

February 25, 2018

Seymour Street Journal



What's news...

Critical Information

Everything you need to know

System Disruption Update

As we recover from the extensive system disruption, we thank you for your extraordinary patience and partnership in dealing with the outage. On behalf of Information Technology Services, we also want to apologize for our role in causing this event – the result of human error and a breakdown in ITS processes.

On Feb. 20, an update was released prematurely and it began deleting the Citrix software on PCs across Hartford HealthCare. By the time the mistake was discovered, approximately 2,500 devices (15% of our total) had lost the ability to connect to Epic or PeopleSoft. Repairs began immediately and concluded Thursday after great discretionary effort by teams across the system.

To protect our patients' information and the integrity of our network, we routinely update every device on our network. We have specific processes and policies for the testing of updates before they are implemented. Unfortunately, on Feb. 20, we failed to follow those procedures.

In order to prevent this type of error from happening again, more stringent processes have been put in place and operational guidelines developed to ensure that any changes of this magnitude will have a secondary sign-off from management before implementation. Even sound planning, policies and procedures don't prevent every error. When something goes wrong, we do the humanistic thing: We are accountable and learn from our mistakes. We also strive daily to improve our service to you and our patients.

Thank you for keeping patient care in focus and safety in mind during this situation. Your response under pressure speaks well of our culture and your commitment to the people we serve.

Minimum Data Set

Beginning March 5, all HHC entities will be requesting a minimum data set at scheduling for elective services. Anyone requesting elective procedures or outpatient services for their patients at HHC should come prepared to provide the following pieces of information as part of the scheduling process:

- Patient Legal Name
- Patient Gender
- Patient Social Security Number - if available
- Patient Home/Alternate Phone Number
- Patient Address
- Patient Date of Birth
- Guarantor
- Subscriber
- Insurance Plan Name
- Insurance Policy Number
- Insurance Group Number – if applicable
- Primary Care Physician

The process will start with education, so in the first month we are hoping to learn what forms (such as reservation forms or booking slips) need to be updated and then work with the VPs of Operations to ensure the changes are made appropriately.

To learn more, [click here](#) for the full Minimum Data Set policy.

Template Statements Not Valid as Electronic Signatures in Epic

In an electronic medical record, the only official signature is electronic. After a document is completed and the “sign” button is clicked, the document is officially signed and the statement “electronically signed by...” appears at the bottom. This is also seen when notes are printed. This format is specifically required by CMS, and is the only valid form of an electronic signature.

Many providers have customized their personal templates by including statements at the bottom of their documents with statements such as: “signed by Dr. [x]” or “electronically signed by [x]”. These statements are not valid as an electronic signature, and not accepted by CMS.

Please remove these types of statements from all templates. It remains acceptable, although unnecessary and redundant, to put your name, position, time and date in templates. Please realize your name, time and date are automatically placed in each document when it is signed.

Housekeeping Notes

No Eating and Drinking in Patient Care Areas

Please remember that eating, drinking, applying lip balm and handling contact lenses are prohibited in patient care areas. This restriction is for the protection of staff from blood borne pathogens. Violations of this OSHA standard can lead to significant fines for the hospital. Food and drink should only be consumed in designated “break areas” located on each unit.

All food and drink should be kept covered in airtight containers to discourage bugs and flies from entering patient care areas. Lastly, communal food and drink on nursing units is a potential source of foodborne illness outbreaks in the winter such as norovirus, affecting patients and staff.

Hand Hygiene and Medical Glove Use

Wear gloves appropriately and perform hand hygiene before and after each use. The use of gloves does not replace the need for cleaning your hands. Please DO NOT Purell your gloves!

Remove gloves after completion of each task—they have been contaminated and serve as a source of microbial transmission to clean supplies in storage areas. Wear gloves only when indicated according to Standard and Contact precautions. Otherwise they become a major risk for microbial transmission.

Pause for Purell

Please “Pause for Purell” to allow the dispenser to complete its cycle. The volume of the foam Purell is the same as the gel, but is aerated, taking longer to dispenser.

The Purell on nursing unit floors, and in the drip trays is due to the “Drive By” phenomenon as above and is a potential fall hazard to our patients and colleagues. Dispenser empty or nonfunctioning? Point it out to your EVS person or call 972.2855 for a refill or battery replacement.

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Noteworthy and New

Announcements, news and information

New Paging Service Vendor

We are excited to inform you of an upcoming change we are making to our paging service. Beginning in April, our new Hartford HealthCare partner for paging will be American Messaging.

American Messaging will provide paging services for both in-house and long-range paging. Their network provides encrypted, HIPAA compliant messages. Additionally, Hartford Hospital will receive a HIPAA compliant app called AMSCoconnect for cell phone users. AMSCoconnect will deliver all pages to the phone app and provide encrypted peer-to-peer messaging.

American Messaging is the second largest wireless and critical messaging company in the United States. They provide service to nearly 725,000 subscribers, including more than 1,300 major healthcare and first responder customers.

Over the next few months, please be on the lookout for important details regarding the change. American Messaging will be onsite at a later date to exchange your device and answer any questions.

We are excited about our new partnership and know you will see a positive difference in service and support. Should you have any questions, please reach out to me at 860.972.5580 or Ariel.Pino@hhchealth.org.

Now Accepting Nominations for 2018 Nightingale Nurses

Do you know a nurse who embodies the attributes of the Nightingale Excellence in Nursing Award? Nominations are now being accepted for the 2018 awards. Full or part time RNs and LPNs who demonstrate excellence in nursing are eligible. Nurses are considered for recognition based on the following criteria:

- Involved in clinical practice, leadership, scholarship, and/or education
- Made a significant impact on patient care and/or the nursing profession
- Have gone beyond the call of duty in a clearly illustrated example
- Have shown commitment to the greater community
- Have achieved a life-long legacy in a particular area
- Are registered nurses within the HHC Central Region
- Have not received this award in the past

The nomination must include a detailed description of why and how this specific nurse meets/exceeds these criteria and is truly an outstanding professional. Specific examples and compelling stories will provide the necessary information to determine the final awardees.

Nominations can be submitted by coworkers, supervisors or patients and should clearly explain how the nominee meets the above criteria.

Download the nomination form [here](#). Completed nominations must be submitted electronically to Patty.Beebe@hhchealth.org by Wednesday, Feb. 28.

Coming This Year: New Inpatient Rehab Unit

Patients needing intensive therapy to regain their independence after leaving the hospital will soon have a new option right here at Hartford Hospital: a 26-bed inpatient rehabilitation unit located in the Conklin Building.

Because of the unit's location on the Hartford Hospital campus, patients will have access to an entire team of medical experts should the need arise, as well as ancillary inpatient and outpatient services.

Most importantly, the unit will deliver highly specialized rehab care designed to get patients home faster and healthier.

Patients receiving care in an inpatient rehab unit typically have a length of stay of about 10 to 13 days. This is shorter than most stays at a skilled nursing facility. Readmission rates are also lower, and the nurse to patient ratio is smaller for more personalized care.

"Doctors have more flexibility over a patient's discharge and less worry. They can follow their patients for an extended period of time until they can be safely discharged home," said Dr. David Monti, physiatrist and newly appointed medical director of Hartford Hospital's Inpatient Rehabilitation Unit.

Patients recovering from a range of medical conditions can benefit from inpatient rehab, but must meet certain admission requirements. These include a need for at least two of three therapies — physical therapy, occupational therapy and speech therapy — and the ability to tolerate at least three hours of therapy a day with significant potential for improvement.

"Patients diagnosed with traumatic brain or spinal cord injuries, stroke and other

neurological conditions, and complex joint replacement surgery patients will be appropriate for this level of care,” added Monti.

During their rehab, patients practice skills like grooming, bathing, dressing, feeding and other activities using new techniques and assistive devices. In the event patients have language or communication deficits, these needs are addressed as well.

The unit’s state-of-the-art gym and apartment will help patients simulate these everyday activities in a realistic way — with the goals of building strength, endurance, balance, coordination and mobility.

Construction on the unit, with 100% private rooms, began earlier this month.

Mobile Mammography Program Receives Grant from Breast Cancer Alliance

Take the Time, Hartford Hospital’s mobile mammography program, has been awarded a grant for \$35,000 from the Breast Cancer Alliance. The grant will support navigating and coordinating services and diagnostic and ultrasound imaging. The mobile mammography program is a life-saving outreach program within Hartford Hospital’s Breast Care Department. Dr. Patricia DeFusco leads the Hartford HealthCare Breast Disease Management Team

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Recognizing Excellence

Awards, accolades and achievements

Salner Presents Research Findings at ASCO Meeting

Andrew Salner MD, medical director of the Hartford HealthCare Cancer Institute at Hartford Hospital, presented research findings from an NCI funded research study at the American Society of Clinical Oncology (ASCO) Survivorship annual meeting in Orlando, FL on Feb. 16. In collaboration with Memorial Sloan Kettering Cancer Center researchers Talya Salz PhD, Shrujal Baxi MD, and Elizabeth Fortier MPH, the findings suggest that a survivorship care plan supporting head and neck cancer patients can be more meaningful for patients and their primary care physicians if it is personalized by specific treatment as well as for electronic patient reported outcomes as expressed by patients who have side effects and concerns after their cancer treatment is completed.

In a pilot study of 43 patients treated in both Hartford and New York, these findings suggest new directions in the care and support of cancer survivors to help deal with short and long term effects of cancer therapy. Hartford HealthCare Cancer Institute survivorship researchers Deborah Walker APRN, Amanda Katzman MSW, Ellen Dornelas PhD, David Finitzis PhD, and Caitlin McPhelimy LPC contributed to the project

Castiglione Testifies on GME Funding Cut

Dr. Andrew Castiglione testified before the Connecticut General Assembly's Appropriations Committee on Governor Malloy's proposed \$21 million funding cut to the Graduate Medical Education program. For Hartford HealthCare, the cut represents a loss of \$3.8 million--and that translates into 30 residency slots. Dr. Castiglione is finishing his residency, a majority of it spent at Hartford Hospital. When complete, he will be an academic hospitalist in Hartford Hospital's Department of Medicine

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Every Moment Matters

Our patients in their own words

Patient Expresses Gratitude for Albert's Team

On behalf of our family, I would like to thank Dr. Ross Albert and the entire team for making the passing of Robert Darling dignified and respectful. Everyone we dealt with treated us with caring and concern. We are very grateful for keeping us informed and being honest with us. We are also extremely grateful for allowing Bob to pass with his family in a quiet setting and in a dignified manner. If anything, we learned that Hartford Hospital is far from being a sterile environment. You may be clean and sanitary, but the warmth shown by all of you from the nurses to the medical specialist to the doctors made us realize how important you all are. Not only did you care for Bob Darling, you took care of his family as well. Thank you for your emotional support, warmth and understanding.

Our deepest thanks,

Phil & Jill Rothstein and the entire Darling Family

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Coming Up

Education and events

February 28

Together Ahead Lecture Series: The Link Between Head and Neck Cancer and Human Papilloma Virus

Suite 425 at the Hartford Hospital Wellness Center, 65 Memorial Road, West Hartford
4 to 5 p.m.

Join us as experts from Memorial Sloan Kettering Cancer Center and the Hartford HealthCare Cancer Institute share the latest insights into the connection between head and neck cancers and HPV, the human papilloma virus. In this FREE community event, learn more about:

- Head and neck cancers and their relationship with HPV
- The importance of coordinated treatment
- Support services for survivors

Presenters are: Dr. David Pfister, chief of head and neck oncology service at Memorial Sloan Kettering Cancer Center, and Dr. Andrew Salner, medical director of the Hartford HealthCare Cancer Institute at Hartford Hospital.

Registration is required. Call 1.855.HHC.HERE (1.855.442.4373) or visit Hartfordhealthcare.org/events. Free parking is available on the third floor of Blue Back Square's Memorial Garage.

March 13

Understanding Infertility and Polycystic Ovary Syndrome

Suite 425, Hartford Hospital Wellness Center at Blue Back Square, 65 Memorial Road, West Hartford
6 to 8 p.m.

Infertility and Polycystic Ovary Syndrome (PCOS) are two common conditions affecting women. In this FREE educational seminar featuring Dr. August C. Olivar, learn more about:

- How age influences fertility
- How polycystic ovary syndrome (PCOS) is defined, diagnosed and treated
- The prognosis for future reproductive performance for someone with PCOS

Registration is required. Call 1.855.HHC.HERE (1.855.442.4373) or visit HartfordHospital.org/events.

March 21

Henrietta Lacks: Exploring Race, Ethics and Medical Mistrust

Jefferson Building Room 118
5 to 7 p.m.

The world of ethics, race, and medical research has a long and complex history. The themes of hurt and abuse are ones we still confront today. The Spiritual Care department will be sponsoring a viewing and discussion of the film *The Immortal Life of Henrietta Lacks*.

This film, based on the book with the same title by Rebecca Skoot, is the story of Henrietta Lacks. She was a poor black tobacco farmer whose cells – taken without her knowledge in 1952—became a touchstone of modern medical research.

The film will be shown in its entirety on March 21, and a light dinner will be provided. Following the film, discussion will be facilitated by Greg Jones, HHC VP of Community Health and Engagement, and Rev. Dr. Shelley Best, community organizer and president and CEO of The Conference of Churches.

This film will serve as the backdrop to a conversation about community health and thoughtful engagement. How do we respond to and rectify the mistrust between medical institutions and communities they serve? Please join us for this important discussion!

Hartford Healthcare designates this live activity for a maximum of 2 AMA PRA Category 1 Credits™.

March 15

Facilitated Discussion: Active Shooter Protocols and Training for Patient Care Staff

GNYHA Boardroom, 15th Floor, 555 West 57th Street,
New York
2 to 4 p.m.

Preparing a hospital for an active shooter event is complex, with concerns about the tension between staff and patient protection one of the most challenging aspects. The March 15 facilitated discussion considers how hospital systems within our region are approaching the development of active shooter protocols for patient care areas, including the training of staff within those areas. GNYHA is hosting the forum at its members' request.

Lenworth Jacobs, MD, will inform and facilitate the discussion. Dr. Jacobs is the Director of the Trauma Institute, past Director of Trauma and Emergency Medicine at Hartford Hospital, and founder of the Joint Committee to Create a National Policy to Enhance Survivability from Intentional Mass Casualty and Active Shooter Events, sponsored by the American College of Surgeons. Created in the months following the deadly shooting in Sandy Hook, the joint committee produced the Hartford Consensus, which catalyzed several initiatives to mitigate the impacts of mass shootings.

The discussion will begin with background on active shooter events in health care settings, as well as current recommendations. Dr. Jacobs will share findings from a recent survey of both the public and health care providers on the topic of responsibility to patients. Following will be a discussion on how various health systems in the region are approaching protocol development, training, and testing.

If you would like to send a designee, please consider individuals familiar with security concerns, as well as clinical operations experience.

To register, please visit <https://www.gnyha.org/event/active-shooter-protocols-and-training-for-patient-care-staff-facilitated-discussion/>.

March 21

Bariatric Surgery: New Innovations from Adolescence to Adulthood

Heublein Hall – ERC Building
4:30 to 8 p.m.

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

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

panel.

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

April 12
Memorial Sloan Kettering Cancer Alliance Advanced Prostate Cancer Symposium

Marriott Downtown, 200 Columbus Blvd, Hartford
4 to 8:30 p.m. (Surgical observation 1 to 3 p.m.)

Hosted by the Hartford HealthCare Cancer Institute
and Hartford HealthCare Tallwood Urology &
Kidney Institute.

Lectures and discussions include "Genomics and Personalized Treatment," "Metastatic Castrate Sensitive Disease and Imaging," "Metastatic Castrate Resistant Disease," "Quality of Life Issues" and a discussion. Extended Lymph Node Dissection Observation from 1 to 3 p.m.

Hartford Healthcare designates this live activity for a maximum of 4 AMA PRA Category 1 Credits™.

\$50 for physicians, \$25 for Nurses and Advanced Practitioners and free for all others. Dinner is included and registration is required. Call 1.855.HHC.HERE (1.855.442.4373).

May 31
Annual Medical Staff/Board Spring Event

Heublein Hall – ERC Building
6 to 8:30 p.m.

June 14
Semi-Annual Medical Staff Meeting

Gilman Auditorium
6:45 to 7:45 a.m.

Interested in Hosting a CME Event?

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

your CME needs.

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For Your Information

Other things you ought to know

What to Do When You Receive a Complaint or Grievance

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

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

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

Hartford Hospital Advocates

Carmen Diaz and Lillanya Dantzler
Office is located on the 5th floor of the High Building across from the family waiting area.
Office number: 860.972.1100

Direct His Bundle Pacing Virtual Preceptorship

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

Ukraine, and Malaysia).

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

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In the News

Media coverage, headlines and trends

Media Coverage

Physician Appearances

- Dr. Fred Tilden discussing Cold Weather Safety on [Ch. 8](#)
- Dr. Jack Ross discussing Flu on [NBC CT](#), [Fox 61](#), [WTIC](#) and [News 8](#)
- Dr. Darren Tishler discussing medical and surgical weight loss on [Ch. 3](#)
- Dr. Mani Seetharama discussing kids and concussions on [NBC CT](#)
- Eric Arlia discussing saline shortage on [NBC CT](#), [News 8](#) and [Ch. 3](#)
- Dr. Craig Allen discussing Guilford teen death on [FOX 61](#)
- Dr. Courtland Lewis discussing BJI one year anniversary on [Ch. 3](#)
- Dr. Ken Robinson discussing weather-related injuries on [Ch. 3](#)
- Dr. Andrew Salner discussing cell phone light and aging on [Ch. 3](#)
- Dr. Duarte Machado discussing deep brain stimulation on [Ch. 8](#)
- Dr. Craig Allen discussing opioids marketing on [Ch. 3](#) and [Fox 61](#)
- Coverage from our news conference at HH on the ECMO device on [WNPR](#), [NBC CT](#), [Fox 61](#) and [Ch. 3](#).
- Dr. Rocco Orlando discussing the cost of end-of-life healthcare on [WNPR](#)
- Dr. Laura Saunders discussing the Florida school shooting on [Ch. 3](#), [NBC CT](#) and [Fox 61](#)

Other Media Coverage

[Amazon, Buffett, JPMorgan Jump Into Health Care Business, With Aim to Disrupt Hartford Courant](#)

“All three companies have economies of scale and have great acumen around technology,” said Elliott Joseph, chief executive of Hartford HealthCare Corp., the parent of Hartford Hospital and four other hospitals. “They see, like many see, health care is ripe for innovation. The announcement this morning is just another reminder.”

[Elliot Joseph: Don't fear the disrupters or the disruption](#)

Modern Healthcare

“The healthcare industry has had its share of turmoil in recent years. But news of the Aetna/CVS Health merger in October set a new standard for disruption—and it signaled we'd see more nontraditional alliances.”

[A Sold Out Crowd at Hartford Hospital's Black & Red Gala](#)

Hartford Courant

It was another sold out evening for the annual Hartford Hospital Black & Red Gala, which was Saturday at The Bushnell in Hartford. And if you didn't grab your ticket early, you missed out on one cool party: Fabulous fare by Max Catering, drinks galore, and the highlight of the night: a performance from Tony Award winner Idina Menzel.

[Car Strikes, Shatters Window at Hartford Hospital](#)

NBC Connecticut

No one was hurt and the crash did not affect emergency room operations, Tina Varona said. The building was not affected structurally.

[\\$302K Foundation grant aims to boost Hartford employment](#)

Hartford Business Journal

SINA, a partnership between Connecticut Children's Medical Center, Hartford Hospital and Trinity College, works with community stakeholders to restore economic vitality and improve the quality of life in the neighborhoods of south-central Hartford. The grant will support "Walk to Work," a program that matches South End residents with jobs available among SINA's partners.

[Ninth Hartford Healthcare-GoHealth Urgent Care center to open](#)

Hartford Business Journal

The joint venture, announced last year, combines Hartford HealthCare (HHC) and GoHealth Urgent Care, a Georgia-based outpatient developer that has similar partnerships with other health systems across the country. Jeffrey Flaks, HHC's president and chief operating officer, previously described the partnership as a dramatic expansion for HHC in urgent care, with plans for up to 15 centers.

[Hospitals in Meriden, Southington increase security after car crashes into Middletown hospital ER](#)

Record-Journal

Midstate Medical Center put up precautionary barriers outside its medical services after a man intentionally drove into Middlesex Hospital Thursday morning.

Media Partnerships

Medical Rounds on WFSB, Ch. 3

- <https://youtu.be/pWSPDNHzNAU>
- <https://youtu.be/v1Hf5BYFcKw>
- <https://youtu.be/pWSPDNHzNAU>

Connect to Healthier on NBC-CT

- <http://bit.ly/2DRKoK>
- <https://youtu.be/RTV03JcmAZo>

Hartford Courant Facebook Live

- <https://youtu.be/E9mDRENosqw>

Advances in Health on WTIC Ch. 8

- https://youtu.be/CKoXVI_vZAM

Healthcare Trends

[Amazon, Chase, and Berkshire Hathaway partner up to disrupt health care](#)

NBC News

Amazon has joined forces with Warren Buffett's Berkshire Hathaway and JPMorgan Chase in a bid to slash health care costs for their 1.1 million employees — creating a possible "black swan" event that could disrupt the industry.

[Can Amazon and Friends Handle Health Care? There's Reason for Doubt](#)

New York Times

...while the three companies bring successful management, technological expertise and substantial capital to the venture, many health industry experts expressed about whether their results would match their ambition.

[#MeToo in medicine: Women, harassed in hospitals and operating rooms, await reckoning](#)

NBC News

...unlike Hollywood and other industries where allegations against powerful men have recently shined a light on inappropriate behavior, medicine has yet to have its #MeToo moment.

[Flu update: How Cleveland Clinic and others are handling high patient volumes](#)

Becker's Hospital Review

Here's how seven hospitals nationwide are managing increased patient volumes during the severe flu season.

[Treating Domestic Violence As A Medical Problem](#)

Kaiser Health News

Nearly 1 in 4 women have experienced serious physical violence at the hands of a partner. They often end up in the emergency room or the doctor's office. But they don't typically volunteer the reason for their injuries, and doctors don't always ask about abuse in the home. That failure of communication means the patients may miss out on the help they need.

[Partners, Care New England clinch merger pact](#)

Healthcare Dive

That process resulted in a plan for CNE "to regain solid financial footing in the coming years." The system, Rhode Island's second largest, confirmed it lost about \$115 million in operations in the past two fiscal years.

[Patient engagement initiatives often lack ... the patient view](#)

Healthcare Dive

As healthcare attempts to become more consumer-driven, providers need to think about how to engage patients and improve their care experience. That's not just the right thing to do for the patient; Hospitals are rated on their CMS patient satisfaction HCAHPS scores and a low score can mean lower Medicare and Medicaid payments.

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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. This ensures that you will receive the newsletter at your preferred email address.

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

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