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Hospitals Focus on Fair and Just Accountability

On September 17, hospitals participated in an educational program focused on building and sustaining a culture of fair and just accountability, where repercussions for breaking rules are meted out in a fair and just manner.

Fair and just accountability is a key aspect of every High Reliability Organization (HRO). HROs, which Connecticut hospitals are working toward becoming, are organizations that successfully manage the constant risk of serious hazards, and are devoted to never having an accident.

Joining Healthcare Performance Improvement (HPI) Consultant Steve Kreiser, CDR, USN Ret., MBA, MS, at the September 17 meeting was Lynn Pierce, an HPI consultant who previously worked at Baptist Memorial Hospital in Pensacola, Florida. Ms. Pierce stressed that high reliability can be applied to service improvement just as often as it is applied to safety. Baptist Memorial Hospital was a Malcom Baldrige Award Winner while she worked there.

"As I know from my own experience, patients are looking for that smile and that kind word as often as they are looking for the right treatments. Our job is to give them both."

To date, nearly 3,000 Connecticut hospital staff, leaders, and physicians have been trained in high reliability science and behaviors as part of a statewide initiative to eliminate all-cause preventable harm using high reliability science to create a culture of safety.



NBC Connecticut Holds Healthcare Roundtable



On September 17, NBC Connecticut brought together top decision makers from the healthcare, government, foundation, business, and insurance sectors for a collaborative roundtable discussion on the topic of healthcare reform. Marie Spivey, EdD, RN, Vice President, Health Equity, CHA, represented the Association.

The discussion, part of NBC Connecticut's commitment to providing residents with critical information to enable them to make the best healthcare decisions, covered issues including how best to reach Connecticut residents eligible for coverage, challenges of implementation, the shift from payment based on volume to payment based on value, and new opportunities to improve community health and reduce health disparities.

NBC Connecticut anchor Brad Drazen moderated the discussion.

“This is about informing people of the need to better understand what healthcare means to them and their families in their everyday lives,” said Dr. Spivey. “Health equity and eliminating barriers to care is a primary concern for all of us. The effort to enroll people in coverage has to focus on education – it has to be continuous and pervasive throughout our communities. We have to heighten partnerships with each other, learn the needs of our communities by listening to them, and find new ways to more effectively communicate with residents and the community-at-large.”

The roundtable was not taped, but will inform future coverage by NBC Connecticut.

Patient Engagement Focus of Statewide Conference

On September 17, CT Partners for Health, of which CHA is a participating member, held its first patient engagement conference, *Better Health: Everyone’s Responsibility*, at Hartford’s CT Convention Center.

Keynote speaker Dave “e-Patient Dave” deBronkart spoke to a crowd of nearly 600 providers and consumers about his experience coping with stage IV kidney cancer, for which median survival is 24 weeks. Diagnosed in 2007, Mr. deBronkart described how he sought information online through a virtual patient community, and even shared access to his medical records. The information he received by becoming an engaged patient saved his life. Mr. deBronkart told the audience, “My life was saved by great medicine in partnership with great information.” He urged patients to play a more active role in their care and become engaged in the e-patient movement, in which patients are becoming their own medical advocates and partnering with physicians to make medical decisions.

Conference participants took part in breakout sessions on health reform, medication management, technology’s role in healthcare and patient engagement, patient-centered care, end-of-life care, and effective provider/patient communication.

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.



Upcoming Nurse Leadership Forum: Navigating the Changing Healthcare Landscape



CHA is pleased to present the 2013 Nurse Leadership Forum, the popular annual program that draws nurse leaders and developing leaders from across the state. This year's program is focused on operational issues, challenges, strategies, and practical tools to help nurse leaders navigate the unpredictable and dramatically changing healthcare landscape. The Forum will explore why nurses at every level must step up their leadership influence and drive the process to dramatically improve patient satisfaction, reduce costs, and improve quality and patient safety while remaining inspired in today's unpredictable healthcare climate.

Joan Ellis Beglinger, RN, MSN, MBA, FACHE, FAAN, Former Chief Nursing Officer, Vice President for Patient Care, St. Mary's Hospital, Madison, Wisconsin, will provide the keynote address, *Healthcare Reform: Unprecedented Opportunity; Unparalleled Risk*. Known for her visionary leadership and ability to translate complex concepts into practical and effective operating strategies, Ms. Beglinger has directed nursing teams that have consistently produced exceptional clinical outcomes, high patient satisfaction, employee and physician engagement, and operational excellence.

Dana L. Nelson-Peterson, DNP, MN, RN, Administrative Director, Ambulatory Care Nursing Services, Virginia Mason Medical Center, will present *Innovation and Commitment: The Journey Toward Excellence*. Virginia Mason Medical Center is nationally recognized for its work, which resulted in dramatically increased quality, improved outcomes, and increased patient satisfaction, while concurrently removing waste from its clinical and administrative processes.

Rich Bluni, RN, author of the book *Inspired Nurse*, will present a plenary session on how nurses can sustain the spirit of caring that first inspired them to choose nursing as a career, stay connected to their passion for helping patients, and recognize the powerful impact nurses have on the lives of others.

The Connecticut Hospital Association-CHA is an Approved Provider of Continuing Nursing Education by the Connecticut Nurses' Association, an Accredited Approver by the American Nurses Credentialing Center's Commission on Accreditation.

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

Hartford HealthCare Selected to Be First MSK Cancer Alliance Member



On September 17, Memorial Sloan-Kettering Cancer Center selected Hartford HealthCare as a pioneering member of the newly formed Memorial Sloan-Kettering Cancer Alliance.

The joint announcement, made in Hartford by leaders of the two organizations, came after year-long discussions about building a distinctive clinical and research partnership to rapidly move innovative, evidence-based cancer care into the community setting and enable bi-directional learning across the institutions.

"For more than a century, Memorial Sloan-Kettering has delivered exceptional cancer care and generated the discoveries necessary to develop effective new treatments. Today, we recognize the need to do more," said Craig Thompson, MD, President and CEO of Memorial Sloan-Kettering Cancer Center. "Through the MSK Cancer Alliance, and in collaboration with Hartford HealthCare as a pioneering member, we are looking to create a new model to address the fundamental challenge of providing high-quality cancer care in a wider population of patients."

(l-r) Andrew Salner, MD, Director of Helen & Harry Gray Cancer Center; José Baselga, MD, Physician-in-Chief, Memorial Sloan-Kettering; Craig Thompson, MD, PhD, President & CEO, Memorial Sloan-Kettering; Elliot Joseph, President & CEO, Hartford HealthCare

"It's an honor to be selected as the first partner of the MSK Cancer Alliance," said Elliot Joseph, President and CEO of Hartford HealthCare. "Memorial Sloan-Kettering chose Hartford HealthCare because of our dedication to delivering high-quality, consistent care across the state and because of the proven expertise of our physicians and medical teams. This will save lives by bringing evidence-based, world-class standards to our entire provider network. We are proud to be the model on which the MSK Cancer Alliance will grow."

Among the many distinctive aspects of the collaboration is the establishment of the first MSK Alliance clinical trials site at Hartford Hospital, where many of the cancer clinical trials from MSK's robust portfolio will be provided on-site. Memorial Sloan-Kettering physicians and leadership will now be collaboratively guiding HHC toward excellence in both its cancer care and clinical research programs. This will be achieved, for example, by collaborating on disease management teams, through on-site observations of new techniques, by sharing educational resources, by conducting quality and outcomes research, and by working together toward expanded access to MSK's clinical trials.

Over the next six months, teams from MSK and the Hartford HealthCare Cancer Institute will work collaboratively to assess the resources and capabilities of each of the system's five acute care hospitals, identifying specific areas of focus. In addition, they will jointly recruit a physician-in-chief of the Hartford HealthCare Cancer Institute who will be on the staff at both Hartford HealthCare and Memorial Sloan-Kettering. The two organizations will work over the next few months to integrate Hartford physicians into MSK's disease management teams. MSK and HHC will work collaboratively to measure changes in outcomes including survival rates, quality of life, and total cost of care.

500 Attend Grand Opening of the Lawrence + Memorial Cancer Center

On September 18, L+M Hospital opened its new cancer center, a partnership with Dana-Farber Community Cancer Care. The L+M Cancer Center, a 48,000-square-foot, two-story facility created with input from clinical staff, patient advisors, and cancer survivors, will change the landscape of cancer care in the region.

Richard Hellman, MD, Medical Director of the L+M Cancer Center, said there's one overarching priority for every individual or family that faces the daunting diagnosis of cancer: "They want the best care possible and they're willing to go anywhere to get it."



Bruce Cummings, President and CEO, L+M Hospital, at the opening of the L+M Cancer Center.

“What’s unique with the L+M Cancer Center,” Hellman explained, “is that it will offer patients not only convenient care, but what they really want, which is the best possible care.”

Based in Boston, Dana-Farber Cancer Institute is internationally renowned for blending both research and clinical excellence, offering as many as 700 ongoing clinical trials. Lawrence + Memorial Hospital is the first Connecticut hospital to be affiliated with Dana-Farber Cancer Institute.

“This new partnership with L+M brings together really outstanding groups of providers with similar visions of how cancer care should be provided,” says Dr. Andrew Norden, Dana-Farber’s Medical Director of Satellites and Network Affiliates. “The hallmark of that vision is a patient-centered, team approach. We share the belief that people should be able to get cutting-edge cancer care close to home.”

Cutting-edge care in cancer today, he says, is about targeting specific cancer cells while causing the least harm to the patient. In radiation oncology, that means more accurate and lethal doses delivered to tumors while protecting healthy tissue. In medical oncology, it’s about medicines that target the specific molecular abnormalities of a cancer without hurting healthy cells.

L+M’s model of care is multidisciplinary, explained Dr. Hellman, with nutrition, survivorship and palliative care programs. Case conferences and tumor boards will be held regularly and doctors will travel to and from Boston to collaborate and share information on patients, as well as advancements in care. If very specialized care is required, such as stem cell transplantation or a highly technical cancer surgery, physicians will be perfectly placed to make referrals to the right specialist.

The L+M Cancer Center will open to patients on October 1.

Public Programs on Healthcare Reform



On Friday, September 27, 2013, the Yale Institution for Social and Policy Studies (ISPS) and the Office of Senator Chris Murphy will co-host *Ready to Launch: The Affordable Care Act and U.S. Health Policy*.

This event, which is free and open to the public, will bring together leading policy-makers, academic experts, and the medical community to engage in a discussion about how the Affordable Care Act (ACA) will impact Connecticut residents and business owners. Kevin Counihan, CEO of Access Health CT, will provide the keynote address.

The event runs from 10:00 a.m. to 2:00 p.m. in Burke Auditorium at Kroon Hall located on the Yale campus at 195 Prospect Street, New Haven, Connecticut. Pre-registration is required. Click [here](#) to register. Click [here](#) for more information.



Separately, on Wednesday, October 30, 2013, the Curtis D. Robinson Men’s Health Institute and the Saint Francis Center for Health Equity present the third annual Town Hall Meeting on Health Disparities. The meeting will focus on how health reform will impact people in Connecticut. Click [here](#) to view the brochure. Click [here](#) to register.

Additionally, please mark your calendars for the third annual CHA Diversity Collaborative Symposium, which will be held on Thursday, October 31, 2013. The Symposium will feature sessions on leadership strategies and practices that hospitals can implement to achieve collaborative goals: increase diversity in hospital governance and senior management, improve cultural competence in the delivery of care, and increase supplier diversity. Click [here](#) to register.

Education Updates

Prevention of Hospital Acquired Pressure Ulcers (HAPU)

Wednesday, October 2, 2013
9:00 a.m. - 4:00 p.m.

During this program with national and local content experts, participants will be instructed in the latest evidence-based interventions and data collection strategies that will help prevent pressure ulcers. Use of these strategies will lead to improvements in the quality of life for those impacted and reductions in the cost of HAPU care. Barbara Cass, Connecticut Department of Public Health, will present *Innovations in Connecticut: Pressure Ulcer Prevention and Care*. Kathleen Vollman, MSN, RN, CCNS, FCCM, FAAN, will present *It’s Not Just About Pressure Anymore: Eliminating Health Care Acquired Skin Injuries*. Pat Posa, RN, BSN, MSA, will present *The Forgotten Organ: A Team Approach for Skin Care of the Critically Ill Patient*. Two panels of acute and sub-acute care Connecticut hospitals will discuss their experiences preventing HAPU.

[Event Registration](#)

Prevention of Adverse Drug Events (ADE)

Tuesday, October 22, 2013
9:00 a.m. - 4:00 p.m.

During this program with national and local content experts, participants will be provided with information on where to target your medication safety interventions; evidence-based strategies to improve medication safety; and methods for utilizing your organization’s ADE data to identify potential areas of risk and benefit.

[Event Registration](#)

