Safe Patient Handling Forum Focuses on Best Practices

On October 23, more than 120 nurses, administrators, occupational health professionals, physical therapists, nursing assistants, and others attended CHA’s Safe Patient Handling Forum. Participants enjoyed presentations from national safe patient handling experts, followed by lively discussions. The Forum focused on data-driven best practices, industry standards, and new strategies for reducing patient handling injuries. Vendors demonstrated safe patient handling equipment currently on the market.

In her keynote address, Teresa Boynton, Safe Patient Handling Mobility and Bedside Mobility Assessment Tool Consultant, discussed the latest research on the effects of bedrest and complications of immobility. She discussed how using a standardized approach to patient screening and assessment can reduce complications of immobility, a patient’s fall risk, and caregiver injuries.

Amber Perez, Director of Clinical Services Wy'East Medical, discussed the foundational components of enacting a successful Safe Patient Handling Mobility program, how to integrate it into clinical programs, and how to engage staff in implementation. Andy Rich, Clinical Solutions Manager, Arjo, reviewed the challenges to safe patient handling success in relation to the bariatric population. Kent Wilson, Safety Programs Director, HoverTech International, described the importance of linking safety for both patients and caregivers in healthcare organizations to achieve the best possible compliance and outcomes.

The Forum, in partnership with PMA companies, is part of the CHA statewide Safer Hospitals Initiative, a Board-driven initiative focused on providing healthcare staff with strategies and practices to improve worker safety, minimize workplace violence, and facilitate the adoption of peer-to-peer support programs.

Program Provides Guidance on Responding to Unexpected Harm

On October 17, CHA members participated in an education program on how to respond to unexpected patient harm. The program is part of CHA’s statewide Communication and Resolution Program Collaborative, which was created in February 2019 to increase transparency and improve communication for patients and families who have experienced harm, and to acknowledge the impact that patient harm has had on patients and families, as well as on providers and staff.

The program, When Words and Actions Matter Most: Responding to Unexpected Harm, included background on the Communication and Optimal Resolution (CANDOR) process, an approach to respond in a timely, thorough, and just way to unexpected patient harm events.

Bruce Lambert, PhD, Professor, Department of Communications Studies and Director, Center for Communication and Health, Northwestern University, discussed best practices for empathetic communication. “If you invite elaboration and expression of feelings, it allows someone to tell a story and give a name to their feelings, with its full depth and complexity,” he explained. Dr. Lambert described how to provide emotional support and reassurance to patients and families after harm has occurred.

Timothy McDonald, MD, JD, Director, Center for Open and Honest Communication, MedStar Institute for Quality and Safety, and Professor of Law at Loyola University, led participants in demonstrations of best approaches, providing opportunities to obtain hands-on practice. Professional actors provided guidance through experiential scenarios.

The Communication and Resolution Program Collaborative is a multi-year engagement of CHA members working together to meet shared goals and implement routine processes to effect change.

CHA Health Equity Symposium to Focus on Bias and the Impact on Disparities in Health Outcomes

CHA’s 8th annual HIIN 2019 Health Equity Collaborative Symposium: Bias and the Impact on Disparities in Health Outcomes will be held on Tuesday, October 29, 2019. Please register here.

The day-long symposium will feature a keynote presentation from Mona Hanna-Attisha, MD, MPH, FAAP, the physician, scientist, and activist who uncovered the water crisis in Flint, Michigan.

Dr. Hanna-Attisha will deliver a personal account of her research and activism to identify, expose, and mitigate the effects of the Flint water crisis. Her story, from how she used science to prove that children in Flint were affected by high levels of lead to the aggressive backlash she faced after going public with her findings, will inspire participants to safeguard their communities.

Following Dr. Hanna-Attisha’s keynote presentation, Jaymie Campbell, PhD, AccessMatters, will present a workshop on racial awareness and strategies to eliminate institutional racism. Through lecture, media, and experiential activities, participants will learn to recognize subtle, often unintentional negative racial messages, also known as microaggressions. Dr. Campbell will guide participants through the self-reflective process of evaluating how racial microaggressions impact maternal child health.

The program is intended for healthcare leaders, including clinical and operational staff, social workers, and case managers from hospitals and community-based organizations across Connecticut.
The program is being presented as part of the Partnership for Patients HIIN educational series.

Education Updates

**Issue-Based Forum: FEMA Center for Domestic Preparedness Health Sector Emergency Preparedness Training**

Tuesday, November 5, 2019
8:30 a.m. - 5:00 p.m.
[View Brochure] [Event Registration]

This session is only offered to CHA members.

This day-long course is intended to assist healthcare providers and suppliers in achieving the four core emergency preparedness elements outlined in the September 2016 CMS Emergency Preparedness Requirements for Medicare and Medicaid Participating Providers and Suppliers Rule.

The course provides instruction, guided discussion, best practice tools, and resources to conduct a risk assessment; guidance on the development of an emergency plan, as well as associated policies and procedures; guidance on the creation of a communications plan; and best practices on the training and testing of the plans, policies, and procedures.

**Transitioning From Staff to Management: What’s Next?**

Thursday, November 7, 2019
8:30 a.m. - 3:30 p.m.
[View Brochure] [Event Registration]

Whether recently assigned to the role of manager or a seasoned veteran, it is important to determine how well one’s problem solving, critical thinking, and decision making skills are keeping pace with the ever-changing healthcare environment. For those who attended *Staff to Management: Starting the Transition* in March or last September, this is the second course in the two-part program and provides additional development for all managers—those who are new to the role and those who want to improve their skills.

**Emotional Intelligence and Its Impact in the Workplace**

Friday, November 8, 2019
9:00 a.m. - 3:00 p.m.
[View Brochure] [Event Registration]

Research has indicated that Emotional Quotient is an important leadership competency, and is essential to driving performance improvement—beyond “book knowledge” alone. Understanding and improving personal and social competence will enable participants to develop new insights and key behaviors that improve organizational culture.

**2019 Nurse Leadership Forum**

Wednesday, November 13, 2019
9:00 a.m. - 3:30 p.m.
[View Brochure] [Event Registration]

The 2019 Nurse Leadership Forum will focus on a range of issues impacting the transformation under way in healthcare, including a keynote presentation by author, researcher, and filmmaker Ron Galloway on *The Disrupters: How Amazon, Apple, CVS and Other Tech Companies Will Change Healthcare*.

Additional presentations will focus on dealing effectively with stressful situations and how best to develop an effective and engaged multi-generational workforce.

**Lean Principles: Project Charter Preparation and Planning**

Thursday, November 14, 2019
9:00 a.m. - 2:30 p.m.
[View Brochure] [Event Registration]

Lean principles and methodology are valuable in improving healthcare, but evidence shows that learning about the principles and methodology is simply not enough. To get the desired results, the principles must be applied.

This program—a follow-up to CHA’s two-part *Lean Principles: Process Flow and Value Stream Mapping in Healthcare*—provides an overview of the methodology and tools needed for planning and implementing process improvement initiatives.

This is a “how to make it happen session,” and will explain (and provide examples of) the elements of an effective project charter, a pre-requisite to any successful improvement initiative. When properly prepared, the charter focuses the team on the business case, problems, objectives, and outcomes, and is a major factor in preventing project scope creep.

Participants are asked to bring with them a process improvement opportunity currently under consideration at their facility, enabling them to create a draft charter as part of their actionable plan toward their process improvement initiative.

**Financial Analysis Tools for Managers**

Wednesday, December 4, 2019
9:00 a.m. - 3:00 p.m.
[Event Registration]

*Financial Analysis Tools for Managers* provides managers and clinicians with tools they can use to answer questions about current performance and opportunities they are considering. Bill Ward, a popular and dynamic lecturer on financial management in healthcare returns at member request to present this program.

**Managing the Operating Budget**

Thursday, December 5, 2019
9:00 a.m. - 3:00 p.m.
Event Registration

Managing the Operating Budget will introduce managers to a variety of analytic tools (revenue and spending analysis, volume adjusted variance analysis, work process and root cause analysis, revenue and expense forecasting) as well as a number of strategies to improve revenue and expense performance. Bill Ward, a popular and dynamic lecturer on financial management in healthcare, returns at member request to present this program.