



[Printer-Friendly Version](#)

In This Issue:

[Joint Commission President Keynotes CHA Patient Safety Summit](#)

[CHA Testifies on Healthcare Bills](#)

[Legislative Committees Take Action on Bills of Interest to Hospitals](#)

[Senate Minority Leader John McKinney Begins Statewide Fiscal Responsibility Tour](#)

[Deadline Nearing: CHA Annual Awards](#)

[Education Updates](#)

[Update Archives](#)

Joint Commission President Keynotes CHA Patient Safety Summit

More than 150 clinicians and administrators from hospitals across the state braved a snowstorm on March 8 to attend the 11th Annual CHA Patient Safety Summit. The Summit featured nationally renowned experts in the field of patient safety. Marcia Petrillo, who will soon retire as Chief Executive Officer of Qualidigm, told participants “Bless you for the courage to move forward in implementing high reliability principles in your organizations,” and wished them continued success in making healthcare safer in Connecticut. Qualidigm has been the co-partner of the event for the last 11 years.

Mark Chassin, MD, FACP, MPP, MPH, President of The Joint Commission, presented the keynote address, "Healthcare Quality Improvement: There Must Be a Better Way." Dr. Chassin discussed the importance of hospitals becoming high reliability organizations, the focus of a statewide initiative of Connecticut hospitals for more than a year. High reliability organizations successfully manage the constant risk of serious hazards, and are devoted to never having an accident. He described how hospitals are working to change their cultures to become high reliability organizations, and this involves improvements in teamwork, protocol, and communication. “High reliability is not a project,” he said. “Tough and complex problems require targeted interventions directed to the specific cause.”

Three presenters from Memorial Hermann Health System, the largest not-for-profit healthcare system in Texas, discussed their journey to high reliability healthcare. Douglas Monroe, MD, MBA, panelist and moderator, encouraged participants “to move from having safety as a priority to having safety as a core organizational value.”

In 2006, the system instituted safety as a core value, training more than 20,000 employees, physicians, and safety coaches. It implemented processes designed to react to events of patient harm and mitigate immediate risks to patients and staff, equip hospital staff to distinguish potential failures that may lead to patient safety events, and identify methods to accurately evaluate patient safety events and redesign processes to avoid recurrence. The system has seen dramatic improvement but, as is the hallmark with high reliability organizations, will never be satisfied with where it is with regard to patient safety.

Christopher Jerry, whose daughter Emily died from a pharmacy technician’s compounding error in 2006, told his family’s story. His daughter died after receiving chemotherapy incorrectly made with hypertonic saline instead of normal saline. When analyzed, the error was found to be potentially preventable. The pharmacist who was responsible for oversight was sent to prison. Mr. Jerry started the [Emily Jerry Foundation](#) to bring national attention to the need to prevent medication errors and care for the caregiver.

The Summit ended with a presentation from Charisse Coulombe, MBA, MS, BS, Senior Director, Hospital Engagement Network, Health Research & Educational Trust, American Hospital Association. Ms. Coulombe provided an update on Partnership for Patients (PfP), a national program to reduce preventable hospital-acquired conditions by 40 percent and reduce all hospital readmissions by 20 percent. All Connecticut hospitals participate in PfP. Ms. Coulombe showed how hospitals nationally and in Connecticut are making rapid progress in multiple areas.





CHA Testifies on Healthcare Bills

Several legislative committees held public hearings this week to review proposals raised for consideration. In the course of the next few weeks, committees will continue to meet to receive testimony on drafted legislation, and will then take action on those bills prior to the last committee reporting deadline on April 24, 2013.

The Government Administration and Elections Committee met on Monday, March 11, and CHA provided [testimony](#) in support of [SB 900](#), *An Act Concerning Revisions To The State Codes Of Ethics*, a bill that would change the definition of "goods or services" as it relates to gifts to the state. If passed, the proposed language will permit state employees to attend or participate in events, forums, or trainings that may be funded or provided by CHA or hospitals, provided that the state employees' attendance at such events furthers the mission, action, or function of state government.

On Thursday, March 14, the Labor and Public Employees Committee met and CHA provided [testimony](#) in opposition to [SB 1074](#), *An Act Concerning Workers' Compensation And Liability For Hospital Services*. The bill would change the workers' compensation liability for hospital services from what is currently required regarding rates and fees negotiated between the payer and the hospital. The bill would also limit the statute of limitations to 18 months for old cases and 12 months for cases submitted after July 1, 2013.

Legislative Committees Take Action on Bills of Interest to Hospitals



On Monday, March 11, the Public Health Committee met and took action on bills of interest to hospitals. Specifically, the Committee voted to release with a Joint Favorable (JF) report [HB 6392](#), *An Act Concerning The Department Of Mental Health And Addiction Services' Reporting Requirements*, a bill that would, among other provisions, eliminate a hospital reporting requirement regarding protocols for screening patients for alcohol and substance abuse. The Committee also voted to draft as a committee bill [HB 5727](#), *An Act Concerning The Time For Parental Notification When A Child Is Admitted To A Hospital For Diagnosis Or Treatment Of A Mental Disorder*, the full details of which will only be available once the bill is drafted.

On Tuesday, March 12, the Human Services Committee met and released with a JF report [SB 1024](#), *An Act Concerning Reimbursement Of Emergency Room Physicians For Treatment Of Medicaid Recipients*, a bill that would allow emergency room physicians who are enrolled as Medicaid providers and who provide professional services to Medicaid patients in a hospital emergency room to bill the Medicaid program for such services. The bill was referred to the Appropriations Committee for further action. The Committee also released with a Joint Favorable Substitute (JFS) [SB 1026](#), *An Act Concerning An Adequate Provider Network To Ensure Positive Health Outcomes For Low Income Residents*, a bill that would establish a commission to study obstacles to achieving an adequate healthcare provider

network for Medicaid recipients and to recommend strategies to improve access and health outcomes. The bill was amended to eliminate the named commission, of which CHA would have been a part, and instead will require the duties delineated in the bill be undertaken by the Council on Medical Assistance Program Oversight. SB 1026 was referred to the Senate floor for further action.

Also on Tuesday, the General Law Committee met and released with a JF report [HB 5906](#), *An Act Concerning Prescriptions For Controlled Substances And Use Of The Connecticut Prescription Monitoring And Reporting System*, a bill that seeks to ensure that healthcare providers are fully aware of patients' histories of controlled drug use prior to prescribing controlled substances. The Committee also released with a JF report [HB 6406](#), *An Act Concerning The Electronic Prescription Drug Monitoring Program*, a bill that would monitor the prescribing of controlled substances, and seeks to reduce overuse by patients and unnecessary prescribing practices by practitioners.

Senate Minority Leader John McKinney Begins Statewide Fiscal Responsibility Tour



On March 11, Senate Minority Leader John McKinney (R-Fairfield) opened his Statewide Fiscal Responsibility Tour in Enfield. Joined by Senator John Kissel (R-7, Enfield) and a crowd of approximately 30 local residents, Sen. McKinney offered his perspective on the Governor's proposed budget, and invited questions and comments. The audience included Enfield Republican party leaders and local elected officials, as well as Republican officials from surrounding towns, including Suffield and Somers.

Sen. McKinney commented on hospital funding, saying that the \$550 million in reductions was proposed without regard to hospitals' ability to withstand such a large cut. He said, "We will have to take a serious look at whether hospitals will be able to survive financially."

There were no questions or comments on the impact of proposed reductions in healthcare funding on hospitals. Local officials focused their comments on the proposed reductions in municipal aid, the proposed exemption of motor vehicles from the local property tax, and gun rights.

Deadline Nearing: CHA Annual Awards



CHA is accepting applications for three prestigious awards that will be given at its 95th Annual Meeting on Tuesday, June 25, 2013. The deadline for all entries is March 18, 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.

Education Updates

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—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. In addition, subject matter experts will present 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 Save-the-Date](#) | [Event Registration](#)

Partnership for Patients - Readmissions: Focusing on the Transition

Wednesday, April 3, 2013

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

As hospitals throughout the nation grapple with managing readmissions and facing penalties through value-based purchasing, some hospitals have excelled in "moving the needle." They have done it through coordination of care for their patients, innovative collaborative relationships, and development of initiatives in and outside the hospital's four walls. Join us to hear how it has been done, and use these strategies to decrease your own readmission rates.

Continuing education credits will be awarded.

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

HIPAA Privacy and Security Rule Changes

Wednesday, April 24, 2013

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

The long-delayed HIPAA privacy and security rule changes have finally been issued! These changes will substantially affect operations for all HIPAA covered entities and business associates. This program will explain what's changed, review which policies and contracts related to business associates and their subcontractors need revision, and outline the compliance deadlines.

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

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

