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Update Archives

### Senators Host Connecticut at the Capitol Conference in D.C.

Advocacy and government relations representatives from CHA member hospitals and health systems traveled to Washington, D.C., last month to talk about key issues facing the state.



The third biannual *Connecticut at the Capitol Conference* was hosted by U.S. Senators Richard Blumenthal and Chris Murphy. Hospitals and health systems participating in the event included Hartford HealthCare, Middlesex Health, and Yale New Haven Health.



Over a two-day period, lawmakers and business leaders met to discuss issues including the opioid crisis, healthcare coverage, and the future of international trade. The event included a healthcare panel about the opioid epidemic with Senator Murphy and Senator Blumenthal, a panel exploring the future of trade with a focus on tariffs moderated by Senator Murphy, a panel on technology with Hartford native and Commissioner of the Federal Communications Commission Jessica Rosenworcel, and a panel on congressional oversight.

### American Hospital Association: HCAHPS Survey Needs Updates



Last week, the American Hospital Association (AHA), along with Federation of American Hospitals, America's Essential Hospitals, the Association of American Medical Colleges, and the Catholic Health Association of the United States, released a paper encouraging updating the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey.

The paper, [Modernizing the HCAHPS Survey: Recommendations from Patient Experience Leaders](#), examined the current survey and recommended ways it can be updated to reflect the changes and advancements in healthcare that have occurred in the ten years since the survey's initial release. Recommendations to update the survey include creating a digital avenue for patients to respond; shortening the survey; and revising the survey in light of today's shift to value-based care, changes in healthcare delivery, improvements in technology, and evolving patient priorities.

The HCAHPS survey is an important way to gauge patient satisfaction and inform improvement in patient-centered care. Connecticut hospitals are dedicated to improving patient-centered care through the platform of high reliability. To further that effort, CHA continues to build on the ongoing success of the Institute for Healthcare Improvement patient-centered co-design methodology and utilize the design principles at the microsystem level in Patient Family Engagement Innovation Units established across the state. Medical-surgical staff and patient advocates are improving the culture of patient- and family-centered care within the microsystem, and embedding processes and behaviors that will support and sustain the culture.

### August is National Immunization Awareness Month

August is National Immunization Awareness Month. This annual observance highlights efforts to protect patients of all ages against preventable diseases through vaccination.

Overall in Connecticut, vaccination rates are mixed. The Connecticut Department of Public Health reports that during the 2017-2018 flu season, 33% of Connecticut adults ages 18-64 received an influenza vaccine, which is on par with the national average. The Centers for Disease Control and Prevention (CDC) recommends that everyone 6 months and older get a flu vaccine each year.



Vaccination is a best practice for patient and healthcare worker safety. In 2011, the CHA Board adopted a statewide policy endorsing mandatory influenza vaccination for hospital personnel as part of CHA hospitals' commitment to patient safety. The vast majority of acute care CHA member hospitals in Connecticut have implemented a mandatory participation or mandatory vaccination program. As a result, 93% of healthcare employees in Connecticut received a flu vaccination in 2016-17, compared with a national average of 88%, according to the CDC.

The goal of National Immunization Awareness Month is to increase awareness of the importance of receiving immunizations. There are 10 recommended childhood vaccines that protect children from 14 vaccine-preventable diseases: diphtheria, tetanus and pertussis, measles, mumps and rubella, hepatitis A and B, haemophilus influenzae type b, influenza, pneumococcal disease, polio, rotavirus, and chickenpox. The CDC's [Interactive Vaccine Guide](#) and [adult vaccine assessment tool](#) provide information about vaccines for different age groups.

### Education Updates

- Lean Principles: Process Flow and Value Stream Mapping in Healthcare  
Friday, September 6, 2019
- Friday, September 13, 2019

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

[Event Registration](#)

As the demands of health reform drive change in all areas of healthcare delivery, hospital leaders are focused on transforming their organizations through strategies that simultaneously increase revenue and sharply reduce costs. *Lean Principles* offer leaders a management system and methodology that improves team engagement, eliminates road blocks, and allows hospitals to improve the quality of care for patients by reducing errors and waste streams, including wait times. It is a systematic approach to reducing costs and risks, while simultaneously setting the stage for growth and expansion.

Please note: this is a two-session program, and participants should attend both sessions.

### **CHA Nurse Preceptorship Program**

Tuesday, September 10, 2019

8:30 a.m. - 3:45 p.m.

[Event Registration](#)

Supporting and strengthening the work of nurse preceptors is critical to the development of new nurses and retention of the highly skilled staff registered nurses who teach them at the bedside. The *Nurse Preceptorship Program* features a curriculum developed by a team of educators from hospitals and schools of nursing, and is designed to provide core content that is foundational for the role of nurse preceptor. The program includes presentations and interactive sessions that cover topics such as roles and responsibilities, characteristics of a professional role model, basics of teaching and learning, tools and strategies for effective communication, principles of constructive feedback delivery, and evaluating competence. The *Nurse Preceptorship Program* will serve to start new nurse preceptors off with critical information and also may be of interest to nurse preceptors that have not had this content, or would like to be refreshed on these concepts.

### **Staff to Management: Starting the Transition**

Monday, September 16, 2019

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

[Event Registration](#)

Transitioning from an individual staff person to being an effective leader is challenging and complicated and requires the ability to use the tools of diplomacy, negotiation, persuasion, and alliance. Managing the demands for high productivity and quality, combined with financial prudence and regulatory compliance, are only part of the equation. Program participants 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.

### **Conflict Management: Prevention and Management**

Tuesday, September 17, 2019

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

[Event Registration](#)

Different personalities, different work styles, cultural/ethnic norms, and differences in generational mix, all lead to an endless possibility of conflict surfacing at work. This program will focus on recognizing and managing the sources and trigger points of conflict, as well as determining when conflict is healthy and what makes it destructive. Participants will also learn methods for reducing or defusing unnecessary conflict and identifying various styles of dealing with conflict, and the risks and benefits of each approach.

### **Financial Analysis Tools for Managers**

Monday, September 23, 2019

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

[Event Registration](#)

*Financial Analysis Tools for Managers* is designed to healthcare employees with tools they can use to address current organization performance and to evaluate the impact of opportunities. The program will assist department managers and directors in making and supporting decisions with sound financial analyses. The program will be presented by Bill Ward, a popular and dynamic lecturer on financial management in healthcare.

### **Managing the Operating Budget**

Tuesday, September 24, 2019

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

[Event Registration](#)

*Managing the Operating Budget* will introduce managers to a variety of analytic tools (revenue and spending analysis, volume-adjusted variance analysis, work process and root cause analysis, revenue and expense forecasting) as well as strategies to improve revenue and expense performance. The program will be presented by Bill Ward, a popular and dynamic lecturer on financial management in healthcare.