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CHA Annual Summit Focuses on Leadership to Improve Patient Safety

CHA's 17th Annual Patient Safety Summit: Leading Safety into the Next Decade explored current patient safety improvement and innovation initiatives, as well as those that will be needed in the future.

More than 140 people attended the April 24 program, co-sponsored with Qualidigm and the Connecticut Association of Healthcare Executives, which featured presentations on leadership, human factors, as well as a panel discussion on simulation.

Conference participants listened in hushed silence as patient safety advocate Mary Ellen Mannix opened the summit with her personal story about the loss of her infant in 2001 and the lack of accountability and communication as his care plan was changed without her knowledge.

Keynote speaker Jeff Thompson, MD, former CEO of Gundersen Healthcare, encouraged participants to explore values-based leadership as not just a noble idea, but a strategy for lasting success. He offered a three-part framework from which to approach decision-making, focusing on the importance of courage, inspiration, and inner confidence to lead for the long-term good of staff, the organization, and the community.



Callie Santana, MD, MPH, Chief Medical Officer, WESTMED Practice Partners, followed with a discussion on Building Quality Leaders that identified key strategies on how to select leaders in quality and safety and on how to enhance skills in quality and safety leadership.

In her discussion, Vicki Lewis, PhD, Principal Consultant at Healthcare Safety, noted that the safety science of Human Factors Engineering provides well-established, rigorous processes for predicting where an error might occur or for uncovering why an error or injury did occur. These established processes will lead to solutions to reduce risk in the future, she said.

Panelists Stephen Donahue, Director of Operations for the Center for Education, Simulation and Innovation at Hartford HealthCare; and Stephanie Sudikoff, MD, Director of Simulation for Yale New Haven Health, described how leaders can implement the use of simulation for improving quality and patient safety at their organization.

The day-long summit wrapped up with a presentation on Applying Human Factors to Medicine: Lessons from the Field. Joseph Keebler, PhD, Associate Professor, Embry-Riddle Aeronautical University, described methods that help solve patient safety issues including medical error reporting, handoffs, and teamwork.

CHA Collaborates on Safe Sleep Program for Babies



CHA continues its collaboration with the state Office of Early Childhood to promote its new Safe Sleep campaign that emphasizes sleeping on the back as the best position for babies. The goal of the initiative is to reduce the risk of Sudden Unexpected Infant Death Syndrome (SUIDS).

The campaign is the work of the Safe Sleep Workgroup, a public-private collaboration of the Connecticut Office of Early Childhood, the Department of Children and Families, the Department of Public Health, the Department of Mental Health and Addiction Services, the Office of the Child Advocate, Casey Family Programs, Day Kimball Hospital, Yale New Haven Health, and CHA.

According to the Centers for Disease Control and Prevention, SUIDS is a term used to describe the sudden and unexpected death of a baby less than 1 year old in which the cause was not obvious before investigation. These deaths often happen during sleep or in the baby's sleep area. About 3,500 babies in the U.S. die suddenly and unexpectedly each year. Although the SUID rate has declined since 1990s, significant racial and ethnic disparities continue, the CDC reports.

CHA works to improve the health and quality of care for mothers and infants through the Connecticut Perinatal Quality Collaborative (CPQC). The CPQC promotes high quality maternal and newborn care across the continuum by facilitating cooperation among hospitals and healthcare providers, supporting evidence-based maternal and newborn care practices, sharing educational and training resources, and gathering critical data.

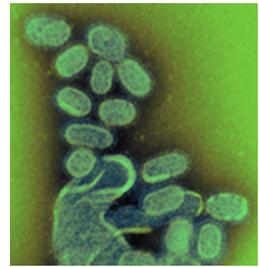
Flu Season Longest on Record

The 2018-2019 flu season has lasted 21 weeks, making it among the longest flu seasons since tracking began more than 20 years ago, according to the Centers for Disease Control and Prevention (CDC). Flu activity typically peaks between December and February, although activity can last as late as May.

Connecticut is among 11 states continuing to report widespread activity, the CDC notes.

The state Department of Public Health reported 69 deaths in Connecticut this season attributable to the flu. Across Connecticut, Emergency Department visits attributed to the “fever/flu syndrome” are at 5.9 percent statewide, which is above the level of 5 percent – generally considered the minimum threshold when there are elevated influenza-associated ED visits. The CDC estimates that more than 57,000 people across the United States have died from the flu this season.

Vaccination is a best practice for patient and healthcare worker safety. In 2011, the CHA Board adopted a statewide policy endorsing mandatory influenza vaccination for hospital personnel as part of CHA hospitals’ commitment to patient safety. The vast majority of acute care CHA member hospitals in Connecticut have implemented a mandatory participation or mandatory vaccination program



## CHA to Host Housing Quality: A Strategy to Reduce Asthma Disparities

On Monday, May 20, 2019, CHA will host *Housing Quality: A Strategy to Reduce Asthma Disparities*.

The program, offered through a collaboration between CHA and the Connecticut State Department of Public Health’s Asthma Program, will be held at CHA from 9:00 a.m. to 1 p.m. [View Brochure](#) | [Event Registration](#)

The keynote address will be provided by Megan Sandel, MD, MPH, an Associate Professor of Pediatrics at the Boston University School of Medicine and a nationally recognized expert on housing and child health. Dr. Sandel, a former Director of Pediatric Healthcare for the Homeless at Boston Medical Center and a Co-Principal Investigator with Children’s HealthWatch, will lead a discussion on how housing is a new vital sign for health and a lever to improve asthma health outcomes.

The program will also feature presenters from Connecticut who are engaged in multiple initiatives and systems change focused on improving the environment of those dealing with asthma.

The conference takes place during Asthma Awareness Month, during which organizations dedicated to asthma control and education work together to increase knowledge about a disease that impacts millions of Americans.

## Education Updates

### Peer Supporter Refresher Training

Tuesday, April 30, 2019

9:00 a.m. - 12:30 p.m.

[Event Registration](#)

This program is for members who have attended a *Peer Supporter Training* course at CHA or for those currently serving as a Peer Supporter for their organization.

### Lean Principles: Process Flow and Value Stream Mapping in Healthcare

Wednesday, May 1, 2019

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

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

As the demands of health reform drive change in all areas of healthcare delivery, hospital leaders are focused on transforming their organizations through strategies that simultaneously increase revenue and sharply reduce costs. Lean principles offer leaders a management system and methodology that improves team engagement, eliminates road blocks, and allows hospitals to improve the quality of care for patients by reducing errors and waste streams, including wait times. It is a systematic approach to reducing costs and risks, while simultaneously setting the stage for growth and expansion.

Please note: this is a two-session program; participants should attend both sessions. The second session will be held on Wednesday, May 8, 2019.

### Safer Hospitals Initiative: Workplace Violence Assessment Workshop

Thursday, May 2, 2019

9:00 a.m. - 1:00 p.m.

[Event Registration](#)

CHA is offering a *Workplace Violence Assessment Workshop* that will feature presentations and discussion of the tools being used in Connecticut hospitals, including the Broset Violence Checklist and V-RISK-10 screening instrument. The program also addresses the current use of crisis response teams, and the opportunity to adopt a standard approach to the structure, personnel, policies, and procedures of such teams. The workshop will conclude with a discussion of strategies to mitigate violence in the workplace.

### Transitioning From Staff to Management: What’s Next?

Thursday, May 9, 2019

8:30 a.m. - 3:30 p.m.

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

Whether recently assigned to the role of manager or a seasoned veteran, it is important to determine how well your problem solving, critical thinking, and decision making skills are keeping pace with the ever-changing healthcare environment. For those who attended *Staff to Management: Starting the Transition* in March or September, this is the second course in the two-part program and provides additional development for all managers—those who are new to the role and those who want to improve their skills.

### Change Management: Leading in Turbulent Times

Friday, May 10, 2019

9:00 a.m. - 3:00 p.m.

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

The scope and pace of change in healthcare is unrelenting. Turbulent times is synonymous with VUCA, an acronym that describes an environment that is Volatile, Uncertain, Complex, and Ambiguous. Healthcare fits the description perfectly, and as the landscape continues to evolve, learning the strategies and principles of VUCA Leadership will enhance focus and agility. This workshop will blend didactic and experiential material, giving leaders practical tools to engage their employees in shaping organizational culture and achieving outcomes that drive operational excellence.

### **ICU High Reliability Training: Worker Safety**

Friday, May 17, 2019

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

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

Part two of a three-part series focuses on worker safety and examines how high reliability practices and principles can keep ICU workplaces safe. Attendees will learn about high reliability tools, behaviors, and practices that are specific to worker safety in ICUs.

### **HRO Apparent Cause Analysis**

Tuesday, May 28, 2019

9:00 a.m. - 12:15 p.m.

[Event Registration](#)

This course will focus on how to conduct an Apparent Cause Analysis (ACA). ACA methodology is used to evaluate and better understand the causes of precursor events at the microsystem level. Analyzing events using this tool will help direct the front-line leader to the appropriate improvement activities. This course is for front-line leaders—nursing and physician—and quality managers. After attending this program, the participant can serve as a local expert and provide coaching on ACA's to others in their setting.

### **HRO Safety Coach Training**

Tuesday, May 28, 2019

1:00 p.m. - 4:15 p.m.

[Event Registration](#)

Wednesday, May 29, 2019

9:00 a.m. - 12:15 p.m.

[Event Registration](#)

Safety Coaches are peer mentors, designed to recognize and acknowledge good high reliability behavior and to remind people about opportunities to improve behavior that does not stay true to high reliability concepts.

This is a single-day program that is being held on both days.

### **HRO Common Cause Analysis**

Wednesday, May 29, 2019

1:00 p.m. - 4:15 p.m.

[Event Registration](#)

This course will teach attendees how to analyze data from ACAs and RCAs using a standardized approach. This will allow leaders to recognize trends and establish themes occurring across their organization. Common cause analysis aggregates themes, and directs and prioritizes improvement activities.

### **HRO Leadership Method Training**

Thursday, May 30, 2019

9:00 a.m. - 4:15 p.m.

[Event Registration](#)

Leadership Method Training is for organizations that are new to high reliability or for new management employees in organizations that are already on the high reliability journey. Both hospital and ambulatory organization leadership practices will be addressed. The leadership session, structured for leaders at the manager level and above, is designed to teach hospital or ambulatory leaders the concepts of high reliability science and behaviors.