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CHA Testifies at Public Health Committee Meeting



On October 23, Jim Iacobellis, Senior Vice President, Government and Regulatory Affairs, testified before the General Assembly's Public Health Committee during the second in a series of forums being held by the Committee on hospital conversions, mergers, and affiliations. During the first [forum](#), staff from the Attorney General's office and the Department of Public Health provided the Committee with an overview of their regulatory roles and responsibilities during hospital conversions and related activities. Wednesday's forum focused on the current state of hospitals in light of the changing landscape, both in Connecticut and across the country.

In his remarks, Mr. Iacobellis stated that hospitals continue to look at what is best for their communities and for the delivery of quality of care for their patients. [His testimony](#) highlighted the current and anticipated global trends of mergers, acquisitions, affiliations, and conversions in the hospital industry as a result of state and federal cuts in funding to hospitals, changes in payment methodology to hospitals, implementation of the Patient Protection

and Affordable Care Act (PPACA), access to capital, and other pressures due to changes in the ways healthcare is delivered. Mr. Iacobellis said that the trend of hospital mergers has been happening across the country.

During the more than two-hour-long forum, members of the Public Health Committee focused their attention, concerns, and questions on access to capital, bundled payments for the delivery of care, the collection of data, access to care, continued viability of not-for-profit hospitals, and medical foundations.

You can watch a replay of the proceedings of the forum by clicking [here](#).

The Public Health Committee has indicated a desire to hold additional forums on the subject of hospital integrations in the coming months.

Hospitals Celebrate National Healthcare Quality Week



Dr. Rohit Bhalla, Vice President of Quality & Chief Quality Officer, and Carolyn Hoffman-Kaminski, Director of Quality, Stamford Hospital

This is [National Healthcare Quality Week](#), which highlights the work of healthcare quality and patient safety professionals and their influence on improved patient care outcomes and healthcare delivery systems. Hospitals across the state are celebrating; here are some examples:

Stamford Hospital is showcasing quality-related accomplishments in a display of posters. Subjects include reductions in C. difficile infections, improvements ED throughput, decreases post-operative urinary retention, prevention of early elective deliveries, improvements in HCAHPS scores, improvements in outcomes for patients with severe alcohol withdrawal, and more. The poster presentations allow Stamford to showcase its accomplishments and acknowledge and congratulate staff who have worked diligently and developed innovative approaches to improve patient care.

Further, it is an opportunity to reinforce the importance the hospital places on quality and highlight the many ways that its quality improvement efforts have benefitted its patients.

In honor of National Healthcare Quality Week, The William W. Backus Hospital Organizational Excellence Department hosted a special event on October 23. Set up in a busy crossway of the hospital, those passing by could browse numerous quality and safety research-based displays developed by units within the healthcare system. The Charlotte Hungerford Hospital also celebrated by showcasing its quality and safety work in poster displays and presentations. Additionally, the hospital hosted a webinar for its clinical staff about the prevention of pressure ulcers.

CHA wishes to congratulate all Connecticut hospitals on the work they are doing to improve quality and patient safety, this week and every week.

CHA Holds Multiple Safety Training Sessions

Hundreds of hospital leaders participated in educational programs about preventing, detecting, and correcting errors that lead to patient harm during a series of sessions held recently.



On October 16, CHA held training for patient safety coaches – hospital staff who are trained to observe employee work behaviors and provide real-time feedback about practice and compliance with safety habits to prevent serious safety events. Safety coaches are critical in adopting a culture of safety in hospitals.

A separate program on October 16 focused on how to design reliable systems – systems that significantly decrease the probability of an accident. Developing reliable systems involves examining the structure of the organization, including its challenges, processes, policies, and technology and environment. Creating reliable systems is a fundamental goal of the statewide high reliability collaborative, in which hospitals are participating to become high reliability organizations (HROs) – ultra-safe organizations that operate under high risk conditions.

On October 17, hospital staff focused on cause analysis. Cause analysis is a method to find and fix system problems, and is an imperative for hospital leadership. CHA and Healthcare Performance Improvement (HPI) Consultant Steve Kreiser, CDR, USN Ret., MBA, MS, described the elements of cause analysis, which include investigating a safety event, identifying approximate causes, developing an apparent cause statement, validating the significance of the event, and identifying actions to address it.

Also on October 17, CHA held a session on rounding to influence, a technique used to reinforce vital behaviors and performance expectations. Rounding to influence focuses on what leaders see, ask, and say to frontline staff. The goals are to ask key questions that build accountability, elicit better information, encourage critical thinking, and overcome any barriers to implementing safety initiatives to achieve measurable results.

On October 22, during [National Hospital and Health System Pharmacy Week](#), hospital leaders participated in a program on preventing adverse drug events (ADE). Dr. Steven Tremain, the national lead in the AHA/HRET effort to decrease adverse drug events, discussed what is working in hospitals around the country. He was joined by representatives from Yale-New Haven Hospital, Saint Francis Hospital and Medical Center, and MidState Medical Center, who discussed their experiences and best practices. Participants learned where to target medication safety interventions, evidence-based strategies to improve medication safety, and methods for utilizing their ADE data to identify potential areas of risk and benefit.

To date, more than 3,000 hospital staff, leaders, and physicians have been trained in high reliability science and behaviors.

Next Week: 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](#)

CHA Board Chair Susan L. Davis Receives CNA's Doris M. Armstrong Award

On October 23, the Connecticut Nurses' Association (CNA) presented Susan L. Davis, EdD, RN, Chairman of the CHA Board of Trustees and Chief Executive Officer, St. Vincent's Health Services, with the 2013 Doris M. Armstrong Award for Outstanding Contribution to Nursing Administration.

The Doris Armstrong award is one of several Diamond Jubilee Awards established by CNA to honor individuals or organizations that have made outstanding contributions to nursing in the areas of practice, education, administration, political action, and service to CNA. These prestigious awards are named after some of the most distinguished leaders in Connecticut nursing history and represent the highest honor that the nursing profession in Connecticut can bestow on one of its own.

Dr. Davis was nominated by St. Vincent's colleague and fellow nurse Nina Fausty, MSN, BSN, RN-BC, Director, Professional Practice. "Nurses at St. Vincent's are inspired every day by Susan's vision of excellence as a journey that never ends," she stated in her nomination. "Without a doubt, Susan Davis is a woman of passion and compassion, integrity, vision, energy, creativity, dedication, and deep commitment to healing and helping the underserved and her community. Her commitment to improving the lives of those she touches and the profoundly positive impact she has had on the healthcare community makes Susan L. Davis an outstanding nominee for The Doris M. Armstrong Award for Outstanding Contribution to Nursing Administration."



St. Vincent's, recently the recipient for the second year in a row of the "A" Hospital Safety Score from the Leapfrog Group, is one of only two hospitals in the state to receive both the Leapfrog "A" and Nursing Magnet® Recognition, the highest national award for nursing excellence.

CHA wishes to congratulate Susan Davis on this accomplishment.

CHA Working With TopSource LLC to Reduce Non-Medical Procurement Costs



CHA is working with TopSource LLC, a Boston-based sourcing company that helps manage procurement cost across hundreds of indirect products and services.

TopSource's products and services support multiple industries in areas such as operational services, waste management, HR Benefits, marketing, office supplies, and more. CHA and TopSource will be working together to help CHA members drive costs

out of procurement of non-medical products and services.

TopSource is a wholly owned subsidiary of Topco Associates LLC, an \$11.9 billion, privately held company that provides aggregation, innovation, and knowledge management solutions. By applying a structured sourcing process and through spend aggregation, TopSource helps organizations realize significant savings in indirect spend areas. Across 12 business categories, TopSource has saved its customers an average of 13 percent on an annual basis in areas such as store equipment, office products, packaging, IT/Telecom, construction, logistics & distribution, marketing, healthcare, utilities, and hired services.

Education Updates

Prevention of Patient Falls in the Acute Care Setting

Tuesday, November 5, 2013

9:00 a.m. - 4:00 p.m.

Featuring national and local experts in fall prevention, this program will focus on new strategies and the latest evidence to prevent patient falls with injury applicable to all hospital departments – inpatient and outpatient. Connecticut has seen an increase in its fall rate in the past year, so this program should be of interest to everyone.

[Event Registration](#)

HRO: Red Rules Statewide Meeting

Tuesday, November 12, 2013

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

Red rules are safety absolutes - rules that cannot be broken. In highly reliable industries, these rules are few in number, are easy to remember, and are associated only with processes that can cause serious harm to employees, customers, or the product line. Red rules must be followed exactly as specified except in rare or urgent situations. This statewide meeting will determine whether and which common Red Rules will be used by Connecticut hospitals. The meeting is open to all hospital leaders from across the state.

[Event Registration](#)

