



Thursday, October 31, 2013

[Printer-Friendly Version](#)**In This Issue:**[Full House for Third Annual CHA Diversity Symposium](#)[State to Submit State Innovation Model Design Grant Plan](#)[Majority of CT Hospitals Participate in Certified Application Counselor Training at CHA](#)[Attorney General Establishes Online Consumer Complaint Form](#)[CHA Sponsors High Reliability Training for Students](#)[CHA, Hospitals Participate in Medical Marijuana Symposium](#)[Education Updates](#)[Update Archives](#)**Full House for Third Annual CHA Diversity Symposium**

More than 120 healthcare leaders and professionals from across Connecticut came together on October 31 for the third Annual CHA Diversity Collaborative Symposium, in conjunction with the the Connecticut Association of Healthcare Executives and the Institute for Diversity in Health Management, the diversity arm of the American Hospital Association. This event is a Regional Symposium of the CHA Diversity Collaborative: *From Intent to Impact*.

In his opening remarks, Christopher Dadlez, Immediate Past Chairman of the CHA Board of Trustees and President and CEO of Saint Francis Hospital and Medical Center, said that diversity improvement work continues to be a priority for Connecticut hospitals and remains at the forefront of all they do. Mr. Dadlez has been instrumental in leading CHA's statewide diversity collaborative, bringing national attention to the work being done in Connecticut. Kurt Barwis, President and Chief Executive Officer of Bristol Hospital, also provided introductory remarks. Mr. Barwis, who serves as President of The Connecticut Association of Healthcare Executives, told the audience that we are all now focused on taking substantive steps forward and making positive progress.

J. Nadine Gracia, MD, MSCE, Deputy Assistant Secretary for Minority Health and the Director of the Office of Minority Health, U.S. Department of Health and Human Services, presented the keynote address. She discussed the enhanced National Culturally and Linguistically Appropriate Services (CLAS) Standards in Health and Health Care, now accompanied by a Blueprint for Advancing and Sustaining CLAS Policy and Practice. This document aims to help hospitals and healthcare organizations promote health equity through clear plans and strategies, thereby guiding collaborative efforts that address racial and ethnic health disparities across the state and country. Dr. Gracia touted Connecticut as having one of the strongest models for healthcare reform in the nation.

"All across the country, people are yearning to see models of success," said Dr. Gracia. "Your efforts have helped to establish Connecticut as one of the state leaders in advancing cultural competency and championing health equity," she said. "At the most basic level, health is opportunity."

Dr. Gracia explained how the Patient Protection and Affordable Care Act offers a new opportunity to improve health equity. She urged hospitals to continue leading the charge.

Fred Hobby, President and CEO of the Institute for Diversity in Health Management, moderated a vibrant panel discussion with Connecticut hospitals and Collaborative Symposium attendees about their diversity initiatives. Patricia DeWitt, Director, Community Programs and Grants Administration, Yale-New Haven Hospital, discussed the hospital's culturally sensitive patient navigation program. Marcus McKinney, DMin, Vice President, Community Health Equity and Health Policy, Saint Francis Hospital and Medical Center, shared information about the hospital's new Center for Health Equity and described its extensive community outreach. Bimal Patel, Vice President of Operations, Hartford HealthCare, discussed the hospital's Black Men's Health Project.

During a session on increasing supplier diversity, Julia Litvak, Sourcing Excellence Programs Director, Covidien, discussed how to increase spending for diverse suppliers. Angela Wilkes, Director, Supplier Diversity and Sustainability, and M. Therese Dodge, Manager of Data Management, Owens & Minor, described strategies for improving supplier diversity outreach efforts, increasing the number of diverse suppliers, and building strong programs.

Geronimo Rodriguez, Jr., Vice President of Diversity and Community Outreach, Seton Healthcare Family, Texas, discussed how using professional interpreters for patients with limited English capabilities can help reduce readmissions and health disparities while improving medication adherence, medical outcomes, quality of care, and patient safety.

The Diversity Collaborative, a multi-year statewide endeavor launched in October 2011, includes 28 hospitals and 200 participants focused on increasing diversity in hospital governance and senior management, improving cultural competence in the delivery of care, and increasing supplier diversity. Hospitals are working together to improve diversity in the workforce and supply chain, as well as eliminate disparities in patient care delivery, by identifying and implementing improvement strategies and interventions.

CHA wishes to thank its program sponsors: Qualidigm, People's United Bank, and Wiggin and Dana.







State to Submit State Innovation Model Design Grant Plan



SIM Project Director and Healthcare Advocate Vicki Veltri, with Associate Project Directors Mark Schaefer, Ph.D., and Michael Michaud, at CHA in July.

Earlier this year, Connecticut received a \$2.8 million State Innovation Model (SIM) design grant from the Center for Medicare & Medicaid Innovation (CMMI) – an entity within the Centers for Medicare & Medicaid Services (CMS) created under healthcare reform to support the development and testing of innovative healthcare payment and service delivery models. State officials released a [working document](#) on Tuesday, with a final document to be made public tomorrow. The document released on Friday will be noticed in the Connecticut Law Journal for public comment and submitted as a final model design application by the state to CMMI. The proposal, if accepted, will provide the basis for a new healthcare delivery and payment model that will impact 80 percent of Connecticut residents.

As a stakeholder in reforming the delivery of care, CHA has been monitoring the development of the state's SIM grant proposal. In July, SIM Project Director and Healthcare Advocate Vicki Veltri, along with Associate Project Directors Mark Schaefer, Ph.D., and Michael Michaud, met with hospital leaders to discuss their work on the grant design process. Members engaged in a conversation with the SIM project directors on scope of practice, social determinants of health, payment reform, and the need for a continued dialogue between the project directors and the hospital community around the SIM proposal and overall health reform and healthcare delivery.

Majority of CT Hospitals Participate in Certified Application Counselor Training at CHA



Over the course of the month, staff members from 18 Connecticut hospitals participated in training to become Certified Application Counselors (CACs). CACs, a role created through the Patient Protection and Affordable Care Act, help consumers understand, apply for, and enroll in health coverage.

Together, CHA and Access Health CT are conducting the training, which continues through next week. The training program involves classroom and online learning, and culminates in an exam. Counselors must complete the required training and comply with privacy and security laws, as well as other program requirements.

Attorney General Establishes Online Consumer Complaint Form



On October 29, Connecticut State Attorney General George Jepsen issued a [press release](#) announcing the establishment of an online complaint form for patients who have been billed facility fees without first being given notice of the fee, or the amount of the fee, prior to receiving services at hospital-owned healthcare provider practices. This comes a month after the Attorney General [announced his intention](#) to file legislation during the 2014 Legislative Session that would require off-campus hospital-based providers that charge facility fees to disclose in writing the amount of the patient's potential financial liability, including the specific amount of any facility fee.

CHA has met with senior staff in the Attorney General's office to discuss the issue of facility fees and expects to meet with them again in the coming weeks. CHA issued the following statement in response to the establishment of an online complaint form: "Connecticut hospitals support efforts to make pricing more transparent and meaningful for consumers, and are committed to working together with the Attorney General's office on this issue."

CHA Sponsors High Reliability Training for Students



On October 28, CHA sponsored the Interprofessional Education Day for the UConn Consortium by having Healthcare Performance Improvement (HPI) Consultant Steve Kreiser, CDR, USN Ret., MBA, MS, present a high reliability training course to more than 300 students in the medical school, dental school, nursing school, school of kinesiology, school of social work, and school of pharmacy.

The program was held on the UConn campus in Storrs, and many of the schools cancelled classes and bused their students to the campus so that they could attend.

Similar to the safety classes taught to hospital staff across Connecticut through CHA's high reliability collaborative, the content of the student training course focused on what each future professional can do to ensure that patients are not harmed. Mr. Kreiser presented the tenets of Connecticut hospitals' safety behaviors, and students engaged in tabletop discussions and simulations. After the program, students expressed appreciation for Mr. Kreiser's transparency in discussing these concepts.

CHA is working with HPI on its first-in-the-nation state-wide high reliability collaborative. 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.

CHA, Hospitals Participate in Medical Marijuana Symposium



Keynote Speaker Mark A.R. Kleiman,
Professor of Public Policy, UCLA

On October 25, the Connecticut Public Interest Law Journal held a symposium on *The Palliative Use of Marijuana: Demystifying Connecticut's Policy Concerning Medical Marijuana*. The program provided an opportunity to discuss Connecticut's recent medical marijuana legislation, and the practicality and feasibility of implementing the new law in Connecticut. It featured some lively panel discussions with lawmakers and regulators who participated in the adoption and implementation of the law, and with the legal and healthcare practitioners who are wrestling with its operational, ethical, and clinical aspects.

Mark A.R. Kleiman, Professor of Public Policy at the UCLA School of Public Affairs, delivered the keynote address, which examined the larger debate about the legalization of marijuana from a public policy perspective. (Watch the keynote address [here](#).)

Carl Schiessl, Director, Regulatory Advocacy, CHA, moderated a panel on navigating this controversial new regime. The panelists included Andrew L. Salner, MD, director of the Helen & Harry Gray Cancer Center, Hartford Hospital, and Associate Clinical Professor, UConn School of Medicine, who brought his clinical perspective to the discussion. Mr. Schiessl and Dr. Salner highlighted the challenges facing hospitals, physicians, pharmacists, and other healthcare providers. (Watch the discussion [here](#).)

Representatives of the medical professional societies including the Connecticut State Medical Society, the Connecticut Pharmacists Association, the Connecticut Business & Industry Association, health insurance company executives, financial services executives, government relations officers, community health advocates, and lawyers attended the program.

Education Updates

Prevention of Patient Falls in the Acute Care Setting

Tuesday, November 5, 2013

9:00 a.m. - 4:00 p.m.

Featuring national and local experts in fall prevention, this program will focus on new strategies and the latest evidence to prevent patient falls with injury applicable to all hospital departments – inpatient and outpatient.

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

HRO: Red Rules Statewide Meeting

Tuesday, November 12, 2013

9:00 a.m. - 3:00 p.m.

Red rules are safety absolutes - rules that cannot be broken. In highly reliable industries, these rules are few in number, are easy to remember, and are associated only 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. This statewide meeting will determine whether and which common Red Rules will be used by Connecticut hospitals. The meeting is open to all hospital leaders from across the state.

[Event Registration](#)

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.

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

