



Thursday, August 25, 2011

## **Governor Signs Declaration of Emergency; State Prepares for Hurricane Irene**

Anticipating the impact of Hurricane Irene, Governor Dannel Malloy signed a [Declaration of Emergency](#) this afternoon. Earlier today the governor announced the creation of a state [website](#) dedicated solely to keeping state residents up-to-date on Hurricane Irene, its potential track, and the work the state is doing to keep residents safe.

The Department of Public Health (DPH) will be communicating with hospitals and CHA throughout the weekend regarding storm status. DPH has stepped up regular emergency planning procedures as the storm approaches, activating emergency communications systems and plans for monitoring bed status.

CHA's IT affiliate, ChimeNet, notified customers today that it is monitoring the path and progress of Hurricane Irene and communicated the emergency procedures being initiated to deal with the potential impact of the storm.

### **In This Issue:**

[Governor Signs Declaration of Emergency; State Prepares for Hurricane Irene](#)

[CHA To Work On Safety With National Leader In Reliability Science](#)

[CHA To Kick Off Innovative Diversity Collaborative On October 25](#)

[The Waterbury Hospital and Saint Mary's Hospital Announce Plans To Merge](#)

[Two Chosen From Saint Francis Hospital for Patient Safety Leadership Fellowships](#)

[IHI, CDC, and Avaris Concepts To Host Webinar on Healthcare Safety](#)

[Education Updates](#)

[Update Schedule for August](#)

## **CHA To Work On Safety With National Leader In Reliability Science**

CHA has contracted with Healthcare Performance Improvement (HPI), a national leader in creating safety and reliability culture improvement, to provide expert technical assistance to CHA's statewide initiative to eliminate preventable harm. This initiative, which will use high reliability science and strategies to create a statewide culture of safety, is a key area of focus for CHA this year.

For the past decade, HPI has led comprehensive safety culture improvement initiatives in more than 200 healthcare organizations across the United States. HPI's clients have experienced significant reductions in serious safety event rates, and have received national recognition for their achievements in quality and safety (including the AHA/McKesson Quest for Quality Prize, the John M. Eisenberg Safety Award, and the ISMP Award for Excellence in Medication Use Safety). The HPI team of experts comes from a variety of backgrounds and experience, including high-reliability industries like nuclear power and aviation, as well as healthcare.

CHA's forthcoming work with HPI was included as an integral piece of CHA's application to become a Hospital Engagement Contractor (HEC) as part of the Centers for Medicare and Medicaid Services' Partnership for Patients Program. CHA integrated its application for HEC status with this new statewide initiative to eliminate preventable harm, taking advantage of the potential for some federal funding support for this innovative initiative.

## **CHA To Kick Off Innovative Diversity Collaborative On October 25**

CHA is launching a unique "Diversity Collaborative" to structure and coordinate activities for increasing diversity in hospital governance and senior management, improving cultural competence in the delivery of care, and increasing supplier diversity. The Diversity Collaborative will launch with a kickoff symposium, ***From Intent to Impact***, at CHA on October 25, featuring a guest panel of renowned experts, community partners, and stakeholders, and hosted by Christopher Dadlez, CEO, Saint Francis Hospital and Medical Center, and Chairman, CHA Board of Trustees. The symposium will mark the start of a multi-year program of team engagement, conference calls, education programs, data sharing, and identification of and reporting on best practices and results.

CHA is following the Institute for Healthcare Improvement collaborative model, in which hospitals work together on identified

improvement strategies, sharing ideas and progress through a project website, a collaborative listserv, and education sessions. To date, CHA has successfully used this model in quality and patient safety collaboratives focused on reducing multiple drug-resistant organisms, preventing patient falls, reducing pressure ulcers, and reducing heart failure readmissions. An important part of this CHA Diversity Collaborative will be data collection and use of metrics for accountability in tracking performance and progress in making sustainable change. CHA believes that collective and inclusive work on addressing disparities and diversity will result in long-term, substantive change.

For more information on CHA's Diversity Collaborative, contact Marie Spivey, EdD, CHA's Director of Health Equity, at [spivey@chime.org](mailto:spivey@chime.org).

## The Waterbury Hospital and Saint Mary's Hospital Announce Plans To Merge

Officials at Greater Waterbury Health Network, Inc (GWHN) announced on Tuesday, August 23, that they have signed a letter of intent to merge with the previously announced joint venture between LHP Hospital Group, Inc. (LHP) and Saint Mary's Health System, Inc. The combined joint venture will invest \$400 million to construct a new state-of-the-art medical center that will replace both The Waterbury Hospital and Saint Mary's Hospital. According to the announcement, the combined revenue of both hospitals would be more than \$520 million.

"This is a momentous day for The Waterbury Hospital and the community we serve," said Carl Contadini, Chairman of The Waterbury Hospital Board of Trustees. "After thoroughly analyzing the healthcare needs of the greater Waterbury region, we concluded that coming together with LHP and Saint Mary's to build a modern, state-of-the-art replacement facility would bring the best in healthcare to patients for generations to come. We will not only create new construction jobs and help the local economy but we will position the Greater Waterbury community to become the regional leader for healthcare services in southern New England. We could not be more pleased."

LHP will own an 80 percent interest in the combined joint venture, with GWHN and Saint Mary's each owning a 10 percent interest. Governance will be shared among all three parties. The combined joint venture will commit to operate its healthcare facilities in accordance with the "community benefit standards" applicable to not-for-profit healthcare systems, and will also operate in accordance with the Ethical and Religious Directives for Catholic healthcare services. There is a commitment to provide the continuation of all healthcare services now available in Greater Waterbury.



The Waterbury's Hospital affiliation with the combined joint venture will allow it to retire all of its existing debt, provide security for its pensioner, leverage economies of scale for access to capital and purchasing power, and share clinical best practices, providing more efficient delivery of services to patients in its community.

"The combined joint venture between LHP/Saint Mary's and The Waterbury Hospital is the realization of a shared vision to create a combined healthcare delivery system to serve the Greater Waterbury community," said Robert Mazaika, Chair of the Saint Mary's Joint Venture Task Force. "The Waterbury Hospital and Saint Mary's have collaborated on a number of successful ventures over the years—including the Harold Leever Regional Cancer Center and the Heart Center of Greater Waterbury—that have greatly benefited the community. Now we have the opportunity to transform the delivery of local healthcare as a combined system."

The next steps in the transaction will be to complete customary due diligence, negotiate and finalize definitive agreements, and obtain the necessary approvals from various regulatory bodies.

## Two Chosen From Saint Francis Hospital for Patient Safety Leadership Fellowships

Out of nearly 30 clinical and administrative leaders chosen from applications nationally and internationally to participate in the 10<sup>th</sup> class of the American Hospital Association/National Patient Safety Foundation Comprehensive Patient Safety Leadership Fellowship, two leaders are from Saint Francis Hospital and Medical Center. **David Shapiro**, MD, FACS, Associate Director, Surgical Critical Care; and **Diane Mulholland**, RN, MS, Director of Medical and Surgical Services, Neurophysiology and Stroke

Center, were selected to participate in the intensive, year-long professional development program for senior practitioners looking to increase their capacity to lead patient safety improvement initiatives and accelerate positive change in their organizations. The program is one of the nation's foremost leadership development programs in patient safety.



Over the course of a year, fellows participate in a series of learning retreats and webinars, and design and implement an action learning project with the goal of improving processes and spreading evidence-based safety practices that lead to better outcomes and performance within their organizations. Activities began last month and continue through May 2012.

Dr. Shapiro will be working on an action learning project to design an educational program for patients scheduled for surgery in order to improve their outcomes by making them more comfortable and knowledgeable about the entire surgical and hospital experience. "Patients are the most important people in the process, and are pivotal to their own success. The problem is often that patients get minimal information, and we don't know what they are retaining. We need to ensure that patients are well-armed and well-prepared for surgery," he says, because the more at ease patients are as they approach surgery, the better the outcomes are. Dr. Shapiro is beginning with a pilot group of surgical patients who will receive a comprehensive educational program.

Ms. Mulholland's project entails relationship-based care—helping nurses and doctors work together and communicate better. She will focus on rounding and will first survey teams and observe their culture of teamwork. After a brief educational program on team-building methodology, she will re-observe and do a post-survey to see if the lessons are retained. "Everything we want for patient safety revolves around relationships," she says. "Can the teams comply with what they've learned and be accountable for speaking up to their peers?" Following a pilot project in a medical and a surgical unit, she plans to keep expanding the program to help people change their behavior to improve outcomes.

The AHA/NPSF Comprehensive Patient Safety Leadership Fellowship is sponsored in partnership with the Health Research & Educational Trust, Health Forum, the American Society for Healthcare Risk Management, the American Organization of Nurse Executives, and the Society of Hospital Medicine.

## IHI, CDC, and Avaris Concepts To Host Webinar on Healthcare Safety

The Institute for Healthcare Improvement (IHI), The Centers for Disease Control and Prevention (CDC), and Avaris Concepts are hosting a 90-minute webinar for healthcare leadership to promote strategies and tools to help prevent healthcare-associated infections (HAI). The webinar will be held on Thursday, September 22, from 2:00-3:30 p.m. (ET), and is free for participants because CDC's Division of Healthcare Quality Promotion is covering the cost.

Topics to be covered include:

- The importance of implementing HAI prevention efforts.
- The importance of developing and implementing a multi-faceted approach to HAI elimination that addresses both infection control and antimicrobial stewardship.
- The importance of ensuring proper support for HAI prevention efforts.

Featured presenters for the webinar will be: **Arjun Srivivasan**, MD, Associate Director for Healthcare-Associated Infection Preventions Programs, and Medical Director, Get Smart for Healthcare Division of Healthcare Quality Promotion, CDC; **Charles Denham**, MD, Chairman, Texas Medical Institute of Technology, Co-Chairman, NQF Safe Practices Consensus Committee, and Chairman, Leapfrog Safe Practices Program; **Todd Caliva**, CEO, and **Carl Vartian**, MD, VP, Medical Affairs/Chief Quality Officer, West Houston Medical Center; **Walter Pofahl**, MD, Chair, Board Quality Committee, University Health Systems of Eastern Carolina; and **Victoria Fraser**, MD, Co-Director, Infectious Diseases, Washington University, St. Louis.

To confirm your attendance, click [here](#) and follow the prompts to register. If you have any questions, please call Husher Harris II, Avaris Concepts, at [hharris2@avarisconcepts.com](mailto:hharris2@avarisconcepts.com), 410-944-2592.

## Education Updates

**Accountability: Building and Sustaining A Patient Safety Environment, Friday, September 9, 8:30 a.m. – 3:30 p.m.**

Healthcare organization leaders and individual caregivers are accountable for identifying and eliminating barriers to safe practices. In this intensive full-day program, participants will examine adverse event case studies and use an accountability analysis tool to explore the relationship between organizational and personal accountability, to ensure a shared accountability

system is in place and that the right actions are taken following an adverse event or potentially serious safety incident.

The program will be presented by Patrice Spath, teacher, author, and quality improvement expert, who has presented more than 300 training programs over the last 25 years on quality and patient safety for healthcare providers. Ms. Spath's most recent programs at CHA included Root Cause Analysis and FMEA.

Click [here](#) to register for the session. For more information, contact Rhonda Bates, [bates@chime.org](mailto:bates@chime.org).

*The Connecticut Hospital Association is an Approved Provider of Continuing Nursing Education by the Connecticut Nurses' Association, an Accredited Approver by the American Nurses Credentialing Center's Commission on Accreditation (6.0 contact hours). The John D. Thompson Hospice Institute for Education, Training and Research, Inc. designates this educational activity for a maximum of 6.0 AMA PRA Category 1 Credits™. This activity is pending approval by the National Association for Healthcare Quality for CPHQ CE credits, and the American College of Healthcare Executives for Category II credits.*

### **Leaping from Staff to Management: The Next Steps, Wednesday, September 14, 8:30 a.m. – 3:30 p.m.**

Whether you have recently been assigned to the role of manager or you are a seasoned veteran, it is important to determine how well your problem-solving and decision-making skills are keeping pace with the ever-changing healthcare environment. For those who attended our first program "Leaping from Staff to Management: You're a Manager - Now What?" in June, this follow-up course is ideal for all managers who want to continually improve their skills.

The facilitator is Victor Walton, MA, routinely rated as an outstanding speaker by participants who have attended this CHA course in the past.

Click [here](#) to register. For more information, contact Rhonda Bates, [bates@chime.org](mailto:bates@chime.org).

*Connecticut Hospital Association is an Approved Provider of Continuing Nursing Education by the Connecticut Nurses' Association, an Accredited Approver by the American Nurses Credentialing Center's Commission on Accreditation (5.75 contact hours). This program has been approved for Continuing Education Credit Hours by the National Association of Social Workers, CT and meets the continuing education criteria for CT Social Work Licensure renewal (5.75 credit hours). This program is pending approval of Category II credit through the American College of Healthcare Executives.*

### **Lean Principles in Healthcare, September 22, October 6, October 20, October 27, November 3; 8:30 a.m.-noon**

The financial, clinical, and technology-driven changes resulting from health reform continue to challenge hospitals and healthcare providers to redefine and deliver value. Please join us for the "**Lean Principles in Healthcare**" series to learn the principles and practical skills needed to help your organization achieve operational excellence.

The first course, "**Learning Lean Fundamentals**" will be held at CHA on Thursday, September 22, from 8:00 a.m. to noon, and will launch this five-module program. Class size will be limited to 25 participants, to facilitate a highly interactive learning environment, and preference will be given to those who register for the entire series.

Click [here](#) to register. Click [here](#) for the brochure and for a printable registration form for all five courses.

## **Update Schedule for August**

Update is published on a bi-weekly schedule throughout August. The next edition is Thursday, September 8.