



**Thursday,
February 16, 2012**

CHA to Testify in Opposition to Proposed Cuts to Medicaid

On Friday, February 17, CHA is scheduled to provide testimony before the Appropriations Committee in opposition to several provisions of [HB 5014](#), An Act Making Adjustments To State Expenditures And Revenues For The Fiscal Year Ending June 30, 2013. The bill contains several proposed changes to the Medicaid for Low-Income Adults (MLIA) program. The changes were proposed by Governor Dannel Malloy [last week](#) as part of his FY 2013 budget adjustments, to help balance the budget for the upcoming fiscal year.

Among other adjustments, the Governor's FY 2013 budget reduces MLIA enrollment by seeking a waiver in the program to: establish a \$25,000 asset limit (excluding an automobile or home); count family income when determining eligibility for individuals under the age of 26 and either living with their parents or claimed as a dependent for tax purposes; and impose limits on certain medical services. This waiver will save the Department of Social Services and the Department of Mental Health and Addiction Services (DMHAS) \$22.5 million. The budget proposal also seeks to reduce reimbursement rates for composite resin restorations and dentures, for a savings of \$8.2 million. It also reverts rates for air ambulance (LifeStar) to rates in place during fiscal year 2011, for a savings of \$600,000. CHA will provide additional testimony opposing cuts to programs within the DMHAS at a future public hearing.

A complete recap of the legislative activities from Friday, February 17, 2012, will be provided in next week's edition of *Update*.

Reducing Heart Failure Readmissions Collaborative Holds Sixth Session

On February 10, 25 hospital teams and their community care partners participated in the sixth session of the Reducing Heart Failure Readmissions Collaborative. The collaborative was launched in February 2010 by CHA's Patient Safety Organization in partnership with Qualidigm, to reduce preventable heart failure readmissions through the implementation of specific strategies.

At the session, keynote speaker Christine Beechner, RN, Vice President of Patient and Guest Relations at Greenwich Hospital, highlighted the positive correlation between patient satisfaction and improved outcomes. Additionally, team members from four hospitals shared the improvement strategies they have implemented over the course of the collaborative.

"There is an amazing amount of complexity surrounding heart failure," said Louis Graff, MD, Medical Director of Quality Improvement and Associate Director of Emergency Medicine at The Hospital of Central Connecticut. "Our experience over the course of the last two years has shown that communication and robust interaction with our care partners—within the hospital, at nursing facilities, with the VNA, and with patients and families—is making a tremendous difference in our outcomes. This has led to sharing more information and working closely with patients to ensure they not only schedule but attend follow-up visits after a discharge from the hospital."

"We are seeing a decrease in our readmission rate, but that's only half the story," added Margo Dwyer, Director of Quality and Risk at Milford Hospital. "The benefits we've gained by nurturing and cultivating community relationships along the continuum are immeasurable. We have found, working together, that it's often the simple things that make a difference. For example, we discovered that everyone had a different definition of a low-salt diet, so we worked on standardizing this definition. This change is being made both at the local level and also at the national, corporate level since one of our community partners is part of a national chain. These changes make a tremendous difference for patients with heart failure."

Over the past 24 months, hospital teams and their community care partners implemented process improvements in each of the strategy areas: delivering evidence-based care; enhanced admission assessment of post-discharge needs; engaging patients and families; medication reconciliation, adherence and safety; and post-acute care follow-up. They participated in 36 webinars and six learning sessions to share best practices that translated into improved patient experience and reduced preventable hospital readmissions—based on the model and strategies developed by the Institute for Healthcare Improvement.

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“Hospital teams and their community care partners focused on improving the patient’s experience of care from admission to discharge, and beyond. This made a big difference,” said Alison Hong, MD, CHA Interim Vice President of Quality and Patient Safety. “The collaborative participants have accomplished a great deal in a relatively short period of time, and the lessons learned will continue to drive improvements in this critical area.”

CHA’s work on reducing readmissions will continue through the Partnership for Patients, a CMS-funded initiative to reduce patient harm caused by a set of nine conditions, and reduce readmissions.

The Partnership for Patients initiative will provide education and support to participating hospitals through a partnership between CHA and the Health Research and Educational Trust (HRET), the nonprofit research and educational arm of American Hospital Association. CHA/HRET will provide access to experts to provide a range of quality improvement support activities designed to meet participating hospitals’ needs. The Partnership for Patients initiative begins in the first quarter of 2012 for an initial two-year period.



Pictured here (L-R): Alison Hong, MD, Interim Vice President, Quality and Patient Safety, Connecticut Hospital Association; Wendy Martinson, RN, Quality Assurance Specialist, John Dempsey Hospital; Howard Dubin, MD, Director, Hospitalist Program, MidState Medical Center; Carol Dietz, Manager of Consulting Services – Hospitals, Qualidigm; Christine Beechner, RN, Vice President, Patient and Guest Relations, Greenwich Hospital; Detlef Wencker, MD, Director, Heart Failure Services and Cardiac Transplantation Center, and Director, Mechanical Circulatory Support Program, Hartford Hospital; Jason Gluck, DO, Cardiologist, Heart Failure and Transplant Program, Hartford Hospital; Kathleen Tynan-McKiernan, RN, MSN, Director of Clinical Effectiveness, Yale-New Haven Hospital

Yale-New Haven’s Marna Borgstrom Named to Coalition to Protect America’s Health Care



Marna Borgstrom, President and CEO of Yale New Haven Health System and CEO of Yale-New Haven Hospital, has joined the board of the Coalition to Protect America’s Health Care, a broad-based group of hospitals, businesses, and hospital associations dedicated to educating the public about issues affecting hospitals’ financial situation and what they mean for patients and their families.

As lawmakers in Washington, D.C. weigh options to reduce the federal deficit, the nation’s hospitals are potentially vulnerable to deep cuts. The Coalition and its advertising campaign will be essential in the fight to protect Medicare funding for hospital care.

“One of the biggest challenges we face, in our communities and nationally, is educating the American public, including members of Congress and other policy makers, about the impact cuts to hospital care would have on everyone,” stated Ms. Borgstrom. “Coalition advertising is an important tool we can use to share that message forcefully and clearly,” she added.

“Marna is an accomplished leader in the field of healthcare administration and a passionate advocate for patients, families, and communities,” said Thomas F. Zenty III, Coalition Chairman and CEO of University Hospitals Health System, headquartered in Cleveland. “The Coalition and America’s hospitals will greatly benefit from her participation,” he added.

Ms. Borgstrom, who also sits on the board of the Connecticut Hospital Association as Immediate Past Chairman, was appointed to her current position in 2005. She began her career at the hospital more than 30 years ago, serving in various staff and management roles including executive vice president and chief operating officer. She holds a master’s degree in hospital administration from the Yale University School of Medicine and a bachelor’s degree in human biology from Stanford University.

Yale-New Haven Hospital is a 1,008-bed, not-for-profit hospital serving as the primary teaching hospital for the Yale School of

Medicine. The hospital complex includes Yale-New Haven Children's Hospital, Yale-New Haven Psychiatric Hospital, and Smilow Cancer Hospital at Yale-New Haven. Yale New Haven Health System also includes Bridgeport Hospital, Greenwich Hospital, and the physician organization Northeast Medical Group.

CHA Insurance Services Partners with Marsh U.S. Consumer

CHA Insurance Services has formed a new partnership with Marsh U.S. Consumer, a service of Seabury & Smith, Inc., which is a subsidiary of Marsh Inc., the world's leading insurance broker and strategic risk advisor. The partnership involves offering a multitude of insurance products to meet the needs of CHA members.

[Marsh](#), a global leader in insurance broking and risk management, teams with its clients to define, design, and deliver innovative industry-specific solutions that help them protect their future and thrive. It has approximately 25,000 colleagues who collaborate to provide advice and transactional capabilities to clients in over 100 countries. Marsh is a wholly owned subsidiary of [Marsh & McLennan Companies](#) (NYSE: MMC), a global team of professional services companies offering clients advice and solutions in the areas of risk, strategy, and human capital.

Through this newly-formed partnership, CHA members are now eligible to participate in the Marsh U.S. Consumer Voluntary Benefits program. Products range from auto and homeowner insurance to critical illness, accident, and legal insurance. Marsh provides a streamlined administration platform for the voluntary benefits, in which the Marsh team assists with payroll deduction setup and transmission of the files.

There will be a "Lunch and Learn" seminar on March 14, 2012, for CHA members. For questions or more information, please call Kim Ashton at (203) 294-7283 or Harry Packman, managing director of CHA Insurance Services, at (203) 294-7250.

CHA Awards – Now Accepting Nominations

CHA is pleased to open the call for nominations for three prestigious awards that will be given at its 94th Annual Meeting on June 27, 2012.

The 2012 [John D. Thompson Award: A Commemorative Award for Excellence in the Delivery of Healthcare Through the Use of Data](#), now in its 18th year, recognizes outstanding achievement in patient care quality initiatives. It is sponsored by CHA's education and research affiliate, the Connecticut Healthcare Research and Education Foundation (CHREF). All CHA acute care and other hospital members are encouraged to apply.

The 2012 [Connecticut's Hospital Community Service Award](#), now in its 20th year, is an excellent opportunity for recognition of outstanding achievements in community service. The award is sponsored jointly by CHA and the Connecticut Department of Public Health (DPH).

Now in its 11th year, CHA's [Healthcare Heroes Awards](#) celebrate the invaluable contributions of healthcare workers, both to their field and to the community at large. CHA is seeking nominations from both direct patient care and non-clinical areas of CHA member facilities. Ten healthcare heroes, selected by a panel of judges, will be awarded a \$100 cash prize.

The deadline for all entries is March 16, 2012.

CT Hospitals Celebrate Patient Safety Awareness Week

Hospitals across the state are preparing for events to be held during Patient Safety Awareness Week, March 4-10, 2012.

Saint Francis Hospital and Medical Center is holding a free public forum, "[Patient Safety Starts with 'Me'](#)" on Wednesday, March 7, 2012. Helen Haskell, founder of Mothers Against Medical Error, is the keynote speaker.

Patient Safety Awareness Week, sponsored by the National Patient Safety Foundation, is an annual education and awareness campaign for healthcare safety. The theme for the 2012 Patient Safety Awareness Week is *Be Aware for Safe Care*. [Read the press release](#) about Patient Safety Awareness Week 2012.

Education Updates

CHA Nurse Preceptorship Program

February 22, 2012, 8:30 a.m. - 3:45 p.m.

Supporting and strengthening the work of nurse preceptors is critical to the development of new nurses and retention of the

highly skilled staff registered nurses who teach them at the bedside. The curriculum for the Nurse Preceptorship Program was developed by a team of educators from hospitals and schools of nursing, and is designed to provide core content that is foundational for the role of nurse preceptor.

This one-day program includes presentations and interactive sessions covering topics such as roles and responsibilities, characteristics of a professional role model, basics of teaching and learning, tools and strategies for effective communication, principles of constructive feedback delivery, evaluating competence, delegating effectively, and more.

The Nurse Preceptorship Program will provide critical information to new nurse preceptors. The program may also be of interest to experienced RN preceptors who are either unfamiliar with this content or would like to be refreshed on the concepts. *Connecticut Hospital Association-CHA is an Approved Provider of Continuing Nursing Education by the Connecticut Nurses' Association, an Accredited Approver by the American Nurses Credentialing Center's Commission on Accreditation (6.0 contact hours).*

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

CHA's 2012 Smart Moves Forum on Safe Patient Handling February 28, 2012, 8:30 a.m. - 12:30 p.m.

Nurses, administrators, occupational health professionals, physical therapists, nursing assistants, and many others are invited to attend CHA's 6th annual Smart Moves Forum on Safe Patient Handling. Participants will hear from national speakers about how to keep patients and employees safe by using technology and best practices. The forum will feature a keynote address by Esther Murray, RN, MSN, COHNS, CSPHP. Ms. Murray, assistant director of Prism Medical Clinical Services, provides support for healthcare clients across the continuum of care. For nearly a decade, she has assisted hospitals and nursing homes in implementing and sustaining highly successful Safe Patient Handling (SPH) programs.

Smart Moves: Connecticut's Campaign for Safe Patient Handling is a statewide initiative on safe patient handling that aims to improve the health and safety of nurses and other healthcare workers, increase patient safety, and reduce healthcare costs. The campaign focuses on increasing awareness and education regarding safe patient handling; promoting the use of evidence-based curricula; encouraging implementation of safe patient handling programs; and increasing the use of assistive equipment and patient-handling devices.

The program is presented through collaboration among CHA, the Connecticut Nurses' Association, LeadingAge Connecticut, the Connecticut Association of Health Care Facilities, and the Connecticut Association for Home Care & Hospice.

Connecticut Hospital Association-CHA is an Approved Provider of Continuing Nursing Education by the Connecticut Nurses' Association, an Accredited Approver by the American Nurses Credentialing Center's Commission on Accreditation (3.25 contact hours). This program has been approved by the Connecticut Chapter of the American College of Health Care Administrators for 3.25 CEUs for Nursing Home Administrators.

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