



### Happy Thanksgiving

This Thanksgiving, we would like to express our thanks for the work hospitals and caregivers do each day to provide care to the people of Connecticut. In these transformative, challenging times, we are honored to have the opportunity to stand alongside you and support your efforts to improve the lives of patients, families, and communities. We would like to wish you a happy and safe Thanksgiving. CHA Update will resume publication on December 5, 2013.

#### In This Issue:

[Happy Thanksgiving](#)

[Connecticut Hospitals Assist in the Philippines](#)

[Connecticut Hospitals Participate in Fall Harvest Visits](#)

[CHA Provides Nurse Preceptor Education](#)

[Mark Your Calendar: Employee Health and Wellness Symposium](#)

[Education Updates](#)

### Connecticut Hospitals Assist in the Philippines



*Rob Fuller, MD, in Hermani. Photo credit: International Medical Corps/Margaret Aguirre*

CHA salutes Connecticut hospitals and caregivers for their extraordinary efforts to help those devastated by Typhoon Haiyan in the Philippines. They are providing aid and comfort, directly and indirectly, to ease the suffering of the victims.

Robert Fuller, MD, Medical Director of the **UConn Health Center** Emergency Department, is in the Philippines, providing emergency medical care to survivors of the typhoon. Dr. Fuller is leading a team from the International Medical Corps. They were the first to arrive after the typhoon to provide medical assistance in the remote coastal village of Hermani.

Dr. Fuller has traveled the world helping survivors of disasters including those in Haiti after the devastating earthquake in 2010 and victims in Indonesia after the 2004 tsunami. The International Medical Corps is a volunteer group based in the U.S. that responds to disasters throughout the world and then helps local communities develop the infrastructure for healthcare.

**Milford Hospital** has a very close relationship with the Philippine Islands. One of the hospital's beloved physicians, the late Dr. Vicente Batiacila, a native of the Philippine Islands, built the Tanjay Project, a clinic near his hometown established to resuscitate and stabilize patients in transit to hospital care more than an hour away. His wife, Dr. Themla Batiacila, also a native of the Philippines, is still a very active physician on staff at Milford Hospital.

Knowing that hospitals on the Philippine Islands would be devastated and in need of supplies, Alan Lynn, Director of Safety and Emergency Preparedness, Milford Hospital, worked with Dr. Batiacila to donate more than 80 cases of gloves, masks, gowns, and anti-microbial wipes to the Philippine Island hospitals.

In addition, numerous physicians, employees, and volunteers responded to the hospital's call by donating non-perishable food, personal hygiene supplies, clothing, and monetary gifts to the victims of Typhoon Haiyan through the Philippine-American Association of Connecticut and the Mu Sigma Phi Foundation, USA, a charitable organization founded by Philippino-American physicians.

A number of nurses at **St. Vincent's Medical Center** have families in the Philippines. When the typhoon occurred, Norma Consebido, RN, who, like four other nurses on her unit, has family and friends there, wanted to support them. Ms. Consebido, who grew up in the Philippines, spearheaded a unit drive to collect items that were desperately needed. Although she only had a week to react, she collected six boxes full of clothes, household items, non-perishables, and monetary donations from staff on her unit. The donations were sent via the Philippine-American Association of Connecticut.

This effort segued into a hospital-wide basket raffle by many of the nurses with connections to the Philippines. Inspired by her colleague Ms. Consebido, respiratory unit staff nurse Chona Mejia, RN, organized a basket raffle, which is underway at St. Vincent's for the rest of the week in the lobby and cafeteria.

**The William W. Backus Hospital** community organized a number of efforts to help with typhoon relief. Former Backus registered nurse and Philippines native Nity Oris, RN, is organizing a drive to benefit New England Filipino American, Inc. Ms. Oris will have a donation box in the hospital's cafeteria from November 29 through December 6. As well, staff in the Backus Operating Room are collecting toiletries, food, camping gear, and first aid kits. Hospitalist and Philippines native Setareh Balazadeh, MD, is also coordinating a drive with the help of her family in the Philippines.

**Stamford Hospital**, which has many Filipino employees – particularly among its nursing staff – partnered with AmeriCares to establish a matching fund program where, for every donation made by a Stamford Hospital employee, the company will make a 1:1 match up to \$10,000. Beyond these contributions, the hospital also held a special interfaith prayer service and has offered peer support for those employees who wish to participate.

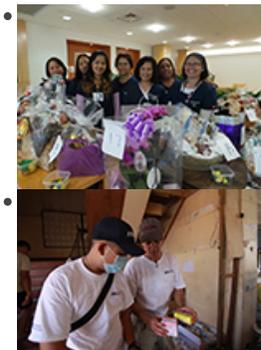
The Filipino-American employees at **MidState Medical Center** also came together to raise money for the disaster relief effort. They posted donation signs across the hospital and ran collections for the Red Cross. Proceeds from the annual Christmas party will also be donated to a typhoon aid fund.

For Mira Shurko, RN, BSN, of **Bristol Hospital's** Ingraham Manor skilled nursing facility, the recent typhoon in the Philippines hit too close home. Upon hearing about the toll the storm took on her homeland, Ms. Shurko immediately went into action, asking co-workers and the public for donations of clothes, non-perishable food items, and monetary donations. Working through the Philippine Outreach Center in Hamden, Ms. Shurko's efforts resulted in more than 10 large boxes containing 1000-plus items. Ms. Shurko said she was overwhelmed by the outpouring, and said the donations were fueled by the stories of three Bristol residents whose homes in the Philippines were destroyed by the

storm.

The first 10 boxes of donated items are headed to the Philippines by boat. Meanwhile, Ms. Shurko continues to collect items from her peers at Ingraham Manor and has other events such as a bake sale planned to help raise more funds.

Also from Bristol Hospital, Margarita Reyes, MD, who leads the hospital's Center for Geriatric Care, arrived in Manila on the eve of the storm on a planned vacation to visit her family. Thankfully for Dr. Reyes, the storm struck just south of Manila, and she and her family were unharmed. Dr. Reyes said her sorority and medical school organization organized a medical mission, but they regrettably were only able to reach the province of Ormoc.



### Connecticut Hospitals Participate in Fall Harvest Visits



The Saint Francis Hospital and Medical Center team gathers for a morning huddle.

Connecticut hospitals are making significant progress in reaching the goals of the national Partnership for Patients effort to reduce preventable harm by 40 percent and readmissions by 20 percent. Because of this progress, the Centers for Medicare & Medicaid Services (CMS) selected Connecticut as one of the states to participate in "Fall Harvest" hospital visits. The visits are an effort to understand and share best practices nationwide.

Quality staff from the Connecticut Hospital Association visited hospitals this fall, conducted meetings with senior leaders, reviewed best practices for reducing adverse events and readmissions, and reviewed opportunities for further improvement.

All CHA member hospitals are members of a health engagement network, and 25 of the hospitals are working with the American Hospital Association (AHA) and the Health Research Education Trust that is a part of the AHA.

Thank you to Connecticut hospitals for responding so energetically to the Fall Harvest visits.

### CHA Provides Nurse Preceptor Education



On November 18, Connecticut nurses participated in the CHA Nurse Preceptorship Program, a full-day program that provides a core foundation for those entering the role of nurse preceptor.

The program included presentations on topics such as the responsibilities of the nurse preceptor, their scope of practice, leading and becoming a role model, and tools for effective communication and conflict management.

Nurse Educator Anna McGuirk, MSN, RN-BC, and Justin Sleeper, MSN, RN, Vice President of Nursing, Natchaug Hospital, presented, as did Janice Costello, RN, Chair, Department of Nursing, Goodwin College.

CHA recognizes that nurse preceptors are critically important in the development of new nurses and the retention of highly skilled staff registered nurses. This program is held every year to benefit those in this role.

### Mark Your Calendar: Employee Health and Wellness Symposium



On Monday, December 9, 2013, CHA will present an anniversary symposium in support of CHA's initiative to create a culture of employee health and wellness in Connecticut hospitals. The program will include sessions on research, strategies, and practices that hospitals can develop and implement to improve employee wellness, and to address population health management in their communities.

The symposium will feature Jeanette R. Ickovics, PhD, Professor of Epidemiology and Public Health and of Psychology at Yale University, who will deliver the keynote address. Dr. Ickovics will be joined by Jeanne Wyand, Senior Consultant at Towers Watson, who will present national survey findings on employee health

strategies, Hugh Murray, III, Partner at Murtha Cullina, who will discuss the implications of the Affordable Care Act for employee wellness programs, and hospital panelists who will share their strategies for success.

The program supports *Living Our Mission: Building Healthier Choices*, a statewide initiative focused on improving employee health. The program will establish hospitals as models of good health for their communities. The initiative is based on the 2012 AHA report, *A Call to Action: Creating a Culture of Health*, which emphasizes the critical role hospitals play in their communities, the financial case for addressing employee health, and the opportunities to prepare for accountable care and population health management. The CHA Committee on Human

Resources established the Subcommittee on Employee Wellness and Population Health Management, which developed the initiative.

Continuing education credits will be awarded.

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

## Education Updates

### **Transitioning From Staff to Management: What's Next?**

Monday, December 2, 2013

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

Whether recently assigned to the role of manager or a seasoned veteran, it is essential to continually step back to assess your knowledge of management practice and how well your critical thinking, problem solving, decision-making, and communication skills are keeping pace with the rapidly changing and challenging healthcare environment.

For those who attended our first program "Staff to Management: Starting the Transition" in September, and all managers who want to improve their skills and learn practical techniques for dealing with conflict, leading change initiatives, building team cohesiveness, coaching employees for better performance, and using time management strategies, this highly interactive session will help you manage both the people and business components of your job more effectively.

Continuing education credits will be awarded. Please see the brochure for more details.

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

### **Coaching Skills to Improve Performance**

Tuesday, December 3, 2013

8:30 a.m. - 3:30 p.m.

What does it take for a manager to be an effective coach? Is there a difference between managing and coaching employees for improved performance? Building trust, appreciating differences, encouraging growth, providing constructive criticism, and overcoming roadblocks to goal achievement are all part of the process.

Continuing education credits will be awarded. Please see the brochure for more details.

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

### **Changes in CPT/HCPCS for 2014**

Wednesday, December 11, 2013

8:30 a.m. - 12:30 p.m.

CPT and HCPCS codes are the primary codes that describe individual hospital services that are billed to all payers. These code sets go through annual revisions with codes that are added, deleted, or revised. The workshop will include information on the E&M, Wound Repair, Breast Biopsies and Localizations (5 CPT codes deleted and 14 new CPT codes added), complete revisions to scope procedures, and other code changes. CMS has not published their HCPCS code file yet, but it is expected to have numerous new and deleted codes.

Continuing education credits will be awarded. Please see the brochure for more details.

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

### **OPPS Final Rule for 2014**

Wednesday, December 11, 2013

1:15 p.m. - 4:00 p.m.

The Centers for Medicare and Medicaid Services (CMS) will publish the Outpatient Prospective Payment System (OPPS) Final Rule for 2014 by November 27, 2013. The 2014 OPPS Proposed Rule contained sweeping changes in packaging that, if accepted as proposed, will have far-reaching impacts on your Medicare outpatient reimbursement. In addition, the Final Rule documents changes in existing OPPS components such as composite Ambulatory Payment Classifications (APCs) and E&M visits, as well as how CMS is going to address new CPT and HCPCS codes with respect to OPPS.

Continuing education credits will be awarded. Please see the brochure for more details.

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

### **Basics of Budgeting for Healthcare Managers**

Thursday, December 12, 2013

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

Many healthcare department managers have traditionally risen from the professional ranks as successful clinicians or technicians but with little or no formal business financial training. As a result, many are thrust into a chaotic environment without the necessary tools in financial management. Skills in planning and budgeting are essential if they are to achieve the institution's mission and contribute to "bottom line" results. In a very real sense, these represent survival skills for both managers and institutions.

This member-requested management development program provides managers with the skills and tools they need to prepare better budgets, identify problems and solutions, achieve the mission, and succeed in today's chaotic healthcare environment. Participants will gain a working knowledge of operating and capital budgets, as part of developing performance planning skills.

Continuing education credits will be awarded. Please see the brochure for more details.

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