



In This Issue:

[CHA Annual Meeting Save the Date](#)

[Hospitals Celebrate Patient Safety Week](#)

[Hospital Leaders Become Safety Champions](#)

[Follow us on Social Media](#)

[Hospital Leaders on WTIC Radio](#)

[CHA Provides Testimony on Healthcare Issues](#)

[Senate and House Meet in Session](#)

[Governor Starts Series of Community Forums](#)

[CHA Annual Awards - Requesting Submissions](#)

[Education Updates](#)

CHA Annual Meeting Save the Date

SAVE THE DATE

Connecticut Hospital Association's 95th Annual Meeting

Tuesday, June 25, 2013
Aqua Turf Club, Southington, CT
4:00 p.m. to 7:00 p.m.

Hospitals Celebrate Patient Safety Week

Connecticut hospitals are celebrating their work on quality and patient safety during National Patient Safety Awareness Week, held March 3-9. All Connecticut hospitals are involved in initiatives to improve patient safety, and CHA began a statewide program to eliminate all cause preventable harm in Connecticut, the first of its kind in the nation, one year ago.

National Patient Safety Awareness Week, sponsored by the [National Patient Safety Foundation](#), aims to educate and increase awareness of patient safety activities throughout the healthcare continuum. The theme for Patient Safety Awareness Week 2013 is: Patient Safety 7/365: 7 days of recognition, 365 days of commitment to safe care.

Here are some examples of how Connecticut hospitals are celebrating National Patient Safety Awareness Week.

Inspired by a discussion during a CHA patient safety conference, multidisciplinary groups of physicians, nurses, and other employees at Bridgeport Hospital began holding twice-daily 15-minute safety huddles last fall to discuss common challenges and provide solutions to patient care issues.

"For 15 minutes each morning and again during the night shift, every leader meets in our health sciences library, and the only focus of that conversation is patient safety," said Bridgeport Hospital President and CEO Bill Jennings.

Bridgeport Hospital ends its huddles by celebrating examples of "great catches"—instances when potential problems or safety issues are identified and corrected before harm comes to any patients. Individual departments and units have begun to hold their own safety huddles as a means of implementing ideas and generating input from the hospital-wide huddles. Read more by clicking [here](#).

Last year, Yale-New Haven Hospital introduced the Great Catch program. The program's goal is to empower employees to raise their voices to keep patients safe. Every month, one employee is honored for his or her great catch. The employee receives a catcher's mitt and his or her department receives a larger version for display. Read more by clicking [here](#).

St. Vincent's Medical Center has implemented a high reliability safety program across all of its services. It was recently one of four hospitals in the state to receive an "A" Hospital Safety Score from the Leapfrog Group, a national organization dedicated to improving the safety, quality, and affordability of healthcare for Americans. St. Vincent's Medical Center also received the Nursing Magnet® recognition. CHA awarded the medical center the 2012 John D. Thompson Quality Award for its safety program, and St. Vincent's Medical Center was also featured by The Joint Commission as a model of a high reliability organization.

Stamford Hospital became the first in Connecticut to use Xenex Healthcare Services' innovative germ-zapping technology to further increase patient safety. The portable room disinfection device uses pulsed xenon to deliver ultraviolet (UV) light throughout patient rooms to quickly destroy viruses, bacteria, and bacterial spores, including a variety of the most dangerous and hard-to-kill superbugs such as *Clostridium difficile* spores (*C. diff*), MRSA, VRE, and Acinetobacter. This technology is used in addition to extensive cleaning services provided by the hospital's Environmental Services team.

The William W. Backus Hospital published an advertorial in *The New London Day* about the importance of hand washing.

"Hand washing is the most important thing you can do to stop the spread of germs—during flu season and throughout the year, inside the hospital and out," wrote Backus Health System infection control nurse Beth Sullivan, RN.

She provided tips for minimizing germs and described safety measures the hospital takes, including its policy of having staff wash hands before they enter and after they leave a patient's room. The William W. Backus Hospital also created a video about patient safety. View it by clicking [here](#).

Saint Francis Hospital and Medical Center is recognizing National Patient Safety Awareness Week with an inspiring guest speaker. Marcus Engel was a college freshman when he nearly lost his life after his car was hit by a drunk driver. Blinded by the accident, Mr. Engel endured two years of aggressive rehabilitation and over 300 hours of facial reconstructive surgery. Now, he and his guide dog travel the country spreading a message of empowerment while honoring the tireless efforts of healthcare professionals.



Hospital Leaders Become Safety Champions



On Monday, March 4, 70 leaders from hospitals that are members of CHA's High Reliability Safety Culture Collaborative participated in a session to teach them to be safety trainers in their hospitals.

Scott Knapp, Cmdr. USN (ret.), a consultant with Healthcare Performance Improvement, trained the leaders on how to teach safety concepts. He presented a training approach that combined classroom lessons focused on the principles of human error prevention with interactive exercises to reinforce the concepts. Participants will lead educational sessions in their facilities to build a cadre of staff trained in high reliability principles and safety behaviors.

The ultimate goal of the program is to create a culture of safety throughout Connecticut hospitals, reduce errors, and prevent the occurrence of serious safety events that can harm patients and employees. The hospitals in the High Reliability Safety Culture Collaborative have been formally building a culture of safety in their hospitals since the statewide program to eliminate all cause preventable harm in Connecticut launched last March. All Connecticut hospitals are working to eliminate preventable harm.

Follow us on Social Media



CHA is utilizing social media to share information about quality and patient safety. We encourage you to follow us on [Facebook](#) and [Twitter](#) for updates. If you have a patient safety story you'd like us to highlight on social media, e-mail Mary Cooper at cooper@chime.org or Alison Hong at hong@chime.org.

Hospital Leaders on WTIC Radio

On March 6, journalist Sam Gingerella interviewed hospital leaders for a program that will air this Sunday, March 10, at 6:05 a.m. on WTIC-AM 1080.



The hospital roundtable included Robert Smanik, President and CEO, Day Kimball Healthcare, David Morgan, President and CEO, Johnson Memorial Hospital, and R. Christopher Hartley, Senior Vice President, Planning, Business Development & Government Relations at Saint Francis Hospital and Medical Center.

Hospital officials discussed how the budget cuts will result in program and service eliminations, affecting the neediest Connecticut residents.

“The state is the insurer of last resort for the most vulnerable population in Connecticut,” said Mr. Hartley. “Connecticut’s hospitals can’t continue to absorb the costs if the state doesn’t step up to meet its responsibility for paying for the cost of caring for this population.”

Hospital leaders also said cuts would result in hospitals needing to halt plans for critical reinvestment in infrastructure and technology. In one case, it may even do more damage.

“If the budget as presented by the Governor is accepted, it will force closure of this institution,” said Mr. Morgan. “There is no way for us to absorb \$3.4 million worth of cuts. I don’t have that money. I’m at the bone. I’ve nicked the bone. The Governor’s budget breaks the bone.”

“We’re asking residents in northeast Connecticut to become involved,” said Mr. Smanik. “We are in the midst of a transformation in healthcare, and the cuts impact our ability to do that.”

CHA Provides Testimony on Healthcare Issues



On Tuesday, March 5, the Human Services Committee met at the Capitol, and CHA provided testimony in strong [support](#) of [SB 1026](#), *An Act Concerning An Adequate Provider Network To Ensure Positive Health Outcomes For Low Income Residents*. SB 1026, drafted with the input of CHA and supported by other advocates, establishes a commission to study obstacles to achieving an adequate healthcare provider network for Medicaid recipients. The commission would recommend strategies to improve access to such providers and health outcomes for recipients across racial and ethnic lines. SB 1026 would put forth strategies to improve provider networks that focus on, but are not limited to, reducing administrative burdens, providing provider education concerning provision of care to Medicaid recipients, and increasing Medicaid rates of reimbursement to such providers. The establishment of the commission is timely and important as the Medicaid program is under significant stress due to prolonged budget reductions, which have negatively impacted providers and the Department of Social Services.

Also this week, CHA provided testimony in [qualified support](#) of [HB 6406](#), *An Act Concerning The Electronic Prescription Drug Monitoring Program*. The bill, heard before the General Law Committee, seeks to better monitor the prescribing of controlled substances and ultimately reduce overuse by patients and unnecessary prescribing by practitioners. In its testimony, CHA suggested changes to the language and extended an offer to work with the General Law Committee,

the Department of Consumer Protection, and other stakeholders to ensure that the monitoring system is expanded and improved in the most efficient and reasonable manner possible.

Senate and House Meet in Session

The State Senate and House of Representatives met in session on Wednesday, March 6, to vote on a series of executive and judicial nominations. Additionally, both chambers voted to approve an emergency certified bill, [HB 6599](#), *An Act Establishing The Sandy Hook Workers Assistance Program And Fund, Clarifying The Calculation Of Survivor Benefits, And Authorizing A Waiver Of The State-Wide Mastery Examination Requirement For Certain Newtown Students*. HB 6599 creates a special fund to assist first responders and others who suffered psychological trauma as a result of their work related to the Sandy Hook tragedy. The fund was established because traditional workers’ compensation does not currently cover most workers for exclusively mental injuries.

It is expected that members of the General Assembly will be in session again in the near future to debate and vote on a number of additional initiatives in response to the December mass shooting in Newtown.

Governor Starts Series of Community Forums

On Wednesday, March 6, Governor Malloy and Lt. Governor Nancy Wyman were in Middletown for the first in a series of community forums to be held across the state. Approximately 150 people attended the town hall-style event, similar to events the Governor held two years ago after releasing his FY 2012-2013 budget. The Governor addressed comments posed by citizens who questioned him on issues of gun control, transportation, economic development, the creation of the Office of Early Childhood Education, special education and technology funding for schools, and the elimination of the car tax. Lasting an hour in duration, the Governor’s office has yet to release dates, times, and locations of future community forums.

CHA Annual Awards - Requesting Submissions



CHA is accepting applications for three prestigious awards that will be given at its 95th Annual Meeting on Tuesday, June 25, 2013.

The 2013 [John D. Thompson Award](#): A Commemorative Award for Excellence in the Delivery of Healthcare Through the Use of Data, now in its 19th 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 2013 [Connecticut's Hospital Community Service Award](#), now in its 21st 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 12th 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 nonclinical areas of CHA member facilities. Though all Healthcare Hero entries are welcome, because of Connecticut hospitals' focus on improving quality and safety, judges will be paying particular attention to those nominees who have made a difference in this area. Ten healthcare heroes, selected by a panel of judges, will be awarded a \$100 cash prize. Additionally, one Healthcare Hero team will be recognized.

The deadline for all entries is March 18, 2013.

Education Updates

Cross Cultural and Diversity Inclusiveness Training

Monday, March 11, 2013

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

In partnership with the Hispanic Health Council, CHA is again pleased to offer Cross Cultural & Diversity Inclusiveness Training (CC&DIT)—a unique, comprehensive, and interactive program to achieve the goal of improving cultural competence in the delivery of care and addressing healthcare disparities. The CC&DIT curriculum was developed in direct response to member requests for help in providing diversity education and 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. The second session date is Monday, March 18.

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

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

Does the Right Candidate Always Get the Job? Using Behavior-Based Interviewing To Make Better Hiring Decisions

Wednesday, March 13, 2013

1:00 p.m. - 3:00 p.m.

In this two-hour workshop presentation, Phyllis Zappala, Senior Vice President, Human Resources, Danbury Hospital, will teach participants how to use behavior-based interviewing techniques to increase the quality of their employee selection decisions. She'll present a structured, systematic, legally defensible approach to interviewing and then show participants how HR and hiring managers can work together to make "right-fit" hiring decisions based on facts. Ms. Zappala will talk about specific tools and protocols and how they helped her organization reduce turnover and hire the very best skilled and motivated workforce.

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

Conflict Prevention and Management

Thursday, March 21, 2013

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

It is clear to almost everyone that conflict is inevitable in life—in our personal lives as well as in the workplace. Different personalities, different work styles, cultural/ethnic norms, and differences in generational mix all lead to an endless possibility of conflict surfacing at work. What is not so clear is the role conflict plays in the process of change and effective team problem solving—both major factors in improving organization performance. How can we recognize and manage the sources and trigger points of conflict? When is conflict healthy, and what makes it destructive? How can we reduce

or defuse unnecessary conflict? What are the various styles of dealing with conflict, and the risks and benefits of each approach?

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

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

Coaching Skills to Improve Performance

Friday, March 22, 2013

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

What does it take for a manager to be an effective coach? Is there a difference between managing and coaching employees for improved performance? Building trust, appreciating differences, encouraging growth, providing constructive criticism, and overcoming roadblocks to goal achievement are all part of the process.

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

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

2013 Corporate Compliance Conference

Tuesday, April 2, 2013

9:00 a.m. - 4:00 p.m.

The complex and constantly expanding compliance landscape in healthcare shows every sign of continuing to expand at both the federal and state level, challenging the most skilled and diligent healthcare compliance professionals. We invite legal, compliance, risk management, and other healthcare professionals to join us for a comprehensive presentation on Connecticut enforcement issues by Attorney General George Jepsen, an update on high-risk tax issues, an overview of attorney/client privilege, developing an effective ACO compliance program, EHR documentation compliance and auditing, and issues related to vendor exclusions and prepayment reviews.

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

