CHA Special Edition of Update: Annual Meeting Awards

The Connecticut Hospital Association (CHA) will hold its 96th Annual Meeting on Wednesday, June 18, 2014, at the Aqua Turf Club in Southington. This year's theme, Connecticut Hospitals: Care We Can Count On, reflects a clear message that Connecticut's hospitals will continue to play a leadership role in transforming healthcare with a dedication to serving their communities by providing safe, accessible, affordable, equitable, patient-centered care for all.

The meeting will feature CHA's annual awards, including the Connecticut's Hospital Community Service Award, the John D. Thompson Award for Excellence in the Delivery of Healthcare Through the Use of Data, the T. Stewart Hamilton, MD, Distinguished Service Award, the AHA Grassroots Champion Award, and Connecticut's Healthcare Heroes Awards.

Quint Studer, founder of Studer Group, will provide the keynote address. 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.

Prior to the Annual Meeting, CHA, in collaboration with the Connecticut Association of Healthcare Executives, will host the fifth annual Supplier Diversity Forum at the Aqua Turf. This year the focus of the Forum has broadened to demonstrate how the three goals of increasing diversity of hospital leadership, improving cultural competency, and increasing supplier diversity are inter-related and reinforce each other in supporting the ultimate objective of achieving health equity.

CHA gratefully acknowledges the generous Annual Meeting sponsorship of our Platinum Sponsors, Credit Suisse and Berkeley Research Group.

The William W. Backus Hospital to Receive the 2014 John D. Thompson Award for Excellence in the Delivery of Healthcare Through the Use of Data

CHA will present The William W. Backus Hospital with the 2014 John D. Thompson Award for Excellence in the Delivery of Healthcare Through the Use of Data for its project, Clinical Care Redesign: Bringing Nurses Back to the Bedside.

At The William W. Backus Hospital, a highly committed staff-led team redesigned inpatient care delivery with one overarching goal: to enable each care team member to be able to spend as much time at the patient's bedside as possible, within his or her scope of practice.

Each aspect of care delivery was analyzed for efficiency and effectiveness as seen through the eyes of patients. The project, which included more than 100 process innovations, included the analysis of all aspects of process, practice, delivery, and workload. The team developed new ways to deliver care that enhanced staff skills and roles to involve more complex, meaningful, and hands-on work. Doing this at each licensure level allowed for less complex work to be offloaded from the level above.

When the clinical care redesign project was complete, all key performance indicators improved. Staff reported having more time for their patients and higher compliance for hourly rounding. Results included improved patient experience, lowered readmission rates, a reduction in the cost of labor, improved staff engagement, smoother patient transitions, increased compliance with discharge appointments, and decreased patient calls.

The John D. Thompson Award honors the contributions made by John D. Thompson to healthcare administration and patient care quality during his career. Winners of this prestigious award have achieved excellence in patient care through the use of data, as demonstrated by the improvement of internal operations, procedures, and outcomes.

CHA congratulates The William W. Backus Hospital for its innovative approach to bringing nurses back to the bedside.

Yale-New Haven Hospital to Receive the 2014 Connecticut's Hospital Community Service Award

CHA and the Connecticut Department of Public Health will present Yale-New Haven Hospital with the 2014 Connecticut's Hospital Community Service Award for Project Access-New Haven. Sponsored by CHA and the Connecticut Department of Public Health, the 2014 Connecticut's Hospital Community Service Award recognizes outstanding achievement in community service.

With significant in-kind and financial support from Yale-New Haven Hospital (YNHH), Project Access-New Haven (PA-NH) brings the Greater New Haven community together to create an expanded network of medical care and services that improve access to care for underserved patients.
PA-NH was founded in 2009 to address health inequities in the Greater New Haven area. The program provides an organized system of care that emphasizes coordination of services and timely access to care for vulnerable populations. The program’s goal is to improve health outcomes for underserved patients and to reduce health disparities.

Since 2010, PA-NH has enrolled more than 850 underserved patients and coordinated the delivery of more than $13 million in medical care. Key outcomes include reduced wait times and improved show rates for medical appointments. Due largely to PA-NH’s model of intensive “high-touch” navigation, the no-show rate for medical appointments among PA-NH patients is 3% (vs. 34% for similar patients in hospital-based specialty clinics). Program participants also report improved health, quality of life, and access to care when surveyed one year after enrollment, and participating physicians report high program satisfaction.

**Susan Davis, EdD, RN, to Receive the 2014 T. Stewart Hamilton, MD, Distinguished Service Award**

CHA will recognize Susan Davis, EdD, RN, with the T. Stewart Hamilton, MD, Distinguished Service Award. Dr. Davis is Board Member and Former President/CEO, St. Vincent’s Health Services; President & CEO, Sacred Heart Health System (Florida); and Chairman of the Board, Connecticut Hospital Association.

Susan Davis introduced the patient safety concept of high reliability to St. Vincent’s Medical Center and to hospitals across Connecticut, leaving an indelible mark on healthcare in Connecticut. High reliability organizations operate under high risk conditions but have decreased the probability of an accident by creating consistently reliable processes, making their systems measurably safer. St. Vincent’s began the high reliability journey in 2010, and as Chairman of CHA’s Committee on Patient Care Quality, Susan then led the rest of the state in an unprecedented initiative to address patient harm. Her vision engaged the CHA Board, and hospitals across the state committed to the high reliability journey.

“Susan is first and foremost a nurse, and the patient safety work she has led here in Connecticut is an extension of her mission of caring for patients,” said Jennifer Jackson, President and CEO, CHA. “Ensuring patient safety is the highest priority of Connecticut hospitals and, through her visionary leadership, Susan has helped us raise the bar on safety. We are proud to be involved in this meaningful work and grateful to Susan for initiating this journey.”

Susan also had a major impact as CEO of St. Vincent’s Medical Center. She set the standard for nursing care and led the hospital to Magnet status on its first attempt. When Quinnipiac University opened the Frank H. Netter School of Medicine, she developed a joint clinical partnership with the school – creating a three medical school in the state. As a result of that relationship, the first medical students will be coming to the hospital in the next year. Susan oversaw the $160 million master facility plan and a $60 million capital campaign. She led the building of the Elizabeth M. Pfriem Swim Center for Cancer Care, which represents the largest expansion project in St. Vincent’s history, and the Michael J. Daly Center for Emergency and Trauma Care, which tripled the size of the emergency department, providing the community access to care that did not exist previously. She also led the expansion of urgent care centers throughout the Bridgeport area, and launched the most ambitious technology upgrade in the history of St. Vincent’s.

In addition to her role as CHA Board Chairman, she served for eight years on the Board of Directors for the Bridgeport Regional Business Council (BBRC), including two terms as board chair. Susan has been recognized for her service to the United Way, Hospice, and the American Cancer Society in both Connecticut and New York.

CHA is pleased to recognize this exceptional leader, colleague, and friend.

**R. Christopher Hartley, SVP, Planning, Business Development and Government Relations, Saint Francis Hospital and Medical Center, Recognized as Grassroots Champion**

The American Hospital Association Grassroots Champion Award was given to R. Christopher Hartley, Senior Vice President of Planning, Business Development and Government Relations, Saint Francis Hospital and Medical Center, on May 6, 2014, and he will be honored at CHA’s Annual Meeting. As a 2014 Grassroots Champion, Mr. Hartley will be recognized for his exceptional leadership in generating grassroots and community support for issues of importance to hospitals and healthcare.

“Chris Hartley is a vocal advocate for hospitals and patients,” said CHA President and CEO Jennifer Jackson. “Our advocacy is about improving care for the people of Connecticut and sustaining strong, vibrant hospitals for generations to come – Chris drives these points home whenever he talks to legislators. Moreover, he doesn’t shy away from difficult conversations; rather, he approaches them with transparency, synthesizes complex issues for legislators, and provides valuable clarity. We are extremely pleased that he is this year’s Grassroots Champion.”

The award, given annually to one person in each state, was created to recognize hospital leaders who effectively educate elected officials about how major issues affect hospitals’ roles in the community, who have expanded the base of community support for hospitals, and who have been tireless advocates for hospitals and patients.

In addition to serving as Senior Vice President of Planning and Government Relations, Mr. Hartley is Staff Liaison for the Saint Francis Care, Inc. Board of Directors’ Public Policy Advisory Committee. He is also a member of the Johnson Memorial Medical Center Board of Directors. Mr. Hartley is a member of the American Hospital Association’s Society of Hospital Planning and Marketing. He received a Master’s Degree in Geography from the University of Missouri and a Bachelor’s Degree in Geography from the University of South Alabama. He and his wife, Eunice, live in South Windsor, Connecticut. They have three sons and four grandchildren.

**Doctors, Nurses, Volunteers, Patients, and Caregivers Honored as 2014 CHA Healthcare Heroes**

CHA will recognize more than 40 doctors, nurses, volunteers, patients, and caregivers as Healthcare Heroes. Traditionally the Healthcare Heroes Awards honor ten notable caregivers nominated by their colleagues, but this year’s award was changed to honor all those who have contributed their time and energy to the Care We Can Count On initiative, which tells the story of great hospital care in Connecticut. CHA thanks this year’s Healthcare Heroes for their contributions.

This year’s Healthcare Heroes are:
The Connecticut Hospital Association (CHA) is the 2014 recipient of the American Hospital Association’s Dick Davidson Quality Milestone Award for Allied Association Leadership. The award is given to hospital associations that, along with their member hospitals, demonstrate leadership and innovation in quality improvement and contribute to national healthcare improvement efforts. The Wisconsin Hospital Association is also a 2014 winner.

Connecticut hospitals are being recognized for their involvement in the first-of-its-kind statewide high reliability collaborative to reduce all-cause preventable harm and empower hospitals to become high reliability organizations, creating cultures with a relentless focus on safety.

"CHA is proud of the work of Connecticut hospitals that have collaborated to share, learn, and apply nationally recognized, evidence-based practices to achieve the highest standards of quality and safety," said Jennifer Jackson, President and CEO, CHA. "This award honors their effort to reinforce safety as the most important focus—the foundation on which all hospital work is done."

Hospital leaders have embraced the challenge of hardwiring patient safety into their organizational culture through high reliability science. Every day, staff, department heads, and executives are communicating in daily safety huddles, finding solutions to problems, and becoming more accountable for outcomes. Hospitals encourage critical thinking and questioning from all levels, and they “stop the line” whenever a concern is raised. They are standardizing communication and improving interdisciplinary teamwork across all settings. This work is saving lives, and the supportive and collaborative environment is strengthening hospitals.

To date, more than 10,000 Connecticut hospital staff and physicians have been trained in high reliability safety behaviors.

"Improving quality and patient safety is a never-ending quest for America’s hospitals and health systems," said Rich Umbdenstock, President and CEO, American Hospital Association. "The Connecticut and Wisconsin state hospital associations exemplify the key role now played by hospital associations across the country in convening and supporting their members in the critical work of quality and safety collaboratives."

The award is named for AHA President Emeritus Dick Davidson, who promoted the role of hospital associations in leading quality improvement during his tenure as AHA president and as president of the Maryland Hospital Association. The awards will be presented July 20 at the 2014 Health Forum-AHA Leadership Summit in San Diego.

Congratulations to All Awardees

CHA salutes all of this year’s award winners – Congratulations!