



Friday, October 14, 2011

October 25 Kickoff Symposium Launches Innovative CHA Diversity Collaborative

On Tuesday, October 25, CHA will launch its statewide **Diversity Collaborative: From Intent to Impact** with a Kickoff Symposium that features a guest panel of renowned experts, community partners, and stakeholders. The event will be hosted by Christopher Dadlez, Chairman, CHA Board of Trustees, and President and CEO, Saint Francis Hospital and Medical Center.

Based on the highly-successful IHI clinical collaborative model, this multi-year initiative will:

- increase diversity in hospital governance and senior management,
- improve cultural competence in the delivery of care, and
- increase supplier diversity.



The event begins with a keynote address by Roslyn Brock, Vice President of Advocacy and Government Relations, Bon Secours Health System in Maryland; Member, American Hospital Association Equity of Care Committee; and Chairman of the National Board of Directors for the National Association for the Advancement of Colored People (NAACP). Her address, **Changing Systemic Imbalances in Healthcare Delivery**, draws on her 25 years of leadership and advocacy in healthcare and in the NAACP.

Ms. Brock made history in February 2010 when she was unanimously elected the 14th Chairman of the NAACP's National Board—she is the youngest person and fourth woman to hold this position. During her tenure as a Youth Board Member and Vice Chairman of the NAACP Board Health Committee, Ms. Brock led the policy debate to recognize access to quality healthcare as a civil rights issue. Her passion for healthcare resulted in the National Board's ratification and inclusion of a health committee as a standing committee in its constitution. In 1989, under the leadership of her mentor Rev. Dr. Benjamin Lawson Hooks, Ms. Brock wrote the program manual for *“Developing a NAACP Health Outreach Program for Minorities.”* She has also served on the AHA Equity of Care Committee since its inception.

Other distinguished speakers and session topics include:



Beyond Hiring: Building a Culture of Inclusion, Tiane Mitchell Gordon, Principal, Square One Consulting, and Former Senior Vice President, Diversity & Inclusion at AOL, LLC



Building a Culturally Competent System of Care, Jose Ortiz, President and CEO, Hispanic Health Council



Lessons and Tools from the Institute for Diversity in Health Management, Frederick D. Hobby, President & CEO, Institute for Diversity in Health Management



Jumpstarting Your Organization's Return: Capitalizing on the Benefits of Supply Chain Diversity, Fred W. McKinney, Ph.D., President, Greater New England Minority Supplier Development Council

In This Issue:

[October 25 Kickoff Symposium Launches Innovative CHA Diversity Collaborative](#)

[GNEMSDC Business Expo Draws Hundreds](#)

[Health Insurance Exchange Board Begins CEO Recruitment Process](#)

[Education Updates](#)



Interacting Effectively with a Multicultural Community, Wilson Camelo, Principal and Vice President of Public Relations, Bauzá & Associates

The Symposium, provided at no cost to CHA members and invited guests, will begin at 8:00 a.m. with breakfast and registration; the program will be held from 8:30 a.m. – 2:45 p.m. Click [here](#) for program brochure and registration information.

GNEMSDC Business Expo Draws Hundreds



On October 3 – 5, the Greater New England Minority Supplier Development Council (GNEMSDC) held its annual Business Opportunity Expo at MGM Grand at Foxwoods. The event was attended by hundreds of businesspeople from around New England who attended education sessions and keynote presentations on supplier diversity, and a trade show highlighting local and regional certified Minority Business Enterprises (MBEs). Corporate members of the GNEMSDC made presentations highlighting potential opportunities for MBEs within their supply chains, and also had the opportunity to meet with MBEs in one-on-one sessions to further explore how individual MBEs could provide needed products and services. CHA Vice President John Brady presented information on CHA's Supplier Diversity Program and highlighted opportunities for MBEs to work with hospitals. Increasing supplier diversity is one of the three core focus areas of CHA's Diversity Collaborative, scheduled to kick off on October 25 (see related article).



Participants of the GNEMSDC Business Expo



Carlton Oneal, Managing Partner, Communications, Light Speed; CHA President Jennifer Jackson; and Brenda Oneal, Managing Partner, Consulting, Light Speed



Fred McKinney, PhD, President, Greater New England Minority Supplier Development Council

Health Insurance Exchange Board Begins CEO Recruitment Process

On Tuesday, October 11, the Connecticut Health Insurance Exchange Board held a special meeting to outline and approve a process for the hiring of a Chief Executive Officer. Among the items reviewed were the membership listing for the search committee, a timeline for the interview process, interview questions/documents to be used during the initial screening and subsequent interviews, a job description, and brochure/marketing piece to publicize the position. The position is now [posted](#). According to the timeline reviewed with the Board, the position will be posted for four weeks, an initial screening will be done by staff, three rounds of interviews will be conducted, and the Board will recommend three candidates to the Governor by the end of December. The goal is to have the CEO in place by February 2012.

The Board was also asked to review draft materials related to a Request for Proposals (RFP) for information technology, business development, and consumer assistance issues and services. The next meeting of the Health Insurance Exchange Board is scheduled for October 20.

Education Updates

Root Cause Analysis—Identifying and Fixing Problems Monday, October 24, 2011, 8:30 a.m. - 3:30 p.m.

Hospitals and healthcare facilities spend considerable time improving processes and investigating adverse events and near miss incidents, yet repeat events still happen. Why? Because often process changes are not directed at the root causes and latent failures that set people up to make mistakes. Root Cause Analysis (RCA) is a proven tool for building a *culture of safety* to replace a culture of blame. This program is designed for participants to gain critical skills for uncovering and fixing the underlying causes of adverse patient events. It will be a workshop, not a theoretical discussion or general overview of RCA; you'll learn how to employ practical incident investigation tools that can immediately be put to use to improve performance in your organization.

Co-sponsored with the Connecticut Association of Healthcare Executives, this program is presented by Patrice L. Spath, a Healthcare Quality Specialist, teacher, and author, who over the last 25 years has presented more than 300 training programs on quality improvement, case management, outcomes management, and patient safety improvement topics for hospitals and healthcare organizations, including past programs at CHA. She has also authored numerous books and journal articles on these subjects for the American Hospital Association, Health Administration Press, and the American Health Information Management Association.

This program is approved for 6.0 hours of Category II continuing education credit from the American College of Healthcare Executives, and is pending approval by the National Association for Healthcare Quality for CPHQ CE CREDITS.

For brochure, click [here](#). To register, click [here](#).

Save the Date: Fourth Learning Session of the Heart Failure Readmissions Collaborative

Please save the date for the fourth learning session of the Reducing Heart Failure Readmissions Collaborative. Scheduled for Friday, November 4, 2011, this session will feature presentations from regional and national experts on best practice strategies to improve transitions of care and reduce preventable hospital readmissions.

The learning session will be open to participating teams and other members of the hospital community. For more information please contact Alison Hong, MD, hong@chime.org.