



**TESTIMONY OF
CONNECTICUT HOSPITAL ASSOCIATION
SUBMITTED TO THE
HUMAN SERVICES COMMITTEE
Thursday, March 14, 2024**

SB 365, An Act Concerning Safety In The Health Care Workforce

The Connecticut Hospital Association (CHA) appreciates this opportunity to submit testimony concerning **SB 365, An Act Concerning Safety In The Health Care Workforce**. CHA supports the bill but requests technical changes.

Connecticut hospitals are critical to their communities. They are confronting the challenges posed by a post-pandemic healthcare system with an exemplary healthcare workforce that continues to provide outstanding care. But challenges remain. Hospitals are treating sicker patients, it continues to be challenging to hire and retain staff, and the financial headwinds are grave. Through it all, hospitals are steadfast, providing high-quality 24-hour care for everyone who walks through their doors, focusing on making Connecticut's healthcare system more equitable, and driving world-class innovation right here in Connecticut.

CHA appreciates that SB 365 seeks to make legislative changes to build upon the existing laws regarding workplace violence prevention in an effort to address inappropriate, aggressive behavior exhibited by the public toward our valued healthcare workers. Connecticut hospitals are and have been focused on providing a safe setting for all persons. They established workplace safety committees including management and staff to conduct risk assessments, develop a plan, and meet regularly to implement and modify the plan as required.^[1]

They are identifying patients at risk for intentional harm to themselves or others and taking steps to mitigate this risk. They are recognizing environmental safety risks for patients and staff and making changes to reduce the occurrence of incidents. They are providing ongoing education and training to staff and volunteers on crisis prevention, de-escalation techniques, and approaches to ensuring personal safety.

Last fall (October 2023), CHA members adopted a [*Statewide Patient and Family Code of Conduct Policy*](#) to be used in our hospitals to help address the inappropriate and unacceptable behavior of both patients and their family members and visitors.

^[1] Medicare Hospital Conditions of Participation (CoPs) at Section 482.13(c) and Connecticut General Statutes Section 19a-490q.
Page 1 of 2

CHA respectfully requests that lines 6-8 of the bill be amended to align the language of this bill with the existing federal law that expressly allows a hospital to utilize either the workplace violence prevention standards of Centers for Medicare & Medicaid Services (CMS) approved accrediting organizations or the workplace violence prevention standards of the Joint Commission. Connecticut hospitals have a strong commitment to addressing workplace violence and look forward to working with the legislature on this important issue.

Thank you for your consideration of our position. For additional information, contact CHA Government Relations at (203) 294-7310.