Connecticut Hospitals Focus on Safety at CHA High Reliability Boot Camp

On June 19 and 20, CHA held its second High Reliability and Safety Boot Camp for hospitals as part of the ambitious statewide initiative to eliminate all-cause preventable harm using high reliability science to create a culture of safety.

“Safety is a science,” said Kerry Johnson, Founding Partner and Chief Innovation Officer, Healthcare Performance Improvement (HPI). “Ultra-high levels of safety can be achieved by employing high reliability principles.”

Led by Mr. Johnson, the Boot Camp provided an intensive introduction to core concepts of high reliability science and their application to healthcare. Participants reviewed the anatomy of safety events and common causes for healthcare errors gleaned from analysis of national data. They discussed best practice, behavior-based error prevention, as well as evidence-based leadership methods for performance reliability.

High reliability organizations (HROs) operate under high risk conditions but have decreased the probability of an accident by creating consistently reliable processes, making their systems ultra safe. Kerry Johnson and his HPI colleagues brought their experience improving reliability in nuclear power, transportation, and manufacturing to healthcare, and have worked with more than 300 hospitals to achieve reductions in serious safety event rates of up to 90 percent.

By instilling high reliability principles, St. Vincent’s Medical Center has experienced a serious safety event reduction of more than 40 percent and a 58 percent reduction in its medication safety rate since working with HPI. The hospital received one of CHA's 2012 John D. Thompson Awards for Excellence in the Delivery of Healthcare Through the Use of Data. Read more about St. Vincent’s journey toward high reliability here.

In addition to discussing the principles of high reliability organizations, Mr. Johnson shared methods for engaging staff and leadership in error prevention, as well as strategies for accountability and improvement. The program received outstanding reviews by participants, who included hospital CEOs, senior executives, and physician leaders.

The initiative to eliminate all-cause preventable harm was first introduced to hospital CEOs and senior hospital leaders in November 2011, and formally launched on March 23, 2012, at the annual Patient Safety Summit.
Governor Signs Bills of Interest to Connecticut Hospitals

Last week, the Governor signed a number of bills, including several bills of interest to Connecticut hospitals. The bills signed last week include those debated and passed during the 2012 Regular Session as well as two bills debated during the June 12 Special Session.

Of particular interest to hospitals, the Governor signed HB 5038 (Public Act 12-166), An Act Implementing The Governor's Budget Recommendations Concerning An All-Payer Claims Database Program. This bill, supported by CHA, requires the Office of Health Reform and Innovation (OHRI) to establish an all-payer claims database program for receiving and storing data relating to medical and dental insurance claims, pharmacy claims, and information from enrollment and eligibility files from reporting entities. HB 5038 requires insurers or anyone else who administers healthcare claims and payments (“all payers”) to provide information for inclusion in the database.

Also signed last week was HB 5321 (Public Act 12-70), An Act Concerning The Office of Health Care Access. HB 5321 makes technical and minor changes to various public health statutes involving the Office of Health Care Access (OHCA).

The Governor also signed SB 98 (Public Act 12-190), An Act Concerning Deductibles For Screening Colonoscopies And Screening Sigmoidoscopies. This bill bars insurers of individual and group health insurance policies from charging a deductible for procedures a physician initially undertakes as a colorectal cancer screening colonoscopy or sigmoidoscopy, when during the screening a polyp is discovered and removed.

The Governor signed into law SB 371 (Public Act 12-207), An Act Concerning The Administration of Injectable Vaccines To Adults In Pharmacies. The bill, supported by CHA, allows pharmacists to administer to adults vaccines that are listed on the National Centers for Disease Control and Prevention's adult immunization schedule under certain circumstances.

As of last week, the Governor has signed 209 bills and vetoed eight bills from the 2012 Legislative Session. The complete list of the most recent bills signed by the Governor can be found here.

The Connecticut Hospice: Leading and Teaching

When David Eickemeyer, Associate Director of Certification for the Joint Commission, presented The Connecticut Hospice with the first Advanced Certification for Palliative Care in February, he remarked, “You really have a program that we hope you will be showing and teaching others.”

The first hospice in the country has been doing just that. The Connecticut Hospice, a licensed and accredited Joint Commission hospital, has been called on as a resource by other hospital organizations as they apply for the Joint Commission certification that requires a rigorous palliative care standard. They even offer teams to assist with providing practical advice and best practices.
“You not only serve families, but you train people to go throughout Connecticut and the U.S. to provide this critical palliative care. It makes such a difference in peoples’ lives,” said U.S. Senator Richard Blumenthal as he congratulated The Connecticut Hospice on its certification.

Teaching is a major part of the Hospice’s role, and it offers credentialing and certification through its ACCME programs.

“We are devoted strictly to palliative care,” said Mrs. Marc Alphons Hurzeler, President and Chief Executive Officer of the Connecticut Hospice. “We are teaching national standards and evidence-based practices for care. And, on every level, we are working to keep patients safe and happy.”

The Joint Commission hospital certification program was developed under the guidance of a national task force of experts on palliative care. Certification is recognition that The Connecticut Hospice provides high quality, family-centered care to effectively meet the unique and specialized needs of patients, and optimize quality of life for seriously ill patients.

“Connecticut Hospice is the foundation stone in the building of hospice and palliative care in the United States and the world,” said Joseph F. Andrews, Jr., MD, Chief Medical Officer of The Connecticut Hospice. “We thank the Joint Commission for recognizing the achievement of our team.”


The CHA Annual Meeting, to be held June 27, is the premier annual healthcare gathering in Connecticut, bringing together nearly 600 hospital CEOs, senior hospital administrators, physicians, and other key hospital and healthcare decision makers. The meeting, open to CHA members, invited guests, and sponsors, provides an exclusive setting for the state’s most influential healthcare leaders to celebrate Connecticut hospitals’ accomplishments, discuss the challenges of the future, enjoy first-rate entertainment, and network with each other.

This year’s theme, The Will to Change – The Courage to Lead: Transforming Connecticut Healthcare, reflects a strong message that Connecticut’s hospitals will continue to play a leadership role in transforming healthcare through a relentless focus on safe, accessible, affordable, patient-centered care for all.

The meeting will feature CHA’s annual awards, including the Healthcare Heroes awards, the Community Service award, the John D. Thompson award, and the prestigious T. Stewart Hamilton award, which recognizes an individual for outstanding contributions to Connecticut healthcare and service to CHA. The meeting will also feature a keynote address by two nationally recognized speakers.

CHA gratefully acknowledges the generous Annual Meeting sponsorship of our Platinum Sponsor, Credit Suisse.

Read more on the CHA Annual Meeting web page.

2012 CHA Board of Trustees Slate of Candidates Announced

The Executive Committee of the CHA Board of Trustees has developed the 2012 slate of candidates for officers and trustees of the CHA Board. The Assembly will vote on this slate of candidates at the CHA Annual Meeting on June 27, 2012.

Bruce Cummings, President/CEO, Lawrence & Memorial Hospital is nominated for Vice Chairman. Peter Karl, President and CEO, Eastern Connecticut Health Network (Manchester Memorial Hospital and Rockville General Hospital), is nominated for Secretary. Patrick Charmel, President and Chief Executive Officer, Griffin Hospital, is nominated for DNS Board Chairman.

Executive Committee At Large Member nominees are Frank Corvino, President/CEO, Greenwich Hospital and Marna Borgstrom, Chief Executive Officer, Yale-New Haven Hospital.
Board of Trustees nominees include: Robert Smanik, President and Chief Executive Officer, Day Kimball Hospital; Frank Corvino, President/CEO, Greenwich Hospital; Ulysses Hammond, Board Chairman, Lawrence & Memorial Hospital; Curtis Robinson, Board Member, Saint Francis Hospital and Medical Center; and Marna Borgstrom, Chief Executive Officer, Yale-New Haven Hospital. The AHA Delegate nominee is Susan Davis, EdD, Chief Executive Officer, St. Vincent’s Medical Center, and the AHA Alternate Delegate nominee is Elliot Joseph, President and CEO, Hartford HealthCare.

The Executive Committee has appointed Kurt Barwis, President and Chief Executive Officer, Bristol Hospital, as CEO Forum Chairman.

At the 94th Annual Meeting, Chairman Christopher Dadlez will pass the gavel to Susan Davis, EdD, current CHA Vice Chairman, who will assume the Chairman position for a two-year term.

Other members of the 2012-2013 CHA Board include:
Officers – Immediate Past Chairman Christopher Dadlez, President and Chief Executive Officer, Saint Francis Hospital and Medical Center; and Treasurer David Whitehead, President and CEO, The William W. Backus Hospital.

Trustees – Timothy Bates, Board Member, Lawrence & Memorial Hospital; Nancy Blanchette, Board Member, Bristol Hospital; Vincent Capece Jr., President/CEO Middlesex Hospital; Brian Grissler, President and Chief Executive Officer, Stamford Hospital; Lawrence McGoldrick, Board Member, Hartford HealthCare; John Murphy, MD, President and Chief Executive Officer, Western Connecticut Health Network; Kevin Myatt, Senior Vice President of Human Resources, Yale-New Haven Hospital; Christopher O’Connor, President and Chief Executive Officer, Hospital of Saint Raphael; Clarence Silvia, President/CEO, The Hospital of Central Connecticut; and Chad Wable, President and Chief Executive Officer, Saint Mary’s Hospital.

Noted Speakers to Address Hospitals at CHA Supplier Diversity Forum

Please join us for CHA’s third annual Supplier Diversity Forum, co-sponsored by the Connecticut Association of Healthcare Executives, to be held on June 27, 2012, at the Aqua Turf Club in Southington. This year’s Forum addresses a key goal of the CHA Diversity Collaborative and will offer practical programming for hospitals as they launch initiatives to increase their purchasing of supplies and services from minority businesses. The vendor fair provides senior executives and purchasing decision makers from member hospitals the opportunity to learn about products and services offered by CHA’s Minority Business Enterprise (MBE) partners. The education program will consist of two speakers, followed by a hospital panel.

The Basics of Building and Staffing a Supplier Diversity Program will be presented by Antonio R. Rodriguez, CMC, President of Daniel Penn Associates, LLC.

Best Practices for a Supplier Diversity Program will be presented by Jolene M. Anderson-Rau, Mayo Clinic’s Supplier Diversity Program Manager in Rochester, MN.

Hospital Panel Discussion
Panellists include Veronica F. Cook, MSOM, Program Director for the UConn Supplier Diversity Program, and part of Procurement Services; Keith Murphy, Director of Strategic Sourcing at Yale New Haven Health System; and David L. Walsh, Administrative Director, Supply Chain, Saint Francis Hospital and Medical Center. The hospital panel will be moderated by Fred McKinney, PhD, President and CEO of the Greater New England Minority Supplier Development Council.

For more information, click here. To register, click here.