



Thursday, May 22, 2014

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## Hospitals Discuss Best Practices for Providing Adult Emergency Psychiatric Care



On May 22, nearly 120 people from across the state attended a program on caring for adult behavioral health patients in the ED. Pat Rehmer, MSN, ACHE, Commissioner, Department of Mental Health and Addiction Services (DMHAS), provided the keynote address on best practices for caring for this population of patients.

Commissioner Rehmer discussed the perspectives and concerns of hospital staff and patients who come to the ED for behavioral health issues, the two main treatment intervention models for individuals with behavioral health disorders in the ED, challenges for hospitals and DMHAS including staffing considerations and bed capacity, the importance of ED/community partnerships, and alternatives to hospitalization.

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 presented strategies, best practices, and innovative approaches they are using and new

models of engaging with this patient population to improve outcomes.

CHA and Connecticut hospitals continue to engage in the development of best practices for the treatment of patients presenting at EDs with behavioral health issues. The issue remains a concern of many providers and state policy makers alike. This fall, CHA will hold a program on current challenges facing hospitals in providing medical care and behavioral health services to children and adolescents.



## New HHS Data Show Quality Improvements Saved 15,000 Lives and \$4 Billion in Health Spending



The Department of Health and Human Services has announced that [new data](#) show an overall nine percent decrease in hospital-acquired conditions nationally during 2011 and 2012. National reductions in adverse drug events, falls, infections, and other forms of hospital-induced harm are estimated to have prevented nearly 15,000 deaths in hospitals, avoided 560,000 patient injuries, and saved approximately \$4 billion in health spending over the same period.

The data demonstrate that hospitals and providers across the country are achieving reductions in hospital-induced harm experienced by patients. These major strides in patient safety are a result of initiatives including Partnership for Patients and Hospital Engagement Networks (HEN), as well as other collaborations. CHA partners with the AHA Health Research & Educational Trust's HEN and Connecticut hospitals participate in the national Partnership for Patients initiative.

Connecticut hospitals also participate in a first-in-the-nation statewide high reliability collaborative, in which more than 10,000 people in hospitals across the state have been trained in high reliability practices and behaviors – from CEOs to clinicians and non-clinical staff. This work is resulting in a culture shift that is saving lives.

## CHA Congratulates Nightingale Award Winners



The Connecticut Hospital Association congratulates the 236 outstanding nurses across Connecticut who won 2014 Nightingale Awards for Excellence in Nursing. The Nightingale Awards for Excellence in Nursing celebrations were held during National Nurses Week. All three events were held on May 8, 2014.

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.

Click [here](#) to view the 85 winners from the New Haven area. The New Haven event was hosted by the VNA of South Central CT.

*for Excellence in Nursing*

Click [here](#) to view the 48 winners from Eastern Connecticut. The Eastern Connecticut event was hosted by the VNA of Southeastern CT.

Click [here](#) to view the 103 winners from the Hartford area. The Hartford event was hosted by VNA HealthCare, Inc.

Each of the three regions also awarded scholarships to local nursing students who were honored during the events.

Congratulations to this year's Nightingale Award winners!



Many of the honored nurses with Gil Simmons and Renee DiNino (Co-Hosts). © 2014 Kara Flannery



VNA HealthCare honorees: Belinda Winkler, RN, BSN; Fred Imbimbo, RN, MA; and Deborah Head, RN



VNA/SCC Board Members with Governor Malloy (l-r): Anthony DiSalvo, Susan Barrett, Diane Vorio, Governor of CT Dannel P. Malloy, Robert H. Motley (Board Chair), Jane Steidley Shaw, Anthony Candido, and VNA/SCC President & CEO John R. Quinn. © 2014 Kara Flannery

### Quint Studer to Give Keynote Address at CHA Annual Meeting



Quint Studer, founder of Studer Group, will provide the keynote address at the CHA Annual Meeting on Wednesday, June 18, 2014. Mr. Studer will discuss the importance of leadership and what it takes to navigate the constantly changing healthcare environment, including the framework, principles, processes, and tactics that hardwire hospital performance excellence.

The Studer Group is an outcomes firm that implements evidence-based leadership systems and practices to help organizations achieve, sustain, and accelerate exceptional performance, service, quality, finance, and growth.

For nearly three decades, Mr. Studer has shared best practices with hundreds of healthcare professionals, meeting regularly with healthcare leaders around the country. He has served as a board member for the Healthcare Financial Management Association (HFMA), and currently serves on the Board of Sacred Heart

Health System in northwest Florida.

Modern Healthcare has recognized Mr. Studer as one of the 100 most powerful people in healthcare. Mr. Studer is part of the 21st Healthcare Leadership Curriculum Task Force at Harvard Business School. He is faculty-in-residence at George Washington University and a guest professor at Cornell University. Mr. Studer authored *A Culture of High Performance*, released in October 2013. His first book, Business Week's best seller *Hardwiring Excellence*, is one of the most read leadership books for healthcare executives.

CHA wishes to gratefully acknowledge the generous Annual Meeting sponsorship of its Platinum Sponsor, BRG.

### CHA Diversity Collaborative and Supplier Diversity Forum - Save the Date



CHA will hold its 5th Annual Supplier Diversity Forum on Wednesday, June 18, 2014, at 12:30 p.m. in concert with its Annual Meeting. 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 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](#)

### Education Updates

**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](#)

**HRO Level 3: Safety Coach Training**

Friday, May 30, 2014

1:00 PM - 4:00 PM

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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](#)

### **Physicians as Employees: Legal Issues and Best Practices to Achieve Organizational Alignment**

Wednesday, June 11, 2014

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

Hospitals have significantly increased the use of employed physicians to respond to the changing healthcare landscape and now face many workplace law requirements and risks dealing with this new category of "employee." Physician employees have rights under employment laws that range from governing on call time to physician unionization and other "protected concerted activity." Unlike most other hospital employees, employed physicians typically have employment contracts that can lead to costly and prolonged disputes over compensation, discharge, and the raiding of other staff by departing physicians. The program will cover employment and contract law issues, the interplay with medical bylaws, and identify best practices to minimize these disputes and promote physician engagement and alignment with the organization's goals.

Target Audience: Direct reports to hospital CEOs, including CFOs, CMOs, COOs, in-house counsel, and human resources executives will benefit from this session.

Continuing education credits will be awarded.

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

