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CHA Candidate Forum



On Tuesday, September 23, 2014, the Collaborations of Care Partners will host a conversation with Tom Foley, Republican candidate for Governor, at CHA. The program, part of what will be a series of discussions with candidates for Governor, will be an opportunity for people to have a meaningful dialogue about the future of healthcare delivery in our state across the continuum of care.

In addition to CHA, the Collaborations of Care Partners include the Connecticut Association for Healthcare at Home, the Connecticut Association of Health Care Facilities, the Connecticut State Medical Society, and LeadingAge Connecticut.

Since October 2011, the Collaborations of Care Partners have been working on a shared goal of enhancing the quality of healthcare provided to every Connecticut resident. The collaboration has focused on improving and coordinating the transitions of care provided by our hospitals, home care and hospice, skilled nursing facilities, and the physician community.

Leveling the Playing Field: Education and Healthcare



On September 17, Marie Spivey, EdD, RN, Vice President, Health Equity, Connecticut Hospital Association, participated in a panel at the University of Hartford, *Leveling the Playing Field: Education and Healthcare*. Panelists, including policy leaders and faculty, discussed the need to address inequalities in access to healthcare and education more effectively.

"We know our communities are the experts in knowing what they need, and hospitals are partnering with them so we can serve them better. We're becoming more culturally competent, a holistic concept that encompasses understanding of language, culture, and background," said Dr. Spivey.

Dr. Spivey went on to describe the Diversity Collaborative goals of improving cultural competence in the delivery of care, increasing diversity in hospital governance and senior management, and increasing supplier diversity.

She also discussed hospitals' work to implement the enhanced 2013 National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care (CLAS Standards), and talked 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.

In addition to Dr. Spivey, the panel included State Senator Beth Bye; Beth Schiavino-Narvaez, Hartford's Superintendent of Schools; Kenny Nienhusser, Assistant Professor of Educational Leadership; John Tapper, Assistant Professor of Elementary Education; and Karen D'Angelo, Adjunct Professor in Health Sciences. NPR reporter Diane Orson moderated the panel.

The panel is part of a week-long "Empowering Change" initiative celebrating the 50th anniversary of the signing into law of the Civil Rights Act. An array of programs and observances are being offered during the week of Sept. 14–22 to encourage reflection, dialogue, and action in civil rights and social change. Read more about the week's events here (<http://www.hartford.edu/daily/announcements/2014/08/2014-08-26-civil-rights-as-catalyst-for-social-change-to-be-explored-at-university-of-hartford.aspx>).

First Confirmed Enterovirus Case in Connecticut



Yesterday, the Connecticut Department of Public Health (DPH) received confirmation from the Centers for Disease Control and Prevention (CDC) of a confirmed case of enterovirus D68 infection (EV-D68) involving a Connecticut child. The child, who was recently hospitalized at Yale-New Haven Children's Hospital, has since improved and been discharged. Read the DPH announcement here (<http://www.ct.gov/dph/cwp/view.asp?a=4575&Q=553270>).

Earlier this week, Yale-New Haven Children's Hospital and another Connecticut hospital identified clusters of severe respiratory illness among young children that could be due to enterovirus D68 (EV-D68). DPH has been working to facilitate testing with the CDC.

Meanwhile, the CDC has updated its website with new tracking information (<http://www.cdc.gov/non-polio-enterovirus/about/EV-D68-states.html>) on the EV-D68 Virus. From mid-August to September 16, 2014, a total of 130 people from 12 states were confirmed to have respiratory illness caused by EV-D68. The 12 states are Alabama, Colorado, Illinois, Indiana, Iowa, Kansas, Kentucky, Louisiana, Missouri, New York, Oklahoma, and Pennsylvania. The cases of EV-D68 infection were confirmed by the CDC or state public health laboratories that notified the CDC.

DPH has asked clinicians to consider laboratory testing of respiratory specimens for enteroviruses when the cause of infection in severely ill patients is unclear, and to report clusters of severe respiratory illnesses to their local public health agency and to DPH.

Endowed Nursing Chair Established at WCHN



On September 15, Western Connecticut Health Network (WCHN) announced the receipt of a gift of more than \$1 million from the estate of Beatrice Hofstadter White to support nursing education. The Beatrice Hofstadter White Endowed Chair for Nursing Education and Research is the first endowment of a nursing education chair to be made to a Connecticut hospital network. Moreen Donahue, DNP, RN, NEA-BC, FAAN, WCHN's System Senior Vice President and System Chief Nursing Officer, is the inaugural recipient.

"This endowment will support educational and research initiatives that enable our communities to benefit from access to some of the most accomplished and capable nurses in the nation," said Dr. John M. Murphy, WCHN President and CEO. "It will ensure that our nurses have the high levels of expertise required to deliver superior patient care in a health system being transformed by the Affordable Care Act."

WCHN has been encouraging nurses to get advanced degrees for several years. Since 2008, the number of nurses with a Bachelor of Science in Nursing, a master's degree, or a doctorate at Danbury Hospital alone has nearly tripled. With more than 60 percent of WCHN registered nurses holding these degrees, the network is outpacing the national rate of approximately 50 percent. The Institute of Medicine has called for the number of baccalaureate-prepared nurses in the workforce to increase to 80 percent by 2020.

"We believe it is essential to empower nurses to further their education and expand their skills in delivering superior health services," explained Dr. Donahue. "WCHN is already ahead of the national average and this endowment will help us meet the growing demand for nurses with more advanced hands-on and management training."

Dr. Donahue, a board-certified nurse executive at the advanced level, assumed her current position in January 2014, having served as Chief Nursing Officer at WCHN since 2006. She was elected as a Fellow in the American Academy of Nursing in 2011. She has extensive experience in a range of nursing capacities and holds a Doctorate in Nursing Practice and a Master of Science in Nursing from Case Western University. She holds clinical adjunct faculty positions at Sacred Heart University and Fairfield University in Connecticut.

Ms. Beatrice Hofstadter White, a Bridgewater resident, was a writer and editor who was passionate about the nursing profession and New Milford Hospital, where she served on the Foundation Board.

Hartford HealthCare Cancer Institute Certified as First Member of the Memorial Sloan Kettering Cancer Alliance



On September 16, the Hartford HealthCare Cancer Institute (HHCCI) was formally certified as the charter member of the Memorial Sloan Kettering (MSK) Cancer Alliance, a transformative initiative to improve the quality of care and outcomes for cancer patients in community healthcare settings. The Cancer Institute comprises five cancer centers — one at each of Hartford HealthCare's acute care hospitals across Connecticut.

"This is a momentous day not only for the cancer programs within the Institute, but especially for current cancer patients — and those yet to be diagnosed across our state — who will benefit enormously from this innovative partnership," said Elliot Joseph, President and CEO of Hartford HealthCare. "Through our first-of-its-kind relationship with Memorial Sloan Kettering, one of the world's most prestigious cancer centers, we will be able to bring the latest advances in treatment and research to patients in our state much more quickly and effectively than ever before."

The certification of the Hartford HealthCare Cancer Institute as a member of the MSK Cancer Alliance (<http://www.mskcc.org/cancer-care/msk-alliance>) comes after one year of intensive review and assessment of all the cancer programs and services within the Institute.

Since first announcing the partnership last September, teams of cancer experts and specialists from both organizations spent thousands of hours reviewing processes and clinical standards across numerous disease specialties and disciplines to ensure that they aligned with world-class standards established by MSK.

MSK, recently ranked as the top cancer center in the country by U.S. News & World Report, says it selected Hartford HealthCare Cancer Institute as the first member of the Alliance because of its dedication to delivering high-quality, consistent care across the state and because of the proven expertise of its physicians and medical teams.

Education Updates

HRO Fair and Just Accountability

Thursday, September 18, 2014

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

Event Registration (<http://www.cthosp.org/eventcalendar/index.cfm?action=register&date=41900&id=385>)

Thursday, October 2, 2014

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

Event Registration (<http://www.cthosp.org/eventcalendar/index.cfm?action=register&date=41914&id=386>)

Friday, October 3, 2014

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

Event Registration (<http://www.cthosp.org/eventcalendar/index.cfm?action=register&date=41915&id=387>)

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.

Continuing education credits will be awarded.

HRO Safety Coach Training

Thursday, September 18, 2014

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

Event Registration (<http://www.cthosp.org/eventcalendar/index.cfm?action=register&date=41900&id=383>)

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.

Continuing education credits will be awarded.

Partnership for Patients—Surviving Sepsis

Friday, September 19, 2014

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

View Brochure (<http://www.cthosp.org/eventcalendar/uploads/September%202014%20STDate.pdf>) | Event Registration (<http://www.cthosp.org/eventcalendar/index.cfm?action=register&date=41901&id=403>)

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.

Continuing education credits will be awarded.

Staff to Management: Starting the Transition

Monday, September 29, 2014

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

View Brochure (http://www.cthosp.org/eventcalendar/uploads/Staff%20to%20Mgmt%201_Brochure.pdf) | Event Registration (<http://www.cthosp.org/eventcalendar/index.cfm?action=register&date=41911&id=400>)

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.

Continuing education credits will be awarded. Please see the brochure for more details.

Conflict Management: Engaging the Difficult Employee

Tuesday, September 30, 2014

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

View Brochure (http://www.cthosp.org/eventcalendar/uploads/Conflict_Brochure.pdf) | Event Registration (<http://www.cthosp.org/eventcalendar/index.cfm?action=register&date=41912&id=401>)

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.

Continuing education credits will be awarded. Please see the brochure for more details.

HRO Rounding to Influence

Thursday, October 2, 2014

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

Event Registration (<http://www.cthosp.org/eventcalendar/index.cfm?action=register&date=41914&id=389>)

Rounding to Influence teaches leaders how to go out on the units to coach, to mentor, and to sustain High Reliability habits and practices.

Continuing education credits will be awarded.

HRO Creating Sustainability for High Reliability Organizations

Friday, October 3, 2014

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

Event Registration (<http://www.cthosp.org/eventcalendar/index.cfm?action=register&date=41915&id=388>)

This session is designed for drivers of change in your organization and includes concepts and tips to prevent High Reliability from becoming a "flavor of the month."

Continuing education credits will be awarded.

Improving Hospital-Based Inpatient Psychiatric Services (HBIPS) Performance

Monday, October 6, 2014

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

View Brochure (<http://www.cthosp.org/eventcalendar/uploads/October%202014%20STDate.pdf>) | Event Registration

(<http://www.cthosp.org/eventcalendar/index.cfm?action=register&date=41918&id=405>)

The Hospital-Based Inpatient Psychiatric Services (HBIPS) measure set provide a group of standardized measures that reflect processes of patient care related to restraint and seclusion, transitions of care, and medication safety. These measures are now publicly available through the Inpatient Psychiatric Facility Quality Reporting program from The Centers for Medicare and Medicaid (CMS) on its Hospital Compare website.

Please join us for a half-day session with Celeste Milton, Associate Project Director, Center for Performance Measurement, The Joint Commission. Ms. Milton will share strategies and best practices to improve inpatient psychiatric care processes related to HBIPS measurement.

This program is designed for hospitals with inpatient psychiatric services.

Continuing education credits will be awarded.

Addressing Child Abuse, Sex Trafficking of Minors, and Children's Behavioral Health Issues in the ED

Tuesday, October 7, 2014

9:00 a.m. - 3:45 p.m.

View Brochure (<http://www.cthosp.org/eventcalendar/uploads/October%202014%20STDate.pdf>) | Event Registration

(<http://www.cthosp.org/eventcalendar/index.cfm?action=register&date=41919&id=406>)

Please join us for this issue-based, multidisciplinary program, which will address a broad range of topics regarding children's health. CHA is pleased to have the Department of Children & Families (DCF) Commissioner Joette Katz provide the keynote address, which will focus on DCF's current initiatives to develop a children's behavioral health plan, improve the detection and reporting of child abuse, and several other initiatives. This forum will also include a hospital panel discussion about best practices being implemented across the state for meeting children's behavioral health issues in the ED.

Continuing education credits will be awarded.

Cross Cultural and Diversity Inclusiveness Training

Friday, October 10, 2014

8:30 a.m. - 2:30 p.m.

The second session will be held on Friday, October 17, 2014

View Brochure (<http://www.cthosp.org/eventcalendar/uploads>

/Cultural%20Competence%20Training_brochure%20-%20St%20Francis%20-%20October%202014.pdf) | Event Registration

(<http://www.cthosp.org/eventcalendar/index.cfm?action=register&date=41922&id=407>)

In partnership with the Hispanic Health Council, the Curtis D. Robinson Center for Health Equity at Saint Francis, and the Connecticut Association of Healthcare Executives, CHA is again pleased to offer Cross Cultural & Diversity Inclusiveness Training (CC&DIT)—a unique, comprehensive, and interactive program to achieve the goal of improving cultural competence in the delivery of care and addressing healthcare disparities.

The CC&DIT curriculum was developed in direct response to member requests for help in providing diversity education and is structured as a two-module program, each session five hours in duration—delivered once each week over a two-week period. Training content is based on current research that emphasizes the idea that cultural competence is not achieved through a single training event—but is a lifelong commitment to learning, and professional skills development. With more than 100 members completing the training, program evaluations have been consistently positive about the value of this training.

Diversity Collaborative team members are encouraged to attend as a way to help achieve team goals in their organization.

This program is being held at the Connecticut Institute for Primary Care Innovation (CIPCI) in Hartford.

Continuing education credits will be awarded. Please see the brochure for more details.

HRO Using High Reliability to Improve the Patient Experience

Wednesday, October 15, 2014

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

Event Registration (<http://www.cthosp.org/eventcalendar/index.cfm?action=register&date=41927&id=393>)

Wednesday, October 15, 2014

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

Event Registration (<http://www.cthosp.org/eventcalendar/index.cfm?action=register&date=41927&id=394>)

Lynn Pierce of HPI, an alumna of Baptist Hospital in Pensacola FL (home of the 2003 Malcolm Baldrige Quality Award), will be our instructor.

Continuing education credits will be awarded.

2014 Nurse Leadership Forum

Thursday, October 16, 2014

9:00 a.m. - 3:45 p.m.

View Brochure (<http://www.cthosp.org/eventcalendar/uploads/NLF-STDDate.pdf>) | Event Registration (<http://www.cthosp.org/eventcalendar/index.cfm?action=register&date=41928&id=408>)

We are pleased and excited to announce that we have confirmed Cy Wakeman as the keynote speaker for CHA's 14th annual Nurse Leadership Forum. Ms. Wakeman, a New York Times bestselling-author and national leadership consultant, is a highly sought-after conference headliner who will share her perspective on the need for an innovative and dynamic new look at leadership. Forum sessions are also being planned on operational challenges, including nurse staffing and ballot initiatives in other states, and exploring the transition individuals make from clinical to operational leadership.

Continuing education credits will be awarded.

Financial Skills for Managers

Friday, October 17, 2014

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

View Brochure (<http://www.cthosp.org/eventcalendar/uploads/October%202014%20STDDate.pdf>) | Event Registration (<http://www.cthosp.org/eventcalendar/index.cfm?action=register&date=41929&id=410>)

As the demands of healthcare reform pick up speed, carefully managing the financial health of the organization is more important than ever. Resources are scarce and stretched to the breaking point. Doing more with less is routine. The need for sound business and financial management tools—survival skills—is paramount for all managers. These include planning and budgeting, financial analysis, and maximizing resources, all of which are essential if managers are to achieve the institution's mission and contribute to "bottom line" results. Bill Ward, a popular and dynamic lecturer on financial management in healthcare is back by member request to present the program.

Continuing education credits will be awarded.