



# Update



Thursday, January 30, 2014

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Lynn Pierce, BSN  
Nurse Consultant, HPI

On January 28, more than 160 hospital staff members from across the state participated in an educational session, *Using High Reliability to Improve the Patient Experience*, taught by Lynn Pierce, BSN, nurse consultant with Healthcare Performance Improvement (HPI).

The session focused on the consistent use of tools, practices, and processes to reliably deliver an exceptional patient experience. Ms. Pierce's mantra of "consistency leads to sustainability" is a tenet of high reliability organizations. Through examples and demonstrations, Ms. Pierce highlighted how behaviors directly influence the patient's experience and how strategies such as scripting can assist caregivers in becoming more efficient and effective when delivering patient care.

For the last three years, Connecticut hospitals have been working to become high reliability organizations – organizations that operate successfully in high-risk industries. This first-in-the nation statewide program is not only changing the way we think about safety, it is saving lives.

Since 2010, thousands of people in hospitals across the state have been trained in high reliability practices.

**Governor Malloy Announces Plan to Provide Tax Relief and Save for the Future**

Photo credit: ctpost.com

On January 30, Governor Dannel Malloy announced a three-point plan for the state's current budget surplus, estimated at approximately \$505 million.

He plans to bolster the rainy day fund by depositing \$250 million into the Budget Reserve. He would pay down long-term debt by making an additional payment of \$100 million toward the state's pension fund. Governor Malloy would also issue a gas and sales tax refund to Connecticut taxpayers, costing a total of \$155 million. The refund would return \$55 to those earning less than \$200,000, and \$110 to joint filers earning less than \$400,000.

The Governor announced that he will introduce legislation during the 2012 Legislative Session that would mandate that future surplus be used to bolster the rainy day fund, pay down long-term debt, and provide a measure of tax relief.

CHA continues to work with the Administration on ways to redesign the Medicaid program to benefit patients, and continues to advocate for a phase out of the hospital tax.

Read the press release [here](#).

**Republican Legislative Priorities: Economy and Business Growth**

On January 23, House Republicans held a press conference to discuss their priorities for the 2014 Legislative Session. Republicans said they would save consumers \$185 million by restoring tax exemptions for clothing, footwear, and over-the-counter medicine, and provide small business relief by eliminating a special unemployment assessment of \$59 million.



Photo credit: cthousegop.com

House Republican Leader Larry Cafero said these priorities will help the economy and businesses grow. He said the total cost of \$247 million for the initiatives will be covered through available funds and will not create future budget deficits. CHA is talking with legislative leaders about strategies to phase out the hospital tax and other hospital priorities including Medicaid redesign.

Mr. Cafero said his caucus will present a full agenda for the coming legislative session that begins Feb. 5, 2014. Read the House Republican press release by clicking [here](#).

**Hospital Leaders Take Two-Midnight Policy Concerns to Congress**

On January 28, the American Hospital Association held an Advocacy Day briefing on Capitol Hill to discuss hospitals' concerns with the Centers for Medicare & Medicaid Services' (CMS) two-midnight policy on inpatient admission and review criteria.



The rule specifies that inpatient hospital claims documented by an appropriate physician's order that certifies that the patient will be hospitalized for two midnights will be paid by Medicare Part A as an inpatient. Other observation type cases will be considered outpatient and paid from Trust Fund B. CMS estimates that this policy will increase inpatient payments by approximately \$220 million.

To maintain budget neutrality for inpatient services, for the first time in history, CMS exercised its broad authority to make needed adjustments and applied a .2% reduction

to the standardized amount. AHA, CHA, and hospitals across the country are challenging the accuracy of the .2% reduction. There are also concerns that the precedent set by the use of the broad authority statutory catch-all provision by CMS could lead to additional uses if the industry does not vigorously oppose the practice.

The AHA, hospital associations in New York, New Jersey, and Pennsylvania, and four hospital systems are challenging the policy with a federal lawsuit. AHA-supported legislation introduced last month, [Two Midnight Rule Delay Act](#) (H.R. 3698), would extend CMS's enforcement moratorium through Sept. 30 while CMS develops a new payment methodology for short inpatient stays. CHA supports this legislation and has asked hospitals to encourage their U.S. House Representatives to co-sponsor the Two Midnight Rule Delay Act.

## Hartford HealthCare Reorganizes into Regions to Optimize Care Delivery



Hartford HealthCare has undergone a broad reorganization of its leadership structure to better deliver care and better respond to the changing needs of its communities and patients. Last fall, Hartford HealthCare, led by President and CEO Elliot Joseph, created an East Region, Central Region, and Hartford Region. The new structure consolidates resources and decision making to generate the speed and flexibility the organization needs to be able to execute essential strategies and make the transformation of care a reality.



Jeff Flaks, HHC Executive Vice President and President and CEO of Hartford Hospital, became Chief Operating Officer of Hartford HealthCare. As COO, he is responsible for the three regions and system-wide service lines, providing his expertise in organizational and cultural development.



Stuart Markowitz, MD, formerly the Chief Medical Officer of Hartford Hospital, is the new chief executive at Hartford Hospital, as well as HHC Senior Vice President and the President for the Hartford Region, which includes Hartford Hospital, Hartford HealthCare Rehabilitation Network, and academics.



Lucille Janatka, HHC Senior Vice President and President and CEO of MidState Medical Center, became President of the Central Region, which includes MidState Medical Center and The Hospital of Central Connecticut. She is the chief executive of both MidState and The Hospital of Central Connecticut, and she retains oversight of VNA HealthCare and Connecticut Senior Health Services.



Steven Larcen, PhD, is HHC Senior Vice President of the HHC Behavioral Health Network, which includes the Institute of Living, Natchaug Hospital, Rushford, and other behavioral health affiliates.



David Whitehead is HHC Senior Vice President and President of the East Region, making him the chief executive of both The William W. Backus Hospital and Windham Hospital. In addition, he assumes oversight for Clinical Laboratory Partners. He also leads the system's business and ambulatory network development efforts.

The development of regions keeps patients at the center of everything Hartford HealthCare does. The dedicated effort and spirit of collaboration ensures that Hartford HealthCare is always here for the patients and families who need healthcare, now and well into the future.

## Tejal Gandhi, MD, to Headline Patient Safety Summit



*Tejal Gandhi, MD, MPH, CPPS,  
President of the National Patient  
Safety Foundation*

On Friday, March 7, 2014, CHA will hold the 12th Annual Patient Safety Summit. The Summit will feature nationally recognized patient safety experts who will provide strategies and tools for predicting and preventing technology-associated errors. Speakers will include Tejal Gandhi, MD, MPH, CPPS, President of the National Patient Safety Foundation; Christina Michalek, Medication Safety Specialist at the Institute for Safe Medication Practices; Rosemary Kennedy, PhD, RN, MBA, FAAN, President and CEO of eCare Informatics and former Vice President of the National Quality Forum; and Jason Adelman, MD, MS, Patient Safety Officer at Montefiore Medical Center.

The program is a continuation of CHA's successful statewide initiative to eliminate all-cause preventable harm using high reliability science to create a culture of safety.

[View Save-the-Date](#) | [Event Registration](#)

## Education Updates

### HPI Level 3: Train-the-Trainer Session

Thursday, February 6, 2014

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

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

[Event Registration](#)

### 2014 Joint Commission Standards and National Patient Safety Goals Update

Friday, February 7, 2014

8:45 a.m. - 4:00 p.m.

National expert Diana Scott, VHA, will join us to present CHA's annual full-day program outlining the 2014 Joint Commission Standards, specific changes in the standards, and National Patient Safety Goals. She will highlight challenges in the goals, and discuss strategies and best practices to address them. CHA is also pleased to have Mark Crafton, Executive Director of State and External Relations at The Joint Commission (TJC), as part of the program. His presentation will include a review of the new developments in patient safety and quality solutions emerging from The Center for Transforming Healthcare, as well as the most frequent Joint Commission Requirements for Improvement in Connecticut hospitals in 2013.

Target audience: All hospital and medical staff leaders and coordinators involved in Joint Commission survey preparation, including: patient care and physician executives, staff nurses, pharmacists, quality improvement professionals, infection prevention specialists, human resources professionals, utilization/case managers, social workers, risk managers, corporate compliance officers, and in-house counsel.

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

[View Brochure](#) | [Event Registration](#)

### Demonstrating the Financial Impact of Quality Initiatives

Tuesday, February 11, 2014

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

Healthcare leaders in all disciplines recognize the need to identify, analyze, and demonstrate the financial benefit of quality initiatives. However, those involved in such initiatives, clinicians and non-financial managers, often find it difficult to articulate the positive financial outcomes that accrue to quality improvements. This program will help clinicians and non-financial managers involved in quality improvement initiatives understand the intersection between quality and cost, and how to "connect the dots" from quality improvement to financial benefit.

Presenter: William J. Ward, Jr. is the director of the MHS Degree Program in Health Finance and Management at the Johns Hopkins Bloomberg School of Public Health where he teaches accounting and finance, and a principal with Healthcare Management Resources, Inc., a Baltimore-area consulting firm.

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

[View Brochure](#) | [Event Registration](#)

### HPI Level 3: Leadership Training Session

Tuesday, February 18, 2014

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

The Leadership Training Sessions will provide the opportunity for Level 3 hospital leaders to get training directly from the HPI staff—each session will be

taught by HPI Senior Consultant Steve Kreiser, CDR (USN Ret.), MBA, MSM. The morning portion of this session will cover staff safety behaviors and error prevention tools. The afternoon will focus on structured high reliability leadership methods to ensure sustainability to help leaders find and fix problems and reinforce accountability.

[Event Registration](#)

**Cross Cultural and Diversity Inclusiveness Training**

Wednesday, February 19, 2014

9:00 a.m. - 2:30 p.m.

In partnership with the Hispanic Health Council and Connecticut Association of Healthcare Executives, CHA is pleased to offer Cross Cultural & Diversity Inclusiveness Training—a unique, comprehensive, and interactive program that forms the curriculum framework and addresses the five baseline elements of a standard cultural competency program approved by the CHA Board Committee on Human Resources—to help Diversity Collaborative members achieve the goal of improving cultural competence in the delivery of care.

The Cross Cultural & Diversity Inclusiveness Training curriculum is structured as a two-module program, each session five hours in duration—delivered once each week over a two week period. Training content is based on current research that emphasizes the idea that cultural competence is not achieved through a single training event - but is a lifelong commitment to learning, and professional skills development.

Diversity Collaborative team members are encouraged to attend as a way to help achieve the team goals in their organization.

Second session date is Wednesday, February 26.

[View Brochure](#) | [Event Registration](#)

**HPI Level 3: Leadership Training Session**

Wednesday, February 19, 2014

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

The Leadership Training Sessions will provide the opportunity for Level 3 hospital leaders to get training directly from the HPI staff—each session will be taught by HPI Senior Consultant Steve Kreiser, CDR (USN Ret.), MBA, MSM. The morning portion of this session will cover staff safety behaviors and error prevention tools. The afternoon will focus on structured high reliability leadership methods to ensure sustainability to help leaders find and fix problems and reinforce accountability.

[Event Registration](#)

**HPI Level 3: Leadership Training Session**

Thursday, February 20, 2014

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

The Leadership Training Sessions will provide the opportunity for Level 3 hospital leaders to get training directly from the HPI staff—each session will be taught by HPI Senior Consultant Steve Kreiser, CDR (USN Ret.), MBA, MSM. The morning portion of this session will cover staff safety behaviors and error prevention tools. The afternoon will focus on structured high reliability leadership methods to ensure sustainability to help leaders find and fix problems and reinforce accountability.

[Event Registration](#)

**HPI Level 3: Train-the-Trainer Session**

Friday, February 21, 2014

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

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

[Event Registration](#)

**2014 Smart Moves Forum on Safe Patient Handling**

Tuesday, February 25, 2014

9:00 a.m. - 2:30 p.m.

Please join us for the eighth annual Smart Moves Forum. Mary Willa Matz, MSPH, CPE, CSPHP, president of Patient Care Ergonomic Solutions, our keynote speaker, will discuss recently developed safe patient handling and mobility national standards. This year's Forum will also include educational sessions related to safe patient handling challenges and building successful programs.

Continuing education credits will be awarded.

[View Brochure](#) | [Event Registration](#)

