We Honor our Heroes on Memorial Day

This Memorial Day, we pause to honor those who have served our country bravely. We also want to take this opportunity to thank those who provide care to all, every day of the year, to every person in need. We honor all of our heroes and thank them for their service.

House and Senate Take Action on Bills

This week, the House and Senate met in session. They debated and passed a number of bills of interest to hospitals.

On May 18, the House amended and passed in concurrence with the Senate SB 841, An Act Concerning The Implementation Of A Comprehensive Children’s Mental, Emotional And Behavioral Health Plan, a bill that will, among other provisions, establish a 34-member Children's Mental, Emotional, and Behavioral Health Plan Implementation Advisory Board. Membership on the Advisory Board includes a doctor representing the Connecticut Children's Medical Center Emergency Department, appointed by the House majority leader.

The House also passed HB 6155, An Act Concerning Notification Of Medicaid Waiver And Medicaid State Plan Amendment Proposals, a bill that would require additional notification from the Department of Social Services (DSS) when it plans to file a Medicaid waiver and state plan amendment or renewal of a waiver and amendment.

SB 841 was transmitted to the Governor for further action and HB 6155 was transmitted to the Senate for further action.

The Senate and House met in session on May 19. The House amended and passed in concurrence with the Senate SB 290, An Act Concerning Patient-Designated Caregivers, a CHA-supported bill that would require each hospital to provide every patient upon admission the opportunity to designate a person as a caregiver, notify the caregiver when the patient is discharged from the hospital to another facility or to the patient’s home, and provide the caregiver with instructions on how to provide care for the patient when the patient returns to his or her home. SB 290 was transmitted to the Governor for further action.

The Senate amended and passed:

- SB 981, An Act Concerning Medical Assistants, a bill that would allow medical assistants, under certain conditions, to administer vaccines. Specifically, the bill allows medical assistants to administer vaccines under direct supervision of a physician, APRN, or a PA, and further requires the medical assistant to meet certain education, training, and national certification requirements.
- SB 12, An Act Concerning The Connecticut Health Insurance Exchange Board Of Directors, a bill that would add a retired insurance agent to the voting members of the Connecticut Health Insurance Exchange Board of Directors.
- SB 467, An Act Concerning The Facilitation Of Telehealth, a bill that would establish minimum standards of practice and health insurance coverage for telemedicine.

SB 981 and SB 467 were transmitted to the House for further action. SB 12 was referred to the Appropriations Committee for further action.

On May 20 the House passed in concurrence with the Senate SB 856, An Act Concerning Language Interpreters In Hospitals, a bill that would require acute care hospitals to make interpreter services available. The House amended and passed in concurrence with the Senate SB 258, An Act Concerning Infant Safe Sleep Practices, a bill that would require hospitals to provide informational materials regarding recommended safe sleep practices for infants, including American Academy of Pediatrics recommendations concerning safe sleep practices, to parents after the birth of a child at the hospital. The House also passed HB 6765, An Act Concerning Interpreter Qualifications, a bill that would update training and educational requirements for interpreters involved in communications with deaf and hard of hearing persons. SB 856 and SB 258 were transmitted to the Governor for further action. HB 6765 was transmitted to the Senate for further action.

The Senate amended SB 1064, An Act Concerning The Palliative Use Of Marijuana, a bill that among other things, provides for legal immunity to nurses who administer medical marijuana. SB 1064 was referred to the General Law Committee for further action.

CHA is State Health Improvement Plan Lead Co-Convener

It was announced this week that CHA will be the lead convener, in partnership with the Chronic Disease Division at the Department of Public Health (DPH), for the Chronic Disease Prevention and Control component of the State Health Improvement Plan (SHIP).

The SHIP, developed by DPH with participation from a broad coalition of partners, provides a framework for health promotion and disease prevention in the current decade, with overarching themes of improving health equity and addressing the social determinants of health.

Nine disease areas are covered in the chronic disease component. As lead co-convener, CHA will leverage current ongoing groups and work to identify and prioritize strategies that can be best addressed through statewide collaboration and with multiple stakeholders.

In addition to Chronic Disease Prevention and Control, SHIP areas include Maternal, Infant and Child Health, Environmental Risk Factors...
and Health, Infectious Disease Prevention and Control, Injury and Violence Prevention, Mental Health, Alcohol, and Substance Abuse, and Health System Policy.

CHA has a seat on the SHIP Advisory Council, along with St. Francis Hospital and Medical Center, Yale New Haven Health System, and Griffin Hospital’s Valley Parish Nurse Program. The Advisory Council provides guidance, oversight, and management of the SHIP.

High Reliability Root Cause Analysis Program at CHA

More than 40 people attended a two-day cause analysis program held on May 20 and 21, 2015. Cause analysis teaches staff how to evaluate events, patterns of events, and causes of events, and then helps staff ascertain how to implement solutions. Leaders from short- and long-term facilities, as well as from organizations across the continuum of care, participated in the program.

The workshop focused on how highly reliable organizations (HROs) perform an effective cause analysis, the role cause analysis plays in preventing future harm, and methodologies used to support an effective program. Over the course of the two-day workshop, attendees participated in case reviews, tabletop exercises, and simulations. The program was presented by Healthcare Performance Improvement, Inc. (HPI), CHA’s HRO collaborative partner.

Since 2011, through CHA, Connecticut hospitals have changed their culture through implementing a first-of-its-kind statewide initiative to eliminate all-cause preventable harm using high reliability science. To date, more than 25,000 hospital staff and physicians across the state have been trained in high reliability safety behaviors.

NBC Holds Fifth Healthcare Roundtable

On May 7, NBC Connecticut brought together healthcare decision makers for a collaborative roundtable discussion on the impact of healthcare reform on Connecticut and current issues and concerns. Marie Spivey, EdD, RN, Vice President, Health Equity, CHA, represented the Association.

The discussion, the fifth in a series, is part of NBC Connecticut’s commitment to providing residents with critical information to enable them to make the best healthcare and insurance decisions. Issues discussed included progress on enrolling Connecticut residents in the Exchange, the increasing amount of regulatory demands on providers, and the challenges of engaging underserved populations. Dr. Spivey emphasized the importance of care coordination and partnerships across the continuum of care.

The roundtable was not taped, but continues to inform coverage by NBC Connecticut.

Katty Kay to Give Keynote Address at CHA Annual Meeting

Katty Kay, lead anchor, BBC World News America, will be the keynote speaker at CHA’s Annual Meeting on Tuesday, June 30, 2015. Kay’s reports on the latest U.S. economic and political news are viewed on nearly 300 Public Broadcasting Stations that carry BBC World News America broadcasts, giving her a vast and diverse international audience.

The daughter of a British diplomat, Kay grew up in the Middle East and began her career with the BBC in Zimbabwe, where she also covered the end of apartheid in South Africa. Her assignments as a BBC correspondent began in London, and later Tokyo, where she reported on stories including the Japanese economic recession.

As someone who has lived in and reported from the Middle East, Africa, Asia, Europe and now Washington D.C., Kay offers a fresh perspective on American politics and global affairs – looking beyond the headlines to provide clear insights on critical political and economic issues. Kay is also a frequent guest commentator on NBC’s Meet the Press as well as a regular guest and substitute co-host on MSNBC’s Morning Joe.

Education Updates

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.

**Cross Cultural and Diversity Inclusiveness Training**

First Session: Friday, June 5, 2015
8:30 a.m. - 2:00 p.m.
Second Session: Friday, June 12, 2015
8:30 a.m. - 2:00 p.m.
(View Brochure | Event Registration)

In partnership with the Hispanic Health Council, the Saint Francis Center for Health Equity, and the Connecticut Association of Healthcare Executives, CHA is again pleased to offer Cross Cultural & Diversity Inclusiveness Training (CC&DIT)—a unique, comprehensive, and interactive program to achieve the goal of improving cultural competence in the delivery of care and addressing healthcare disparities.

The CC&DIT curriculum was developed in direct response to member requests for help in providing diversity education and is structured as a two-module program, each session five hours in duration—delivered once each week over a two-week period. Training content is based on current research that emphasizes the idea that cultural competence is not achieved through a single training event—but is a lifelong commitment to learning, and professional skills development. With over 150 members completing the training, program evaluations have been consistently positive about the value of this training.

Diversity Collaborative team members are encouraged to attend as a way to help achieve team goals in their organization.

This program is being held at the Connecticut Institute for Primary Care Innovation (CIPCI) in Hartford.

**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.

**Transitioning From Staff to Management: What's Next?**
Monday, June 15, 2015
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 September or May, this is the second course in the two-part program and provides additional development for all managers who want to continually improve their skills.
Coaching Skills to Improve Performance
Tuesday, June 16, 2015
9:00 a.m. - 3:00 p.m.
View Brochure | Event Registration

What does it take for a manager to be an effective coach? Is there a difference between managing and coaching employees for improved performance? Building trust, appreciating differences, encouraging growth, providing constructive criticism, and overcoming roadblocks to goal achievement are all part of the process.

Continuing education credits will be awarded.