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[Printer-Friendly Version](#)

In This Issue:

[Healthcare Equity and the Achievement Gap Focus of NPR Story Series](#)

[CMS Releases Proposal to Address Short-Stay Appeal Backlog](#)

[ChimeNet Receives 2014 Best of Wallingford Award](#)

[NIH Provides Comprehensive Ebola Information](#)

[Education Updates](#)

[Update Archives](#)

## Healthcare Equity and the Achievement Gap Focus of NPR Story Series



On September 2, WNPR reporter Diane Orson interviewed Marie Spivey, EdD, RN, Vice President, Health Equity, Connecticut Hospital Association, about healthcare disparities and the achievement gap. The interview will air during the program *Where We Live* in the coming weeks, as part of a series of stories on Health Equity.

Dr. Spivey began the interview by discussing the social determinants of health and how they affect disadvantaged school-aged kids. She said that when kids go to school hungry or have a lack of sleep, or live without basic resources such as safe housing, they cannot be successful academically. Basic needs must be met first to achieve academic success, and health is a fundamental prerequisite to achievement.

Dr. Spivey explained that language, cultural, and educational barriers also lead to health disparities. The socioeconomically disadvantaged receive less preventive care, lack access to care, and their illness is often caught at later stages when it's harder and more expensive to cure, or is acute or chronic. She noted that the socioeconomically disadvantaged are more likely to suffer disproportionately from cancer, heart disease, and stroke, and they have worse health outcomes.

Dr. Spivey highlighted the CHA Diversity Collaborative and how hospitals are focusing on providing integrated, equitable care. She discussed hospitals' work to implement the enhanced 2013 National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care (CLAS Standards). The CLAS Standards are intended to respond to demographic changes, improve quality of services and care, and meet legislative, regulatory, and accreditation mandates. By incorporating the 15 CLAS Standards into the fabric of our hospitals, more culturally and linguistically appropriate services will ultimately advance health equity, improve quality, and help eliminate healthcare disparities.

Dr. Spivey also spoke about how the federal and state governments created regional health equity councils to focus on policies that eliminate health disparities; Dr. Spivey chairs the New England Regional Health Equity Council.

Dr. Spivey will participate on a panel, *Leveling the Playing Field: Education and Healthcare*, which will take place on Wednesday, September 17, 2014, as part of the University of Hartford's week-long Empowering Change initiative, marking the 50th anniversary of the Civil Rights Act. Reporter Diane Orson is the moderator.

## CMS Releases Proposal to Address Short-Stay Appeal Backlog

In May 2014, the American Hospital Association (AHA) and several hospitals filed a lawsuit against CMS to challenge the significant delays in the administrative appeals process at the administrative law judge (ALJ) level.



On August 29, the Centers for Medicare & Medicaid Services (CMS) issued a notice addressing the backlog of Medicare appeals for short stays. CMS is offering to provide a partial payment equal to 68 percent of the net allowable amount of the claim for pending administrative appeals of inpatient status denials. In exchange for the partial payment, a hospital would have to withdraw all of its pending administrative appeals for these inpatient denials.

Additional information about the offer can be found [here](#).

## ChimeNet Receives 2014 Best of Wallingford Award



ChimeNet, a data networking service that develops and manages secure and private electronic connections between hospitals and other entities, has won the 2014 Best of Wallingford Award for Excellence in Healthcare IT.

"We are excited to be recognized as Best in Wallingford," said David LaSalata, Director, Business Development, ChimeNet. "ChimeNet has been serving hospitals and healthcare entities, schools and government, and other businesses for 14 years, and we're dedicated to finding the solutions that fit each customer's unique needs."

ChimeNet's statewide private backbone network allows hospitals to communicate securely and effectively with affiliated physician practices, payors, clinics and remote sites, third party service providers, and each other, and streamlines the technical infrastructure by removing redundant or unnecessary network connections. ChimeNet is a licensed telecommunications carrier in Connecticut, and serves a broad array of other customers. Learn more about ChimeNet [here](#).

The Wallingford Award Program was established to recognize the best local businesses and honor their contributions to the community and the economy. Each year, the Wallingford Award Program identifies companies that have achieved exceptional success and help make the Wallingford area a great place to live, work, and play.

## NIH Provides Comprehensive Ebola Information

The U.S. National Library of Medicine's Disaster Information Management Research Center is providing a new [web page](#) that contains comprehensive information about the Ebola outbreak in West Africa, as well as resources for caregivers and others. Additionally, the National Library of Medicine has activated the [Emergency Access Initiative](#), which grants free access to books and journals for healthcare professionals involved in the fight against Ebola.

More than 3,500 people have been infected during the recent outbreak; nearly 2,000 people have died.

Hospitals across the state are on alert and following [CDC](#) guidance on Ebola infection prevention and control. CHA and the Connecticut Department of Public Health are also in contact with hospitals to share information and best practices to ensure the safety of hospital patients, staff, and the general public.

## Education Updates

### HRO Fair and Just Accountability

Tuesday, September 16, 2014  
9:00 a.m. - 12:00 p.m.

[Event Registration](#)

Thursday, September 18, 2014

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

[Event Registration](#)

This is a session for Human Resources Executives and anyone else who manages people. Fair and Just Accountability trains staff to review performance from a standardized perspective when there is an adverse event, focusing on the behavior rather than the outcome.

### HRO Safety Coach Training

Tuesday, September 16, 2014  
1:00 p.m. - 4:00 p.m.

[Event Registration](#)

Thursday, September 18, 2014

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

[Event Registration](#)

Safety Coaches are peer mentors, trained 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.

### HRO Leadership Method Training

Wednesday, September 17, 2014  
8:00 a.m. - 4:30 p.m.

[Event Registration](#)

This eight-hour Leadership session is designed to teach your hospital leaders the concepts of high reliability science and behaviors. The session is structured for leaders at the manager level and above. Continuing education credits will be awarded for these sessions. Breakfast and lunch are provided.

### Partnership for Patients—Surviving Sepsis

Friday, September 19, 2014  
9:00 a.m. - 3:00 p.m.

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

Severe sepsis accounts for 20% of ICU admissions and is the leading cause of death in non-cardiac ICUs. Guidelines came out in 2004 and were modified most recently in 2012, but comprehensive adoption of the guidelines is still not occurring statewide. We are pleased to have Dr. Mitchell Levy of Brown University and his colleagues present a comprehensive approach to identifying and treating sepsis in the Emergency Departments and on the floors.

Because of a CMS directive that prohibits CHA from providing meals to participants, CHA will invoice the hospital for the actual cost of coffee, a continental breakfast, and a light lunch for those registered. There is no charge to CHA members for the program or materials provided to participants.

### Collaborations of Care—Organ Donation Across the Continuum of Care

Monday, September 22, 2014  
9:00 a.m. - 12:15 p.m.

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

Experts will discuss tools and resources available to providers across the continuum of care for discussing organ donation with patients and patients' family members. Additionally, organ donation myths will be dispelled, and attention will be focused on informed authorization and the resolution of family conflict in regard to donation decisions.

### Staff to Management: Starting the Transition

Monday, September 29, 2014  
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.

Sarah Campbell Arnett, MA, NCC, BC-DMT, returns at member request to present this full-day, highly interactive, management development program, the first in a two-part series specifically designed for new managers.

### Conflict Management: Engaging the Difficult Employee

Tuesday, September 30, 2014  
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?

Sarah Campbell Arnett, MA, NCC, BC-DMT, one of CHA's most highly rated leadership development speakers, will present this full-day, interactive program, based on best practices in leadership theory. Ms. Arnett will present communication methods and tools for navigating the challenging maze of different personalities and communication styles to better manage conflict.

