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CHA Publishes Quality Excellence Report



CHA has published [Quality Excellence](#), a report showcasing some of the many quality and patient safety projects under way in Connecticut hospitals and health systems.

The projects highlighted in *Quality Excellence* were solicited from those who applied for the John D. Thompson Award, an annual award that celebrates excellence in patient care through the use of data. The projects span a range of topics but all share a common element – improvement demonstrated by a change in internal operations, procedures, and outcomes.

“Connecticut hospitals and health systems are dedicated to ensuring everyone receives high quality, excellent care,” said Jennifer Jackson, CEO, CHA. “They are working to eliminate infections and errors and

improve quality and patient satisfaction. While this work is continuous, we are pleased to highlight some recent outstanding projects that demonstrate hospitals’ commitment to excellence.”

Quality Excellence is published on the CHA website.

World Sepsis Day: September 13, 2019

Friday, September 13, 2019, is World Sepsis Day. World Sepsis Day is an initiative by the Global Sepsis Alliance to unite people worldwide in the fight against sepsis, which accounts for at least 8 million deaths worldwide annually.

Connecticut hospitals and health systems are dedicated to reducing the incidence of sepsis. They are participating in the Sepsis Task Force, launched by CHA in partnership with Qualidigm, and are engaged in projects to reduce sepsis through ongoing high reliability efforts.

Patients and families play an important role in sepsis awareness, as the key issue involves recognizing the symptoms early. A model from the Sepsis Alliance, called [It’s About TIME](#), is intended to help simplify the recognition of sepsis symptoms. A Centers for Disease Control and Prevention (CDC) program, [Get Ahead of Sepsis](#), teaches providers, patients, and families to articulate their concerns upon presentation to a provider or a hospital.

The CDC is also working with hospital and health systems to develop tools for tracking sepsis, such as [The Hospital Toolkit for Adult Sepsis Surveillance](#), to help healthcare facilities assess adult sepsis incidence within their facilities.



CT Association for Healthcare at Home Names Wodatch President and CEO



On Thursday, August 29, Janine Fay, Chairman of the Board of the Connecticut Association for Healthcare at Home, announced that Tracy Wodatch, Association Interim Executive Director, will become the Association’s new President and CEO.

Tracy Wodatch, a registered nurse and clinical and regulatory expert on home health and hospice agency operations, joined the Association in January 2011 as its Vice President of Clinical and Regulatory Services. Her strengths include home health and hospice quality, education, and regulatory compliance. She has a reputation as an industry expert and advocate for home health and hospice in Connecticut and is an active member on numerous state and federal committees. Her more than 35 years’ experience in healthcare includes holding positions at VNA Healthcare, now known as Hartford HealthCare at Home; Apple Healthcare; and various home health agencies.

The Wallingford-based Association is the industry’s united voice providing legislative and regulatory advocacy, education and collaboration for Connecticut’s home health and hospice agencies. It is the largest member group of home-based providers who champion cost-effective, person-centered healthcare in the setting people prefer

most – their own homes.

The Connecticut Association for Healthcare at Home is part of the Connecticut Healthcare Association Collaborative, which includes CHA, the Connecticut Association of Health Care Facilities, the Connecticut State Medical Society, and LeadingAge Connecticut. Since 2011, the Collaborative has been focused on improving and coordinating the transitions of care provided by hospitals, home care and hospice, skilled nursing facilities, and the physician community.

CHA to Host OSHA Training for Healthcare

As part of the CHA *Safer Hospitals Initiative*, CHA will offer [OSHA 10 Hour General Industry Outreach Training](#) on Friday, September 20, 2019, and Friday, September 27, 2019. Please register [here](#).

The 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 in order 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, clinical care, risk management, human resources, and anyone involved in their hospital's safety program.

Presenters include: Certified OSHA Outreach Trainer Mary-Jane Yacovone, RN, BSN, COHN-S, HEM; Ernie St. Amant, CHSO, a certified OSHA Outreach Trainer; and William Moran, CSHO, an expert in the occupational health and safety field.

## Education Updates

### 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.

### 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.