



Thursday, December 10, 2020

Printer-Friendly Version

In This Issue:

Yale New Haven Health CEO Marna P. Borgstrom Recognized by Modern Healthcare as One of 2020's 100 Most Influential People in Healthcare

Congresswoman Rosa DeLauro to Lead Appropriations Committee

CHA Convenes Meetings Between Member Hospitals and Connecticut's U.S. Senators

Education Updates

Update Archives

Yale New Haven Health CEO Marna P. Borgstrom Recognized by Modern Healthcare as One of 2020's 100 Most Influential People in Healthcare



Marna P. Borgstrom, Chief Executive Officer, Yale New Haven Health and Yale New Haven Hospital, has been recognized by Modern Healthcare as one of the country's [100 Most Influential People](#) in Healthcare for navigating Connecticut's largest health system through the pandemic and forming a health system response team for the region.

This prestigious recognition acknowledges and honors individuals who are deemed by their peers and the senior editors of Modern Healthcare to be the most influential individuals in the industry, in terms of leadership and impact.

Marna ranks 49 on the Modern Healthcare list that includes the nation's most prominent healthcare CEOs, elected officials, and government administrators. Modern Healthcare cited her key role in helping state officials on everything from allocation of technology and personnel to supply chain issues. Read Yale New Haven Health's news release on Marna's selection [here](#).

Marna is a member of the AHA Board of Trustees, an Executive Committee member of the CHA Board of Trustees, and chair of the CHA Committee on Government. She is a generous and important contributor to the success of Connecticut's hospitals and to the health of our communities. We congratulate her on this well-earned recognition.

Congresswoman Rosa DeLauro to Lead Appropriations Committee



On Thursday, December 3, U.S. Representative Rosa DeLauro (D-3) was selected by her Democratic colleagues to serve as chair of the powerful House Appropriations Committee. First elected in 1990, Rep. DeLauro will oversee one of the broadest jurisdictions of any congressional committee, overseeing nearly every aspect of government spending during the 117th Congress, which convenes on January 3, 2021.

CHA congratulates Rep. DeLauro and looks forward to working with her and other members of the Connecticut congressional delegation during the upcoming session of Congress.

CHA Convenes Meetings Between Member Hospitals and Connecticut's U.S. Senators



Connecticut hospital leaders met this week in separate meetings (via Zoom) with the state's two Senators for an open discussion of current issues facing hospitals. Senator Richard Blumenthal spent more than an hour with hospital executives discussing the challenges of responding to the COVID-19 pandemic. Senator Blumenthal thanked hospitals for their pivotal role in the pandemic response, acknowledging their willingness to innovate, flex, and sacrifice in unprecedented circumstances. Senator Blumenthal spoke about the most recent compromise federal relief package proposal, acknowledging the funding built in for hospital relief was much less than the CARES Act provided, and calling the proposal a bridge to the next administration. Senator Blumenthal also pledged his support for improving the terms of the Medicare Advanced Payment program and for lowering the costs for COVID-19 related supplies, like PPE.

Senator Blumenthal was interested in Connecticut's preparation to distribute and administer the COVID-19 vaccines and asked questions about the planning.

Senator Chris Murphy met with hospital executives with a focus on mental health issues and challenges. Senator Murphy mentioned his own priorities in Washington include fair reimbursement and parity for behavioral health services, incentives for integration of physical and behavioral health, and more assistance for the opioid epidemic.

The executives on the call shared their concerns that the ongoing pandemic was spawning a crisis in mental health and substance use, with increases in both volume and severity of illness being seen in hospitals. The group thanked Senator Murphy for signing onto the letter to CMS that advocated for extending telehealth services for Medicare patients, and stressed how beneficial telehealth services have been for behavioral health clients. Of particular note, they mentioned the Recovery Coaches and Recovery Support Specialists who are able to connect with their clients and work with them in creative ways to provide stability to their recovery. It was noted that healthcare access disparities among those with limited income included the lack of both broadband access and computer hardware.

Both Senator Blumenthal and Senator Murphy pledged to continue to work on these priority issues in the coming session.

Education Updates

2021 CPT Update for HIM Professionals
Thursday, December 17, 2020 1:00 PM - 3:00 PM
Virtual Session

CHA is pleased to partner with the New Jersey Hospital Association to offer [2021 CPT Update for HIM Professionals](#) on Thursday, December 17. The program is designed for Health Information Management directors and managers, coding staff, physician office managers and coders, chargemaster coordinators, billing and reimbursement staff and will prepare participants to apply the new and revised codes accurately.

The updates to the CPT Manual for 2021 are effective January 1, 2021. Changes will include revised and deleted codes, and new codes and modifiers.

Webinar participants will gain an understanding of how to:

- Implement changes to accurately report the 2021 CPT codes
- Reduce denials by reporting the 2021 codes accurately and timely by the January 1st effective date

Fees: \$50 per registrant

[Click here](#) to register online for the Thursday, December 17, 2020 session of 2021 CPT Update for HIM Professionals.

HRO Leadership Principles and Practices

December 17, 2020 11:00 a.m. - 12:30 p.m.
Virtual Session

HRO Leadership Principles and Practices is for organizations that are new to high reliability or for new management employees in organizations who are already on the high reliability journey. This is the final session of a four-session series of 90-minute virtual training classes, facilitated by HPI/Press Ganey consultants who will cover standard HRO principles, essential Universal Skills to prevent human error, and the Connecticut Hospital Association (CHA) standard set of HRO Leader Skills needed to build good habit formation and sustainment of safety culture transformational efforts.

The session is structured for leaders at the manager level and above.

- Click [here](#) to register for the Thursday, December 17, 2020 session on the **Second Two Roles of High Reliability Leadership**

This session is only offered to CHA HRO members.

Safety Coaching

Tuesday, December 15, 2020 11:00 a.m. - 12:00 p.m.
Tuesday, January 26, 2021 12:00 p.m. - 1:30 p.m.
Virtual Sessions

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. In a successful program, Safety Coaches are key change agents in building a culture of safety.

A 60-minute virtual Safety Coaching overview will provide senior leaders, operational unit leaders, and safety/quality department professionals, with the basics of a Safety Coaching program, including metrics for success, with an emphasis on their role as leaders in identifying, mentoring, and nurturing Safety Coaches. A 90-minute education session for frontline Safety Coaches will be virtually facilitated, focusing on their roles and responsibilities as peer influencers, encouraging their colleagues to adopt safe and reliable practices as daily habits.

Continuing education credits will be provided to those that participate in the live training.

Safety Coaching will be held on the following dates:

- Click [here](#) to register for the Tuesday, December 15, 2020 session from 11:00 a.m. – 12:00 p.m. for senior leaders who are setting up or reviving Safety Coaching programs
- Click [here](#) to register for the Tuesday, January 26, 2021 session from 12:00 p.m. – 1:30 p.m. for frontline staff who will be Safety Coaches

These sessions are only offered to CHA HRO members.

Safety Starts with Me Train-the-Trainer

Tuesday, January 5, 2021 11:00 - 12:30 p.m.
Tuesday, January 12, 2021 11:00 a.m. - 12:30 p.m.
Tuesday, January 19, 2021 11:00 a.m. - 12:30 p.m.
Virtual Sessions

Safety Starts with Me Train-the-Trainer is a model for spreading training from an internal content expert to other staff in an organization. The training is scripted. It requires an enthusiastic participant who is willing to make time to train others within the organization. Many hospitals in Connecticut have trained educators, frontline managers, and senior leaders, including the CEO, to be part of the training contingent. Train-the-trainer sessions are for hospitals and ambulatory practices.

Three (3) 90-minute virtual train-the-trainer sessions will review the CHA CHAMP patient safety and error prevention training material. This material will be revised and updated to ensure it is timely and relevant to the challenges confronting today's healthcare leaders, staff, and physicians. Registrants must participate in all three sessions—whether in real-time or via the recordings.

Continuing education credits will be provided to those that participate in the live training.

Safety Starts with Me Train-the-Trainer will be held on the following dates from 11:00 a.m. – 12:30 p.m.

- Click [here](#) to register for the Tuesday, January 5, 2021 session
- Click [here](#) to register for the Tuesday, January 12, 2021 session
- Click [here](#) to register for the Tuesday, January 19, 2021 session

These sessions are only offered to CHA HRO members.

Fair and Just Culture

January 21, 2021 11:00 a.m. - 12:00 p.m.
Virtual Session

This Fair and Just Culture session is a 60-minute coaching session, tailored to HR business and safety department professionals, and will help participants to identify and discuss key elements required for sustaining an effective fair and just culture program as part of organizational high reliability efforts.

Continuing education credits will be provided to those that participate in the live training.

- Click [here](#) to register for the Thursday, January 21, 2021 coaching session from 11:00 a.m. to 12:00 p.m.

This session is only offered to CHA HRO members.

21st Century Cures Act Update: Preparing for the CMS Patient Interoperability and Patient Access Final Rule, and the ONC Information Blocking Final Rule

Wednesday, January 13, 2021 11:00 a.m. - 12:30 p.m.

Wednesday, January 20, 2021 11:00 a.m. - 12:30 p.m.

Wednesday, January 27, 2021 11:00 a.m. - 12:30 p.m.

Virtual Sessions

CHA is pleased to offer a virtual, multi-disciplinary issue-based educational forum to update members on the 21st Century Cures Act. Join colleagues for this three-part series designed to provide practical guidance in preparing for regulations that will have a substantial impact on hospital operations when implementation and enforcement begin in the spring of 2021.

There is no fee to attend, but pre-registration is necessary.

- To register for session one, [click here](#).
- To register for session two, [click here](#).
- To register for session three, [click here](#).