



Thursday, October 6, 2011

## CT Hospitals Meet with Congressional Delegation: No More Cuts to Hospital Funding

On Tuesday, October 4, Connecticut hospital executives joined their colleagues from across the nation during the American Hospital Association's Advocacy Day. In meetings with Congressmen John Larson, Joseph Courtney, Chris Murphy, Jim Himes, and senior staff from Congresswoman Rosa DeLauro's office, they asked for Congressional support for protecting Medicare and Medicaid hospital funding.

Using a CHA fact [sheet](#), hospital leaders discussed the Connecticut impact of potential debt reduction options being examined by the bipartisan congressional committee—the "Super Committee"—tasked with recommending \$1.2 to \$1.5 trillion in federal budget savings by November 23, 2011.

"Connecticut hospitals are vitally important to our communities' health and economic well-being," said Congressman Chris Murphy. "I will continue to work toward solutions that support and strengthen the hospitals that our patients and communities rely on."



Participants in Tuesday's Advocacy Day included (from left to right): Martha Judd, Director, Community & Government Relations, Hospital of Saint Raphael; Christopher Hartley, Senior VP Planning & Facilities Development, Saint Francis Hospital and Medical Center; Pam Koprowski, Corporate Director of Public Affairs, Stamford Hospital; Kyle Ballou, Administrative Director, Community & Government Relations, Yale-New Haven Hospital; Congressman Joseph Courtney; Stephen Frayne, Senior Vice President, Health Policy, CHA; Kurt Barwis, President & Chief Executive Officer, Bristol Hospital; Jim Iacobellis, Vice President, Government Relations, CHA; and Adam Jeamel, Director, Public Relations and Government Affairs, Eastern Connecticut Health Network.

## NAACP Chairman to Present Keynote Address at October 25 Kickoff of the CHA Diversity Collaborative



Roslyn Brock, Vice President of Advocacy and Government Relations for Bon Secours Health System in Maryland, and Chairman of the National Board of Directors for the National Association for the Advancement of Colored People (NAACP), will be the featured keynote speaker for the Kickoff Symposium of the CHA **Diversity Collaborative: From Intent to Impact** on Tuesday, October 25. Her address, **Changing Systemic Imbalances in Healthcare Delivery**, draws on her 25 years of leadership and advocacy in healthcare and in the NAACP.

Ms. Brock made history in February 2010 when she was unanimously elected the 14th Chairman of the NAACP's National Board—she is the youngest person and fourth woman to hold this position. During her tenure as a Youth Board Member and Vice Chairman of the NAACP Board Health Committee, Ms. Brock led the policy debate to recognize access to quality healthcare as a civil rights issue. Her passion for healthcare resulted in the National Board's ratification and inclusion of a health committee as a standing committee in its constitution. In 1989, under the leadership of her mentor Rev. Dr. Benjamin Lawson Hooks, Ms. Brock wrote the program manual for "Developing a NAACP Health Outreach Program for Minorities." She has also served on the AHA Equity of Care Committee since its inception.

Ms. Brock has received numerous healthcare, community service, and leadership awards, and is a nationally-recognized expert

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for her work in the areas of healthcare, diversity, and economic parity for African-Americans.

Ms. Brock will kick off the full-day Symposium, the event that will launch the innovative **CHA Diversity Collaborative: From Intent to Impact**, a statewide hospital initiative to increase diversity in hospital governance and senior management, improve cultural competence in the delivery of care, and increase supplier diversity. The October 25 event features a guest panel of renowned experts, community partners, and stakeholders, and will be hosted by Christopher Dadlez, CEO, Saint Francis Hospital and Medical Center, and Chairman, CHA Board of Trustees. In addition to Ms. Brock, speakers and session topics include:



**Beyond Hiring: Building a Culture of Inclusion**, Tiane Mitchell Gordo, Principal, Square One Consulting, and Former Senior Vice President, Diversity & Inclusion at AOL,LLC



**Building a Culturally Competent System of Care** Jose Ortiz, President and CEO, Hispanic Health Council



**Lessons and Tools from the Institute for Diversity in Health Management (IDHM)**, Frederick D. Hobby, MA, President & CEO, Institute for Diversity in Health Management



**Jumpstarting Your Organization's Return: Capitalizing on the Benefits of Supply Chain Diversity**, Fred W. McKinney, Ph.D., President, Greater New England Minority Supplier Development Council



**Interacting Effectively with a Multicultural Community**, Wilson Camelo, Principal and Vice President of Public Relations, Bauzá & Associates

The Symposium, provided at no cost to CHA members and invited guests, will begin at 8:00 a.m. with breakfast and registration; the program will be held from 8:30 a.m. – 2:45 p.m.

To register, contact [Christine Prestiano](#).

## Backus Hospital Hosts Third Annual Multicultural Fair



On Thursday, September 29, the William W. Backus Hospital hosted its third annual Multicultural Health Fair. The theme of this year's fair was "Discovering our Diversity," and showcased customs and cultural preferences relevant to healthcare in 20 countries.

Under the direction of Clinical Educator, Alice Facente, RN, the Cultural Diversity Council organized the event. Handouts and fact sheets were available that offered background information, communications and respect styles, birth customs, and gender and end-of-life issues for the represented cultures.

"We have a richly diverse population among our hospital staff, patients and community," said Ms. Facente. "The Multicultural Health Fair gives representatives an opportunity to showcase their cultures and be proud of their heritages."

The fair has also become increasingly popular with students of all ages. From middle school to college, some institutions have made attendance at the fair mandatory, while others have offered extra credit for



student participation.



“In healthcare, it remains a struggle to reach and educate younger generations,” said Ms. Facente. “Our Multicultural Health Fair is gaining the attention of students, teachers and professors. We couldn’t be more pleased with these results.”



Countries/cultures represented at the Third Annual Multicultural Health Fair included Greece, China, Puerto Rico, Philippines, Black American, Haiti, Dominican Republic, Cape Verde, Portugal, Azores, India, Poland, Honduras, Italy, Ghana, Pakistan, Romania, Lebanon, Peru, France, and Cambodia.

## Education Updates

### 2011 Nurse Leadership Forum, Thursday, October 13, 2011, 9:00a.m. - 3:45 p.m.

This year’s Nurse Leadership Forum has an impressive lineup of nationally recognized speakers, presenting leadership strategies and perspectives on key issues facing nurse leaders as the demands of health reform continue to unfold, dramatically changing the healthcare landscape and broadening the scope of leadership challenges.



The keynote address will be delivered by Barbara Balik, RN, EdD, a former hospital and clinic CEO, who will present on research findings and strategies from the book she co-authored, *The Heart of Leadership: Inspiration and Practical Guidance for Transforming Your Healthcare Organization*. Vicki George, RN, PhD, former CNO at Dartmouth-Hitchcock Medical Center, and author of *Peer Review in Nursing – Principals for Successful Practice* will outline strategies for peer review within an organizational setting. Joe Tye, MS, MBA, CEO of Values Coach, former COO for a large community teaching hospital, and author of several books including *The Florence Prescription*, will discuss the application of leadership principles to the task of transforming today’s hospitals, enabling them to thrive in a turbulent and competitive world.

The forum will also feature sessions on developing systems that integrate the patient experience into quality improvement initiatives, and a practical approach to addressing the operational issues of shared governance. Click [here](#) for the brochure. To register, click [here](#).

### Root Cause Analysis—Identifying and Fixing Problems Monday, October 24, 2011, 8:00 a.m. - 8:30 a.m. - 3:30 p.m.

Hospitals and healthcare facilities spend considerable time improving processes and investigating adverse events and near miss incidents, yet repeat events still happen. Why? Because often process changes are not directed at the root causes and latent failures that set people up to make mistakes. Root Cause Analysis (RCA) is a proven tool for building a *culture of safety* to replace a culture of blame. This program is designed for participants to gain critical skills for uncovering and fixing the

underlying causes of adverse patient events. It will be a workshop, not a theoretical discussion or general overview of RCA; you'll learn how to employ practical incident investigation tools that can immediately be put to use to improve performance in your organization.

Co-sponsored with the Connecticut Association of Healthcare Executives, this program is presented by Patrice L. Spath, a Healthcare Quality Specialist, teacher, and author, who over the last 25 years has presented more than 300 training programs on quality improvement, case management, outcomes management, and patient safety improvement topics for hospitals and healthcare organizations, including past programs at CHA. She has also authored numerous books and journal articles on these subjects for the American Hospital Association, Health Administration Press, and the American Health Information Management Association.

*This program is pending approval of Category II credit through the American College of Healthcare Executives (ACHE). This activity is pending approval by the National Association for Healthcare Quality for CPHQ CE credits.*

For brochure, click [here](#). To register, click [here](#).