



Printer-Friendly Version

- In This Issue:**
- [CHA Partners With Unite Us to Launch Statewide Network to Address Patients' Social Needs](#)
 - [Nuvance Health Reveals New Brand Identity](#)
 - [Eastern Connecticut Health Network CEO Michael Collins to Retire](#)
 - [International Overdose Awareness Day](#)
 - [Education Updates](#)

Update Archives

CHA Partners With Unite Us to Launch Statewide Network to Address Patients' Social Needs

 Earlier this month, CHA announced a partnership with Unite Us, a leading social care coordination platform, to build a statewide coordinated care network of health and social services providers to deliver integrated care. The technology platform will better connect patients to local social service agencies that help with housing, food, transportation, employment, and more.

"This collaboration puts the patient first," said Jennifer Jackson, CEO, CHA. "With the Unite Us technology platform, Connecticut's hospitals and health systems, in collaboration with community-based organizations, will be better equipped to address patients' needs from a holistic standpoint. This is one example of how Connecticut hospitals and health systems are transforming healthcare and keeping our communities healthier."

CHA and Unite Us are implementing a statewide network that will connect Connecticut hospitals and health systems with community-based organizations to deliver integrated care. The network of organizations will be connected through a shared technology platform (Unite Us) to send and receive secure and accurate referrals to connect individuals to an array of services to address their social needs.

"We are eager and excited to partner with CHA to kick off our statewide work across Connecticut," said Taylor Justice, President, Unite Us. "CHA is the first hospital association to invest in a social determinants of health solution for a statewide opportunity. We are proud to partner with such a forward-thinking organization and we anticipate great success in the state."

Regional implementation of the network is under way, including working with local community-based organizations and hospitals. This work will include developing a resource database that leverages the existing 211 Connecticut, a program of the United Way of Connecticut, as part of a statewide network connecting community-based organizations to each hospital.

Nuvance Health Reveals New Brand Identity

 To mark the creation of Nuvance Health, and as one of many steps to transform the healthcare experience for consumers in New York's Hudson Valley and western Connecticut, the not-for-profit system unveiled its new brand with an advertising campaign, a new system URL, nuvancehealth.org, and new social media pages.

The brand conveys Nuvance Health's motivation to challenge assumptions and expectations in healthcare and to deliver more convenient, accessible and affordable care throughout the region.

Nuvance Health was formed April 1, 2019, when Western Connecticut Health Network and Health Quest Systems combined. The system's seven hospitals and 2,600 doctors serve an area that encompasses about 1.5 million residents.

"Coming together to become one health system gives us a tremendous opportunity to redefine how we provide care by improving on traditional healthcare experiences and elevating our ability to connect our communities with an expanded care network," said Dr. John Murphy, CEO of Nuvance Health.

"With our Nuvance Health brand firmly in place, we have an opportunity to create an incredible energy and culture for our new health system, for our employees, and for our community," said Robert Friedberg, President of Nuvance Health. "Our patients have told us they value a healthcare partner who stands for something beyond what is expected."

As part of the Nuvance Health branding, keeping the names of the hospitals was important recognition of their unique histories and devotion and connectivity to their respective communities.

In the coming year, Nuvance Health will launch new programs and services making healthcare easier for patients to navigate across the growing health system.

Eastern Connecticut Health Network CEO Michael Collins to Retire

Michael Collins, CEO of Eastern Connecticut Health Network (ECHN), has announced he will retire, effective October 1, 2019, after serving for 35 years as a healthcare executive, including three years at ECHN.

In a message to ECHN's employees and physicians, Mr. Collins said, "It has been an honor to lead this healthcare network since October 2016, and I am extremely proud of the programs and services we provide for our patients and community. I want to thank each of our 3,000 employees and our entire medical staff for their support in ensuring that our patients receive the compassionate care they need in the most appropriate setting."

Mr. Collins became ECHN's interim CEO in October 2016 after the two-hospital system was acquired by Prospect Medical Holdings and was named its permanent leader in July 2017.

Prior to joining ECHN, Mr. Collins served as a CEO, chief financial officer and in other administrative roles for more than 34 years in Massachusetts healthcare networks, including at St. Elizabeth's Medical Center in Boston.

Mr. Collins's successor has not yet been announced.



International Overdose Awareness Day

August 31 marks International Overdose Awareness Day, which was established to raise awareness, reduce the stigma of drug-related deaths, and create change that reduces harm associated with drug use. In the past year, CHA and the state of Connecticut have initiated several measures to address substance use disorder.

In April, the CHA Board of Trustees endorsed the creation of a statewide initiative to expand the use of Recovery Coaches in Connecticut hospitals to address substance use disorders. In addition, every ED is participating in a state program making free Narcan® kits available to patients treated in an ED for an overdose or to those who may be at risk for an overdose. These efforts build on hospitals' longstanding commitment to stemming the tide of substance use disorders. Additionally, in 2018, CHA released an updated set of voluntary opioid prescribing guidelines to help ED medical staff treat patients with chronic pain conditions. The guidelines lower the recommended dose of prescribed opioids from 30 pills to a three-day supply; respond to current clinical recommendations for pain treatment by recommending that alternative, non-opioid therapies be administered or prescribed whenever possible for ED patients; recommend that ED personnel request and review their patients' voluntary non-opioid directive form; and specify that opioids be prescribed electronically as a way to increase security.

During the 2019 Legislative Session, the Governor signed into law [PA 19-191, An Act Addressing Opioid Use](#). It makes several changes to existing state laws on pharmacies, pharmacists, and prescribing practitioners. Effective October 1, 2019, pharmacists will be required to offer consultations to all patients whenever practical and before or while dispensing a drug (under current law, pharmacists must make consultation offers and keep related records only when dispensing prescriptions to Medicaid patients). Additionally, effective January 1, 2020, hospitals will be required to administer a mental health screening or assessment on patients treated for a non-fatal drug overdose, if medically appropriate.

According to the Centers for Disease Control and Prevention, from 1999 to 2017, more than 702,000 people died from a drug overdose. Of those deaths, nearly 68 percent involved a prescription or illicit opioid. The National Institute of Drug Abuse states that in 2017, there were 955 overdose deaths involving opioids in Connecticut — a rate of 27.7 deaths per 100,000 persons. According to the Kaiser Family Foundation, Connecticut ranks 9th in the country for opioid related deaths.



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.

[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 roadblocks, 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.

[View Brochure](#) | [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 who 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.

[View Brochure](#) | [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 in the Workplace: Prevention and Management

Tuesday, September 17, 2019

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

[View Brochure](#) | [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.

OSHA 10 Hour General Industry Outreach Training for Healthcare

Friday, September 20, 2019

Friday, September 27, 2019.

9:00 a.m. - 3:30 p.m.

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

As part of the CHA *Safer Hospitals Initiative*, CHA is offering *OSHA 10 Hour General Industry Outreach Training*. This program promotes workplace safety and health by increasing healthcare workers' recognition, avoidance, and prevention of workplace hazards. The two-day training is offered in partnership with PMA Companies. Registrants must attend both sessions to receive an OSHA card.

The program is intended for hospital staff from the following areas: employee safety, environment of care, workers' compensation, engineering, facilities, administration, risk management, human resources, and anyone involved in their hospital's safety program.

Financial Analysis Tools for Managers

Monday, September 23, 2019

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

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

Financial Analysis Tools for Managers is designed to provide healthcare employees with tools they can use to address current organizational 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.

[View Brochure](#) | [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, and 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.

2019 CHA Regulatory Compliance Conference

Friday, October 4, 2019

9:00 a.m. - 3:30 p.m.

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

This year's CHA *Regulatory Compliance Conference* will include a keynote address on cyber security with an FBI Special Agent, followed by sessions on the newly passed Paid Family Medical Leave Act, General Data Protection Regulation (GDPR) / European Union Digital Privacy Regulations, and antitrust updates with a representative of the U.S. Department of Justice.

HIIN: When Words and Actions Matter Most: Responding to Unexpected Harm

Thursday, October 17, 2019

8:00 a.m. - 4:30 p.m.

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

CHA is implementing a statewide disclosure, apology, and early resolution collaborative to promote transparency. This program will demonstrate best approaches and provide an opportunity to obtain hands-on practice.

The program is being presented as part of the Partnership for Patients HIIN educational series.