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Save the Date: CHA Annual Meeting



Update Archives

Hospital Leaders Take Message to Washington, DC

Connecticut hospital leaders joined CHA and colleagues from across the country at the AHA Annual Membership meeting, held May 3-6 in Washington, D.C., and for visits with Connecticut's congressional delegation.

The AHA annual meeting provides an opportunity for hospital leaders to come together to exchange experiences, strategies, and ideas. It is also an important advocacy event, providing a valuable forum to present a unified message about the importance of hospitals and the need to ensure their financial stability.

CHA staff and Hospital leadership met with members of Connecticut's congressional delegation including Senator Chris Murphy and Senator Richard Blumenthal, as well as congressional staff from the offices of Representatives John Larson and Jim Himes. Hospital leaders thanked legislators for supporting the Medicare "doc fix." They discussed numerous topics including fiscal issues, the challenging regulatory environment in Connecticut, mental healthcare, and the need to expand the number of physician residencies to provide an adequate training ground for the next generation of physicians.

Hospital leaders attending the congressional meetings included Kurt Barwis, President and Chief Executive Officer, Bristol Hospital; Mark Blum, Vice Chairman, Bristol Hospital Board; Joe Connolly, VP, Community Affairs & Chief Marketing Officer, Saint Mary's Hospital; Bruce Cummings, President/CEO, Lawrence + Memorial Hospital; R. Christopher Hartley, Sr. VP, Planning and Facilities Development, Saint Francis Hospital and Medical Center; Pam Koprowski, Corporate Director, Public Affairs, Stamford Hospital; John Leone, Chairman of the Bristol Hospital Board; and Chad Wable, President and Chief Executive Officer, Saint Mary's Hospital. CHA staff included Stephen Frayne, Senior Vice President, Health Policy; Kim Hostetler, Senior Vice President and Chief Administrative Officer; and Michele Sharp, Director, Communications and Public Affairs.

Legislators expressed appreciation for the work being done by Connecticut hospitals.





Connecticut Community Care Teams Subject of National Discussion

On Friday, May 8, 2015, CHA and representatives from Middlesex Hospital and Yale-New Haven Hospital will present at the National Health Care for the Homeless Council's 2015 Conference and Policy Symposium in Washington, DC, sponsored by the Vanderbilt School of Medicine. The presentation addresses the establishment of Community Care Teams at Connecticut hospitals and their potential to serve as a statewide and national model.

Community Care Teams (CCTs) coordinate mental health and social service needs to achieve improved health outcomes for high-volume Emergency Department (ED) visitors, support to behavioral healthcare providers, and potentially substantial and sustainable Medicaid savings to the state.

Across Connecticut, hospitals are teaming up with other community-based healthcare providers and providers of wraparound social services to establish CCTs or to engage in other related community care coordination initiatives. These teams, which meet regularly, work collaboratively to enhance patient screening, ensure timely release of information, establish patient-centered intensive case management (ICM) plans, and engage patients in housing and social wraparound support services.

In those places where CCTs have been piloted in Connecticut, patients have experienced improved health outcomes including sobriety, mental health stabilization, reduced homelessness, and re-entry to the workforce, highlighted by fewer ED visits. Hospitals have experienced a reduction in ED overcrowding, decreases in costs of care, and reduced losses for undercompensated and uncompensated care. Notably, there has been a positive impact on the state's bottom line, since typically more than half of these patients are Medicaid beneficiaries.

The legislature has proposed to earmark \$3 million in each year of the biennium for the establishment of Community Care Teams across the state.

The Community Care Team concept was developed and refined in part through the work of the Opening Doors-CT Hospital Initiative, which launched in 2014 as a collaboration between CHA and the Partnership for Strong Communities to bridge the gap between hospitals and community providers to better serve the homeless. Other hospitals participating in the Opening Doors-CT Hospital Initiative are Hartford Hospital, Saint Francis Hospital and Medical Center, and Norwalk Hospital.

Connecticut Hospitals Celebrate National Nurses Week



Nurses Week Celebration at Stamford Hospital.

Connecticut hospitals are honoring nurses during National Nurses Week, celebrated each year from May 6 to May 12. Here are some of the activities happening in hospitals this week:

Across **Western Connecticut Health Network**, celebrations are under way to honor and recognize exceptional nurses and the incredible care they extend each and every day to patients and their families. Celebrations include the annual Nightingale Awards, special lectures, a garden of hope ceremony, blessing of the hands, luncheons, special treats, and more. Additionally, there are posters and digital signage throughout the hospitals to raise public awareness about the important role nurses play in our hospitals and communities.

Saint Mary's Health System celebrated National Nurses Week on May 5 with a gourmet breakfast and ice cream sundae celebration. The events were held as a thank you to the hospital's nurses, who provide exceptional care for patients every day. The talent and dedication that the nursing staff brings to the hospital is visible in every department of Saint Mary's Hospital.

Greenwich Hospital celebrated the dedication, professionalism, and accomplishments of nurses throughout the hospital at the annual Ceremony for Excellence in Nursing. Pat Soltisiak, RN, Medical Oncology, was honored with the Helen Meehan Award for Excellence in Nursing for her more than 50 years of service to Greenwich Hospital. Ms. Soltisiak goes the extra mile for her patients, even sending condolence cards to those who have lost a loved one. Norman Roth, Interim President and CEO, hosted the celebration. Caroline Lodato, MD, was presented with the Physician Partner in Care Award for her dedicated work as a medical internist. The Partner in Care Award went to Joshua Concepcion, Food and Nutrition Services, for his commitment to patients and visitors in the Mother and Baby Department.

This year, **Stamford Hospital** is celebrating Nurses Week by incorporating the American Nurses Association theme, "Ethical Practice—Quality Care," across the institution. Festive events were held in the main campus and the Tully Health Center. Events included an ethics lecture titled "Ethical Stress in the Workplace," recognition programs, and award celebrations. Each event reflects the hospital's patient and family-centered care nursing professional practice model. Nurses were recognized for their collaboration, communication, evidence-based practices, and professional growth and development. Staff members on all shifts were recognized, as were the contributions of other, non-nursing departments that also play a significant role in patient care. Additionally, each nursing unit and department submitted a poster presentation that reflects the new initiatives and programs and spotlights the best practices they have implemented during the course of the year.

Yale-New Haven Hospital honored nurses with a number of events throughout Nurses Week, including special breakfasts, ice cream socials, a speaker, and an American Nurses Association webinar on ethics. Spiritual Care chaplains visited departments throughout the hospital for a favorite Nurses Week tradition: the blessing of the hands.

Bridgeport Hospital is celebrating Nurses Week with a full slate of events and activities, including an awards program, a "spa" room for nurses, blessing of the hands, a photo booth in which nurses can be photographed with various fun props, and a guest lecture by ethics expert Barbara Bennett Jacobs, PhD, MPH, RN.

Saint Francis Hospital and Medical Center is abuzz with activities for Nurses Week 2015. To kick off the week, the Saint Francis Hospital School of Nursing Alumni Association gathered to dedicate and name the Rotunda, the main entrance, in honor of the alumni and the Association's extraordinary \$1.2 million gift to the hospital. Established in 1897, the school graduated nearly 6,000 nurses until its closure in 1998. The alumni continue to donate money for a variety of uses including scholarships and nursing education. To further show appreciation for the hospital's 2,923 nurses, employees gathered for a group photograph, which will then be reproduced as a cake decoration. The cakes will be delivered to all nursing units. In addition, Saint Francis will:

- Offer a guest speaker for professional development.
- Circulate a "thank you" video from the Saint Francis Foundation.
- Hold prayer services and masses.

Finally, Interim Chief Nursing Officer Patti LaMonica R.N. will give the State of Nursing address and honor Nightingale nominees.



Pat Soltziak, RN, the "Helen Meehan Award" winner, flanked by Sue Brown, RN, Chief Nursing Officer and Senior Vice President of Patient Care Services, and Norman Roth, Interim President and Chief Executive Officer of Greenwich Hospital.



Nurses at Bridgeport Hospital include RN, Chief Nursing Officer and Senior Vice President of Patient Care Services, and Norman Roth, Interim President and Chief Executive Officer of Greenwich Hospital.



Saint Francis employees from across the hospital gathered for a group photo that will be transferred to cakes to be delivered to nursing units in honor of Nurses Week.



Saint Mary's Health System celebrated National Nurses Week on May 5 with a gourmet breakfast and ice cream sundae celebration.



At Yale-New Haven Hospital's Saint Raphael Campus, the Rev. William West read an inspirational story before blessing the hands of Chuck Aprea, RN, MSN, Utilization Review Specialist, Care Management.

CHA Congratulates Nightingale Winners



The Connecticut Hospital Association congratulates the outstanding nurses across Connecticut who won 2015 [Nightingale Awards for Excellence in Nursing](#) during three celebrations across the state held during National Nurses Week.

The Nightingale Awards for Excellence in Nursing, Connecticut's largest statewide nursing recognition program, is a collaborative effort to celebrate outstanding nurses and elevate the nursing profession. Winning nurses have demonstrated excellence and a commitment to community, and have made a significant impact on patients and the nursing profession.

Education Updates

Facilitating Care Transitions Across the Continuum

Wednesday, May 13, 2015

8:30 a.m. - 4:00 p.m.

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

Thursday, May 14, 2015 (Program repeat)

8:30 a.m. - 4:00 p.m.

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

This hands-on workshop will provide registered nurses, nurse practitioners, and social workers responsible for managing populations at risk, with practical tools to implement care across the continuum and achieve effective care and care management. Participants will learn how to assess patients and their families for needs and risks; how to work with patients, families, professional, and community teams to develop, organize, and sequence individual plans of care based on evidence and preference for complex patients; the relative costs of necessary levels of care; how to engage patients and families in their care; and how to honestly and fairly evaluate results. Participants will also have the opportunity to discuss methods to sustain commitment to such intensely challenging yet pivotal positions in the continuum.

In consideration of the staffing needs at many healthcare organizations, and to allow an opportunity for one's entire care and case management team to attend, CHA is holding the program twice – on May 13 and again on May 14.

Continuing education credits will be awarded.

HRO Cause Analysis - Two-Day Program

Wednesday, May 20, 2015

Thursday, May 21, 2015

8:00 a.m. - 4:30 p.m.

[Event Registration](#)

Cause analysis teaches staff how to evaluate events, patterns of events, and causes of events and then helps staff ascertain how to implement solutions.

The sessions are for quality staff, safety staff, risk management staff, and other staff that respond to events.

Continuing education credits will be awarded.

Staff to Management: Starting the Transition

Wednesday, May 27, 2015

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

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

Making the transition from being a staff person one day to a supervisor/manager the next is a significant step. Transitioning from individual contributor to being effective in a leadership role is far more challenging and complicated than ever before and requires the ability to use the tools of diplomacy, negotiation, persuasion, and alliance building to a greater degree than used in the past. Managing the demands of your organization for high productivity and quality, combined with financial prudence and regulatory compliance, are only part of the equation. You will discover that those tasks must be balanced with an excellent grasp of human relations skills in working closely and collaboratively with others and managing change.

Continuing education credits will be awarded.

Conflict Management: Engaging the Difficult Employee

Thursday, May 28, 2015

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

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

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?

Continuing education credits will be awarded.

Medication Management and Reconciliation

Friday, May 29, 2015

8:30 a.m. - 11:30 a.m.

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

The Joint Commission medication management standards and medication-related National Patient Safety Goals provide a foundation for safe medication processes as well as outlining required processes and policies that are part of the Joint Commission survey process. This program will highlight key changes to the Joint Commission medication management standards for 2014 and 2015 as well as recommendations from the two Sentinel Event Alerts published in 2014 and 2015, pertaining to safe use of injectables and safe use of information technology. Challenging standards will be discussed as well as practical ways to address these standards.

The last hour will detail the revisions to the National Patient Safety Goal for Reconciling Medications that became effective in 2011. A review of how hospitals are performing on this Goal according to survey results will be shared, as well as a discussion of opportunities for improving the effectiveness of the process.

Continuing education credits will be awarded.

Diagnostic Imaging and Patient Safety Systems

Friday, May 29, 2015

12:30 p.m. - 3:30 p.m.

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

The Joint Commission has identified Diagnostic Imaging as having high-risk processes that require safe practices to reduce risks to patients and staff. Safe diagnostic imaging practices are and will continue to be part of the Joint Commission survey process. This presentation will highlight key changes to the Joint Commission Diagnostic Imaging standards, starting July 2015. Information on doing a self-assessment will be discussed as well as practical ways to address these standards.

Continuing education credits will be awarded.

Overview of USP Chapter <797> Sterile Compounding

Thursday, June 11, 2015

3:00 p.m. - 5:00 p.m.

[Event Registration](#)

This half-day program will provide the history and an overview of the <797> standards. This session is intended for the accreditation, regulatory, and quality/infection prevention experts in your organization who oversee survey preparedness for your hospital, as well as anyone else who wants an introduction to the standards.

This training will be provided by Attorney Jennifer Osowiecki of Cox & Osowiecki, LLC, a Hartford law firm representing all levels of healthcare institutions and providers in regulatory, litigation, licensing, and business matters.

This session has been approved by the National Association for Healthcare Quality for 2.0 continuing education hours.

