Senator Murphy Discusses Mental Health Legislation at Middlesex Hospital

On August 7, U.S. Senator Chris Murphy (D-CT) hosted a roundtable discussion at Middlesex Hospital to highlight a bill he co-sponsored with Sen. Bill Cassidy (R-LA) known as the Mental Health Reform Act of 2015. According to Senator Murphy, “this bill represents a unique opportunity to bring Republicans and Democrats together for a comprehensive reform of our nation’s mental health laws.”

Approximately 25 individuals including representatives from CHA, Middlesex Hospital, Hartford HealthCare, Yale New Haven Health System, Western Connecticut Health Network, and St. Francis Hospital and Medical Center participated in the discussion, as did other community mental healthcare providers, State Representative Matthew Lesser (D-Middletown), officials representing the Department of Mental Health and Addiction Services, and representatives of the National Alliance on Mental Illness-CT, the Connecticut Legal Rights Project, and the Connecticut Association of School-Based Health Centers.

The proposed measure, S. 1945, includes several improvements to the mental healthcare system. Among other things, it would:

- Permit same-day billing in Medicaid for mental and physical healthcare services.
- Establish a new Mental Health Policy Laboratory within the Department of Health and Human Services to fund innovation grants that identify new and effective models of care, and demonstration grants to bring effective models to scale for adults and children.
- Authorize grants for states to facilitate more effective integration of physical and mental health services.
- Improve transparency and strengthen enforcement of the federal mental health and addictions parity law.
- Clarify the circumstances in which HIPAA permits health professionals to communicate information to family members or other caregivers, and supports training of healthcare providers regarding the circumstances in which information can be shared with caregivers.

Senator Murphy reviewed a Fact Sheet and discussed the policies underlying his legislative proposal. Terri DiPietro, Director, Outpatient Behavioral Health, Middlesex Hospital, described the work being done by the Middlesex County Community Care Team as one innovative example of coordinated community care. During the 2015 Legislative Session, CHA and hospitals successfully advocated for a state investment in Community Care Teams. Their implementation in Connecticut will improve healthcare for patients with chronic and persistent medical needs; reduce overcrowding in hospital EDs; relieve pressure on hospitals and other medical, mental health, substance abuse, and social service providers; and save the state money by reducing visits to hospital EDs by Medicaid recipients.
Caregivers Celebrate World Breastfeeding Week

CHA, the March of Dimes, and the Connecticut Perinatal Quality Collaborative (CPQC) celebrated World Breastfeeding Week, held August 1-7, 2015, by acknowledging and honoring all women and their breastfeeding babies.

Throughout Connecticut, quality improvement efforts are under way in hospitals to improve the quality of care for pregnant women, new mothers, and newborns, and to increase breastfeeding rates. Specifically, through the CPQC, hospitals are participating in the Helping Infants with Mother's Own Milk (HI-MOM) initiative to improve breastfeeding success for mothers and infants. Twenty-one hospitals in Connecticut are partners in the collaborative effort.

The CPQC kicked off its statewide effort to improve perinatal safety in May 2015. In addition to making a positive difference in the lives of new mothers and babies, the collaborative effort will help to position Connecticut for CDC Perinatal Quality Collaborative (PQC) grant consideration.

CHA’s High Reliability Program Expands to Patients and Families

The high reliability safety movement, which has resulted in more than 25,000 staff and physicians trained in high reliability safety behaviors since 2011, is now expanding to engage patients and families in quality and patient safety.

As part of this work, hospitals and patient care advocates are collaborating, through CHA, to build and strengthen patient family advisory councils. The kickoff event for this effort is Partnering with Patients for Better Healthcare: Establishing and Sustaining Patient Family Advisory Councils to Help Eliminate Harm, a program that will be held at CHA on Tuesday, September 29, 2015.

The program will feature keynote speakers Kim Blanton, Volunteer Patient Advisor at Vidant Health System, and Rosemary Gibson, Senior Advisor at The Hastings Center. Two breakout sessions, presented by representatives from Planetree and the Institute for Patient- and Family-Centered Care, will focus on establishing and sustaining patient family advisory councils.

There is no fee for this program. Registration will be limited to five attendees per organization. Organizations are encouraged to register both patients and staff.

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Education Updates

Lean Principles: Process Flow and Value Stream Mapping in Healthcare
Session 1: Thursday, September 3, 2015
Session 2: Thursday, September 10, 2015
9:00 a.m. - 2:00 p.m. (participants must attend both sessions)

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 roadblocks, and allows hospitals to improve the quality of care for patients by reducing errors and waiting times. It is a systematic approach to reducing costs and risks, while simultaneously setting the stage for growth and expansion.

Continuing education credits will be awarded. See the brochure for details.

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Financial Skills for Managers
Thursday, September 10, 2015
9:00 a.m. - 3:00 p.m.

Because healthcare delivery methods and payment systems are changing rapidly, carefully managing the financial health of the organization is more important than ever. Resources are scarce and stretched to the breaking point. Doing more with less is routine. The need for sound business and financial management tools—survival skills—is paramount for all managers. These include planning and budgeting, financial analysis, and maximizing resources, all of which are essential if managers are to achieve the institution’s mission and contribute to “bottom line” results. Bill Ward, a popular and dynamic lecturer on financial management in healthcare, is back by member request to present the program.

Continuing education credits will be awarded. See the brochure for details.

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Staff to Management: Starting the Transition
Tuesday, September 15, 2015
9:00 a.m. - 3:00 p.m.

Making the transition from being a staff person one day to a supervisor/manager the next is a significant step. Transitioning from individual contributor to being effective in a leadership role is far more challenging and complicated than ever before and requires the ability to use the tools of diplomacy, negotiation, persuasion, and alliance-building to a greater degree than one used in the past. Managing the demands of your organization for high productivity and quality, combined with financial prudence and regulatory compliance, are only part of the equation. You 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.

Continuing education credits will be awarded. See the brochure for details.
Conflict Management: Engaging the Difficult Employee
Wednesday, September 16, 2015
9:00 a.m. - 3:00 p.m.

It is clear to almost everyone that conflict is inevitable in life—in our personal lives as well as in the workplace. Different personalities, different work styles, cultural/ethnic norms, and differences in generational mix, all lead to an endless possibility of conflict surfacing at work.

What is not so clear is the role conflict plays in the process of change and effective team problem solving—both major factors in improving organization performance. How can we recognize and manage the sources and trigger points of conflict? When is conflict healthy—what makes it destructive? How can we reduce or defuse unnecessary conflict? What are the various styles of dealing with conflict, and the risks and benefits of each approach?

Continuing education credits will be awarded. See the brochure for details.

HRO Train-the-Trainer
Thursday, September 17, 2015
9:00 a.m. - 4:00 p.m.

After leadership training takes place with hospitals and ambulatory practices, individuals who embody a commitment to high reliability should be chosen from those organizations. Those are the trainers of the next generation of high reliability participants. They can include educators, front-line managers, and senior leaders.

Medicine, Nursing, Quality, and Radiology continuing education credits are offered for this session.

HRO Leadership Method Training
Friday, September 18, 2015
9:00 a.m. - 4:00 p.m.

Leadership 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 seven-hour Leadership sessions are designed to teach your hospital or ambulatory leaders the concepts of high reliability science and behaviors. The sessions are structured for leaders at the manager level and above.

Medicine, Nursing, Quality, and Radiology continuing education credits are offered for this session.

Cross Cultural and Diversity Inclusiveness Training
Session 1: Friday, September 18, 2015
Session 2: Friday, September 25, 2015
8:30 a.m. - 2:00 p.m.

This program is being held at the Connecticut Institute for Primary Care Innovation (CIPCI) in Hartford.

In partnership with the Hispanic Health Council, the Saint Francis Center for Health Equity, and the Connecticut Association of Healthcare Executives, CHA is again pleased to offer Cross Cultural & Diversity Inclusiveness Training (CC&DIT)—a unique, comprehensive, and interactive program to achieve the goal of improving cultural competence in the delivery of care and addressing healthcare disparities.

The CC&DIT curriculum was developed in direct response to member requests for help in providing diversity education and is structured as a two-module program, each session five hours in duration—delivered once each week over a two-week period. Training content is based on current research that emphasizes the idea that cultural competence is not achieved through a single training event—but is a lifelong commitment to learning, and professional skills development. With over 150 members completing the training, program evaluations have been consistently positive about the value of this training.

Diversity Collaborative team members are encouraged to attend as a way to help achieve team goals in their organization.

Continuing education credits will be awarded. See the brochure for details.