



Connecticut Hospitals Partner with Access Health CT to Enroll Consumers in Coverage

This month, select staff members from Connecticut hospitals are training to become Certified Application Counselors (CACs). CACs, a role created through the Patient Protection and Affordable Care Act, will help consumers understand, apply for, and enroll in health coverage. CHA and Access Health CT, the state's health insurance marketplace, are conducting the training together.

"Hospitals are pleased to partner with Access Health CT to help enroll consumers across the state in coverage," said Jennifer Jackson, President and CEO of the Connecticut Hospital Association. "Having more people covered by insurance is great for patients, communities, and hospitals."

Counselors must complete the required training and comply with privacy and security laws, as well as other program requirements. The training program involves classroom and online learning, and culminates in an exam.

CHA and Continuum of Care Partners Collaborate on New Program Series on End of Life Care



Maureen Weaver
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On October 16, Connecticut's Collaborations of Care Partners presented the first in a series of discussions about end of life care issues. The session, *Honoring Patients' Goals for End of Life Care – The Provider's Perspective*, provided an overview of Connecticut law on advance directives and Do Not Resuscitate (DNR) orders. The session also covered the proposed state legislative model, Medical Orders for Life Sustaining Treatment (MOLST), which neighboring states have adopted.

"We're still in an evolving world," said speaker Jennifer Cox, partner at Cox & Osowiecki, LLC, "There's a lot of debate, a lot of strong feelings, and people want to make sure we're honoring the patient's wishes, and getting it right, every time."

Approximately 100 members of the hospital, home care, nursing home, and hospice communities attended the program, in which they gained a better understanding of how the laws apply to various providers.

The Collaborations of Care Partners include the Connecticut Hospital Association, Connecticut Association for Healthcare at Home, Connecticut Association of Health Care Facilities, Connecticut State Medical Society, and LeadingAge Connecticut.

National High Reliability Summit Features CHA and Hospital Leaders



Healthcare Performance Improvement (HPI), a national leader in using high reliability science to improve safety, hosted its annual Safety Summit in Norfolk, Virginia, from October 8-10, 2013. CHA is working with HPI on the first-in-the-nation statewide High Reliability Safety Collaborative, through which more than 3,000 hospital staff, leaders, and physicians have been trained in high reliability science and behaviors to create a culture of safety.

Mary Cooper, MD, Vice President and Chief Quality Officer, CHA, and Sherry Stohler, Director of Patient Safety, The Hospital of Central Connecticut, presented during two of the many breakout sessions offered.

Keynote speaker Paul H. O'Neill, the 72nd Secretary of the U.S. Treasury and Former Chairman and CEO of Alcoa, discussed the importance of habitual excellence and fostering an uncompromising approach to organizational safety. The Summit focused on engaging patients and families in safety, aligning beliefs with respect to safety, clarifying safety as a core value, building knowledge of the science of safety and reliability, and establishing behavior expectations to reduce error and optimize human performance.

This is the tenth year that members of the HPI client community have gathered for learning and best practice sharing in safety and reliability. HPI brings its experience improving reliability in nuclear power, transportation, and manufacturing to healthcare. HPI has worked with more than 600 hospitals and health systems across the country to achieve reductions in serious safety event rates of up to 90 percent.

HHS Leader to Give Keynote at Diversity Collaborative Anniversary Symposium



On October 31, 2013, CHA will present a full-day symposium to celebrate the second anniversary of the *CHA Diversity Collaborative: From Intent to Impact*. The keynote address will be presented by 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. Under Dr. Gracia's leadership, the Office of Minority Health oversees the implementation for the HHS Action Plan to Reduce Racial and Ethnic Health Disparities and the National Partnership for Action to End Health Disparities. Dr. Gracia will present *Embracing the New Enhanced CLAS Standards: A Pathway to Better Healthcare*.

Providing opening remarks as symposium emcee will be Christopher Dadlez, Immediate Past Chairman of the CHA Board of Trustees and President and CEO of Saint Francis Hospital and Medical Center, who has been

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instrumental in leading CHA's statewide diversity collaborative. Frederick Hobby, President and CEO of the Institute for Diversity in Health Management, will moderate a panel of Connecticut hospitals presenting on diversity initiatives.

Geronimo Rodriguez, Jr., Vice President of Diversity and Community Outreach, Seton Healthcare Family, Austin, Texas, will present *Innovation, Transformation of Healthcare Delivery, and Interpretation for the Global Community*. Angela Wilkes, Director, Supplier Diversity and Sustainability, Owens & Minor, and Julia Litvak, Sourcing Excellence Programs Director, Covidien, will discuss strategies for increasing supplier diversity.

The October 31 event marks the two-year anniversary of the multi-year, statewide initiative designed to engage hospital teams in educational programs that involve implementing improvement strategies, sharing best practices, and measuring and tracking progress to achieve Collaborative goals.

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

Education Updates

Prevention of Adverse Drug Events (ADE)

Tuesday, October 22, 2013

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

During this program with national and local content experts, participants will be provided with information on where to target medication safety interventions, evidence-based strategies to improve medication safety, and methods for utilizing your organization's ADE data to identify potential areas of risk and benefit. Dr. Steven Tremain, the national lead in the AHA/HRET effort to decrease adverse drug events, will discuss what is working in hospitals around the country. He will be joined by representatives from Yale-New Haven Hospital and Saint Francis Hospital and Medical Center, who will discuss their experiences and best practices.

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

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. Connecticut has seen an increase in its fall rate in the past year, so this program should be of interest to everyone.

[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](#)