the Transition

Monday, September 29, 2014

9:00 a.m. - 3:00 p.m.

View Brochure (<http://www.cthosp.org/eventcalendar/uploads/September%202014%20STDate.pdf>) | Event Registration (<http://www.cthosp.org/eventcalendar/index.cfm?action=register&date=41911&id=400>)

Making the transition from being a staff person one day to a supervisor/manager the next is a significant step. Transitioning from individual contributor to being effective in a leadership role is far more challenging and complicated than ever before and requires the ability to use the tools of diplomacy, negotiation, persuasion, and alliance building to a greater degree than one used in the past.

Managing the demands of your organization for high productivity and quality, combined with financial prudence and regulatory compliance, are only part of the equation. You will discover that those tasks must be balanced with an excellent grasp of human relations skills in working closely and collaboratively with others and managing change.

Sarah Campbell Arnett, MA, NCC, BC-DMT, returns at member request to present this full-day, highly interactive, management development program, the first in a two-part series specifically designed for new managers.

Conflict Management: Engaging the Difficult Employee

Tuesday, September 30, 2014

9:00 a.m. - 3:00 p.m.

View Brochure (<http://www.cthosp.org/eventcalendar/uploads/September%202014%20STDate.pdf>) | Event Registration (<http://www.cthosp.org/eventcalendar/index.cfm?action=register&date=41912&id=401>)

It is clear to almost everyone that conflict is inevitable in life—in our personal lives as well as in the workplace. Different personalities, different work styles, cultural/ethnic norms, and differences in generational mix, all lead to an endless possibility of conflict surfacing at work.

What is not so clear is the role conflict plays in the process of change and effective team problem solving—both major factors in improving organization performance. How can we recognize and manage the sources and trigger points of conflict? When is conflict healthy—what makes it destructive? How can we reduce or defuse unnecessary conflict? What are the various styles of dealing with conflict, and the risks and benefits of each approach?

Sarah Campbell Arnett, MA, NCC, BC-DMT, one of CHA's most highly rated leadership development speakers, will present this full-day, interactive program, based on best practices in leadership theory. Ms. Arnett will present communication methods and tools for navigating the challenging maze of different personalities and communication styles to better manage conflict.

HRO Safety Starts With Me Train-the-Trainer

Wednesday, October 1, 2014

9:00 a.m. - 5:00 p.m.

Event Registration (<http://www.cthosp.org/eventcalendar/index.cfm?action=register&date=41913&id=390>)

This train-the-trainer session is designed for hospital trainers to learn how to teach the staff safety behaviors and error prevention tools.

HRO Rounding to Influence

Thursday, October 2, 2014

1:00 p.m. - 4:00 p.m.

Event Registration (<http://www.cthosp.org/eventcalendar/index.cfm?action=register&date=41914&id=389>)

Rounding to Influence teaches leaders how to go out on the units to coach, to mentor, and to sustain High Reliability habits and practices.

HRO Creating Sustainability for High Reliability Organizations

Friday, October 3, 2014

9:00 a.m. - 12:00 p.m.

Event Registration (<http://www.cthosp.org/eventcalendar/index.cfm?action=register&date=41915&id=388>)

This session is designed for drivers of change in your organization and includes concepts and tips to prevent High Reliability from becoming a “flavor of the month.”