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Hospital Advocates Press for Federal Mental Health Reform

On August 17, advocates representing Connecticut hospitals lent their voices in support of U.S. Senator Chris Murphy's (D-CT) efforts to reform the mental healthcare system at a forum sponsored by the Community Health Center of Middletown.

Sen. Murphy is pressing Congress for passage of legislation he co-sponsored with Senator Bill Cassidy (R-LA), known as the Mental Health Reform Act. The forum was attended by more than 100 people, several representing state and community providers of behavioral health services.

Pat Rehmer, President, Behavioral Health Network, Hartford HealthCare (HHC), and former Commissioner of the Connecticut Department of Mental Health and Addiction Services (DMHAS), asserted that there is no real parity between medical and mental health services. As evidence of the lack of parity, Ms. Rehmer cited pre-certification requirements for admission to psychiatric and detoxification beds, and requirements that patients already be suffering from acute withdrawal before insurers authorize a hospital admission. In acknowledging the challenge to implement parity, Sen. Murphy cited audit triggers and guidelines regarding non-qualitative treatment limitations in his bill.

Terri DiPietro, Director of Outpatient Behavioral Health, Middlesex Hospital, cited the successes achieved in several communities through the work of hospitals and fellow care providers on Community Care Teams (CCTs). She asked Sen. Murphy to help hospitals and other providers finance the expansion of CCTs across Connecticut. Senator Murphy lauded the work of the Middlesex County CCT and the other CCTs across Connecticut, noting their commitment to coordination. He expressed support for CCTs, noting that his bill includes a new grant program to assist states in developing incentives to promote such integrated care programs.

Several state legislators, including Sen. Dante Bartolomeo (D-Meriden), Sen. Joe Crisco (D-Woodbridge), Rep. Joe Serra (D-Middletown), Rep. Matt Lesser (D-Middletown), and Rep. Peter Tercyak (D-New Britain) attended the forum, as well as current DMHAS Commissioner Miriam Delphin-Rittmon.

CHA to Host Health Equity and Asthma Summit



On Thursday, October 13, 2016, CHA will host *Improving Health Equity: The Connecticut Asthma Initiative and Beyond*, a health equity and asthma policy summit.

The full-day event will showcase the work of hospitals and community partners collaborating in the Connecticut Asthma Initiative (CAI). The CAI began in 2015 with a vision that no one should die of asthma or have to limit his or her life unnecessarily due to the disease.

Since its inception, a broad-based group of more than 200 people from 62 organizations across the continuum — including hospitals, community organizations, commercial payers, state government, and more — have created a model of collaboration that connects communities, healthcare providers, and public health organizations. This hospital-community partnership structure, essential to the Initiative's success, is being established across the state through Connecticut acute care member hospitals.

A focus on the social determinants of health that create barriers to treatment is the latest phase of the CAI. Because asthma disproportionately affects children, women, and those who are economically disadvantaged, and because African Americans/Blacks and Latinos are more likely to end up in the hospital for asthma, it was the consensus of the CAI that the next step in its mission was to address barriers to treatment such as environmental or socio-economic factors.

Among other presentations, the event will feature a keynote address, "What Can the Future Look Like?" by Patricia Baker, President and CEO of Connecticut Health Network, remarks by Christopher Dadez, President and CEO of Trinity Health - New England and Chairman of the CHA Committee on Population Health, and an overview on health equity and the CAI by Anne Diamond, JD, CNM, Chief Executive Officer of UConn John Dempsey Hospital and Co-chairperson of the CAI.

End-of-Life Care Decisions is the Focus of CHA Educational Program



The Connecticut Hospital Association will hold an educational program on palliative care and hospice services on Monday, September 26, 2016, as part of a statewide initiative to improve end-of-life care in Connecticut.

The evening program, *Continuing the Conversation on Hospice and Palliative Care*, is co-sponsored by the Conversation Project and will feature presentations by experts who will review the evidence for appropriate use of palliative and hospice care, discuss techniques for initiating conversations, and advise providers how to implement sustainable change in their organizations.

The program is part of the work of the End-of-Life Care Advisory Group that was created this year, based on direction from the CHA Board Committees on Patient Care Quality and Population Health, to develop an evidence-based, compassionate, statewide end-of-life care strategy in collaboration with continuum of care partners. The advisory group, which is chaired by Adam Silverman, MD, Vice President, Ambulatory Strategy and Development, Trinity Health – New England, and Karen Mulvihill, DNP, APRN, ACHPN, FNP, Director of Palliative Care Services, Western Connecticut Health Network, is also charged with facilitating the statewide adoption of guidelines for practice improvement in palliative care.

[View Brochure](#) | [Event Registration](#)

Education Updates

Lean Principles: Process Flow and Value Stream Mapping in Healthcare

Thursday, September 8, 2016

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

[View Brochure](#) | [Event Registration](#)

Please note: this is a two-session program, participants should attend both sessions. The second session will be held on Thursday, September 15.

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.

Continuing education credits are offered for this session. See the brochure for details.

Budgeting Basics for Healthcare Managers

Tuesday, September 13, 2016

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

[View Brochure](#) | [Event Registration](#)

Many healthcare department managers have traditionally risen from the professional ranks as successful clinicians or technicians but with little or no formal business financial training. As a result, many are thrust into a chaotic environment without the necessary knowledge or tools in financial management. Skills in planning and budgeting are essential if they are to achieve the institution's mission and contribute to "bottom line" results, particularly in an environment of chronic federal and state underfunding. In a very real sense, these represent survival skills for both managers and organizations. This member-requested management development program, part one of a two-part series, provides managers with an introduction to budgeting concepts, including calculating the volume budget and a revenue budget, tools to develop staffing plans and salary and supply budgets, and information on how best to handle capital and equipment requests.

Continuing education credits are offered for this session.

Managing the Operating Budget

Wednesday, September 14, 2016

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

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Building on the foundation provided in the "Budgeting Basics for Healthcare Managers" course, CHA is pleased to offer a new financial skills course focused on managing an operating budget. This course will provide managers with the skills and tools they need to better understand revenue and cost behavior, the types and categories of budget problems, ad hoc and comparative financial analysis, and appropriate performance benchmarking. Participants will gain a working knowledge of how to perform volume adjusted variance analysis, spending, revenue, and work process analyses. The course will also provide information on how to forecast financial performance.

Continuing education credits are offered for this session.

Review Course for the ANCC's (RN-BC) and AAMSN's (CMSRN) Medical Surgical Certification Exams

Thursday, September 15, 2016

8:30 a.m. - 5:00 p.m.

[View Brochure](#) | [Event Registration](#)

Please note: this is a two-session program, participants must attend both sessions. The second session will be held on Friday, September 16, 2016.

This two-day course is designed to prepare the Medical Surgical Nurse with information needed to adequately prepare for both the RN-BC and CMSRN certification exams.

In order to take the Medical Surgical Nurse certification exam, the applicant must be a licensed Registered Nurse with an Associate Degree or diploma from an accredited two-year RN program. The nurse must have worked at least two years in a full-time capacity as a Medical Surgical nurse, with at least 2,000 hours within the past 3 years. Additionally, at least 30 hours of continuing education hours should have been completed in Medical Surgical nursing over the past three years.

Worker Safety and Worker Engagement: A High Reliability Approach

Tuesday, September 27, 2016

9:00 a.m. - 12:15 p.m.

[Event Registration](#)

This session supports CHA's efforts to take care of the staff who take care of patients. Worker Safety and Worker Engagement: A High Reliability Approach discusses behaviors, techniques, and measurement for worker safety as used by other high reliability hospitals that are farther along their journey.

HRO Safety Coach Training

Tuesday, September 27, 2016

1:00 p.m. - 4:15 p.m.

[Event Registration](#)

Safety Coaches are peer mentors, designed to recognize and acknowledge good high reliability behavior and to remind people about opportunities to improve behavior that does not stay true to high reliability concepts. Medicine, Nursing, and Quality continuing education

credits are offered for this session.

HRO Rounding to Influence

Wednesday, September 28, 2016

9:00 a.m. - 12:15 p.m.

[Event Registration](#)

The program teaches leaders how to go out on the units to coach, mentor, and sustain high reliability habits and practices. Medicine, Nursing, and Quality continuing education credits are offered for this session.

HRO Fair and Just Accountability

Wednesday, September 28, 2016

1:00 p.m. - 4:15 p.m.

[Event Registration](#)

This session, for Human Resources executives and anyone else who manages people, will train staff to review performance from a standardized perspective when there is an adverse event – to focus on the behavior rather than the outcome. Medicine, Nursing, and Quality continuing education credits are offered for this session.

Staff to Management: Starting the Transition

Thursday, September 29, 2016

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

[View Brochure](#) | [Event Registration](#)

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 are offered for this session. See the brochure for details.

Conflict Management: Engaging the Difficult Employee

Friday, September 30, 2016

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

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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 are offered for this session. See the brochure for details.

