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CHA Special Edition of Update: Annual Meeting Awards

The CHA Annual Meeting, to be held June 27, is the premier annual healthcare gathering in Connecticut, bringing together nearly 600 hospital CEOs, senior hospital administrators, physicians, and other key hospital and healthcare decision makers. The meeting, open to CHA members, invited guests, and sponsors, provides an exclusive setting for the state's most influential healthcare leaders to celebrate Connecticut hospitals' accomplishments, discuss the challenges of the future, enjoy first-rate entertainment, and network with each other.

The meeting will feature CHA's annual awards, including the Healthcare Heroes awards, the Community Service award, the John D. Thompson award, and the prestigious T. Stewart Hamilton award, which recognizes an individual for outstanding contributions to Connecticut healthcare and service to CHA.

We invite you to read more about the CHA award winners below and through the links on each article.

[Judith A. Carey, RSM, PhD, Awarded the T. Stewart Hamilton, MD, Distinguished Service Award](#)

At its 94th Annual Meeting on June 27, the Connecticut Hospital Association (CHA) will present [Judith A. Carey](#), RSM, PhD, Vice President for Mission Integration at Saint Francis Hospital and Medical Center, with the T. Stewart Hamilton, MD, Distinguished Service Award. Recipients are individuals who have made a career in the healthcare field and are honored in recognition of contributions or achievements in governance, management, or clinical services.

"Sister Judy's encouraging leadership, incisive focus, and infectious optimism as a CHA trustee and a driver behind key CHA initiatives has left its mark," said Jennifer Jackson, CHA President and CEO. "We are grateful for her vision, energy, and wise guidance."

Sister Judy has been a pivotal force in healthcare in the state and region for nearly 20 years, with broad experience developing, shaping, and serving on more than 25 boards during that time.

In 1987, Sr. Judy was elected Vice President of the Connecticut Regional Community of the Sisters of Mercy. It was during this time that she began to work on board issues including board training, bylaws, governance activities, mission statements, management, and staff development.

In 1995, as President of the Connecticut Regional Community of the Sisters of Mercy and as a member of Eastern Mercy Health System, she helped created a parent corporation, Mercy Community Health, for three care facilities operated by the Sisters, and built a System Board.

At the same time, Eastern Mercy was engaged in merger conversations with two systems to become Catholic Health East. Sr. Judy participated with other leaders to determine the structure and how the Sisters would sponsor the new System, and she went on to chair the Sponsors Council for the new system.

In 2001, she developed a consulting practice in strategic planning, helping with corporate structures, team building, and facilitating. The same year, she joined the Board at Saint Francis Hospital and Medical Center. In 2005, President and CEO Christopher Dadlez invited her to become Vice President for Mission Integration. Sr. Judy served as a member of the CHA Board from 2003 to 2006, in addition to continuing to serve in several other ongoing CHA leadership roles.

CHA is pleased to recognize this distinguished leader, colleague, and friend for her outstanding contributions to healthcare.



Judith A. Carey, RSM, PhD

[Greenwich Hospital and St. Vincent's Medical Center to Receive CHA's 2012 John D. Thompson Award for Excellence in the Delivery of Healthcare Through the Use of Data](#)

At its 94th Annual Meeting on June 27, the Connecticut Hospital Association (CHA) will recognize [St. Vincent's Medical Center](#) and [Greenwich Hospital](#) with the 2012 John D. Thompson Award for Excellence in the Delivery of Healthcare Through the Use of Data. The team from St. Vincent's Medical Center is recognized for its Implementation of High Reliability Behaviors Resulting in Significant Reduction of Preventable Harm to Patients and Employees. The team from Greenwich Hospital is recognized for its project, A Novel, Comprehensive, Multimodal Analgesic Regimen for Joint Replacement Surgery.

In 2011, members of Greenwich Hospital's Center for Joint Replacement designed and implemented a new, comprehensive, multimodal protocol to address the significant problem of postoperative management of pain in patients undergoing joint replacement surgery.

The new protocol at Greenwich Hospital is to treat pain before it starts. Instead of exclusively utilizing traditional opioid pain medications, a multimodal regimen is recommended. Using a Plan-Do-Study-Act (PDSA) cycle, the protocol is continually monitored.

Results were dramatic. Compared to historical controls, patients receiving the new protocol required an average of 40 percent fewer opioids during their hospital stay with a decrease in opioid-related side effects. Increased comfort improved compliance with physical therapy. Patients became more satisfied with the management of their pain.

As a result of this success, Greenwich Hospital developed a similar protocol for use in its ambulatory surgical center. Future projects may include general surgery, bariatric surgery, major gynecological surgery, and oncologic surgery.

St. Vincent's Medical Center (SVMC) reduced its Serious Safety Event (SSE) rate through focused efforts to adopt the culture, characteristics, and tools of High Reliability Organizations (HROs).

Procedures used to implement high reliability behaviors included an analysis of baseline performance; education provided to leadership; the creation of a steering committee; and the creation of a "tool kit" of safety behaviors. A hospital-wide intranet safety site displays the number of days since the last injury and describes details of each incident. Hospital-wide "Daily Huddles" involving the CEO, senior leadership, and staff were implemented to review and discuss safety events of the previous 24 hours and safety concerns for the next 24 hours. In addition, each department conducts its own huddles. Safety is first on every agenda of every meeting. More than 40 frontline staff safety coaches were trained and serve as special resources to reinforce the reliability behaviors with team members.

As a result, SVMC experienced a reduction in SSEs of approximately 40 percent from baseline. In addition, the hospital experienced a 58 percent reduction in its medication safety event rate.

A formal program was implemented to recognize staff for all good catches, promoting the use of safety behaviors and tools. All events are acted upon

and included in the common cause analysis.

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.



The Greenwich Hospital team: (l-r) Mark Chrostowski, MD, Anesthesiologist; Tori Kroll, RN, Coordinator, Joint Replacement Program; James Duffy, MS, RPh, Pharmacy Systems Manager



The High Reliability team at Saint Vincent's Medical Center

St. Vincent's Medical Center and Bridgeport Hospital to Jointly Receive the Connecticut's Hospital Community Service Award

At its 94th Annual Meeting on June 27, the Connecticut Hospital Association (CHA) will present [St. Vincent's Medical Center and Bridgeport Hospital](#) with the Connecticut's Hospital Community Service Award for their project, the Hope Dispensary of Greater Bridgeport.

Sponsored by CHA and the Connecticut Department of Public Health, the 2012 Connecticut's Hospital Community Service Award recognizes this team's outstanding achievement in community service. St. Vincent's Medical Center and Bridgeport Hospital, in collaboration with the Primary Care Action Group, joined with Connecticut state agencies and the City of Bridgeport to create the Hope Dispensary of Greater Bridgeport.

The program, which opened on March 21, 2011, provides prescription medicines at no cost to uninsured, low-income residents of Greater Bridgeport. It is Connecticut's first Dispensary of Hope site. A licensed St. Vincent's pharmacist works onsite, assisted by an AmeriCorps intern. Medications for treatment of cardiac, pulmonary, mental health diseases, and diabetes are provided. An innovative system was developed to collect still-viable prescription medicines donated by physicians' offices and local pharmacies delighted to recycle their unused medicines and contribute to public health. Strict government regulatory and licensing standards are rigorously observed.

As of March 2012, more than 700 patients have been helped, and the value of medications dispensed has well surpassed \$100,000.

The Connecticut's Hospital Community Service Award, now in its 20th year, recognizes outstanding achievements in community service. It is sponsored jointly by the Connecticut Department of Public Health (DPH) and CHA.



Photo (l-r): Kristin DuBay Horton, Bridgeport Health Director; William Jennings, Bridgeport Hospital President and CEO; Bill Hoey, LCSW, Primary Care Action Group Chairman and Vice President of Mission Services at St. Vincent's Health Services; Lyn Salsgiver, Senior Vice President, Planning and Marketing at Bridgeport Hospital; Andy Pippa, Patient Assistance Coordinator, Bridgeport Hospital; Leticia Colon, Community Relations Representative, Optimus Health Care; James Pisciotta, CEO, CT Department of Mental Health & Addiction Services; Christine Toni, Hope Dispensary Pharmacist (with scissors); Bill Finch, Bridgeport Mayor; unidentified participant; Ivette Hernandez, Former Hope Dispensary Patient Navigator; Nick Dainiak, Chair, Bridgeport Hospital Department of Medicine; Karen Gottlieb, Executive Director, Americares; and Karen Scinto, Pharmacy Director, St. Vincent's Medical Center.

Congratulations to Connecticut's 2012 Healthcare Heroes!

One woman saved a family from their burning home, and then returned to work. Another created a program to help children and families with lead poisoning. Three others helped provide critically needed medical care to people in Haiti. These are just some of the stories behind the 2012 CHA Healthcare Heroes.

Each year, CHA recognizes an inspiring and committed group of individuals from across the state who embody the best in their profession. The following Healthcare Heroes will be acknowledged at the 94th CHA Annual Meeting on June 27:

- [Carol Bauer](#), Chaplain, Norwalk Hospital
Carol is often summoned to the hospital at all hours when there is a fetal/infant demise or the possibility of one. Whenever that happens, Carol enters the difficult territory of loss and grief with the parents, and journeys with them no matter how long it might take. Her loving, emotional, and spiritual support helps to shape the tragic loss in a way that provides care, support, and holiness to an unbelievably difficult time.
- [Linda Cloutier](#), RN, Operating Room Nurse, ECHN – Manchester Memorial Hospital (MMH)
While working full-time as a surgical technologist at MMH, she studied full-time and finished nursing school. Linda has always been a role model, setting examples with her commitment to continuing education and hard work toward her goals. In addition to her strong clinical and critical thinking skills, Linda demonstrates a strong commitment to making things better in her unit and in the hospital in general. Linda is always focused on the patients and her care of them while incorporating evidence-based practices.
- [Patricia Fontaine](#), MSN, RN, CPN, Pediatric Intensive Care Unit Staff Nurse, Connecticut Children's Medical Center
Patricia is an outstanding Pediatric Intensive Care Unit staff nurse who has provided excellent care to her patients. She goes above and beyond to provide emotional and spiritual support to her patients and her co-workers. This past year, while on her honeymoon in Disney World, Patricia saved the life of a woman who collapsed in front of her.
- [Sherry Kroll](#), MD, Adult Primary Care Physician, Day Kimball Healthcare
Dr. Kroll inspires people not simply through her medical expertise but through her own example as an active community member and an engaged mentor to others. All of Dr. Kroll's "movements" follow a simple formula – generate awareness of a community issue; address the need in a tangible manner; and create a supportive network for sustainability.
- [Estrella Marcial](#), Home Care Aide, Hospice, VNA HealthCare
Estrella was finishing up caring for one of her regular patients while a family member was preparing food in the kitchen close by. Screams prompted Estrella to run into the kitchen, where she found parts of the kitchen on fire. With the situation quickly escalating, Estrella took it upon herself to quickly take complete control of the situation.
- [Kerry McGuire](#), APRN, Advanced Practice Nurse, Medical Cardiology, Hartford Hospital
Kerry manages the care of complex medical cardiology patients in a holistic manner. In addition, she serves as a mentor and educator for the

nursing staff on three cardiology inpatient units. Kerry recently organized an interdisciplinary team to write a comprehensive patient education booklet for the heart failure patient. She also traveled to Haiti with a group from her church to complete a needs assessment.

- [Lisa Menillo](#), MD, Attending Pediatrician, Saint Francis Hospital and Medical Center, and Medical Director, Hartford Regional Lead Treatment Center and Healthy Homes Program
Dr. Menillo collaborated with the Hartford Hospital Pediatric Department (now Connecticut Children's Medical Center) to develop a multi-disciplined team to help children and families with lead poisoning. She then worked with Yale-New Haven Hospital to solicit funding for the creation of two Regional Lead Treatment Centers in Connecticut – one at the Yale Children's Hospital and one in Hartford. Her initiative led to the development of the first Hartford Regional Lead Treatment Center (now called Hartford's Healthy Homes).
- [Paul Possenti](#), PA-C, Physician Assistant and Director of Trauma Services, Bridgeport Hospital
Paul exhibits a caring attitude, extreme compassion, and honest dedication. No matter how difficult the situation may be while caring for a trauma patient, Paul always displays a pleasant and positive manner that generates trust and confidence. Paul has worked tirelessly in developing the Connecticut Trauma System and has contributed to the development of statewide trauma regulations and the establishment of the annual Connecticut Trauma Conference.
- [Jeffrey Rosow](#), DMD, Dental Director, Connecticut Valley Hospital
Dr. Rosow is an inspiration to the staff and the patients at Connecticut Valley Hospital (CVH), where he has worked for 31 years. He is an advocate for patients in recovery, and is responsible for developing many exciting programs at CVH that continue to benefit patients, staff, and the Middletown community. Under Dr. Rosow's leadership, the Integrative Medicine Committee was established. Dr. Rosow also supported the dental staff in implementing a Dental Advocacy program that trains patients to become peer advocates.
- [Christopher Rusate](#), RN, Clinical Leader, Surgical Trauma ICU, Hartford Hospital
Christopher has consistently demonstrated a strong work ethic, empathy, and compassion for his patients and their families. Over the past six years Christopher, a medical missionary, has traveled twice a year to Haiti with the Bethesda Evangelical Mission (BEM), providing primary care to underprivileged Haitians of all ages including well visits, blood pressure screening, and education to prevent illness. In the past five months, he has seen more than 1,400 patients.
- [Matthew Spates](#), MD, Emergency Department Physician, The William W. Backus Hospital
Dr. Spates has traveled 10 times to provide medical care in Cité Soleil (Sun City), a commune outside of Port-au-Prince, Haiti. During each visit, he spends four to five days in volunteer-operated clinics that treat 100-125 patients per day. His patients have little to no access to healthcare, and range in age and severity of illness.
- [Team Award: Hospital for Special Care First Responders](#)
During an unspeakable act of violence, the Hospital for Special Care First Responders maintained composure, instinctively took action, and saved the lives of their injured colleagues. The team includes Dieter Balck, Sheila Basquil, John Bean, Phyllis Chojnowski, Del Cyr, Jaimie Dalton, Kelly Gadd, Juliana Goncalves, Pam Held, Alice Hubbell, Elizabeth Kalinowski, Shari LaPointe, Joe Marino, Nafees Rahman, George Roche, Marilyn Rosario, Michael Ruthen, Fe Simbulan, Christy Stack, Karen Summit, and Sharon Yoon.

CHA salutes all these exemplary Healthcare Heroes!



