Update - Thursday, September 5, 2013

Upcoming AHA Twitter Chat on Patient Engagement Features WCHN

The American Hospital Association (AHA) will host a Twitter chat focusing on patient engagement on Monday, September 16, 2013, from 11:00 a.m. – 12:00 p.m. ET.

Dawn Myles, VP, Quality and Patient Safety, Western Connecticut Health Network, will participate in the Twitter panel along with Benjamin K. Chu, MD, AHA Board Chairman, and leaders from Mid-Columbia Medical Center. Discussion will focus on progress being made, challenges hospitals face, and new strategies for engaging healthcare users.

We encourage you to participate in the chat by following @ahahospitals on Twitter. At 11:00 a.m. on September 16, follow the #AHAengage hashtag and watch the real-time stream on Twitter. Should you wish to tweet during the conversation, tag your tweets with the #AHAengage hashtag.

E-Learning Programs Offered in Cultural Competence

To help hospitals achieve the CHA Diversity Collaborative goal of improving cultural competence in the delivery of care, CHA has formed a partnership with Quality Interactions (QI) to offer e-learning programs that provide interactive, evidence-based, case-based instruction on cross cultural care and communication.

QI is a minority-owned, industry-leading training and consulting organization founded by Joseph Betancourt, MD, MPH, Director, Disparities Solutions Center and Senior Scientist, Institute for Health Policy, Massachusetts General Hospital. To date, QI programs have been used to train over 100,000 healthcare professionals at leading health plans and hospitals across the country.

Currently there are three separate modules available: quality interactions for physicians, physician assistants, and nurse practitioners; quality interactions for nurses and case managers; and quality interactions for healthcare staff. Read more about each of these programs here.

The programs will be offered through the CHA Shared Services Program. For more information or to begin participating in the program, contact Evelyn Barahona, Director, Business Development, QI. CHA Education Services staff is also available to answer questions. Please e-mail educationservices@chime.org.

The QI program enhances CHA's cultural competence education offerings, which also include the popular face-to-face Cross-Cultural and Diversity Inclusiveness Training (CCDIT) offered in partnership with the Hispanic Health Council. The next CCDIT is scheduled for Friday, October 18, and Friday, October 25, at CHA.

CHA Sponsors Minority Business Conference and Expo

CHA, a longtime partner of the Greater New England Minority Supplier Development Council (GNEMSDC), is proud to sponsor the organization’s premier annual event, the Business Opportunity Conference & Expo, to be held September 24-25 at the Hartford Convention Center.

We invite CHA member hospitals to attend any or all of the conference, learn more about supplier diversity, and make direct contacts with Minority Business Enterprises (MBEs). The event includes keynote presentations from Connecticut Governor Dannel Malloy, Hartford Mayor Pedro Segarra, and Joset Wright-Lacy, President and CEO of the National Minority Supplier Development Council. The conference and expo will feature corporate and MBE showcases, as well as a trade show highlighting local and regional minority businesses.

CHA and GNEMSDC have, for the last four years, been working together to develop enhanced opportunities for minority businesses to work with CHA member hospitals.

GNEMSDC, a local non-profit organization dedicated to fostering business relationships between certified MBEs and
potential buyers, certifies minority businesses that are 51 percent owned and controlled by a racial or ethnic minority and helps refer them to corporations looking to purchase the goods and services they offer.

GNEMSDC has been instrumental in the development of CHA’s Supplier Diversity Program, through which hospitals can access contracts for goods and services offered by certified MBEs. Increasing supplier diversity is one of the three core objectives of CHA’s Diversity Collaborative.

To learn more about GNEMSDC or register for the conference, click here. The Conference schedule can be found here.

CT Partners for Health to Host First Patient-Engagement Conference in Connecticut

The CT Partners for Health, of which CHA is a participating member, will host the conference Better Health: Everyone’s Responsibility on September 17, 2013, at Hartford’s CT Convention Center. Speakers will discuss the nation’s emerging patient engagement (“e-patient”) movement in which patients are becoming their own medical advocates and partnering with physicians to make medical decisions. The term “e-patient” describes those who are “equipped, enabled, empowered, and engaged” in their health, healthcare decisions, and in transforming healthcare.

“Our healthcare industry is undergoing an unprecedented evolution, giving rise to a confusing marketplace of consumer options. Central to successfully managing this change is engaging patients and healthcare providers to communicate in improved ways that empower patients to actively assist in managing their own health through informed choices. These choices will be aided by face-to-face discussion, technology, online communities, and knowledge networks,” said Tim Elwell, Qualidigm CEO. “Healthcare remains a local endeavor and innovation is a contact sport. Our hope is that by providing a venue for patients and providers to interact, unanticipated innovation and mutual understanding will result.”

Better Health: Everyone’s Responsibility is intended to inform and empower Connecticut consumers to proactively manage their own health and become a true partner with their medical team. Additionally, the conference will offer tangible insights to healthcare providers on how to more effectively communicate with patients, enabling them to better manage their own healthcare and outcomes.

CT Partners for Health is a group of more than 40 key healthcare stakeholders working together to align healthcare quality improvement and patient safety initiatives in Connecticut to assure efficient, cost-effective, and coordinated efforts among its healthcare providers and stakeholders.

Register by clicking here.

Education Updates

HRO: Fair and Just Accountability
Tuesday, September 17, 2013
9:00 a.m. – 3:00 p.m.

A key aspect of a High Reliability Organization is having front-line staff who tell managers and administrators when there are opportunities to make care safer – even when they have done something wrong. That level of reporting comes in a Fair and Just Culture of Accountability, one in which repercussions for breaking the rules are meted out in a fair and just manner. Join us for this full day session to learn how to change your culture to one of Fair and Just Accountability. All CHA hospitals are invited to attend, and this session is especially useful for HR Executives, Physician Executives, and Patient Care Executives.

View Brochure | Event Registration

Staff to Management: Starting the Transition
Thursday, September 19, 2013
8:30 a.m. – 3:30 p.m.

Making the transition from being a staff person one day to a supervisor/manager the next is a significant step. Being effective in a leadership role is far more challenging and complicated than ever before. 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.

View Brochure | Event Registration

Conflict Management: Engaging the Difficult Employee
Friday, September 20, 2013
9:00 a.m. – 3:30 p.m.

It is clear to almost everyone that conflict is inevitable in life – in our personal lives as well as in the workplace. Yet managing staff to achieve organizational goals is a basic responsibility for all leaders. Personality and communication differences can make this a difficult task and consume hours of your time and energy. This highly interactive program, based on best practices in leadership theory, will present communication methods and tools for
navigating the difficult maze of different personalities and communication styles to better manage conflict.