From the Offices of Stuart Markowitz, MD and Stacy Nerenstone, MD

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Hand Hygiene Update
For February, Hartford Hospital achieved 98% compliance with hand hygiene - our best ever!
The physicians at Hartford Hospital complied 99% of the time!
All units exceeded 95%, with one unit at 94%.

2000 -- Uterine fibroid embolization, a minimally-invasive procedure, was pioneered in Connecticut by Drs. Michael Hallisey and John Greene.

Follow Hartford Hospital on facebook, youtube and twitter

Chief's Corner
- Dr. Jack Greene, Hartford HealthCare Regional Vice President of Medical Affairs for the Hartford Region and Hartford Hospital

Just Ask Us!
We have put in place a dedicated email box for the medical staff, called "Ask Jack." The emails will be picked up each day, and I will be responsible for making sure that you receive feedback. Send your concerns to askjack@hhchealth.org.

In addition, there is a dedicated email box to ask questions of Dr. Stu Markowitz. Send your questions or comments to StuandYou@hhchealth.org, and you'll get a response from Stu within 10 days.

Welcome To "Chief's Corner"
We recognize the need for sharing information about activities throughout the hospital more widely with our Medical Staff.

Chief's Corner will bring you highlights of activities of interest, which will be authored by our Department Chiefs. Should you have any comments or suggestions along the way, please share them with us.

The Flu Has Arrived
Dr. Jack Ross, Hartford Hospital Chief of Infectious Diseases; HHC Director of Infection Control

Influenza has arrived in Connecticut again this year with the season taking off after February 16, one of latest seasons on record.

To date, it has been a mild to moderate season, with 149 cases. Over 85% are influenza A, H1N1, and people under 65 years old are predominately infected this year, accounting for 4 of every 5 patients.

Last year we saw almost 500 cases over a moderately severe 5-month season, with 8-9% of patients admitted with the flu requiring step down or ICU level of care.

This year, the influenza vaccine is a good match to the circulating strains of flu, with excellent effectiveness.

A common question is when to stop vaccinating for flu: when flu vaccine is no longer available and the season is declared as over.

Please remember to consider and to test for influenza in all patients admitted with respiratory symptoms, fever,
myalgias, or atypical pneumonia on imaging. PCR-based influenza testing is available 24/7, with a turnover
time of less than 4 hours. Early identification allows droplet isolation to be utilized which protects staff and other
patients, and fosters early prescription of antivirals for the patient.

The duration of flu season is difficult to predict this year due to the late onset.

**Infection Control Education For Medical Staff**

In order to prevent the spread of communicable diseases between patients, hospital personnel and visitors,
special procedures
must be followed by all persons directly or indirectly involved in patient care. Below is an abbreviated version of
the most
important aspects of infection control at Hartford Hospital to meet the Joint Commission/ nation patient safety
goals requirement.

*Click here.*

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**Venous Thromboembolism (VTE) Team Update**

*Dr. Bob Spillane*

The VTE Action Team is making progress at Hartford Hospital. Our monthly rate of post-operative
VTE events improved over 2015 first quarter with a rate of 10.59 per 1,000 patient days to 2016 Q1
at 5.99 per 1,000 patient days.

The reduction using the same time period year over year is 39%.

We continue to identify cases each month and our current challenges continue to be patients not being
assessed for VTE risk at admission or re-assessed during their hospital stay.

A new daily VTE report on identifying gaps in VTE prevention is being rolled out, hospitalwide.

Thank you to all of the staff involved in this ongoing project. All your hard work is a reflection of our progress.

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**Anatomic Pathology Outpatient Services with the Acquisition of CLP BY Quest Diagnostics**

From: Hartford Pathology Associates

As a result of the recent sale of Clinical Laboratory Partners (CLP) to Quest on February 29, some CLP clients
will begin having physician office patient laboratory services provided by Quest Diagnostics. In the ensuing
months all CLP clients will transition to Quest.

In providing our colleagues on the Hartford HealthCare Medical Staff with this communication we wish to clarify
the continuing role of Hartford Pathology Associates in providing Anatomic Pathology services to physician
office patients throughout the healthcare system.

Hartford Pathology Associates (HPA) employs 25 pathologists providing services at Hartford Hospital, Midstate
Medical Center, Windham Hospital and Physicians Womenâ€™s Health Laboratory.

Until recently the technical component (TC) of Anatomic Pathology specimens referred to HPA from your
outpatient offices was performed by CLP. With the acquisition of CLP by Quest the performance of the TC
component of Anatomic Pathology on these outpatients will be performed by Quest.

HPA has established an agreement with Quest to continue to perform the professional component (pathologic
diagnosis) on these outpatient pathology specimens. Therefore, you will be able to continue to refer your cases
to HPA, but reporting of the results will be through Quest Diagnostics.

Although there will be some challenges during the transition of these services, HPA is committed to continuing
to provide the highest quality service to you and your patients. We appreciate the support and the confidence
you have shown in us and look forward to continuing our role in the care of your patients and the rewarding
professional relationships we enjoy with you.

For questions on Anatomic Pathology operational issues related to these changes contact: Richard Cartun,
MS, Ph.D.
For questions on Anatomic Pathology diagnostic issues related to these changes contact: Srinivas Mandavalli,
M.D.
Save the Date: Medical Staff Board Spring Event and Awards, June 9

You and your guest are invited for cocktails and to see your colleagues at the annual Medical Staff Board Spring Event on Thursday, June 9 at Heublein Hall in the ERC.

The Medical Staff Awards will be presented there. It is quite an honor to be recognized for your accomplishments by your peers on the medical staff. Each year, we honor winners in a number of categories at our Medical Staff Spring Event. In past years, some or all of the following awards have been presented:

- **DAVID HULL, MD YOUNG PRACTITIONER AWARD**—For recognition of leadership, excellence in clinical care and research, innovation, teaching, advocacy and activism on behalf of the art and science of medicine and the Hartford Hospital community.
- **JOHN K. SPRINGER HUMANITARIAN AWARD**—For extraordinary qualities of compassion, civility, vision and integrity that set an example for all future generations of caregivers at Hartford Hospital.
- **PHYSICIAN IN PHILANTHROPY AWARD**—For recognition of exceptional leadership in philanthropy through work, commitment, personal giving and unending care and concern for mankind on behalf of Hartford Hospital.
- **DISTINGUISHED SERVICE AWARD**—For extraordinary and sustained contribution to the health and welfare of the citizens of our community by advancing the science of medicine in his/her field, and for the exemplary initiative, creativity and long term commitment to the vision of Hartford Hospital.
- **QUALITY & SAFETY AWARD**—For outstanding commitment to quality improvement, safety and learning directed toward enhancing the patient experience, improving clinical outcomes and making our workplace a safer environment.

Save the Date: Medical Staff Town Hall Meeting, April 21

Come to the Medical Staff Town Hall Meeting on Thursday, April 21 from 6:45-7:45 a.m. in Gilman Auditorium for an open forum with HH and HHC leadership.

From the Hospital President

*Dr. Stu Markowitz, Senior VP, HHC, and Hartford Region President*

Hartford Hospital To Go Live With Epic in August

It’s almost become a cliché to say that the healthcare world is changing drastically. But on the other hand, we can’t acknowledge it enough. Government and commercial insurers are demanding that we reduce costs while improving quality and patient outcomes, and our payments are increasingly tied to our performance. On top of that, our patients have become consumers, researching costs and quality rankings online and comparing one provider to another. Our industry is transforming right before our eyes.

Part of our transformation is the implementation of an electronic health record (EHR) across all of Hartford HealthCare (HHC), which we expect will help reduce costs by eliminating duplicate testing and improve quality by making available for all providers a single EHR for the patient’s entire healthcare experience across HHC and beyond. Medical and surgical histories, medications, allergies, consultant recommendations, and so
much more will be available, creating a higher quality and safer environment of care.

This is the basis for the huge investment HHC is making installing the Epic EHR, which we call CareConnect, at all of our organizations and into community practices.

I fully recognize that this implementation is among the most difficult challenges we have undertaken in recent years. It will be far from easy, but I believe the outcome will justify the work that lies ahead.

I know that this will require enormous effort on the part of each and every one of you. The time to train and the valuable time away from your practice and your patients are very significant. I recognize and appreciate the tremendous sacrifice you and your staff must make for this transformation to occur. Your willingness to join together on our journey to provide truly integrated, coordinated care at the highest quality and value is what will assure our success in the coming months and years.

Please accept my sincerest thanks for being part of this incredible journey. Thank you for your dedication and commitment to the work that will allow us to realize our vision. The Epic EHR is a big step into the future for every one of us, and I believe, a very necessary one to allow us to bring to our patients the coordinated, quality care they deserve.

Again, thank you for the work you have done and in advance for the work that lies ahead.

Thanks To Dr. Ken Robinson for 21 Years of Service as Director of LIFE STAR

Dr. Stuart Markowitz, Cheryl Ficara and Dr. Jack Greene Jr.

It is with great gratitude that we offer Dr. Ken Robinson our sincerest thanks for his 21 years of dedication and leadership of Hartford Hospitalâ€™s award-winning LIFE STAR program. With his new role as chief of Emergency Medicine, Dr. Robinson has stepped down as LIFE STARâ€™s program director.

We are very pleased to announce that Dr. Lauri Bolton, FACEP, and Dr. Danette Alexander, DNP, RN, NEA-BC, have been named the new co-directors.

Dr. Bolton and Dr. Alexander have been very active in the program as the medical and nurse directors. Under their visionary leadership, the LIFE STAR team will continue to provide the highest level of critical care in the region. LIFE STAR is a true community extension of Hartford Hospital, serving critically ill and injured patients in their time of greatest need.

LIFE STAR is a recognized leader in the industry, having been named Program of the Year in 2011 by the International Air Medical Transport Association. Most recently, the program received the Beacon Award for Excellence in Nursing.

LIFE STAR has been very fortunate to have had such a thoughtful and innovative leader as Dr. Robinson. We are confident our LIFE STAR program will continue to provide a level of air-medical transport that is beyond advanced.

State Further Delays Medicaid Payments to Hospitals; Additional $35-million Hit to HHC

Elliot Joseph, Hartford HealthCare President and Chief Executive Officer

March 2, 2016

Dear Colleagues:

It seems the only news to come from the State Capitol these days is bad news for hospitals and those we care for, and I am sorry I need to report more of it.

Late this afternoon, we learned that the state will further delay Medicaid payments to hospitals and federally qualified health centers â€“ and is unlikely to make any payments at all this year. That amounts to an additional $35-million hit to Hartford HealthCare. These are the dollars just recently restored by the legislature in December.

Since fiscal year 2012, these state payment cuts have amounted to more than $283 million for HHC. Please remember, this is not a state grant, or a voluntary distribution of cash. This is payment for services we have already provided, and for which we already receive reimbursement far below our cost.

This is a distressing development on two fronts: First, of course, because it makes it increasingly difficult for us to make investments in programs and services that benefit those we serve, especially the most vulnerable. But also because it shows the enormity of Connecticut’s continuing fiscal crisis. Just last week, we learned next year’s projected state budget deficit will top $900 million.
Here at HHC, we have managed for these circumstances. We have been prudent with our budgeting and conservative in our capital planning. Those have proven to be wise decisions. We will do our best to stay the course â€“ but, as today's development shows, that course gets more difficult all the time.

Thank you for all you do, especially in these trying times for our state and our industry, to keep our focus on the customers and communities we serve.

Voter Voice

You pitched in last fall and we were able to get the legislature to restore funding that the governor had cut in September. Can I count on you to help again? We need you to reach out to your legislators and urge them to make sure hospitals are paid what has been appropriated in the budget for services already provided to Medicaid patients.

Please click on the link below and type in your address, and a prewritten electronic message will be sent to your legislators. You also may personalize the message if you like.

https://votervoice.net/hhc/campaigns

Thank you for all your help as we strive to keep patients and communities healthy and economically strong.

Top News

Be Prepared: Joint Commission Will Be Here Soon

The Joint Commission will be here soon for a comprehensive review. It is important that we are prepared.

Here are some areas on which they will focus:

- DO NOT drink/eat in patient care areas
- Wear badge at all times
- Patient identification – Use 2 identifiers
- Report and act immediately on critical results of tests and diagnostics procedures
- Maintain and communicate accurate medication info
- Respond to clinical alarm systems as appropriate
- What are we doing to reduce health care related infections?
  - Comply with CDC and WHO guidelines
  - Hand Washing
  - Contact precautions
  - Evaluate if urinary catheter is required daily – follow appropriate precautions when inserting
  - Central line infection
  - Surgical site infections
- Skin care – document appropriately skin breakdown and take measures to prevent them
- Be prepared to answer questions re our hand off, culture of patient safety , quantros and infection control process
- Peri- procedural verification process - Time out / documentation / labeling / identifying and site marking.
- Verbal orders minimize and sign ASAP
- DOCUMENTATION – Timely completion of H&P’s , DC summaries, procedure notes – TIME, DATE AND SIGN notes

Hartford HealthCare’s New Plain Language Emergency Communications Program: Goes Live March 15

Hartford HealthCare's new Plain Language Emergency Communications program will go live on Tuesday, March 15 at 8 a.m.

We are systematically replacing a variety of code words and phrases â€“ 33 in all â€“ that are used throughout our system to communicate eight different types of emergency incidents. For example, instead of "Dr. Firestone," "Code Red" or "Signal 33" (codes in place today at different areas of our system), we will announce plainly: "Fire alarm activation (at location)."
We are among the first in the state to adapt this process, and the only Connecticut hospital system to do so. Plain Language Emergency Communication makes plain sense “for our customers, guests, visitors, staff and emergency medical services colleagues.

An informative and straightforward training module is in place in HealthStream. Please complete this training before the "go-live" date.

We have provided good resources to learn more about Plain Language Emergency Communication. From our system Intranet, HHC Connect, navigate to: Inside HHC > Public Safety and Emergency Management.

**Hungerford Hospital and Hartford HealthCare Explore Formal Affiliation**

Charlotte Hungerford Hospital (CHH) in Torrington and Hartford HealthCare have taken the first step toward a formal affiliation. The CHH Board of Governors signed a nonbinding Memorandum of Understanding. Following a period of due diligence, the two organizations hope to prepare the details of a definitive agreement over the next several months.

If successful, CHH would become a member of Hartford HealthCare, which includes Hartford Hospital, Backus Hospital, the Hospital of Central Connecticut, MidState Medical Center, Natchaug Hospital, Windham Hospital, and a wide spectrum of additional health services.

An affiliation would enable both organizations to share the knowledge and expertise of their staffs and physicians and give patients easier access to a wider range of services, technology, and treatments.

"Charlotte Hungerford Hospital and Hartford HealthCare both are values-driven organizations with a shared mission to create healthier communities," said Elliot Joseph, president and chief executive officer of Hartford HealthCare. "We are eager to move ahead to form a partnership that will support and broaden the extraordinary work of Charlotte Hungerford Hospital."

Both organizations will evaluate the proposed affiliation in greater depth and finalize the details of a future partnership. If successful, they would authorize a definitive agreement. Once customary regulatory approvals are received, the affiliation would become effective.

**Maryanne Pappas Named Director of New Office of Advanced Practice**

Maryanne Pappas, MS, APRN, FNP-BC, CHE, has been named director of the newly created Office of Advanced Practice at Hartford Hospital.

We are establishing the office to add structure and create a support system for our Advanced Practice (AP) staff.

Pappas will focus on growth, development, and opportunity for the AP workforce. She is a highly respected colleague who has been with Hartford Hospital since 1993, moving from staff nurse in a Neurosurgical ICU to nurse practitioner for Emergency Medicine in 1995. She served as PA/NP Manager for Emergency Medicine from 2000 to 2012. Her most-recent roles include nurse practitioner for Occupational Health & Safety and presently, for Neurology and the Comprehensive Stroke Center.

Pappas was the first AP appointed to the Hartford Hospital Medical Executive Committee and continues as a member today. She is a passionate advocate of the AP role with experience and interest in furthering education that is evidence-based and consistent across clinical divisions. She is eager to build this office with her colleagues and ensure that the AP workforce has a voice in the strategy and goals of Hartford Hospital.

**Auxiliary Seeking Requests for Funding for Special Projects**

The Hartford Hospital Auxiliary invites requests for funding for special projects for the Auxiliary's spring 2016 round of Special Projects funding.

Requests are due by March 17. Applications received after March 17 will be deferred to the fall FY2017 funding round.

If you would like to seek funding, please complete and e-mail the attached form to Mickey Orkin (Mickey.Orkin@hhchealth.org).

You may find it useful to see the following list of some previous beneficiaries of Special Projects funds:

- Bliss 6 â€“ Hemorrhage cart and blanket warmer
Excellence

Dr. Prasad Srinivasan and Kala Prasad Support Hartford Hospitalâ€™s CESI

Dr. Prasad Srinivasan and his wife Kala Prasad have made a gift of $50,000 to Hartford Hospital to support the training and education provided through the hospitalâ€™s Center for Education, Simulation and Innovation (CESI). Their gift will establish the Srinivasan Fund at the hospital and will support CESI, a state-of-the-art training facility where physicians and other health care professionals learn to use the newest technology, perform the most sophisticated medical and surgical procedures and perfect their skills in a safe, simulated environment, so theyâ€™re ready to apply those skills expertly in treating patients.

Hartford Hospital was home to Connecticut's first “simulation center,” which has grown into CESI, the centerpiece of Hartford Hospital's pioneering vision to revamp the medical education system. CESI is a regional and national training destination. As the second largest surgical center in New England and the Northeast's largest robotic surgery center, Hartford Hospital continues to be a hub for medical training.

CESI features exact replicas of an operating room, intensive care unit, delivery room, and trauma room. It has the same equipment as the hospital, including two da Vinci robots and two robotic simulators designed especially for training purposes.

Drs. Swales, Tishler, Sheiner and Papasavas to Present Educational Program on Fatty Liver

Drs. Colin Swales, Darren Tishler, Patricia Ann Sheiner and Pavlos Papasavas will speak at an educational program called “Fatty Liver - the New Epidemic” presented by the American Liver Foundation on Wednesday, March 23 from 6-8:30 p.m. at Carbone’s Restaurant.

RSVP by March 16 to jthompson@liverfoundation.org or 203-234-2022.

Tallwood Staff Advocates on State and National Levels

Dr. Jared Bieniek spoke at the State Capitol in support of HB 5230: AN ACT REQUIRING HEALTH INSURANCE COVERAGE FOR FERTILITY PRESERVATION FOR INSURED S DIAGNOSED WITH CANCER. Dr. Bieniek recently joined the Tallwood Urology and Kidney Institute as a fellowship-trained expert in male infertility.

Dr. Arthur Tarantino has been at the United States Capitol lobbying for increased funding for graduate medical education and men's health issues. Dr. Tarantino is the chairman of UROPAC (Urology's federal pac) and treasurer of the New England Section of the AUA.

Our Physicians Are Great Sources For Local Media

Dr. Craig Allen was interviewed by Stan Simpson on Feb 24 about opioid use in the state.

Dr. Jim O'Dea was interviewed by Ch. 3 about the growing heroin issue in the state.

Dr. David Tolin was live on Chaz & AJ discussing the fear of flying. Listen to it here.

You can always view a list of media interviews on the website under Hartford Hospital Making Headlines.
Upcoming News Service Content; Share Your Stories

The Hartford HealthCare News Service is actively creating content with media partners across the state. Please let us know if you have great patient stories to share. Share your stories with us so we can share them to a wider audience.

Here's a look at what's coming up.

**Connect to Healthier**

Sundays in the 9 a.m. hour, we broadcast a two minute health segment on NBC CT.

- December 20, 2015: Tae Park, a story of hope
- December 27, 2015: How to help aging parents
- January 3: The prosthetic thumb that changed one man’s life
- January 10: Striking back at stroke

**Medical Rounds**

Partnership with WFSB. Weekly live interview from the HHC studio at 5:45 p.m.

- December 23, 2015: Dr. Craig Allen; the New Heroin epidemic
- December 30, 2015: Dr. Pavlos Papasavas; New weight loss procedures
- January 6: Dr. Chris LaSala; Stress Incontinence Study

**HealthCare Matters radio program**

Every month, Elliot Joseph highlights an important health care related topic with nationally recognized experts on CBS affiliate WTIC-am, NewTalk 1080, Connecticut's largest and most popular talk radio station


**Healthier Connections**

Monthly partnership with FOX CT.

- January: Senior services

**CT STYLE**

Monthly partnership with WTNH.

- January: New options in weight loss
- February: Women’s Heart Center

Check [this link](#) for a look at the stories currently running on our HHC screens, waiting rooms and at Westfarms Mall.

*Link to contact information across the system: Hartford HealthCare Media Relations Team*

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**Research and Academics**

**Palliative Care Symposium**

April 12

There will be a Palliative Care Symposium on Tuesday, April 12 from 5- 8 p.m. in the Education & Resource Center.

Registration and dinner is at 5 p.m.

*Advance Care Planning: A Life Cycle Approach* will be presented at 5:30 by Colleen Mulkerin, MSW, LCSW.

*The Importance of Communication Skills in Working with the Seriously Ill* will be presented at 6 by Dr. David Weissman. In 1991, Dr. Weissman began one of the early palliative care programs in the United States. He was the Founding Editor of the Journal of Palliative Medicine and founder of EPERC (End of Life/Palliative...*
Education Resource Center) and Founding editor of Palliative Care Fast Facts and Concepts. In 2013, he was named one of 30 Visionaries in Hospice and Palliative Medicine by the American Academy of Hospice and Palliative Medicine.

A panel called "Incorporating Advance Care Planning into Daily Practice" will be held at 7 p.m., moderated by Dr. Ross Albert. Panelists are Katherine Lepak, Erica Richmond, and Maryann Steed.

REGISTER: 1.855.HHC.HERE

12th Annual Electrophysiology and Heart Failure Symposium
April 20

Wednesday, April 20 from 7 a.m. to 2:30 p.m. at the Sheraton Hartford South Hotel, 100 Capital Boulevard, Rocky Hill.

A patient presenting to the provider with symptomatic heart failure and/or arrhythmias can be a challenge to diagnose and treat. It is often difficult to distinguish whether heart failure or arrhythmias precipitated the symptoms.

This conference will explore multiple aspects in the workup and management of these patients and provide guidelines and new information that are not commonly appreciated by the medical community.

Inaugural Symposium for Advanced Practitioners
April 29

Hartford HealthCare is sponsoring a free symposium designed for and by advanced practice registered nurses and physician assistants on Friday, April 29 from 7 a.m.-1 p.m. in Heublein Hall.

This symposium will offer key clinical topics with updated and evidence-based information from clinical experts, as well as networking and current clinical information in pulmonary, cardiology and other topics of interest to advanced practitioners.

Watch for the comprehensive brochure due out in March.

For more information, please contact Erica Thompson at 860-972-5766 or erica.thompson@hhchealth.org.

Multidisciplinary Neurovascular Symposium: Updates in Stroke and Carotid Artery Disease
May 21

Saturday, May 21 from 8 a.m. to 4 p.m. in Heublein Hall.

Fees:

Hartford HealthCare employees: $15
Students, residents and fellows: Free
Non-Hartford HealthCare professionals: $30

For more information:
98.188.110.106/NeurovascularSymposium or 1.855.HHC.HERE (1-855-442-4373)

Physician Resilience Series Offered by AMA

CSMS and HCMA have introduced a new educational series from the American Medical Association, focusing on the growing issues of physician burnout and resiliency.

1. Tuesday, May 24, 5:30 -8:30 p.m. (dinner and program): Nationally-known speaker Dr. Bruce Bagley will lead Physician Work Life and Wellness, a live CME event at Hartford Hospital. There is a fee for this dinner program: $40 for CSMS members and $65 for non-members. Registration starts at 4:30 p.m.
2. Wednesday, July 20, from 6-7:30 p.m.: Physician Resiliency Assessment and Response, a webinar led by Dr. Christine Sinsky.
Save the Date: 32nd Annual Cardiovascular Symposium
October 5
Wednesday, October 5
7:30 a.m.-3:30 p.m.
Connecticut Convention Center, Hartford
Information and registration: 98.188.110.106/CVSymposium
Please register for this event by calling 1.855.HHC.HERE (1.855.422.4373).

Voices of Our Patients

Voices of Our Patients: Kudos to Dr. Edward Salerno

I was a patient at Hartford Hospital, admitted to the ER on December 31. I was experiencing a severe cough, shortness of breath and a fever. Since I was undergoing chemotherapy, there was a question as to the cause of these symptoms. I was either having a toxic reaction to the drug Bleomycin or I had pneumonia or another lung infection.

At that time I met with Dr. Edward Salerno who explained to me what the situation was, and that in order to correctly diagnose what was going on, we needed to do a bronchoscopy with lavage. The procedure was explained to me and he informed me that it might be done with or without anesthesia. At that time, I thought it best to have anesthesia.

Because it was New Year’s Eve and perhaps the hospital was short staffed, the head nurse informed Dr. Salerno that they were having a problem providing a nurse trained in anesthesia. I cannot tell you how impressed I was with Dr. Salerno, who after the second time the nurse told him this, he very strongly replied that this procedure had to be done that evening and it was necessary for her to make it work. I appreciated him advocating on my behalf. It gave me a great assurance and a peace that I was in good hands. Because of this issue, I decided to go ahead with the procedure without anesthesia. Just prior to it beginning, I was told that the nursing staff was provided.

Due to my severe cough, it was difficult, but thanks to Dr. Salerno’s encouragement and his combination of strength and calm, I made it through. Thankfully, I was diagnosed the following day with Bleomycin toxicity and I was promptly treated.

I am thankful that Dr. Salerno was on duty that afternoon and that he advocated on my behalf.

With regards,

Celeste Valenti

Operational Update

Improving Doctor-to-Doctor Communication: A Free Tool To Help You

We all want to do what is best for our patients. Problems in communication between hospital providers, consultants, and community providers has been identified as a major source of dissatisfaction for both patients and physicians. And it can lead to gaps in patient care.
Hartford Hospital has invested in a tool to help providers improve communication. It is a HIPAA compliant texting service called TigerText, and we are offering it to the medical staff at no charge.

TigerText allows a provider to send brief text messages, with patient identifiers, to another provider on the system. Examples of texts include quick reports of a procedure, notification of discharge, questions about medications, etc. There is an option to alert people if you are on vacation, and the notices that are sent are marked as read when they are opened by the recipient.

We are anxious for all of our Medical Staff to enroll in this free application. It is VERY easy to use, even for those of us who have problems with new technology. We urge everyone to register and get on this useful and HIPAA compliant system today—it will make your job easier and improve patient safety.

- Here is a TigerText Request form with directions on how to get TigerText: You can download the form here
- For further help with this, feel free to contact John.Rogalsky@hhchealth.org (860-972-3207).
- Any problems not resolved by the TigerText Help line can be referred to Dr. Marc Palter at Marc.Palter@hhchealth.org.

**TigerText Support**

For Hartford Hospital users, TigerText support can be obtained by calling the Hartford HealthCare help desk at 860-545-5699 and choosing option #6; or by calling TigerText Pro support directly at 650-564-4722.

For issues related to password recovery, a helpdesk call is required and will be routed to the Mobility team.

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**Remind a Colleague: Wash In, Wash Out**

All healthcare workers and patients should feel comfortable reminding any other healthcare worker to sanitize regardless of their role. This should always be done in a courteous and constructive manner. All healthcare workers should respond courteously and gratefully when reminded.

If you remind another healthcare worker to sanitize, and he or she responds with irritation or hostility, please notify their department chief. Dr. Jack Greene or Dr. Jack Ross, who will communicate with them to prevent recurrences.

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**"Find a Doctor" Feature Helps Potential Patients Connect With You**

**Help New Patients Find You**

Hartford HealthCare offers physicians a free powerful tool to help reach potential patients. The systemwide "Find A Doctor" search feature on our website helps potential patients connect with appropriate physicians when they need care.

Patients' searches lead to doctors' online profiles, which are based on information physicians provide to the Medical Staff Office. Details on education, specialty, office locations, languages spoken, biography and any promotional videos are displayed, helping patients make vitally important decisions in choosing a physician.

The HHC Planning and Marketing team is committed to making sure this online information is correct. Please spend a few moments reviewing your profile at HartfordHealthCare.org/verify. Click the "Physician Feedback Form" on the right-hand side of your profile to submit changes.

You will need your NPI number to verify your identity. The "Accepting New Patients" filter is set as the default to help patients connect with physicians who are taking new patients. If you are no longer accepting new patients, please let us know. Changes to your profile will be made within three business days.
Update on HHC Cancer Institute

Read Hartford HealthCare Cancer Institute's newsletter, Plus

*Click here to read the latest issue of Plus.* the Hartford HealthCare Cancer Institute's newsletter.

This special edition is the Cancer Institute’s 2015 Annual Report.

Educational Events and Programs Calendar Available

*Click here to download.*

The Hartford HealthCare Cancer Institute has published an Educational Events and Programs Calendar listing all programs and support groups available this fall.

ICP News

ICP News: 2016 Incentive Program

Please see the attached [March issue of ICP News](#).

**Top Stories:**

November Elections Won't Change Need to Lower the Cost of Care

**Inside:**

Â· Care Managers Expand Program Reach
Â· 2016 Provider Incentive Program
Â· Recognizing National Doctors' Day
Â· Community Connect Town Hall
Â· Managing Employee Wellness
Â· Top 10 Industry Trends
Â· Neurovascular Symposium
Â· Medication Management for the Elderly

For a look at our previous issues, visit [www.integratedcarepartners.org](http://www.integratedcarepartners.org).

**For your information:** Videos from the first ICP Conference (The Mind/Body Connection: Integrating Behavioral Health and Primary Care) are posted on the ICP Web site: [Click here to view](#).

CME Applications

Important Information Regarding CME Application Submissions

Over the last year there have been several changes to the HH CME program designed to ensure that all planned activities meet the new and more stringent standards set by the ACCME and CSMS for accredited CME. The HH CME team has met with department chairs, physician planners and others involved in this process to outline the changes and new expectations. We have also worked directly with physician planners to help educate them about the criteria required to plan an educational activity that will qualify for accredited CME.
Recently we have observed a significant increase in the number of CME applications at HH. While we are pleased to see this growth of CME offerings, we have also observed that many submitted applications have required additional attention with respect to completeness and documentation.

The required documentation is often significant and requires careful review by our team to ensure that all ACCME standards are met. We often need additional information from invited speakers and this process can sometimes take several weeks to ensure that all documentation has been received for a complete application. The committee is unable to review any incomplete applications. For this reason, the HH CME committee has decided that we must strictly enforce the following deadlines for submission of all CME applications.

Effective January 1, 2016, the CME Department will only review complete applications that are submitted 4-weeks prior to the planned activity for recurring series events such as Grand Rounds and 12-weeks prior to courses or symposia.

We have developed educational resources to assist planners with the application process. Please contact the CME office at ContinuingEd@HHCHealth.org for further information about available planning resources. Additional support from our CME planner is available on a first come first serve basis. In order to ensure a timely review of your application, we strongly recommend advance planning for events.

Courses and symposia should be planned at least 6 months in advance and ideally up to 12 months in advance. We encourage you to contact the CME office with any questions you have regarding the timing of application submission.

As the holidays approach we would also like to set clear expectations regarding application submissions over the next several weeks. The following deadlines noted below will also be strictly enforced.

For educational activities scheduled to be held between December 21, 2015, and January 8, 2016, CME applications must be submitted by noon on Tuesday, December 15, 2015. There will be no exceptions to this deadline.

Any questions regarding these deadlines or policies should be directed to the CME Office, ContinuingEd@hhchealth.org.

State Mandated CME Renewal Available Free To HH Doctors through HealthStream LMS

State mandated CME for physician license renewal is available free on the Hartford Hospital HealthStream Learning Management System.

You will need your Employee ID to access HealthStream. If you need the CME Programs, but do not have a HealthStream ID, a Temporary ID can be provided for you.

Please email HealthStream@HHCHealth.org and request an ID and password for CME Courses. You will receive an email with the ID, password and instructions for accessing the courses.

To access HealthStream, use the link from the intranet, or click here. Once you login, click on the Catalog tab and search for CME to view the available courses.

Once you have passed the post-test and evaluation, you will be awarded a printable CME certificate. Your CME will also be maintained and easily self-service accessed on the HealthStream site, should you need a copy in the future.

Please note that your Risk Management required activities through MRM will provide your Risk Management CME.

HH In the News

HH Earns Healthgrades' Distinguished Hospital Award for Clinical Excellence

Hartford Hospital is among only four Connecticut hospitals to receive Healthgrades' Distinguished Hospital Award for Clinical Excellence for performing in the top 5 percent nationwide for outcomes for a number of common procedures and conditions. The award is based on mortality and complications data from Medicare records for nearly 4,500 short-term, acute-care hospitals and from state all-payer claims databases.

Hospitals were evaluated on inpatient stays between 2012 and 2014. Healthgrades adjusts the data for patient demographic and clinical risk factors and gives the award to hospitals with outcomes that are in the top 5 percent of facilities in the nation for at least 21 of 32 common inpatient conditions and procedures.
The winning hospitals have lower mortality rates and better sepsis care. According to Healthgrades, hospitals that improved risk-adjusted sepsis mortality by 10 percent over the study period overall saw a 4 percent reduction in risk-adjusted mortality for heart failure, pneumonia and respiratory failure and a 3 percent reduction in risk-adjusted mortality for COPD and stroke.

In the HHC System

Hospital Executives Explain Their Views On Health Care Costs
Hartford Courant, March 9

Hospital executives told the state's Health Care Cabinet Tuesday that some of the information cabinet members have received about how market forces affect hospital prices has been incomplete and inaccurate.

"Our system and Hartford Healthcare have borne the brunt of misinformation," Yale-New Haven Hospital CEO Marna Borgstrom said.

The Health Care Cabinet is studying health-care regulation efforts in other states to identify actions that could control costs, enhance competition and improve health outcomes in Connecticut. Members include state regulators, health insurance and provider representatives, a labor representative and consumer advocates.

Borgstrom and other executives from Hartford Healthcare and Lawrence + Memorial Hospital Tuesday were responding to last month's presentation by Yale professor Zack Cooper, co-author of a study that analyzed Aetna, UnitedHealthcare and Humana claims nationwide over four years.

While Hartford Healthcare Chief Medical Officer Rocco Orlando pointed to the system's savings in a Medicare ACO, Hartford Healthcare executives cautioned the cabinet not to go too far too fast, saying trying to eat an elephant in one bite just leads to indigestion.

Read more here.

50 States of Population Health
Becker's Hospital Review: February 19

From Alabama to Wyoming, we asked a hospital leader from every state to name the most pressing health concern facing their patients. Then we asked what they are doing about it.

JAMES CARDON, MD, Executive Vice President and Chief Clinical Integration Officer, Hartford HealthCare

"Where we're really challenged is the psychosocial and economic barriers that prohibit people from managing their conditions. My background is clinical cardiology practice. I have had very complex people who are managed beautifully. The people you're challenged with are those who have issues with compliance to medication and confusion about their plan of care that is, more often than not, related to unaddressed psychosocial issues.

We focus on two themes: One is filling the gaps in care that we know exist. The care coordination team we built â€“ nurses, social work, pharmacy â€“ supports our primary care physician to understand what's going on with that patient and provide the touchpoint to coordinate care. The second piece is embedding a behavioral health clinician that's integrated into primary care practices. These behavioral health providers aren't there to do chronic cognitive therapy; they are there for the acute handoff, often times with people who need a couple of visits to solve a problem. If they need longer term therapy, the patient is transitioned to a provider who can provide that."

Read more here.

Prospect of detox, psychiatric bed cuts worries hospital officials
CT Mirror, March 4

Patricia Rehmer, president of the Hartford HealthCare Behavioral Health Network, who until last year served as the state's commissioner of mental health and addiction services, said the possibility of losing beds was concerning, and noted that there's already a waiting list for state-operated psychiatric beds.
Health Care News In the Region

Measuring progress: providers reveal doubts, hopes about ACOs
Hartford Business: March 7

Accountable care organizations (ACOs) are one of the most significant ongoing attempts in Connecticut to reverse or slow rising healthcare costs and improve care quality, but there’s been little insight into how they're performing.

Until now.

A recent survey conducted by the Connecticut Health Policy Project in conjunction with the Hartford Business Journal provides some of the most in-depth analysis of Connecticut's ACO market, revealing there are at least several hundred thousand state residents enrolled in accountable care organizations.

Survey responses from nine ACOs that list Connecticut as part or all of their service territory found some healthcare executives have doubts about whether the ACO model will ultimately succeed. Most ACOs, however, reported modest cost savings and improved care quality in the last few years.

While Connecticut ACO providers are making up-front investments in software and other resources, they aren't taking financial risks in their contracts with Medicare and commercial insurers, the survey found. Hospitals and doctors are receiving financial bonuses for hitting certain cost and quality care benchmarks, but they aren't losing money if they miss those targets.

Read more here.

Hot Topics in Health Care

Reimagining The Health Care Industry
Health Affairs Blog, March 4

This is a fascinating time in health care. It is a time of experimentation and innovation. We are reimagining a $3 trillion industry to improve quality, construct a better payment model, and develop a more integrated system of care delivery that will enhance access and convenience.

Read more here.

Coming Events

Transplant Surgery Grand Rounds: PAs and NPs: Opportunities and Challenges for Maximizing Roles and Efficiencies
March 15 (Tuesday)

5-7 p.m.

Gilman Auditorium

Speaker: Tricia Marriott PA-C, Senior Director, Regulatory & Professional Advocacy AAPA Center for Healthcare Leadership & Management

The Fourth Annual Hartford HealthCare Patient Experience Showcase
April 8 (Friday)

7:30 a.m. to 12:15 p.m.
Heublein Hall, Education & Resource Center (ERC)
Learn, network and collaborate with colleagues and patients to advance the HHC patient experience.

Zero Prostate Cancer Run
April 10 (Sunday)

There will be a Zero Prostate Cancer Run hosted by Hartford HealthCare Tallwood Urology and Kidney Institute Sunday, April 10 at Blue Back Square in West Hartford. An adult 5K run/walk will start at 9 a.m. and a kids super hero dash at 10 a.m.

The event will raise funds and awareness for prostate cancer. The proceeds raised from this event will be returned back to our community to:

- Support Prostate Cancer Research
- Provide Prostate Cancer Education and Support
- Provide funding for the uninsured men with prostate cancer

Register now through April 3. Fee is $25. Go to www.zeroprostatecancerun.org/hartford

For more information or to volunteer on the day of the race, contact Amy Reynolds at Amy.Reynolds@hhchealth.org

Palliative Care Symposium
April 12 (Tuesday)

There will be a Palliative Care Symposium on Tuesday, April 12 from 5-8 p.m. in the Education & Resource Center. Registration and dinner is at 5 p.m.

Advance Care Planning: A Life Cycle Approach will be presented at 5:30 by Colleen Mulkerin, MSW, LCSW.

The Importance of Communication Skills in Working with the Seriously Ill will be presented at 6 by Dr. David Weissman. In 1991, Dr. Weissman began one of the early palliative care programs in the United States. He was the Founding Editor of the Journal of Palliative Medicine and founder of EPERC (End of Life/Palliative Education Resource Center) and Founding editor of Palliative Care Fast Facts and Concepts. In 2013, he was named one of 30 Visionaries in Hospice and Palliative Medicine by the American Academy of Hospice and Palliative Medicine.

A panel called "Incorporating Advance Care Planning into Daily Practice" will be held at 7 p.m., moderated by Dr. Ross Albert. Panelists are Katherine Lepak, Erica Richmond, and Maryann Steed.

REGISTER: 1.855.HHC.HERE

Medical Staff Town Hall Meeting

An open forum for the medical staff with HH and HHC leadership: Thursday, April 21 from 6:45-7:45 a.m.

Save the Date: Inaugural Symposium for Advanced Practitioners - April 29

Hartford HealthCare is sponsoring a free symposium designed for and by advanced practice registered nurses and physician assistants on Friday, April 29 from 7 a.m.-1 p.m. in Heublein Hall.

This symposium will offer key clinical topics with updated and evidence-based information from clinical experts, as well as networking and current clinical information in pulmonology, cardiology and other topics of interest to advanced practitioners.

Watch for the comprehensive brochure due out in March.

For more information, please contact Erica Thompson at 860-972-5766 or erica.thompson@hhchealth.org
Save the Date: Multidisciplinary Neurovascular Symposium: Updates in Stroke and Carotid Artery Disease

May 21

Saturday, May 21 from 8 a.m. to 4 p.m. in Heublein Hall.

Physician Work Life and Wellness Dinner Program

May 24 (Tuesday)

From the American Medical Association, focusing on the growing issues of physician burnout and resiliency.

4:30 -8:30 p.m. (registration, dinner and program)

Nationally-known speaker Dr. Bruce Bagley will lead Physician Work Life and Wellness, a live CME dinner event at Hartford Hospital.

There is a fee for this dinner program: $40 for CSMS members and $65 for non-members.

For registration links and additional information, please visit http://csms.org/resiliency

Webinar on Physician Resiliency Assessment and Response

July 20 (Wednesday)

6-7:30 p.m.

Webinar led by nationally-known speaker by Dr. Christine Sinsky.

From the American Medical Association, focusing on the growing issues of physician burnout and resiliency.

For registration links and additional information, please visit http://csms.org/resiliency

The Seymour Street Journal (SSJ) has been developed to communicate key messages pertinent to our hospital's physicians. It will keep you informed and up-to-date on hospital, network, and health care news in a concise, convenient format. The SSJ will be sent to your preferred e-mail address every other Sunday. If you would like to be added to the Seymour Street Journal email list, or to receive it at a different email address, please opt-in at 98.188.110.106/SSJ. This ensures that you will receive the newsletter at your preferred email address. Back issues can be viewed here. For any questions or suggestions, please contact Dr. Stacy Nerenstone, Medical Staff president, at 860-545-3043, or editor Annie Emanuelli at 860-972-2199.