



Thursday, November 14, 2013

## Connecticut Hospitals Discuss "Red Rules"



On November 12, more than 80 hospital leaders from across the state participated in an intense day-long discussion about developing statewide "red rules." Red rules are safety absolutes - rules that cannot be broken. In highly reliable industries, these rules are few in number, easy to remember, and associated with processes that can cause serious harm to employees, customers, or the product line. Red rules must be followed exactly as specified, except in rare or urgent situations.

The discussion was led by Healthcare Performance Improvement (HPI) Consultant Steve Kreiser, CDR, USN Ret., MBA, MS.

"Red rules focus our attention on acts most critical to patient and employee safety," said Mr. Kreiser. "They align our values and beliefs around these acts and motivate us to make these behaviors our consistent work habits. Exact compliance to red rules is the highest priority."

Mr. Kreiser said red rules are not new rules; rather, they are flags on existing rules. Hospital participants focused on patient identification: verifying and matching patient identification using name and date of birth before taking action with a patient or patient information.

CHA is working with HPI on its first-in-the-nation state-wide high reliability collaborative. The initiative is being overseen by the Committee on Patient Care Quality of the CHA Board of Trustees, which will be considering the recommendation of patient identification as a red rule for Connecticut hospitals.

To date, more than 3,000 hospital staff, leaders, and physicians have been trained at CHA in high reliability science and behaviors, and additional thousands have been trained in the hospitals.

## Connecticut Hospitals Honored for Organ Donation Awareness Effort

The U.S. Department of Health and Human Services (HHS) has [honored](#) 14 Connecticut hospitals for their outreach on organ and tissue donation and registration through the Workplace Partnership for Life Hospital Campaign.

Bridgeport Hospital, Bristol Hospital, The Charlotte Hungerford Hospital, Danbury Hospital, Hartford Hospital, Johnson Memorial Hospital, L+M Hospital, MidState Medical Center, New Milford Hospital, Saint Francis Hospital and Medical Center, John Dempsey Hospital, Waterbury Hospital, Windham Hospital, and Yale-New Haven Hospital were among the 322 hospitals honored.

The hospitals earned points for each awareness and registry activity held between September 2012 and May 2013. The hospitals worked closely with their organ procurement organizations to educate their staff, patients, visitors, and community members about the critical need for organ, eye, and tissue donors.

This national campaign resulted in 221,834 new organ donors.

## AHA Donates to American Red Cross for Typhoon Relief



Photo credit: [theguardian.com](#)

On behalf of hospitals in America, the AHA has donated \$50,000 to the American Red Cross for typhoon relief in the Philippines.

"The people of the Philippines are devastated by this enormous disaster and will need help for some time to come," said AHA President and CEO Rich Umbdenstock. "Hospitals, and the people who make them beacons of hope and caring, are among the most generous places in the world and are often the first place people turn in times of disaster. The international hospital community has reached out to the Philippine medical community to offer our assistance."

The AHA encourages anyone wishing to contribute to the relief effort to visit the [American Red Cross](#) or the [U.S. Agency for International Development](#).

## CDC: Increases in Flu Activity Expected in Coming Weeks

According to the Centers for Disease Control and Prevention (CDC), flu activity remains low across the nation, though increases in activity are expected in the coming weeks. For the week ending November 2, the proportion of people seeing their healthcare provider for influenza-like illness remained below the national baseline, and activity was noted as sporadic in Connecticut.

Twenty-two acute care hospitals in Connecticut have implemented a mandatory flu vaccination policy. In November 2011, the CHA Board adopted a statewide [policy](#) endorsing mandatory influenza vaccination for hospital personnel as part of CHA hospitals' commitment to patient safety.

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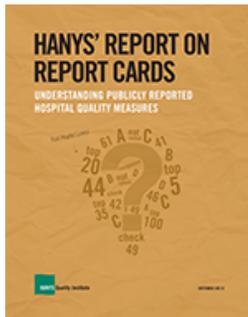
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Leading expert organizations have also endorsed mandatory vaccination to protect patients, including the Association for Professionals in Infection Control and Epidemiology (APIC), the Society for Healthcare Epidemiology of America (SHEA), the Infectious Diseases Society of America (IDSA), and the National Patient Safety Foundation (NPSF).

## New Report Evaluates Hospital Report Cards



The Healthcare Association of New York State (HANY) has issued a report that evaluates ten prominent government, not-for-profit, and for-profit hospital report cards.

The report was developed as a resource for hospital leaders in response to the growing number of hospital performance report card rating systems. Because each report card uses a different approach and methodology, various scores are generated for the same hospital, leaving it unclear to the public what scores, if any, are accurate indicators of performance.

The *Report on Report Cards* is intended to serve as a primer for understanding, evaluating, and responding to consumer report cards.

The report compares 10 national and state-specific hospital quality reports, including The Joint Commission Quality Check; Centers for Medicare & Medicaid Services' Hospital Compare; Niagara Health Quality Coalition; Leapfrog Group Hospital Safety Score; Truven Health Analytics 100 Top Hospitals; Healthgrades America's Best Hospitals; Consumer Reports Hospital Safety Ratings; and U.S. News and World Report.

The *Report on Report Cards* is available by clicking [here](#).

## Education Updates

### CHA Nurse Preceptorship Program

Monday, November 18, 2013  
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. 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 more details.

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

### Transitioning From Staff to Management: What's Next?

Monday, December 2, 2013  
9:00 a.m. - 3:00 p.m.

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 who attended our first program "Staff to Management: Starting the Transition" in September, and all managers who want to improve their skills and learn practical techniques for dealing with conflict, leading change initiatives, building team cohesiveness, coaching employees for better performance, and using time management strategies, this highly 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.

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

### Coaching Skills to Improve Performance

Tuesday, December 3, 2013  
8:30 a.m. - 3:30 p.m.

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.

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

### Creating a Culture of Employee Health and Wellness

Monday, December 9, 2013  
9:00 a.m. - 2:45 p.m.

Please join us for an anniversary symposium in support of CHA's initiative to create a culture of employee health and wellness in Connecticut hospitals. The program will include sessions on research, strategies, and practices that hospitals can develop and implement to improve employee wellness, and to address population health management in their communities.

The symposium will feature Jeanette R. Ickovics, PhD, Professor of Epidemiology and Public Health and of Psychology at Yale University, who will deliver the keynote address. Dr. Ickovics will be joined by Jeanne Wyand, Senior Consultant at Towers Watson, who will present national survey findings on employee health strategies, Hugh Murray, III, Partner at Murtha Cullina, who will discuss the implications of the Affordable Care Act for employee wellness programs, and hospital panelists who will share their strategies for success.

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