Reducing Infections Through Best Practices in Cleaning
Tuesday, March 3, 2020 and Wednesday, March 4, 2020 • 9:00 a.m. - 4:00 p.m.

It takes a team to prevent infections, and that includes environmental services workers. We are reprising our very successful two-day training for hospitals, with a capacity of 13 attendees total. The training is free to hospitals and supported by HRET. The training is being held on Tuesday, March 3 and Wednesday, March 4 at EBP Supply Solutions in Milford, CT.

Please note: this is a two-day program, participants need to attend both days.

MACRMI Simulation Training: Implementing Communication, Apology, and Resolution (CARe) in your Hospital
Wednesday, March 11, 2020 • 9:00 a.m. - 3:30 p.m.

As part of its strategic plan, CHA is implementing a statewide disclosure, apology, and early resolution collaborative to promote transparency.

Communication, Apology, and Resolution (CARe) resolves medical adverse events through honest and transparent communication with patients and families, empathy and apology, and proactive resolution outside of a courtroom. This workshop will give you the tools and skills needed to begin implementation of a CARe program in your own facility. Stages of preparation and education will be discussed along with the nuts and bolts of case review.

The program is being presented as part of the Partnership for Patients HIIN educational series.
The Basics of Budgeting  
**Thursday, March 19, 2020 • 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 complex environment without the necessary knowledge or 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, particularly in an environment of chronic federal and state underfunding. In a very real sense, these represent survival skills for both managers and organizations. This member-requested management development program, part one of a two-part series, provides managers with an introduction to budgeting concepts, including calculating the volume budget and a revenue budget, tools to develop staffing plans, and salary and supply budgets, and information on how best to handle capital and equipment requests.

Bill Ward, a popular and dynamic lecturer on financial management in healthcare returns at member request to present this program, and the one below.

Improving Hospital Operating Efficiency  
**Friday, March 20, 2020 • 9:00 a.m. - 3:00 p.m.**

Like it or not, healthcare has become a business. Resources are scarce and stretched to the breaking point. Doing more with less is routine. Cost reduction strategies have failed to deliver the hoped-for bottom line results. But improvements in efficiency can enhance both clinical outcomes and business results.

Participants will learn what efficiency is and is not, along with a three-part approach focused on balanced productivity, proactive cost management, and aggressive management of throughput.

Staff to Management: Starting the Transition  
**Tuesday, March 24, 2020 • 9:00 a.m. - 3:00 p.m.**

Making the transition from being a staff person one day to a supervisor/manager the next is a significant step. Transitioning from individual contributor to being effective in a leadership role is far more challenging and complicated than ever before and requires the ability to use the tools of diplomacy, negotiation, persuasion, and alliance-building to a greater degree than one used in the past. Managing the demands of your organization for high productivity and quality, combined with financial prudence and regulatory compliance, are only part of the equation. You will discover that those tasks must be balanced with an excellent grasp of human relations skills in working closely and collaboratively with others.

*Please see next page for additional program descriptions.*
Change Management: Leading in Turbulent Times
Wednesday, March 25, 2020 • 9:00 a.m. - 3:00 p.m.

There is no argument that all organizations today are facing inevitable, unrelenting, complex change. The question is—are organizations creating the kind of leaders that have the courage, vision, and adaptability to thrive in the midst of this pervasive change, rather than be overwhelmed by it. Confronted by budget cuts, provider consolidation, cost-shifting, value-based payment models, new market entrants, demand for population health management, and a shift to care-setting outside of hospitals, to name just a few challenges—what is the leadership model required to deal with such disruptive change?

Turbulent times is synonymous with VUCA, an acronym initially used as a military term to describe conflict and an environment that is Volatile, Uncertain, Complex, and Ambiguous—a perfect description of the healthcare landscape today.

This workshop will blend didactic and experiential material to provide leaders with greater insight, self-awareness, and practical tools they need to help their organizations succeed in the VUCA environment.

2020 CHA Patient Safety Summit
Friday, April 3, 2020 • 9:00 a.m. - 4:00 p.m.

Please join us for CHA’s 18th annual Patient Safety Summit on Friday, April 3 at CHA. This year’s Summit will focus on resilience and high reliability.

The Summit will begin with a presentation by Tanya Lord, a Patient Advocate whose son died after a tonsillectomy. Following Ms. Lord’s presentation, Michael A. Rosen, MA, PhD, Assistant Professor at the Armstrong Institute for Patient Safety and Quality at the Johns Hopkins University School of Medicine, will present the keynote. The Summit will also include presentations on Emergence Theory, a new approach to patient safety, and the role resilience plays in both patient safety and worker safety.

Caring for the Human Spirit Conference—Live Webcast
Monday, April 20, 2020 and Tuesday, April 21, 2020 • 11:00 a.m. - 5:30 p.m.

This real-time webcast will include the keynote and plenary presentations, and select workshops from the Caring for the Human Spirit Conference in Santa Fe, NM, and provide an excellent opportunity to earn CEUs. Additionally, the webcast will provide an opportunity to engage multiple members of your organization and facilitate the sharing and dissemination of knowledge—while minimizing cost and travel time.

Please see next page for additional program descriptions.
Wellness and the Workplace: Making the Workplace Better for our Staff
Wednesday, April 22, 2020 • 1:00 p.m. - 6:00 p.m.

Join the President of the Pennsylvania Patient Safety Authority, Stan Smullens, MD, and Licensed Clinical Social Worker SaraKay Smullens, MSW, for a workshop on improving wellness and resilience within your organization.

2020 CHA Regulatory Compliance Conference: Cybersecurity Risks and Prevention Strategies
Monday, April 27, 2020 • 9:00 a.m. - 3:00 p.m.

Please save the date for the 2020 CHA Regulatory Compliance Conference, focused on cybersecurity. CHA is pleased to partner with cybersecurity experts at the American Hospital Association to bring you this important and timely workshop. Cyber leaders from the Connecticut FBI will also join us to discuss the global cyber threat landscape impacting healthcare in our state. This workshop is designed for both technical and non-technical hospital and health system leaders and will focus on cybersecurity as a strategic enterprise risk issue, with implications for care delivery and patient safety.

Managing the Operating Budget
Thursday, April 30, 2020 • 9:00 a.m. - 3:00 p.m.

In today’s healthcare environment, resources are limited. Managers are challenged to get the most out of their budgeted resources and comply with budgetary constraints. The need for sound budget management tools is paramount. Managers must understand revenue and costs behavior, how to analyze their departmental performance, and how to modify performance to achieve their budgeted operational and financial objectives.

This day-long program—part two of a two-part series presented at member request—will introduce managers to a variety of analytic tools (revenue and spending analysis, volume adjusted variance analysis, work process and root cause analysis, revenue and expense forecasting) as well as a number of strategies to improve revenue and expense performance.

Bill Ward, a popular and dynamic lecturer on financial management in healthcare returns at member request to present this program.

Please see next page for additional program descriptions.
Healthcare Financial Management—an Overview
Friday, May 1, 2020 • 9:00 a.m. - 3:00 p.m.

Because healthcare delivery methods and payment systems are changing rapidly, carefully managing the financial health of the organization is more important than ever. Resources are scarce and stretched to the breaking point. Doing more with less is routine. The need for sound business and financial management tools—survival skills—is paramount for all managers. These include planning and budgeting, financial analysis, and maximizing resources, all of which are essential if managers are to achieve the institution’s mission and financial results.

Bill Ward, a popular and dynamic lecturer on financial management in healthcare returns at member request to present this program.

Please note: this program was previously called Financial Skills for Managers and is targeted to those with limited exposure to financial management concepts.

Transitioning From Staff to Management: What’s Next?
Tuesday, May 19, 2020 • 8:30 a.m. - 3:30 p.m.

Whether recently assigned to the role of manager or a seasoned veteran, it is important to determine how well your problem solving, critical thinking, and decision making skills are keeping pace with the ever-changing healthcare environment. For those who attended “Staff to Management: Starting the Transition” in March or September, this is the second course in the two-part program and provides additional development for all managers—those who are new to the role and those who want to continually improve their skills.

Emotional Intelligence and Its Impact in the Workplace
Wednesday, May 20, 2020 • 9:00 a.m. - 3:00 p.m.

Research has indicated that EQ is an important leadership competency, and essential to driving performance improvement, beyond “book knowledge” alone. This program was developed at member request and implemented in 2019 with positive feedback from participants. Understanding and improving personal and social competence will enable participants to develop new insights and key behaviors that positively impact organizational culture.

Please see next page for additional program descriptions.
Driving Directions to CHA

Connecticut Hospital Association
110 Barnes Road
Wallingford, CT 06492-0090
203-265-7611

Traveling from New Haven on I - 91 North:
Take Exit 15. At the end of the exit ramp, turn left onto Route 68 West. Proceed 0.9 miles to the 5th traffic light (not counting light at end of ramp); turn right onto Barnes Road. Proceed on Barnes Road through one traffic light. A CHA sign will be on the right. Turn right into driveway just before the sign.

Traveling from Hartford on I - 91 South:
Take Exit 15. At the end of the exit ramp, turn right onto Route 68 West. Proceed approximately 0.8 miles on Route 68 to the 4th traffic light (not counting light at end of ramp); turn right onto Barnes Road. Proceed on Barnes Road through one traffic light. A CHA sign will be on the right. Turn right into driveway just before the sign.

From Wilbur Cross Parkway North (Route 15):
Take Exit 66. At the end of the Exit ramp, turn left onto Route 5 South. Proceed approximately 0.25 mile to 3rd traffic light. Turn left up short hill to next traffic light. Turn left onto Route 68 East. At first traffic light, turn left onto North Main Street Extension. Take first right onto Barnes Road. CHA is the second building on the left.

From Wilbur Cross Parkway South (Route 15):
Take Exit 66. At the end of the exit ramp, turn left onto Route 5 South. Proceed approximately 0.25 mile to 4th traffic light. Turn left up short hill to next traffic light. Turn left onto Route 68 East. At first traffic light, turn left onto North Main Street Extension. Take first right onto Barnes Road. CHA is the second building on the left.

From Interstate 84:
Take Exit 27 and proceed on Route 691 East to Wilbur Cross Parkway Southbound. Take Exit 66. At the end of the exit ramp, turn left onto Route 5 South. Proceed approximately 0.25 mile to 4th traffic light. Turn left up short hill to next traffic light. Turn left onto Route 68 East. At first traffic light, turn left onto North Main Street Extension. Take first right onto Barnes Road. CHA is the second building on the left.

For additional program information, contact CHA Education Services at 203-294-7263 or educationservices@chime.org.