



Thursday, May 14, 2015

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*In honor of her assistance on United flight #5622, Mary Cunningham, RN, was honored with a framed copy of her story that appeared in the Hartford Courant. (L-R) Rick D'Aquila, President, YNHH; Mary Cunningham, RN, Gail D'Onofrio, MD; Mark Sevilla; Lisa Maciejak; and Michael D. Holmes.*

Connecticut hospitals are marking National Hospital Week, May 10-16, 2015, with celebrations for caregivers who support patients and work to improve the health of their communities. Here are some of the activities happening in hospitals this week:

**Milford Hospital** recognized staff members for their compassionate care and dedicated service to patients, the community, and each other. A week-long celebration kicked off with the 19th Annual "Live Well" 5K Walk/Run. Nearly 600 runners and walkers participated in this event, which raises funds and awareness for health promotion and wellness programs at the hospital. Hospital staff participants showed their hospital and team spirit by sporting their Milford Hospital "Heart of the Community" t-shirts. Following that, a series of daily events were planned. They included lunch and learn programs, a "Dinner with the Doctor" program, a picnic, dessert bar, breakfasts, and a slide show featuring nearly every employee.

Throughout the week, **Bristol Hospital** provided caregivers with treats including ice cream sundaes, cake, a barbecue, and root beer floats. **Lawrence + Memorial Hospital** held an ice cream social for its staff members. **John Dempsey Hospital** at UConn Health held a combined Nurses Week and Hospital Week celebration recognizing the expansive contributions of its integrated team of caregivers. The combined team was treated to a breakfast and dined while wandering among research poster presentations to learn how hypotheses and data can drive improved practice throughout the hospital and clinics.

A great time was had by all at **Waterbury Hospital** National Hospital Week celebrations. On Monday, the hospital kicked off the week with a live radio broadcast featuring Larry Rifkin from WATR. Larry talked with staff, physicians, and patients about what's happening at Waterbury Hospital and in healthcare. On Wednesday, the hospital hosted an Employee Health and Wellness Fair, offering screenings and information for living healthier. A key feature of the day was the second annual Iron Chef Cook-off for staff. The cook-off was judged by three members of the community: Lynn Ward, President of the Waterbury Regional Chamber of Commerce; Stacy LaCapra, Co-Chair, United Way of Greater Waterbury Campaign; and Barbara Davitt, WATR. They selected a dish from Scott Kurtzman, MD, as the winner.

**Stamford Hospital** recognized clinical staff and all those responsible for providing excellent patient care. Events are taking place at the main hospital as well as the Tully Health Center and several ambulatory and outpatient locations in Stamford and surrounding towns. A plant sale at the hospital raised funds for the Junior Volunteer Scholarship Fund. Staff also participated in celebratory events including the annual BBQ served by senior leadership, a blessing of hands, ice cream socials, "de-stressor" days of hand/chair massage and meditation, and a quiz for employees to test their knowledge of Stamford Hospital's history.

**Saint Mary's Hospital** celebrated National Hospital Week by planning a series of events to recognize and thank physicians, nurses, and staff for the exceptional care they provide to every patient every day. On Tuesday, Saint Mary's celebrated a special mass for healthcare workers in the hospital chapel, followed by an outdoor StreetFest with complimentary food and music. During the festival, Saint Mary's announced the winners of its 2015 Values Awards. Physicians and staff are nominated by their peers for emulating the hospital's values: integrity, caring, accountability, respect, and excellence. The festivities concluded with a special live radio broadcast on WATR 1320 AM in the main lobby on Thursday. The two-hour broadcast featured interviews with Chad Wable, President and Chief Executive Officer, Saint Mary's Health System, as well as administrators, physicians, and staff. They highlighted programs and services ranging from cardiology and surgery to urgent care and the development of Saint Mary's Clinically Integrated Network.

On May 8, at its annual Employee Service Awards Dinner, **Greenwich Hospital** named Barbara Hubbard as the Marian Nowak Award winner. Every year, the hospital celebrates employees with extended service to the hospital, from five years and longer, in five-year increments. The highlight of the event is the presentation of the prestigious Marian Nowak Award, given to an employee who embodies the best of Greenwich Hospital's values. The award was established in 1990 in memory of Marian Nowak, a Holocaust survivor and Greenwich Hospital employee for 41 years, who exemplified the qualities of hard work, kindness, friendship, loyalty and humility.

**Bridgeport Hospital's** premier Hospital Week event is its employee recognition dinner, which will be held Wednesday, May 20, 2015, at Webster Bank Arena in Bridgeport. Nearly 340 employees will be recognized for service excellence and anniversary milestones from five to 50 years. The hospital will also announce the recipients of its two top employee awards – Employee of the Year and the George B. and Alice P. Longstreth Humanness Award – both selected from the past year's monthly Bridgeport Hospital Quality Award recipients.

**Yale-New Haven Hospital** (YNHH) has been celebrating one of its own who has been recognized nationally for her heroic actions. On April 22, YNHH Emergency Department nurse Mary Cunningham was on United Express flight # 5622 from Chicago to Hartford when several passengers became ill. When an overhead announcement was made asking if any medical professionals were on board, Mary never hesitated and raised her hand to offer assistance. She was the only medical professional on the flight. She was asked to assist with several passengers who had fallen ill or were on the verge of losing consciousness. She was instrumental in administering oxygen to several sick passengers and one flight attendant, as well as directing medical assistance to others. Mary, who hails from Niantic, played a key role with the flight crew in determining that an emergency landing as soon as possible was prudent to get people further immediate medical attention. The plane made a safe emergency landing in Buffalo, where it was met by critical care personnel. Her story was told nationally, and the hospital applauds the great work of Mary Cunningham.



Bridgeport Hospital President and CEO William M. Jennings took this selfie at last year's recognition dinner.

Waterbury Hospital: (l-r) Larry Rifkin, WATR; Ehsan Ansari, MD, Interventional Cardiologist; and Rick Ricchio, cardiac patient.

Millford Hospital's 19th Annual "Live Well" 5K Walk/Run was held on Mother's Day.

Stamford Hospital's blessing of the hands.

L+M Hospital celebrated with an ice cream social.

Chad Wable, Saint Mary's Health System, discussed how Saint Mary's is changing the conversation about healthcare with WATR's Larry Rifkin members were treated during a live broadcast for Hospital Week.

John Dempsey Hospit

## House and Senate GOP Hold Informational Forum on Budget

On May 11, Republican members of the Appropriations and Finance, Revenue and Bonding Committees held a public forum on aspects of the budget that they contend were not raised or discussed at any public hearings during the session. Republican lawmakers and Connecticut's business community oppose aspects of the budget that increase taxes and spending. In total, the budget proposed by Democratic lawmakers would decrease the sales tax in 2016, but would apply the sales tax to a number of services previously exempt from the tax including, but not limited to, accounting, drafting, architectural, engineering, interior design, veterinary, and dry cleaning services.

Also on Monday, Democratic leaders and the Governor held an initial meeting to discuss the process in which they will negotiate the differences between the two competing budget proposals. It is expected that the lawmakers and members of the Governor's budget office will continue to meet until a final budget agreement is reached.

## Appropriations Committee Takes No Action on Several Hospital Roundtable Bills

On May 11, the Appropriations Committee met to take action on bills referred to the Committee from the House and Senate. Of note to hospitals, the Committee failed to advance several bills proposed as a result of the series of Hospital Round Table meetings led by Senators Looney (D-New Haven) and Fasano (R-North Haven). In most cases, a bill is considered "dead" if a committee does not advance it prior to a reporting deadline. However, it is expected that the content of the following bills may be included in one or two comprehensive bills based on the work of the Hospital Round Table. The consolidation of the hospital roundtable bills will take place in the days leading up to the end of session, Wednesday, June 3, 2015. The bills not acted upon by the Appropriations Committee on May 11 include:

- **SB 807, An Act Concerning Fairness And Efficiency In Health Insurance Contracting**, a bill that would have further regulated hospital consolidations.
- **SB 812, An Act Concerning Electronic Health Records And Health Information Exchange**, a bill that would have promoted a statewide implementation of electronic health records among all healthcare providers and establish a statewide health information exchange.
- **SB 815, An Act Establishing A Commission On Health Care Policy, Cost Containment And Price Variation**, a bill that would have established an independent entity to monitor and report on healthcare market trends and establish cost growth benchmarks with accountability measures.
- **SB 993, An Act Concerning Facility Fees**, a bill that would have furthered the goal of transparency established by the AG last year in PA 14-145.

In other action, the Committee released with a favorable report:

- **SB 811, An Act Concerning Parity In Hospital Sales Oversight**, a bill that would impose additional regulatory oversight on the sale of hospitals.
- **SB 813, An Act Concerning Health Care Price, Cost And Quality Transparency**, a bill that would require healthcare cost and quality transparency be provided in a consumer-friendly manner.

## Connecticut Community Care Teams Gain National Interest



Community Care Teams (CCTs) were the focus of a presentation from Connecticut hospitals and CHA in Washington, DC, on May 8, 2015. CHA and representatives from Middlesex Hospital and Yale-New Haven Hospital joined with housing advocates, including the Partnership for Strong Communities and Columbus House, in a presentation at the National Health Care for the Homeless Council's 2015 Conference and Policy Symposium. The group highlighted their efforts to bridge the gap between hospitals and community providers to better serve those who are homeless in Connecticut.

(l-r) Michael Ferry, Social Work Lead, Yale-New Haven Hospital; Alison Cunningham, Executive Director, Columbus House; Elizabeth Grim, Policy Analyst, Partnership for Strong Communities; Carl Schiessl, Director, Regulatory Advocacy, CHA; and Terri DiPietro, Director, Outpatient Behavioral Health, Middlesex Hospital

Terri DiPietro, Director, Outpatient Behavioral Health, Middlesex Hospital; Carl Schiessl, Director, Regulatory Advocacy, Connecticut Hospital Association; and Michael Ferry, Social Work Lead, Yale-New Haven Hospital discussed how their hospitals are teaming up with other community-based healthcare providers and providers of housing and other wraparound social services. Together, they 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. Typically, between 35 percent to 40 percent of ED frequent visitors are homeless or experiencing housing instability.

Audience members expressed interest in how hospitals navigated federal and state laws regarding the protection of health information. They were enthusiastic about the model, which provides an integrated, patient-centered provider-sensitive approach to addressing the needs of those suffering from the most chronic and persistent mental health maladies.

In 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.

## Education Updates

### 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.

[View Brochure](#) | [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.

