Focus on Care: Healthcare for Diverse Patient Populations

Monday, November 12, 2012

Registration and Breakfast: 8:15 a.m. - 8:45 a.m.
Program: 8:45 a.m. - 3:30 p.m.

Beyond the fact that effective communication is universally recognized as a critical aspect of safe, quality patient care—healthcare professionals face regulatory compliance demands to eliminate discrimination against diverse patients including the deaf and hard of hearing population. Additionally, effective October 1, 2011, healthcare professionals are responsible for implementing the Connecticut Gender Identity and Expression Law.

CHA is pleased to offer a full-day of regulatory compliance education related to these diverse populations. Beginning with a focus on standards and best practices for ensuring effective communication, representatives from Inova Health System, located in Virginia, will discuss their experience with the Department of Justice (DOJ) during the recent investigation that concluded with the hospital entering a consent decree to provide future healthcare services to serve the needs of deaf and hard of hearing patients and their families.

Immediately following that presentation, a panel of presenters, facilitated by Jennifer Cox, will focus on issues related to the Connecticut Gender Identity and Expression Law. The speakers will offer insights and practical guidance on understanding educational, operational, and legal enforcement issues, the need to balance the issues and sometimes competing interests that arise in the implementation process—and hear a personal patient perspective. The objective is to help members establish the policies and systems needed to provide culturally competent services to the lesbian, gay, bisexual, and transgender communities (LGBT or LGBTQ), an umbrella term that generally refers to a group of people who are diverse with regard to their gender identity and sexual orientation.

Deaf and Hard of Hearing Program Speakers:
- Martine Charles MPH, Director, Office of Health Equity at Inova Health System
- Denise Giraldez Garcia, ADA Compliance Administrator at Inova Health System

LGBT Program Presenters:
- Brette Tschurtz, Associate Project Director in The Joint Commission’s Division of Healthcare Quality Evaluation
- Tony Ferraiolo, Founder of “Translation” and “Create Yourself” youth support groups for transgender children
- Jennifer Levi Esq., Director of Gay & Lesbian Advocates & Defenders’ (GLAD) Transgender Rights Project
- Alix Simonetti and Cheryl Sharp, Attorneys at the Commission on Human Rights and Opportunities (CHRO)
- Lauren Mallozzi, Director of Patient Experience and Service Excellence at The William W. Backus Hospital
- Jennifer Cox, Attorney at Cox & Osowiecki, LLC, will serve as the panel facilitator.

Please turn over for additional program information.
Accreditation

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 (5.25 contact hours).

This activity was approved by the National Association for Healthcare Quality for 5.25 CPHQ CE credits.

As an independent chartered Chapter of the American College of Healthcare Executives, the Connecticut Association of Healthcare Executives is authorized to award 5.25 hours of ACHE Qualified Education credit toward advancement or recertification in the American College of Healthcare Executives.

Participants in this program who wish to have it considered for ACHE Qualified Education credit should list their attendance when they apply to the American College of Healthcare Executives for advancement or recertification.

Compliance Certification Board (CCB) has approved this program for 6.3 Compliance Certification Board (CCB) Continuing Education Units.

This program has been approved for a total of 5.25 contact hours of continuing education credit toward fulfillment of the requirements of ASHRM designations of Fellow (FASHRM) and Distinguished Fellow (DFASHRM) and towards Certified Professional in Healthcare Risk Management (CPHRM) renewal.

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. designates this educational activity for a maximum of 5.25 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.

The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that this program has met the HR Certification Institute’s criteria to be pre-approved for recertification credit (5.25 credits).

Registration

$75 for Acute Care Member attendees. $100 for CHA Other Member attendees.

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