



Thursday, March 15, 2012

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## CHA Launch of HCAHPS Learning Network Draws Hundreds of Participants

More than 200 healthcare professionals from across Connecticut participated in the first teleconference that launched the CHA Patient Safety Learning Network focused on improving hospital patients' experiences. Of the 13 states that have launched this national program so far, the Connecticut kickoff drew the largest audience. In partnership with the Health Research & Educational Trust (HRET) and the U.S. Agency for Healthcare Research and Quality (AHRQ), CHA is hosting a three-month Patient Safety Learning Network curriculum focused on using the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey to improve quality, patient safety, and patient experience in Connecticut hospitals. The first HCAHPS teleconference was conducted by HRET's Carrie Brady, JD, MA, author of *HCAHPS Basics: A Resource Guide for Healthcare Managers (HCPPro, 2009)* and co-author of book chapters on patient-centered quality and safety, and breaking down the barriers to patient-centered care; David Schulke, Patient Safety Learning Network project director, HRET; and Chris Hund, TeamSTEPPS™ project lead, HRET.

Ms. Brady, who previously served as a CHA vice president, provided an overview of the HCAHPS survey, a standardized survey instrument for measuring Medicare patients' perspectives and experiences with their hospital care. Developed by the Centers for Medicare & Medicaid Services (CMS) and AHRQ, HCAHPS data is publicly available on the [Hospital Compare](#) website and will be incorporated into the Medicare Value-Based Purchasing program, effective October 1, 2012.

To date, 21 Connecticut hospitals have joined the HCAHPS Patient Safety Learning Network, which will run from March 14, 2012, to June 6, 2012. As part of the Network, hospitals will participate in three teleconferences, an onsite workshop, a comparative HCAHPS assessment report for Connecticut and individual participating hospitals, and ongoing dialogue and support. Expert faculty will facilitate the program and provide a wealth of practical tools, best practices, and resources to help organizations create a better experience for patients, families, and staff, while achieving higher levels of performance on HCAHPS.

For additional information, contact Alison Hong, MD, at [hong@chime.org](mailto:hong@chime.org).

## CHA-Backed Bills Advance

This week, a key CHA legislative agenda item continued moving through the General Assembly. Earlier this week, the General Law Committee met and released with a Joint Favorable Substitute (JFS) report [HB 5329](#), *An Act Concerning The Use Of Telepharmacy By Hospitals*, a CHA-sponsored bill. (A JFS report indicates that the committee is giving approval of an amended version of the bill.) The bill was amended, at CHA's request, to make it clear that in the event of a technology malfunction, only a licensed pharmacist is able to personally review and verify the process of dispensing the sterile products. The Committee also released with a Joint Favorable (JF) report [SB 252](#), *An Act Authorizing Flavoring Agents For Prescription Products*. (A JF report from the committee of origin indicates that the committee is recommending passage of the bill.)

Also this week, the Commerce Committee released with a JFS report [SB 78](#), *An Act Concerning The Learn Here, Live Here Program*. A CHA-supported bill, it provides incentives for recent college graduates of public institutions of higher education to remain in the state of Connecticut. The Committee has amended the bill but the new language was not available at the time of publication.

Other legislative activity this week included the Human Services Committee releasing a JFS report on [SB 30](#), *An Act Implementing Provisions Of The Budget Concerning Human Services*. The bill was amended and referred to the Senate for further action.

Last Friday, March 9, the Public Health Committee held a meeting and released several bills of interest to hospitals. Specifically, the Committee amended and released a JF report on [HB 5333](#), *An Act Concerning Organ And Tissue Donation Awareness*. The Committee accepted CHA's suggested amendment to add the president of the Connecticut Hospital Association or a designee as a member of the

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advisory council on organ and tissue donation education and awareness. The Committee also released with a JF report [SB 56](#), *An Act Concerning Pulse Oximetry Screening For Newborn Infants*, and [HB 5064](#), *An Act Concerning The Department Of Mental Health And Addiction Services' Reporting Requirements*, a bill which would eliminate a requirement that hospitals annually send DMHAS a report detailing their protocols for screening patients for alcohol and substance abuse.

## Senate Passes Highway Bill: Pension Funding Language Included

Yesterday, the U.S. Senate passed [S. 1813](#), *MAP-21, Moving Ahead For Progress In The 21st Century, America Fast Forward Financing Innovation Act Of 2011*. This bill, referred to as the "highway bill," contains pension funding stabilization language of importance to Connecticut hospitals, a long sought-after advocacy priority of Connecticut hospitals. This legislation now moves to the House of Representatives for consideration.

## CHA Testifies On Establishing A Basic Health Plan

On Tuesday, March 13, Stephen Frayne, CHA's Senior Vice President of Health Policy, provided [testimony](#) before the Human Services Committee on [HB 5450](#), *An Act Establishing A Basic Health Program*. HB 5450 directs the Department of Social Services to establish a Basic Health Plan (BHP) for those individuals with a family income between 133 and 200 percent of the federal poverty level (FPL). The BHP would become the new insurance coverage for those individuals currently on Medicaid with incomes above 133 percent of FPL as well as others not currently enrolled in Medicaid that meet the eligibility criteria.

In opposing the bill, CHA cited the need to move the population with incomes between 133 and 200 percent of the FPL into the Connecticut Health Insurance Exchange, thus providing that population with a robust network of providers and moving individuals out of a program that reimburses providers at Medicaid rates.

Connecticut hospitals providing testimony included The Hospital of Central Connecticut, Greenwich Hospital, Griffin Hospital, Middlesex Hospital, Norwalk Hospital, Stamford Hospital, Waterbury Hospital, and Yale New Haven Health System (Bridgeport Hospital, Greenwich Hospital, and Yale-New Haven Hospital).

CHA also provided [testimony](#) on [HB 5485](#), *An Act Concerning The Connecticut Health Insurance Exchange*. The bill seeks to make various changes to the duties and responsibilities of the Connecticut Health Insurance Exchange. It separately requires the Insurance and Real Estate Committee to select the benchmark plan for establishing the standard for qualified health plans and health plans to be sold outside the exchange.

## Public Health Committee to Hold Public Hearing

The Public Health Committee is scheduled to hold its second public hearing on Friday, March 16. Bills of interest to hospitals that will be heard before the Committee include [SB 370](#), *An Act Concerning Services Provided By Genetic Counselors*; [HB 5435](#), *An Act Concerning "Do Not Resuscitate" Orders*; [HB 5499](#), *An Act Concerning Regulations Relating To Hospice Care*; [SB 368](#), *An Act Concerning The Health Information Technology Exchange Of Connecticut*; [SB 414](#), *An Act Concerning Advanced Practice Registered Nurses' Certification Or Signature*; [HB 5434](#), *An Act Concerning The Professional Standard Of Care For Emergency Medical Care Providers*; and [SB 371](#), *An Act Concerning The Administration Of Injectable Vaccines To Adults In Pharmacies*. A full report on testimony provided on any of these bills will be published in the next edition of *Update*.

## Connecticut Nursing Collaborative Named as Action Coalition by the Future of Nursing: Campaign for Action

The Connecticut Nursing Collaborative, a statewide coalition of diverse nursing and other organizations working together to shape Connecticut's nursing workforce preparation, composition, and capacity, has been selected as an Action Coalition by the [Future of Nursing: Campaign for Action](#). CHA serves on the steering group of the Connecticut Nursing Collaborative. As an Action Coalition, the Connecticut Nursing Collaborative is now part of the *Campaign for Action* program, which is coordinated through the Center to Champion Nursing in America (CCNA), an initiative of AARP, the AARP Foundation, and the Robert Wood Johnson Foundation (RWJF). Its goal is to ensure that all Americans have access to high-quality, patient-centered healthcare, with nurses contributing to the full extent of their capabilities.

"The expertise of our coalition members and our proven capacity were key factors in being selected," said Carole Bergeron, PhD, RN, executive director of the Connecticut Nurses' Association and co-leader of the Action Coalition. "As a participant in the movement to maximize the contributions of the nurses who deliver healthcare in our state and nation, the Connecticut Nursing Collaborative is excited to bring its energy and ideas to this groundbreaking effort."

The Connecticut Nursing Collaborative will work with the campaign to implement the recommendations of the landmark Institute of Medicine (IOM) report, [The Future of Nursing: Leading Change, Advancing Health](#). The Connecticut Nursing Collaborative includes

members from the Connecticut Nurses' Association, the Connecticut League for Nursing, the Organization of Nurse Executives in Connecticut, the Northern and Southern Black Nurses Associations of Connecticut, the Connecticut State Virtual Office of Public Health Nurses, the Connecticut Association of Public Health Nurses, public and private academic institutions involved in undergraduate and graduate education for nurses, as well as specialty organizations focused on nursing and workforce issues.

The Future of Nursing: *Campaign for Action* includes 48 state Action Coalitions and a wide range of healthcare providers, consumer advocates, policy makers, and the business, academic, and philanthropic communities.

## Education Updates

### Eliminating Preventable Harm Through FMEA

March 19, 2012, 8:30 a.m. - 3:30 p.m.

Failure mode and effects analysis (FMEA) is a proven tool in today's proactive patient safety improvement initiatives. Beyond meeting Joint Commission standards, FMEA has turned out to be a very effective process improvement strategy. As part of their ongoing commitment to create and sustain an environment of safe patient care, Connecticut hospitals are participating in the national Partnership for Patients/Hospital Engagement Contractor initiative to improve the 10 clinical problem areas this initiative will address.

Healthcare professionals in all disciplines need analysis and investigation tools to identify and permanently fix multi-pronged problems that lead to serious safety events or near-miss incidents. In this workshop, participants learn how to harness the power and benefits of FMEA for their organization by concentrating efforts on identifying and addressing potential high-risk processes, and avoiding common pitfalls.

Please join us on Monday, March 19, 2012 for CHA's "Eliminating Preventable Harm Through FMEA," a practical and powerful tool to help organizations make progress on their journey to prevent harm.

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

### Leaping From Staff to Management: The Next Steps

March 20, 2012, 8:30 a.m. - 3:30 p.m.

Whether recently assigned to the role of manager or a seasoned veteran, it is important to determine how well your problem-solving and decision-making skills are keeping pace with the ever-changing healthcare environment. For those who attended the first program – "Leaping from Staff to Management: You're a Manager – Now What?" – in June 2011 or January 2012, this follow-up course is ideal for all managers who want to continually improve their skills.

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

### CHA's 2012 Patient Safety Summit

March 23, 2012 8:30 a.m. - 4:00 p.m.

Reserve your seat now for CHA's 2012 Patient Safety Summit, to be held on March 23, 2012, from 8:30 a.m. - 4:00 p.m. Donald Berwick, MD, former Administrator of the Centers for Medicare & Medicaid Services (CMS) and one of the country's foremost advocates for patient-centered high-quality healthcare, will provide the keynote address.

While leading CMS, Dr. Berwick initiated Partnership for Patients, a national project designed to reduce preventable inpatient harm by 40 percent and readmissions by 20 percent over a three-year period. In Connecticut, the Partnership for Patients initiative is provided to acute care hospitals through a partnership between CHA and the Health Research and Educational Trust (HRET).

This is the tenth anniversary of CHA's annual Patient Safety Summit. This year's program will officially mark the start of CHA's statewide initiative to eliminate all-cause preventable harm using high reliability science to create a culture of safety.

For more information about CHA's 2012 Patient Safety Summit, click [here](#). To register, click [here](#).

### From Difficult to Dynamic: Engaging Our Most Challenging Employees!

March 26, 2012 8:30 a.m. - 2:30 p.m.

Managing staff to achieve organizational goals is a basic responsibility for all leaders. Personality and communication differences can make this a difficult task and consume hours of your time and energy. This highly interactive program, based on best practices in leadership theory, will present communication methods and tools for navigating the difficult maze of different personalities and communication styles.

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

### 2012 Corporate Compliance Conference

April 3, 2012 9:00 a.m. - 4:00 p.m.

The 2012 Corporate Compliance Conference is an outstanding opportunity to learn the latest information about and practical approaches to dealing with several current and challenging compliance issues.

The keynote speaker is Day Egusquiza, President of AR Systems. Ms. Egusquiza will discuss what is happening throughout the country with regard to government audits. Additionally, she will provide insight on approaches for identifying new accountability strategies, documentation improvement ideas, and tactics for reducing your vulnerabilities.

The program will be of particular interest to corporate compliance officers, risk managers, in-house counsel, quality managers, and human resources and health information professionals.

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

