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Medication Safety is Focus of First CT Partnership for Patient Safety Program



On November 10, the Connecticut Partnership for Patient Safety (CPPS), of which CHA is a founding partner, presented its inaugural educational session at the Frank H. Netter, MD School of Medicine at Quinnipiac University. Senator Richard Blumenthal kicked off the program, Medication Safety: Your Role on the Team. He underscored the importance of improving medication safety across the healthcare delivery system, as medication errors can occur at any point in healthcare and involve patients, families, and healthcare professionals. Sen. Blumenthal encouraged participants to seek solutions through partnership, collaboration, and by advancing the science of patient

safety.

Other speakers included patient advocate Marian Hollingsworth; clinicians from Yale University School of Medicine, Brown University, and University of Connecticut School of Pharmacy; nursing advocates from long-term care and home healthcare; and representation from the Office of the Healthcare Advocate. Allen Vaida, PharmD, from the Institute for Safe Medication Practices, was the keynote speaker. After the presentations, breakout groups were held to continue the dialogue and gather additional ideas for safe medication improvement strategies. Watch the video on CT-N by clicking [here](#).

Following the afternoon program, an evening program was held by the Connecticut State Medical Society on Extended-Release and Long-Acting Opioid Analgesics Risk Evaluation and Mitigation Strategy (REMS). The same program was held at CHA on November 7, 2014.

CPPS is a not-for-profit collaborative representing healthcare providers, consumers, insurers, advocacy, professional, research, state health, and quality improvement organizations.

Your Safety Comes First in Connecticut Hospitals: Video Released



This week, CHA released a patient safety video for hospitals to share with patients. The video, "Your Safety Comes First in Connecticut Hospitals," is part of the CHA High Reliability Collaborative. Through the Collaborative, hospitals have, for many months, been working on the first statewide Safety Absolute, which will be formally adopted on January 1, 2015.

A Safety Absolute is a flag on an existing rule that reinforces the rule as critical to patient safety. The Safety Absolute that hospitals are adopting is about patient identification. Specifically, the rule states:

*Before taking action with a patient or patient information, **verify** patient identification using first and last name. **Validate** patient identification using birth date or medical record number and matching to a source.*

Hospital staff will reinforce the rule of checking two forms of identification when they provide care, collect specimens, transfer patients for procedures or studies, prescribe or offer medication, and when they offer food. Staff will ask for a patient's name, and then validate his or her identity by asking for a date of birth, checking the medical record number, or scanning the barcode on a patient's ID bracelet.

The rollout will include education and training for hospital staff, managers, and physicians.

The goal of the High Reliability Collaborative is to reduce all-cause preventable harm and empower hospitals to become high reliability organizations, creating cultures with a relentless focus on safety. To date, more than 10,000 hospital staff and physicians have been trained in high reliability safety behaviors.

The video can be viewed and downloaded in multiple forms via [this link](#). We encourage hospitals to use the video in multiple ways, including on internal TV channels and websites.

State House And Senate Democrats And Republicans Caucus, Elect Leaders

On November 6, House and Senate Democrats and Republicans caucused and elected their leaders for the next two years. The leaders will be elected formally by the House and Senate membership after they are sworn into office on the first day of the 2015 Legislative Session, January 7, 2015.

House Democrats elected Brendan Sharkey (D-Hamden) to continue in his role as Speaker of the House, and reelected Joe Aresimowicz (D-Berlin) as Majority Leader. Representatives Sharkey and Aresimowicz are the only two leaders reelected to their positions; all others were elected to leadership positions for the first time.

House Republicans elected Themis Klarides (R-Derby) to serve in the role as Minority Leader.

Senate Democrats elected Martin M. Looney (D-New Haven) as Senate President Pro Tempore. Sen. Bob Duff (D-Norwalk) was elected by his colleagues to serve as Senate Majority Leader. Also on November 6, Senate Republicans caucused and elected Len Fasano (R-North Haven) as Minority Leader. Senator Kevin Witkos (R-Canton) will be the next Senate Minority Leader Pro Tempore.

CHA looks forward to continuing to work with legislative leadership as they craft and direct policy and budget decisions during the upcoming legislative session.



Brendan Sharkey (D-Hamden)



Joe Aresimowicz (D-Berlin)



Themis Klarides (R-Derby)



Martin M. Looney (D-New Haven)



Bob Duff (D-Norwalk)



Len Fasano (R-North Haven)



Kevin Witkos (R-Canton)

AARP to Support Family Caregivers in Connecticut



November marks [National Family Caregivers Month](#), a time to recognize the 42 million Americans – more than 486,000 in Connecticut – who help care for aging parents, spouses, and other loved ones so they can remain at home, as opposed to receive care at costly institutions. According to the AARP, in Connecticut alone, family caregivers provide unpaid care valued at \$5.8 billion annually.

To honor family caregivers, this month AARP launched a new initiative to spotlight their stories, called "[I Heart Caregivers](#)" and outlined its plans to support Connecticut's family caregivers in the upcoming 2015 Legislative Session.

In addition to helping with bathing and dressing, meal preparation, managing finances, transportation, and grocery shopping, family caregivers also undertake medical tasks including complex medication management, wound care, and injections. Yet, most receive little or no training for these duties. That's why AARP will be fighting for a solution called the Caregiver, Advise, Record, Enable (CARE) Act during the next state legislative session. The CARE Act helps family caregivers when their loved ones go into the hospital and as they transition home. The bill features three important provisions:

- The name of the family caregiver is recorded when a loved one is admitted into a hospital.
- The family caregiver is notified if the loved one is to be discharged to another facility or back home.
- The facility must provide an explanation and live instruction of the medical tasks – such as medication management, injections, wound care, and transfers – that the family caregiver will perform at home.

[Click here](#) to hear Nora Duncan, AARP State Director, talk about the importance and challenges of family caregiving in Connecticut, as well as AARP Connecticut's planned efforts to support family caregivers in 2015.

Upcoming Program: Honoring Patients' Goals for End-of-Life Care

On Wednesday, November 19, 2014, CHA will hold *Honoring Patients' Goals for End-of-Life Care: Addressing Life-Prolonging Care, Limited Care, and Comfort Care*, a program for providers across the healthcare continuum.

This is the fourth program in our end-of-life care series, designed to expand providers' existing skill set to engage patients and their families in discussing their goals for end-of-life care. We are extremely pleased to have Angelo Volandes, MD, MPH, of ACP Decisions, as the keynote presenter, discussing strategies and tools for facilitating meaningful dialogue with patients about fulfilling their wishes.

Speakers will also provide an update on Connecticut's MOLST pilot program, Qualidigm's Interact tool, and the Palliative Care Screening Tool created by Middlesex Hospital, Hospice, and Home Care. VITAS Healthcare's Hospice Medical Director Clare Cherney, MD, will present suggestions and examples on when and how to start the difficult end-of-life care conversation.

This program is presented by Connecticut's Collaborations of Care Partners: the Connecticut Hospital Association, the Connecticut Association for Healthcare at Home, the Connecticut Association of Health Care Facilities, the Connecticut State Medical Society, and LeadingAge Connecticut.

Continuing education credits will be awarded.

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

Education Updates

CHA Nurse Preceptorship Program

Tuesday, November 18, 2014

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

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

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.

Curriculum for the 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, and delegating effectively. The Nurse Preceptorship Program will serve to start new nurse preceptors off with critical information and also may be of interest to nurse preceptors that have not had this content, or would like to be refreshed on these concepts.

Continuing education credits will be awarded. Please see the brochure for details.

Coaching Skills to Improve Performance

Friday, December 5, 2014

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

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

What does it take for a manager to be an effective coach? Is there a difference between managing and coaching employees for improved performance? Building trust, appreciating differences, encouraging growth, providing constructive criticism, and overcoming roadblocks to goal achievement are all part of the process.

Continuing education credits will be awarded. Please see the brochure for more details.

Transitioning From Staff to Management: What's Next?

Monday, December 8, 2014

9:00 a.m. - 3:00 p.m.

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

Whether recently assigned to the role of manager or a seasoned veteran, it is essential to continually step back to assess your knowledge of management practice and how well your critical thinking, problem solving, decision-making, and communication skills are keeping pace with the rapidly changing and challenging healthcare environment.

For those of you who attended the first program in our leadership development series—"Staff to Management: Starting the Transition" in or March or October, and all managers who want to improve their skills and learn practical techniques for leading change initiatives, building team cohesiveness, coaching employees for better performance, and using time management strategies, this practical and interactive session will help you manage both the people and business components of your job more effectively.

Continuing education credits will be awarded. Please see the brochure for more details.

Basics of Budgeting for Healthcare Managers

Tuesday, December 9, 2014

9:00 a.m. - 3:00 p.m.

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

Many healthcare department managers have traditionally risen from the professional ranks as successful clinicians or technicians but with little or no formal business financial training. As a result, many are thrust into a chaotic environment without the necessary tools in financial management. Skills in planning and budgeting are essential if they are to achieve the institution's mission and contribute to "bottom line" results. In a very real sense, these represent survival skills for both managers and institutions.

This member-requested management development program provides managers with the skills and tools they need to prepare better budgets, identify problems and solutions, achieve the mission, and succeed in today's chaotic healthcare environment. Participants will gain a working knowledge of operating and capital budgets, as part of developing performance planning skills.

Continuing education credits will be awarded. Please see the brochure for more details.

HRO Safety Coach Training

Monday, December 15, 2014

10:00 a.m. - 1:00 p.m.

[Event Registration](#)

Safety Coaches are peer mentors, trained to recognize and acknowledge good high reliability behavior and to remind people about opportunities to improve behavior that does not stay true to high reliability concepts.

Continuing education credits will be awarded.

HRO Fair and Just Accountability

Monday, December 15, 2014

2:00 p.m. - 5:00 p.m.

[Event Registration](#)

This is a session for Human Resources Executives and anyone else who manages people. Fair and Just Accountability trains staff to review performance from a standardized perspective when there is an adverse event, focusing on the behavior rather than the outcome.

Continuing education credits will be awarded.

HRO Ambulatory Kickoff

Tuesday, December 16, 2014

9:00 AM - 5:00 PM

[Event Registration](#)

As hospitals, to sustain our implementation of High Reliability, we need participation by our partners who take care of patients. High Reliability needs to be utilized at every point in the care continuum. Join us for this session to help us design the curriculum for ambulatory practices and long-term care. This session is open to High Reliability Level 2 and Level 3 hospitals

Changes in CPT/HCPCS for 2015

Wednesday, December 17, 2014

9:00 a.m. - 12:15 p.m.

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

CPT and HCPCS codes are the primary codes that describe individual hospital services that are billed to all payers. These code sets go through annual revisions with codes that are added, deleted, or revised. This workshop will focus on the 266 new, 129 revised, and 147 deleted codes—including major

changes by body system (significant changes to Lower GI coding), sweeping changes in Lab coding (many of which Medicare may not accept), and revisions to coding guidelines.

OPPS Final Rule for 2015

Wednesday, December 17, 2014

1:00 p.m. - 4:15 p.m.

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

The Centers for Medicare and Medicaid Services (CMS) will publish the Outpatient Prospective Payment System (OPPS) Final Rule for 2015 on or around November 1, 2014. The 2015 OPPS Proposed Rule contained implementation of comprehensive APCs and removal of device edits, a dramatic increase to the number of packaged services, and APC changes and payment rates. This workshop will cover how these changes impact hospital reimbursement and billing compliance.

