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CHA Issued-Based Forum Addresses Emergency Preparedness Planning

On Tuesday, November 5, 30 participants from CHA membership attended a day-long program to learn about recent changes to the Centers for Medicare & Medicaid Services (CMS) Emergency Preparedness Final Rule that eased some requirements in certain healthcare settings.

The *Issue-Based Forum: FEMA Center for Domestic Preparedness Health Sector Emergency Preparedness Training* focused on four core emergency preparedness elements outlined in the September 2016 CMS Emergency Preparedness Requirements for Medicare and Medicaid Participating Providers and Suppliers Rule. The intent of the Rule is for healthcare providers and suppliers to better prepare for and respond to natural and man-made disasters.

Center for Domestic Preparedness instructors Chuck Lineback and John (J.T.) Clark noted that the new rule was established to include facilities not required by federal mandates to create emergency preparedness plans. The changes take effect Friday, November 29, 2019.



Through hands-on exercises, instructors provided 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.

Mr. Lineback and Mr. Clark noted that CMS continues to emphasize the importance of building a plan that's based on an all-hazards risk assessment to ensure healthcare providers are ready to respond to a full spectrum of emergencies and disasters. In addition, per the Omnibus Reduction Final Rule, CMS is now requiring inpatient and outpatient facilities to conduct a biennial review of their emergency programs instead of an annual review.



CMS also requires healthcare facilities to conduct a training and testing program for all new and existing employees, along with annual refresher training; have employees demonstrate knowledge of emergency procedures, evacuation routes/location, and patient instructions; and coordinate drills with local, tribal, regional, state, or federal emergency preparedness officials to ensure an integrated approach during a disaster or emergency.

During the program, CHA member hospitals discussed the importance of training and education relating to preparing for, responding to, and recovering from disasters and large-scale emergencies, making special note of recent member training with the Center for Domestic Preparedness and the hospital-based response to the recent B-17 air crash at Bradley International Airport.

CMS Delays Pricing Transparency Requirements

The Centers for Medicare & Medicaid Services (CMS) has delayed implementation of pricing transparency requirements included in the Outpatient Prospective Payment System rule that would have required more than 6,000 hospitals across the country to publicly post both gross charges and "payer-specific negotiated charges" for all items and services. The proposal also sought to require hospitals to display, in an easy-to-understand format, negotiated charges and certain other information for 300 "shoppable" items and services.



CMS, which announced the delay on Friday, November 1, said it received more than 1,400 comments about the proposal, including comments from the Connecticut Hospital Association and the American Hospital Association.

In its commentary to CMS, CHA stated: CMS's proposed approach would not give patients the information they need to make informed health decisions, yet would introduce significant additional burden and resource requirements into the healthcare system. For all of this effort, we anticipate that patients will not use this information; instead, they will continue to contact hospitals and health systems directly for more accurate out-of-pocket cost estimates.

The proposal first put forward in July went beyond a CMS move from last year that required hospitals to post the list price, or the initial price before insurance negotiations, online in a machine-readable format. The delayed rule would have required hospitals to post the negotiated rate that an insurance company would pay for each charge.

Open Enrollment Under Way for State Health Insurance Exchange



Connecticut's hospitals and health systems continue to provide resources to help connect consumers with health insurance; open enrollment for Access Health CT, the state's health insurance exchange, is open now through Sunday, December 15, 2019.

This is the seventh enrollment period for the state's marketplace and aims to reach almost 187,000 residents who do not have coverage. About 12 million Americans enrolled in 2019 health coverage through the Health Insurance Marketplaces, according to the American Hospital Association.

Access Health CT has planned a series of fairs, community meetings, and other strategies for getting the word out and answering questions about the enrollment process. For more information, visit www.accesshealthct.com.

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 -- *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

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.

[View Brochure](#) | [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.

[View Brochure](#) | [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.

Nursing Professional Development Certification Preparation

Thursday, December 12, 2019

Friday, December 13, 2019

8:00 a.m. - 5:00 p.m.

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

This program is intended to enable the learner to complete successfully the American Nurses Credentialing Center (ANCC) generalist examination in nursing professional development. This course also enables novice NPD practitioners to develop foundational knowledge for the specialty practice.

Please note: this is a two-session program, participants must attend both sessions.

HIIN: When Words and Actions Matter Most: Responding to Unexpected Harm

Wednesday, December 18, 2019

8:00 a.m. - 4:30 p.m.

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

CHA is implementing a statewide disclosure, apology, and early resolution collaborative to promote transparency. This program will demonstrate best approaches and provide an opportunity to obtain hands-on practice.

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