

# Seymour Street Journal



What's news...

From the Offices of Bimal Patel and Stacy Nerenstone, MD

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*October 29, 2017*

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*"Wherever the art of medicine is  
loved,*

*there is also a love of humanity."*

**- Hippocrates**

**1984: The first successful heart transplant in  
Connecticut was done at Hartford Hospital by Dr.  
Henry B.C. Low.**

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[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](mailto:askjack@hhchealth.org).

### **Recognizing Our Advanced Practitioners**

Physicians, physician assistants and nurse practitioners are partners in healthcare. Physicians work together with PAs and NPs every day, and depend on the contributions of these advanced practitioners in caring for our patients.

The medical staff would like to express our thanks to all of the PAs and NPs we depend on every day. You are such a vital part of our healthcare team and we so appreciate you! Thank you for all you do for our patients.

***National Physician Assistant Week: October 6-12***

A PA is a nationally certified and state-licensed medical professional. PAs practice medicine on healthcare teams with physicians and other providers. They practice and prescribe medication in all 50 states, the District of Columbia, U.S. territories, and the uniformed services.

***National Nurse Practitioner (NP) Week: November 12 - 18***

Nurse practitioners are advanced registered nurses educated and trained to provide health promotion and maintenance through the diagnosis and treatment of acute illness and chronic conditions.

**One More Week to Get Flu Shot: Deadline is Monday Nov. 6**

***Dr. Rocco Orlando III, Senior Vice President, Chief Medical Officer***

Dear HHC Medical Staff Member:

You are required to get a flu shot by Nov. 6. Failure to do so may jeopardize your medical staff status.

As you know, seasonal influenza is a threat to patient and staff safety. For that reason, every individual who works, learns and volunteers at Hartford HealthCare member institutions is required to receive a flu shot or an approved medical or religious exemption. The deadline for exemptions requests has passed.

As providers, you are expected to set an example for your colleagues, staffs and patients regarding the importance of vaccination to prevent influenza. We have created an FAQs document for questions that may arise. It is available on the HHC [Internet](#) as well as the Intranet, [HHC Connect](#). There you also will find a schedule of upcoming vaccination clinics at which you may get a flu shot. You also can get the vaccine off campus from a physician or pharmacy. If you do so, you must fill out the **Form for Submitting Flu Vaccination Record** found [here](#) with instructions for submitting the form.

The HHC Universal Influenza Prevention Program has saved lives and reduced morbidity over the past five years. We count on you to ensure its ongoing success.

***From the President of the Medical Staff***

***- [Dr. Stacy Nerenstone](#), President of the Hartford Hospital Medical Staff***

***Editor's Note: The Office of Patient and Family Affairs (formerly Patient Relations) manages the logistics of patient complaints and grievances. We will regularly include information about the office and its services here in Seymour Street Journal.***

**Introducing: The Office of Patient and Family Affairs (formerly Patient Relations)**

The Office of Patient and Family Affairs 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 860-972-3197.

A complaint is a statement made by a patient or patient representative that a patient's reasonable expectation of care and services is unsatisfactory or unacceptable.

A grievance is 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.

For more information, contact Jason McDermott, BSN, RN, system manager, Office of Patient and Family Affairs; or Hartford Hospital Advocate Carmen Diaz and Senior Advocate Lillanya Dantzler at 860-972-1100.

The Office of Patient and Family Affairs is located on the fifth floor of the High Building across from the family waiting area.

## **Medical Staff Elections Coming Up November 14**

There will be an election held on November 14 for all four Medical Staff officers and five at-large active staff members of the Medical Executive Committee. The fifth seat is vacant and up in 2018 (one-year term to fill an empty seat). All are two year terms. Any physician on the active staff at Hartford Hospital is eligible to vote. Here are the candidates:

### **Officers**

- **Medical Staff President:**  
Unopposed: **Dr. Matthew Saidel**, Ob/Gyn, Women’s Comprehensive HealthCare, appointed 1981
- **Medical Staff Vice President:**  
Unopposed: **Dr. Michael O’Loughlin**, Radiology, Jefferson Radiology, appointed 2001
- **Medical Staff Secretary:**  
Unopposed: **Dr. William Sardella**, Surgery, Hartford HealthCare Medical Group, appointed 1989
- **Medical Staff Treasurer:**  
Unopposed: **Dr. Kenneth Robinson**, Emergency Medicine, Hartford Hospital Emergency Medicine, appointed 1994

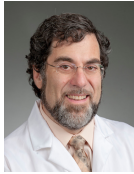
### **At-large Active Staff Members of the Medical Executive Committee**

- **Dr. Jonathan Earle**, Pathology, Hartford Pathology Associates, PC, appointed 2008
- **Dr. Evan Fox**, Psychiatry, Hartford Hospital IOL, appointed 1993
- **Dr. Praveena Kota**, Medicine/Hospital Medicine, Starling Physicians, PC, appointed 2009
- **Dr. Mitchell McClure**, (Incumbent) Medicine/Hospital Medicine, Starling Physicians, PC, appointed 2007
- **Dr. Cynthia Price**, Emergency Medicine, Hartford Hospital Emergency Medicine, appointed 2001
- **Dr. Peruvamba Venkatesh**, (Incumbent) Medicine/Internal Medicine ,Hartford Hospital Medicine, appointed 1996
- **Dr. Andrew Wakefield** (Incumbent), Neurosurgery, CT Neurosurgery & Spine Assoc., LLC , appointed 2000

Ballots will be sent out on November 14 and will be due back via email, fax or hand delivered to the Medical Staff Office by November 28.

Please read these candidate statements:

### **Medical Staff President:**



**Unopposed: Dr. Matthew Saidel**

I am privileged to be running for president of the Hartford Hospital medical staff. I have served on the medical staff leadership for 10 years as a member of the MEC, medical staff secretary and the last four years as vice president. I am on board of directors for the Hartford region of Hartford HealthCare, and am the medical director of Women's Health Connecticut, the statewide medical practice of which many of our women's healthcare providers are members.

Who could have predicted 10 years ago where we would be today? It was before the advent of Hartford HealthCare, the ACO, and we thought that the national climate was contentious then! Now as we deal with ever dwindling state and federal support, larger outside institutions, and national market forces, it is more important than ever that we as the medical staff collaborate to keep our patients at the center of the conversation.

We and our colleagues on the patient care staff are the immediate touch point for so-called consumers of medical care and we must stay engaged and as proactive as possible as external forces distract us from our mission. It is also vitally important that the younger members of our staff get involved in the future which is mostly theirs. These will be the missions for my service to the medical staff.



***Medical Staff Vice-President:***

**Unopposed: Dr. Michael O'Loughlin**

I have been at Hartford Hospital since starting my training in 1996, and I am a former graduate of the Hartford Hospital Radiology Residency Program in 2000. I then left Connecticut for my Fellowship in Cross Sectional Imaging at the Mayo Clinic in Rochester MN before returning to Hartford in 2001. I am the current MRI section chief for Hartford Hospital and Jefferson Radiology as well as the CT section chief at Jefferson Radiology.

Since 2010 I have been the Radiology Residency Program director at Hartford Hospital. I believe that great patient care should come first and collaboration between disciplines provides the best patient outcomes. Along those lines, I enjoy working alongside my clinical colleagues on multiple DMTs, research projects, and hospital committees.

I am the vice chair in the Radiology Department at Hartford Hospital and I am a member of the Jefferson Radiology Board of Directors. I have served as a Member at Large on the Medical Executive Committee as well as a member of the Physician Engagement Committee since 2015. Finally, I was appointed as the secretary of the Medical Staff this past year, to fill an unexpected vacancy.

For leadership training, I completed the Physician Leadership Development Institute for Hartford Healthcare in 2015. I have obtained the Academy of Radiology Leadership and Management Certificate of Achievement. I have reached the Level 1 certification requirements for the American College of Radiology Leadership Institute. In 2015 I also became board certified as a Magnetic Resonance Medical Director/Physician (MRMD), and yes this is a real thing.

When not reading radiology journals, I am now finding myself reading books on business and leadership, included the most recent "The 5 languages of Appreciation in the Workplace" and then trying to find ways to incorporate these into my residency program and practice.

I would hope to continue to bring my training, experience, common sense, occasional humor, and helpful personality to the Medical Executive Committee as this year's vice president.



***Medical Staff Secretary:***

**Unopposed: Dr. William Sardella**

I have been involved in Physician Leadership for almost 20 years now. My initial involvement was with Connecticut Surgical Group initially as a Division Lead and subsequently as a member of the Finance Committee and Board of Directors. Currently, I am treasurer of the Medical Staff and a medical director within Hartford HealthCare Medical Group.

We are currently in a period of enormous and rapid change within healthcare both nationally and regionally. The magnitude of these changes will have an indelible impact and transform healthcare forever.

As a medical staff, we all feel the impact of these changes on a daily basis. Provider satisfaction and engagement are at all-time lows. As a result, we need to continue to explore and create opportunities to improve the environment in which we practice as this is critical to sustaining excellence in patient care and overall provider performance.

Hartford Hospital's medical staff is blessed with many talented, high quality providers in all areas. We are unique in our collegiality and collaboration across disciplines. We have a lot to be proud of as a medical staff and need to continue to embrace and foster a culture and environment which allows us to continue to perform at a very high level.

My term limit as treasurer is over and, in order to continue to serve our medical staff, I am running for secretary. I would appreciate your vote and support in the upcoming election in November and many thanks to all of you who have supported me in the past.



***Medical Staff Treasurer:***

**Unopposed: Dr. Kenneth Robinson**

As treasurer of the Medical Staff, I will strongly advocate for the best interests of the Medical Staff and will work to maximize the resources available to Medical Staff members. I am an active supporter of faculty development for the medical staff. In addition, I will collaborate with the other Medical Staff officers and MEC members to actively engage hospital administration and work to enhance the relationship between the medical staff and hospital administration.

I feel that I am a strong candidate to be treasurer because of my training and many years of experience at Hartford Hospital. I have a Master's in Health Care Management from Harvard and I am a fellow with the American College of Physician Executives.

I have worked my 23-year career at Hartford Hospital and I have a long record of contributions to the Medical Staff. I currently serve on MEC and have done so for a number of years. I lead the Medical Staff Health and Wellness Committee and in that role I continue to work to enhance the well-being of our medical staff. I previously served on the Credentials Committee. In addition, I have served on the Finance Committee for many years. If elected treasurer, I will be able to affect a seamless transition in the leadership of that important committee.

I am proud to work at Hartford Hospital and I am excited for the opportunity to continue to serve the medical staff. I appreciate your vote for me for Medical Staff treasurer.

***At-large Active Staff Members of the Medical Executive Committee***



**Dr. Jonathan Earle, Department of Pathology**

As a full time active member of the medical staff at Hartford Hospital for almost 10 years, I have been involved in many interconnected processes in Hartford Hospital and in Hartford HealthCare.

My role as a surgical pathologist is primarily that of diagnostician, and my role as a molecular genetic pathologist refines the diagnostics to enhance treatment strategies. It is here where I find myself at the confluence of many elements of HHC's evolving systems-based medical practice, such as the lab, IT, DMTs, research, performance monitoring, and administration. This in turn has brought me into close contact with physician specialists in multiple disciplines, OR staff, lab staff across the board, hospital administrators and research staff.

I have been impressed by the dedication and commitment of staff at all levels of the institution to enhance delivery of effective patient care, and feel privileged to be part of this institution as it faces the challenges of bringing multidisciplinary care to patients in the 21st century.

It is abundantly clear that one part cannot function without the others, any more than eye can function without a brain and heart. Essential to the success of any system is effective communication between its working parts, and most of Hartford Hospital's notable achievements would not be possible without effective collaboration. If change is the only constant, then we have to be nimble to be effective, and work together to achieve our objectives.

I believe I have the temperament and abilities to enhance the goals of the MEC, including medical staff liaison roles, performance improvement and strategic planning.

*"If you want to go fast, go alone. If you want to go far, go together." - African proverb.*



**Dr. Evan Fox, Department of Psychiatry**

My name is Evan Fox, I have been at Hartford Hospital since 1993, after having done my psychiatric residency and psychosomatic fellowship at the IOL and UCONN/HH respectively. My current positions both clinically and administratively have led me to participate as an at-large member on the MEC.

As a physician who has spent his career at HH, I have had the opportunity to participate in many leadership activities and have appreciated the opportunities that being at HH has provided especially regarding my professional development. In an ever-changing healthcare environment, I am encouraged by our leadership and my physician colleagues who have taken on the challenges that ultimately lead to expert care, collaboration and better opportunity for the patient and family/friend experience. Being a part of the MEC in any capacity further allows me to understand and help guide the hospital to better performance in all domains of healthcare here and across the system.

As director of C/L Psychiatry and Chairperson of the Ethics committee, involvement with Palliative

Medicine and the HHCCI, I have been asked to chair and be a part of initiatives to improve over all operations and processes of daily care and safety. Other roles and committees across both campuses, HH and the IOL, have given me opportunity to engage in “How HH works.”

Change is a constant. Doing the right thing is a necessity. Curiosity and involvement in the ongoing evolution of healthcare is imperative.



**Dr. Praveena Kota, Department of Medicine/Hospital Medicine**

My name is Praveena Kota, clinical assistant professor. I have been with Division of Hospital Medicine at Hartford Hospital for 8 years. I am dual boarded in Internal Medicine and Pediatrics from Michigan State University.

In my tenure with Division of Hospital Medicine I took on the roles of director of Clinical Operation, compliance officer, champion for Clinical Documentation and Hospitalist champion for infectious disease committee, and the ICD-10 committee. I am also a proud graduate of Physician Development Leadership Institute 2015.

Besides patient care, I have deep interest in hospital medicine particularly the operational aspects of practicing medicine in hospital setting, like Length of Stay, Clinical Documentation, Bed Management, Patient Satisfaction, recruiting and mentoring medical staff, resident education and Billing & Coding.

I lead/participated in several pilots and projects to improve operations in these areas. One of the projects “Clinical Progression Rounds” to reduce LOS has been rewarded “Team of the Year”. Other projects include 11 AM discharge, Discharge Checklist and Hypoglycemia Task Force.

Being a part of Division of Hospital Medicine gave me the unique opportunity to work cross divisions and large patient population, giving me exposure to several medical practitioners and diverse issues they face. With technological innovations in patient care and major debates happening on healthcare reform, physicians and medical institutions are experiencing even more challenges.

I will act as medium that listens to several pain points-ideas and bring them to MEC to formulate projects that improve operations and benefit all of us in this fast paced environment. I envision that being a member-at-large with MEC will give me a chance to make these contributions. I seek your support for my candidacy.



**Dr. Mitchell McClure, Department of Medicine/Hospital Medicine (Incumbent)**

I am running for reelection for the At-Large position of the Medical Executive Committee and would appreciate your vote. I have been a member of the medical staff at Hartford Hospital since 2007, first as a hospitalist until 2013 and, since then, as the director of Hospital Medicine. I have been a member of the MEC since 2015.

Our hospitalists care for a large percentage of the inpatients at Hartford Hospital and, as leader of the group, my daily focus is on providing high quality, efficient care that results in an excellent experience for patients and their families. As such, I am involved (either directly or indirectly) in most every initiative in Hartford Hospital directed toward these ends for our patients.



I have personally been a member on multiple HH councils and have been very active on the HHC Hospitalist Council, chairing this group in 2015-16. My time on the medical staff has been singularly focused on the hospital and in my current position. I'm very knowledgeable about the day-to-day functioning of many aspects of the hospital. With all of my various responsibilities, I am invariably working to move our system closer to the goal of providing highly reliable healthcare that optimizes patient outcomes and experiences.

Since joining the MEC in 2015, I have been a consistent presence there. I believe that the MEC should be integral to the functioning of Hartford Hospital, adding the voice of the medical staff to all important decisions. I am dedicated to Hartford Hospital and want to continue to play a role in optimizing patient care here through my work on the MEC. I would greatly appreciate your support. Thank you for your consideration.



**Dr. Cynthia Price, Department of Emergency Medicine**

This is Cynthia Price and I would like to run for an at-large position of the Medical Executive Committee. I have been employed by Hartford Hospital in the Emergency Department for the past 17 years.

I have witnessed the growth of Hartford Hospital as it has transitioned to the flagship of a complex and comprehensive health system. I note negatives that we view as opportunities and positives that we count as successes as we transition and feel I have insight as we become the example of how best to incorporate and demonstrate our values. I will continue offer my opinion and support new initiatives going forth. I bring the unique perspective from the Emergency Department. I interact with most specialties and personalities as well as all manner of different patients that need a voice. I also interface with the community physicians who rely on communication with the hospitals in the system to take high quality care of the patients that they entrust to our attention.

I have input from my diversity and residency education background and feel I can add to the governance in a constructive manner. Examples of my leadership involvement include the Physician Engagement Committee which I have enjoyed being an active member specifically addressing the needs of the physician community. I also sit on the Physician Wellness Committee for the past three years which holds an obligation to improving life for providers here at Hartford Hospital as an addition to the Engagement group. I have participated in Pharmacy and Therapeutics (P & T) Committee for the past 5 years and also sit on the Organ Donation Advisory Council.

I have enjoyed leadership training and discussion at the yearly Hamilton retreat and I look forward to serving all with a smile. Thank you.



**Dr. Peruvamba R. Venkatesh, MD, Department of Medicine/Internal Medicine (Incumbent)**

I'm writing to ask for your continued support to serve on the Medical Staff Executive Committee (MEC). I have been on the medical staff of the Department of Medicine at for over 22 years and have served in many capacities.

You may be aware I have been elected to the MEC for the past 7 years. I believe I have made significant contributions to many an initiative (see below) during that time that have been very relevant to the work of the medical staff.

I continue to be a 'voice' for our pluralistic medical staff at MEC and try to bring their perspective to many a discussion. Being their representative voice is the primary reason I wish to continue my role on the MEC. Committee work responsibilities for the medical staff:

- Medical Staff Credentialing Committee
- Physician Engagement Committee
- Physician Health & Wellness Committee
- Malpractice Claim Review Committee
- Medical Staff ByLaws Committee
- Medical Staff Quality Council

My membership on the HH Executive Leadership Team has provided with the opportunity to understand the challenges related to hospital operations and liaise effectively with hospital leadership and bring the medical staff point of view to many a discussion.

I continue to serve as the associate director of Medicine for the Department and I have remained at the forefront of the many meaningful operational changes that have been brought about over the past several years to facilitate patient care and improve physician workflow and satisfaction. As the director for Quality, I continue to help the Division Chiefs of Medicine achieve their quality objectives and metrics that go with it. I am also the chief academic officer and assistant dean for all our undergraduate and graduate medical education UME and GME.

Medical education has remained the one of the primary focus of my work and I remain committed to maintaining and elevating our status as the premier education site for UME and GME education and training.

My innate desire to continue to contribute to our medical staff leads me to ask for your continued support. I hope you will find my candidacy one worthy of your renewed confidence and I wish to thank you in advance.



**Dr. Andrew Wakefield, Department of Neurosurgery (Incumbent)**

I am a long-standing member of the Hartford HealthCare medical staff serving the Hartford community since 2001. I am a private practice neurosurgeon operating primarily out of Hartford Hospital providing care through private practice as well as trauma service.

I have contributed to the community and the healthcare system by serving on multiple committees and boards at every level; hospital, state, regional, and national. I am the delegate for the Council of State Neurologic Society, the president of the Neurosurgical Society of Connecticut, an Executive Board Member for NENS, Executive Board member and contributing physician for NERVES and a founding board member for Dreaming and Working Together, Inc. a non-profit missionary program in Lima, Peru.

I have served three terms on the Medical Executive Committee as a member at large and am interested in serving another term. I am interested in collaborating with my fellow colleagues in Hartford HealthCare continuing the challenge in solving current issues allowing us to maintain and improve the quality healthcare provided at Hartford Hospital and in our community.

***From Hartford Hospital President***

***Bimal Patel, President of the Hartford Region, Senior Vice President, Hartford HealthCare***

## **Message from Your New President: *Serving the Mission of our Organization***

**Oct. 2**

Dear Colleagues,

Greetings! Today is day one of my role as president of Hartford Hospital and the beginning of a new fiscal year. It is great to be back to join you for this meaningful journey ahead. Many new and positive developments have occurred over the past few years, including the launch of Epic Care Connect, the opening of the Bone & Joint Institute, the exponential growth of CESI, and the onboarding of our institutes and their leadership.

Hartford Hospital plays an important and vital role as a premier healthcare provider in the state of Connecticut. While we are a community hospital to those who live in our neighborhood, we are a quaternary care hospital to the remainder of the state and the backbone of healthcare. We are stronger due to our partnership with Hartford HealthCare Medical Group, private and independent physicians and groups, and hospital-based physicians and advanced practitioners.

The unconditional service of our nurses, all clinical and technical staff, and support staff make us exceptional. We are better today than ever before because the strength of our system and all of its hospitals, home health, nursing homes, behavioral health network, rehabilitation network, urgent care and ambulatory care centers.

Our Chief Executive Officer Elliot Joseph often says “these are the good old days.” As we prepare ourselves and our organization for what lies ahead, I am confident that we will make our future even brighter despite our challenges. Your support will be essential in making it happen. After all, we belong to an organization that started in 1854. Hartford Hospital knows how to convert opportunities into possibilities. Our resilience will prevail and today we are better prepared than ever. We have heard our President and Chief Operating Officer Jeff Flaks say that H3W and our operating model are foundational for our growth.

With great humility and sense of responsibility, I am here to serve you, and with your help, we will serve the mission of our organization. Our top priorities are staff engagement, customer satisfaction, physician relationships, institute growth and community engagement. These are possible when we hold ourselves accountable and lead operational excellence. I am committed to joining arms with all of you to make Hartford Hospital and Hartford HealthCare successful and proud.

## ***Top News***

### **The Latest: Anthem Advertisements**

***Elliot Joseph, Hartford HealthCare CEO***

Starting October 26, we launched a series of ads aimed at the patients and families who have been frustrated by Anthem’s unwillingness to reach a fair settlement. You will see them in newspapers and online.

We want to remind our patients that we’re the people who care for them and their loved ones. We truly know them. To Anthem, they’re just a number. Anthem is causing this standoff by coldly crunching numbers and refusing to pay us fairly for the care we provide.

It’s time to call out Anthem for creating so much difficulty and suffering for individuals who are among our most vulnerable friends and family members.

Our staff members have been real heroes - responding to the needs of patients with patience and persistence. I am so grateful for your compassion and professionalism.

Anthem needs to end the impasse and let us get back to what we do best: providing great care for the people we're privileged to serve.

## **Hartford HealthCare Transfer Center: Get the Right Care with One Call**

The Hartford HealthCare Transfer Center opened on Oct. 1. This new resource, centrally located in the old Clinical Lab Partners building in Newington, gives physicians access to Hartford HealthCare's extensive and varied network with a single phone call.

Every call is answered by an experienced R.N. who understands your patients' needs and will initiate the appropriate transfer quickly and efficiently.

The center ensures that patients in our system receive the right care in the right place at the right time. Designed to function much like a NASA mission-control hub, the new center is supported by world-class communications and analytics technology through our innovative partnership with GE Health.

The center monitors bed availability at our hospitals so patients can be routed, and in some cases moved, to the place where they will receive excellent treatment with a minimum of waiting. It is one of a handful of next-generation patient logistics centers in the country.

The center is under the direction of Beth Ciotti, RN, MHA, Vice President, Care Logistics Center and Medical Director Daniel Kombert, MD.

Acute transfers between HHC hospitals should be called in to the HHC Transfer Center (860) 972-1233, with the exception of Behavioral Health and Obstetrics. If you have questions, please contact Beth Ciotti at (860) 696-6106 or Kathleen Race at (860) 696-6817.

Visit the [Referrals & Transfers](#) page of Hartford HealthCare.org to learn more and watch a video of the center in action.

## **Dr. Daniel Kombert Appointed Associate VP of Medical Affairs and Medical Director of HHC Transfer Center**

Dr. Daniel Kombert has been appointed associate vice president of Medical Affairs for Hartford Hospital and medical director of the Hartford HealthCare Transfer Center.

Dr. Kombert has been the regional director for Hospital Medicine for the Central Region since 2014 and is an assistant professor of Clinical Medicine at the University of Connecticut School of Medicine. He received his medical degree from New York Medical College and completed his residency/chief residency in Internal Medicine at Westchester Medical Center. Before joining The Hospital of Central Connecticut in 2012, he was vice president for hospital medicine services in the Stewart Health Care System and was the VPMA for Falmouth Hospital on Cape Cod.

In this new role, Dr. Kombert will be responsible for the appropriate utilization of inpatient services at Hartford Hospital and will be a resource for the Utilization Review, Billing and Care Management departments. He will also provide administrative and medical oversight of the Hartford HealthCare Transfer Center within the Care Logistics Center in Newington.

Please join us in congratulating Dr. Kombert on his new role, which is effective Oct. 29.

## **Dr. Frank Santoro Named Division Chief for Dermatology**

**Dr. Frank Santoro** has been appointed division chief for Dermatology.

Dr. Santoro assumes the role from **Dr. Lisa Kugelman**, who has served as division chief for more than a decade. She has been an trusted advisor and leader for Department of Medicine. Her guidance

and support has been integral.

## **HHC GoHealth Urgent Care Updates**

*By Dr. Jeff Finkelstein*

We are pleased to announce that we opened two new HHC-GoHealth sites:

- HHC-GoHealth Newington (Fenn Road next to Stop and Shop) Opened Oct. 2
- HHC-GoHealth Wethersfield (and Occ Health) Opened Oct. 9

There are four other sites already open:

- HHC-GoHealth Avon
- HHC-GoHealth Vernon
- HHC-GoHealth Meriden and Occ Health
- HHC-GoHealth Glastonbury

All sites are open 365 days a year. Hours are 8 a.m.-8 p.m. Monday-Friday and 9 a.m.-5 p.m. on weekends and major holidays. (Avon is open 8 a.m.-4 p.m. on weekends.)

**Please note that we can draw blood and have plain radiology at all sites but only for patients who are being seen for an urgent care visit.**

We do not perform outpatient radiology exams or lab draws for non-urgent care patients. Please use HHC radiology or Jefferson and/or Quest labs.

## **New Patient Organizer Aims to Improve Patient Experience**

Hartford HealthCare's first system-wide Patient HealthCare Organizer became available beginning in mid-October. This new resource is one of our Six Best Practices for improving the customer/patient experience.

It is a fill in the blanks-style booklet that allows patients, clients, caregivers and family members to manage their personal healthcare journey by making it easier to keep track of important documents, appointments and information all in one convenient place.

Patients may choose to share the information in the organizer with members of their care team or simply keep it for personal reference. How they use the organizer is up to them.

## **DPH-mandated Classes for Physician Relicensure Filled**

We had a tremendous response to the November 18 program of classes for Physician Relicensure. We have reached maximum capacity and have closed registration.

HHC CME plans to schedule this program again in 2018. The Medical Staffing Office will notify you of the dates and locations.

## **What's In The Two-Year Budget: Increase in the Hospital Provider Tax**

*Hartford Courant*

From mayors and energy advocates to senior citizens and teachers, the new two-year, \$41.3 billion

state budget provides a wide variety of pluses and minuses. Many taxpayers will receive reduced benefits and some towns will receive less money than in the past, but many groups breathed a sigh of relief Thursday because they know it could have been worse.

One of the major changes in the budget involves an increase in the hospital provider tax to 8 percent, up from the current 6 percent. But the hospitals supported the change because they will receive millions of dollars back from a complicated arrangement that increases Medicaid funding from the federal government.

## **Nutrition and Obesity Medicine Inpatient Consultation Services Available**

Nutrition and Obesity Medicine Inpatient Consultation Services is a new consult service at HH. This will be offered by **Dr. Devika Umashanker**, who is the obesity medicine specialist for the Hartford HealthCare system.

Inpatient consultation services are available for patients with a BMI  $\geq$  30 admitted to the inpatient service when obesity was an underlying cause for their admission. Inpatient admissions appropriate for consultations are:

- Cellulitis
- Acute Congestive Heart Failure Exacerbation
- Obesity Hypoventilation Syndrome
- COPD exacerbation
- Type 2 DM- Hyperosmolar Hyperglycemia State
- Stroke/ Transient Ischemic Attack
- Pseudotumor Cerebri
- High risk Transplant Patients with BMI $\geq$ 40

Office Locations are:

- 330 Western Blvd, Glastonbury, CT
- 11 South Rd, Farmington , CT
- 61 Pomeroy, Meriden, CT

For consultations, please call Medical Weight Management and Nutrition: 1-833-861-5433.

## **November is National Hospice and Palliative Care Month**

[Hospice](#) and palliative care empower people facing a serious or life-limiting illness to live as fully as possible, surrounded and supported by family and loved ones. Below is a reminder for patients who are eligible for hospice services:

### ***Hospice Eligibility Criteria***

**Cancer** • Clinical findings of malignancy with evidence of metastatic disease • Refuses further life-prolonging therapy

**Dementia** • Ability to speak is limited; assist with ambulation, weight loss. Hx aspiration pneumonia, septicemia, recurrent fevers, pressure ulcers, recurrent hospitalizations

**Heart Disease** • CHF with NYHA class IV sx, SOB at rest or with minimal activity • EF < 20%, dysrhythmias

**HIV/AIDS** • CD4+ <25 cells/mcl or viral load >100,000 • Weight loss, renal failure, CNS, lymphoma, bacteremia, visceral KS

**Liver Disease** • PT>5se or INR>1.5 Refractory ascites, bacterial peritonitis, hepatic encephalopathy, variceal bleeding

**Pulmonary Disease** • Dyspnea at rest, no response to broncho-lilators, decreased functional capacity. Progression of disease with pulmonary infection/respiratory failure. Hypoxemia on room air, O2SAT < 88% on room air. Right sided heart failure.

**Neurological Disease (ALS, Parkinson's, Muscular Dystrophy, MS)** • Dyspnea at rest, refuses intubation. Life threatening complications in past year with sepsis, aspiration pneumonia, recurrent fever, pressure ulcers stage 3 or 4.

**Renal Failure** • Creatinine clearance<10cc/min Serum creatinine >8.0. Patient is not seeking dialysis or transplant.

**Stroke or Coma** • Poor functional status. Poor nutritional status, weight loss. Serum albumin<2.5

Call **1.800.HOMECARE** to make a referral.

## Compliance Week Events

### November 6 - 10

HHC is celebrating Compliance Week and you are invited. Watch your email box on Monday, Nov. 6 for an invitation to complete the Office of Compliance and Integrity Week online quiz. Participants will be entered for a chance to win a variety of prizes.

Stop by on the following dates/times to meet with staff from the HHC Office of Compliance and Integrity, have some fun and learn something new in the process:

- HH Cafeteria: Monday, November 6, 11:30 a.m. to 1 p.m
- Donnelly Building Main Lobby: Tuesday, November 7, 2 to 4 p.m.
- HH Cafeteria: Friday, November 10, 11:30 a.m. to 1 p.m.

## 12th Annual Interdisciplinary Transplant Symposium

### November 9

*Sheraton Hartford South, 100 Capital Boulevard, Rocky Hill*

Participants who attend this symposium will be able to apply updated therapies to the care of individuals with end-stage organ disease.

Solid organ transplantation has become the standard of care for individuals with end-stage kidney, liver or heart disease. There are more than 123,000 people in the United States on the United Network for Organ Sharing wait list. Advances through research have significantly impacted the success rates of transplantation, resulting in increased life years and improved quality of life for transplant recipients.

To register online, [click here](#). To register by phone, call 1.855.442.4373. Questions may be directed to Cammi Modlesky, Outreach Coordinator, Transplant Program at 860.972.4738.

## Help the Medical Staff Annual Campaign to Enhance Care

Join your colleagues and make your gift to the 2018 Medical Staff Annual Campaign today. Charitable donations enable us to provide the technology, facilities, and expertise necessary to give our patients the very best care.

You may direct your gift to the Medical Staff Annual Fund or to other areas within the hospital, including Research, the Institute of Living, and the Cancer Institute. One hundred percent of your



donation goes to programs and services that make a difference for our patients and the community we serve.

You can make your gift online at [giving.harthosp.org/medstaffdonation](http://giving.harthosp.org/medstaffdonation).

### **Lecture on the Humanities in Surgery Honors H. David Crombie, MD**

The Annual Lecture on the Humanities in Surgery welcomed **Robert Riviello, MD, MPH**, as the featured presenter for the October 13 Grand Rounds, sponsored by the Department of Surgery. Dr. Riviello addressed "Global Surgery: Building Capacity to Fill the Gap." Dr. Riviello is director of Global Surgery Programs at the Center for Surgery and Public Health, associate surgeon in the Division of Trauma, Burns and Surgical Critical Care at Brigham and Women's Hospital, and an assistant professor at Harvard Medical School in Boston.

The annual lecture is held in honor of **H. David Crombie, MD**, editor emeritus, Connecticut Medicine, and former director of the Hartford Hospital Department of Surgery. The lecture series was started to reintroduce the human element into the high tech world of healthcare.

### **Lazowski Named Rabbi Emeritus; HH and MDA Mark 5th Year of Collaboration**

In a ceremony celebrating two inspired partnerships, Hartford Hospital named Rabbi Philip Lazowski the hospital's first rabbi emeritus and recognized the fifth anniversary of an educational collaboration with Magen David Adom (MDA), Israel's emergency medical, disaster, ambulance, and blood bank service.

"Tonight is a celebration of leadership," said **Michael Drescher, MD**, chief of the Department of Emergency Medicine at Rabin Medical Center in Petah Tikvah, Israel, and senior emergency physician at Hartford Hospital.

Dr. Drescher started the collaboration with MDA in 2012 and continues to steward the program, in which Israel's first responders train with LIFE STAR, the Hartford Hospital Emergency Department, and the Center for Education, Simulation and Innovation to refine their skills. In the spring and the fall, two MDA medics train at Hartford Hospital. MDA medics Eyal Gutman and Moshe Zalach received certificates of completion of training at the September 14 ceremony.

Lazowski has been a spiritual leader in Greater Hartford for more than 60 years, 57 of those he served as chaplain at the Institute of Living and at Hartford Hospital. The Lazowski/Kiely Multifaith Chapel, located on the first floor of Hartford Hospital, is named in honor of the rabbi and the late Father John J. Kiely.

"The title of 'emeritus' clearly is reserved for those who are distinguished in their calling, as a lasting recognition of their profoundly important contributions and for serving as a model for others," Jeffrey Flaks, president and COO of Hartford HealthCare, said at the ceremony. "Rabbi Lazowski is richly deserving of this honor."

More than 100 guests attended the September 14 reception honoring the MDA collaboration and Rabbi Philip Lazowski. It was held at the Hartford HealthCare Bone & Joint Institute Education and Conference Center.

### **Rushford Residential Detox Program Improves Admissions Process**

When people battling addiction reach out for help, they should have rapid access to the treatment they need. If not, the moment can be lost and recovery may never happen. With that in mind, Rushford at Middleton's residential detoxification program is working to improve its admissions process and ensure easier access to its residential detox program. The facility began offering prospective clients scheduled admissions appointments starting on Sunday, Oct. 1.



Clients in need of detox are now able to call the Rushford admissions line and will be offered the next available screening appointment, which in many cases can be the same day.

The transition to admission by appointment is expected to eliminate patient build-ups and improve the admissions process, while still allowing Rushford staff to immediately respond to those in need of treatment. The end result will be less on-site wait time and increased access to detox beds for a broader range of clients.

“We know that Rushford’s detox unit, which has the lowest detox readmission rates in Connecticut, is the first step towards recovery for many people,” said James O’Dea, PhD, MBA, Vice President of Operations for the Behavioral Health Network. “That’s why we sat down and really examined the admissions process and how to improve access to this vital service.”

Rushford at Middletown’s detox offers a first step towards recovery for people with addictions to opioids, alcohol or benzodiazepines. Clients on the 19-bed co-ed unit are able to safely detox under the supervision of registered nurses and physicians, with access to group treatment for those who are physically and mental ready to begin therapy.

The detox unit at Rushford’s Middletown facility also offers clients access to a full continuum of addiction services including residential rehab and outpatient treatment.

For more information on Rushford or to schedule an appointment, call 1.877.577.3233.

## Welcome New Physicians to Hartford Hospital

<b>Benjamin Anderson, MD</b>	Psychiatry	<a href="https://hartfordhospital.org/BenjaminAnderson">https://hartfordhospital.org/BenjaminAnderson</a>
<b>Zeynep Ebcioğlu, MD</b>	Nephrology	<a href="https://hartfordhospital.org/ZeynepEbcioğlu">https://hartfordhospital.org/ZeynepEbcioğlu</a>
<b>Omar Eton, MD</b>	Oncology	<a href="https://hartfordhospital.org/OmarEton">https://hartfordhospital.org/OmarEton</a>
<b>Ahmet Gork, MD</b>	Neonatology	<a href="https://hartfordhospital.org/AhmetGork">https://hartfordhospital.org/AhmetGork</a>
<b>Raghavendra Govinda, MD</b>	Anesthesiology	<a href="https://hartfordhospital.org/RaghavendraGovinda">https://hartfordhospital.org/RaghavendraGovinda</a>
<b>Jennifer Jantz, MD</b>	Cardiology	<a href="https://hartfordhospital.org/JenniferJantz">https://hartfordhospital.org/JenniferJantz</a>
<b>Kendall Johnson, MD</b>	Neonatology	<a href="https://hartfordhospital.org/KendallJohnson">https://hartfordhospital.org/KendallJohnson</a>
<b>Christopher Judson, MD</b>	Orthopedics	<a href="https://hartfordhospital.org/ChristopherJudson">https://hartfordhospital.org/ChristopherJudson</a>
<b>Farhan Karim, DO</b>	Orthopedics	<a href="https://hartfordhospital.org/FarhanKarim">https://hartfordhospital.org/FarhanKarim</a>

<b>Fakhar Khan, MD</b>	Internal Medicine	<a href="https://hartfordhospital.org/FakharKhan">https://hartfordhospital.org/FakharKhan</a>
<b>David Muccino, MD</b>	Pediatrics	<a href="https://hartfordhospital.org/DavidMuccino">https://hartfordhospital.org/DavidMuccino</a>
<b>Anurag Sharma, MD</b>	Hematology/Oncology	<a href="https://hartfordhospital.org/AnuragSharma">https://hartfordhospital.org/AnuragSharma</a>
<b>Devika Umashanker, MD</b>	Bariatric Medicine	<a href="https://hartfordhospital.org/DevikaUmashanker">https://hartfordhospital.org/DevikaUmashanker</a>
<b>Justin Uzi, MD</b>	Psychiatry	<a href="https://hartfordhospital.org/JustinUzi">https://hartfordhospital.org/JustinUzi</a>
<b>James Ware, MD</b>	Orthopedics	<a href="https://hartfordhospital.org/JamesWare">https://hartfordhospital.org/JamesWare</a>
<b>Ashley Young, MD</b>	Obstetrics & Gynecology	<a href="https://hartfordhospital.org/AshleyYoung">https://hartfordhospital.org/AshleyYoung</a>

## *Excellence*

### **Dr. Lenworth Jacobs Retiring**

After 34 years at Hartford Hospital, **Dr. Lenworth Jacobs**, vice president of academic affairs and director of the Trauma Institute, will retire at the end of October.

### **Dr. Joseph Cappa Honored by Crohn's & Colitis Foundation**

**Dr. Joseph Cappa** was honored with the Humanitarian of The Year Award from the Connecticut Chapter of the Crohn's & Colitis Foundation at its [Bottoms Up](#) event on October 28. Dr. Cappa is the director of the GI Endoscopy Center at Hartford Hospital.

The event raised money for research and education for the estimated 19,000 Connecticut residents suffering from Crohn's disease or ulcerative colitis. Today, more than 1.6 million Americans are afflicted with Crohn's disease and ulcerative colitis, chronic and debilitating inflammatory bowel diseases (IBD) for which there is yet no cure.

"Dr. Cappa's contributions are helping to find a cure, raise money and awareness, and improve the quality of life for the millions of children and adults who suffer from these chronic diseases," said Kimberly Snapper, regional executive director, New England Chapter.

### **Dr. Edmond Cronin's Study on ICD Patients**

**Dr. Edmond Cronin, cardiac electrophysiologist in the Division of Cardiology, Hartford HealthCare Heart and Vascular Institute**, led a large observational study that showed that ICD patients who receive frequent ventricular pacing are more likely to experience appropriate ICD shocks than those with no pacing. The study, and accompanying editorial, were published in *Circulation: Arrhythmia and Electrophysiology*,

The analysis of a large national remote monitoring database revealed a complex relationship between RV pacing and shocks, with an increased risk evident even at relatively low levels of pacing, significantly increased risk with very frequent pacing, but an apparently protective effect of complete pacing dependence. This supports the practice of upgrading ICD devices to cardiac resynchronization therapy (CRT-D) devices in patients with frequent ventricular pacing and structural heart disease.

The study is available here: <http://circep.ahajournals.org/content/10/10/e004711>

### **Dr. Richard Cartun Named to Founding Board of International Society of Immunohistochemistry & Molecular Morphology**

**Dr. Richard Cartun**, director of Histology and The Martin M. Berman, MD Immunopathology/Morphologic Proteomics Laboratory in the Department of Pathology, is one of 10 pathologists/laboratory scientists named to the founding board of the International Society of Immunohistochemistry and Molecular Morphology. The Society will promote knowledge, innovation, and excellence in slide-based techniques such as immunohistochemistry and in situ hybridization used in diagnostic and research pathology throughout the world.

In May, Dr. Cartun, along with the National Society for Histotechnology, presented the 11th annual "Immunohistochemistry Forum", a two-day workshop for laboratory scientists and technologists held in St. Louis, MO. Dr. Cartun started this education program back in 2007 and has conducted workshops in major cities throughout the United States every year since.

In September Dr. Cartun also presented a workshop on "Trouble-Shooting Immunohistochemical Testing in Diagnostic Pathology" at the National Society for Histotechnology's annual Meeting/Convention in Orlando.

### **Dr. Paul Thompson Speaks at International Association of Marathon Directors; International Hypertrophic Cardiomyopathy (HCM) Summit**

**Dr. Paul Thompson**, physician co-director of the HHC Cardiovascular Institute, was the featured speaker at the International Association of Marathon Directors held at the Olympic Training Complex in Barbados on October 14.

Dr. Thompson addressed the question as to whether the Association should recommend low dose aspirin in middle-aged runners before marathon participation.

Dr. Thompson was also a faculty member at the 6th International Hypertrophic Cardiomyopathy (HCM) Summit in Boston on October 27-29. Dr. Thompson lectured on HCM as a cause of sudden death in athletes and on strategies to reduce the risk.

### **Surgical Weight Loss Centers Staff Present Multiple Posters at National Obesity Week Conference**

The Surgical Weight Loss Centers of Hartford HealthCare, under the direction of **Drs. Darren Tishler, Pavlos Pappasavas** (Hartford Region) and **Aziz Benbrahim** (Central Region), will present multiple posters at the national Obesity Week conference in National Harbor, MD. on October 30-November 2.

Obesity Week combines the annual meetings of two organizations, the American Society for Metabolic and Bariatric Surgeons and The Obesity Society.

These presentations represent work surrounding both process improvement and clinical research, utilizing the bariatric surgery population and include; *Assessment of Non-Nutritive Sweetener Use by Bariatric Patients* [Authors: Andrea Stone, Janet Ng, Rick Seip, Sally Strange, Darren Tishler, Pavlos Papasavas] and *Healthcare Resource Utilization Associated with Sleeve Gastrectomy and Roux-en-Y Gastric Bypass* [Authors: Rick Seip, Ilene Staff, Kyle Robey, Geneth Chin, Andrea Stone, Tara McLaughlin, Sally Strange, Darren Tishler, Pavlos Papasavas]

Three additional presentations were conducted in collaboration with the University of Connecticut, and UConn Health Center, *Chemosensory function, dietary preference and dietary behaviors from pre- to 6-months post-bariatric surgery: A pilot study* [Authors: Andrea Stone, Pavlos Papasavas, Helen Swede, Darren Tishler, Patrice Hubert, and Valerie Duffy], and with the Connecticut Children's Medical Center's Obesity and Weight Management Program; *Moving On and Growing Up-Adolescent to Adult Transition: When is the Right Time?* and *Chronic Pain in an Adult Bariatric Surgery Population* [Authors: Melissa Santos, Sally Strange, Darren Tishler, Pavlos Papasavas, Andrea Stone, William Zempsky, Christine Finck].

All of this work demonstrates Hartford HealthCare's commitment to a multidisciplinary team approach and have strengthened our cross-discipline partnerships. With a historical attendance of roughly 5,000 professionals per year, we anticipate these presentations will be well-received and reach a large audience of physicians and investigators in the field of obesity and related diseases.

## Hartford Hospital Media Coverage

### Media Coverage Wrap-Up

#### ***Earned Media***

**Drs. Thomas Abbruzzese, Jonathan Gates, and Ken Robinson** speak about the Las Vegas shooting and preparedness/Trauma Level I:

(WFSB) - <https://youtu.be/r0lu8OyGDjic>:

(FOX 61-A) - <https://youtu.be/lw613V9D89gl>

(FOX 61-B) - [https://youtu.be/imbOe\\_RpLdwI](https://youtu.be/imbOe_RpLdwI)

(NBC CT) - <https://youtu.be/Jh348eSA7ic>

**Dr. Craig Allen** was on The Stan Simpson Show/FOX 61 speaking about Opioids: <https://youtu.be/5229h55ng30>

**Dr. Virginia Bileuch** speaks about a difficult flu season: <http://wtnh.com/2017/10/05/why-this-could-be-a-difficult-flu-season/>

**Ken Bruno** talks about marathon preparation for runners on Ch. 8: [https://youtu.be/2\\_Ny8ke2o90](https://youtu.be/2_Ny8ke2o90), and on on WFSB, Ch. 3: <https://youtu.be/HkUf-7x6TX0>

**Dr. Joseph Cappa** talks about Crohn's Disease on WFSB, Ch. 3: <https://youtu.be/JwyDHZR7GdA>

**Dr. Joseph Garner** talks about the Flu on WTNH: <https://youtu.be/D9sY6Zxl01s> and on on NBC CT: <https://youtu.be/-0tRzqoDOZE>

**Dr. Jason Guercio** wrote about elderly hip fractures in the Health News Report: <http://www.asahq.org/about-asa/newsroom/news-releases/2017/10/most-elderly-hip-fractures-occur-in-warm-months-and-indoors>

**Donna Handley** talks about her new role as Windham Hospital president on WILI Radio: <https://soundcloud.com/hartford-healthcare/windham-hospital-president-donna-handley-oct-18-2017/s-nYcTS>

**Dr. Len Jacobs** speaks about Stop the Bleed on FOX 61: <https://youtu.be/JlISpN2st8M>

**Dr. Len Jacobs** speaks about cardiac arrest survival odds rising with public CPR training: <http://tvnews.tv/2017/10/cardiac-arrest-survival-odds-may-rise-with-public-cpr-training/>

**Greg Jones** and **Susan Malo** talks about global hand washing day on WTIC AM Radio: <https://soundcloud.com/hartford-healthcare/jones-wtic-am-10132017/s-yUqhW> and on FOX 61: <https://youtu.be/7LIXCM7HMMW0>

**Dr. Heather King** talks about hiding surgical scars in the Hartford Courant: <http://www.courant.com/health/breastcancer/hc-bc-hidden-scars-breast-surgery-1001-20170930-story.html>

**Wendy Nichols** from the Bone and Joint Institute talks about Hartford Marathon training on WFSB: <https://youtu.be/uT6PeMO2s18>

**Karen Pagliaro** talks about depression screenings on WTIC Radio: <https://soundcloud.com/hartford-healthcare/hhc-at-home-oct-7-2017-7-20-am/s-f2H90>

**Dr. Carrie Pitchie** talks about on WTNH, Ch. 8 - Topic: [https://youtu.be/qiACUhg\\_xM](https://youtu.be/qiACUhg_xM)

**Dr. Jack Ross** talks about EEE virus on FOX 61: <https://youtu.be/b7adPYzVQac>

**Dr. Laura Saunders** talks about bullying <https://youtu.be/hFz4ZosxAeo>

**Dr. Laura Saunders** talks about talking to children about mass shootings on WFSB: <http://www.wfsb.com/story/36502040/experts-offer-advice-on-talking-to-children-about-mass-shootings>

**Dr. Patrick Senatus** was on Facebook Live speaking about Deep Brain Stimulation: <https://youtu.be/Snmq0z0nYUJ>, and on n WFSB, Ch. 3: [https://youtu.be/90JYqQH\\_2A4](https://youtu.be/90JYqQH_2A4)

## Connect to Healthier on NBC-CT

HHC's two-minute "Connect to Healthier" segment airs each Sunday at 9:20 a.m. and it's posted fresh each Monday on HHC Connect, our Intranet.

**September 10:** This is the story of a woman who hit rock bottom and credits therapy-plus yoga-with helping her find her true and sober self. <https://www.dropbox.com/s/bpozs93qiwk38a7/091017%20CTH%20YOGA.mov?dl=0>; <http://media.hartfordhealthcare.org:80/ermweb/player?id=lj7IXRI2>

**September 17:** Abdominal aortic aneurysm. <https://www.dropbox.com/s/az5p9xvcbjqqdng/091717%20CTH%20AAA%20UPDATE.mov?dl=0>; <http://media.hartfordhealthcare.org:80/ermweb/player?id=E1T2YmiD>

**October 1:** A breast cancer survivor is now giving back, taking part in a clinical trial. <https://www.dropbox.com/s/c80o75t50nh6924/100117CTH%20CLINICAL%20TRIALS%20OCTOBER.mov?dl=0>; <http://media.hartfordhealthcare.org:80/ermweb/player?id=DkC9NWDF>

**October 15:** The story of a stroke survivor who is making sure his recovery serves a purpose by helping others recognize the symptoms. <http://media.hartfordhealthcare.org:80/ermweb/player?id=3JRvH6Y0>

**October 22:** Paul Listro, director of Public Safety at Westfarms Mall, attended an HHC Community Education event at Westfarms on weight loss surgery. The class prompted him to see a physician about his own weight loss issues. <http://media.hartfordhealthcare.org:80/ermweb/player?id=VBA7z2K>

**This week's NBC CT segment** <http://www.nbcconnecticut.com/news/health/Connect-to-Healthier-338800432.html>

## 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.

### [Connect to Healthier](#)

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

### [Medical Rounds](#)

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

### [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.

### [CT STYLE](#)

Monthly partnership with WTNH.

## Hartford HealthCare's News Hub

Hartford HealthCare's new online health news site delivers lively, informative and useful health news in a whole new way. Look for print, video and audio stories produced by HHC's News Service, as well as timely tips on nutrition, fitness, health and wellness, and medical innovations.

<http://healthnewshub.org/p/health-news-hub/>

Read the latest health news or sign up for our e-newsletter at: [healthnewshub.org](http://healthnewshub.org)

HHC YouTube page: <https://www.youtube.com/user/HartfordHospitalCT>

[Link to contact information across the system: Hartford HealthCare Media Relations Team](#)

## Voices of Our Patients

### ***Kudos to the Hartford Hospital Staff***

*If it had not been for your institution I would not have been alive today. Medical personnel at Hartford Hospital have taught me that there are people left on this earth who are caring, compassionate and empathetic to the needs of others.*

*For the care I have been receiving from the Hartford Hospital team, words are not enough to express my deepest, most sincere gratitude for having had such an opportunity. I am yet to find anything to complain about, not a single flaw can I find to express dissatisfaction about your facilities. This in itself has cemented my love and gratitude for Hartford Hospital, and it would be my pleasure to promote your hospital and to spread the word to anyone who is desirous of the excellent healthcare, that Hartford Hospital is indeed a choice option.*

*I have gone through the most devastating and traumatic experience, having lost my eye to cancer and having had to fight the battle of recurrence. However, through your staff at Hartford Hospital this experience is more bearable. From personnel at the front desk at Emergency, to the nurses, doctors, nursing assistants, food preparation and delivery staff, and in extension, radiotherapists and assistants, janitorial staff at the hospital, and even the kind gentleman who wheeled me out of the hospital upon my release from the facility after surgery, all displayed such professionalism that it is obvious that you thrive on quality care.*

*I do hope that the people of Connecticut and the wider USA community who have been receiving treatment at Hartford Hospital, truly understand how privileged they are and be most appreciative for such excellent health care facilities, and if they are not, I would love to tell them some reasons why they should never take an institution such as yours for granted.*

*Having been from a developing country, I could never in the least see your facilities as just being there to provide a service. It is most obvious that you pride yourselves on excellent care and it has not gone unnoticed. If there is any way I can help prove to others that you deserve to be counted among the best, please let me know.*

*Thank you for your generosity and kind gestures. Please keep up the wonderful work because people like me need people like you to keep hope alive and to have the audacity to believe we can keep living.*

## **We Can Help New Patients Find You**

### **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](http://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.

## **Improving Doctor-to-Doctor Communication: TigerText**

### **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](mailto:John.Rogalsky@hhchealth.org) (860-972-3207).
- Any problems not resolved by the TigerText Help line can be referred to [Dr. Marc Palter](mailto:Dr.Marc.Palter@hhchealth.org) at [Marc.Palter@hhchealth.org](mailto: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.

## **Research and Academics**

### **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: [lizabeth.roper@hhchealth.org](mailto:lizabeth.roper@hhchealth.org), 860.972.1964

### **Healthy Volunteers Needed for Anxiety Disorders Center Research**

The Anxiety Disorders Center at the Institute of Living/Hartford Hospital is recruiting participants with no current or lifetime history of psychiatric problems for a research study. This study is open to adults age 40-65 years old that meet study criteria.

Participants will complete two MRIs within 16 weeks to evaluate how the brain responds to different tasks. Enrolled participants will be compensated up to \$200 for their time.

For more information, please call 860.545.7039 or email [ADC.research@hhchealth.org](mailto:ADC.research@hhchealth.org).

### **Clinical Trials Being Offered at HHC**



Research is a critical aspect of our being the destination for innovative and complex care.

Through our membership in the Memorial Sloan Kettering Cancer Alliance, Hartford HealthCare is now offering more than 20 clinical trials to our patients, giving them access to innovative new treatments right here at home.

Our Neuroscience Center also is offering a number of clinical trials in our overall efforts to improve patient outcomes.

### **Research Study Volunteers Needed**

Drs. Taylor and Pescatello from the UConn Department of Kinesiology and Dr. Puhl from the UConn Rudd Center are conducting a research study to compare the effects of a short-term encounter to media videos on measures of mental and physical heart health in women.

Eligibility for the study requires overweight, premenopausal women who are between the ages 20 and 50, have a body mass index  $\geq 30$  kg/m<sup>2</sup>, and do not use tobacco products.

The 2-week study requires three visits to the University of Connecticut or Hartford Hospital for 1) viewing of short media videos; 2) questionnaires on mental and physical heart health; 3) blood pressure and heart rate readings; and 4) blood samples and saliva swabs. Participants who complete the study will be compensated \$200 and will receive information on their heart health.

Please call Greg Panza for more information at (860) 972-1507 or email [gregory.panza@hhchealth.org](mailto:gregory.panza@hhchealth.org) Gregory Panza, Exercise Physiologist, Clinical Research Coordinator.

This project has been approved by the University of Connecticut IRB, Protocol #H16-292 and Hartford Hospital IRB, Protocol #D-HHC-2017-0071

## **Operational Updates**

### **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: <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, [Dr. Jack Greene](#) or [Dr. Jack Ross](#), who will communicate with them to prevent recurrences.

## **CME Applications**

## Interested In Hosting a CME Event?

In order to ensure that your educational event meets the standards established by the ACCME and the CSMS, the HHC CME Department has established the following deadlines for submission of CME applications.

*To ensure a timely review of your application, we strongly recommend advance planning for all events.*

- 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@HHHealth.org](mailto:ContinuingEd@HHHealth.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, [Eric.Bennett@hhchealth.org](mailto: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. (<https://intranet.hartfordhealthcare.org/human-resources/education-training-and-certifications/elearning-healthstream>)

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.

## HH In the News

### Precautions to EEE mosquito virus

*Fox 61*, Oct. 18 <http://fox61.com/2017/10/18/precautions-to-eee-mosquito-virus/>

Eastern Equine Encephalitis (EEE) is carried by mosquitoes and they typically give it to birds or horses. But in rare cases it can be transmitted to humans. It is still a serious virus with a mortality rate of around 33 percent.

If a mosquito with EEE were to bite you, there's a 95 percent chance you won't get the virus, and even if you're unlucky enough to get it, there are varying degrees of what you'd experience. Most common symptoms are associated with swelling in the brain, meaning you'd get terrible headaches, a fever, and eventually seizures or coma.

**Dr. Jack Ross, the Chief of Infectious Disease at Hartford Hospital** said it is important to take precautions, but also he had one important note.

"I do want to stress though, this is a very very rare illness, again, you're at much greater risk from things like West Nile perhaps in the state of Connecticut or from ticks, Lyme Disease, Burbezia, Antoplasmosis things that we also can take precautions to avoid."

And those precautions are always a good idea if you're outside during the early morning or late at night. Make sure you're using bug spray that has DEET in it, or staying in a screened-in area if you live near a swamp.

## Hacking Is a Risk for Pacemakers. So Is the Fix

*Fox Business*, Oct. 20

<http://www.foxbusiness.com/features/2017/10/20/hacking-is-risk-for-pacemakers-so-is-fix.html>

A new software patch to fix a cybersecurity weakness in hundreds of thousands of implanted heart devices has raised a dilemma among doctors and patients: Is the fix worth the risk? The software update that Abbott Laboratories released in late August is supposed to reduce the risk that someone with malicious intent could gain unauthorized remote access to a patient's pacemaker. Abbott issued the update after outside security researchers identified vulnerabilities in the devices.

But Abbott has said the update itself -- administered in a doctor's office or hospital -- carries a slight risk of causing a malfunction in the pacemakers, which are implanted in patients' chests to correct abnormal heart rhythms.

The dilemma underscores the limits of technology as medical devices increasingly are connected to the internet. The connections help doctors remotely catch problems that might otherwise go undetected -- such as irregular heart rhythm or dwindling battery life -- but they theoretically can expose devices to hackers. And yet, when companies offer fixes, the decision to adopt them isn't easy.

**Steven L. Zweibel, director of electrophysiology at Hartford Hospital** said his hospital isn't recommending the update, but would consider changing that advice if more evidence emerged that the risk of hacking was greater.

"If there's a patient dependent on the device and it loses functionality because of a firmware update, you now take this patient who was doing just fine, who had a one-in-a-billion chance of having their device hacked, now you've done some harm to them," Dr. Zweibel said.

## How to Stop Bleeding and Save a Life

*New York Times*, <https://www.nytimes.com/2017/10/05/well/live/bleeding-first-aid.html?partner=rss&emc=rss>

In the commotion immediately after the Las Vegas shooting that killed nearly 60 people on Sunday, medical workers outnumbered by victims pressed bystanders into service to help with emergency first aid. Just as bystander CPR has become standard, public health agencies are working to increase awareness of bystander first aid. Because trauma victims often die of blood loss, rather than the injury itself, stopping the bleeding is the top priority.

Before help arrives, a bystander on the scene of a shooting or other trauma like a car crash or construction accident may be able to save someone's life by applying direct pressure to a wound. Since a severe injury can lead to life-threatening blood loss within minutes, time is of the essence, and ordinary citizens who just happen to be nearby are often in the best position to intervene.

Even if you have no medical background, you can master some simple techniques for stopping a bleed by taking an hourlong class, going online or downloading an app.

"It's very simple to do, it's inexpensive and it doesn't take a lot of time," said **Dr. Lenworth M. Jacobs, a trauma surgeon and director of the trauma institute at Hartford Hospital**, who started an initiative to increase survivability after mass shooting events, motivated by the Sandy Hook Elementary School shootings in 2012. "The name of the game is applying pressure to the bleeding site and keeping the blood inside the body. For victims with wounds on the arms and legs, If you do that and can get the victim to a trauma center, they have a high likelihood of living."

In some public places like airport or shopping malls, specialized bleeding control kits that contain hemostatic bandages and tourniquets might be available, but they are not as ubiquitously stocked as automated external defibrillators, which are used to treat people with heart arrhythmias.

### Physicians, Puppet Shows, Preventative Care On Tap At Hartford Health Fair

<http://www.courant.com/community/hartford/hc-news-hartford-simpson-waverly-health-fair-20171004-story.html>

Classrooms will become sites of blood draws for prostate and colorectal screenings, an employee's office will be converted into a vision exam room, and **Hartford Hospital's** mobile mammogram van will be parked outside this city neighborhood school that has turned a wellness initiative into one of the biggest community health fairs in the region.

If it wasn't for the free mammogram that Simpson-Waverly cafeteria worker Avrill Scott accepted at the fair several years ago, she might not be alive today to praise it.

### Hiding Surgical Scars: Less Aggressive Techniques To Conceal Incisions, Preserve Skin And Tissue

*Hartford Courant*

A new, less aggressive approach to breast cancer surgery allows women in certain cases to keep their nipples and the skin that covered their cancerous breast tissue. This allows patients to retain more natural-looking anatomy after surgery. This less disfiguring surgery is being promoted by younger, typically female breast surgeons who are taking the time to educate patients who are often so afraid of the cancer that they stop thinking of their life beyond the disease. Recent research has shown that in many cases doctors can save or at least lengthen their patients' lives without inflicting the sometimes devastating psychological wounds that breast surgery can cause.

There's a mistaken belief that removing the entire breast - a radical mastectomy that was first performed in 1882 - is the best option for surviving breast cancer. Research, however, has shown that's not always true.

"The survival advantage to taking your entire breast off really isn't there," said **Dr. Heather King, a breast surgeon with Hartford HealthCare**.

King has been trained in less invasive, surgical techniques that allow women, in certain instances, to keep more of their skin, including their nipples and the surrounding areola. They also have learned where to hide the surgical scars, making them less obvious.

"There's definitely still a lot of women who hear the diagnosis of breast cancer and come in and say, 'I want to get a mastectomy and that's just my choice,'" King said.

*In the HHC System*

## **CMS chief visits Hartford for feedback on agency regs**

*Hartford Business Journal*

<https://www.prnewswire.com/news-releases/cms-administrator-verma-visits-hartford-healthcare-for-round-table-discussion-with-physicians-300537535.html>

Seema Verma, administrator of the Center for Medicare and Medicaid Services (CMS), visited Hartford Hospital Monday to talk with physicians and experts from **Hartford HealthCare**, the Connecticut State Medical Society and other healthcare organizations for feedback on CMS and how it can ease regulatory burdens for caregivers.

Verma's stop in Hartford kicked off a national listening tour. HHC leaders who met with Verma included **CEO Elliot Joseph**; **Dr. Rocco Orlando III**, senior vice president and chief medical officer; **Bimal Patel**, senior vice president and Hartford region president; and **Kimberly Harrison**, vice president of public policy and government affairs.

Verma sought input from myriad experts on their experiences with CMS and ideas for improvement. Participants discussed developing more consistent quality measures, facilitating care integration, enabling faster adoption of new technologies and treatments, strengthening support for Medicaid, and addressing Connecticut's opioid crisis.

## **Lengthy Healthcare Insurance Dispute Sows Confusion Among Patients**

*Hartford Courant*

<http://www.courant.com/business/hc-biz-anthem-hhc-20171019-story.html>

Wading through information about health insurance deductibles, co-pays, what's covered and what isn't is complicated under ordinary circumstances.

The absence of a contract since Sept. 30 between **Hartford HealthCare** and Anthem is not ordinary, and tens of thousands of patients are forced to figure out what's available while relying on information that some say is sketchy or contradictory.

## **Over 850 surgeries at new MidState orthopedic facility in Meriden since April**

*My Record Journal, Oct. 15*

**MidState Medical Center** officially unveiled its new orthopedic center Monday.

The \$12 million facility features dozens of surgeons, private rooms and a rehabilitation center.

## **Connecticut's rural residents have less access to health services**

*NH Register*

<http://www.nhregister.com/health/article/Connecticut-s-rural-residents-have-less-access-12251088.php>

Connecticut's rural residents die at higher rates than their city and suburban counterparts and a large percentage of those deaths may be preventable if better public health programs or better access to health care services were available, according to the latest data from the National Center for Health Statistics.

**Hartford HealthCare** has acquired two hospitals that serve largely rural populations: **Windham and William W. Backus** in Norwich. The system is working toward affiliating with **Charlotte Hungerford**

**Hospital** in Torrington.

Being part of a larger health network could help rural hospitals attract new doctors, said Shawn Mawhiney, director of communications for Hartford HealthCare.

## Health Care News In the Region

### More CT hospitals end 2016 in the black but fiscal picture mixed

CT Mirror:

<https://ctmirror.org/2017/10/05/more-ct-hospitals-end-2016-in-the-black-but-fiscal-picture-mixed/>

Twenty of the 28 hospitals in Connecticut had positive total margins - meaning they were in the black - in the 2016 fiscal year, up from 17 the year before, according to a [report](#) by the state Office of Health Care Access.

Despite the clear majority with positive margins, however, some hospitals still struggled in the fiscal year that ended on Sept. 30, 2016.

Overall hospitals took in \$864 million more than they spent in 2016 - an increase from the \$421.1 million earned in 2015. However the bulk of that increase was from a large spike in revenue from non-operating sources, which include investments, endowments and donations. Additionally, statewide hospital income from operations declined for the second year in a row.

"While non-operating income is helpful to hospitals during times of decreased operating revenue, it may be considered risky to expect these gains to continue indefinitely," the OHCA report said.

The Connecticut Hospital Association pointed out that the statewide average operating margin was 2.95 percent in 2016 - down from 3.9 percent in 2015. CHA spokeswoman Michele Sharp said hospitals require a minimum 4 percent operating margin to remain viable and to have sufficient resources to attract new employees and to invest in technology and equipment.

As in previous years, the financial performance of hospitals varied greatly. The top performer was Dempsey with a 43.3 percent total margin, but that was inflated by the one-time transfer for the new hospital tower. **Backus Hospital in Norwich, a strong performer over the last few years, had a 20.3 percent margin.**

Sharon Hospital reported a -38.3 percent margin because of a one-time accounting adjustment. This summer, Sharon joined Health Quest Systems, a non-profit health system that owns and operates several hospitals in New York.

Six hospitals - Danbury, Day Kimball, **Hospital of Central Connecticut**, Milford, St. Francis and St. Vincent's - reported positive total margins in 2016 after having negative margins the year before. **Windham** - with a total margin of -19 percent - reported negative total margins for eight years in a row.

#### Hospital financial performance

- WINDHAM: -18.96%
- HOSP OF CENTRAL CT (HOCC): 5.12%
- STATEWIDE MEDIAN: 5.3%
- HARTFORD HOSPITAL: 5.60%
- MIDSTATE MEDICAL CENTER: 12.21%
- BACKUS: 20.27%

## Hot Topics in Health Care

### **5 minutes may be all you need to improve inpatient satisfaction**

Fierce HealthCare, Oct. 17

<http://www.fiercehealthcare.com/healthcare/5-minutes-may-be-all-you-need-to-improve-inpatient-satisfaction>

A simple, five-minute intervention can make all the difference in patient satisfaction rates at hospitals, according to a new study.

Physicians who spent a few minutes each day with inpatients and talked about their overall well-being as well as their medical symptoms noticed an increase in patient satisfaction scores, [according to](#) researchers from University of Virginia (UVA) Health System.

Indeed, patients who had the brief conversation each day with a resident were more likely to rate their medical care as excellent and to express a high degree of satisfaction with their hospital stay.

### **Did I just feed an addiction? Or ease a man's pain? Welcome to modern medicine's moral cage fight**

STAT, Oct. 23

<https://www.statnews.com/2017/10/23/addiction-opioids-prescribing-doctors/>

Vicodin or oxycodone or many others - have transformed dental and other pain into a moral and clinical cage fight.

This struggle is lost in the headlines that blame physicians for the opioid crisis. It ignores the on-the-ground experiences of many of us who strive to do the right thing when the "right thing" is the very thing in question.

### **Study: Nearly half of all US medical care happens in EDs**

Healthcare Dive, Oct. 20

<http://www.healthcaredive.com/news/study-nearly-half-of-all-us-medical-care-happens-in-eds/507697/>

While primary care, managed care and accountable care organizations are often promoted as ways to improve healthcare, the researchers said EDs have "largely not been given consideration."

Given the high percentage of ED services, they said emergency care should be part of healthcare policy discussions and population health efforts.

### **Mayo Transform 2017: What Matters Most to Patients?**

H&HN, Oct. 2

<http://www.hhnmag.com/articles/8627-mayo-transform-2017-what-matters-most-to-patients>

Through experience groups, patients with similar medical circumstances open up to one another.

"You have to organize health care around segments of patients who share a set of needs," says Wallace. "That's different from how health care is organized right now. We organize health care around doctors and how they're trained, and how we've built the infrastructure of health care -

outpatient and inpatient and different specialties - even though that's not how patients experience their medical circumstances.”

Determining those unmet and unspoken needs is what creates value, according to Wallace, which is what care should be organized around.

## ***Coming Events***

### **Wednesday, November 1**

#### ***General Internal Medicine Meeting***

6-8:30 p.m., The Pond House, West Hartford

Cocktails and social; welcome, introductions and updates; buffet dinner and lecture

Lecture: Management for Low Back Pain: Dr. Subramani Seetharama, Division Chief, Physical Medicine and Rehabilitation

Registration required. Call 860-972-2876 or 860-972-2085

### **Thursday, November 9**

#### ***State of the Medical Group: Physician and Advanced Practice Provider Meeting***

5:30-8 p.m., Heublein Hall

Dinner and refreshments - please RSVP via the Outlook invitation. Call Kim LeConche at 860-972-7879 for more information.

### **Thursday, November 9**

#### ***12th Annual Interdisciplinary Transplant Symposium***

Sheraton Hartford South Hotel, Rocky Hill; 7:15 a.m.-4 p.m.

Fee: \$100

To register online, visit [www.hartfordhospital.org/events](http://www.hartfordhospital.org/events). To register by phone, call 1.855.442.4373. Questions may be directed to Cammi Modlesky, outreach coordinator, Transplant Program at 860.972.4738.

### **Thursday, November 16**

#### ***Annual Meeting of Hartford Hospital Corporators***

11:45 a.m.-1:30 p.m., Heublein Hall, Education & Resource Center, Hartford Hospital



## Medical Staff Meetings

PLEASE SAVE THE DATES. MORE INFORMATION WILL BE SENT TO YOU FOR EACH EVENT.

Questions may be directed to Luisa Machado, physician navigator, at [Luisa.Machado@hhchealth.org](mailto:Luisa.Machado@hhchealth.org) or by phone at 860-883-8497.

DATE	TIME	EVENT	LOCATION
Thursday, December 14	6:45-7:45 a.m.	Annual Medical Staff Meeting	Gilman Auditorium (Continental breakfast 6:15-6:45 a.m.)

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 [harthosp.org/SSJ](http://harthosp.org/SSJ). This ensures that you will receive the newsletter at your preferred email address. For any questions or suggestions, please contact [Dr. Stacy Nerenstone](#), Medical Staff president, at 860-545-3043, or editor Annie Emanuelli at 413-585-8848.

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