



In This Issue:

[Symposium Celebrates One Year Anniversary of the CHA Diversity Collaborative](#)

[The Saint Raphael Campus of Yale-New Haven Hospital Receives First HHS Partnership for Prevention Award](#)

[Sue Fitzsimons Receives 2012 Doris M. Armstrong Award](#)

[Mary Harris, RN, CRRN, of Yale-New Haven Hospital, Finalist for Compassionate Caregiver Award](#)

[Education Update](#)

[Update Archives](#)

Symposium Celebrates One Year Anniversary of the CHA Diversity Collaborative

More than 120 healthcare leaders and professionals from across Connecticut came together on October 23 for the anniversary celebration of the CHA Diversity Collaborative: *From Intent to Impact*, a statewide initiative to increase diversity in hospital governance and senior management, eliminate healthcare disparities, and increase supplier diversity.

In his opening remarks, Christopher M. Dadlez FACHE, Immediate Past Chairman, CHA Board of Trustees, and President and CEO, Saint Francis Hospital and Medical Center, recognized the progress that has been made by Connecticut hospitals over the past year and commended those who have taken hold of this issue and provided leadership. He challenged participants to be persistent and committed to accelerating progress toward achieving the Collaborative's goals. He noted the following accomplishments of the Collaborative during the past year:

- Hospital teams were established.
- Collaborative interventions and metrics were developed.
- Public and members-only websites were created.
- A statewide team kickoff meeting was held in January 2012.
- Monthly team webinars have been held.
- Hospital community demographic profiles were developed.
- Connecticut hospitals participated in the Institute for Diversity's Summer Enrichment Program.
- CHA held its third annual supplier diversity forum in June.
- Baseline elements for cultural competence education were developed.
- A four-part cross cultural and diversity inclusiveness training program, provided by the Hispanic Health Council, was just recently launched.

Delivering a powerful and inspiring message in her keynote address, Bernice J. Washington, MBA, President and CEO of BJW Consulting Group, noted "This industry is being asked to do something they've never been asked to do before. That is, change the tires on a bus that's moving 90 miles an hour, and making sure you have the right people in the right seats at the right time." Mrs. Washington has served as the Board Chair for Texas Health Presbyterian Hospital Plano, Vice Chair of Presbyterian Healthcare Resources, and a member of the American Hospital Association's Regional Policy Board. "This room is full of superheroes in healthcare, we have the solutions to diversity in healthcare. You are committed to embracing this challenge and you are showing results." She closed her remarks by reminding everyone, "We're all in this together....what you do counts more than what you say."

Juana S. Slade, CDM, CCF, Director, Diversity and Language Services, AnMed, shared the story of AnMed's journey as one of the first systems in South Carolina to dedicate full-time resources to effective diversity management. She shared her organization's perspective on "Differentiology," a term developed by the AnMed CEO John A. Miller, Jr., FACHE, which is defined as the science of "different-ness." The AnMed Era of Differentiology, marked by leadership and nursing engagement, continuing education, and data collection and analysis, laid the foundation for addressing healthcare disparities among its at-risk and vulnerable populations.

During his presentation, *Culturally Competent Healthcare: Confronting Disparities and Achieving Equity*, Alexander R. Green, MD, MPH, Associate Director, The Disparities Solutions Center, Massachusetts General Hospital; Senior Scientist, Institute for Health Policy; and Co-chair, Cross Cultural Care Committee, Harvard Medical School, shared his perspective that cultural competence is a life-long learning process and requires a respect for and a focus on each patient. He discussed the factors that lead to differences and disparities in healthcare and presented strategies that can be implemented to achieve health equity.

Brenda H. Oneal and Carlton L. Oneal, Managing Partners at Light Speed, an executive consulting firm specializing in leadership dynamics, closed the program, encouraging participants to develop their personal leadership skills and leverage the talent pool within their organizations through mentoring and coaching.



The Saint Raphael Campus of Yale-New Haven Hospital Receives First HHS Partnership for Prevention Award



The St. Raphael CLABSI QI Team

The Saint Raphael Campus of Yale-New Haven Hospital (YNHH) is the recipient of the first Partnership for Prevention Award for significantly reducing central line-associated blood stream infections (CLABSI) in intensive care units (ICUs). Co-sponsored by the Department of Health and Human Services, Association for Professionals in Infection Control and Epidemiology, and Society for Healthcare Epidemiology of America, the award honors a hospital for sustained improvements based on the National Action Plan to Prevent Healthcare-Associated Infections.

The hospital's keen focus on reducing CLABSI began with its participation in the two-year Stop BSI program, which was conducted by CHA in collaboration with Peter Pronovost, MD, of the Johns Hopkins University Quality and Safety Research Group. The initial data showed that the hospital's CLABSI rate was among the highest in the state of Connecticut.

In their efforts to reduce the CLABSI rate in ICUs, and as part of the CHA collaborative, the hospital team first instituted each of the Institute for Healthcare Improvement's Bundle elements and embedded the elements of the Comprehensive Unit-based Safety Program (CUSP). However, after more than a year of these efforts, the team found no change in the CLABSI rate. Thus, they re-formed a new CLABSI qi initiative, recruiting a large group of caregivers, including everyone who touched the process. As part of the new CLABSI qi Initiative, the team exhaustively reviewed the literature and brainstormed with all disciplines to consider what might improve outcomes.

"One of the most important elements of this effort was engaging the people at the bedside," said Diane Dumigan, RN, BSN, CIC, Infection Preventionist, Saint Raphael Campus, YNHH. "Our frontline caregivers gave us critical feedback about the barriers they were facing in relation to central venous catheters (also known as central lines). This gave us the information we needed to tackle each challenge."

"Another very important element of our program was to secure high-level administrative support, which was provided by Dr. Kliger, our senior vice president and quality leader," said John Boyce, MD, who served as the hospital epidemiologist at the Saint Raphael Campus of YNHH. "This was necessary to ensure that changes in practices could be put in place."

The CLABSI QI team instituted many new steps, including simulation training requirements for residents, retraining and empowerment of nurses, special attention to PICC line procedures and nurses, particular attention to hemodialysis catheters and their uses, elimination of blood draws from central lines, and many other initiatives. In addition, exhaustive root cause analyses were conducted for every infection, from which the team learned and responded, changing what they did for future cases.

The hospital has achieved significant reductions in its CLABSI rates. It now has one of the lowest rates in the state. Since 2011, the hospital's two medical ICUs have only had one CLABSI, and the cardiothoracic ICU is celebrating 127 weeks without a CLABSI.

"We really changed the culture, with an expectation that we would get to zero infections, developed active and focused participation of attending and resident physicians, nurses, IV team, laboratory staff, and many others," said Dr. Alan Kliger, MD, Chief Quality Officer, Yale New Haven Health System. "It has been said that culture trumps operations every time. We agree. Simply changing procedures would not have succeeded."

Sue Fitzsimons Receives 2012 Doris M. Armstrong Award



(L-R) Sue Fitzsimons, Diane Vorio

Sue Fitzsimons, PhD, MA, RN, CENP, Senior Vice President of Patient Services and Chief Nursing Officer, Yale-New Haven Hospital (YNHH), is the 2012 recipient of the Doris M. Armstrong Award for Outstanding Contributions to Nursing Administration presented by the Connecticut Nursing Association (CNA). In her presentation to her colleague during the CNA 106th Annual Convention in October, Diane Vorio, YNHH Vice President/Associate Chief Nursing Officer, noted that Dr. Fitzsimons truly exemplifies the key attributes of the Award—outstanding achievement, innovation, and leadership in nursing service.

During her fifteen years at YNHH, Dr. Fitzsimons has consistently defined nursing's strategic direction and ensured its alignment with the organization's goal to advance the profession and practice of nursing. In 2000, in conjunction with the YNHH senior leadership team, she built an internal infrastructure to support the hospital's strategic vision as a top ten destination hospital by developing the first nursing strategic plan called "Striving for Excellence."

In her quest to support nurses at all levels, Dr. Fitzsimons created a professional practice environment to help achieve the YNHH nursing vision of "achieving excellence through continuous improvements and innovations." She has been a tireless advocate for resources to actualize the nursing strategic plan as well as the organizational strategic plan. She is a member of the senior executive operations team and a key decision-maker in all issues related to nursing and patient care delivery.

Dr. Fitzsimons was instrumental in YNHH achieving successful recognition by the American Nurses Credentialing Center (ANCC) Magnet Recognition Program on May 24, 2011. Last year, she was recognized as Business New Haven's 2011 Healthcare Professional of the Year for her leadership on healthcare issues and involvement in the community by "setting a higher level of care." She has also been active and engaged in CHA initiatives related to nursing and patient care.

Congratulations to Sue Fitzsimons on receiving this prestigious award.

Mary Harris, RN, CRRN, of Yale-New Haven Hospital, Finalist for Compassionate Caregiver Award



Mary Harris, RN, CRRN (left)

Mary Harris, RN, CRRN, a nurse at Yale-New Haven Hospital, has been selected as one of five finalists for the prestigious Schwartz Center Compassionate Caregiver Award®. Ms. Harris, according to the Award submission, is best known for introducing the concepts of palliative care to staff in the coronary intensive care unit. “Generations of physicians have undoubtedly learned much of what they know about caring for dying patients because of a nurse here they will remember for the rest of their lives,” said a colleague.

The award was established in 1999 to honor healthcare providers who display extraordinary compassion in caring for patients and families. The finalists were chosen by a review committee based on how well they embody the characteristics of compassionate care, including effective communication and emotional support, mutual trust and respect, involving patients and families in healthcare decisions, and treating patients as people, not just illnesses.

The winner will be announced on Thursday, November 8, during the 17th Annual Kenneth B. Schwartz Compassionate Healthcare Dinner at the Boston Convention Center before an audience of more than 2,000 people.

[The Schwartz Center for Compassionate Healthcare](#) was founded in 1995 by Ken Schwartz, a Boston healthcare attorney who died of lung cancer at the age of 40 and found that what mattered to him most as a patient was the compassionate care he received from his caregivers. He established the Schwartz Center just days before his death to ensure that all patients and families receive compassionate care.

Education Update

There's Still Time to Register for the October 26 Nurse Leadership Forum

You won't want to miss the CHA 12th Annual Nurse Leadership Forum on Friday, October 26, 2012. It's not too late to register online, or to join the Forum as a walk-in registrant. Carl Hammerschlag, MD, psychiatrist, author, and nationally acclaimed speaker, will kick off the Forum with a keynote presentation on the future of healthcare. Dr. Hammerschlag's presentation will focus on how healthcare in the future will be provided through innovative approaches—in schools, after-school programs, and community and senior centers designed to keep people healthy. Weaving the language of science, with the reality of his stories, Dr. Hammerschlag will present a paradigm-shifting model of preventive healthcare that saves billions of dollars, provides better care, and promotes the importance of sustaining connections and building community.

The Forum, which begins at 8:45 and ends at 3:30, will also include presentations on improving community health and population health management through collaboration with primary care, developing culturally competent leadership, and nursing's role in transforming healthcare from a business perspective.

The Connecticut Hospital Association 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.

View the brochure [here](#). Click [here](#) to register.

OSHA Compliance: Is Your Organization Ready?

October 30, 2012

9:00 a.m. - 11:30 a.m.

Two compliance assistance specialists from local OSHA offices will share the most common hazards found in a hospital setting in a routine OSHA enforcement inspection, and what corrective measures an employer can take to eliminate safety and health hazards.

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 (2.25 Contact Hours). Compliance Certification Board (CCB) has approved this program for 2.7 Compliance Certification Board (CCB) Continuing Education Units. This program is pending approval for contact hours of continuing education credit toward fulfillment of the requirements of ASHRM designations of Fellow (FASHRM) and Distinguished Fellow (DFASHRM) and towards Certified Professional in Healthcare Risk Management (CPHRM) renewal, by the National Association for Healthcare Quality for CPHQ CE credits, and of Category II credit through the American College of Healthcare Executives (ACHE). The John D. Thompson Hospice Institute for Education, Training and Research, Inc., is pending designation of this educational activity for AMA PRA Category 1 Credits™ for physicians.

View the brochure [here](#). Click [here](#) to register.

Leaping From Staff to Management: The Next Steps

Wednesday, November 7, 2012

8:30 a.m. – 3:30 p.m.

Whether recently assigned to the role of manager or a seasoned veteran, it is important to determine how well your problem solving and decision making skills are keeping pace with the ever-changing healthcare environment. For those who attended "Leaping from Staff to Management: You're a Manager. Now What?" in September, this second course in the two-part program provides additional development for all managers who want to continually improve their skills.

This program is co-Sponsored with the Connecticut Association of Healthcare Executives and will be presented by Victor Walton MA, a professional educator, speaker, trainer, and leadership consultant to organizations throughout the United States.

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

Focus on Care: Healthcare for Diverse Patient Populations

Monday, November 12, 2012

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

This full-day of compliance education is offered as part of the CHA Diversity Collaborative. The program will begin with a focus on effective communication with the deaf and hard of hearing population. Representatives from Inova Health System, located in Virginia, will talk about their experience with the Department of Justice during a recent investigation that concluded with the hospital entering a consent decree for providing future healthcare services to deaf and hard of hearing patients. The second segment of the program will focus on issues related to, and responsibilities for implementing, the Connecticut gender identity and expression law. Presenters will provide insights and practical guidance on educational, legal, operational, enforcement, and personal perspectives to help members establish the policies and systems needed to provide healthcare services to the lesbian, gay, bisexual, and transgender community (LGBT or LGBTQ), an umbrella term that generally refers to a group of people who are diverse with regard to their gender identity and sexual orientation.

[View Save the Date](#) | [Event Registration](#)

Eliminating Preventable Harm Through FMEA

Wednesday, November 14, 2012

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

Connecticut Hospital Association, 110 Barnes Road, Wallingford, CT 06492

Failure mode and effects analysis (FMEA) is a proven tool among proactive patient safety improvement initiatives. Beyond meeting Joint Commission standards, FMEA has turned out to be a very effective process improvement strategy. In this workshop, participants learn how to harness the power and benefits of FMEA for their organization by avoiding common pitfalls and concentrating efforts on identifying and addressing potential high-risk processes.

[View Save the Date](#) | [Event Registration](#)

