



Thursday, November 14, 2019

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19th Annual Nurse Leadership Forum Focuses on the Changing Healthcare Landscape

CHA's 19th Annual *Nurse Leadership Forum* on November 13 focused on issues impacting the transformation under way in healthcare.

Three national speakers and a panel of Connecticut hospital system leaders engaged the 110 participants in discussion about how hospitals and health systems are adapting to the ever-changing healthcare landscape, how best to develop an effective and engaged multi-generational workforce, and strategies to build the skills needed to deal effectively and creatively with stressful situations.



In his keynote presentation, author, researcher, and filmmaker Ron Galloway illustrated the impact of new technologies and new entrants into the healthcare marketplace such as Amazon, Apple, and Google, which Mr. Galloway identified as information technology companies. He predicts that telemedicine, artificial intelligence, interoperability, and data analytics will be the technologies that will have the greatest impact on healthcare.



"Healthcare is moving from meaningful use to interoperability," Mr. Galloway told the audience. "It's becoming all about the data. Hospitals are becoming data institutions." In addition to patient electronic medical records, wearable health monitors and virtual assistants are providing data to non-traditional healthcare organizations such as Amazon and Google, and hospitals and health systems need to determine how to use data to improve care.

Following the keynote presentation, a panel comprising Gary Havican, President, Hartford HealthCare Central Region; Lisa Zapatka, Chief Nursing Officer, Trinity Health Of New England; and Kevin Myatt, Senior Vice President, Human Resources and CHRO, Yale New Haven Health, offered their insights into the future of healthcare.

The panelists stated that one of the greatest challenges in healthcare is the variability of care and, to compete with the Walmart and CVS clinics, hospitals need to continue to focus on improving the patient experience and quality. That can be achieved, they noted, by looking at the data that's available to them.



In her presentation, *Working As One: Bridging Generational Gaps*, Millennial Specialist Amelie Karam outlined how different generations respond in the workplace, their different expectations, and how to use those generational differences to create a more dynamic work environment.



"It's important to have an open mind when looking at the different generations in the workplace," Ms. Karam stated. "Millennials will be in the workplace for a very long time. We need to create a thriving multi-generational workplace."

Millennials, those born between 1981 and 1996, comprise 51 percent of today's workforce. They are looking for a better work-life balance that includes flexibility with family-related events, options to work from home, and flexibility with shift changes. Every generation benefits from better work-life balance, Ms. Karam said.

In the closing plenary session, author, speaker, and humorist Ron Culberson asked participants "what do you want to achieve in your life" through his presentation, *If Not Now, When? Making the Most of Your Life, Your Relationships, and Your Work*. Through humor, Mr. Culberson provided tips for making life, relationships, and work less stressful, more fulfilling, and more fun.



CHA Holds Program on Emotional Intelligence and Its Impact in the Workplace

Participants in CHA's *Emotional Intelligence and Its Impact in the Workplace* program on November 8 took part in role-playing scenarios and interactive exercises focused on developing insights and competencies to enhance personal and organizational development.



Certified Coach Sarah Campbell Arnett led the full-day program. She told the 40 attendees from diverse areas across the continuum of care that emotional intelligence (EQ) is an essential leadership competency and a critical part of driving performance improvement.

Studies show that EQ is a better predictor of personal and professional success than IQ or technical skills, according to Ms. Arnett. EQ is the attribute that helps people work more effectively with all types of people in all

types of situations.

Ms. Arnett described how EQ can be divided into four areas of personal ability, each with its own set of competencies:

- Self-awareness, which includes the recognition of one's own emotions, strengths, and limits, as well as one's impact on others. Self-awareness can be developed through practices such as journaling and asking "why" one does things.
- Self-management, which comprises emotional balance, impulse regulation, adaptability, positive outlook, and achievement orientation. Strategies for self-management include developing calming breathing



techniques, improving sleep habits, and setting aside time each day for problem solving. Ms. Arnett noted that using the high-reliability Situation, Background, Assessment, Recommendation (SBAR) tactic can be employed as a self-management tool to change complaints or issues into solutions.

- Social awareness, the ability to empathize and read a group's emotional state, which can be improved by watching body language for cues, greeting people by name, and practicing the art of listening.
- Relationship management, which includes influence, inspirational leadership, conflict management, teamwork, and the ability to coach and mentor. Techniques for improvement include avoiding giving mixed signals, taking feedback well, having an open-door policy, acknowledging the other person's feelings, and being willing to tackle a tough conversation.

"EQ is your ability to recognize and understand yourself and others, and your ability to use this awareness to manage your behavior and relationships," Ms. Arnett said. "EQ is halfway between the rational and emotional side of our brains."

Influenza Reported as "Sporadic" Across Connecticut

Outpatient visits for influenza-like illnesses are rising slightly in Connecticut, according to the Department of Public Health (DPH). However, outbreaks are still classified as "sporadic," meaning the virus is not widespread.

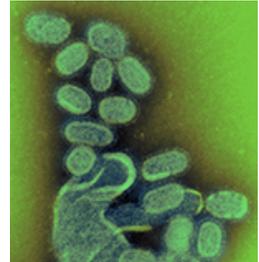
As of November 2, 114 people in Connecticut had tested positive for the flu and 43 had been hospitalized with the illness, according to DPH. According to news reports, some areas of Connecticut are experiencing a shortage of the high-dose influenza vaccine, which is given to those who are 65 and older. However, DPH has said it is better to get any type of vaccine rather than wait for the specialty immunization.

The Centers for Disease Control and Prevention (CDC) recommends flu shots for everybody older than 6 months who does not have contraindications to the vaccine, which is made from either inactivated flu viruses or a single gene from a virus. More than 155 million people have received vaccines so far this year.

For the sixth year, CHA is participating in the American Hospital Association's annual *United Against the Flu* campaign, which uses social media outreach to bring national attention to the need for flu vaccinations.

The CDC, the Advisory Committee on Immunization Practices, and the Healthcare Infection Control Practices Advisory Committee recommend that all healthcare workers get vaccinated annually.

In 2011, the CHA Board of Trustees adopted a statewide policy endorsing mandatory influenza vaccination for hospital personnel as part of CHA hospitals' commitment to patient safety. The vast majority of CHA acute care member hospitals have implemented a mandatory participation or mandatory vaccination program.



Education Update

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.

HIPAA Privacy, Security and Breach Rules: Keeping Current to Remain Compliant

Thursday, January 9, 2020

9:00 a.m. - 2:30 p.m.

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

HIPAA privacy, security, and breach rules will be addressed with an emphasis on patient access rights, and emerging issues in cyber security, devices and technology issues, social media considerations, and the enforcement and liability risks for HIPAA covered entities and

business associates. Recent case law and enforcement activities by the Office for Civil Rights will also be reviewed. The program includes strategies for maintaining continuous compliance, a discussion of necessary policies and procedures, and practical tips and solutions to address real-time situations.