



Friday, February 28, 2020

Printer-Friendly Version

**In This Issue:**

**CHA Joins Governor at Press Conference on State Response to Coronavirus**

**Hospital CEOs Appointed to Cost Growth Benchmark Stakeholder Advisory Team**

**CHA to Host 18th Annual Patient Safety Summit**

**Education Updates**

Update Archives

**CHA Joins Governor at Press Conference on State Response to Coronavirus**



On Wednesday, February 26, CHA provided a briefing to Governor Ned Lamont, Lt. Governor Susan Bysiewicz, and the Administration's Unified Command staff at the state's Emergency Operation Center on steps hospitals are taking to prepare for potential treatment of COVID-19 patients. The briefing provided an overview of the state's readiness to respond to the global public health crisis created with the spread of COVID-19.

Following the briefing, Jennifer Jackson, CEO of CHA, John Schreiber, MD, Head of Infectious Disease and Immunology; Lori Pelletier, PhD, Chief Quality and Patient Safety Officer, and Susan MacArthur, Director of Infection Prevention, Connecticut Children's; Ajay Kumar, MD, Executive Vice President and Chief Clinical Officer, Hartford HealthCare; Danyal Ibrahim, MD, Regional Chief Quality Officer and Chief of Toxicology, Trinity Health Of New England; and Michael Ivy, MD, Deputy Chief Medical Officer, Yale New Haven Health; joined Governor Lamont and state public health and emergency management officials at a press conference to discuss the state's preparedness for the impact of COVID-19.

At both the briefing and press conference, Ms. Jackson noted that hospitals plan and train for these types of events on a regular basis and have built resiliency based, in part, on their responses to other viral outbreaks like H1N1 and the annual influenza. Additionally, Ms. Jackson noted that hospitals have been in close communication with the state Department of Public Health, as well as local and federal partners, since the announcement of the COVID-19 outbreak. She also described how CHA is working to provide the state's hospitals with the most up-to-date information on the virus in order to inform best practices in the prevention, detection and treatment of COVID-19.

"Although we have no confirmed cases of coronavirus in Connecticut, we must be prepared for any situation and that is why we are continuing to take all necessary precautions to protect Connecticut from this dangerous virus," Governor Lamont said. "This is serious, and we are working with our healthcare (unless it is a written quote that was provided) system and schools to ensure that our efforts are coordinated and people are prepared."

According to the World Health Organization, as of February 27, more than 80,000 people worldwide have been infected with COVID-19 and just over 2,800 people have died. The virus has now been detected in 47 countries, including cases in the United States where 59 people are infected.

**Hospital CEOs Appointed to Cost Growth Benchmark Stakeholder Advisory Team**

CEOs from two CHA member hospitals have been appointed to the Office of Health Strategy's (OHS) Cost Growth Benchmark Stakeholder Advisory Board. The Board, along with a Cost Growth Benchmark Technical Team, was established as a result of Governor Ned Lamont's issuance of [Executive Order No. 5](#), which requires the establishment of annual healthcare cost growth and quality benchmarks as well as primary care spending targets.



Reginald Eadie, MD, MBA, President and Chief Executive Officer, Trinity Health Of New England, and Kathleen Silard, RN, President and CEO, Stamford Health, were appointed to the Advisory Board on Monday, February 24.

The Advisory Board will provide input to the Technical Team on the cost growth benchmark and primary care spending targets. The Advisory Board membership is constituted of stakeholders from across the healthcare continuum, including consumers, providers, and employers.



Other members of the Advisory Board include:

- Janice Henry, Executive Director, Provider Solutions, Anthem Blue Cross and Blue Shield of CT
- Robert Kosior, Senior Vice President and COO, ConnectiCare
- Richard Searles, Managing Director, Merritt Healthcare Solutions
- Ken Lalime, CEO, Community Health Center Association of Connecticut
- Margaret Flinter, PhD, Senior Vice President and Clinical Director, Community Health Center
- Karen Gee, Senior Vice President and COO, OptumCare Network of Connecticut
- Marie Smith, PharmD, UConn School of Pharmacy
- Tekisha Everette, PhD, Executive Director, Health Equity Solutions
- Pareesa Charmchi Goodwin, Executive Director, Connecticut Oral Health Initiative
- Howard Forman, MD, MBA, Professor of Diagnostic Radiology, Public Health, Management, and Economics, Yale University
- Nancy Yedlin, MPH, Vice President, Donaghue Foundation
- Fiona Mohring, MPH, Director, Health & Group Benefits, Stanley Black & Decker
- Lori Pasqualini, Chief Financial and Administrative Officer, Ability Beyond
- Sal Luciano, President, Connecticut AFL-CIO
- Kathy Flaherty, JD, Executive Director, Connecticut Legal Rights Project
- Hector Glynn, COO, The Village for Families and Children
- Rick Melita, Director, Service Employees International Union Connecticut State Council

The Technical Team will focus on establishing annual healthcare growth benchmarks and primary care spending targets. Appointments include:

- Melissa McCaw, MPA, Secretary, State of Connecticut Office of Policy and Management
- Deidre Gifford, MD, MPH, Commissioner, Department of Social Services
- Paul Lombardo, Director, Life & Health Division, Connecticut Insurance Department
- Rae-Ellen Roy, Assistant Director of Health Policy and Benefits Division, Office of the State Comptroller

- Rebecca Andrews, MD, American College of Physicians, Connecticut Chapter Governor
- Patricia Baker, President and CEO, Connecticut Health Foundation
- Zack Cooper, PhD, Associate Professor of Public Health and Economics, Yale University
- Paul Grady, Connecticut Business Group on Health
- Angela Harris, Chair of Phillips Health Ministry, Phillips Metropolitan CME Church
- Luis Pérez, President and CEO, Mental Health Connecticut

As noted, [Executive Order No. 5](#) directs OHS to establish statewide healthcare cost growth and quality benchmarks and a primary care spending target. Specifically, the order directs OHS to:

- Develop annual healthcare cost growth benchmarks by December 2020 for calendar years 2021-2025
- Set targets for increased primary care spending as a percentage of total healthcare spending to reach 10 percent by 2025
- Develop quality benchmarks across all public and private payers beginning in 2022, including clinical quality measures, over/under utilization measures, and patient safety measures
- Monitor and report annually on healthcare spending growth across public and private payers
- Monitor accountable care organizations and the adoption of alternative payment models

Both groups will convene in the next month to begin discussion on their charters and governing bylaws.

## CHA to Host 18th Annual Patient Safety Summit

CHA will host its 18th annual *Patient Safety Summit*, which will focus on resilience and high reliability. The full-day program will be held at CHA on Friday, April 3, 2020, from 9:00 a.m. - 4:00 p.m. Please register [here](#).

The Summit will begin with a presentation by Tanya Lord, a Patient Advocate whose son died after a tonsillectomy.

Michael A. Rosen, MA, PhD, Assistant Professor at the Armstrong Institute for Patient Safety and Quality at the Johns Hopkins University School of Medicine, will present the keynote.

The Summit will also include presentations on Emergence Theory, a new approach to patient safety, and the role resilience plays in both patient safety and worker safety.



## Education Updates

### MACRMI Simulation Training

Wednesday, March 11, 2020  
9:00 a.m. - 3:30 p.m.

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

The Massachusetts Alliance for Communication and Resolution following Medical Injury (MACRMI) will conduct simulation training for disclosure and apology as part of CHA's Communication and Resolution Program Collaborative.

*The program is being presented as part of the Partnership for Patients HIIN educational series.*

### The Basics of Budgeting

Thursday, March 19, 2020  
9:00 a.m. - 3:00 p.m.

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

Skills in planning and budgeting are essential if managers are to achieve the institution's mission and contribute to "bottom-line" results, particularly in an environment of chronic federal and state underfunding. This member-requested management development program, part one of a two-part series, provides managers with an introduction to budgeting concepts, including calculating the volume budget and a revenue budget, tools to develop staffing plans and salary and supply budgets, and information on how best to handle capital and equipment requests.

Bill Ward, a popular and dynamic lecturer on financial management in healthcare, will present this program.

### Improving Hospital Operating Efficiency

Friday, March 20, 2020  
9:00 a.m. - 3:00 p.m.

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

Improving Hospital Operating Efficiency will demonstrate how improvements in efficiency can enhance both clinical outcomes and business results. Participants will learn what efficiency is and is not, along with a three-part approach focused on balanced productivity, proactive cost management, and aggressive management of throughput.

Bill Ward, a popular and dynamic lecturer on financial management in healthcare, will present this program.

### Professionals and Social Media Webinar

Monday, March 23, 2020  
3:00 p.m. - 4:00 p.m.

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

In pursuit of professionalism and high reliability, what role does social media play? Team members understand the potential benefits and risks associated with social media use in the medical workplace and conduct themselves professionally. Addressing the challenges associated with social media use requires the right people, process, and systems to promote early identification and interventions to promote best practices. The webinar will focus on developing reliable and successful approaches to address clinical team members who model disrespect toward patients, families, and fellow medical team members including unprofessional use of social media.

### Staff to Management: Starting the Transition

Tuesday, March 24, 2020  
9:00 a.m. - 3:00 p.m.

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

Making the transition from staff person to supervisor/manager 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. Managing the organizational demands for high productivity and quality, combined with financial prudence and regulatory compliance, are only part of the equation. Program participants will discover that those tasks must be balanced with an excellent grasp of human relations skills in working closely and collaboratively with others.

**Change Management: Leading in Turbulent Times**

Wednesday, March 25, 2020

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

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

This workshop will blend didactic and experiential material to provide leaders with greater insight, self-awareness, and practical tools they need to help their organizations succeed in a Volatile, Uncertain, Complex, and Ambiguous (VUCA) environment.

Organizations are facing inevitable, unrelenting, complex change. The question is—are organizations creating the kind of leaders who have the courage, vision, and adaptability to thrive in the midst of this pervasive change, rather than be overwhelmed by it.