

What's news...

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

[Free CME for License Renewal: *Click here for instant access*](#)

In This Issue...

February 21, 2016

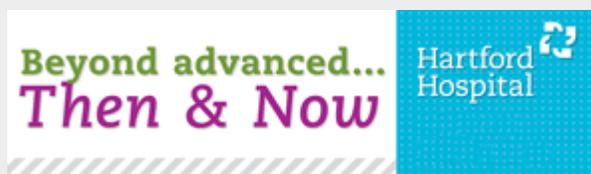
- [Chief's Corner](#): Direct Admission Process to the Department of Medicine
- [Chief's Corner](#): Do You Have a Pregnant Patient That May Need Zika Testing?
- [From the President of the Medical Staff](#): Seeking Nominations For Medical Staff Awards
- [From the HH President](#): Hartford Hospital To Go Live With Epic in August
- [Be Prepared](#): Joint Commission Will Be Here Soon
- [New Plain Language Emergency Communications Program](#): Goes Live March 15
- [Hamilton Retreat](#): Addressing Issues of Patient Satisfaction for Physicians
- [Scrubs Tour](#): Giving Donors an Up-Close Look
- [Series on Physician Resilience](#): Offered by AMA
- [January Finances](#): Ups and Downs
- [Help New Patients Find You](#)
- [Voices of Our Patients](#): *Kudos to Dr. Stephen Hauser*
- [CME Application Submissions](#): Important Changes
- [Free CME for License Renewal](#)



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



1986: In connection with the Department of Emergency Medicine, Hartford Hospital established the use of flight respiratory therapists, the first program in the country to utilize their expertise in this way.

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.

Follow Hartford Hospital on [facebook](#), [youtube](#) and [twitter](#)



Chief's Corner

- [Dr. Jack Greene](#), Hartford HealthCare Regional Vice President of Medical Affairs for the Hartford Region and Hartford Hospital

Just Ask Us!

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

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

Welcome To "Chief's Corner"

We recognize the need for sharing information about activities throughout the hospital more widely with our Medical Staff.

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



Direct Admission Process to the Department of Medicine

Dr. Ajay Kumar, Director of Medicine

Primary care physicians are encouraged to utilize our transfer line (860-972-1233) to discuss direct admission with a bed manager for any patient to the Department of Medicine services.

Our bed managers will promptly inform you if the requested bed is available during the call, or will estimate a wait time if there is a delay. The bed managers will then connect the referring provider to the accepting service and provide information regarding the reason for admission and other clinical details.

Hartford Hospital encourages the direct admission process for those patients who are stable, but require care in the hospital as an inpatient or for observation. The availability of the bed may vary depending on the time of day of the call, but direct admissions are given a priority for bed assignment. Generally, patients who are suitable for direct admission are those who can wait for a ready bed and do not require urgent intervention, such as resuscitation, immediate cardiac monitoring, etc. Only hemodynamically stable patients are appropriate for direct admission.

For direct admission, the following information is required:

- Reason for admission
- Referring provider
- Patients current condition "vital signs, relevant exam, any available lab/radiologic data"

Floor admissions within the Department of Medicine are triaged by a provider (MD/DO or AP) 24x7 who are available directly via tiger text ("HH Medical Admission") or by pager (860-825-0971). Please note that our triage providers will not be able to give details regarding bed availability. If choose to page, please be prepared to wait for few minutes for response as this is a busy service.



Do You Have a Pregnant Patient That May Need Zika Testing?

Dr. Adam Borgida, Director of OB/GYN

If you've been paying attention to the news you may have heard about the Zika virus outbreak in the Americas. The CDC and WHO have been updating information and guidelines on almost a daily basis. The biggest outbreak to date has been in Brazil, where the summer Olympics is scheduled in a few months.

Zika virus, similar to dengue and yellow fever, is spread by mosquitos endemic to warm areas with standing water. Only rare cases have been reported of transmission of the Zika virus in ways other than mosquitos and the US has not yet seen cases of local infection.

While no cases of Zika have been reported in Connecticut, there is concern for people traveling to areas where Zika is now spreading. There is elevated concern for exposure in pregnant women because of reports of a possible link with birth defects, particularly microcephaly. While there is still much to be understood regarding the risk in pregnancy, the CDC updated recommendations for pregnant women who have traveled to areas with Zika.

Currently, the recommendation for symptomatic (fever, rash, arthralgias, and conjunctivitis) pregnant women who have recently traveled to an area with Zika is for RT-PCR testing which will be done at the CT DPH; however, 80% of those exposed to Zika are asymptomatic. Due to the high level of concern for birth defects, screening by IgM is now recommended for asymptomatic women who have traveled. Also there are protocols for serial ultrasounds to detect potential fetal anomalies that may be related to Zika. Currently no commercial test is available for Zika IgM and interpretation is not straightforward.

If you have a patient or hear of a pregnant patient that may need Zika testing, the Divisions of Infectious Disease and Maternal Fetal Medicine can assist with testing and follow-up.



From the President of the Medical Staff

- Dr. Stacy Nerenstone, President of the Hartford Hospital Medical Staff

Seeking Nominations For Medical Staff Awards

It is quite an honor to be recognized for your accomplishments by your peers on the medical staff. Each year, we honor winners in a number of categories at our Medical Staff Spring Event. Please nominate your peers who deserve such recognition.

If you know of someone you would like to nominate, please send their name, category (see list below) and a brief narrative as to why you feel they should receive the award to me (Stacy.Nerenstone@hhchealth.org) or any of the Medical Staff officers.

In past years, some or all of the following awards have been presented:

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



From the Hospital President

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

Hartford Hospital To Go Live With Epic in August

Connecting closely with one another and with our patients helps us provide the high-quality, compassionate care our hospital is known for in the communities we serve.

CareConnect – the implementation of the Epic electronic health record (EHR) – will enable us to do that even better.

Every patient will have one electronic health record available not only to all his or her care givers but also to the patient. This will result in fewer duplicate tests, fewer medication errors and less wasted time. And it will be another step toward the Hartford HealthCare promise to give our patients the “five ones:” one registration, one health record, one standard of excellence, one bill and one relationship.

For many months, those working directly with the Epic implementation, including key clinical users, have been documenting work flows and patient care pathways in order to build the EHR to best suit us. Epic went live successfully at 23 Hartford HealthCare Medical Group (HHCMG) primary care practices in August 2015. It will go live at MidState Medical Center and Windham Hospital April 30 and HHCMG Specialty Practices May 2. We expect Hartford Hospital to go live in August in all acute inpatient and outpatient departments, as well as in behavioral health services at the Institute of Living. Our go-live date will come quickly, and we must be trained and ready.

Over the next several weeks, you will learn about our operational readiness program, including training requirements and schedules. I know that sometimes, it’s tempting to push such things aside because we’re busy with other issues. But if we don’t complete the proper training, we won’t be able to use the system properly. We can’t let that happen, because our patients, their families and our community depend on us.

The implementation of one EHR throughout our system is critical. Patients won’t have to repeat their personal medical information at every doctor visit because it will be in their one record for all care givers to see. A Hartford Hospital physician will know if an HHCMG physician has ordered a test or if the patient has had rehab. Once the system is in place, the delivery and coordination of care will continually improve.

No major change is without some hiccups, so we don’t expect everything to be perfect right away. But we will do our best to make this transition as smooth as possible.

Throughout our history, Hartford Hospital has been an innovator and has undergone many changes, which have helped us lead the way in many aspects of patient care. With a single EHR, we will have the opportunity to lead the way in integrating and coordinating care.

Thanks to all of you who have been heavily involved with the Epic implementation and thank you in advance to everyone who will be training to use it to make the delivery of care and our patients’ lives better.

Top News

Be Prepared: Joint Commission Will Be Here Soon

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

Here are some areas on which they will focus:

- DO NOT drink/eat in patient care areas
- Wear badge at all times
- Patient identification – Use 2 identifiers
- Report and act immediately on critical results of tests and diagnostics procedures

- Maintain and communicate accurate medication info
- Respond to clinical alarm systems as appropriate
- What are we doing to reduce health care related infections?
 - Comply with CDC and WHO guidelines
 - Hand Washing
 - Contact precautions
 - Evaluate if urinary catheter is required daily – follow appropriate precautions when inserting
 - Central line infection
 - Surgical site infections
- Skin care – document appropriately skin breakdown and take measures to prevent them
- Be prepared to answer questions re our hand off, culture of patient safety, quantros and infection control process
- Peri- procedural verification process - Time out / documentation / labeling / identifying and site marking.
- Verbal orders minimize and sign ASAP
- DOCUMENTATION – Timely completion of H&P's, DC summaries, procedure notes– TIME, DATE AND SIGN notes

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

I want to share with you a few plain words and some plain expectations about Hartford HealthCare's new Plain Language Emergency Communications program.

First, a refresher on what this is: We are systematically replacing a variety of code words and phrases in all that are used throughout our system to communicate eight different types of emergency incidents. For example, instead of "Dr. Firestone," "Code Red" or "Signal 33" (codes in place today at different areas of our system), we will announce plainly: "Fire alarm activation (at location)."

We are among the first in the state to adapt this process, and the only Connecticut hospital system to do so. My colleagues and I are proud of your work, and have been impressed by the interest, support and reception to this change. It's a big move forward for public safety, security and emergency management. Thank you. Here is what you need to know, and what we all need to do now to ensure success:

- *Complete training* – An informative and straightforward training module is in place. Please follow your organization's process for completing training (for example, HealthStream). It is expected that all training will be complete before the "go-live" date.
- *Be ready for the "go-live" date* – **We plan to begin using Plain Language Emergency Communication across HHC on Tuesday, March 15, at 8 a.m.**
- *Learn more:* We have provided good resources to learn more about Plain Language Emergency Communication. You can link to more information here. Or, from our system Intranet, HHC Connect, navigate to: Inside HHC > Public Safety and Emergency Management.

Plain Language Emergency Communication makes plain sense for our customers, guests, visitors, staff and emergency medical services colleagues. Thank you for taking the time to learn more and demonstrate our core value to "Do the safe thing."

Sincerely,

Rocco Orlando III, MD
 Senior Vice President
 Chief Medical Officer

Hamilton Retreat Addresses Issues of Patient Satisfaction for Physicians

Colleen Sweeney, RN, founder of Sweeney Healthcare Enterprises and a national expert in the patient/customer experience, addressed physician and administrative leaders at Hartford Hospital's Hamilton Retreat, held for the past 44 years to bring physicians and administrators together to discuss critical healthcare issues. Sweeney ran a three-year study – the Patient Empathy Project – involving more than 1,000 patients. She found that about 96 percent of patients have serious fears about healthcare. In her study, Sweeney discovered patients' top 11 fears when hospitalized are:

1. Infection
2. Incompetence
3. Death
4. Cost

5. Medical mix-up
6. Needles
7. Rude doctors and nurses
8. Germs
9. Diagnosis, prognosis
10. Communication issues
11. Loneliness

To help address these fears, she developed a hierarchy of patient needs that, when met, will deliver the "exceptional patient experience:"

- A bed, nutrition, rest, cleanliness, temperature control, pain control
 - Proper ID, right procedure, right meds, reassurance, addressing fears and concerns, explaining
3. Response to call lights, visiting hours, meeting family needs, listening
 2. Individualized care, respect, courtesy
 1. The exceptional experience

"Why don't we ask people what their greatest fear is?" Sweeney said. "Part of the reason is that we're afraid to know. We're afraid we can't deal with it. But we need to look the patient in the eyes and find out — find out what the patient needs and then do something about it. That's empathy." And that's where we want to be, she said.

Hartford HealthCare is embarking on a system-wide effort to improve the patient experience, including establishing a chief patient experience officer and staff.

The Physician Engagement Committee is looking at recommendations from Medical Staff to promote Patient Satisfaction. Please share your ideas - email me at Stacy.Nerenstone@hhchealth.org.

Scrubs Tour Gives Donors an Up-Close Look

Our Scrubs Tour is an opportunity for friends of Hartford Hospital to get a behind-the-scenes view of the cutting-edge care that Hartford Hospital provides. Tour groups shadow physicians and clinical staff and see some of the most complex and innovative care available in the region.

The tour held on October 6 was a great success, with 13 of our donors attending. The physicians who gave their time and effort were:

Dr. Thomas Farquhar, radiology chief

Dr. Fran Kiernan, medical director, Cardiac Catheterization Lab

Dr. Courtland Lewis, physician-in-chief, Hartford HealthCare Bone & Joint Institute; chief, Department of Orthopedics

Dr. Stuart Markowitz, president, Hartford Hospital and Hartford Region; senior vice president, Hartford HealthCare

Dr. Thomas Nowicki, Emergency Medicine; cognitive simulation director, CESI

Dr. Kenneth Robinson, medical director, Emergency Department; associate chief, Emergency Medicine; program director, LIFE STAR

Dr. Hank Schwartz, Hartford HealthCare psychiatrist-in-chief and vice president of Behavioral Health

Dr. Steven Shichman, chair, Department of Urology; medical director, Tallwood Urology and Kidney Institute; medical director, CESI

Dr. Ted Steger, radiation oncology physicist, Helen & Harry Gray Cancer Center

Dr. Adam Steinberg, Obstetrics & Gynecology

Physician Resilience Series Offered by AMA

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

1. **Wednesday, March 2**, from 12-12:30 p.m.: The three-part series begins with a webinar led by nationally-known speaker Dr. Bruce Bagley on *Improving Physician Resiliency*.
2. **Tuesday, May 24**, 5:30 -8:30 p.m. (dinner and program): Dr. Bagley will lead *Physician Work Life and Wellness*, a live CME event at Hartford Hospital . There is a fee for this dinner program: \$40 for CSMS members and \$65 for non-members. Registration starts at 4:30 p.m.
3. **Wednesday, July 20**, from 6-7:30 p.m.: The series culminates with *Physician Resiliency Assessment and Response*, a webinar led by **Dr. Christine Sinsky**.

Attendance at all three programs is not required, but it is recommended. For registration links and additional information, please visit <http://csms.org/resiliency>

Questions? Contact Catherine Wagner, EdD, CSMS VP for Education and Health Information at cwagner@csms.org.

January Finances: Ups and Downs

Inpatient volumes based on transitions from inpatient care statistics fell below budget by (4.8%) in the month of January. The comparison to the prior year shows January, 2016 transitions from inpatient care volume to be (5.2%) below the prior year. Outpatient revenues exceeded budget by 6.6%. The favorable outpatient revenue variance was in Emergency, Radiology and Radiation Oncology services.

Through the first four months of fiscal year 2016, transitions from inpatient care volumes were below budget by (0.8%) and were (0.9%) lower than the prior fiscal year. Outpatient revenues exceeded budget by 7.3% for the four months ending January 31, 2016. Year to date, the favorable outpatient revenue variances were primarily in Emergency, Radiology, Radiation Oncology and GI Endoscopy services.

Excellence

Dr. Paul Thompson Lectures at Brigham & Women's

Dr. Paul Thompson, chief of Cardiology at Hartford Hospital, was the only non-Harvard faculty member to lecture at the Brigham & Women's Hospital's "Advances in Lipid Management and Cardiovascular Risk Reduction" course.

This was a joint program between the Brigham and clinicians from the Netherlands.

Dr. Thompson's spoke on "Statin Resistance" and discussed the behavior and physiological causes of a poor lipid response to statin treatment.

Dr. Andrew Salner Presents Posters on Cancer Survivorship

Dr. Andrew Salner, medical director of the Hartford HealthCare Cancer Institute at Hartford Hospital's Helen & Harry Gray Cancer Center, recently delivered 2 poster presentations from his cancer survivorship research program at the American Society of Clinical Oncology (ASCO) annual survivorship symposium on January 15-16 in San Francisco.

The research focuses on the effectiveness of survivorship care plans (SCPs) in helping patients better cope with needs after active cancer therapy is completed, including disease surveillance, preventing and monitoring late effects of therapy, wellness strategies, and embracing other cancer screenings. Survivorship care plans are developed utilizing unique new technology which helps to marry accurate disease and treatment information from HHC electronic health records with electronically reported patient outcomes (ePRO) which enables the team to construct a personalized SCP.

The other members of the cancer center's survivorship research team include **Ellen Dornelas PhD, Amanda Katzman MSW, and Deborah Walker APRN**. Collaborators in this work include Sarah Lena Panzer and Carrie Stricker PhD RN, from Carevive Systems in Miami, FL, which has developed some of this exciting technology. An important aspect of this research relates to how well the cancer team communicates with the patient's primary care provider to ensure that patient needs are met.

Dr. Edmond Cronin Co-authors Paper on Coronary Sinus Lead Extraction with Cleveland Clinic Expert

Dr. Edmond Cronin, cardiac electrophysiologist in the Division of Cardiology, co-authored a review of coronary sinus lead extraction with **Dr. Bruce Wilkoff**, Cleveland Clinic, a leader in the field of lead extraction.

The paper was published in *Cardiac Electrophysiology Clinics* in December 2015 and is a comprehensive review of the indications, techniques and outcomes of extraction of leads used for cardiac resynchronization therapy.

25th Black & Red Nets More Than \$1 Million for Bone & Joint Institute

The 25th annual Black & Red featuring the band Chicago was a great success as more than 1,100 friends and supporters filled The Bushnell Center for the Performing Arts on February 6, to benefit the Hartford HealthCare Bone & Joint Institute at Hartford Hospital.

The hospital's signature fund-raising event is on track to net over \$1 million. The success of the event was due, in part, to the support of our title sponsor The Bone & Joint Institute at Hartford Hospital Physicians, LLC, including **Dr. Courtland Lewis**, physician-in-chief of the Bone & Joint Institute; and our wonderful medical sponsors.

The gala, which was broadcast live on NBC Connecticut, also marked the hospital's "Step It Up" campaign encouraging our community to pledge to increase activity levels for 30 days. To take the pledge to increase your activity and encourage your family, friends, and coworkers to do the same, go to StepItUpPledge.org or StepItUp30.org.

You also can help local children get the sneakers they need to step it up to better health. Hartford Hospital is partnering with NBC Connecticut and New Balance to provide young people in Hartford with sneakers. The Boys & Girls Clubs will distribute the sneakers to children who need them most. You can make a donation online to help with this effort at gofundme.com/stepitup2016/donate.

[Watch the live broadcast of the Black & Red on NBC CT.](#)

[Browse the gallery of Black & Red photos in the Java section of the Hartford Courant.](#)

Our Physicians Are Great Sources For Local Media

Dr. Adam Borgida was interviewed by The Day reporter Judy Benson on February 9 about the Zika virus.

Dr. Courtland Lewis, physician-in-chief at the Bone and Joint Institute, appeared on the "Connect to Healthier" segment on February 14 on NBC CT highlighting a complicated knee replacement case. HHC's two-minute "Connect to Healthier" segment airs each Sunday at 9:20 a.m. [View it here](#), and on the Intranet, where it's posted fresh each Monday.

You can always view a list of media interviews on the website under [Hartford Hospital Making Headlines](#)

Upcoming News Service Content; Share Your Stories

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

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

[Connect to Healthier](#)

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

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

[Medical Rounds](#)

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

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

[HealthCare Matters radio program](#)

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

- January 24: Featured guest: Founder of CURE VIOLENCE: Dr. Gary Slutkin. Treating violence like

infectious disease. Local guests: TBD.

[Healthier Connections](#)

Monthly partnership with FOX CT.

- January: Senior services

[CT STYLE](#)

Monthly partnership with WTNH.

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

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

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

Research and Academics

Save the Date: 12th Annual Electrophysiology and Heart Failure Symposium

April 20

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

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

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

Save the Date: Inaugural Symposium for Advanced Practitioners

April 29

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

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

Watch for the comprehensive brochure due out in March.

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

Save the Date: Multidisciplinary Neurovascular Symposium: Updates in Stroke and Carotid Artery Disease

May 21

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

Fees:

Hartford HealthCare employees: \$15

Students, residents and fellows: Free

Non-Hartford HealthCare professionals: \$30

For more information:

Voices of Our Patients

Voices of Our Patients: Kudos to Dr. Stephen Hauser

I recently finished 8 weeks of radiation therapy with the "Trilogy team." I couldn't have been more impressed with the professionalism, compassion and dedication of the entire team.

Dr. Stephen Hauser met with me weekly to discuss my progress and determine if I had any issues of concern with the treatment. Kara Capuano checked with me each week to ensure I was still on the same medications and was eager to assist me with any concern I may have had. Both kept me informed and kept a watchful eye during the entire process.

The team in the radiation room, Mike and Kevin were professional and exceptional. They took the time to explain what the process entailed, what the trilogy device was doing, how it worked and what I could expect throughout the process. They made me feel relaxed, comfortable and treated me as a friend. They always asked what I had planned for the day, and then followed up the next day to see how the plans went. The few times I needed to change a time in the schedule, they were accommodating and helpful.

I watched and heard many of the patients leaving the room, all of them seemed pleased and upbeat. Hard to believe we were all being treated for cancer. You are fortunate to have these remarkable associates on your team.

Please share my thanks with the team for making this 8 weeks of therapy an experience that I can remember with some happy thoughts. They were great.

*Sincerely,
Robert Mulrooney*

Operational Update

Zero Prostate Cancer Run

April 10

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

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

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

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

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

Auxiliary Seeking Requests for Funding for Special Projects

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

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

If you would like to seek funding, please complete and e-mail the attached form to Mickey Orkin

(Mickey.Orkin@hhchealth.org).

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

- Bliss 6 â€“ Hemorrhage cart and blanket warmer
- Cardiology/Transplant â€“ Istat machine
- CESI - minimally invasive training boxes
- Dental Clinic â€“ 2 oral surgery chairs
- Helen & Harry Gray Cancer Center - tool to pre-screen patients for clinical trials
- Institute of Living / child & adolescent unit - instruments for the music program
- North 8 - Dinamap machine
- Stroke Center â€“ Imaging workstation
- Women's Ambulatory Health Services â€“ Ob/Gyn exam tables

ICD-10 Implementation A Big Success

Our ICD-10 implementation was a big success largely due to its being a collaborative effort. So many thanks to all.

As our health care environment evolves, documentation will be more important and possibly even more demanding. Our goal will be to help all providers through education and simplification.

We want everyone to be involved in the process. Please help us develop this program by telling us what you need and want.

If a provider is going to be the one to document in a chart, then providers should be the ones intimately involved in the program itself.

Please contact Fred Rubin at fred.rubin@hhchealth.org with any questions or suggestions.

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

We all want to do what is best for our patients. Problems in communication between hospital providers, consultants, and community providers has been identified as a major source of dissatisfaction for both patients and physicians. And it can lead to gaps in patient care.

Hartford Hospital has invested in a tool to help providers improve communication. It is a HIPAA compliant texting service called TigerText, and we are offering it to the medical staff at no charge.

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

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

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

TigerText Support

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

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



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.

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

Help New Patients Find You

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

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

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

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

Update on HHC Cancer Institute

Miami Cancer Institute Joins Memorial Sloan Kettering Cancer Alliance

Memorial Sloan Kettering: February 10

Memorial Sloan Kettering Cancer Center (MSK) and Miami Cancer Institute at Baptist Health South Florida announce the beginning of a dynamic and forward-thinking collaboration aimed at improving patient access to the latest and most effective cancer treatment advances and the highest caliber of cancer care.

The Memorial Sloan Kettering Cancer Alliance is an initiative designed to corroboratively guide community providers toward state-of-the-art cancer care. Our overarching goal is to improve the lives of cancer patients through dynamic partnership with local care providers. **The first Alliance member was Connecticut-based Hartford HealthCare Cancer Institute in September 2014**, followed by Lehigh Valley Health Network in Pennsylvania.

For more information about the Memorial Sloan Kettering Cancer Alliance, go to www.mskcc.org/cancer-care/msk-alliance.

[Read more here.](#)

Read Hartford HealthCare Cancer Institute's newsletter, **Plus**

[Click here to read the latest issue of Plus](#), the Hartford HealthCare Cancer Institute's newsletter.

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

Educational Events and Programs Calendar Available

[Click here to download.](#)

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

ICP News

ICP News: Incentive Payments Reward Efforts in Moving to Value

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

Top Stories:

- Incentive Payments Reward Efforts in Moving to Value
- Community Connect Town Hall – EPIC Demo & Information Session, March 31

Inside:

- The Patient Experience Project: Dealing with Patient Fears Improves Experience
- How to Succeed in Value-based Agreements
- Your ICP February Checklist
- 5 Myths that Physicians Believe About the Patient Experience

For a look at our previous issues, visit www.integratedcarepartners.org.

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

CME Applications

Important Information Regarding CME Application Submissions

Over the last year there have been several changes to the HH CME program designed to ensure that all planned activities meet the new and more stringent standards set by the ACCME and CSMS for accredited CME. The HH CME team has met with department chairs, physician planners and others involved in this process to outline the changes and new expectations. We have also worked directly with physician planners to help educate them about the criteria required to plan an educational activity that will qualify for accredited CME.

Recently we have observed a significant increase in the number of CME applications at HH. While we are pleased to see this growth of CME offerings, we have also observed that many submitted applications have required additional attention with respect to completeness and documentation.

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

decided that **we must strictly enforce the following deadlines for submission of all CME applications.**

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

We have developed educational resources to assist planners with the application process. Please contact the CME office at ContinuingEd@HHCHHealth.org for further information about available planning resources.

Additional support from our CME planner is available on a first come first serve basis. In order to ensure a timely review of your application, we strongly recommend advance planning for events.

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

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

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

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

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

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

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

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

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

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

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

HH In the News

Hartford Hospital's 'Black & Red' Draws Big Crowd

Hartford Courant, February 8

The Super Bowl was played on Sunday, but the big event in this area occurred Saturday â€” **Hartford Hospital's** signature fund raiser, known simply as the 2016**Black & Red**, at The Bushnell in Hartford.

And it was a celebration. Not only was it the 25th Black & Red, but musical group Chicago performed and there was an impressive reception with cocktails, hors d'oeuvres and cuisine on all three floors of The Bushnell and on the Belding Theater stage.

"Every year it's a great event, but this year, celebrating 25 years, a quarter of a century, it's phenomenal," said **Dr. Stuart Markowitz**, president of Hartford Hospital and senior vice president of Hartford HealthCare. "It's about celebrating the accomplishments, the innovation that Hartford Hospital brings to the community. It's about recognizing those sponsorships and donorships that let us bring programs to care for our patients in ways that otherwise wouldn't be possible in this age.

[Read more here.](#)

Windham Hospital will change, but not close

By KARLA FOX

There has been a tremendous amount of discussion and opinion-sharing about the present state and future of **Windham Community Memorial Hospital**. The purpose of this column is to communicate factual information about our plans for the future.

The Board of Directors of the East Region of **Hartford HealthCare, which includes Windham Hospital, Natchaug Hospital and Backus Hospital** and their ancillary facilities, is responsible for ensuring that we offer high quality, state-of-the-art care for all residents – with particular emphasis on addressing community health needs.

As chairman of the eastern region board of directors, I want to assure you that we constantly monitor the activities of our institutions to make sure that the needs of our residents are met.

All of the community members of the east region HHC board, including myself, are volunteers from throughout Eastern Connecticut. Our only goal is to serve the best interests of our community. I have lived and worked in Mansfield for 44 years, and my son and his family and one of my daughters all reside in Storrs. For all of these years, my family has (and continues to) utilize the services of Windham Hospital.

It is important to emphasize that the changes at Windham Hospital are occurring at hospitals throughout the state and nation. As a retired professor who taught health-care law and policy at the University of Connecticut for many years, I have witnessed a tremendous evolution in the modes of health-care delivery and payment structures.

Throughout the country, the trend is toward treating people outside the hospital so they don't need to spend time in a hospital bed. At the same time, payment structures have altered considerably so hospitals must function with significantly reduced government payments like Medicare and Medicaid, and private health insurance is making individuals assume more personal financial responsibility.

One of the most successful strategies for addressing these shifts, and the financial changes that come along with them, has been to build health-care systems, which is exactly what Hartford HealthCare and Windham Hospital are doing.

Despite the daunting challenges, I am positively optimistic about Windham Hospital's future and confident that, together, we can reshape and transform our hospital into a vibrant and sustainable resource for the 21st century.

To address rumors, let me say emphatically: Windham Hospital is not closing. Hartford HealthCare has been there to financially sustain Windham Hospital and provide the support and expertise we need to do the planning and establish the foundation for change to deliver excellent care and obtain financial self-sufficiency.

Without the resources and support of Hartford HealthCare, Windham Hospital might not exist today.

Switch to 401(k) sparks protest

Willimantic Chronicle, February 2

Union workers at **Natchaug Hospital** braved cold, snowy conditions and took to the driveway to protest a planned transition by the institution's parent company from a traditional pension plan to a 401(k) setup. The employees, mostly mental health and maintenance workers from the Service Employees International Union District 1199, have been working without a new contract since the fall.

Shawn Mawhiney, a spokesman for **Natchaug Hospital and its parent company, Hartford HealthCare**, said it is a business trend that is being negotiated into new collective bargaining agreements.

"Most organizations have moved from pension to 401(k) some time ago," he said. He said "informational picketing" is part of the process. "We are disappointed that we have not yet reached a full agreement on a successor to the District 1199 contract that expired last fall," he said.

Hospitals, Human Service Providers Plead for Funding

Hartford Courant: February 11

They came by the dozens--hospital officials and patients, social service providers and clients, homecare workers and the people they serve.

Their roles were different but their message to lawmakers Thursday afternoon was the same: please don't scale back state funding for human services.

Scores of people filled a room at the legislative office building to plead their case. The lengthy hearing before the appropriations committee offered human service agencies a chance to weigh in on Gov. [Dannel P. Malloy's](#) budget proposal, which includes across-the-board reductions of 5.75 percent.

Stephen Frayne, senior vice president of health policy for the Connecticut Hospital Association, said the proposed budget would cut \$90 million from hospitals in fiscal 2017.

The spending plan reduces funding to the small hospital pool by \$3 million, cut funding by nearly \$800,000 to the Connecticut Children's Medical Center, eliminate funds for Community Care Teams, and reduce grants for other mental health and substance abuse services.

The overall state budget of \$19.86 billion is expected to be the subject of many bitter battles during the legislative session, which adjourns May 4.

[Read more here.](#)

Hot Topics in Health Care

Revisiting the Thorny Topic of Patient Non-compliance

Hospital Impact, February 11

Our current system does not allow for an authentic relationship to be established between a clinician and his or her patients. It does not allow for continuity and trust to grow. It does not create a safe space for patients's™ whole story to be told--which may very well include stories of abuse and fear--nor their voice to truly be heard and honored. And it does not allow for a true partnership to form and a care pathway (a healing journey) to be co-created that addresses these many challenges from a health and well-being perspective.

We can do far better. We must.

One of the top reasons for a patient to be dismissed from a physician practice is due to non-compliance. And yet when we truly understand the reasons and the rationale for this non-compliance ... is dismissal from a practice truly honoring our mission to care for others? To be of service? To help?

[Read more here.](#)

Coming Events

Webinar on *Improving Physician Resiliency*

March 2 (Wednesday)

12-12:30 p.m.

Webinar led by nationally-known speaker Dr. Bruce Bagley .

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

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

The Fourth Annual Hartford HealthCare Patient Experience Showcase

April 8 (Friday)

7:30 a.m. to 12:15 p.m.

Heublein Hall, Education & Resource Center (ERC)

Learn, network and collaborate with colleagues and patients to advance the HHC patient experience.

Save the Date: Inaugural Symposium for Advanced Practitioners April 29

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

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

Watch for the comprehensive brochure due out in March.

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

Save the Date: Multidisciplinary Neurovascular Symposium: Updates in Stroke and Carotid Artery Disease

May 21

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

Physician Work Life and Wellness Dinner Program

May 24 (Tuesday)

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

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

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

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

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

Webinar on Physician Resiliency Assessment and Response

July 20 (Wednesday)

6-7:30 p.m.

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

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

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

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