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CHA In The News Newsclips Press Releases Testimony Update

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[Printer-Friendly Version](#)

In This Issue:

[Hospitals Participate in Advocacy Day at the Capitol](#)

[Legislative Session Enters Final Weeks](#)

[Voters in the 94th House District to Elect New Representative](#)

[April Recognized as Minority Health Month](#)

[Pricing Transparency Report Released](#)

[Education Updates](#)

Hospitals Participate in Advocacy Day at the Capitol



On April 24, Connecticut hospital nurses, doctors, volunteers, and hospital leaders met with legislators at the Capitol to continue their advocacy in the second 2014 Legislative Session advocacy day at the Capitol. Though only two weeks remain in the session, legislators are still considering a number of hospital-related issues.

Hospitals discussed with legislators priorities including the hospital-raised bill [SB 407](#), *An Act Concerning A Hospital Quality Of Care Initiative*. This bill, which would modernize and update the way in which care is provided and hospitals are reimbursed in the state's Medicaid program, has been referred to the Appropriations Committee.

Hospitals also discussed the need to phase out the hospital tax and their opposition to [HB 5583](#), *An Act Concerning The Payment Of Real Property Taxes By Certain Institutions Of Higher Learning And Hospital Facilities*. This bill would make not-for-profit hospitals and certain private colleges liable for the payment of property taxes.

Hospitals also discussed their opposition to [HB 5384](#), *An Act Concerning Reports Of Nurse Staffing Levels*, as drafted. HB 5384 would require hospitals to submit to the Department of Public Health annual reports on prospective nurse staffing plans and quarterly reports of actual daily nurse staffing levels by numerical staff-to-patient ratios for registered nurses, licensed practical nurses, and registered nurses' aides as defined in Section 20-102aa of the Connecticut General Statutes. The bill also requires hospitals to report the method used to determine and adjust direct patient care staffing levels. HB 5384 would create an unnecessary administrative burden and have no meaningful effect on the provision of safe, quality patient care. The reporting that would be mandated by the bill, which focuses on a gross numeric staff-to-patient ratio, would not reflect the complexity and dynamic nature of hospital staffing and would provide no insight on or benchmark for improvements.

[Update Archives](#)



Legislative Session Enters Final Weeks



As the 2014 Legislative Session nears an end, both chambers of the General Assembly spent the better part of the week in session passing bills of interest to each legislative body. The final weeks of the session will consist of long debates and longer



days, leading to the adjournment on midnight, May 7.

With approximately 10 days left to meet, both chambers need to come to an agreement to pass a FY 2015 budget and related bills budget implementer bills. Other high priority bills on which action is expected before the end of the session include legislation dealing with hospital mergers, affiliations and conversions, workers' compensation, various provider scope of practice issues, and nurse staffing requirements.

On April 23, the House debated and passed [HB 5337](#), *An Act Concerning Fees Charged For Services Provided At Hospital-Based Facilities*, a bill proposed by the state's Attorney General and supported by CHA. HB 5337 requires that hospitals and health systems that charge facility fees notify patients in writing that the facility charges such a fee and the amount of their potential financial liability. The bill also requires facilities prominently display signs indicating they charge a facility fee.

The final days of legislative sessions are hectic, with legislators pressing for passage of their priority bills. Any bill not passed by both chambers will die at midnight, May 7, and will need to be introduced again during the next session for consideration.

Voters in the 94th House District to Elect New Representative



Residents of the 94th House District are voting in a special election to replace former Democratic Representative Gary Holder-Winfield (D-New Haven). The special election was called in February when now Sen. Holder-Winfield won a special election for the 10th District Senatorial seat vacated by Toni Harp after she was elected mayor of New Haven. The results of the multi-candidate election for the 94th House seat will be known later this evening after the polls close at 8:00 p.m.

Currently, Democrats hold a 96 to 54 majority in the State House of Representatives.

The 94th District includes the towns of Hamden and New Haven.

Election results will be reported in the next edition of *Update*.

April Recognized as Minority Health Month



April is [National Minority Health Month](#), created to raise awareness about the health disparities that affect racial and ethnic minorities. This year's theme, *Prevention is Power: Taking Action for Health Equity*, emphasizes the critical role of prevention in reducing health disparities.

CHA continues to advance a broad approach across all Connecticut hospitals and in partnership with communities to eliminate disparities and improve health equity. Currently, CHA is working with Connecticut hospitals to implement the National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care (CLAS Standards). The CLAS Standards are intended to improve hospitals' responsiveness to the cultural and linguistic needs of patients of diverse racial, ethnic, and cultural backgrounds.

This is one goal of the CHA Diversity Collaborative, a first-in-the-nation collaborative of acute care hospitals recognized as a national model for advancing health equity and eliminating disparities. The Diversity Collaborative is a multi-year, statewide endeavor to improve health equity and eliminate disparities by increasing diversity in hospital governance and senior management, improving cultural competence in the delivery of care, and increasing supplier diversity.

Pricing Transparency Report Released



The Healthcare Financial Management Association released a report, "[Price Transparency in Health Care](#)," on April 16. The report noted that everyone should be able to receive accurate price estimates to make meaningful price comparisons ahead of service. The report found that health plans were in the best position to help their members find out the total estimated price of the service, and recommended that health plans help members estimate their expected out-of-pocket costs. Hospitals, the report found, should serve as a price information resource for the uninsured.

CHA has long supported efforts to make pricing more transparent and meaningful for consumers, and supports ways to help consumers get better information about their bills, as well as information about their responsibility for their bills, in advance of treatment. In January, the CHA Board of Trustees unanimously adopted a recommendation that all Connecticut hospitals provide patients with information about facility fees in advance of their treatment. Read the Policy on Facility Fees and Physician Services by clicking [here](#).

As well, in 2006, Connecticut hospitals came together through CHA to voluntarily institute a [policy](#) to help uninsured patients with free or deeply discounted care.

Education Updates

Transitioning From Staff to Management: What's Next?

Monday, April 28, 2014
9:00 a.m. - 3:00 p.m.

Whether recently assigned to the role of manager or a seasoned veteran, it is essential to continually step back to assess your knowledge of management practice and how well your critical thinking, problem solving, decision-making, and communication skills are keeping pace with the rapidly changing and challenging healthcare environment.

For those of you who attended the first program in our leadership development series —“Staff to Management: Starting the Transition” in September or

March, and all managers who want to improve their skills and learn practical techniques for leading change initiatives, building team cohesiveness, coaching employees for better performance, and using time management strategies, this practical and interactive session will help you manage both the people and business components of your job more effectively.

Continuing education credits will be awarded. See the brochure for details.

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

Conflict Management: Engaging the Difficult Employee

Tuesday, April 29, 2014
9:00 a.m. - 3:00 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?

Sarah Campbell Arnett, MA, NCC, BC-DMT, one of CHA's most highly rated leadership development speakers, will present this full-day, interactive program, based on best practices in leadership theory. Ms. Arnett will present communication methods and tools for navigating the challenging maze of different personalities and communication styles to better manage conflict.

Continuing education credits will be awarded. See the brochure for details.

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

2014 Corporate Compliance Conference

Wednesday, April 30, 2014
9:00 a.m. - 2:30 p.m.

Connecticut healthcare professionals, like their colleagues nationwide are being asked to expand their knowledge and skills to respond to unprecedented challenges triggered by healthcare reform—including the ever-changing regulatory compliance landscape.

Please join us for CHA's annual Corporate Compliance Conference, which will address several critical topics including the CMS 2-midnight presumption, documentation issues, and revenue cycle strategies. Additionally, there will be presentations covering physician-owned distributorships, the focus on transparency of industry physician financial relationships or the CMS Physician Payment Sunshine Act, and compliance strategies for both provider and patient health information exchange (HIE) portals. In addition to compliance, legal, and risk professionals, we also invite physicians, HIM, and other healthcare professionals to join us for a comprehensive conference.

Continuing education credits will be awarded. See the brochure for details.

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

Reducing Surgical Site Infections

Thursday, May 1, 2014
9:00 a.m. - 3:00 p.m.

CHA will host our partners from Johns Hopkins and several Connecticut best-practice hospitals as part of our ongoing successful effort to reduce surgical site infections. We have seen a steep decrease in our infection rates, but the rest of the country is outpacing us. Attend this session to learn what other things we can do to ensure lower infection rates in our surgical patients. This session is for all hospitals that do surgery; it is not limited to SUSP (surgical unit safety protocol) hospitals.

Please Note: This is a federally funded session; therefore we are required to charge you for any meals that we provide to you on this day. We will bill the hospital.

[Event Registration](#)

HPI Level 3: Train-the-Trainer Session

Friday, May 2, 2014
9:00 AM - 5:00 PM

This train-the-trainer session is designed for hospital trainers to learn how to teach the staff safety behaviors and error prevention tools.

[Event Registration](#)

HRO Level 3: Medical Staff Training

Thursday, May 15, 2014
8:00 a.m. - 9:30 a.m.

On Thursday, May 15, 2014 we will host a discussion about the role of medical staff in High Reliability Organizations from 8 a.m. to 9:30 a.m. This discussion will be held during the Physician Executive Committee meeting, and we will discuss training, credentialing, and the role of training in the medical schools. In addition, we will kick off a discussion of the expansion of training to ambulatory centers and hospital aligned office-based practices. Breakfast will be included.

[Event Registration](#)

HRO Level 3: Fair and Just Accountability and Red Rules

Thursday, May 15, 2014
12:30 p.m. - 4:30 p.m.

On Thursday, May 15, 2014 from 12:30 p.m. to 4:30 p.m., we will host the rescheduled meeting on Fair and Just Accountability and Red Rules. This is a session for your Human Resources Executives and anyone else who manages people. Fair and Just Accountability trains staff to review performance from a standardized perspective when there is an adverse event, focusing on the behavior rather than the outcome. Red Rules are safety absolutes, and as a state, we are beginning our work toward standardizing one Red Rule on Patient Identification. Lunch will be available.

[Event Registration](#)

Caring for Adult Behavioral Health Patients in the ED

Thursday, May 22, 2014

9:00 a.m. - 12:45 p.m.

CHA is pleased to have Patricia Rehmer, Commissioner, Department of Mental Health and Addiction Services (DMHAS), join us as keynote speaker for the upcoming Caring for Adult Behavioral Health Patients in the ED conference. This issue-based, multidisciplinary education forum is designed for member sharing of best practices, policies, and innovative approaches to meeting this challenge. Commissioner Rehmer will discuss the treatment of individuals with behavioral health disorders while in the ED and issues many CT hospitals face caring for this patient population. Commissioner Rehmer will also discuss interventions currently being implemented, resources available within the DMHAS system and how to access them, bed capacity and challenges that both DMHAS and hospitals are experiencing, and provide information about the Recovery Model and planning for the next steps in this model.

Following the Commissioner's address, panelists from Lawrence + Memorial Hospital, Hartford Hospital, Middlesex Hospital, Saint Francis Hospital and Medical Center, Waterbury Hospital, and Yale-New Haven Hospital will present strategies they are using and new models of engaging with this patient population to improve outcomes.

Because this issue impacts on several clinical and support groups in the hospital, we encourage interdisciplinary teams to attend the forum.

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