



Thursday, March 17, 2011

## Governor Malloy Meets with Hospital Leaders at CHA

Governor Dannel P. Malloy met with hospital CEOs and trustees on Monday, March 14, to talk about the proposed budget and the significant issues facing hospitals and healthcare in the state. As he has in many public forums, the Governor provided a summary of his budget proposals, stressing the need for shared sacrifice. Hospital leaders shared their concerns about the effects on patients and communities of the budget's cuts to hospitals.

In a 45-minute meeting with more than 50 CEOs and hospital trustees, the Governor said more than once, "I would trade my deficit for any one of yours today." He emphasized the fact that there are no easy answers to the budget crisis facing the state, and urged the leaders to support his budget, noting that alternative proposals would be "worse for hospitals."

Hospital leaders asked questions and gave examples of the financial impact the tax and cuts to funding would have on their individual hospitals. The Governor agreed that everyone was in a difficult position, yet he was dealing with a bigger deficit and an older infrastructure—noting that the state's technology and some of its management processes dated back to the 1970s and were hampering his administration's ability to move forward.



(Photo: Kurt Barwis, President and Chief Executive Officer, Bristol Hospital and Chair, CEO Forum; and Chris Dadlez, President and Chief Executive Officer, Saint Francis Hospital and Medical Center, and Chairman of the CHA Board of Trustees.)

"We appreciate the Governor's taking the time to meet with Connecticut hospital leaders," said CHA President and CEO Jennifer Jackson. "But, cutting hospital funding and imposing a hospital tax hurts all patients and communities, moving us all farther away from our mutual goal of building a healthier and economically strong Connecticut. We fully

understand and recognize the difficult challenge he faces—balancing growing needs with finite and ever-dwindling resources—because, as discussed today, Connecticut hospitals have been engaged in the same balancing act for years. Connecticut hospitals are committed to being a part of the solution to resolve the many problems facing our healthcare system."

Click [here](#) to read an article about the meeting in the *Connecticut Mirror*, and [here](#) to read an article from *CT News Junkie*.

## CHA Patient Safety Summit Focuses on Patient-Driven Leadership

More than 150 participants, speakers, and sponsors gathered on Friday, March 11, for the 2011 CHA Patient Safety Summit, co-sponsored with Qualidigm and the Connecticut Association of Healthcare Executives.

Brian Wong, MD, CEO of The Bedside Trust, kicked off the summit with an animated discussion of patient-driven leadership. Posing an initial question about what patients can teach us about leadership, Dr. Wong used his keynote presentation to discuss what patients want from hospitals (competence, communication, compassion, teamwork – or, in a word, trust), and the correlation with what physicians want from each other (Talented, Dedicated colleagues who Execute effectively, and are Team players, Responsive, Understanding, and Safe and easy to approach – or, to use an acronym: T.R.U.S.T.E.D.) What started in his research and consulting practice as a leadership model for doctors by doctors, developed into a universal list of behaviors

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that instill trust – applicable for bedside care providers, executives, and trustees alike. Drawing a distinction between the “job” piece of the model (good technical and execution skills) and the “role” piece (the relational skills), Dr. Wong noted the importance of choosing one’s response to stimulus and understanding we choose “how we show up.” He provided a “leadership work-up” based on a medical work-up model (history, physical, diagnosis, treatment) and provided a compelling picture of “dark side” behaviors that result in “distrust.”

Following Dr. Wong’s morning presentation, participants heard from patient advocate Helen Haskell, from Consumers Advancing Patient Safety, who shared the tragic story of the loss of her son from a medical error. She applauded the attendees for their work to improve the safety in their hospitals but encouraged them to learn from her story and engage patients and their families in the work because “they can tell you the patient’s whole story, and know the patient best.”

In his afternoon session, Dr. Wong provided an applications workshop, demonstrating that “every interaction matters.” Using clips from the film *Gettysburg*, he engaged participants in making appropriate leadership decisions based on the T.R.U.S.T.E.D. colleague model.

The summit ended with “Detection, Intervention, Prevention: Improving Patient Outcomes,” a presentation by George Blike, MD, from Dartmouth-Hitchcock Medical Center. Dr. Blike presented an overview of Dartmouth-Hitchcock’s quality and patient safety program, which is built on a compact of behavior and cultural expectations that are non-negotiable. Dr. Blike shared program specifics, such as their process for prioritizing quality initiatives by choosing outcomes-based projects, and their Patient Safety Surveillance program that was established to monitor patients on the general floors for changes in clinical condition.

## Patient Falls Collaborative To Hold Fourth Learning Session

CHA and Qualidigm are pleased to announce the Fourth Learning Session for the Patient Falls Collaborative, *Moving Fall Prevention Evidence into Practice: Coordinating Across the Continuum*. The Learning Session will be held at CHA on Tuesday, April 5, 2011, from 8:00 a.m. to 2:00 p.m.

The keynote speaker, from the National Center for Injury Prevention and Control, Center for Disease Control, will present the national perspective on falls as a public health epidemic, and share future preventive strategies. Healthcare organizations from across the state, who have partnered to address fall prevention, will describe their initiatives, including presentations on interventions to reduce falls in high risk individuals, ways to evaluate a fall prevention program, medication safety, a perspective on community fall prevention screenings, and others.

The learning session will also include a poster session for sharing good practices and ideas. Click [here](#) for the brochure; click [here](#) to register. For more information on the Patient Falls Collaborative, contact Alison Hong, MD, CHA’s Interim Vice President for Quality and Safety, [hong@chime.org](mailto:hong@chime.org).

## Reducing Heart Failure Readmissions Schedules Learning Session

The Fourth Learning Session for the Reducing Heart Failure Readmissions Collaborative, co-hosted by CHA and Qualidigm, has been scheduled for April 12, 2011, from 8:00 a.m. to 2:00 p.m.

Eliot Lazar, MD, Chief Quality and Patient Safety Officer from New York-Presbyterian Hospital, will be the keynote speaker, sharing details of the hospital’s patient safety program and successful strategies that have helped them improve their hospital-wide medication reconciliation process. Other topics will include assessing hospitals’ current heart failure program model, enhancing patient and family education, and incorporating palliative care in symptom management. Patsy Twohill, a clinician who will share her experiences as a patient undergoing treatment for heart failure, will also be featured.

The learning session will also include a poster session for sharing good practices and ideas. To register online for this learning session, click [here](#). For more information on the Reducing Heart Failure Readmissions Collaborative, contact Alison Hong, MD, CHA’s Interim Vice President for Quality and Safety, [hong@chime.org](mailto:hong@chime.org).

## CHA Provides Testimony in Hartford This Week

The Human Services Committee held a public hearing on Tuesday, March 14, on several legislative proposals of importance to hospitals, including the administration’s FY 2012-2013 budget recommendations as they relate to Human Services-related matters. CHA provided [testimony](#) in strong opposition to the budget proposals that would impose a hospital provider tax and eliminate the Uncompensated Care Pool and the Urban DSH Pool. It is expected that the Governor’s budget proposal, [SB 1013, An Act Implementing The Governor's Budget Recommendations Concerning Human Services](#) will be reported out of the Human Services Committee prior to its reporting deadline on March 24, 2011.

In addition to opposing HB 1013, CHA provided [testimony](#) in support of [HB 6550](#), *An Act Concerning Medicaid Coverage For Smoking Cessation Treatment*, a bill that would require the inclusion of smoking cessation treatment and products as covered services under the state's Medicaid plan. [Testimony](#) was also provided in opposition to [HB 6587](#), *An Act Concerning The Department Of Social Services' Establishment Of A Basic Health Program*. HB 6587 directs the Department of Social Services to establish a Basic Health Plan for those individuals with family income between 133 and 200 percent of the federal poverty level (FPL).

Also on Tuesday, the Insurance and Real Estate Committee held a hearing and CHA provided [testimony](#) on [SB 1154](#), *An Act Concerning The Reporting Of Claims Information To The Comptroller And Additional Duties Of The Comptroller*. Of importance to hospitals, the bill authorizes the Comptroller to convene a group of stakeholders to facilitate the development and establishment of healthcare provider payment reforms, including, but not limited to, multi-payer initiatives, accountable care organizations, patient-centered medical homes, primary care case management, value-based purchasing, and bundled healthcare. The bill also expands the data required to be submitted to OHCA to expressly include outpatient data, and data from outpatient surgical facilities, and would allow the Comptroller to access hospital and outpatient surgical facility data through a memorandum of understanding between OHCA and the Comptroller's office. CHA expressed concerns over the increased cost and implementation issues for hospitals and outpatient surgical facilities.

On Thursday, March 17, CHA provided [testimony](#) before the Human Service Committee in opposition to [SB 1147](#), *An Act Concerning Patient Consent For The Exchange Of Electronic Health Information*. [SB 1147](#) would require written consent of a patient, or the patient's representative, prior to release of patient health information kept in electronic medical records by a healthcare institution. This runs contrary to a very complex set of federal rules and laws that govern medical records, health information exchanges, and federal healthcare reform.

## Governor's Town Hall Meeting Schedule Revised

Governor Dannel Malloy has been holding jam-packed town hall meetings throughout the state to hear what people are thinking about his proposed budget. Recently, several meetings have been moved to larger venues to accommodate the number of people interested in hearing the Governor.

For an updated list of remaining town hall meetings, click [here](#).

## How To Help Japan

As we watch the tragic events in Japan evolve, our natural instinct is to want to do something to help. The American Hospital Association and others are recommending that a cash donation to reputable US organizations with Japanese partners is the best way to respond. Experts do not advise sending supplies or equipment, due to concerns about clogging transport routes and wasting time.

- The US Department of Health and Human Services has a [website](#) on the disaster, including a "how to help" section noting the American Red Cross is working with its partners to assist. HHS recommends that donations be made to [Red Cross](#) online.
- More information on other organizations with response teams is available at the [InterAction website](#), which lists a number of organizations accepting donations.

There are more helpful resources that have been recently posted by the National Library of Medicine in response to the disaster. A new page of links to information on "Japan Earthquake, Tsunami, and Radiation Event - March 2011" is now available by clicking [here](#). The resources on this page may help with understanding the health issues related to the devastating Japan earthquake, tsunami, and possible nuclear power plant disruptions. Resources from the National Library of Medicine, US federal agencies, and other key resources are listed for responders, health professionals, and the general public.

## Database Tracks PPACA-Related State Legislation

The one-year anniversary of the passage of the Patient Protection and Affordable Care Act (PPACA) is next week, and the progress of federal healthcare reform as it affects states on the local level varies widely state-by-state.

The National Conference of State Legislatures yesterday launched a free [database](#) for tracking state legislative actions related to the PPACA. The database currently contains about 600 bills introduced in 2011, which can be searched by state, topic, keyword, status and sponsor. Topics include Medicaid; health insurance exchanges; health insurance reform; health information technology; prevention and wellness; providers and workforce; and challenges and alternatives.

For [2010](#) state actions to implement PPACA provisions, or [challenges](#) to certain provisions, visit [www.ncsl.org](#).

## Education Updates

### **Leaping From Staff to Management, The Next Steps, Tuesday, March 22, 8:30 a.m. - 3:30 p.m.**

Whether recently assigned to the role of manager or a seasoned veteran, it is important to periodically step back to review your knowledge of management theory and practice, and determine how well your problem-solving and decision-making skills are keeping pace with the ever-changing and challenging healthcare environment. For those of you who attended our first program “Leaping from Staff to Management: You’re a Manager – Now What?” in February, and all managers who want to improve their skills and learn practical techniques for dealing with conflict, leading change initiatives, responding to the “dead horse” dilemma, coaching employees for better performance, and using time management strategies, this highly interactive session will help you manage both the people and business components of your job more effectively.

This program is co-sponsored with the Connecticut Association of Healthcare Executives. At the conclusion of the program, participants will be able to: define conflict, its role in the process of change, and the emotion of anger; describe why power can be both positive and negative, and how it can influence individual and team problem solving; discuss how a rewards and recognition system can improve employee competency; and explain why time is a valuable resource and list ways to use it more effectively.

Victor Walton, MA, professional educator, speaker, trainer, and leadership consultant, will be the program’s speaker.

*Connecticut Hospital Association 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 (5.75 contact hours). This program has been approved for Continuing Education Credit Hours by the National Association of Social Workers, CT and meets the continuing education criteria for CT Social Work Licensure renewal (5.75 credit hours). As an independent chartered Chapter of the American College of Healthcare Executives, the Connecticut Association of Healthcare Executives is authorized to award 5.5 hours of Category II continuing education credit toward advancement or recertification in the American College of Healthcare Executives (ACHE). Participants in this program who wish to have it considered for Category II (non-ACHE) credit should list their attendance when they apply to the American College of Healthcare Executives for advancement or recertification.*

Click [here](#) for the brochure; click [here](#) to register.

### **CHA Nurse Preceptorship Program, Thursday, April 7, 8:30 a.m. – 4:00 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.

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 that include 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 serve to start new nurse preceptors off with critical information and also may be of interest to RN preceptors that have not had this content, or would like to be refreshed on these concepts.

Speakers for the program include: Janice Costello, RN, Chairperson, Department of Nursing, Goodwin College; Anna McGuirk, RN, Clinical Educator and Consultant; and Justin Sleeper, RN, Clinical Director of Inpatient Psychiatry, The William W. Backus Hospital.

*The Connecticut Hospital Association 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).*

Click [here](#) for the brochure; click [here](#) to register.

### **2011 Nurse Manager Leadership Academy**

CHA’s popular Nurse Manager Leadership Academy is a five-part series modeled after the American Organization of Nurse Executives (AONE) Nurse Manager Leadership Collaborative Learning Domain Framework ©2004 NMLC AONE and specifically designed to meet the development needs of new and aspiring nurse managers.

Developed and implemented with the first cohort of nurse managers in the spring of 2008, and repeated in 2009 and 2010, the program has five comprehensive and successive learning modules built upon each other to focus on the link between clinical background and the leadership, business, and interpersonal skills needed in the role of the nurse manager. We are excited to have Jo Manion, PhD, RN, a nationally recognized speaker and author, returning to present two sessions on March 30 and 31.

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**Wednesday, March 23:** Creating the Leader in Yourself, 9:00 a.m. - 3:30 p.m. (Click [here](#) to register)

**Wednesday, March 30:** Leading the People (part one), 9:00 a.m. - 5:00 p.m. (Click [here](#) to register)

**Thursday, March 31:** Leading the People (part two), 9:00 a.m. - 5:00 p.m. (Click [here](#) to register)

**Wednesday, April 13:** Managing the Business (part one), 9:00 a.m. - 4:00 p.m. (Click [here](#) to register)

**Monday, April 25:** Managing the Business (part two), 9:00 a.m. - 4:00 p.m. (Click [here](#) to register)

Click [here](#) for the brochure.