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Thursday, May 8, 2014

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Leaders Take Hospital Message to Washington



Connecticut hospital leaders joined CHA and colleagues from across the country at the AHA Annual Membership meeting, held May 4-7 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.

Hospital leadership met with members of Connecticut's congressional delegation, including Senator Chris Murphy and Representatives John Larson (CT-1), Joe Courtney (CT-2), and Elizabeth Esty (CT-5), and staff from the office of Senator Richard Blumenthal and Representative Rosa DeLauro (CT-3). Stephen Frayne, CHA's Senior Vice President, Health Policy, and Ray Baldwin, President/CEO, St. Vincent's Special Needs Services had additional meetings with staff from the offices of Jim Himes (CT-4) and Elizabeth Esty.

Hospital leaders thanked the delegation for their support in pursuing Connecticut-specific issues with CMS on 2015 Medicare funding, and asked for their continued help in rejecting arbitrary cuts to Medicare and Medicaid funding to hospitals, including site-neutral payment policies for hospital outpatient departments and reductions to payments for graduate medical education funding, and in supporting solutions, including providing specific support for The Medicare Audit Improvement Act, H.R. 1250/S. 1012, and The DSH Reduction Relief Act, H.R. 1920/S. 1555.

The meetings provided a chance to discuss hospital quality and patient safety initiatives, as well as hospital-specific examples of the impact of key healthcare issues.

Hospital leaders attending the meetings included Ray Baldwin, President/CEO, St. Vincent's Special Needs Services; Kurt Barwis, President and Chief Executive Officer, Bristol Hospital; Bruce Cummings, President/CEO, Lawrence + Memorial Hospital; R. Christopher Hartley, Sr. VP, Planning and Facilities, Saint Francis Hospital and Medical Center; Robert Kleinbauer, VP, Operations, Day Kimball Hospital; Pam Koprowski, Corporate Director, Public Affairs, Stamford Hospital; John Leone, Vice Chairman of the Bristol Hospital Board; Dan McIntyre, President and CEO, Charlotte Hungerford Hospital; Marie O'Brien, Chairman of the Bristol Hospital Board; Andrea Rynn, Director, Public & Government Relations, Western Connecticut Health Network; Robert Smanik, President/CEO, Day Kimball Hospital; and Chad Wable, President and Chief Executive Officer, Saint Mary's Hospital.

Legislators expressed appreciation for the work being done by Connecticut hospitals and commitment to continued support.



Connecticut Hospitals Celebrate National Nurses Week



Griffin Hospital thanks its nurses.

Connecticut hospitals are honoring nurses during National Nurses Week, celebrated each year from May 6 to May 12. The presentation of the Nightingale Awards is being celebrated in ceremonies across Connecticut. CHA extends congratulations to all Nightingale Award winners. Here are some of the activities happening in hospitals this week:

At **Greenwich Hospital**, each nurse received a letter and token of appreciation from President and CEO Frank Corvino. The evening and night nursing staff were treated to refreshments, delivered to the units and served by members of nursing administration. The week culminated with the annual Ceremony for Excellence in Nursing, during which the Helen Meehan Award is given to a nurse who demonstrates excellence in nursing practice, teaching, or leadership. Nurses who had earned a degree, certificate, or promotion within the past year were also recognized during the ceremony.

Griffin Hospital held its 29th Annual Nurses Day Celebration on Thursday, May 8. As part of the ceremony, the Nursing Department named its "Physician of the Year," an honor bestowed each year by the nursing staff, along with other awards and scholarships. Griffin also honored its four Nightingale Award winners.

St. Vincent's Medical Center will hold its annual Reward and Recognition Reception to recognize nurses who have received degrees or awards during the year. The hospital will hold a poster display and lecture for all nurses to attend, complimentary coffee bar goodies for the night shift nurses, and a photo booth and popcorn machine to enjoy.

The William W. Backus and Windham Hospitals held several events. At Backus, nurses were treated to massages and reflexology sessions, chair massage, and pet therapy. At Windham, homemade cookies and pizza were delivered to the nursing units. On Wednesday morning, Windham's three Nightingale Nurses and the recipient of the Jane M. Desmarais scholarship—given by the family of the long-time nurse to a hospital employee pursuing higher education in nursing—were recognized during a breakfast at the hospital.

Nurses at **Yale-New Haven Hospital** received floral arrangements. **Bridgeport Hospital** observed Nurses Week with a series of events and activities, including awards ceremonies, a visiting nurse professor program on patient safety with award-winning author/journalist Suzanne Gordon, chair massages, distribution of gifts, and a blessing of the hands service. Nurses also conducted a sock drive for the Bridgeport Rescue Mission.

Saint Mary's Hospital honored nurses and nursing assistants with a breakfast, a cupcake challenge, and an ice cream social. As part of the hospital's Nurses Day celebration, Saint Mary's will honor three nurses, Jan Brown, RN, Amanda Massaro, RN, and Janet Donato, RN, at the 2014 Nightingale Awards for Excellence in Nursing Gala sponsored by VNA HealthCare.

Johnson Memorial Hospital delivered gourmet gift baskets to nursing units, ran a dessert trolley, and the chaplain made rounds for blessing of the hands. Four nurses from Johnson Memorial Hospital are being honored at this year's Nightingale Awards.

Nightingale nurses and recent nursing graduates were honored this week at **MidState Medical Center** and **The Hospital of Central Connecticut**. The hospitals also hosted a talk from Susan Keane Baker, "Making a Difference When Time is Limited."

Saint Francis Hospital and Medical Center honored its Nightingale nurses, and Lisa Adams Wolf, PhD, MS, RN, CEN, held a talk, "Aristotle and Florence Nightingale Walk Into a Hospital," describing what characteristics make nurses great. Saint Francis also held an interfaith prayer service and a mass dedicated to nurses. Ten nurses at Saint Francis Hospital and Medical Center are 2014 Nightingale Awardees.

At **UConn Health**, Nurses Week kicked off with a breakfast, followed by an award ceremony. UConn held programs throughout the week on advancing professional practice, clinical advancement, and transforming healthcare through nurse leadership. Nurses also enjoyed manicures, coffee and snacks, a barbecue, and aromatherapy.



Johnson Memorial Hospital celebrates Nurse's Week. Pictured are Stuart Rosenberg, CEO, senior nursing leadership, and nursing directors.



Lori Jean Balnis, RN, Clinical Manager, Sacred Heart 5, whose team won first place in the Saint Mary's Nurses Day Cupcake Challenge for the second year in a row, with Robin Marino, RN, BSN, Clinical Manager, Behavioral Health, who helped coordinate Saint Mary's Nurses Day activities.



Nurses at Yale-New Haven Hospital's two campuses received nearly 70 floral arrangements courtesy of the staff at radio station WEBE 108. Pictured are YNH nurses Deirdre Lonergan, left, and Kaysea McLay.



Saint Francis Hospital and Medical Center Nurses at UConn Health are honored this week.



Nurses at St. Vincent's Medical Center enjoy popcorn.

Hospitals Focus on Surgical Safety



On May 1, more than 80 hospital staff members attended a Partnership for Patients program focused on improving care across the surgical continuum by instituting cultures of safety, improving communications, and sharing strategies to prevent surgical site infections. The Partnership for Patients, in which all Connecticut hospitals participate, is a national initiative aimed at eliminating preventable patient harm by 40 percent and readmissions by 20 percent.



Julius Pham, MD, PhD, Armstrong Institute; Allyson Kourmaris, Connecticut Center for Patient Safety; and Kristina Weeks, Armstrong Institute

The program began with a talk from Allyson Kourmaris, Connecticut Center for Patient Safety, who shared her powerful story of contracting a life-threatening MRSA infection after surgery, and her subsequent recovery. She thanked the participants for the work they are doing to prevent these events from happening to others.

Scott Ellner, DO, FACS, Vice Chairman of Surgery at Saint Francis Hospital and Medical Center, presented a talk on championing change. Dr. Ellner, a member of the CHA Committee on Patient Care Quality, is a leading voice for improved surgical safety. He spoke about the impact of culture on surgical outcomes, and strategies such as high reliability training to improve teamwork and communication.

Charles Bosk, PhD, Professor of Sociology and Professor of Anesthesiology and Critical Care at the Perelman School of Medicine, University of Pennsylvania, gave a talk about the importance of developing safety processes with input from those who will be directly impacted. Dr. Bosk leads a team of qualitative sociologists who are working with the Johns Hopkins' Armstrong Institute for Patient Safety and Quality and the American College of Surgery in the Surgical Unit Based Safety Program (SUSP). The team has been conducting ethnographic interviews, observations, and focus groups with Connecticut hospitals to study the culture in the operating rooms and amongst surgical service staff. Also from the Armstrong Institute, Julius Pham, MD, PhD, Assistant Professor, Department of Emergency Medicine, Anesthesia and Critical Care Medicine, spoke about improving care and developing a culture of safety, and Armstrong Institute faculty member Kristina Weeks discussed best practices for sustaining change. Participants were led in an exercise to identify barriers to improvement and were given strategies to overcome barriers.

Richard Melchreit, MD, and Richard Rodriguez, both from the Connecticut Department of Public Health Healthcare Associated Infection Program, presented a review of the statewide infection data.

Other hospital speakers included Anesta Williams, Perioperative Safety Specialist, Lawrence + Memorial Hospital; Christie Good, Surgical Clinical Review Specialist, Danbury Hospital; Kathleen Gravelle, Surgical Quality Coordinator, Norwalk Hospital; Kathy Sandelli, Infection Preventionist, Saint Francis Hospital and Medical Center; Stacy Regan, RN, and Karen Norton, Assistant Nurse Manager, Middlesex Hospital; and Lisa Lemire, Infection Preventionist, Johnson Memorial Hospital.

Special Section: 2014 Legislative Session



Shortly after adjourning sine die on midnight, May 7, and following tradition, Governor Dannel Malloy addressed a Joint Session of the General Assembly. In his remarks, the Governor highlighted the passage of several priority bills passed during the session, including passing a budget, raising the minimum wage, and passing a bill to provide certain economic development incentives for United Technologies Corporation (UTC). The Governor also made note of the challenges legislators faced and the accomplishments achieved.

Gov. Malloy thanked legislators for their service and gave special mention to legislators who are not seeking reelection, including Minority Leaders John McKinney and Larry Cafero and Senate President Pro Tempore Don Williams. In total, 23 legislators have announced their intention to retire or seek another elected office.

Bill Addressing Hospital Conversions and Medical Practice Acquisitions Passes

On the last day of the 2014 Legislative Session, the General Assembly passed in one bill provisions impacting the acquisition of medical practices, medical foundations, and the conversions of not-for-profit hospitals. [SB 35](#), *An Act Concerning Notice Of Acquisitions, Joint Ventures And Affiliations Of Group Medical Practices* will, among other things:

- Require hospitals to notify the Office of the Attorney General 30 days prior to the acquisition of a physician practice of two or more physicians;
- Require notice to the Attorney General of pending mergers or acquisitions involving hospitals or other healthcare providers that involve assets large enough to require notifying the Federal Trade Commission or the U.S. Department of Justice as part of antitrust law;
- Require hospitals to report annually to the Attorney General and Department of Public Health on the group practices they own or with which they are affiliated;
- Require medical practices with 30 or more doctors that aren't affiliated with hospitals to submit annual reports to the Attorney General and Health Department;
- Allow for-profit hospitals to establish medical foundations, while regulating any activities between such foundation and other non-profit foundations;
- Require Certificate of Need (CON) approval for the acquisition of physician practices with eight or more full-time doctors by any other entity, including a hospital, except for another physician practice;
- Require medical foundations to detail their finances, services provided, and significant changes made in annual reports to the state Office of Health Care Access; and
- Require a hospital to ask patients, upon admission, if they have a physician they would like the hospital to notify about their admission.

With little debate, the Senate passed SB 35 on a vote of 35-1. The House passed SB 35 on a vote of 143-4, in concurrence with the Senate. The bill was transmitted to the Governor for further action.

“Reverse PILOT” Bill Not Called in The Senate

[HB 5583](#), *An Act Concerning The Payment Of Real Property Taxes By Certain Institutions Of Higher Learning And Hospital Facilities*, was not called in the Senate and therefore “died” when the General Assembly adjourned sine die at midnight. HB 5583 was Speaker Brendan Sharkey's proposal to eliminate the local property tax exemption for hospitals and private colleges and universities. The issues related to subjecting hospitals and private colleges to the property tax will be included in a study by the Finance Committee this summer.

Final Three Days of Session

Leading up to the end of session, legislators spent their time debating, amending, and passing legislative initiatives such as budget bills, a bonding authorization bill, and state agencies' technical revision bills. Entering the last three days of session, of the more than 1,100 bills raised, two bills were signed into law and approximately 30 bills had passed both chambers of the General Assembly. On the last day of session, dozens more bills were passed and sent to the Governor for further action.

Bills of interest to hospitals that were approved by both the House and Senate and were transmitted to the Governor for approval include:

- [SB 413](#), *An Act Concerning The Department Of Public Health's Recommendations Regarding Medical Orders For Life-Sustaining Treatment*
- [HB 5049](#), *An Act Eliminating Unnecessary Government Regulation*
- [HB 5487](#), *An Act Providing Immunity To A Person Who Administers An Opioid Antagonist To Another Person Experiencing An Opioid-Related Drug Overdose*
- [HB 5378](#), *An Act Implementing The Recommendations Of The Legislative Program Review And Investigations Committee Concerning Medicaid-Funded Emergency Department Visits*
- [HB 5262](#), *An Act Concerning The Pharmacy Practice Act And Counterfeit Drugs*
- [HB 5537](#), *An Act Concerning The Department Of Public Health's Recommendations Regarding Various Revisions To The Public Health Statutes* (This bill contains a CHA-sponsored section coordinating Connecticut laws allowing patients access to their lab reports with recent changes to federal law.)
- [SB 24](#), *An Act Concerning The Governor's Recommendations Regarding Electronic Nicotine Delivery Systems And Youth Smoking Prevention*
- [HB 5528](#), *An Act Concerning Essential Public Health Services*
- [HB 5535](#), *An Act Concerning Notice Of A Patient's Observation Status*
- [HB 5337](#), *An Act Concerning Fees Charged For Services Provided At Hospital-Based Facilities*
- [SB 418](#), *An Act Concerning The Department Of Public Health's Recommendations Concerning Medical Spas*
- [SB 438](#), *An Act Concerning Certification Of Stroke Centers* (SB 438 also contains an amendment requiring the state's annual hospital-associated infection report to include information about infections contained on the Medicare Compare website.)
- [SB 410](#), *An Act Concerning Administrative Hearings Conducted By The Department Of Social Services*
- [HB 5440](#), *An Act Concerning Medicaid Reimbursement For Emergency Department Physicians*
- [HB 5321](#), *An Act Concerning Interpreter Qualifications*
- [HB 5500](#), *An Act Concerning Provider Audits Under The Medicaid Program*
- [HB 5386](#), *An Act Concerning Care Coordination For Chronic Disease*
- [HB 5294](#), *An Act Concerning The Admission Of Veterans To Hospitals And The Application Of Military Occupational Training To State Licensure Requirements*
- [SB 61](#), *An Act Concerning Workers' Compensation And Liability For Hospital And Ambulatory Surgical Center Services*
- [SB 324](#), *An Act Concerning Department Of Social Services Programs*
- [SB 257](#), *An Act Concerning Hepatitis C Testing*

Of note, [HB 5384](#), *An Act Concerning Reports Of Nurse Staffing Levels*, passed the House but did not pass the Senate prior to adjournment.

Education Updates

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.

Continuing education credits will be awarded.

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

DSM-5: An Overview and Update on Important Changes

Thursday, May 22, 2014

1:30 p.m. - 4:30 p.m.

At the request of several member groups representing multiple disciplines, we are offering an education session on the recently released Diagnostic and Statistical Manual of Mental Disorders (DSM), 5th edition, providing an overview of important changes to this classification and diagnostic tool of the American Psychiatric Association (APA), considered by clinicians as a universal authority for psychiatric diagnosis. The DSM-5, used by clinicians and researchers to diagnose and classify mental disorders, and by many others for administrative and financial purposes, is the product of more than 10 years of effort by hundreds of international experts, all working toward a goal of providing an authoritative volume to improve the diagnosis and treatment of mental disorders.

This informative and fast-paced session, will be presented by Carolyn M. Drazinic, MD, PhD and Charles C. Dike, MD, FRCPsych, MPH, who will discuss the specific changes incorporated into the DSM-5 and the rationale for these revisions. Ample time will be provided for audience questions.

We invite psychiatrists, behavioral health workers—both inpatient and outpatient, HIM directors, coders, social workers, and crisis clinicians to attend.

Continuing education credits will be awarded.

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

Basics of Budgeting for Healthcare Managers

Wednesday, May 28, 2014

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

Many healthcare department managers have traditionally risen from the professional ranks as successful clinicians or technicians but with little or no formal business financial training. As a result, many are thrust into a chaotic environment without the necessary tools in financial management. Skills in planning and budgeting are essential if they are to achieve the institution's mission and contribute to "bottom line" results. In today's environment, these represent survival skills for both managers and institutions.

This member-requested management development program provides managers with the skills and tools they need to prepare better budgets, identify problems and solutions, achieve the mission, and succeed in today's chaotic healthcare environment. Participants will gain a working knowledge of operating and capital budgets, as part of developing performance planning skills.

Continuing education credits will be awarded. Please see the brochure for details.

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

HRO Level 3: Safety Coach Training

Friday, May 30, 2014

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

Safety Coaches are peer mentors, trained 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.

[Event Registration](#)

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[Event Registration](#)

Using High Reliability to Improve the Patients' Experience

Monday, June 2, 2014

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

Each level three hospital may register up to 15 staff members for that session. Lynn Pierce of HPI, an alumna of Baptist Hospital in Pensacola FL (home of the 2003 Malcolm Baldrige Quality Award), will be our instructor.

[Event Registration](#)

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[Event Registration](#)

HRO Level 3: Creating Sustainability for High Reliability Organizations

Tuesday, June 3, 2014

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

This session is designed for drivers of change in your organization and includes concepts and tips to prevent High Reliability from becoming a "flavor of the

month.”

[Event Registration](#)

HRO Level 3: Rounding to Influence

Tuesday, June 3, 2014

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

Rounding to Influence teaches leaders how to go out on the units to coach, to mentor, and to sustain High Reliability habits and practices.

[Event Registration](#)

HRO Level 3: Safety Coach Training

Wednesday, June 4, 2014

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

Safety Coaches are peer mentors, trained 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.

[Event Registration](#)

HRO Level 3: Safety Coach Training

Wednesday, June 4, 2014

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

Safety Coaches are peer mentors, trained 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.

[Event Registration](#)

HRO Root Cause Analysis

Monday, June 9, 2014

10:30 a.m. - 4:00 p.m.

This workshop on Root Cause Analysis (RCA) is designed for any safety, quality, risk, or other operational leader facilitating or leading RCA investigations. This workshop will provide information on how to do a good investigation, with participants learning by doing with sample case studies. Participants will learn to enhance the cause analysis process using tools and techniques from high reliability organizations to find and fix causes to prevent recurrence.

Please note that attendance at the RCA workshop will be limited to ensure enough hands-on discussion and facilitation of the various scenarios and examples used during the training. Participation will be limited to 5 participants per hospital.

[Event Registration](#)

HRO Level 3: Leadership Method Training

Tuesday, June 10, 2014

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

This eight-hour Leadership session is designed to teach your hospital leaders the concepts of high reliability science and behaviors. The session is structured for leaders at the manager level and above. Continuing education credits will be awarded for these sessions. Breakfast and lunch are provided.

[Event Registration](#)

CHA's 5th Annual Supplier Diversity Forum

Wednesday, June 18, 2014

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

Aqua Turf

Connecticut hospitals are improving health equity and working to eliminate disparities through a first in the nation Diversity Collaborative. Now in its fourth year, the teams continue to work on three goals in support of the objective to achieve health equity:

- Increase diversity of hospital governance and management
- Improve cultural competence in the delivery of care
- Increase supplier diversity

As part of its 96th Annual Meeting CHA, in collaboration with the Connecticut Association of Healthcare Executives (CAHE), invites senior leadership teams, diversity collaborative teams, and our community health partners, to join us for a special education session that will be presented in conjunction with the fifth annual Supplier Diversity Forum.

Over the years, CHA has expanded the number and scope of minority business enterprises (MBE partners), and this year's forum will provide senior executives and purchasing decision makers from member hospitals the opportunity to learn about the products and services of these enterprises.

In addition to the vendor fair, CHA is pleased to announce that Brenda and Carlton Oneal, managing partners at LightSpeed an executive consulting firm specializing in leadership dynamics and effective communication strategies, will join us again for an education session focused on how organizations can accelerate progress on all three goals. The forum underscores how the future of healthcare organizations will depend on a new vision and new strategies for delivering quality, safe, equitable patient-centered care in a constantly accelerating diverse environment.

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

Update Publishing Schedule Note

CHA Update will not be published on Thursday, May 15. It will be published next on Thursday, May 22.

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