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CHA Attends Bill Signing



On September 2, CHA participated in a bill signing ceremony for HB 5913 ([PA 15-11](#)), An Act Concerning Persons Who Decontaminate Reusable Medical Instruments Or Devices. CHA successfully advocated for this measure during the 2015 Legislative Session.

Because no federal rule currently outlines the appropriate credentials for individuals who decontaminate and otherwise process reusable medical equipment and devices, CHA has taken on a leadership role to craft the language. Collaborating with the International Association of Healthcare Central Service Material Management, CHA worked to develop bill language for central service technicians (CSTs) that promotes safety and quality for patients, but does not create too great an administrative burden on individual technicians or the facilities that employ them.

Under the new law, a CST is defined as an individual who decontaminates, inspects, assembles, packages, and sterilizes reusable medical instruments or devices in a hospital (other than a chronic disease hospital) or outpatient surgical facility. The Act details the experience, credentials, and requirements needed to work as a CST in a hospital or outpatient surgical facility, as well as continuing education requirements.

CHA to Testify at Public Hearing of State Tax Panel

On Wednesday, September 16, 2015, the State Tax Panel will hold a public hearing in Hartford to solicit public comment related to the state's tax system. Carl Schiessl, Director, Regulatory Advocacy, CHA, will testify and make recommendations for changes to the tax system that will benefit hospitals and other healthcare providers, in areas such as the property tax and hospital tax. Specifically, Mr. Schiessl will discuss the damage caused by taxing hospital care and certain hospital and health system property, and will urge the panel to take action and address these issues in its recommendations to the General Assembly.

The State Tax Panel, created through Section 137 of PA 14-217, is charged with considering and evaluating options to modernize the state's tax policy, structure, and administration. The panel is also charged with evaluating the feasibility of creating a tiered property tax payment system that includes any property owned by the state and not-for-profit hospitals, colleges, and universities for which the state made a payment in lieu of taxes (PILOT) to the host municipality or any not-for-profit entity. Since the creation of the State Tax Panel in 2014, a tiered PILOT payment system was enacted into law (see §§ 183-205, PA 15-244).

Through its charge, the Panel may also consider assessing a "community benefit fee" on any tax-exempt property, thus taxing property of not-for-profit hospitals, colleges, and universities, and requiring these entities to report the value of their real and personal property.

The public hearing on September 16 is the only one currently scheduled.

The Panel is interested in hearing from individuals and organizations on sales and use tax, estate and gift taxation, personal income tax, property tax, tax exempt properties, PILOT, business personal property taxation, personal tangible property, real estate conveyance and controlling interest transfers, and local option taxes.

Madeleine Biondolillo, MD, Joins CHA as Vice President, Population Health Management



CHA welcomes Madeleine Biondolillo, MD, as Vice President, Population Health Management. In this role, Dr. Biondolillo will lead CHA's strategic focus on advancing population health strategies and health equity, supporting hospitals in the implementation of new risk-based healthcare delivery and payment models, and leading CHA's participation in the development and implementation of state and federal innovation efforts.

Dr. Biondolillo brings a wealth of experience to CHA, with strong experience in operations management, contracting/finance, and population health and performance management in public health and healthcare organizations. Prior to joining CHA, Dr. Biondolillo served as a consultant for Beth Israel Deaconess Care Organization PIONEER ACO in Boston, Mass. While there, she worked on the development of population health strategy and methodology for complex care management programs and post-acute care strategy and systems for patients with severe chronic medical and behavioral illnesses. Her experience also includes development of post-acute care preferred provider networks, the development of bundled payment methodologies, and education on population health management programs including clinical and financial outcomes and metrics.

Prior to her work with Beth Israel Deaconess, Dr. Biondolillo was Associate Commissioner for the Massachusetts Department of Public Health, where she directed the Office of Health Policy and Planning and helped create the State Health Improvement Plan and the State Health Resource Plan for behavioral health and cardiac services. In this capacity, she also served as the DPH representative to various state agencies including Medicaid (MA Health) and the Department of Mental Health. Earlier in her career, she served as Executive Director, Urban Medical Group in Boston, a community-based practice providing primary care for medically underserved populations, including adults with severe chronic illnesses, and frail elders in nursing homes. She also previously worked as a hospitalist.

Dr. Biondolillo attended Tufts University Medical School, and trained at MetroWest Medical Center and New England Medical Center in Boston.

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 in Connecticut 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 of Quality, Regulatory Compliance and Patient Support, UConn Health John Dempsey Hospital.

There is no fee for this program, but pre-registration is required. Registration will be limited to five attendees per organization. Organizations are encouraged to register both patients and staff.

This program is co-sponsored with the Connecticut Center for Patient Safety, Qualidigm, the Connecticut Partnership for Patient Safety, and the Connecticut Association of Healthcare Executives. Continuing education credits will be awarded. See the brochure for details.

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

Waterbury Hospital Celebrates 125 Years



On August 27, Waterbury Hospital held a community picnic to celebrate 125 years of caring for the community. More than 1,500 people, including officials, community members, and media, attended to commemorate this historic anniversary.

The Waterbury Veterans Committee held a flag raising ceremony, during which Congresswoman Elizabeth Esty (CT-5) presented a flag to hospital Board Chair Carl Contadini. A representative from Waterbury Mayor Neil O'Leary's office presented Darlene Stromstad, President and Chief Executive Officer, Waterbury Hospital, with an Official Citation of Congratulations, and a Certificate of Accomplishment was sent by U.S. Senator

Chris Murphy.

Jennifer Jackson, CEO, CHA, participated in a live radio broadcast held during the picnic on WATR, with host Larry Rifkin. She discussed the important role hospitals play in their communities and emphasized the need to keep hospitals and healthcare strong in Connecticut for the benefit of all residents.

All affiliates and partners of the Greater Waterbury Health Network—VNA Health at Home, Diagnostic Imaging, Access Rehab, Children's Center of Greater Waterbury, Alliance Medical Group, Cardiology Associates of Greater Waterbury, Heart Center of Greater Waterbury, and The Harold Leever Regional Cancer Center—participated in the picnic, conducting screenings and sharing information with the community.

Education Updates

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 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.

CHA Nurse Preceptorship Program

Tuesday, October 6, 2015

8:30 a.m. - 3:45 p.m.

[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.

Curriculum for the Nurse Preceptorship Program, was 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. This one-day 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 that have not had this content, or would like to be refreshed on these concepts.

Continuing education credits will be awarded.

HRO Using High Reliability to Improve the Patients' Experience

Wednesday, October 7, 2015

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

[Event Registration](#)

Wednesday, October 7, 2015

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

[Event Registration](#)

Both sessions are the same.

In Patient Family Engagement, the focus is on highly reliable staff behaviors which enhance patient satisfaction and HCAHP scores. Lynn Pierce of HPI, an alumna of Baptist Hospital in Pensacola FL (home of the 2003 Malcolm Baldrige Quality Award), will be the instructor.

We are offering Medicine, Nursing, and Quality continuing education credits for this session.

