

January 28, 2018

Seymour Street Journal



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Critical Information

Everything you need to know

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Welcome to New Medical Staff Leadership

With this new format for Seymour Street Journal we would also like to introduce the new medical staff leadership.

Ajay Kumar has replaced Jack Greene as Vice President for Medical Affairs.

The new medical staff officers are:

- Mat Saidel, president
- Mike O'Laughlin, vice president
- Bill Sardella, secretary
- Ken Robinson, treasurer

And of course, Bimal Patel is the new president of the Hartford region as of October 1, 2017.

Welcome to all.

Dr. Matthew Saidel
President of the Medical Staff

Completion of Your Medical Records

As you recall from the pre-Epic days, there was a deadline of 72 hours to complete operative notes and discharge summaries. Two weeks were allowed to do your e-signatures. Failure to complete the former would lead to a class one relinquishment. That meant one could not admit or operate until the medical records were up-to-date. Five class one relinquishments in a rolling two year period would lead to a "voluntary relinquishment of privileges" for seven days which means that you could not work. Further suspensions led to escalating penalties.

With Epic all that went by the wayside. But it is still a requirement of good medical care, the DPH and the Joint Commission so we are gently reinstating that policy with a trail run lasting until April 1st where no penalties will be assessed. Then we will start the two years from scratch as we reinstitute the enforcement.

There will be reminders in Epic thru In Basket notifications that you have delinquent records and also a call from Health Information Management before you are relinquished.

We know that there could be op notes and discharge summaries that have been dictated but not showing up in the proper place. Remember you will always hear from HIM before the relinquishments occur so that you may point us in the right direction.

Consider this fair warning, don't shoot the messenger and remember that timely documentation is not only a best practice but enables better care of our patients.

Dr. Matthew Saidel
President of the Medical Staff

Upgraded ImageConnect Viewer Now Available

The new ImageConnect viewer – called UniView – that allows providers to see and compare images and read the radiologist's results. It was launched earlier this month and is now available to Epic users across the system.

Current and prior studies will be available via a single click within either Epic platform: Epic Hyperspace or EpicCare Link. The images also will be available through free apps for Android and Apple mobile devices: Haiku for smart phones and Canto for tablets. Access to the viewer has been integrated more deeply into the Epic workflow.

End users can find quick-start guides on the Epic Learning Home Dashboard on the Epic homepage. Help-desk assistance will be available at 1-860-972-EPIC (972-3742).

Take the 2018 Physician Engagement Survey

Survey results will be used to improve Hartford HealthCare for your colleagues and patients

How to participate:

On Feb. 1, active staff physicians with hospital privileges will receive an email from Press Ganey with a link to the Physician Engagement Survey. Please provide honest feedback.

The survey will solicit your views about:

- Teamwork
- Physician burnout
- Resource allocation
- Quality and safety
- Organizational leadership

Your answers will:

Help inform changes that might be lead to improvements in working conditions and patient care.

This survey is confidential and includes questions that are most predictive of physician satisfaction and can be benchmarked against other organizations nationally. It will take 15 minutes to complete.

The last day to complete the survey is: Feb. 22, 2018

Questions? Please contact your chief or regional Vice President of Medical Affairs.

Virtual Urgent Care Launches with Hartford HealthCareNow App

In early January, HHC began offering virtual urgent care, also known as telehealth, to employees and their families through an app called Hartford HealthCareNow. The app, which allows patients to connect with providers 24/7 from their mobile, desktop, or tablet device, was created by a partnership between HHC and American Well, an industry leader in telehealth services.

At this time, virtual urgent care services will be staffed by providers from the Online Care Group, a group of physicians providing telehealth services for American Well. Based on pilot results, a longer term strategy would include staffing the service with providers from Hartford HealthCare Medical Group.

This pilot will allow HHC to determine the appeal and viability of the service among employees before considering

expanding the program to the community. Hartford HealthCareNow already has a proven track record of success from smaller pilot programs with Jefferson House and the HHC Headache Center.

Employees will receive communications about the app sometime later this month. Initially, there will be a flat rate of \$49 per Hartford HealthCareNow visit. At the moment, virtual visits are not covered by HHC's insurance plans, but employees may use funds from health savings accounts (HSAs) or flexible spending accounts (FSAs) to cover the cost.

Virtual urgent care provided through Hartford HealthCareNow will complement the successful relationship HHC has with GoHealth Urgent Care for walk-in services.

Hartford HealthCareNow can be downloaded from the App Store or Google Play. For more information, visit [HHC Connect](#).

A Special Thanks to Annie Emanuelli

On Dec. 31, Annie Emanuelli published her final edition of Seymour Street Journal. Annie retired from her role at Hartford Hospital in the summer of 2016 after nearly six years of service at Hartford HealthCare and has continued to produce this publication on a freelance basis ever since.

The medical staff has relied on her knowledge, diligence and attention to detail for years and we are extremely grateful for her service. Now we wish Annie well in her latest endeavor: planning and operating tours of Egypt for her new small business, [Bucket List Travel](#).

Noteworthy and New

Announcements, news and information

- [Charlotte Hungerford, Hartford HealthCare Receive State Approval to Affiliate](#)
- [What to Do When You Receive a Complaint or Grievance](#)
- [Overview of the 2018 General Assembly Session](#)
- [Black & Red Nets \\$1.1 Million to Benefit Heart & Vascular Institute](#)
- [Bone & Joint Institute Celebrates First Birthday](#)
- [Direct His Bundle Pacing Virtual Preceptorship](#)

Charlotte Hungerford, Hartford HealthCare Receive State Approval to Affiliate

The state Office of Health Care Access has approved the affiliation of Charlotte Hungerford Hospital and Hartford HealthCare, allowing the two organizations to move forward with finalizing their partnership.

Read more on the [Health News Hub](#).

What to Do When You Receive a Complaint or Grievance

The Office of Patient and Family Affairs (formerly Office of Patient Relations) manages the logistics of complaints and grievances for the healthcare system. If you receive a complaint or grievance for one of our entities please contact us at 860.972.1100.

- Complaint - a statement made by a patient or patient representative that a patient's reasonable expectation of care and services is unsatisfactory or unacceptable.
- Grievance - a formal or informal written (including email) complaint that is made by a patient or the patient's representative regarding the patient's care, abuse or neglect, issues related to hospital's compliance with the CMS Hospital Conditions of Participation, or a Medicare beneficiary billing complaint related to rights. In addition, a grievance is any claim of discrimination under state or federal law or regulations, including claims alleging discrimination based on race, color, national origin, age, disability or sex. A verbal complaint can be escalated to a grievance when the patient uses terminology such as "formal complaint" or when the verbal complaint is related to discrimination, abuse or neglect, issues related to hospital's compliance with the CMS Hospital Conditions of Participation, or a Medicare beneficiary billing complaint related to rights.

Jason McDermott BSN, RN
System Manager, Office of Patient and Family Affairs
Office number: 860.972.3197

Hartford Hospital Advocates

Carmen Diaz and Lillanya Dantzler

Office is located on the 5th floor of the High Building across from the family waiting area.

Office number: 860.972.1100

Overview of the 2018 General Assembly Session

There's quite a dark cloud hanging over the start of the 2018 session of the General Assembly as the legislature is still dealing with budget issues from the past session that ended in November producing a budget that was four months late.

Legislators are currently in special session, retuning on January 31 to override the governor's veto on a bill that uses Medicaid money to help poor and elderly patients pay for healthcare costs that Medicare does not cover. The legislature had cut back eligibility requirements beginning January 1 for the program but soon realized, due to overwhelming advocacy by patients, that they needed to reverse this cut. Further complicating fiscal matters is the current projected deficit of \$265 million for this FY.

Clearly the state budget will dominate the three month session that should end in May but there is also a strong desire on the part of many legislators to weigh in on provider/payor contract negotiations due to our Anthem out of network experience this past fall. Also, expect to see CON changes, adding more regulatory burden as those proposals got lost in last year's budget battle.

Kim Harrison

Vice President, Public Policy & Government Affairs

Black & Red Nets \$1.1 Million to Benefit Heart & Vascular Institute

With more than 1,100 guests filling The Bushnell Center for the Performing Arts on Saturday, January 27, the 2018 Black & Red raised more than \$1.1 million to benefit the Hartford HealthCare Heart & Vascular Institute at Hartford Hospital. The funds raised will help to further the institute's mission of delivering the highest quality patient outcomes in cardiology, vascular surgery, and cardiac surgery.

In addition to supporting innovation in cardiovascular disease management, the Black & Red raises awareness about issues important to the community. This year's community education campaign encourages everyone to "[Be a Lifesaver](#)" by learning [hands-only CPR](#).

Tony Award-winning performer Idina Menzel was the evening's featured entertainment, which also included dining by Max Catering, late-night dancing to the band Flipside, a lip sync battle with Mark the Shark, and hands-on opportunities to use cardiac and CPR training and educational equipment with the guidance of Hartford Hospital physicians.

[Click here](#) to watch the recording of NBC Connecticut's live broadcast of the event.

Bone & Joint Institute Celebrates First Birthday

The Bone & Joint Institute at Hartford Hospital celebrated its first year of operation on Jan. 9, commemorating a year filled with growth and success.

"It was a great year," said Dr. Courtland Lewis, chief of orthopedics. "Opening a new hospital is pretty complicated and I'm proud of the entire team of more than 200 people who have persevered and put it all together."

Read more on the [Hartford HealthCare website](#).

Direct His Bundle Pacing Virtual Preceptorship

This program, which is joint venture between Drs. Eric Crespo and Steven Zweibel of the division of Electrophysiology and Medtronic, was initiated to provide training in the technique of direct His bundle pacing to physicians across the U.S. (and now globally). Live cases are performed at Hartford Hospital by Dr. Crespo, and teaching/commentary is provided during the cases. Physicians participate in the program via WebX. The first program was held on 7/8/2017, and since then programs have been offered on a monthly basis. To date, 150

physicians from 8 countries (U.S., Canada, Czech Republic, Argentina, Slovenia, Ukraine, and Malaysia).

Direct His bundle pacing is a technique in which the ventricular pacing lead is directly “plugged in” to the patient’s natural heart wiring system (the His-Purkinje system). Pacing in this manner results in normal activation/contraction of the heart and thus avoids the potential detrimental effects associated with chronic right ventricular pacing using standard lead positions. It is thus considered the most “natural” way to pace the heart. The technique is currently only offered at a limited number of centers. Dr. Crespo has co-authored several papers on the topic, and under his leadership Hartford Hospital participated in one of the first randomized trials to evaluate the technique.

Recognizing Excellence

Awards, accolades and achievements

- [Welcome New Physicians to Hartford Hospital](#)
- [Ocular Oncologist Arrives at Hartford Hospital](#)
- [Mandavilli Lectures at International CME Program in Mumbai](#)
- [Fletcher Initiated as FACS Fellow](#)

Welcome New Physicians to Hartford Hospital

Ehsan Ansari, MD	Cardiology	https://hartfordhospital.org/EhsanAnsari
James Arcoleo, DO	Cardiology	https://hartfordhospital.org/JamesArcoleo
Theodore Blaine, MD	Orthopedics	https://hartfordhospital.org/TheodoreBlaine
Cheryl Bline, MD	Anesthesiology	https://hartfordhospital.org/CherylBline
Shalabh Chandra, MD	Cardiology	https://hartfordhospital.org/ShalabhChandra
Anne Dudley, MD	Pediatrics	https://hartfordhospital.org/AnneDudley
Danielle Gleason, PsyD	Psychology	https://hartfordhospital.org/DanielleGleason
Ali Haider, MD	Cardiology	https://hartfordhospital.org/AliHaider
Daniel Jones, PhD	Psychology	https://hartfordhospital.org/DanielPJones
Mikhail Kobakov, DMD	Oral-Maxillofacial Surgery	https://hartfordhospital.org/MikhailKobakov
Gabriel Martz, MD	Neurology	https://hartfordhospital.org/GabrielMartz
Sherene Mason, MD	Pediatric Nephrology	https://hartfordhospital.org/ShereneMason
Dawn Murphy, MD	Geriatrics Medicine	https://hartfordhospital.org/DawnMurphy
Manuel Orta Cobo, MD	Pediatrics	https://hartfordhospital.org/ManuelCobo
Joe Parets, DMD	Dentistry	https://hartfordhospital.org/JoeParets
Vinod Pathy, MD	Plastic & Reconstructive Surgery	https://hartfordhospital.org/VinodPathy
Nancy Trout, MD	Pediatrics	https://hartfordhospital.org/NancyTrout
Scott Walter, MD	Ophthalmology	https://hartfordhospital.org/ScottWalter

Ocular Oncologist Arrives at Hartford Hospital

Dr. Scott Walter has joined the medical staff at Hartford Hospital as the region's only ocular oncologist. Dr. Walter sees patients with tumors of the eye which are most often melanoma, though on rare occasions can be lymphoma. Brachytherapy is typically the therapy of choice, using an implanted device that delivers radiation treatment.

Dr. Walter's office is in the Medical Office Building and he will be treating his first patient on February 8.

Mandavilli Lectures at International CME Program in Mumbai

Dr. Srini Mandavilli, Chief of Pathology & Laboratory Medicine delivered two lectures (update on new ancillary makers Soft tissue tumors, and Gynecologic Pathology Slide Seminar) at an International CME program in Surgical Pathology in Mumbai, India from Jan 19-21st, www.aiicme2018.com. At the meeting, he was awarded an Honorary Fellowship of the Indian College of Pathologists for his role as a CME coordinator over the years.

Fletcher Initiated as FACS Fellow

Dr. Mark C. Fletcher was among 1,827 Initiates from around the world who became Fellows of the American College of Surgeons (FACS) during the Convocation ceremony at the College's 2017 annual Clinical Congress in San Diego, Calif

Every Moment Matters

Our patients in their own words

Patient Expresses Gratitude for ED Team

"The care my wife received when she first arrived was wonderful. I wanted to thank the people in the emergency department for everything they're doing. I appreciate what they did for my wife, but I'm sure they do that for everyone. Their quick action played a role when every minute counted."

Mr. Richard Gervais
Canterbury, Conn.

Coming Up

Education and events

- [February 2: National Wear Red Day](#)
- [February 22: Multidisciplinary Approach to Treatment of Headaches and Dizziness](#)
- [March 21: "Bariatric Surgery: New Innovations from Adolescence to Adulthood"](#)
- [Interested in Hosting a CME Event?](#)
- [State Mandated SME Available Free Through HealthStream](#)

February 2 National Wear Red Day

On the first Friday of February each year, the U.S. Department of Health and Human Services and the American Heart Association encourage people to wear red to bring attention to the problem of heart disease in women.

This Friday, February 2, is National Wear Red Day® - don't forget to wear red to show your support for women's heart health.

[Click here](#) to learn more about heart health events happening around Hartford HealthCare in February.

February 22 Multidisciplinary Approach to Treatment of Headaches and Dizziness

The Library, 60 North Main St., Wallingford
5:30 to 9 p.m.

This free program will inform and assist internal medicine and family practice physicians to help identify, screen, treat and coordinate care for patients suffering from headaches and dizziness. Hartford Hospital designates this educational activity for a maximum of 2.5 hours AMA PRA Category 1 credit(s).™

Following this presentation, the audience member should be able to:

1. Identify warning signs of serious secondary headaches.
2. Understand diagnostic criteria of migraine.
3. Understand general principles of acute and preventive treatment.
4. Identify and assess effectiveness of therapeutic intervention.
5. Understand the algorithm for the diagnosis and management of acute aural fullness.

6. Understand the algorithm for the diagnosis and management of the patient presenting with dizziness.
7. Understand the importance of the patient history in triage of the patient presenting with dizziness.
8. Understand the role of the vestibular therapist in the treatment of the patient presenting with dizziness.
9. Have a basic understanding of the management of the common causes of vertigo.

Registration is required by February 10. Contact AnnMarie Kawecki at anmarie.kawecki@hhchealth.org or 860.696.2550 for registration information

March 21

Bariatric Surgery: New Innovations from Adolescence to Adulthood

Heublein Hall – ERC Building

4:30 to 8 p.m.

Presented by the Adolescent Bariatric Surgery Program at Connecticut Children’s Medical Center and Hartford Hospital’s Center for Metabolic and Bariatric Surgery. Registration and light dinner will begin at 4:30 p.m.; presentations will begin at 5 p.m.

Lectures and discussions include “Access to Care,” “New Indications for Surgery in Children,” “Regaining—Now What?,” “Technology Medicine” and a patient panel.

Early bird registration only \$15 by March 1; \$25 thereafter. To learn more and register, visit <https://www.connecticutchildrens.org/events/bariatric-surgery-new-innovations-adolescence-adulthood/>.

Interested in Hosting a CME Event?

- Complete applications for a recurring series such as Grand Rounds must be submitted five business days prior to the planned activity.
- For a conference, course, or symposia, a complete application must be submitted at least 12 weeks prior to the event. We strongly encourage activity planners to contact the HHC CME Department at least 6 to 12 months prior to the date of the course in order to begin the planning process.
- Please contact the HHC CME Department at ContinuingEd@HHCHealth.org or (860) 972-5816 to schedule an appointment with our team to discuss your CME needs.

State Mandated CME Available Free To HH Doctors through HealthStream LMS

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

Please note with HealthStream you login using the same username and password that you login to your computer with every day (your network login). If you have other HealthStream questions, contact Eric Bennett at Eric.Bennett@hhchealth.org.

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.

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

For Your Information

Other things you ought to know

- [New Hope for Leaky Heart Valves](#)
- [New Study Reinforces Expanded Window of Treatment for Stroke Patients and Protocols Already Established at Hartford HealthCare](#)
- [How Hurricane Maria Caused Nationwide IV Bag Shortage](#)
- [Professionals Program at IOL Offers Help for Caregivers Who Need Care Themselves](#)
- [What Will You Gain?](#)
- [Improving Doctor-to-Doctor Communication: TigerText](#)
- [We Can Help New Patients Find You](#)
- [Research Orientation Session for Clinicians](#)
- [Patients in Need of Financial Assistance](#)
- [Remind a Colleague: Wash In, Wash Out](#)

New Hope for Leaky Heart Valves

Did you know that your heart beats more than 100,000 times each and every day? And that some hearts are predisposed to leaking valves? But newer studies show that with the right surgeon, a surgeon with tremendous experience, repairing the valve – in this case specifically the mitral valve – might be better for some patients.

[Click here](#) to learn more.

New Study Reinforces Expanded Window of Treatment for Stroke Patients and Protocols Already Established at Hartford HealthCare

A new study is offering more evidence that using advanced imaging technology can greatly increase the window of treatment and improve outcomes for many stroke patients. The study, which was presented this week at the International Stroke Conference in Los Angeles and published in the New England Journal of Medicine, showed that select ischemic stroke patients recovered significantly better following a CT scan that uses a dye to show the damaged tissue, followed by clot removal and medical therapy compared to patients who received only medical therapy initiated up to 16 hours after the stroke.

[Click here](#) to learn more

How Hurricane Maria Caused Nationwide IV Bag Shortage

With a nationwide shortage of intravenous bags, clinical pharmacies across Hartford Healthcare are working to ensure patient care isn't interrupted.

To read the full story, [click here](#).

Professionals Program at IOL Offers Help for Caregivers Who Need Care Themselves

More than 10 percent of healthcare workers are expected to misuse alcohol or drugs during the course of their professional life, according to various studies. While that isn't any higher than the general public, people working in healthcare may ignore their own needs to focus on caring for others. This is true for substance abuse as well as mental health conditions such as depression and anxiety.

Like any serious health problem, depression and addiction require professional help. But it can be harder to get help when you work long hours in a stressful environment like a hospital or other healthcare facility.

To read the full story, visit [HHC Connect](#)

What Will You Gain?

New year, new you. Hartford HealthCare is shining a light on its medical and surgical weight loss program this month. Look for ads across a variety of platforms that focus on how our program takes a holistic approach and emphasizes everything consumer can gain – like energy...confidence...and the freedom to live a more active, vibrant life.

Learn more at whatwillyougain.org.

Improving Doctor-to-Doctor Communication: TigerText

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](mailto:Marc.Palter@hhchealth.org) at Marc.Palter@hhchealth.org.

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.

We Can Help New Patients Find You

Hartford HealthCare offers physicians a free powerful tool to help reach potential patients. The system-wide "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.

Research Orientation Session for Clinicians

Research Administration is pleased to provide an orientation session to review the research services provided to our clinicians.

The session will include an introduction to our data management services, protocol development and statistical analysis assistance and grant writing support. Our current IRB processes will also be discussed.

This one-hour program can be offered on a day and time to meet individual or team schedules. To schedule this session please contact Liz Roper at lizabeth.roper@hhchealth.org or 860.972.1964

Patients in Need of Financial Assistance

Do you know a patient who is in need of financial assistance?

Hartford HealthCare can provide help to patients in need. Learn more about the program and how to assist patients on HHC Connect at <https://intranet.hartfordhealthcare.org/inside-hhc/patient-support>

Remind a Colleague: Wash In, Wash Out

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

If you remind another health care worker to sanitize, and he or she responds with irritation or hostility, please notify their department chief or [Dr. Jack Ross](#), who will communicate with them to prevent recurrences.

In the News

Media coverage, headlines and trends

- [Media Coverage](#)
- [Media Partnerships](#)
- [Healthcare Trends](#)

Media Coverage

Physian Appearances

- Dr. Fred Tilden discussing Cold Weather Safety on [Ch. 8](#)
- Dr. Ken Robinson discussing Cold Weather Safety on [NBC CT](#), [WFSB Ch. 3](#)
- Dr. Ken Robinson discussing Post-storm Safety Tips on [WFSB Ch. 3](#)
- Pat Rehmer discussing the BHN calendar on [Ch. 8](#)
- Dr. Adam Borgida discussing Pregnancy and Cannabis Use on [WTIC AM Radio](#)
- Eric Arlia discussing the IV shortage on [NBC CT](#), [Fox 61](#) and [WFSB](#)
- Dr. Len Jacobs discussing bleeding control efforts and how to use a tourniquet to save a life with the [Huffington Post](#)
- Dr. Joy de Marcaida discussing Parkinson's Disease and Neil Diamond live on [NBC CT](#)
- Jeff Flaks discussing LifeStar/Baystate on [WTIC AM Radio](#)
- Dr. Peter Yu discussing blood test to screen for early-stage cancer on [WTIC AM Radio](#)
- Dr. Jack Ross discussing the flu on [WFSB Ch. 3](#)

Other Media Coverage

[Hartford HealthCare president says company must keep up with 'blinding' change](#)

The Day

People who work for hospital systems like Hartford HealthCare are going to have to start thinking about patients as customers, too, according to the company's President and CEO Elliot Joseph.

[Shortage of medical supplies as Puerto Rico still recovers from hurricane](#)

Record Journal

Features commentary by Pharmacy Director Eric Arlia.

[Connecticut sees uptick in stroke deaths](#)

Shoreline Times

Features commentary by Dr. Amre Nouh, director of the Comprehensive Stroke Center at Hartford Hospital.

[Hartford Healthcare doctor breaks down fast food's healthier options](#)

Fox 61

Dr. Devika Umashanker, an obesity medicine specialist with Hartford Healthcare, said she understands their allure of high-convenience and low-price. "When people are working 10-12 hours a day and they go home and they want to bring something to their children for dinner, it's just easier to grab and go," she said.

[Connecticut Hospitals Juggle IV Bag Shortage Months After Hurricane Maria](#)

Hartford Courant

To conserve resources, some patients have been given oral medications instead of intravenous fluids, said Eric Arlia, pharmacy director at Hartford Hospital. When that's not possible, some patients receive alternative IV bags, which generally look the same to patients, but require nurses to do a little more work or carry out different steps.

[Spike In Severe Flu Cases Brings Hospital Bed Shortage, 15 Fatalities](#)

Hartford Courant

While Hartford Hospital sees an average of 350 flu cases per year, it had already gotten 253 patients — and six fatalities — as of Friday, said Jack Ross, chief of infectious disease. The crush of flu cases since mid-November has kept patients waiting far longer in the ER until in-patient beds open up, Ross said.

[Onset of Stress Offers a Reliable Warning of Ensuing Episodic Migraine](#)

Practical Pain Management

Features commentary by Dr. Brian M. Grosberg, Director of the Hartford Healthcare Headache Center.

[Doctors warn of health risks from snow shoveling](#)

WTNH

Doctors at Hartford Hospital warn that moving that heavier snow puts you at a higher risk of having a heart attack.

[How to Survive a Subzero Weekend](#)

Hartford Courant

"It's like everything else: it feels in the moment is going to last forever but we've already passed the solstice and we're headed in the right direction," said Patricia A. Rehmer, former Commissioner of the Connecticut Department of Mental Health and Addiction Services and current president of Hartford Healthcare's Behavioral Health Network. "Remind yourself this is time-limited and it will get warmer."

[Tolland family welcomes 'rainbow baby'](#)

WFSB

Charlotte Gaudino was born just two days ago at Hartford Hospital. She's a rainbow baby for a Tolland couple. A

rainbow baby is a baby born after the loss of a previous baby through miscarriage, still-birth or death in infancy.

Media Partnerships

Medical Rounds on WFSB, Ch. 3

- [Hands-only CPR](#) with Steve Donahue from the Center for Education, Simulation and Innovation
- [Good Life Fitness Program/Center for Healthy Aging](#) with Aaron Russ
- [HHC Care Logistics Center](#) with Beth Ciotti
- [Treating Chronic Pain](#) with Dr. Michael Grille

Connect to Healthier on NBC-CT

- [HealthCare Happenings](#) featuring Charlotte Hungerford and hands-only CPR
- [Glastonbury resident Bob Furlong survived sudden cardiac arrest](#) thanks to the highly-skilled interventional cardiology team at Hartford Hospital

Advances in Health on WTIC Ch. 8

- [Home Care and caring for aging parents](#) with Michael Nappi
- [New Hope for Leaky Heart Valves](#) with Dr. Sabet Hashim

Healthcare Trends

[A tarnished hospital tries to win back trust](#)

Politico

Yale New Haven Hospital, once reviled for hounding low-income patients for money, wants to be a model for community outreach.

[Tom Brokaw: You Can Find the Entire World Inside Your Hospital](#)

The New York Times

As I have learned in the past four years, immigration and health care in America have an organic relationship that may escape the president and his supporters if they experience health care only from the outside looking in.

[Health-Care Costs Rose for Americans With Employer-Sponsored Insurance](#)

Wall Street Journal

Report finds boost in spending as use of most health-care services declined.

[Medicaid work mandate will create uncertainty in some states](#)

The Washington Post

Republicans this past week began to realize their long-held goal of requiring certain adults to work, get job training or perform community service in exchange for getting health coverage through Medicaid. Whether that's a commonsense approach or an added burden that will end up costing many Americans their health insurance will now be debated in states across the country considering the landmark change to the nation's largest health insurance program.

[Why the U.S. Spends So Much More Than Other Nations on Health Care](#)

The New York Times

Studies point to a simple reason, the prices, not to the amount of care. And lowering prices would upset a lot of people in the health industry.

[Trinity Health partnership to form nonprofit generic drug company](#)

Hartford Business Journal

Livonia, Mich.-based Trinity Health, whose Connecticut holdings include St. Francis Hospital and Medical Center in Hartford, is teaming with four other health systems to create a not-for-profit generic drug company to improve the availability and lower the cost of essential generic drugs.

[St. Francis proposes outpatient surgical site](#)

Journal Inquirer

St. Francis Hospital and Medical Center and its parent company, Trinity Health of New England, are looking to build a \$26.5 million outpatient orthopedic surgical facility in a joint venture on the hospital's Hartford campus.

[Wheeler opens flagship Hartford location](#)

Hartford Business Journal

Wheeler this week opened its Family Health & Wellness Center at 43 Woodland St. in Hartford, now its flagship Hartford location and home to its federally qualified health center.

[Yale joins UnitedHealthcare's Medicare Advantage network](#)

Hartford Business Journal

Yale New Haven Health System (YNHHS) and UnitedHealthcare have expanded their network relationship, giving Connecticut residents enrolled in UnitedHealthcare Medicare Advantage plans access to YNHHS facilities and care providers, the organizations announced Wednesday.

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For any questions or suggestions, please contact editor Matthew Clyburn at matthew.clyburn@hhchealth.org or 860.500.0464.

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