Lieutenant Governor Nancy Wyman Lauds Enactment of Safe Haven Day Law

On August 18, at a ceremony hosted by Saint Francis Hospital and Medical Center, Lieutenant Governor Nancy Wyman praised the enactment of legislation proclaiming April 4 of each year as Safe Haven Day in Connecticut. The law, PA 15-241, An Act Establishing Safe Haven Day, will heighten and sustain public awareness of Connecticut’s Safe Haven law.

The Safe Haven law, originally enacted in 2000, allows parents and lawful agents to surrender voluntarily custody of an infant 30 days or younger to designated hospital staff and not be held criminally liable for abandonment or risk of injury to the child. Since its enactment, 24 babies have been rescued. But because it has been 15 years since the Safe Haven law was established, it was determined that many people were unaware of it. The Safe Haven Work Group, which includes representatives of CHA and several hospitals, recommended the establishment of an annual day to heighten and sustain public awareness of the law.

Lieutenant Governor Nancy Wyman and Department of Children and Families Commissioner Joette Katz spoke at the event, as did the chairs of the Safe Haven Work Group, Senator Cathy Osten (D-19), Representative Gayle Mulligan (R-55), and former State Representative Pam Sawyer. John Rodis, MD, Executive Vice President and Chief Operating Officer, Saint Francis Hospital and Medical Center, hosted the ceremony and presided over the event.

Designating such a day is a key element of a comprehensive statewide strategy to afford policymakers, advocates, educators, healthcare providers, and social service agencies with an annual opportunity to focus public attention on this lifesaving law that protects both children and mothers in distress. Laws such as these also demonstrate the ability of hospitals and government to work together to address complicated issues and find innovative solutions to better serve patients and communities.

CHA Meets with Taiwan Health and Welfare Delegation

On August 26, CHA participated in a meeting and discussion with Department of Public Health (DPH) officials and a visiting delegation of health and welfare officials from Taiwan. After comments from Commissioner Jewel Mullen, MD, and Chung-Liang Shih, Secretary General, Taiwan Ministry of Health and Welfare, several Taiwanese delegation members provided short presentations on public health accomplishments in Taiwan. Health promotion administration, smoking cessation, patient care quality, and behavioral health issues were among the topics discussed by the group. CHA participants included Jennifer Jackson, CEO; Mary Cooper, MD, Chief Quality Officer and Vice President for Safety and Quality; and Carl Schiessl, Director, Regulatory Advocacy.

The Taiwanese delegation travels to the U.S. each year; this was its first trip to Connecticut. In addition to the meeting and discussion with CHA, the delegation toured the DPH Public Health Laboratory in Rocky Hill, DPH headquarters in Hartford, the Cornell-Scott Hill Health Center, Yale University, the State Capitol, and the Governor’s mansion, the Legislative Office Building, and the Mark Twain House.

HRET Survey Describes Hospital Approaches to Population Health

The American Hospital Association’s Health Research & Educational Trust and the Association for Community Health Improvement, in partnership with the Public Health Institute, have published a survey on hospital approaches to population health.

The survey found that 85 percent of hospitals nationwide reported strong or total commitment to population health or have population health in their vision statement, and more than 90 percent of hospitals agreed that population health was aligned with their mission. The survey also found that hospitals are working with a wide variety of community partners to promote population health. Nationwide, nine in 10 hospitals are collaborating with other hospitals, and seven in 10 are participating in a regional collaborative.

Connecticut hospitals play an important and continually expanding role in population health management and improving the health of communities they serve. CHA supports this work by facilitating care coordination and optimization across the continuum, assisting hospitals in implementing new risk-based healthcare delivery and payment models, expanding community partnerships, and focusing on achieving integrated, equitable care.

For more on the survey results, click here.

Governor Malloy Names New Chief of Staff

On August 24, Governor Dannel Malloy named Brian Durand as his next Chief of Staff, replacing Mark Ojakian,
Mr. Durand has long been associated with the Governor, joining his first, unsuccessful run for governor in 2006. After that, Mr. Durand worked for three years at Global Strategy Group. Once Gov. Malloy took office in 2010, Mr. Durand joined his administration in the Office of Policy and Management. Most recently and for the last three years, Mr. Durand served as Deputy Chief of Staff under Mr. Ojakian.

In assuming his new responsibilities, Mr. Durand will be Gov. Malloy’s third Chief of Staff, assuming one of the most demanding jobs in state government. Timothy Bannon first served in this role for Governor Malloy, followed by Mr. Ojakian, who was named last week as Interim President of the Connecticut State Colleges and Universities system.

A native of Stamford, Mr. Durand is a graduate of UCONN and lives in West Hartford with his wife and two children.

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. A panel discussion with representatives from Stamford Hospital, Middlesex Hospital, and Gaylord Hospital will offer examples of successful patient and family engagement efforts. The panel will be moderated by Debra Abromaitis, Director, Patient Support, UConn Health John Dempsey Hospital.

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.

View Save the Date | Event Registration

Education Updates

Lean Principles: Process Flow and Value Stream Mapping in Healthcare

Session 1: Thursday, September 3, 2015
9:00 a.m. - 2:00 p.m.
Participants must attend both sessions.
View Brochure | 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 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.

Financial Skills for Managers

Thursday, September 10, 2015
9:00 a.m. - 3:00 p.m.
View Brochure | Event Registration

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.

Staff to Management: Starting the Transition

Tuesday, September 15, 2015
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 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.
View Brochure | Event Registration

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.
Event Registration

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.
Event Registration

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.

We are offering Medicine, Nursing, Quality, and Radiology continuing education credits 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.
View Brochure | Event Registration

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.

Health Equity 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.