



Thursday, October 3, 2013

### Connecticut Hospitals Working With Access Health CT to Increase Access to Coverage

Connecticut hospitals, strong supporters of increasing access to coverage through federal healthcare reform, are supporting the efforts of Access Health CT, the new health insurance marketplace developed by the state of Connecticut to satisfy the requirements of the Patient Protection and Affordable Care Act, to enroll consumers in health insurance coverage.

"Expanded access to coverage is great for patients," said Jennifer Jackson, President and CEO, CHA. "Hospitals are delighted to work with Access Health CT to help ensure coverage for all Connecticut residents."

Hospitals and their affiliated physician organizations are finalizing agreements with insurance plans offered through Access Health CT. All CHA member hospitals will be participating in the health insurance marketplace, with a large majority participating with all three health insurance plans provided through Access Health CT. Connecticut hospitals are committed to giving patients the greatest opportunity to receive covered care anywhere in the state.

### Hospitals Testify on the Impact of ED Utilization on the State's Medicaid Budget

On September 26, Connecticut hospitals testified before the General Assembly's Program Review and Investigations Committee, which has been conducting a study of the impact of the state's Emergency Department (ED) utilization by Medicaid enrollees on the state's Medicaid budget. Michael Saxe, MD, Chair, Department of Emergency Medicine, Middlesex Hospital; Gregory Shangold, MD, Medical Director, Emergency Department, Windham Hospital; and CHA provided testimony to Committee members during the public hearing.

In his testimony, Dr. Saxe [described](#) the Middlesex County Community Care Team based at Middlesex Hospital, which seeks to address the high frequency of ED visits by the behavioral health population. He said the program has resulted in, on average, a 60 to 70 percent decrease in ED visits and associated costs for those presenting at the ED with behavioral health needs. He advised the Committee to look into ways to dedicate state or federal resources to support intensive case management for this population as a way to reduce ED admissions and costs. Committee members expressed an interest in the Middlesex County Community Care Team model and called it "the best news we have heard on this subject thus far."

Dr. Shangold [testified](#) about the challenges facing EDs to provide emergency medical services around-the-clock to every patient, regardless of the severity of their condition or their insurance status. He cautioned the Committee against seeing all ED visits as inappropriate, and said they have to be careful not to impugn a vulnerable population. Dr. Shangold suggested malpractice reform as a potential way to reduce costs, saying that many other states have seen significant premium reductions with such reform in place.

CHA [testified](#) in support of efforts to identify the ED super-utilizer subpopulations within the state, the factors that drive high utilization among these patients, and the feasibility of eliminating unnecessary utilization through a set of targeted interventions addressing the factors identified in each particular community.

The Committee members and staff will use the testimony and information provided during the public hearing to inform them as they work on final recommendations, which will be released in 2014.

Others testifying before the Committee included the Commissioner of the Department of Public Health, representatives from the Department of Mental Health and Addiction Services, and representatives from the Charter Oak Community Health Center, the CT Oral Health Initiative, the Community Health Center Association of CT, FQHC sites, and the president of the Connecticut College of Emergency Physicians.



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*Gregory Shangold, MD  
Medical Director, Emergency Department  
Windham Hospital*



*Michael Saxe, MD  
Chair, Department of Emergency Medicine  
Middlesex Hospital*

### **Flu Season Could Start Early**

According to the Centers for Disease Control and Prevention (CDC), flu season may start as early as this month.

Vaccination is becoming a best practice for patient and healthcare worker safety. The number of healthcare workers nationwide who received the flu shot increased from approximately 67 percent in 2011-12 to 72 percent in 2012-13. According to the CDC, coverage was highest among healthcare workers working in occupational settings with vaccination requirements (96.5%).

Twenty-two acute care hospitals in Connecticut have implemented a mandatory flu vaccination policy. Last year, 19 hospitals indicated that they either had or had plans to implement such a policy; since then, all of those hospitals have moved forward with implementation.

In November 2011, the CHA Board adopted a [statewide policy](#) endorsing mandatory influenza vaccination for hospital personnel as part of CHA hospitals' commitment to patient safety.

Leading expert organizations have also endorsed mandatory vaccination to protect patients, including the Association for Professionals in Infection Control and Epidemiology (APIC), the Society for Healthcare Epidemiology of America (SHEA), the Infectious Diseases Society of America (IDSA), and the National Patient Safety Foundation (NPSF).

## HHS Leader to Give Keynote at Diversity Collaborative Anniversary Symposium



On October 31, 2013, CHA will present a full-day symposium to celebrate the second anniversary of the *CHA Diversity Collaborative: From Intent to Impact*. The keynote address will be presented by J. Nadine Gracia, MD, MSCE, Deputy Assistant Secretary for Minority Health and the Director of the Office of Minority Health, U.S. Department of Health and Human Services. Under Dr. Gracia's leadership, the Office of Minority Health oversees the implementation for the HHS Action Plan to Reduce Racial and Ethnic Health Disparities and the National Partnership for Action to End Health Disparities. Dr. Gracia will present *Embracing the New Enhanced CLAS Standards: A Pathway to Better Healthcare*.

Providing opening remarks as symposium emcee will be Christopher Dadlez, Immediate Past Chairman of the CHA Board of Trustees and President and CEO of Saint Francis Hospital and Medical Center, who has been instrumental in leading CHA's statewide diversity collaborative. Frederick Hobby, President and CEO of the Institute for Diversity in Health Management, will moderate a panel of Connecticut hospitals presenting on diversity initiatives.

Geronimo Rodriguez, Jr., Vice President of Diversity and Community Outreach, Seton Healthcare Family, Austin, Texas, will present *Innovation, Transformation of Healthcare Delivery, and Interpretation for the Global Community*. Angela Wilkes, Director, Supplier Diversity and Sustainability, Owens & Minor, and Julia Litvak, Sourcing Excellence Programs Director, Covidien, will discuss strategies for increasing supplier diversity.

The October 31 event marks the two-year anniversary of the multi-year, statewide initiative designed to engage hospital teams in educational programs that involve implementing improvement strategies, sharing best practices, and measuring and tracking progress to achieve Collaborative goals.

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

## New Program Series Focuses on End of Life Care Issues

Connecticut's Collaborations of Care Partners will present a series of discussions about end of life care issues. The first program, *Honoring Patients' Goals for End of Life Care—The Provider's Perspective*, will be held on Wednesday, October 16, at 8:30 a.m., at CHA.

The session will focus on the legal perspective of end of life care and will include an overview of Connecticut law on advance directives and Do Not Resuscitate (DNR) orders. The session will also cover the state legislative model called "Medical Orders for Life Sustaining Treatment (MOLST)," which neighboring states have adopted.

The Collaborations of Care Partners include the Connecticut Hospital Association, Connecticut Association for Healthcare at Home, Connecticut Association of Health Care Facilities, Connecticut State Medical Society, and LeadingAge Connecticut.

Read more about the program [here](#). Register [here](#).

## 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.*

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## Education Updates

### **Financial Skills for Managers**

Thursday, October 17, 2013

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

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, will present the program.

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### **Cross Cultural and Diversity Inclusiveness Training**

Friday, October 18, 2013

9:00 a.m. - 2:30 p.m.

In partnership with the Hispanic Health Council 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.

Diversity Collaborative team members are encouraged to attend as a way to help achieve the team goals in their organization. The second session date is Friday, October 25, 2013.

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### **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 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.

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