Connecticut Caregivers Weather Nemo

In the wake of snowstorm Nemo, hospitals across Connecticut are expressing thanks to staff for their dedication to patients despite disruption to their work and travel schedules, comfort, and home lives.

At Saint Vincent's Medical Center, Dr. Albert DiMeo trudged for miles through the snow at the height of the blizzard because a patient needed emergency heart surgery. On the way, he helped push a truck out of the snow where it had gotten stuck. The truck drove him a bit of the way before getting stuck again. Dr. DiMeo walked the rest of the way to the hospital, operated on the patient, saving her life, and later walked back home!

Staff at MidState Medical Center braved whiteout conditions and snow-clogged roads to get to the hospital; some walked to work when they could not reach their cars. They worked well beyond their scheduled shifts—some up to 20 hours without rest.

Nurse Jill Lombardi, operations manager for the maternity unit at Bristol Hospital, and her husband Gregg traveled in her family SUV to the snowbound homes of staff nurses to transport them through the hilly terrain of Bristol. Some of the dedicated nurses—dressed in snow pants and ski apparel—even walked through waist-high, snow-covered streets to meet her. An environmental services employee at The Hospital of Central Connecticut, who often rides his bike to work, left his Plainville home at 3:30 a.m. on Saturday to walk five miles to the New Britain General campus, arriving by 4:45 a.m. Still another employee walked to the hospital from Berlin.

Danbury Hospital and New Milford Hospital began planning for the predicted storm Nemo on Wednesday, working to ensure staffing and supplies were at the ready. Staff arrived early for Friday shifts, stayed late, and more than 130 staff stayed overnight on cots and sofas to ensure that patients were well-cared-for. Early planning and preparation paid off for Day Kimball Hospital. Employees banded together to handle patient flow, providing seamless care to the community. Security and facilities team members shoveled out every vehicle. Volunteers provided transportation to stranded employees like nurse Amy Ricci, who said in a letter, "Thank you for sparing me from driving in a dangerous storm, and for providing me with a warm place to sleep, food to eat, muscle for shoveling, and a great group of coworkers. We are fortunate indeed."

At Saint Mary’s Hospital, nurse Zufar Bikbar cross-country skied approximately six miles to make his 11:00 p.m. shift. You can read his story here. At Yale-New Haven Children's Hospital, Dr. Orly Levit, an attending neonatologist, asked her neighbor to bring her to the hospital via snowmobile. She arrived at the hospital in time to perform a critical medical procedure on a baby. Read the whole story here.

A Colchester woman went into labor at the height of the storm, and began giving birth as the ambulance was pulling into The William W. Backus Hospital. Emergency Department physician Kyle McClaine ended up meeting them in the ambulance bay – and the baby was delivered on spot. The baby’s name is Elizabeth, but her nickname is Blizzy. Read the whole story here.

At Hartford Hospital, more than 250 staff members came in early, and the hospital had more than 200 cots brought in so everyone would have a dry place to sleep. The University of Connecticut Health Center also had cots available for employees. UConn called its staff from Facilities, Dietary, and Housekeeping heroes for going out of their way to help wherever needed.

At Bridgeport Hospital, Dr. Richard Garvey, a well-known surgeon who takes annual charitable missions to Haiti to provide free care for the poor, helped dietary staff distribute patient food trays.

The Waterbury Hospital security team was out picking up employees for work when they spotted a man falling to the street, and having a seizure. One security officer, an emergency medical technician, stabilized the patient and rushed him to the hospital.

Employees at Hartford Hospital came together for a heartbroken family. At 6:45 p.m. on Friday night, the family members of a patient made the most difficult decision of their lives: they decided their 20-year-old son, who had been declared brain dead, would become an organ donor. At Hartford Hospital, every time a family makes this decision, there is a special ceremony to celebrate the donor’s life and to honor his final gift. There was some concern that people wouldn't attend the ceremony in the middle of a blizzard, but that didn't stop anyone. The flag was raised, prayers were said, and everyone who was able came outside as the snow fell to honor the life of the young man, who would be the reason that others might live.
Hospitals Develop Medical Staff Training

On February 1, more than 40 physician leaders from Connecticut hospitals engaged in CHA’s High Reliability Safety Culture Collaborative came together to plan curricula that will engage and train the medical staff as leaders and partners in patient safety.

Technical partners Steve Kreiser CDR, USN Ret., MBA, MS, and Scott Knapp from Healthcare Performance Improvement (HPI) facilitated the interactive session. Reviewing principles and methods developed from the nuclear and aviation industries and adapted for the healthcare environment, participants discussed using a team approach to delivering care can improve patient safety. HPI, a national leader in using high reliability science to improve safety, has worked with more than 400 hospitals and health systems across the country to achieve reductions in serious safety event rates of up to 90 percent.

Connecticut Hospitals are working together to eliminate all cause preventable harm. CHA’s High Reliability Safety Culture Collaborative, the first collaborative of its kind in the nation, launched last March.

Connecticut Hospitals Highlight Policy Makers

CHA is profiling newly elected members of Connecticut’s congressional delegation and key leaders in healthcare in the Connecticut General Assembly. These elected officials will play a new and/or important role in the decisions being made in Washington and Hartford. CHA has profiled U.S. Representative Elizabeth Esty, U.S. Senator Christopher Murphy, State Rep. Brendan Sharkey, House of Representatives Majority Leader Joe Aresimowicz, and State Representative Susan Johnson. This week, we profile Rep. Prasad Srinivasan.

Public Health Committee Ranking Member Prasad Srinivasan: Representing the Community of Glastonbury in the 31st House District

State Representative Prasad Srinivasan (R-Glastonbury) was first elected to the Connecticut State House of Representatives in 2010, and was reelected on November 6, 2012. Rep. Srinivasan was sworn into office on January 9, 2013, and at that time assumed the role of ranking member of the General Assembly’s Public Health Committee.

A physician, Rep. Srinivasan has been in private practice treating pediatric and adult allergy patients in the Glastonbury and Hartford area for more than 30 years. Prior to moving to Connecticut, Rep. Srinivasan was chief pediatric resident
at Brookdale Hospital in Brooklyn, NY, and he did his fellowship in allergy and immunology at Michael Reese Hospital in Chicago. Rep. Srinivasan is certified by the American Board of Pediatrics and the American Board of Allergy and Immunology.

During his first term in office, Rep. Srinivasan was a leading voice in opposition to an initiative that sought to weaken the current medical malpractice statutes. As a result of his opposition, the initiative did not pass the House prior to the end of the session. As the ranking member of the Public Health Committee, Rep. Srinivasan will serve as a key decision maker on a number of legislative proposals related to healthcare and hospitals during the 2013 Legislative Session.

In addition to serving as ranking member of the Public Health Committee, Rep. Srinivasan will serve on the Education Committee and the Finance, Revenue and Bonding Committee.

Rep. Srinivasan is a graduate of Baroda Medical College in India. He lives in Glastonbury with his wife, Kala. They have two grown children who live out of state.

CHA congratulates Rep. Srinivasan on his important appointment to the Public Health Committee, and looks forward to working with him on issues of importance to hospitals and the patients they serve.

Join CHA's Social Media Community

Adding CHA to your social media network is one way to get the latest information about what member hospitals are doing each day, as well as timely updates on legislative and budgetary activity in Hartford. We encourage you to follow CHA on Facebook and Twitter, and our ProtectMyHospital Facebook page.

CT Health Insurance Exchange Partners with the Office of the Healthcare Advocate to Reach the Underserved

The Connecticut Health Insurance Exchange and the Office of the Healthcare Advocate (OHA) are partnering to administer Connecticut's Navigator and In Person Assistance Programs (NIPA). The NIPA is an initiative to engage, educate, and enroll individuals, who are often in underserved parts of the state, in health insurance coverage. NIPA encompasses the Navigator program, which is a required outreach component of the Patient Protection and Affordable Care Act (PPACA), as well as the In-Person-Assistor program, which was added to the final blueprints for state exchanges issued by the Department of Health and Human Services to further strengthen community-based outreach. The two programs will be closely coordinated to offer a seamless and diverse contingent of well-trained civic, faith-based, and community groups to educate residents and small businesses about their health coverage options and enroll them in coverage through the Exchange.

"The OHA mission aligns closely with our goals, making this partnership a great fit," said Kevin Counihan, Chief Executive Officer of the Exchange. "We look forward to working closely with them to establish a transparent and effective community based assistance program, and leverage their substantial expertise to execute it effectively."

"We believe that doing everything possible to reach the non-insured and underinsured in Connecticut is imperative, and our work with the Exchange to create a robust NIPA effort will be very important to success," said Vicki Veltri, the State Healthcare Advocate.

The partnership between the Exchange and OHA is the first of its kind in the country and has been lauded by the Center for Consumer Information and Insurance Oversight (CCIIO) as a potential model for other states in establishing their NIPA programs.

The Exchange has applied for a federal grant to support the NIPA program, and is awaiting approval.

2013 Healthcare Executive Summit

On Tuesday, February 26, CHA will hold the 2013 Healthcare Executive Summit. The Summit will focus on the unprecedented strategic and operational change underway in hospitals, other healthcare organizations, businesses, and various institutions throughout the nation—triggered by health reform.

Rob Reilly, Chief Marketing Officer, GE Healthcare, who is returning to CHA at member request following his thought-provoking presentation at the
CEO Forum last November, will present a provocative look at emerging new healthcare models—and GE’s unique perspective on the threats and opportunities it faces to provide health benefits to its 600,000 employees, while managing almost $3 billion in health-related costs.

We are pleased to announce that also joining us for the Summit is Susan Keane Baker, author and nationally recognized speaker, who will present *HCAHPS and Willingness to Recommend: What Senior Leadership Can Do Next*. Ms. Baker will focus on specific actions senior leaders can implement to move the dial on HCAHPS rankings, including best practices of hospitals with a willingness to recommend of 90 percent or more.

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

View the brochure [here](#). Register [here](#).

**Education Updates**

**Leaping from Staff to Management: You're a Manager. Now What?**

**Tuesday, February 19, 2013**

8:30 a.m. - 3:45 p.m.

Making the transition from being a staff person one day to a supervisor/manager the next is a significant step. Being effective in a leadership role is far more challenging and complicated than ever before. 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.

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

View the brochure [here](#). Register [here](#).

**2013 Smart Moves Forum on Safe Patient Handling**

**Thursday, February 28, 2013**

8:30 a.m. - 12:00 p.m.

Please join us for the seventh annual Smart Moves Forum. Kelly Smith Papa, RN, MSN, of the Alzheimer’s Resource Center of Connecticut, our keynote speaker, will discuss managing the challenges of safe patient handling for patients/residents with dementia. This year’s Forum will also include other helpful sessions related to safe patient handling challenges and successful safe patient handling programs.

View the save-the-date flyer [here](#). Register [here](#).

**2013 Patient Safety Summit**

**Friday, March 8, 2013**

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

Please join us for the eleventh annual Patient Safety Summit. The Summit will mark the first anniversary of the start of CHA’s statewide initiative to eliminate all-cause preventable harm using high reliability science to create a culture of safety. Complete program information will be available shortly. In the meantime, please save the date for the 2013 Patient Safety Summit, which will feature nationally recognized experts who will continue the focus on strategies and tools that drive high reliability organizations and mark them as benchmark performers in quality and patient safety. This program will be held at CHA in Wallingford.

View the save-the-date flyer [here](#). Register [here](#).