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[Printer-Friendly Version](#)

In This Issue:

[Hospitals Celebrate Work of CHA Diversity Collaborative With Fourth Symposium](#)

[Hospitals Completing Emergency Preparedness Drills](#)

[Congressman Larson Holds Ebola Forum at Hartford Hospital - Joined by Senators Blumenthal and Murphy and Congressman Courtney; Congresswoman Rosa DeLauro to Hold Forum at CHA](#)

[CT Hospitals Working with State to Improve Health for Medicaid Patients](#)

[Nurse Leaders Participate in 14th Annual Nurse Leadership Forum](#)

[Education Updates](#)

[Update Archives](#)

### Hospitals Celebrate Work of CHA Diversity Collaborative With Fourth Symposium

On October 23, hospitals from across the state attended the fourth annual CHA Diversity Collaborative Symposium.

Kurt Barwis, President and Chief Executive Officer, Bristol Hospital and President, Connecticut Association of Healthcare Executives (CTAHE), welcomed the crowd. "As we envision the future of healthcare and talk about how we're managing population health, we need to address healthcare disparities. We must turn the corner on this issue to be successful. This continues to be a call to action for us, and a challenge that we've all embraced." Mr. Barwis emphasized the importance of hospital teams working collaboratively through CHA to address health disparities, increase diversity, and improve cultural competence in the delivery of care.

Colleen O'Toole, PhD, provided the keynote address. Dr. O'Toole, Chief Administrative Officer of the Greater Cincinnati Health Council, the Health Improvement Collaborative, and HealthBridge, provided an inspirational discussion on strengthening race, ethnicity, and language (REAL) data collection, and using that data to reduce disparities in care. She applauded Connecticut hospitals for their collaboration and said that data collection and use is the next step in this work. She discussed The Greater Cincinnati Health Council's efforts to collect REAL data and lessons the Council learned along the way, with a focus on data integrity, the importance of executive leadership support, and clear understanding of expectations. Key lessons included the need for coordination with clinical data systems and the integration with quality work.

By showing a disparities dashboard, Suzanne Wilson, RN, Director, Resource Management, AnMed Health System, provided an analysis of healthcare quality among patient populations. "This is about measuring quality by race and ethnicity," she said. Ms. Wilson described the steps to achieve population health management, which include establishing diversity relevance and return on investment, multidisciplinary collaboration, and REAL data collection and infrastructure.

Troy Cicero, President of MulticultuReal® Communications, discussed how culture influences and impacts the work environment, cultural competence in healthcare, and the keys to creating an environment of inclusion. Robert Aseltine Jr., PhD, Professor and Interim Chair, Division of Behavioral Science and Community Health Deputy Director, Center for Public Health and Health Policy, UCONN Health, presented data on hospital admissions for ambulatory-sensitive conditions and facilitated a discussion on disparities by race, ethnicity, and payer.

CHA would like to thank our contributing sponsors, Qualidigm, Wiggan and Dana, and the Exeter Group.





## Hospitals Completing Emergency Preparedness Drills



Emergency Preparedness drill at UCONN Health

Since the first report of an Ebola case in the U.S., interdisciplinary teams of caregivers from the state's acute care hospitals have been reviewing and testing their emergency and healthcare response plans and conducting emergency preparedness drills and exercises. All hospitals will complete drills by Friday, October 24, 2014, in line with the Governor's directive.

Meanwhile, this week the CDC released new, tighter guidelines for treating Ebola patients. The new information provides clear and consistent guidance and a higher level of protection for healthcare workers consistent with proven, effective approaches. Connecticut hospitals have been engaged in planning and sharing resources, and many had already established higher levels of personal protective equipment (PPE) comparable to the new guidelines. Patient safety and the safety of doctors, nurses, and other frontline caregivers is paramount. Connecticut hospitals feel strongly that a collaborative approach that includes caregivers, community emergency response resources, and local, state, and federal government and agencies, is essential to coordinated planning and response.

Connecticut hospitals are participating in multiple CDC calls weekly to discuss new developments and best practices in the detection, prevention, and treatment of Ebola. Through CHA, they participate in weekly statewide hospital meetings and calls to coordinate approaches on issues ranging from pre-hospital care to screening protocols and PPE. As they have from the beginning, Connecticut hospitals continue to work closely with DPH to ensure that efforts are coordinated between them and the state.

## Congressman Larson Holds Ebola Forum at Hartford Hospital - Joined by Senators Blumenthal and Murphy and Congressman Courtney; Congresswoman Rosa DeLauro to Hold Forum at CHA



On Wednesday, October 22, Congressman John Larson (D-1) convened a forum of hospital leaders, physicians, and other healthcare providers at Hartford Hospital to discuss the readiness of providers to respond to the threat of Ebola. Congressman Larson was joined at the forum by Senators Richard Blumenthal and Chris Murphy and Congressman Joe Courtney (D-2).

After opening remarks from members of the CT Congressional delegation, Rocco Orlando, MD, Senior VP and Chief Medical Officer, Hartford HealthCare, provided an overview of the state of readiness of Connecticut hospitals. Other healthcare providers highlighted the challenges they face in addressing a virus that until recently had never been treated in the United States.



Congressman Larson commended the Connecticut Hospital Association for serving as a conduit of information and a source of collaboration among all of Connecticut's hospitals. He said the Congressional delegation supports hospitals' efforts and reiterated the commitment of legislators to serve as Connecticut hospitals' and other healthcare providers' voice on a national stage with regard to this issue.

On Friday, October 24, Congresswoman Rosa DeLauro will host a forum at CHA to discuss hospital emergency preparedness needs and the impact of reductions in funding. Congresswoman DeLauro has been concerned about the funding cuts CDC, NIH, and HHS programs have seen over the course of the last several years, especially in the context of managing a potential Ebola outbreak here in the U.S. The hour-long forum will begin at 11:00 a.m. Hospital representatives and the media are invited to attend.

## CT Hospitals Working with State to Improve Health for Medicaid Patients

Connecticut hospitals continue to take steps to improve care for the state's Medicaid patients. Hospitals are collaborating with the Connecticut Department of Social Services (DSS) and its Medicaid Administrative Services Organization (ASO), Community Health Network of Connecticut (CHN), to ensure that Medicaid patients receive excellent quality care.

Through CHA, hospitals are providing DSS with a set of historical claims information that will allow the Department to have a fuller picture of patient care for quality improvement and reporting, and a better understanding of what kinds of care patients are seeking and where they are receiving it.

"Connecticut hospitals continue to take a leadership role in improving the care delivered to those enrolled in Medicaid," said Jennifer Jackson, President and CEO, CHA. "Collaborations such as these are essential to achieving our shared vision of improving the health of those in our communities, improving the experience of care, and reducing the cost of care."

This work continues hospitals' efforts to enroll patients in healthcare coverage, as well as improve care quality and access.

## Nurse Leaders Participate in 14th Annual Nurse Leadership Forum



On October 16, more than 110 people attended the 14th Annual Nurse Leadership Forum. This year's program focused on dynamic leadership strategies, operational challenges, and the nurse leader's critical role in effective change management.

New York Times bestselling author and national leadership consultant Cy Wakeman provided the keynote address. Ms. Wakeman shared her perspective on the need for an innovative and dynamic new look at leadership. She provided insight into organizational dynamics and discussed how to gain the facts-based, confident approach of a leader who can inspire others. The five core competencies of a nurse leader are reality-based thinking, organizational alignment, capitalizing on change, driving results, and accountability.

BJ Bartleson, RN, Vice President, Nursing and Health Care, California Hospital Association, discussed California's mandated staffing ratio and the impact it has had in the decade of its existence, union activity and current ballot initiatives, and nursing's value proposition. Patricia Noga, PhD, RN, Vice President, Clinical Affairs, Massachusetts Hospital Association, discussed that state's experience with nurse staffing and ballot initiatives.

Participants also explored the transition from clinical to operational leadership, as well as the nurse leader's critical role in effective change management. Anna Omery, RN, Nurse Scientist and Director of Nursing Research, Patient Care Services, Southern California Region of Kaiser Permanente, discussed how successful organizations exist under an essential tension that is required for growth, especially when managing the transition of nurses from being clinical to operational leaders. She described evidence-based strategies for supporting these "essential tensions." Sarah Campbell Arnett, Organizational Specialist, Cone Health, discussed how to manage change during a time of transition in healthcare. She said that healthcare leaders must have the vision to anticipate change and future challenges while building collaboration and competence to execute change strategies effectively.

## Education Updates

### 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.

#### **Extended-Release and Long-Acting Opioid Analgesics Risk Evaluation and Mitigation Strategy (REMS)**

Monday, November 10, 2014

5:30 p.m. - 8:30 p.m.

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

The Extended-Release and Long-Acting Opioid Analgesics Risk Evaluation and Mitigation Strategy (REMS) program will be held at the Frank H. Netter MD School of Medicine at Quinnipiac University.

This program is brought to you in collaboration with DPH.

#### **HRO Ambulatory Design Day**

Wednesday, November 12, 2014

12:00 p.m. - 5:00 p.m.

[Event Registration](#)

As hospitals, to sustain our implementation of High Reliability, we need participation by our partners who take care of patients. High Reliability needs to be utilized at every point in the care continuum. Join us for this session to help us design the curriculum for ambulatory practices and long-term care. This session is open to High Reliability Level 2 and Level 3 hospitals.

Continuing education credits will be awarded.

#### **HRO Fair and Just Accountability**

Wednesday, November 12, 2014

8:00 a.m. - 11:00 a.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.

#### **CHA Nurse Preceptorship Program**

Tuesday, November 18, 2014

8:30 a.m. - 3:45 p.m.

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

Supporting and strengthening the work of nurse preceptors is critical to the development of new nurses and retention of the highly skilled staff registered nurses who teach them at the bedside.

Curriculum for the Nurse Preceptorship Program, was developed by a team of educators from hospitals and schools of nursing and is designed to provide core content that is foundational for the role of nurse preceptor. This one-day program includes presentations and interactive sessions that cover topics such as roles and responsibilities, characteristics of a professional role model, basics of teaching and learning, tools and strategies for effective communication, principles of constructive feedback delivery, evaluating competence, and delegating effectively. The Nurse Preceptorship Program will serve to start new nurse preceptors off with critical information and also may be of interest to nurse preceptors that have not had this content, or would like to be refreshed on these concepts.

Continuing education credits will be awarded.

#### **Honoring Patients' Goals for End-of-Life Care: Addressing Life-Prolonging Care, Limited Care, and Comfort Care**

Wednesday, November 19, 2014

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

[Event Registration](#)

We invite you to join us for the fourth program in our end-of-life care series, designed to expand providers' existing skillset to engage patients and their families in discussing their goals for end-of-life care. We are extremely pleased to have Angelo Volandes, MD, MPH, of ACP Decisions, as the keynote presenter, discussing strategies and tools to facilitate meaningful dialogue with patients on fulfilling their wishes.

Speakers will also provide an update on Connecticut's MOLST Pilot program, Qualidigm's Interact tool, and Middlesex Hospital, Hospice and Home Care's research-based Palliative Care screening tool. VITAS Healthcare's Hospice Medical Director Clare Cherney, MD, will present suggestions and examples on when and how to start the difficult end-of-life care conversation.

This program is presented by Connecticut's Collaborations of Care partners: the Connecticut Hospital Association, the Connecticut Association for Healthcare at Home, the Connecticut Association of Health Care Facilities, the Connecticut State Medical Society, and LeadingAge Connecticut.

