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[Printer-Friendly Version](#)

In This Issue:

[CHA Candidate Forum to Feature Governor Malloy](#)

[Panel to Review State's Tax System Convenes](#)

[After First U.S. Case, Connecticut Hospitals Prepare for Ebola](#)

[Hospitals' High Reliability Efforts Focus of DPH Presentation](#)

[Innovation Subject of Nursing Leadership Program](#)

[New York Times Bestselling Author to Keynote Nurse Leadership Forum](#)

[Upcoming Program: Addressing Child Abuse, Sex Trafficking of Minors, and Children's Behavioral Health Issues in the ED](#)

[Education Updates](#)

[Update Archives](#)

CHA Candidate Forum to Feature Governor Malloy



On Wednesday, October 15, 2014, the Collaborations of Care Partners will host a conversation with Governor Dannel Malloy. The program, second in 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.

More than 100 people participated in a discussion with Tom Foley, Republican candidate for Governor, on September 23.

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.

Panel to Review State's Tax System Convenes

On September 29, a panel charged with reviewing the state's tax system convened at the Legislative Office Building in Hartford. The panel, created through Section 137 of [PA 14-217](#), was jointly appointed by the Governor and the chairpersons and ranking members of the Finance, Revenue and Bonding Committee. It will consider and evaluate options to modernize the state's tax policy, structure, and administration.

The panel will also evaluate 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. The panel may 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 first meeting was mostly organizational in nature, comprising member introductions and review of the panel's charge. Members of the panel voted to elect former State Senator Bill Nickerson from Greenwich and former State Representative Bill Dyson from New Haven as co-chairmen. [Click here](#) to view members of the tax panel.

With the PILOT program of great interest to hospitals, CHA will engage members of the panel during their deliberations and review of the local property tax structure.

PA 14-217 allows the panel to issue a report no later than February 1, 2016. The next meeting is expected to occur during the week of October 20, 2014.

After First U.S. Case, Connecticut Hospitals Prepare for Ebola

The Connecticut Department of Public Health and CHA are working together with hospitals to ensure emergency preparedness measures are in place should any resident in Connecticut exhibit symptoms of Ebola. This comes after one person tested positive for Ebola in Texas earlier this week.

Because many of the signs and symptoms of Ebola are non-specific and similar to those of many common infectious diseases, hospital staff are preparing by learning how to detect a patient with Ebola, protect healthcare workers so they can safely care for the patient, and respond in a coordinated fashion.

Meanwhile, on October 1, the CDC released new [guidance](#) for emergency medical services technicians, an [algorithm](#) for evaluating a returned traveler, and a [checklist](#) for evaluating patients. These resources are in addition to a CDC hospital [checklist](#) distributed to hospitals by CHA and DPH previously.

CHA and DPH will continue to work closely on issues related to detecting, treating, and responding to any potential Ebola case in the state. Please expect more information from CHA and DPH in the coming days.

Hospitals' High Reliability Efforts Focus of DPH Presentation



On September 25, Mary Cooper, MD, CHA's Chief Quality Officer and Vice President of Quality and Patient Safety, presented *Getting to Zero: High Reliability in Healthcare* to the Connecticut Department of Public Health (DPH).

Dr. Cooper shared the strategies hospitals in Connecticut have been using to become highly reliable organizations and the approach that is being taken to spread the principles across the continuum of care. Connecticut's statewide toolkit comprises leadership methods and behavior standards that include training on causal analysis and the science of human and system errors. Dr. Cooper also discussed the success of the Partnership for Patients national collaborative both in Connecticut and at the national level, where the program has resulted in significant reductions in hospital-acquired conditions and healthcare-associated infections. All hospitals in Connecticut are participating in the collaborative, which is in its third and final year.

This is the second year Dr. Cooper has presented to DPH facility licensing and investigations staff. The presentation was well received by attendees, and plans for continued education on high reliability are under way with the Department.

Innovation Subject of Nursing Leadership Program



On September 25, CHA hosted more than 100 participants attending *The Innovator's DNA Workshop*, a program co-sponsored by CHA and the Organization of Nurse Executives, (ONE-CT). The program was presented to inspire nursing and other healthcare leaders to be innovators in today's changing healthcare landscape.

Curtis Lefrandt, CEO and co-founder of the Innovator's DNA, a company that promotes innovation, presented and facilitated the interactive four-hour workshop. He discussed five key skills that distinguish innovators from others. They question the common wisdom, observe behaviors to identify new ways of doing things, meet people with different ideas and backgrounds, experiment, and connect the dots to identify new solutions.

Mr. Lefrandt said that being innovative is not simply about thinking differently; it is also about changing behaviors. He helped participants understand their own capacity for being innovative, based on the results of self-assessments they completed prior to the program.

New York Times Bestselling Author to Keynote Nurse Leadership Forum



New York Times bestselling author and national leadership consultant Cy Wakeman will be the keynote speaker for CHA's 14th Annual Nurse Leadership Forum, scheduled for Thursday, October 16, 2014. Ms. Wakeman will share her perspective on the need for an innovative and dynamic new look at leadership.

This year's Nurse Leadership Forum will focus on leadership strategies and operational challenges such as leading during a time of change, nurse staffing, and ballot initiatives that have occurred in other states. Participants will also explore the transition from clinical to operational leadership, as well as the nurse leader's critical role in effective change management.

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

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

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



Please join us on Tuesday, October 7, 2014, for an issue-based, multidisciplinary program that will address a broad range of children's health topics. CHA is pleased to have the Department of Children & Families (DCF) Commissioner Joette Katz provide the keynote address, which will focus on strategies outlined in DCF's Connecticut Children's Behavioral Health Plan, initiatives to improve the detection and reporting of child abuse, DCF's efforts to better partner with hospitals and medical providers in Connecticut, and several other agency initiatives.

We will also be joined by professionals from Casey Family Programs, ValueOptions, the Connecticut Community Provider Association, and DCF staff for presentations on the impact of changes in child welfare practices in hospitals, and addressing the growing problem of child abuse and sex trafficking of minors.

This forum will also feature medical professionals from four Connecticut acute care hospitals participating in a panel discussion to share key lessons and best practices being implemented across the state for meeting children's behavioral

health needs in the ED.

Continuing education credits will be awarded.

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

Education Updates

Diversity Collaborative Anniversary Symposium

Thursday, October 23, 2014
9:00 a.m. - 3:00 p.m.

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

CHA will present a symposium to celebrate the third anniversary of the CHA Diversity Collaborative: From Intent to Impact. This multi-year, statewide initiative is designed to engage hospital teams in educational programs, implementation of improvement strategies, sharing best practices, and measuring and tracking progress to achieve the Collaborative goals.

The Symposium will feature a keynote address by Colleen O'Toole, PhD, Chief Administrative Officer of the Greater Cincinnati Health Council, the Health Improvement Collaborative, and HealthBridge. Dr. O'Toole will discuss The Greater Cincinnati Health Council's continuing efforts to strengthen race, ethnicity or language (REL) data collection methodology and data integrity in pursuit of reducing disparities in care. Lessons learned along the journey from the 28 initial member hospital participants regarding securing commitment, training, quality assurance, and communications will be shared.

Continuing education credits will be awarded.

Medication Safety: Your Role on the Team

Monday, November 10, 2014
12:00 p.m. - 5:00 p.m.

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

According to the FDA, it has received more than 30,000 reports of medication errors since 1992. Medication errors can occur at any point in healthcare, and involve patients, families, and professionals. Please join us for a multi-stakeholder approach to Medication Safety: Your Role on the Team. This program is open to consumers, patients, and families; hospital providers; continuum of care providers; retail pharmacies; Boards or senior leadership; healthcare organization staff; policy makers and staff of policy makers; media; and students and instructors in professional schools.

Speakers will include patient advocate Marian Hollingsworth from San Diego, discussing her father's death and polypharmacy; clinicians from Yale University School of Medicine, Brown University, and University of Connecticut School of Pharmacy; nursing advocates from long-term care and home health care; representation from the Office of the Healthcare Advocate, and our keynote speaker, Dr. Allan Vaida from the Institute for Safe Medication Practices. Attendees will participate in break-out sessions to discuss a strategy for making Connecticut the safest state for medication use.

Continuing education credits will be awarded.

This program will be held at the Frank H. Netter MD School of Medicine at Quinnipiac University.

CSMS Program on Opioid Prescribing

Monday, November 10, 2014
5:30 p.m. - 8:30 p.m.

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

The CSMS Program on Opioid Prescribing will be held at the Frank H. Netter MD School of Medicine at Quinnipiac University.

HRO Fair and Just Accountability

Friday, October 3, 2014
1:00 p.m. - 4:00 p.m.
[Event Registration](#)

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 Creating Sustainability for High Reliability Organizations

Friday, October 3, 2014
9:00 a.m. - 12:00 p.m.
[Event Registration](#)

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

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.

Cross Cultural and Diversity Inclusiveness Training

Friday, October 10, 2014
8:30 a.m. - 2:30 p.m.
[View Brochure](#) | [Event Registration](#)

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

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 over 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](#)

Wednesday, October 15, 2014
1:00 p.m. - 4:00 p.m.
[Event Registration](#)

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.

Financial Skills for Managers

Friday, October 17, 2014
9:00 a.m. - 3:00 p.m.
[View Brochure](#) | [Event Registration](#)

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. Please see the brochure for more details.

Restraint and Seclusion Documentation and Chemical Restraints in the Hospital and Nursing Home Settings

Monday, October 20, 2014
9:00 a.m. - 2:00 p.m.
[View Brochure](#) | [Event Registration](#)

Please join us for a program focusing on restraint and seclusion documentation and chemical restraints in the hospital and nursing home settings. Connecticut Department of Public Health's Barbara Cass, Section Chief; Lori Griffin, Supervising Nurse Consultant; and Donna Ortelle, Public Health

Services Manager, will present the most common issues found in hospitals and nursing homes regarding these focus areas. Additionally, experienced healthcare attorneys will provide an overview of the importance of adhering to restraint and seclusion guidelines to provide safe patient care in both settings.

Continuing education credits will be awarded.

