



Thursday, October 31, 2019

Printer-Friendly Version

In This Issue:

2019 Health Equity Collaborative Symposium Focuses on Confronting Racism

Marna Borgstrom to Serve on Governor Lamont's Council to Ensure Businesses Have Access to the Best Trained Workers in the Country

20th Anniversary of Landmark Quality Report

CHA Joins Trinity Health Of New England 61 Day Challenge

Save The Date - 2019 Nurse Leadership Forum: Wednesday, November 13, 2019

Education Updates

Update Archives

2019 Health Equity Collaborative Symposium Focuses on Confronting Racism



Mona Hanna-Attisha, MD, MPH, FAAP, the physician, scientist, and activist who uncovered the water crisis in Flint, Michigan, headlined CHA's 9th annual HIIN: 2019 Health Equity Collaborative Symposium: Bias and the Impact on Disparities in Health Outcomes.

Anne Diamond, President, Bridgeport Hospital, welcomed the more than 120 attendees, described how health equity has been a key concern of the CHA Board of Trustees, and introduced Dr. Hanna-Attisha, who provided a personal account of her research and activism to identify, expose, and mitigate the effects of the Flint water crisis.

"This story is not an isolated story," she said. "It speaks to the period of crisis we are in right now; we have failed to invest in infrastructure that is impacting the lives of our patients. It's an example of how people who are poor suffer disproportionately. Flint is also a story of what happens when we disrespect science."



Dr. Hanna-Attisha explained how she determined there was a major issue with the water in Flint and that the health of children depended on immediate action. She forewent the peer review process, walked into a press conference, and shared what she learned. Dr. Hanna-Attisha described facing an aggressive backlash after going public with her findings.

"People went after me, my research, and my credibility," she said. "My hands were shaking. There was a knot in my stomach that wouldn't go away. There was a part of me that thought maybe I shouldn't have done it, but that lasted a quick moment and I realized this had nothing to do with me and everything to do with our children. The kids gave me the courage to keep going. Finally, our science, persistence, and teamwork spoke truth to power. An interdisciplinary mix of people came together to provide support. Change was made in a matter of weeks, and we are still working on recovery."

Dr. Hanna-Attisha described interventions now in place to support mothers and babies, and she reiterated the power of the profession of health and healthcare to improve communities, as well as the power of people to make a positive difference.



Jaymie Campbell, PhD, AccessMatters, presented a workshop on racial awareness and strategies to eliminate institutional racism. Dr. Campbell began with an exercise during which people self-identified as parts of different groups, to learn the ways participants are similar and different from others in the room and begin a reflective process to help people identify what informs their cultural lens.

"Some of the components of identity have privilege or oppression attached to them," he said. "Some of us are holding and living with an acute awareness of our oppression because if we let it go, our safety may be compromised."

Dr. Campbell described how implicit bias and stereotyping is unconscious and automatic, and noted that everyone has a responsibility to be more culturally responsible. He described how to recognize subtle, often unintentional negative racial messages known as microaggressions, and guided participants through experiential activities to illustrate the ways racial microaggressions impact maternal child health.

The program was presented as part of the Partnership for Patients HIIN educational series.



Marna Borgstrom to Serve on Governor Lamont's Council to Ensure Businesses Have Access to the Best Trained Workers in the Country



On Tuesday, Governor Ned Lamont signed an executive order directing the creation of the Governor's Workforce Council, a body that will be responsible for partnering with the business community and knocking down barriers among state government agencies so that Connecticut can have the most aligned, high-quality, and equitable workforce development system in the country. Marna Borgstrom, Chief Executive Officer, Yale New Haven Hospital and Yale New Haven Health, will serve as one of the Council's 24 members.

The Governor explained that his goal is to "reform a system designed to meet the needs of 20th century jobs and realign it for the 21st century. Connecticut rightly has a national reputation for its high-quality, skilled workforce, and maintaining that standing is key to attracting new businesses and creating new, good paying jobs."

The Connecticut Office of Higher Education has found that by 2025, about 70 percent of workers will need some form of education and training beyond high school. Meeting this demand will require about 300,000 additional Connecticut residents with post-secondary training.

Governor Lamont's Executive Order No. 4 sets expectations and requirements for the Connecticut Employment and Training Commission, and renames it as the Governor's Workforce Council. The Council will take a lead role in advising the Governor on the state's workforce development strategy and supporting the state's economic growth.

The Council will coordinate among the important stakeholders and submit a report to the Governor and the legislature by January 1, 2021 that makes strategic recommendations to improve the state's workforce system in a variety of areas, including better coordination, reducing barriers to training, strengthening the bridge from high school into post-secondary training and education, and emphasizing data-driven outcomes.

20th Anniversary of Landmark Quality Report



In November 1999, the Institute of Medicine, which is now the National Academy of Medicine, released its landmark report, *To Err Is Human: Building a Safer Health System*. The report, which estimated that as many as 98,000 people died each year in U.S. hospitals because of preventable medical harm, captured the attention of the public, policymakers, and the media and was a call to action for hospitals, health systems and other care providers.

Since that time, great progress has been made on improving quality and patient safety. Connecticut hospitals are recognized as national leaders in reducing all-cause preventable harm through CHA's statewide, groundbreaking collaborative enabling hospitals to become high-reliability organizations, creating cultures with a relentless focus on safety.

Building on this work, CHA members are currently focused on a statewide effort to reduce infections. The work engages clinical executive leadership to drive organizational commitment, promote statewide adoption of best practices, and implement shared behaviors to drive high reliability at the bedside.

Connecticut hospitals and health systems are committed to making sure patients experience compassionate, empathetic, and coordinated care – every visit. Doctors and nurses are partnering with patients and their families, building relationships that put the patient first, and working to ensure patients are satisfied and engaged in their healthcare.

CHA Joins Trinity Health Of New England 61 Day Challenge



For the second year, CHA has partnered with Trinity Health Of New England for its *61 Day Challenge*. The *61 Day Challenge* offers participants education about healthy eating, physical activity, and positive behavior changes.

Research shows most people gain roughly five pounds during the last two months of the year, with few ever shedding those added pounds in the New Year. The Trinity Health Of New England *61 Day Challenge* focuses specifically on the months of November and December, helping people prepare for the New Year in a healthy way.

Anyone can sign up online to participate and “take the pledge” to commit to eliminating soda, sweets, and cigarettes throughout the challenge. The *61 Day Challenge* also encourages movement and healthy choices. Participants will receive daily messages containing healthy living tips and educational information. For more information, or to sign up, click [here](#).

Save The Date - 2019 Nurse Leadership Forum: Wednesday, November 13, 2019



CHA's 19th annual [Nurse Leadership Forum](#), which will be held on Wednesday, November 13, 2019, 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*. Please register [here](#).

The program also includes a Reactor Panel featuring three healthcare executives: Gary Havican, President, Hartford HealthCare Central Region; Kevin Myatt, Senior Vice President, Human Resources and CHRO, Yale New Haven Health; and Lisa Zapatka, Chief Nursing Officer, Trinity Health Of New England. They will lead a discussion, moderated by Mr. Galloway, on how Connecticut hospitals and health systems have begun to adapt to the ever-changing healthcare landscape, and learn what changes must be made to address the advancements in technology.

The afternoon speakers include Millennial Specialist Amelie Karam, who will lead a discussion on *Working As One: Bridging Generational Gaps*. This presentation helps attendees understand and think about how different generations respond in the workplace, their different expectations, and how to use those generational differences to create a more dynamic work environment.

The conference will close with a presentation by author, speaker, and humorist Ron Culberson titled *If Not Now, When? Making the Most of Your Life, Your Relationships, and Your Work*. This hilarious and insightful presentation will show participants how to make their lives, their work, and their relationships less stressful, more fulfilling, and more fun.



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.

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.

NOTE: This program is designed for those who attended CHA's Lean Principles: Process Flow and Value Stream Mapping in Healthcare—or those with a basic understanding of Lean principles and familiarity with the terminology. Clinical leaders, operational managers, quality professionals, continuous improvement coordinators, and other change agents will benefit from learning this methodology to plan team oriented improvement initiatives.

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.