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Hospitals, social service agencies, and other healthcare organizations shared strategies for addressing social determinants of health at two CHA workshops on May 24.

Led by nationally known speaker Rishi Manchanda, MD, a public health innovator, author of *The Upstream Doctors*, and proponent of the Upstreamist Movement, the two sessions offered solutions to reinvigorate primary care in the U.S. and protect the future of health by addressing the social and environmental conditions at the source of

illness.

"We can't talk about the social determinants of health without talking about people before they become patients," said Dr. Manchanda. "To find solutions we have to look at the community around the person."

To demonstrate the choices that many people face each month between paying for housing, food, and healthcare, Sara Bader, Senior Manager of Quality Improvement Programs at HealthBegins, instructed participants to play an online game at www.playspent.org that effectively showed how difficult the challenge is for many people.

"This gives providers a perspective to be more realistic about what their patients can and cannot do," said Ms. Bader, an experienced quality improvement strategist and coach who has a passion for helping organizations make healthcare more equitable and safe.

The program was offered under the Hospital Improvement Innovation Network (HIIN), a Centers for Medicare and Medicaid Services (CMS) national initiative aimed at advancing patient and family engagement and reducing events of preventable patient harm. The program is part of CHA's focus on the social factors that influence health.

In their presentation, "A Concrete Roadmap to Address Social Determinants of Health," Dr. Manchanda and Ms. Bader acknowledged that the challenges are immense, but said that with the right partnerships, change is possible.

The future of our health, and our healthcare system, they stated, depends on supporting the doctors, nurses, and other healthcare practitioners who look at the root cause of illness to improve patient health, rather than simply going for quick-fix symptomatic relief.

In the afternoon session, discussion focused on the components of Upstream quality improvement, which optimizes and accelerates clinical-community partnerships to improve care and social determinants of health. Participants were encouraged to develop campaigns, including timelines, measures of success, and project team and community partners.

"Hospitals need to partner with community experts to achieve these goals," said Ms. Bader. "Yes, it's complicated, but we can tap into the power of partnerships."

"True value comes not just from treating symptoms but by taking care of what makes people sick in the first place," Dr. Manchanda added.

CHA Hosts Kickoff of Social Determinants of Health Initiative

On Tuesday, June 5, CHA will host the kickoff of its Statewide Collaborative to Address Social Determinants of Health (SDOH) with a program that examines the ways in which healthcare can deepen its influence to improve the health of communities.

The event, which will be held from 9:00 a.m. – 1:00 p.m., will include a keynote presentation by Pritpal Tamber, MBChB, Co-Founder and Chief Executive Officer of Bridging Health and Community. Dr. Tamber has spent five years studying the factors that explain why health systems fail people living in difficult social circumstances. During his presentation, Dr. Tamber will outline 12 principles that help people make purposeful choices, which lead to better health. Collectively, these principles form an inclusive, participatory, and responsive process.

The event will also feature a presentation by Amanda Parsons, MD, MBA, Vice President of Community and Population Health at Montefiore Health System, and Assistant Professor of Family and Social Medicine, Albert Einstein College of Medicine.

The event marks the beginning of a three-year collaborative to address the social determinants – such as housing, food insecurity, and transportation – that can negatively influence health. The collaborative builds on the foundational work CHA has already accomplished through the Connecticut Social Health Initiative, a successful pilot project undertaken by four hospitals and funded by the Connecticut

Health Foundation. That project, which concluded this spring, included staff education, screening patients for SDOH needs, referral to community organizations, and tracking to ensure patient needs were met.

This program is being offered under the Hospital Improvement Innovation Network (HIIN), a CMS national initiative aimed at advancing patient and family engagement and reducing events of preventable patient harm.

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

Doris Kearns Goodwin to Headline CHA's 100th Annual Meeting



In recognition of the historical significance of CHA's Centennial anniversary, Pulitzer Prize-winning author and world-renowned presidential historian Doris Kearns Goodwin will deliver the keynote address at the Connecticut Hospital Association's 100th Annual Meeting on Thursday, June 14, 2018.

Ms. Goodwin is the author of six critically acclaimed and *New York Times* best-selling books, including her most recent, *The Bully Pulpit: Theodore Roosevelt, William Howard Taft, and the Golden Age of Journalism*. Winner of the Carnegie Medal, *The Bully Pulpit* is a dynamic history of the first decade of the Progressive Era, that tumultuous time when the nation was coming unseamed and reform was in the air. Ms. Goodwin won the Pulitzer Prize in history for *No Ordinary Time: Franklin and Eleanor Roosevelt: The Home Front in World War II*.

Well known for her appearances and commentary on television, Ms. Goodwin is seen frequently on NBC, MSNBC, CBS, FOX, CNN, and ABC, as well as Meet the Press and late night talk shows. Ms. Goodwin will release a new book this fall on presidential leadership.

The theme of this year's Annual Meeting is: *To Participate in Healing is the Noblest Work – CHA: Celebrating 100 Years of Service*. This theme highlights the essential nature of our collective mission, and the legacy of care and healing for all.

Bridgeport Hospital CEO William Jennings Receives United Way Award



William M. Jennings, President and CEO of Bridgeport Hospital and Executive Vice President, Yale New Haven Health, has received the Bridgeport Prospers Partnership Award from United Way of Coastal Fairfield County.

The award, presented May 16 during the 2018 Live United Celebration in Bridgeport, recognizes community partners and organizations that help break down barriers keeping children from becoming intellectual and economic drivers of the future.

"We have chosen to honor you for your vision and understanding of how collective impact improves the lives of children and families in the Greater Bridgeport area," said Merle Berke-Schlessel, President and CEO of United Way of Coastal Fairfield County. "With your leadership and Bridgeport Hospital's partnership, we are building a framework of key stakeholders aligning efforts to best serve families."

Mr. Jennings has served as President and CEO of Bridgeport Hospital and Executive Vice President of Yale New Haven Health since October 2010. During his tenure, the hospital has made significant strides in improving patient safety and quality, and developing a more patient- and family-centered environment of care.

Prior to assuming his current role, Mr. Jennings was President and CEO of SSM St. Mary's Health Center in Missouri from 2007 to 2010. He was Administrator and Chief Operating Officer and Corporate Vice President of Morton Plant North Bay Hospital in Florida from 1999 to 2006.

Mr. Jennings serves on the CHA Board of Trustees and the DNS Board, as well as the Board of the Bridgeport Regional Business Council. He is also on the Board of the Central Connecticut Coast YMCA, and serves as a representative on the American Hospital Association Regional Policy Board.

Mr. Jennings earned his bachelor's degree in Business Administration from Miami University in Ohio and a Master's of Health Administration degree from The Ohio State University. In 2012, he was elected, and remains, American College of Healthcare Executives' Regent for Connecticut.

Toll from Flu Season is Severe



As one of the deadliest flu seasons in recent memory comes to a close, the national toll is becoming increasingly clear.

According to a recent study from the Centers for Disease Control and Prevention (CDC), the 2017-18 flu season will likely be the deadliest on record for children since the CDC mandated that pediatric deaths be recorded in 2004. According to the CDC, 169 children in the U.S. have died so far during this flu season, and the final toll is expected to climb above 171.

The CDC has also reported 30,451 flu-associated hospitalizations this season, calling the hospitalization rates "record-breaking" and exceeding end-of-season rates from the severe 2014-15 season. This translates to a cumulative overall rate of 106.6 hospitalizations per

100,000 people in the United States.

The Connecticut Department of Public Health (DPH) issued its final flu report of the season last week. The agency noted that although national flu rates are now low, Connecticut's flu activity remains slightly elevated compared to most areas of the country. The agency also reported two additional flu-associated deaths in its report, bringing the total number of Connecticut deaths up to 154. Of the deaths, 128 were among patients older than 65 years of age, 15 were 50-64 years of age, 7 were 25-49 years of age, 1 was between 19-24 years of age, and 3 were under 18 years of age.

DPH also reported a total of 3,490 hospitalized patients in Connecticut between August 27, 2017 and May 19, 2018. While statewide emergency department visits have decreased to 5.1 percent, this frequency remains just above the minimum threshold for elevated influenza-associated ED visits.

Education Updates

HIPAA Privacy, Security & Breach Rules: Keeping Current to Remain Compliant

Monday, June 18, 2018

9:00 a.m. - 2:30 p.m.

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

This program will cover current HIPAA Privacy, Security, and Breach Rules, with an emphasis on patient access rights, and emerging issues in cyber security, devices and technology issues, social media considerations, and the enforcement and liability risks for HIPAA-covered entities and business associates. Particular attention will be paid to recent case law and enforcement activities by the Office for Civil Rights. The program information includes strategies for maintaining continuous compliance, a discussion of necessary policies and procedures, and practical tips and solutions to address real-life situations.

Nursing Professional Development Certification Preparation

Session I: Tuesday, June 19, 2018

Session II: Wednesday, June 20, 2018

8:00 a.m. - 5:00 p.m.

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

This program is intended to enable the learner to complete the American Nurses Credentialing Center (ANCC) generalist examination in nursing professional development. This course also enables novice NPD practitioners to develop foundational knowledge for the specialty practice.

Please note: This is a two-session program; participants must attend both sessions.

Lean Principles: Project Charter Preparation and Planning

Thursday, June 21, 2018

9:00 a.m. - 2:00 p.m.

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

Lean principles and methodology improve healthcare, but evidence shows that learning about the principles and methodology is simply not enough. To achieve the desired results, the principles must be applied. This program—a follow-up to CHA's two-part *Lean Principles: Process Flow and Value Stream Mapping in Healthcare*—provides an overview of the methodology and tools needed for planning process improvement initiatives.

This is a "how to make it happen session," and will explain (and provide examples of) the elements of an effective project charter, a prerequisite to any successful improvement initiative. When properly prepared, the charter focuses the team on the business case, problems, objectives, and outcomes, and is a major factor in preventing project scope creep. Participants are asked to bring process improvement opportunities currently under consideration at their facilities.

This program is designed for those who attended CHA's *Lean Principles: Process Flow and Value Stream Mapping in Healthcare*—or those with a basic understanding of Lean Principles and familiarity with the terminology.

HRO Leadership Method Training

Monday, June 25, 2018

9:00 a.m. - 4:15 p.m.

[Event Registration](#)

Leadership Method Training is for organizations that are new to high reliability or for new management employees in organizations that are already on the high reliability journey. Both hospital and ambulatory organization leadership practices will be addressed. The leadership session is designed to teach hospital or ambulatory leaders the concepts of high reliability science and behaviors. The sessions are structured for leaders at the manager level and above.

HRO Train-the-Trainer

Tuesday, June 26, 2018

9:00 a.m. - 4:15 p.m.

[Event Registration](#)

The model for spreading training to the rest of the staff is a train-the-trainer model. The training is scripted, and requires an enthusiastic participant who is willing to make time to train others within the organization. Other hospitals in Connecticut have trained educators, front-line managers, and senior leaders, including the CEO, as part of the training contingent. Train-the-trainer sessions are for hospitals and ambulatory practices.

HRO Safety Event Classification

Wednesday, June 27, 2018

9:00 a.m. - 3:45 p.m.

[Event Registration](#)

When events occur in the hospital or ambulatory practice, they must be evaluated to assess whether the event is a Serious Safety Event, a Precursor Safety Event, or a Near Miss Safety Event. This session will review how the classification scheme works and how to utilize and standardize event classification.

HRO Fair and Just Accountability

Thursday, June 28, 2018

9:00 a.m. - 12:15 p.m.

[Event Registration](#)

This session, for Human Resources executives and anyone else who manages people, trains staff to review performance from a standardized perspective when there is an adverse event and to focus on the behavior rather than the outcome.

HRO Safety Coach Training

Thursday, June 28, 2018

1:00 p.m. - 4:15 p.m.

[Event Registration](#)

Safety Coaches are peer mentors, designed to recognize and acknowledge good high reliability behaviors and to remind people about opportunities to improve behavior that does not stay true to high reliability concepts.

