



**CELEBRATING**  
**HEALING AND HOPE**  
Connecticut Hospital Association  
2025 Annual Report





# PROGRAM AGENDA

## CELEBRATING HEALING AND HOPE 2025 Annual Meeting June 17, 2025

3:30 – 4:00 p.m. Registration

4:00 – 5:00 p.m. Business Meeting and Awards Presentation

Call to Order	Patrick Charmel
Invocation	Judith Carey, RSM, PhD
Report of the President	Jennifer Jackson
Report of the Chairman of the Board	Patrick Charmel
Award Presentations	Patrick Charmel
<ul style="list-style-type: none"> <li>■ CHA Healthcare Heroes Award</li> <li>■ The John D. Thompson Award for Excellence in the Delivery of Healthcare Through the Use of Data</li> <li>■ Connecticut’s Hospital Community Service Award</li> </ul>	Commissioner Manisha Juthani, MD Connecticut Department of Public Health
Acknowledgement of Outgoing Trustees	Patrick Charmel
Election of Officers and Trustees	Patrick Charmel
Adjournment	

5:00 – 6:00 p.m. Social Hour, Station Buffet, and Open Bar

6:00 – 7:00 p.m. Keynote Speaker

*Introduced by Jeffrey Flaks*

**Rebecca Lobo**

WNBA and Women’s College Basketball Lead Analyst at ESPN, Basketball Hall of Famer, Olympic Gold Medalist, Former WNBA All-Star, and Championship-Winning UConn College Basketball Player

CHA gratefully acknowledges the generous Annual Meeting sponsorship by our Platinum Sponsors:





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## MESSAGE FROM THE BOARD CHAIRMAN AND PRESIDENT

As our nation, our state, and our individual organizations confront unprecedented and massive structural, financial, and social challenges in delivering exceptional healthcare to our communities, we pause to reflect on our mission, aptly described in this year's Annual Meeting theme, *Celebrating Healing and Hope*.

The role that hope and healing play in the lives of individuals whom hospitals serve each day is powerful. It's demonstrated by the actions of dedicated caregivers at hospitals across the state who work tirelessly to provide not just medical care, but compassion, comfort, and hope to patients and their families. It is in simple moments, and visible actions – whether through a successful procedure, a reassuring word, or a compassionate touch, that our commitment to serve truly makes a difference.

*Healing* is more than just physical – it is emotional, mental, and spiritual. It embodies all aspects of our common humanity. Each patient who walks into a hospital comes with their own story, challenges, concerns – and hopes. Through our shared mission we support the healing journey of every patient, and every caregiver who enables healing in countless, unique ways.

*Hope* is the cornerstone of what we do, and the first step in healing. It's the light we offer in moments of darkness, the unshakable belief in care, support, innovation, and determination. Every success, every milestone achieved by our patients as well as our workforce, is a testament to the enduring spirit of hope that drives us all.



*Patrick Charnel*

**Patrick Charnel**  
Chairman, CHA Board of Trustees  
President and Chief Executive Officer  
Griffin Health



*Jennifer Jackson*

**Jennifer Jackson**  
President and CEO  
Connecticut Hospital Association

Hospitals' pursuit of healing and hope to transform and improve lives extends beyond direct care. It also involves collaborative work with local partners to meet the needs of the broader community. Together, we work every day to advance this pursuit, to develop ideas and policies that will improve access and equity, and change more lives. Together through CHA, we are advancing new ideas to improve Medicaid through a redesign focused not just on healing people when they are sick, but to invest in communities to underwrite hope for a better future.

Our work involves looking outward to support our communities and advocate for change in partnership with state policymakers, and looking inward to constantly evolve the quality of care through initiatives like *HRO Forward*, advanced education opportunities, and innovative statewide data systems.

As we recognize how far we have come to advance healing and hope, let us reaffirm our unwavering commitment to provide high-quality compassionate care to every patient who walks through our doors, and to reach those beyond in the communities we serve.

On behalf of the CHA Board and CHA staff, we thank Connecticut's hospitals, health systems, and healthcare workers for their passion for healing and making hope possible for so many. It is a privilege to serve those who do so much to care for our entire state.



## THE TREASURER'S REPORT

It is my pleasure to report that the financial position of the Connecticut Hospital Association is sound. On June 12, 2025 the Financial Oversight Committee met with representatives of the Association's public accounting firm and management to review the results of the audit for the fiscal year ended April 30, 2025. The auditors issued an unmodified opinion on CHA's consolidated financial statements for the year then ended. In addition to the financial statements, the Financial Oversight Committee has reviewed the other required communications from the auditors. CHA's internal controls are effective and, for the 21st consecutive year, the auditors did not issue a management letter.

CHA followed strong operating results in 2024 with solid financial performance in 2025. CHA ended the fiscal year with pre-tax income of \$395,000, exceeding the conservative assumptions built into the budget; the primary drivers of performance

were increased legal and professional fees in support of advocacy and restructuring costs related to the bankruptcy-related membership withdrawal of the Prospect Medical Holdings hospitals, offset by operating expense savings and strong revenue

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*CHA followed strong operating results in 2024 with solid financial performance in 2025.*



growth in ChimeNet. The Financial Oversight Committee continues to monitor the impact of the frozen defined benefit plan on CHA's financial position, and reallocated the asset portfolio to 60% fixed income assets matching the duration of plan liabilities and 40% return seeking assets, consistent with the liability driven investment glide path policy.

The Financial Oversight Committee has reviewed the budget and operating plan for the new fiscal year, which positions the Association for the future. The budget, approved by the CHA Board, includes key advocacy staff positions related to workforce and hospital finance; targeted spending on third-party experts, polling, and focus groups; and revenue growth stemming from the investments in CHA's data center infrastructure. The FY26 budget reflects the Financial Oversight Committee's recommendation that dues should increase by 3.8% for hospitals to address inflationary increases for advocacy salaries and operating expenses. The Committee determined that the current level of Advocacy

Fund contribution should be maintained given the political environment and the need to keep growing the fund. The Committee will continue to evaluate the dues structure and calculation as part of the FY27 budget process, including the balance and projected utilization of the Advocacy Fund.

The Financial Oversight Committee will continue to monitor CHA's financial performance and will provide input and guidance to ensure that CHA remains a financially strong and stable organization to serve Connecticut's hospitals and health systems now and in the future.



**Vincent Capece**  
*Treasurer  
President and CEO  
Middlesex Health*



# CELEBRATING HEALING AND HOPE







## STEADFAST ADVOCACY AND LEADERSHIP



**Advocacy** through CHA remains vital to amplifying the collective voices of hospitals and health systems across the state on key issues, especially as they face ongoing challenges.

CHA is an unwavering, highly respected force and voice at the state Capitol when it comes to advocating for patients, hospitals, healthcare providers, and supporting strong and healthy communities.





Once again this year, CHA has been at the forefront working with partners across the continuum to ensure state policymakers understand the challenges hospitals and other providers face every day and the critical value of keeping hospitals and the healthcare delivery system sustainable so they can continue supporting healthy communities and a strong state – providing high-quality care 24/7, supporting nearly 260,000 jobs, and bolstering the economy and local communities.

*Connecticut hospitals and health systems care for patients, strengthen the state’s economy, and support vulnerable communities across the state.*



CHA's advocacy has been proactive and assertive, testifying on over 100 bills and launching extensive action this year to push back against harmful state budget proposals including hospital tax increases, reduced payments to hospitals, and out-of-network caps. CHA issued analyses on the ongoing financial challenges hospitals are facing, digging into rising costs – including drugs, labor, and supplies – and detailing the continuous pressure from Medicaid underpayment. Educating and spreading understanding among the public and lawmakers about the importance of a sustainable and strong healthcare system, CHA shared these analyses to help Connecticut better confront today's realities head on to develop the right solutions for all patients and communities.

Also specific to Connecticut hospitals, CHA released reports highlighting the significant community benefits provided by hospitals, how Connecticut hospitals dedicate a higher percentage of expenses to providing community benefits compared to other New England states and the nation, and how the value of community benefits provided by Connecticut not-for-profit hospitals exceeds the value of their tax-exempt status.



In addition to providing extensive data to support advocacy on these fronts, CHA hosted collaborative events to elevate advocacy further, including virtual and in-person press conferences, a month-long advocacy push alongside member hospitals, and the first ever Community Benefit Advocacy Day.

CHA has also advanced advocacy through partnerships with other healthcare advocates and non-traditional partners including local chambers of commerce, business trade organizations, and physicians to broaden reach in support of and in opposition to key legislative initiatives.

All these efforts continued to amplify CHA's focus on solutions to the challenges hospitals and the healthcare workforce are facing in delivering care across the state.



*Through CHA, hospitals collectively push back against harmful proposals with better solutions.*



Advocacy through CHA touches the lives of all Connecticut residents in many ways because the work hospitals and health systems do every day extends far beyond hospital walls. This work has propelled forward efforts to support growth and retention of the healthcare workforce, reform the state's Certificate of Need process, address unfair insurance practices that create barriers to care, support continued collaborative efforts to stop workplace violence, invest in behavioral health services, improve healthcare access and equity, and create healthier communities by addressing root-cause drivers of poor health outcomes.





From direct advocacy to statewide media campaigns, CHA continues telling the hospital story every day. Ensuring that the state Medicaid program pays rates that cover the cost of care is a critical piece of ongoing advocacy, as is working with state and community partners to build a future in which Medicaid works better for all people and communities. CHA also remains focused on monitoring and providing guidance on federal policy changes under a new administration and being a critical partner to the state in protecting patient care.

## CONNECTICUT HOSPITALS BY THE NUMBERS:

- Provide a total economic impact of **\$41.1 BILLION**
- Contribute **\$3.5 BILLION** in community benefits and investments
- Support nearly **260,000 JOBS**, with a total payroll of **\$21.3 BILLION**
- Provide care to **345,000 ADMITTED PATIENTS**, providing **1.97 MILLION DAYS** of inpatient care
- Treat more than **1.5 MILLION PATIENTS** in emergency departments
- Provide **9.5 MILLION EPISODES** of outpatient services



## BUILDING HEALTHIER COMMUNITIES



**Connecticut hospitals and health systems contributed \$41.1 billion to the state and local economies, made \$3.5 billion in community investments, and generated 259,877 jobs in 2023.**

Recognized nationally for quality care and community engagement, the work of Connecticut caregivers goes well beyond hospital walls, into the neighborhoods they serve. In their communities, hospitals are leveraging advanced community health data analysis to gain deeper insights into chronic illnesses, critical health metrics, and the social and demographic factors that influence them. With support from CHA, hospitals have partnered with community advocates to transform care delivery and improve health equity.



Through collaborative efforts, CHA members are collectively addressing upstream, root-cause social, economic, and environmental drivers of health – and developing ways for Connecticut to continue advancing and contributing to healthier communities.

Over the last year, CHA has expanded its use of innovative community health analytics to better understand chronic conditions, key health indicators, and related social and demographic factors in communities across the state. CHA has also advanced work to capture and quantify the breadth of community benefits provided by hospitals, ensuring benefits and contributions are tracked and measured to inform overall community and public health strategy.



*Multi-sector health partnerships address root-cause, upstream drivers of health.*

CHA continues to advance a four-part strategy to improve maternal health. CHA is also developing a hospital grand rounds program that will rely on doula and clinician faculty to support the integration of doulas into maternity care, with funding support from the Funds for Women & Girls administered by Fairfield County's Community Foundation.





Connecticut hospitals and community partners are also advocating for a reimagined Medicaid program focused on strengthening and pursuing new investments in community-based initiatives and addressing health-related social needs. CHA has advanced a stakeholder engagement process with members, community advocates, and state agencies as part of these efforts to make Medicaid work better for all communities and patients.





## QUALITY AND SAFETY AT THE FOREFRONT



**Connecticut hospitals and health systems are committed to delivering exceptional, safe, high-quality patient care and supporting an extraordinary workforce.**

Connecticut hospitals continue to set themselves apart nationally with an ambitious statewide high reliability initiative, *HRO Forward*, which focuses on eliminating all-cause preventable harm to patients and protecting the healthcare workforce using a total systems approach to safety.

Over the last year, *HRO Forward* has further advanced the next phase in Connecticut's statewide high reliability journey, building on the work that began in 2012 when CHA implemented the first-in-the-nation statewide high reliability collaboration that has engaged more than 70,000 participants in performance improvement, learning collaboratives, training, and coaching.



*Connecticut was the first state in the nation to create a high reliability initiative to eliminate all-cause preventable harm. This work continues.*

The *HRO Forward* initiative, launched in 2023, began with a comprehensive high reliability assessment of Connecticut hospitals and health systems with the full participation of hospital senior leaders. This assessment pinpointed critical areas for growth and established the foundation for a strategic action plan for statewide collaboration on advancing safety.

Now in the implementation phase, *HRO Forward* aims to foster innovation, strengthen best practices, and develop new strategies informed by the latest research in safety science. The initiative places a strong focus on ongoing leadership commitment, a healthy workforce, and the active engagement of patients, families, and communities in the co-design of care delivery.

This collaborative and intensive work advances Connecticut hospitals' and health systems' role as national leaders in quality and safety. It continues to move Connecticut forward in efforts to support and protect an exceptional workforce and promote safe, high-quality care in every community.



## EDUCATING AND LEARNING TOGETHER



**CHA delivered over 50 educational programs to more than 2,600 hospital leaders, clinicians, and healthcare professionals.**

CHA's high-quality education programs are designed to meet ongoing and emerging needs of healthcare professionals. Over the last year, CHA has provided opportunities to learn about key regulatory issues; train staff in areas including high reliability principles, behavioral health, and implicit bias; and advance leadership skills to help healthcare workers further advance their career goals.

From virtual to on-site education featuring thought leaders and renowned educators and experts, CHA education offerings have helped members stay ahead of critical issues.



Major programs have included accreditation and regulatory updates programming focused on The Joint Commission and the National Patient Safety Goals as well as trainings on leading in high reliability organizations – including programming focused on psychological safety, just culture, and patient and family engagement. CHA has also hosted important statewide gatherings including the Statewide Community Care Team Forum and Connecticut Perinatal Quality Collaborative State of the State Meeting. Additionally, CHA offered its six-part *Essential Skills Every Leader Needs* series in response to member requests for additional leadership and management training.



CHA continued its partnership with the Connecticut Department of Mental Health and Addiction Services (DMHAS) and community partners in hosting and promoting the PROUD (Parents Recovering from Opioid and Other Use Disorders) educational series to educate those in the caring professions on support strategies that help families succeed and to address stigma and implicit bias related to substance use disorder and mental health conditions in pregnancy and the postpartum period.



## INNOVATIVE MEMBER SERVICES

### ChimeData

ChimeData is advancing efforts to meet the collective needs of Connecticut's hospitals and health systems for reliable, timely data. ChimeData serves as a primary source of data and information about hospitals and healthcare in Connecticut, playing an integral role in understanding healthcare trends and supporting strategy and advocacy through any situation or crisis.



ChimeData has developed interactive analytic and benchmarking tools to help hospitals evaluate trends in utilization, quality improvement, and patients by providing resources such as the daily census, hospital market share reporting, and hospital quality and physician analytics. Through ChimeData, members can gauge individual hospital performance and compare hospital and system results to statewide trends and peers, measure utilization of services to further understand and respond to patient needs and community health, and fulfill statewide reporting requirements using data to help identify and articulate challenges and implement a solutions-focused approach.

Looking ahead, ChimeData remains focused on accelerating and expanding clinical and claims data, implementing centralized business intelligence for hospitals on community health, utilization, capacity, and emerging clinical trends, and building the next generation of data infrastructure.



For each individual hospital, ChimeData is a valued tool to track and trend utilization against state and national benchmarks. For CHA members as a whole, ChimeData is vital to elevating collaborative advocacy efforts by providing statewide data that highlights the volume of care provided to residents and underscores where challenges exist that all hospitals are facing with great resiliency.



## ChimeNet

Staying ahead of rapid technological and security advancements, ChimeNet offers industry-leading design, implementation, security, and support for wired and wireless networks of all sizes. ChimeNet offers reliable and secure network services, equipment procurement, and co-location solutions that are vital in supporting healthcare delivery. ChimeNet consistently meets the technology, reliability, and infrastructure demands of hospitals. Recognizing that cybersecurity and patient safety go hand-in-hand, ChimeNet is always prepared to address the unique security and technical needs of Connecticut's healthcare providers. From minimizing disruptions to providing peace of mind, ChimeNet ensures caregivers can concentrate on delivering high-quality care.

ChimeNet maintains a dependable, statewide network, enabling hospitals and health systems to communicate securely and efficiently. ChimeNet provides member and customer value by combining internally developed services and infrastructure with services offered by telecommunications carriers, equipment manufacturers, and other service providers to deliver vendor-agnostic best-of-breed IT solutions. ChimeNet's newly expanded state-of-the-art data centers provide a secure and reliable platform for hospitals' and health systems' most critical IT infrastructure.





# CHA HEALTHCARE HEROES AWARD

CHA's Healthcare Heroes Award celebrates and recognizes the invaluable contributions of exceptional healthcare workers, both to their field and to the community at large. Congratulations to this year's winners!



**SCOTT ALLEN**

*Chief Medical Officer,  
Hospital Administration*

UConn John Dempsey  
Hospital



**CARRIE BARGANIER**

*Registered Respiratory  
Therapist (RRT)*

Bristol Health



**AMY BENOIT**

*Manager, Louis D. Traurig  
House*

Gaylord Specialty  
Healthcare



**JOHN CAPOBIANCO**

*Senior Vice President,  
Operations*

Charlotte Hungerford  
Hospital



**ILIA CHAVEZ**

*Home Visitor, Nurturing  
Families Network*

Lawrence + Memorial  
Hospital



**SHANNON DINGUS**

*Radiation Therapist,  
Smilow Cancer Hospital at  
Yale New Haven Health*

Yale New Haven Hospital



**SUSAN DOWNS**

*Engineering Coordinator,  
Facilities and Engineering*

Johnson Memorial  
Hospital



**MICHAEL FUSARO**

LPN

Griffin Health



**JACLYN GILGALLON**

*Lead ICU Advanced  
Practitioner*

MidState Medical Center



**SHANNON HAYNES**

*Community Health Outpatient  
and Community Health  
Dietitian*

Windham Hospital



**KARL HELLSTRAND**

*Physician Leader,  
Pediatrics, Emergency  
Department*

Saint Mary's Hospital



**BETSY HLAVAC**

*Ambulatory Nurse Manager,  
Hartford HealthCare's Cancer  
Institute*

St. Vincent's Medical Center



**ERIC KATZ**

*Staff RN, Medicine  
Stamford Health*



**WENDY KILIS**

*Main Lobby Concierge,  
Safety and Security  
Hospital for Special Care*



**RON LEMIRE**

*Public Safety Officer  
Backus Hospital*



**VERONICA MANSFIELD**

*Medical Director for the  
Middlesex Health Center for  
Chronic Care Management  
Middlesex Health*



**KEVIN MCVEIGH**

*Director of Community  
Engagement  
Danbury Hospital*



**CASSANDRA MITCHELL**

*Director, Strategic  
Initiatives, Office of Chief  
Medical Officer  
Bridgeport Hospital*



**MINDA MUONG**

*Interventional Radiology  
Team Lead  
Saint Francis Hospital*



**LAVETTA NEWTON**

*Patient Service Representative,  
Outpatient Clinic  
The Hospital of Central  
Connecticut*



**CANDY OSBORN**

*Women's Health  
Coordinator  
Sharon Hospital*



**STACI PEETE**

*Director of Community  
Engagement  
Norwalk Hospital*



**CHERYL PETRARCA**

*Executive Director of  
Nursing  
Day Kimball Healthcare*



**ATHANASSIOS  
PETROTOS**

*Medical Director for  
Trauma  
Greenwich Hospital*



**KELSEY SOCHA**

*Recovery Support Specialist  
and Manager of the Family  
Resource Center at the  
Institute of Living  
Hartford Hospital*



**DANIELLE WARREN-DIAS**

*Program Director, Pediatric,  
Youth and Family HIV Program  
Connecticut Children's*





### THE JOHN D. THOMPSON AWARD FOR EXCELLENCE IN THE DELIVERY OF HEALTHCARE THROUGH THE USE OF DATA

### Hartford HealthCare's St. Vincent's Medical Center Initiative To Decrease In-Hospital Mortality Rates for PCI Patients

Using national registry data to drive quality improvement that integrates evidence-based care and best practices, Hartford HealthCare's St. Vincent's Medical Center undertook a multi-specialty, multi-disciplinary, and system-wide approach to decrease percutaneous coronary intervention (PCI) mortality, particularly in patients with ST-elevation myocardial infarction (STEMI) heart attack, out-of-hospital cardiac arrest (OHCA), and cardiogenic shock.

Patients with STEMI, OHCA, and cardiogenic shock represent some of the highest-risk populations undergoing PCI, with national in-hospital mortality rates ranging from 5% in STEMI to 40-50% in cardiogenic shock. Hartford HealthCare's Heart & Vascular Institute at St. Vincent's Medical Center recognized that improving outcomes in these complex cases would require a comprehensive strategy. Treatment times, coordination between transferring hospitals, pre-hospital activation, and use of advanced circulatory support were all identified as areas where enhancements could lead to measurable improvements in survival.

The implementation of the initiative has led to a significant decline in the percentage of patients experiencing major complications (major adverse events measured for all PCI patients), an increased percentage of STEMI patients receiving PCI within 90 minutes of EMS first medical contact, reduced time from emergency department arrival to EKG completion for STEMI patients, and a significant decrease in door-to-balloon time (median time from hospital arrival to PCI).

A hallmark of this project has been the formation of key multidisciplinary teams and councils that foster shared decision-making and a standardized approach to care. The three groups formed are:

- The Acute Coronary Syndrome (ACS) Council: Brings together key stakeholders from across the entire health system (e.g., cardiac catheterization lab (CCL), emergency department (ED), clinical cardiology, administrative personnel). This council has met quarterly to apply the most up-to-date evidenced-based treatment guidelines and standardized care across the system
- High-Risk Percutaneous Coronary Intervention (CHIP) Program: Consists of a multidisciplinary (cardiac catheterization, cardiac surgery, advanced heart failure, clinical cardiology, anesthesia) team that meets as needed to make recommendations on the choice of optimal revascularization strategies for high-risk patients with complex coronary artery disease
- OHCA Work Group: Refines triage criteria and post-arrest care protocols. CARES Registry integration enabled continuous performance tracking, resulting in improved survival-to-discharge rates and better neurological outcomes

Through this initiative, the hospital has proactively addressed preventable complications, optimized treatment strategies, and improved overall patient safety.



Stamford Health has optimized the safety of inpatient surgical procedures by implementing a comprehensive preoperative optimization program. Since its inception, the program has decreased overall postoperative morbidity by 73% and postoperative mortality by 57%.

As of 2017, Stamford Health had continued to observe high surgery cancellation rates and some potentially avoidable postoperative adverse events. To optimize surgical quality and safety, an interdisciplinary clinical and administrative team convened to develop a comprehensive preoperative optimization program (POP). Key goals were to standardize and improve the surgical preoperative risk assessment process and to perform multidisciplinary risk assessment prior to all inpatient surgical cases. In addition to assessing surgical cancellation rates, Stamford Health sought to evaluate POP's clinical effectiveness through participation in the American College of Surgeons National Surgical Quality Improvement Program (NSQIP).

The following are key aspects and elements of POP:

- A dedicated outpatient POP clinic, which serves all patients having inpatient surgery
- Patients are seen by a hospitalist physician prior to surgery
- Patients are also seen by their primary care physician
- Dedicated information system screens were created to promote standardized POP risk assessments
- Standardized risk assessments include cardiac, pulmonary, infection prevention, pain management, and other potential clinical risks
- A POP policy was created to summarize key processes and to educate pertinent clinical staff

POP evaluations could result in a surgery proceeding as originally planned, being delayed for further medical optimization, or canceled if excessive operative risk was identified. For patients for whom surgery was delayed for medical optimization, clinical status was optimized through additional diagnostic testing, POP visits, and/or further subspecialty evaluation.

Following the POP's conception in 2017, the program was gradually adopted across all surgical services at Stamford Health.

American College of Surgeons NSQIP data were monitored to assess the impact of POP on a number of clinical endpoints, from 2017 to 2023. Rates of specific surgical complications decreased by as much as 70%. These included cardiac events, surgical site infections, and transitional care parameters such as readmission. Overall postoperative morbidity decreased by 73% and overall postoperative mortality by 57%. Same-day surgical cancellation rates were frequently above 10% in 2017 and are now less than 1%.

**THE JOHN D.  
THOMPSON AWARD  
FOR EXCELLENCE IN  
THE DELIVERY OF  
HEALTHCARE THROUGH  
THE USE OF DATA**

**Stamford Health's  
Comprehensive  
Preoperative  
Optimization  
Program**



YaleNewHavenHealth  
Bridgeport Hospital

**CONNECTICUT'S  
HOSPITAL COMMUNITY  
SERVICE AWARD**

**Bridgeport  
Hospital's Family  
Bridge Program**

Family Bridge is an innovative program administered by Bridgeport Hospital that offers home visits from universal nurses and community health workers (CHW) to all eligible new parents in the Greater Bridgeport area, promoting a healthier start for the whole family.

Each participant receives up to three free visits from a maternal-infant health nurse, who conducts physical assessments of both mother and baby, performs screenings and provides education on newborn care. Certified lactation consultants can also offer breastfeeding support. Approximately 45% of participants continue with a community health worker, who helps connect them to vital resources, such as diaper banks, food banks, WIC and SNAP. Families can stay engaged with the program for up to six months. Eligible families must give birth at Bridgeport Hospital or St. Vincent's Medical Center and reside in one of the following towns: Bridgeport, Stratford, Shelton, Milford, Monroe, Easton, Fairfield or Trumbull.

Family Bridge was launched as a pilot at Bridgeport Hospital in October 2023, and it has already made a significant impact. As of January 2025, the program and its nearly 20 staff members have served more than 950 families, conducted more than 1,200 home visits and facilitated more than 2,000 referrals to community resources. So far, 60% of eligible families have agreed to be seen by a Family Bridge nurse. Family Bridge demonstrates high levels of effectiveness and family satisfaction, with a patient satisfaction score of 9.7 out of 10 based on 460 surveys.

Family Bridge is primarily funded by five state agencies: the Office of Early Childhood (OEC), Office of Health Strategy (OHS), and the Departments of Public Health (DPH), Social Services (DSS) and Children and Families (DCF). In addition to this funding, Bridgeport Hospital has made a significant investment of time and resources into the program. The hospital has contributed more than \$9,000 in Bridgeport Hospital Foundation funding to support clients' unmet needs. It also dedicated more than 500 hours of uncompensated time valued at more than \$50,000 from seven employees to support the development and implementation of Family Bridge. The contributions in volunteer hours and funding to help provide needed resources are ongoing. The program is set to continue through 2026.

The Family Bridge program is already being replicated in Norwich, launched in February 2025. Additionally, the Bridgeport program is creating a "playbook" that will detail how other hospitals can replicate this work effectively.



## KEYNOTE SPEAKER

Rebecca Lobo

Rebecca Lobo joined ESPN in 2004 as a WNBA and women's college basketball analyst and reporter. The former WNBA All-Star and championship-winning college basketball player contributes to ESPN's live women's basketball events and studio shows.

As team captain her senior year, Lobo led the University of Connecticut to a perfect season in 1995. The Huskies were undefeated in 28 regular-season games and defeated Tennessee in the NCAA Championship that year to go 35-0.

Lobo gained many accolades off the court as well. In 1995, she was named Female Athlete of the Year by the Associated Press, NCAA Women's Basketball Player of the Year, Woman of the Year by the Women's Sports Foundation, and she also received an ESPY for Outstanding Female Athlete. Lobo was named a Rhodes Scholar candidate, the 1995 Academic All-America of the Year in women's basketball and the Co-Academic All-America of the Year for all teams in the University Division.

A member of the 1996 U.S. Women's Basketball Olympic Team during the Summer Olympic Games in Atlanta, the team won a gold medal. The following year in 1997, the WNBA began its inaugural season, and Lobo was one of the first players to sign with one of its franchises – the New York Liberty. She played with the Liberty until 2002, then went on to play for the Houston Comets and ultimately retired with the Connecticut Sun in 2003.

For her outstanding performance in and out of the classroom as a student-athlete, in June 2008, Lobo was inducted into the College Sports Information Directors of America Academic All-America Hall of Fame.

In 2010, Lobo was inducted into the Women's Basketball Hall of Fame in Knoxville, Tennessee. In 2017, Lobo was named to the Naismith Memorial Basketball Hall of Fame.

Lobo has been actively involved in the community with various philanthropic endeavors, including founding the RuthAnn and Rebecca Lobo Scholarship in Allied Health at UConn. She has served on UConn's board of trustees since 2004. She has also served on the board of directors for Hartford Hospital.

Lobo and her mother RuthAnn collaborated in 1996 on a book entitled *The Home Team: Of Mothers, Daughters, and American Champions*. The book covers Lobo's career as well as her late mother's battle with breast cancer. She also contributed a short story to an anthology entitled *33 Things Every Girl Should Know*.

Lobo is married to Sports Illustrated columnist Steve Rushin. The couple live in Connecticut with their four children and host a weekly podcast, *Ball & Chain*.



# CHA BOARD OF TRUSTEES 2024–2025

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*Chairman*

President and Chief Executive Officer  
Griffin Health

### **JEFFREY FLAKS**

*Vice Chairman*

President and CEO  
Hartford HealthCare

### **CHRISTOPHER O'CONNOR**

*Immediate Past Chairman  
and DNS Board Chairman*

Chief Executive Officer  
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*Treasurer*

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# CHA 2025–2026 BOARD OF TRUSTEES SLATE OF CANDIDATES

POSITION	NOMINEE	TERM
Executive Committee At Large Members	<b>Donna Handley</b> , President, Hartford HealthCare East Region	1-year term
	<b>Pamela M. Sutton-Wallace</b> , President, Yale New Haven Health	1-year term
	<b>John M. Murphy, MD</b> , President and CEO, Nuvance Health, part of Northwell Health	1-year term
	<b>D. Montez Carter</b> , President and CEO, Trinity Health Of New England	1-year term
Trustees	<b>Michelle Robertson</b> , Chief Operating Officer, Nuvance Health, part of Northwell Health	2-year term
	<b>MaryEllen Kosturko</b> , Executive Vice President and Chief Nursing Officer, Hartford HealthCare	3-year term
	<b>R. Kyle Kramer</b> , Chief Executive Officer, Day Kimball Healthcare	3-year term
	<b>Donna Handley</b> , President, Hartford HealthCare East Region	3-year term
	<b>Andrew Agwunobi, MD</b> , Chief Executive Officer, UConn Health	3-year term
	<b>Valerie Powell-Stafford</b> , President, Hartford Market, Trinity Health Of New England	3-year term



## CHA CONGRATULATES LYNN RICCI ON HER RETIREMENT

*As president and CEO of Hospital for Special Care and a CHA Board member, Lynn has been a transformative leader dedicated to helping patients strengthen, heal, and rebuild.*

*Thank you for over 20 years of service at Hospital for Special Care and 6 years of service on the CHA Board of Trustees.*





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**Congratulations to all the winners being honored at the  
CHA Annual Meeting, including the recipients of the  
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John D. Thompson Award for Excellence in the  
Delivery of Healthcare Through the Use of Data,  
and Healthcare Heroes Award!**

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# Congratulations

to the **St. Vincent's Medical Center Heart & Vascular team** for earning the prestigious **John D. Thompson Award** for its excellence in the delivery of healthcare through the use of data. Hartford HealthCare's St. Vincent's Medical Center undertook a multi-specialty, multi-disciplinary and system-wide approach to decrease in-hospital mortality rates for their complex cardiac patients. Through this work, the hospital proactively addressed preventable complications, optimized treatment strategies, and improved patient safety overall.

Hartford HealthCare salutes all **Connecticut Hospital Association award recipients** as we work together for stronger, healthier communities.





YaleNewHaven**Health**

Congratulations to

**Bridgeport Hospital's Family Bridge Program for winning the coveted 2025 CHA Community Service Award.**

Congratulations also to our Health System's Healthcare Heroes:

**Cassandra Mitchell**, Bridgeport Hospital

**Athanassios Petrotos, MD**, Greenwich Hospital

**Ilia Chavez**, Lawrence + Memorial Hospital

**Shannon Dingus**, Smilow Cancer Hospital



**Congratulations to Stamford Health’s Comprehensive Preoperative Optimization Program for earning the John D. Thompson Award for excellence in the delivery of health care through the use of data and to Eric Katz, Staff RN, Medicine, Stamford Health’s 2025 Healthcare Hero.**

**Congratulations to Our Grassroots Champion!**



**We’re proud to recognize Daniel F. Keenan, JD,** Regional Vice President of Advocacy and Government Relations at Trinity Health Of New England, honored as the 2025 Connecticut Recipient of the AHA Grassroots Champion Award.

Dan exemplifies what it means to be a true advocate—building strong relationships with lawmakers, championing the needs of patients, and tirelessly working to ensure hospitals and health systems thrive in our communities.

**Thank you for your leadership, dedication, and unwavering commitment to our Mission.**



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**For more information contact:**

Jennifer L. Cox, JD

(860) 727-4004

[jcox@coxlawoffices.com](mailto:jcox@coxlawoffices.com)

Jennifer A. Osowiecki, RPh, JD

(860) 727-8645

[josowiecki@coxlawoffices.com](mailto:josowiecki@coxlawoffices.com)

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### CHA achieves this mission through:

- Public policy and advocacy on behalf of the interests of hospitals and their related healthcare organizations
- Leadership and innovative services to further community-based healthcare delivery
- Strengthening ties and collaborative efforts with other organizations that have common values and aims
- Innovative research and education in the delivery and financing of healthcare services
- Leadership in fostering an environment within which integrated delivery systems can be created and thrive
- Assistance to the membership in ensuring quality, increasing efficiency and effectiveness, containing costs, and enhancing revenue







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