



Thursday,  
November 10, 2011

## Connecticut Hospital Leaders Hear From National Colleagues: Creating a Culture of Safety to Eliminate Harm Using High Reliability Science



Hospital leaders from across Connecticut attended a CHA CEO Forum on Monday, November 7, focused on eliminating preventable harm by using high reliability science and strategies to create a statewide culture of safety. CEO Forum Chairman Kurt Barwis President and Chief Executive Officer of Bristol Hospital, and Susan Davis Ed.D., President and Chief Executive Officer of St. Vincent's Medical Center, who chairs CHA's Committee on Patient Care Quality, welcomed

guest speakers Kerry Johnson, founding partner of Healthcare Performance Improvement (HPI), Marcia Delk, MD, Senior Vice President and Chief Quality Officer from WellStar Health System in Georgia, and Terry Davis, MD, Associate Chief Medical Officer & Co-Medical Director for Patient Safety for Nationwide Children's Hospital in Ohio. CHA has contracted with HPI, national leaders in applying high reliability science to healthcare, to provide expert technical assistance to CHA's statewide initiative. Following Mr. Johnson's overview of high reliability concepts and their application in the hospital environment, Drs. Delk and Davis discussed their hospitals' experiences and results, sharing insights and lessons learned from their own high reliability journeys.



Photos (from left to right):

Kurt A. Barwis, President and Chief Executive Officer, Bristol Hospital  
Susan L. Davis, President and Chief Executive Officer, St. Vincent's Medical Center  
Kerry Johnson, founding partner of Healthcare Performance Improvement  
Marcia Delk, MD, Senior Vice President and Chief Quality Officer from WellStar Health System  
Terry Davis, MD, Associate Chief Medical Officer & Co-Medical Director for Patient Safety for Nationwide Children's Hospital

## Hospitals Provide Testimony and Recommendations Before Governor's Storm Panel

In response to recent events associated with Winter Storm Alfred, Governor Dannel P. Malloy this week renamed and expanded the charge of the working group he created after Tropical Storm Irene. With the expanded charge, the panel, now named "The Two Storm Panel," held a special [meeting](#) on Wednesday, November 9. During the morning, the Panel members heard from representatives of the Public Utility Regulatory Authority, municipal Tree Wardens, and United Illuminating about tree management. The afternoon was devoted to testimony from nonprofit community providers, including the Office of Protection and Advocacy, home care representatives, and a four-member hospital panel.

In her [remarks](#), Roseann Williams, Director, Environment of Care, Safety & Security, Eastern Connecticut Health Network (ECHN), shared how ECHN handled the increased number of "social admits" and informed panel members of their outreach in planning with area municipalities to better coordinate the needs of the community. Beth Lawlor, Director Case Coordination, Hartford Hospital, provided the panel with an [overview](#) of surge capacity, challenges, and hospital response. James Paturas, Director, Emergency Preparedness, Center of Excellence for Emergency Preparedness and Disaster Response at Yale New

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Haven Health System, provided [comments](#) on overall disaster preparation and the careful collaboration between all stakeholders that is necessary to ensure proper care for special populations and at-risk groups. Collectively, hospitals provided members of the Two Storm Panel with examples of how Connecticut's hospitals plan for, respond to and recover from major disasters and emergencies. In opening remarks, Brian Cournoyer, CHA Manager of Government Relations, [highlighted](#) that during the two most recent storms and prolonged power outages, Connecticut hospitals again demonstrated the important role they play in the lives, health, and well-being of patients, community members, and employees. He also noted that through their collaborative work with the state's Department of Public Health, hospitals are able to access federal grant money allowing them to better coordinate and respond to local, regional, and statewide disasters.

### Fifth Learning Session of the Heart Failure Readmissions Collaborative Held

Over 130 readmission collaborative team members and their community partners in care attended the fifth learning session of the Reducing Heart Failure Readmissions Collaborative held last week. The keynote speaker, Karen E. Joynt, MD, MPH, from the Division of Cardiovascular Medicine, Brigham and Women's Hospital Department of Health Policy, Harvard School of Public Health, shared and discussed the findings of her research on the characteristics of readmissions and the contributing patient, hospital, and community factors. In addition, Emmanuel Kenta-Bibi, MD of Middlesex Hospital shared the details of an innovative pilot project which focused on improving care across the continuum, and Maher Madhoun, MD of Stamford Hospital discussed the hospital's patient-centered, unit-based hospitalist program model. CHA Senior Vice President Stephen Frayne closed the session with an update on the readmission component of the Centers for Medicare & Medicaid Services (CMS) rule on value-based purchasing.



Larry Magras, MD (moderator), Emmanuel Kenta-Bibi MD, (presenter), Karen Joynt ,MD (keynote speaker), Leah Kamin (CHA), Maher Madhoun, MD (presenter), Margo Dwyer (moderator), and Alison Hong, MD (CHA)



Dr. Kenta-Bibi with program sponsor Darshan Bachhawat of CipherHealth



Lawrence Schek, MD, Chair and VP, Cardiovascular Medicine, St. Vincent's Medical Center



Carol Dietz, Qualidigm, and keynote speaker, Karen Joynt, MD

### Connecticut Municipal Election Results

On Tuesday, November 8, voters across the state headed to the polls to vote in municipal elections. In one race that will impact the General Assembly, Democratic State Representative Timothy O'Brien defeated Republican Mark Bernacki and petitioning candidates Lucian J. Pawlack and Alfredo P. Mayo for mayor after veteran Republican Tim Stewart decided not to seek re-election in New Britain.

In other races of note, Waterbury's Former Police Chief Neil O'Leary beat incumbent Mayor Michael Jarjura; in Middletown,

Dan Drew beat longtime incumbent Mayor Sebastian Giuliano; longtime New Haven Mayor John DeStefano won re-election, as did Bridgeport Mayor Bill Finch. Hartford Mayor Pedro Segarra won election to a full-term as Mayor after assuming office when the former Mayor stepped down. In another race of interest, Daryl Justin Finizio beat five other candidates to become New London's first elected strong mayor.

## Education Updates

### **The ICD-10 Impact on Hospitals and Transition Strategies to Meet the Deadline—Four-Part Webinar Series: November 16, 2011, December 14, 2011, January 18, 2012, and February 15, 2012, 1:00 p.m. - 2:00 p.m.**

Two years and counting... is your hospital on its way to ICD-10-CM/PCS implementation by the October 1, 2013 deadline? Are you planning for the significant financial and clinical impact this will have on your organization? Do you have a strong inter-functional team and timeline in place to achieve "ICD-10 readiness"?

This four-part webinar series focuses on helping hospital leaders and their ICD-10 implementation leaders and teams understand and plan for the magnitude of the ICD-10 implementation, the financial and clinical impact of this transition on your hospital, and the challenges of on-time implementation. The first in the series "Budget Development and Budget Review for ICD-10 Readiness" is scheduled for Wednesday, November 16.

Speakers for this webinar series include Andrea Clark, RHIA, CCS, CPC-H, president and founder of Health Revenue Assurance Associates (HRAA) and a past presenter at CHA, and Keith Siddel, MBA, PhD(c), Chief Marketing Officer at Health Revenue Assurance Associates, Inc. Ms. Clark, a nationally prominent health information management expert, will focus specifically on revenue integrity of outpatient coding and billing systems; charge capture; coding and billing; data transference, and outpatient compliance training services. Mr. Siddel has more than 25 years of experience in healthcare finance, information systems, operational, and compliance training expertise, which includes hospital-based and free standing day surgery sites, emergency room, hospital-based clinics, and ancillary diagnostic services areas.

For the series brochure, click [here](#). To register, email [educationservices@chime.org](mailto:educationservices@chime.org).

### **Getting to the Heart of Conflict—Skills for Healthy Conflict Management, Monday, November 21, 2011, 8:30 a.m. - 2:30 p.m.**

It is clear to almost everyone that conflict is inevitable in life—in our personal lives as well as in the workplace. Different personalities, different work styles, cultural/ethnic norms, and differences in generational mix, all lead to an endless possibility of conflict surfacing at work.

What is not so clear, is the role conflict plays in the process of change and effective team problem solving—both major factors in improving organization performance. How can we recognize and manage the sources and trigger points of conflict? When is conflict healthy—what makes it destructive? How can we reduce or defuse unnecessary conflict? What are the various styles of dealing with conflict, and the risks and benefits of each approach?

Sarah Campbell Arnett, MA, NCC, BC-DMT, will present this full-day, highly interactive program, frequently requested by supervisors and managers attending prior management development programs. Ms. Arnett, a Certified Coach, has worked in healthcare for almost 25 years. She is certified as a corporate coach through CoachU. Ms. Arnett is a colleague of Joan Evans, who has also taught this program, and currently works as an Organizational Specialist at Cone Health in Greensboro, North Carolina. She facilitates executive leadership training and coaching for teams and individuals, and specializes in team development and conflict resolution.

*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. Additionally, this program is approved for 5.0 Category II continuing education credit from the American College of Healthcare Executives, and 5.25 CPHQ CE credits from the National Association for Healthcare Quality.*

For more information, click [here](#). To register, click [here](#).

### **CHA Nurse Preceptorship Program, Tuesday, November 22, 8:30 a.m. – 3:45 p.m.**

Supporting and strengthening the work of nurse preceptors is critical to the development of new nurses and retention of the highly skilled staff registered nurses who teach them at the bedside. The curriculum for the CHA *Nurse Preceptorship Program* was developed by a team of educators from hospitals and schools of nursing and is designed to provide core content that is foundational for the role of nurse preceptor. This one-day program includes presentations and interactive sessions that cover topics such as roles and responsibilities, characteristics of a professional role model, basics of teaching and learning, tools and

strategies for effective communication, principles of constructive feedback delivery, evaluating competence, delegating effectively, and more. Faculty for the program include: Janice Costello, RN, Chairperson, Department of Nursing, Goodwin College; Anna McGuirk, RN, Clinical Educator and Consultant; and Justin Sleeper, RN, Clinical Director of Inpatient Psychiatry, The William W. Backus Hospital.

*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 (6.0 contact hours).*

For more information, click [here](#). To register, click [here](#).

**2012 Joint Commission Standards and National Patient Safety Goals Updates, Thursday, December 1, 2011, 9:00 a.m. - 4:30 p.m.**

National expert Diana Scott will present a full-day program outlining the 2012 Joint Commission Standards, specific changes in the standards, and National Patient Safety Goals. She will highlight specific challenges in the goals, and discuss strategies and best practices to address them. In addition, Mark Crafton, Executive Director of State and External Relations at The Joint Commission (TJC) will discuss a number of enhancements to the accreditation process, including modifications to the tracer methodology and the periodic performance review that TJC will be piloting or implementing in 2012.

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For more information, click [here](#). To register, click [here](#).