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Excitement Builds for New Initiatives at 10th Annual CHA Patient Safety Summit

On Friday, March 23, nearly 180 healthcare professionals from across the state came together for the 10th Annual CHA Patient Safety Summit. They celebrated successes and made new commitments to patient safety, in line with ambitious new state and national initiatives.

The Summit featured leading experts in the safety field. The keynote address was given by Donald M. Berwick, MD, former Administrator, Centers for Medicare & Medicaid Services and founding CEO of the Institute for Healthcare Improvement.

"I'm really excited about what Connecticut is doing on all-cause harm," Dr. Berwick said. "It is exactly the time to move from piece-by-piece safety to all-cause harm. Why not do it all? The same principals will apply. It's right and it's exciting."

Dr. Berwick encouraged participants to remember the triple aim of improving the experience of care, improving population health, and lowering per capita cost, and said that patient safety is an important element for achieving this three-part goal. Noting that Washington policymakers have set the stage for change, Dr. Berwick said that the real possibility for success in meeting the triple aim begins in local communities and in initiatives like those taking place in Connecticut. He also pointed out that an important change occurring as the nation continues to debate reform is the growing notion that healthcare is a human right, saying, "Finally in this country, we're going to make a promise that if you're in America, you'll have healthcare. End of story."

Dr. Berwick applauded Connecticut hospitals' efforts in safety and encouraged Summit participants to learn from each other. He encouraged them to think globally, implement initiatives on a large scale, and ensure the active engagement and involvement of hospital boards and CEOs.

This year's program kicked off CHA's statewide initiative to eliminate all-cause preventable harm using high reliability science to create a culture of safety. All acute care hospitals are also involved in Partnership for Patients, a new national initiative designed to reduce preventable inpatient harm by 40 percent and readmissions by 20 percent over a three-year period. Partnership for Patients is being conducted by CHA in partnership with the Healthcare Research and Educational Trust (HRET).

Maulik S. Joshi, DrPH, HRET President and Senior Vice President of Research at the American Hospital Association, offered participants an overview of the healthcare environment and strategies for navigating the future. He welcomed Connecticut to the national Partnership for Patients initiative and encouraged hospitals to "participate, measure, and improve" with their colleagues from around the country.

Kerry Johnson, Founding Partner and Chief Innovation Officer of Healthcare Performance Improvement (HPI) shared the principles of high reliability organizations and provided an in-depth overview of high reliability science in healthcare, laying the foundation for CHA's statewide initiative. Mr. Johnson reminded the participants that becoming a high reliability organization and eliminating preventable harm means adaptive change, and this is "a journey, not a program."

Leaders from St. Vincent's Medical Center in Connecticut, Presbyterian Healthcare/Novant Health in the Carolinas, and Children's National Medical Center talked about their journeys in high reliability, illustrating the practical application of the principles and concepts presented by Mr. Johnson. Kerry Eaton, Senior Vice President and Chief Operating Officer of St. Vincent's Medical Center, shared advice and reminded the participants that "it's about great care for patients."

Participants expressed enthusiasm and excitement about the Summit. They appreciated the speakers' energy and how each of the presentations balanced goals, ideas, practical advice, and improvement strategy. Others commented on the dynamic content, and how the speakers provided excellent motivation to achieve a safer hospital environment.

Jewel Mullen, MD, MPH, MPA, Commissioner of the Connecticut Department of Public Health, who provided opening remarks, recognized that Connecticut hospitals have been working together to strengthen quality and patient safety for the last decade and made a commitment

to partnering with CHA, Qualidigm, and other healthcare organizations to create a "better system for health," one which ties together the medical, health, and public health systems.

The Summit was held in partnership with Qualidigm and the Connecticut Association of Healthcare Executives.





CHA Diversity Collaborative Session: How Hospitals Can Better Support Black Nurses

The CHA Diversity Collaborative teams participated in a learning session on Tuesday, March 27, to learn how they can better support Black nurses. Speakers included Lisa Davis, President of the Northern Connecticut Chapter of the National Black Nurses Association, and Genice Nelson, President of the Southern Connecticut Chapter.

"You have to have a sincere commitment to diversity," said Ms. Davis. "You have to embrace and promote a culture of diversity. You have to walk the talk, from the top down, and support your nurse managers and nurses."

She encouraged hospitals to identify and recognize high-potential nurses, and make a commitment to moving them into management and leadership positions whenever possible. Ms. Nelson agreed that in order to groom the next generation of leaders, hospitals should encourage networking and mentoring, offer resources and training, and promote from within.

"Diversity training is important for workplace stability," added Ms. Nelson. "We need people of all backgrounds to take care of patients. We need to make nurses feel comfortable in their roles. This will improve patient satisfaction and patient outcomes."

This learning session was one in a series of educational programs offered to CHA Diversity Collaborative teams from acute care hospitals across the state. Hospitals are working together to identify improvement strategies and interventions, share best practices, and implement critical initiatives to improve diversity and strengthen hospital cultural competency.

Eliminating disparities, increasing diversity, and achieving health equity are CHA priorities. The Diversity Collaborative, which launched in October 2011, was developed by a special CHA Board subcommittee and is overseen by the Committee on Human Resources of the CHA Board.

Public Health Committee: Reporting Deadline Tomorrow

In advance of its March 30 Joint Favorable (JF) reporting deadline, the Public Health Committee released a number of bills of interest to hospitals and the healthcare community.

On Friday, March 23, the Committee met, debated, and released with Joint Favorable Substitute (JFS) report [SB 186](#), *An Act Concerning The Licensing, Investigation And Disciplinary Processes For Physicians And Nurses*; [HB 5063](#), *An Act Concerning Treatment For A Drug Overdose*; the CHA-supported bill [SB 371](#), *An Act Concerning The Administration Of Injectable Vaccines To Adults In Pharmacies*; and the CHA-supported bill [HB 5515](#), *An Act Concerning Physician Assistants*. The Committee also released with a Joint Favorable (JF) report [HB 5527](#), *An Act Concerning A Working Group To Study Health Care Reform*.

On Monday, March 26, the Committee released with JFS reports [HB 5037](#), *An Act Implementing The Governor's Budget Recommendations Concerning Public Health*, and [HB 5499](#), *An Act Concerning Regulations Relating To Hospice Care*.

At the time of publication of *Update*, the Public Health Committee was meeting to debate and release several bills of interest to Connecticut hospitals. Bills scheduled to be debated include: [SB 425](#), *An Act Concerning A Basic Health Program*; [HB 5038](#), *An Act Implementing The Governor's Budget Recommendations Concerning An All-Payer Claims Database Program*; [HB 5321](#), *An Act Concerning The Office Of Health Care Access And The Certificate Of Need Process*; [HB 5435](#), *An Act Concerning "Do Not Resuscitate" Orders*; and [HB 5526](#), *An Act Concerning The Membership Of The Emergency Medical Services Advisory Board And An Emergency Services Policy Council*.

Separately, the Judiciary Committee released with a JF report [HB 5506](#), *An Act Concerning Good Samaritan Protections*. The Commerce Committee, meeting on its JF deadline, released with a JF report [SB 405](#), *An Act Concerning Targeted Health Areas*.

Also this week, the House and Senate met in session on Wednesday, March 28, to vote on a number of Judicial and Executive nominations and on an "Emergency Certified" bill to cap the gasoline gross receipts tax ([SB 457](#), *An Act Concerning A Cap On The Petroleum Products Gross Earnings Tax and Penalties For Abnormal Price Increases In Certain Petroleum Products*). Of interest to hospitals, the house passed [HB 5064](#), *An Act Concerning The Department Of Mental Health And Addiction Services' Reporting Requirement*. Among other provisions, the bill would eliminate a hospital reporting requirement regarding protocols for screening patients for alcohol and substance abuse. The bill was transmitted to the Senate for further action.

Stephen W. Larcen, PhD, Named CEO of Windham Hospital



Stephen W. Larcen, PhD, has been named CEO of Windham Hospital. For the past six months, Dr. Larcen has served in that role on an interim basis. He will also continue to serve as president and chief executive officer of Natchaug Hospital in Mansfield.

"Steve is one of Hartford HealthCare's (HHC) most able executives," said Elliot Joseph, President and CEO of HHC. "He has demonstrated extraordinary leadership, intelligence, flexibility, and a talent for communication in his various roles."

Mr. Joseph noted that Dr. Larcen has already made a significant contribution to Windham. Throughout his interim assignment, he and his team have recruited physicians to strengthen Windham's cardiology program, created a local partnership to help support its women's health services program, and has overseen the construction of a new medical office building.

"I am honored to be able to join the Windham Hospital family in a permanent capacity," said Dr. Larcen. "I have been wonderfully supported by Hartford HealthCare, the Windham and Natchaug leadership teams, medical staffs, boards, and the truly remarkable staffs at both organizations throughout the interim process. My ability to lead both institutions is a tribute to all these men and women." He concluded, "Windham Hospital has an outstanding reputation in the community and has tremendous potential for growth. I couldn't be more excited to continue the initiatives and processes already begun that will build something great inside and out at Windham."

CHA President and CEO Jennifer Jackson said, "We were very pleased to hear the news of Steve's official appointment as CEO of Windham Hospital. We have appreciated his many years of involvement with CHA, particularly the passion and energy he has brought to hospital advocacy work, especially in the behavioral health area."

Dr. Larcen has more than 40 years of experience in behavioral health and healthcare management. He has been president and CEO of Natchaug since 1990 and took on the role of vice president of behavioral health for HHC in 1997.

Join us at the 2012 CHA Healthcare Executive Summit

Health reform – with all its complexities, challenges, pressures, and opportunities – continues to demand that hospital leaders transform their organizations through innovation, patient-centered care, and cost reduction.

The 2012 CHA Healthcare Executive Summit is pleased to feature two nationally recognized experts who will present both provocative insights and practical ideas to address the key economic, market, and social drivers of change facing hospitals and healthcare systems.

Leonard Greenhalgh, PhD, Professor of Management, Tuck School of Business at Dartmouth, will present *Strategy for a Different Future: Minorities in the U.S. Economy*. Andrew J. Majka, Managing Director and Chief Operating Officer, Kaufman, Hall & Associates, will present *Industry Consolidation: Key Drivers, Transactional Trends and Market Implications*.

The 2012 CHA Healthcare Executive Summit will be held on April 23, 2012, from 9:00 a.m. - 12:00 p.m. For more information, click [here](#). To register, click [here](#).



Leonard Greenhalgh, PhD
Professor of Management
Tuck School of Business at Dartmouth



Andrew J. Majka
Managing Director and Chief Operating Officer
Kaufman, Hall & Associates

Education Updates

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 with government audits throughout the country. 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, human resources, and health information professionals.

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

Nurse Manager Leadership Academy

Session One: Creating the Leader in Yourself

April 10, 2012 9:00 a.m. - 3:45 p.m.

Session Two: Managing the Business (Part One)

April 19, 2012 9:00 a.m. - 4:00 p.m.

Session Three: Managing the Business (Part Two)

April 27, 2012 9:00 a.m. - 4:00 p.m.

The Nurse Manager Leadership Academy has been designed to meet the growing demand for nurse manager leadership development. As healthcare reform gains momentum, and the impact of the Patient Protection and Affordable Care Act (PPACA) intensifies, the role of the nurse manager is essential in healthcare facilities of all types. Effective and targeted professional development for nurse managers is critical to the quality of patient care, the satisfaction of patients with their care, the financial success of the organization, and the satisfaction of nurses in their practice.

The Nurse Manager Leadership Academy provides a unique and interactive learning experience designed to create personal and professional transformations in hospitals and healthcare facilities. It has been developed to help new and aspiring managers develop the core skills essential for success.

The curriculum emphasizes three key areas or learning modules: leadership skills, business skills, and personal development. These comprehensive and successive learning modules build upon each other to provide the necessary link between a nurse manager's clinical background and his or her role as manager.

Participation in the entire curriculum is strongly encouraged to receive the full benefits of the program, but registration for individual modules is permitted.

For more information, click [here](#). To register for Session One, click [here](#). To register for Session Two, click [here](#). To register for Session Three, click [here](#).

