Diversity Collaborative: 
From Intent to Impact

Anniversary Symposium

October 23, 2014
8:30 a.m. - 9:00 a.m. (Registration and Breakfast) 
9:00 a.m. - 3:00 p.m. (Program)

Join us for the third Anniversary Symposium of the CHA Diversity Collaborative: From Intent to Impact, presented in partnership with the Connecticut Association of Healthcare Executives. Built on the successful IHI clinical collaborative model, the objectives of this multi-year initiative are to:

- increase diversity in hospital governance and senior management,
- improve cultural competence in the delivery of care, and
- increase supplier diversity.

This multi-year statewide initiative engages hospital teams in educational programs, implementation of intervention strategies, sharing best practices, and measuring and tracking progress—all with a focus on achieving health equity.
Agenda

8:30 a.m. – 9:00 a.m.
Registration and Breakfast

9:00 a.m. – 9:15 a.m.
Opening Remarks
Christopher M. Dadlez FACHE
Past Chairman, CHA Board of Trustees
President and CEO, Saint Francis Hospital and Medical Center

9:15 a.m. – 10:30 a.m.
Keynote Address
Cincinnati Expecting Success: Standardizing the Collection of REAL Data
Colleen O'Toole, PhD
Chief Administrative Officer of the Greater Cincinnati Health Council, the Health Improvement Collaborative, and HealthBridge

Disparities in care remain in our healthcare system, despite the best intentions and efforts of health care providers, and the diligence of patients and patient care advocates. A solid foundation of accurate data is essential to successfully identify disparities attributed to race, ethnicity, and language (REAL) barriers and to improve quality of care and outcomes.

While individual hospitals may improve the REAL data they collect and begin to understand and address disparities based on those data, a more comprehensive approach is needed to improve equity quickly. Cooperative community or state-wide initiatives that support co-learning across the care continuum enable consistent communication about the patient intake process across the continuum, and provide the foundation for joint efforts to prioritize and address specific disparities.

The Greater Cincinnati Health Council’s efforts to strengthen REAL data collection methodology and data integrity to reduce disparities in care began in 2009. Dr. O’Toole will present lessons learned along the journey, from the 28 initial member hospital participants regarding commitment, training, quality assurance, and communications.

10:30 a.m. – 10:45 a.m.
Program Break

10:45 a.m. – 11:45 a.m.
Keeping it REaL: An Analysis of Health Care Quality among Priority Patient Populations
J. Suzanne Wilson, RN, MBA
Director of Resource Management, AnMed Health System

In 2012, the AnMed Health disparities dashboard was produced to analyze scores for inpatient and outpatient appropriate care, 30-day readmissions, patient satisfaction, and other measures stratified by race, ethnicity and language preference. The dashboard has promoted an enlightened level of collaborative discussion between organizational quality and cultural competency efforts.

This session will provide an overview of the design and application of the dashboard as a replicable model for quality improvement, enhanced by cultural competence and an eye on health disparities monitoring.

11:45 a.m. – 12:30 p.m.
Lunch Break

12:30 p.m. – 1:45 p.m.
The Essence and Effectiveness of Cultural Competence
Troy Cicero
President of MulticultuReal® Communications

The climate and culture of the healthcare landscape is undergoing major change on multiple fronts simultaneously. There are substantial costs associated with re-admissions due to disparities in care, diminished public trust due to cultural insensitivity and lack of inclusion, high staff turnover and low morale due to a lack of inclusive practices, errors in communication with patients with limited English proficiency, and legal issues due to variances in hiring and promotion practices.

Leadership is needed to advance inclusion and cultural competence in healthcare, along with a new approach for new realities. This interactive, insightful, and inclusive presentation will explore the core of cultural competence, and a strategy to prepare leaders and key stakeholders to accept accountability for making a difference on the journey to provide health equity for all.
1:45 p.m. – 2:45 p.m.
Race and Ethnic Disparities in Preventable Hospitalizations

Robert H. Aseltine, Jr, PhD
Professor and Interim Chair, Division of Behavioral Science and Community Health Deputy Director, Center for Public Health and Health Policy UCONN Health

Using 2010-2012 data from the CT Hospital Inpatient Discharge Database (HIDD), rates were calculated of preventable hospitalizations among Connecticut patients, using the AHRQ Prevention Quality Indicators (PQI) measure set. Dr. Aseltine will present research results revealing significant race and ethnic disparities in rates of hospital admission for ambulatory sensitive conditions. Results also identified substantial differences by payer (Medicare, Medicaid, vs. private insurance) in hospitalization rates across all of the PQIs. The presentation will also describe the interplay between race/ethnicity, patient sickness, and insurance status in preventable hospitalizations.

2:45 p.m. – 3:00 p.m.
Closing and Evaluations

Speaker Profiles

Christopher M. Dadlez, FACHE, is a Past Chairman of the CHA Board of Trustees and the President and CEO of Saint Francis Hospital and Medical Center. He has been instrumental in leading CHA’s statewide diversity collaborative. He holds leadership roles in the AHA as a member of the AHA Board, Chairman of its Regional Policy Board 1, member of the AHA Equity of Care Committee, and as an AHA Fellow in Healthcare System Reform. Mr. Dadlez is a Fellow of the American College of Healthcare Executives. In addition, he serves on the Board and Executive Committee of the Alliance of Independent Academic Medical Centers and is a member of the Association of American Medical Colleges.

Colleen K. O’Toole, PhD, is the Chief Administrative Officer of the Greater Cincinnati Health Council, the Health Improvement Collaborative, and HealthBridge.

Dr. O’Toole started at the Health Council in 1991 as Vice President for Public Affairs responsible for the Council’s public policy efforts and overseeing strategic planning, the Health Care Workforce Center, and emergency readiness activities. She was appointed President in 2006 and currently leads governance and strategic planning functions, and serves as a member of the Executive Team for the 3 organizations.

Prior to the Health Council, Dr. O’Toole worked at the Massachusetts Department of Public Health as the Director of Operations for a state-level interagency Board that provided assistance to hospitals intending to close or completely convert to other uses. She also served as the Special Assistant for Policy Development in the area of health care facility regulation, the Acting Director of the Organ Transplant Fund, and as a Legislative Liaison during her tenure.

Dr. O’Toole was awarded the 2012 Community Health Champion Award for strides made by the Health Council under her leadership to address disparities in care, improve language support for those with limited English proficiency, and enhance supplier diversity in member hospitals’ supply chains.

Dr. O’Toole holds a Ph.D. in Interdisciplinary Studies/Health Policy and an M.S. in Community Health Planning/Administration from the University of Cincinnati, and a B.S. in Science and Dental Hygiene from the University of Louisville.
Robert Aseltine, Jr, PhD, is Professor in the Division of Behavioral Sciences and Community Health at the University of Connecticut Health Center, Deputy Director of the Center for Public Health and Health Policy and Director of the Institute for Public Health Research at the University of Connecticut. He is also the founding Director of the Connecticut Health Information Network, a federated network linking disparate health and human services databases maintained by Connecticut’s state agencies.

Dr. Aseltine is a medical sociologist whose diverse research interests include adolescent mental health and social development, community-based risk prevention, and the development of innovative public health and medical information systems. He has expertise in quantitative research methods and statistics, particularly in designing large-scale population surveys and program evaluations. Over the past 20 years Dr. Aseltine has lead a number of studies investigating mental health and substance abuse funded by the National Institute of Mental Health, the National Institute for Alcohol Abuse and Alcoholism, the Substance Abuse and Mental Health Services Administration, the William T. Grant Foundation, and the Connecticut Health Foundation. Dr. Aseltine received his BA from Wesleyan University and his PhD from the University of Michigan.

Troy Cicero is President of MulticultuReal® Communications, Inc. He is a dynamic, engaging and highly effective consultant, speaker, facilitator and trainer who established the firm in 1994 with a compelling vision: become the global leader in creating environments of inclusion. Known as America’s Chief Skill Officer, Mr. Cicero is a training pioneer and emotional intelligence strategist, who is highly sought-after as a keynote speaker, and frequently called upon to create inclusive cultures that bring about individual and institutional accountability, while recognizing and respecting diversity.

Highly effective at communicating important ideas in ‘real’, practical and useful ways that encourage critical thinking, commitment and collaboration, his unique presentation style and use of hands-on strategies, ensures that all individuals are enlightened and empowered to achieve their organizational and life goals.

Mr. Cicero has created a formula and framework for organizational effectiveness, which encompasses eight strategic focus areas: diversity & inclusion, cultural competence, leadership development, service excellence, team building, conflict resolution, stress management, and motivational speaking.

Major clients include: The University of Chicago Medicine Center, Rush University Medical Center, The University of Pennsylvania Health System, Cone Health, The University of New Mexico Health Sciences Center, NorthShore University Health System, Texas Primary Health Care Association, Novartis Pharmaceuticals, BP, Sears, and various other industrial and academic clients.

J. Suzanne Wilson, RN, MBA, is the Director of Resource Management at AnMed Health System in Anderson, South Carolina. Her responsibilities in this role include care coordination, clinical decision support, concurrent documentation, utilization management, and various process improvement activities. She received her nursing degree from Marshall University in Huntington, West Virginia and a Masters in Business Administration from Clemson University.

Ms. Wilson is President of the South Carolina Chapter of the American Case Management Association (ACMA) and currently serves as a national ACMA Board member. She also serves on the Public Policy Committee for ACMA nationally. Ms. Wilson is a member of the American College of Healthcare Executives and participates in a variety of projects at local and state levels.
Connecticut Hospital Association-CHA 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.

This Activity has been planned and implemented in accordance with the Essential Areas and Policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint sponsorship of The John D. Thompson Hospice Institute for Education, Training and Research, Inc. and The Connecticut Hospital Association. The John D. Thompson Hospice Institute for Education, Training and Research, Inc. is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians. The John D. Thompson Hospice Institute for Education, Training and Research, Inc. is pending designation of this educational activity for AMA PRA Category 1 Credits™. Physicians should only claim credit commensurate with the extent of their participation in the activity.

DISCLOSURE: The speakers and the members of the Planning Committee do not have any commercial or financial interest which would bias the presentation.

Driving Directions to CHA

Connecticut Hospital Association
110 Barnes Road
Wallingford, CT 06492-0090
203-265-7611

Traveling from New Haven on I - 91 North:
Take Exit 15. At the end of the exit ramp, turn left onto Route 68 West. Proceed 0.9 miles to the 5th traffic light (not counting light at end of ramp); turn right onto Barnes Road. Proceed on Barnes Road through one traffic light. A CHA sign will be on the right. Turn right into driveway just before the sign.

Traveling from Hartford on I - 91 South:
Take Exit 15. At the end of the exit ramp, turn right onto Route 68 West. Proceed approximately 0.8 miles on Route 68 to the 4th traffic light (not counting light at end of ramp); turn right onto Barnes Road. Proceed on Barnes Road through one traffic light. A CHA sign will be on the right. Turn right into driveway just before the sign.

From Wilbur Cross Parkway North (Route 15):
Take Exit 66. At the end of the Exit ramp, turn left onto Route 5 South. Proceed approximately 0.25 mile to 3rd traffic light. Turn left up short hill to next traffic light. Turn left onto Route 68 East. At first traffic light, turn left onto North Main Street Extension. Take first right onto Barnes Road. CHA is the second building on the left.

From Wilbur Cross Parkway South (Route 15):
Take Exit 66. At the end of the exit ramp, turn left onto Route 5 South. Proceed approximately 0.25 mile to 4th traffic light. Turn left up short hill to next traffic light. Turn left onto Route 68 East. At first traffic light, turn left onto North Main Street Extension. Take first right onto Barnes Road. CHA is the second building on the left.

From Interstate 84:
Take Exit 27 and proceed on Route 691 East to Wilbur Cross Parkway Southbound. Take Exit 66. At the end of the exit ramp, turn left onto Route 5 South. Proceed approximately 0.25 mile to 4th traffic light. Turn left up short hill to next traffic light. Turn left onto Route 68 East. At first traffic light, turn left onto North Main Street Extension. Take first right onto Barnes Road. CHA is the second building on the left.
Diversity Collaborative Anniversary Symposium
October 23, 2014

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There is no fee for CHA members, but pre-registration is required.

Mail or Fax Registration Form to:
Education Services, CHA, 110 Barnes Road, Wallingford, CT 06492-0090 or Fax to (203) 284-9318.

Cancellations received 10 business days prior to the program date will receive a full refund minus a $25 per person administrative fee. After that time you may send a substitute but there is no refund. CHA members may only substitute with another CHA member to qualify for the member rate. In the event of inclement weather, call (203) 265-7611 after 6:30 a.m. and select option #4 for a cancellation update.

Accessibility Note: If you require auxiliary aids or services to attend this program, please contact us in advance at educationservices@chime.org or (203) 294-7263.

For additional information, please contact CHA Education Services at 203-294-7263 or educationservices@chime.org.