

What's news...

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

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

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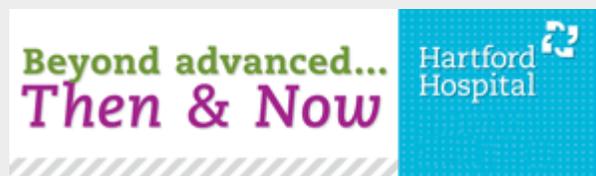


Hand Hygiene Update

For February, Hartford Hospital achieved 98% compliance with hand hygiene - our best ever!

The physicians at Hartford Hospital complied 99% of the time!

All units exceeded 95%, with one unit at 94%.



1948 – Hartford Hospital was the first to install an automatic vertical conveyor system for the transport of sterilized goods and supplies from one floor to another.

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



Chief's Corner

- **Dr. Jack Greene**, Hartford HealthCare Regional Vice President of Medical Affairs for the Hartford Region and Hartford Hospital

Just Ask Us!

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

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

Welcome To "Chief's Corner"

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

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

On March 30, National Doctors' Day, we offer our heartfelt thanks to the more than 3,000 doctors who practice throughout Hartford HealthCare. Their skills, expertise and compassion make a difference every day in the lives of our patients and families. We hope you'll thank them as well.

Hartford HealthCare
Connect to healthier.™

National Doctors Day gives us the opportunity to thank our physicians for the sacrifices they make in caring for our patients and their families and for their tremendous expertise that enables our hospital to be the regional destination for innovative and complex care.

To each and every one of you, we says thanks.

— Jack



From the President of the Medical Staff

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

Don't Miss It! Town Hall Open Forum April 16

Please join us for a Town Hall Open Forum on **Thursday, April 16** from 6:45-7:45 a.m. in Gilman Auditorium.

Dr. Stu Markowitz, Dr. Jack Greene, Dr. Marc Palter, Dr. Spencer Erman, Jeff Flaks, and I will be available for any questions people may bring.

Continental breakfast will be available from 6:15-6:45 a.m.

Save These Dates!

Annual Medical Staff/Board Spring Event

June 9 (Thursday)

6-8:30 p.m., Heublein Hall

Medical Staff End of Summer Event

September 16 (Friday)

6-9 p.m., New Britain Museum of American Art

Join the Medical Staff Officers and your colleagues from the Hartford Hospital Medical Staff for a unique opportunity to socialize and enjoy each other's company. More details to follow!



From the Hospital President

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

March 30, 2016

Dear Colleagues:

National Doctors' Day gives us the opportunity to recognize and thank you for the amazing work you do caring for our patients and their families and toward improving the health and well-being of our communities. These are challenging times as we transform our healthcare system to be the leader in innovation in the years to come.

Our reputation as the regional destination for innovative and complex care is due to the incredible expertise and dedication you bring each and every day. Our transfer center continues to grow because of our ability to care for the most complex medical and surgical problems in the state. This year, we expect nearly 6,500 patients to be transferred to Hartford Hospital because we can do what few others can. Patients and the providers who send them to us from across the state and beyond know that our physicians are among the very best anywhere. Your ability and willingness to respond at a moment's notice and to work together across specialties and practices and your selfless commitment to the work are unsurpassed.

Working as a physician, or as any healthcare provider, is more than a job or profession. It truly is a calling â€” a

calling that requires a tremendous amount of commitment and a willingness to sacrifice time with our own families and friends to reach out to help and heal others.

Although this is a simple letter of thanks and recognition on this special day for everything you do each and every day, it is heartfelt and written with understanding for your role in helping our hospital and healthcare system develop the trust our patients and communities have in us to provide them with the best and most compassionate care every time, all the time.

On behalf of our entire leadership team here at Hartford Hospital and across Hartford HealthCare, we say “thank you.”

Stuart K Markowitz, MD, FACR

President, Hartford Hospital
Senior Vice President, Hartford HealthCare

John F. Greene Jr., MD

HHC Regional Vice President
Medical Affairs

Top News

Dr. Peter Yu Named Physician-in-chief of HHC Cancer Institute

After an extensive national search, Dr. Peter Paul Yu has been appointed the first physician-in-chief of the Hartford HealthCare Cancer Institute. Dr. Yu is a highly accomplished, internationally respected cancer expert with more than 30 years of experience and leadership.

He will be responsible for working with staff at the HHC Cancer Institute to ensure a single, elevated standard of world-class care for our patients with cancer.

A medical oncologist and hematologist, Dr. Yu comes to Hartford HealthCare from Palo Alto Medical Foundation in California, where he has worked since 1989. Since 2008, he has been the director of cancer research.

In 2015 he served as president of the prestigious American Society of Clinical Oncology (ASCO), which represents nearly 40,000 professionals in all cancer subspecialties.

Dr. Yu completed his undergraduate and medical degrees at Brown University in Providence, RI. He served as a research fellow and associate at Memorial Sloan Kettering Cancer Center (MSK) in New York City where, by virtue of his new role, he will again be affiliated: Our Cancer Institute is the charter member of the Memorial Sloan Kettering Cancer Alliance. Dr. Yu will also serve as the Alliance’s director of health informatics.

Dr. Ross Albert Receives Prestigious National Palliative Care Award

Dr. Ross Albert, PhD, chief of Palliative Medicine at Hartford Hospital and medical director of the Hartford HealthCare at Home Hospice and HOPE Palliative Care teams, is among five physicians from throughout the United States who have been selected as recipients of the 2016 Hastings Center Cunniff-Dixon Physician Awards for outstanding care of patients near the end of life. He was selected in the early-career physician category.

Recipients must be exemplary in one or more of the following: medical practice, teaching, research and community.

The selection committee wrote of Albert that because he has worked as a hospitalist, “he is in a key position to influence the care of many patients and to model comprehensive doctoring to his peers.”

Albert’s nomination stressed the respect of his colleagues. Many nurses, ancillary staff, physicians, and others asked him to be their primary care physician when he was practicing outpatient medicine. The nomination also stated that colleagues commend him for skillfully navigating complex family dynamics, as in his sensitive care of a woman dying of cancer and her son’s difficulty letting go. “Through many hours of conversation, her son did eventually come to peace with the fact that her death was inevitable and he focused on preventing her suffering.” The woman died free of pain and with her family and Albert at her side.

Colleagues describe Albert as a physician who “cares for the whole family while treating the one patient who is in crisis” and as a leader and an advocate “spreading the philosophy of palliative care both within and without the hospital.”

Albert received his medical degree from Drexel University School of Medicine in 2005 and completed a mid-career fellowship in Palliative Medicine at Hartford Hospital in 2012.

The Cunniff-Dixon Foundation, whose mission is to enrich the doctor-patient relationship near the end of life, funds the awards. Senior and mid-career award winners receive \$25,000 each; the three early-career award winners each receive \$15,000. The Hastings Center, a bioethics research institute that works on end-of-life decision making, cosponsors the awards. Duke University Divinity School’s Program in Medicine, Theology and Culture oversees the selection process.

Hartford Hospital First to Offer New Treatment for Sleep Apnea

Hartford Hospital is one of the first hospitals in the Northeast to offer a newly FDA-approved device to treat obstructive sleep apnea (OSA).

Dr. Timothy O’Brien and **Dr. Carl Moeller**, otolaryngologists with Connecticut Ear, Nose & Throat Associates, have established an Inspire hypoglossal nerve stimulator program to treat OSA in patients who have either failed or refuse to use continuous positive airway pressure (CPAP) therapy, a machine to help OSA patients breathe during sleep.

Inspire is a minimally invasive, implantable neuro-stimulator that continuously monitors breathing during sleep, and based on a patient’s breathing pattern, delivers mild stimulation to keep key airway muscles open. The system is fully implanted in an outpatient procedure. It is the most innovative treatment for OSA to come along in many years.

Middlesex Hospital is the only other hospital in the area that offers the treatment.

February Operations Yield Operating Gain

February operations yielded a \$1.2 million operating gain, compared to a budgeted loss of \$1.1 million. Transitions from inpatient care exceeded budget by 4.5 percent for the month. Transfers increased 14.1 percent year to date, with 2,464 transfers, compared to 2,159 for the same period last year. Our case-mix index is up 5.1 percent, year over year.

Hartford Hospital cares for some of the sickest patients in the state. Year to date, February outpatient volumes and gross revenues exceeded budget by 8.5 percent. Our year-to-date ED volumes increased by 4.8 percent, with 44,336 visits to date for the fiscal year, compared to a budget of 42,317 visits. Total revenues for February exceeded budget by \$3.2 million and are running \$5.9 million ahead, year to date.

February expenses were over budget by \$0.9 million (\$5.8 million year to date), primarily related to volume and supply expenses. Our March inpatient and outpatient volumes are trending ahead of budget. Hartford Hospital’s actual year-to-date gain from operations is \$19.6 million, which matches our budget. For FY 2016, our budgeted gain is \$65.5 million, so we are on track.

Excellence

Remembering Dr. David Hull

Dr. David Hull always will be remembered at Hartford Hospital for the great work he did in transplants and for his compassion and kindness. And now he has another monument to remember his work: *Didymosphenia hulli*, a new species of diatom, discovered and named for him by the daughter of a former patient.

Dr. Diba Khan-Bureau, a professor at Three Rivers Community College, discovered the new species of a microscopic form of algae, and wanted to honor Dr. Hull, who had saved her father’s life when a kidney transplant failed. So she named her discovery after the surgeon.

“Hull” also means river in Latin. The only place you can find the species is in the West Branch of the Farmington River in Barkhamsted, Conn.

HH's Center for Global Health Holds Foot Care Clinic

The Center for Global Health at Hartford Hospital and the Outreach Committee of Trinity Episcopal Church held a Foot Care Clinic March 23 at Church Street Eats (A Manna Program) at Christ Church Cathedral in downtown Hartford.

Many clients who attend Church Street Eats need help to keep their feet healthy. Each client received two pairs of new white cotton socks donated by members of the Hartford Hospital staff.

Physician Champions See Increase in Grateful Patient Gifts; Council Expanding to Include All Clinicians

The Physician Champions Advisory Council was formed in 2010 with the purpose of serving as mentors to medical staff colleagues and advisors to the Fund Development Department to help move grateful patients to fulfilled donors. **Drs. Inam Kureshi and Art Tarantino** lead the council.

Since 2013 the number of grateful patient gifts has risen 46 percent to 466 and the number of physician champions involved in active cultivation with a donor or prospective donor is up 40 percent to a total of 50 over the same time period. Gifts raised from physicians in active cultivation with a donor resulted in more than \$1 million raised in fiscal year 2015. Congratulations to all of you!

For fiscal year 2016, the council is expanding to include all clinicians who touch patients. Nurse liaisons will be added to the group and its new name will be the Clinical Champions Advisory Council. For more information about the council, please contact Alexis Surovov in the Fund Development Department at Alexis.Surovov@hhchealth.org or (860) 972-6282.

Dr. Hank Schwartz Presents to "Ivy League" Psychiatric Institution in Maryland

Institute of Living Psychiatrist in Chief and Hartford HealthCare Vice President Dr. Hank Schwartz recently spoke before a packed auditorium at the prestigious Sheppard Pratt Health System in Towson, Md., on the psychology of Adam Lanza, who carried out the 2012 mass shootings at Sandy Hook Elementary School in Newtown.

Dr. Schwartz's presentation, "The Sandy Hook Murders: Adam Lanza and the Mind of a Mass Shooter," was delivered at Grand Rounds at Sheppard Pratt, which is known as one of five "Ivy League" psychiatric institutions in the country. The IOL also is considered among those five institutions. The presentation was broadcast to seven sites across the state.

Our Physicians Are Great Sources For Local Media

Dr. Paul Thompson was interviewed about the meldonium doping scandal by CNN.

Dr. Laura Saunders was interviewed about the Brussels attacks and how parents can talk to their children about terrorism. [See it here.](#)

Dr. David Tolin was live on Chaz & AJ on Radio 102.9 FM discussing the fear of flying.

Teresa DuFour, with News 8, talked about her hip replacement surgery by **Dr. Paul Murray**. The story aired March 16.

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 Pappas; 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

The Basics of Bone Marrow Transplant: 7-Part Lecture Series

March 28

The Hartford HealthCare Cancer Institute invites you to a free lecture series on Bone Marrow Transplant starting on **Monday, March 28** from 5:30-7 p.m. in Hartford Hospital, Taylor Conference Room A&B.

Featuring Guest Speaker will be Dr. Sergio Giralt, Chief, Bone Marrow Transplant Service at Memorial Sloan Kettering Cancer Center.

The first lecture will describe the rationale for early referral for Bone Marrow Transplant (BMT) evaluation, review the basic concepts of transplant and identify present clinical standards regarding hematologic populations eligible for BMT. The lecture will be followed by a Q&A with Dr. Giralt.

The lecture can also be viewed via videoconference (meet.cancer@video.hhchealth.org) at the following locations:

- Backus Hospital, MOB Conference Room

- MidState Medical Center, Conference Room IV
- The Hospital of Central Connecticut Cancer Center, Conference Room A
- Windham Hospital, Johnson Room

Details regarding the remaining lectures (i.e. speaker and topic) will be distributed shortly. For more information, please contact Andrea Dash at Andrea.Dash@hhchealth.org

Palliative Care Symposium

April 12

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

Registration and dinner is at 5 p.m.

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

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

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

REGISTER: 1.855.HHC.HERE

12th Annual Electrophysiology and Heart Failure Symposium

April 20

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

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

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

Inaugural Symposium for Advanced Practitioners

April 29

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

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

Watch for the comprehensive brochure due out in March.

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

Multidisciplinary Neurovascular Symposium: Updates in Stroke and Carotid Artery Disease

May 21

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

Fees:

Hartford HealthCare employees: \$15

Students, residents and fellows: Free

Non-Hartford HealthCare professionals: \$30

For more information:

98.188.110.106/NeurovascularSymposium or 1.855.HHC.HERE (1-855-442-4373)

Physician Resilience Series Offered by AMA

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

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

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.

Save the Date: 32nd Annual Cardiovascular Symposium

October 5

Wednesday, October 5

7:30 a.m.-3:30 p.m.

Connecticut Convention Center, Hartford

Information and registration: 98.188.110.106/CVSymposium

Please register for this event by calling 1.855.HHC.HERE (1.855. 422.4373).

Voices of Our Patients

Voices of Our Patients: Kudos to Dr. Manuel Maya Tapia

I am writing to give special thanks and recognition to two of you medical employees who helped me during my recent, unscheduled treatment at the hospital. My wife and I were visiting my son and his wife in the Hartford area and attending a concert Sunday evening March 6 when i suddenly became ill and lost consciousness. i i was taken you your hospital for evaluation and treatment. It was only necessary to stay until mid-day Monday and i was able to return to Georgia Tuesday and am having follow-up tests here.

Although the staff was helpful, Nicole Sousa, morning ER nurses, and Dr. Manuel Maya Tapia were executional. they not only provided excellent m medical care, but were very responsible, caring and compassionate. they put the personal commitment into professional competency. we were treated as a patient, as customer and a respected valued person. If there is any process where you cite outstanding performance -lease put both of these wonderful people into consideration.

we would be glad to provide further specifics if they may be helpful. sincerely and may God Bless you and all at your facility,

Rev. Mr. Thomas and Thalia Eden

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](mailto:Dr.Jack.Greene) or [Dr. Jack Ross](mailto: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

Read Hartford HealthCare Cancer Institute's newsletter, Plus

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

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

Educational Events and Programs Calendar Available

[Click here to download.](#)

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

ICP News

ICP News: 2016 Incentive Program

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

Top Stories:

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

Inside:

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

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

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.

Doctors, Nutrition Experts And Local Chef Team Up For C-HIT Forum On Diabetes

Hartford Courant, March 23

For those living with diabetes, eating healthy and knowing how foods affect blood sugar levels is crucial to managing the disease.

The Conn. Health I-Team, in collaboration with ConnectiCare and the Hispanic Health Council, is hosting a panel discussion on Thursday, April 7, in Hartford, where experts will discuss the latest developments in early screening and treatment of diabetes and offer advice about how adopting a healthy lifestyle can help combat the disease.

The free event, called "Beating Diabetes: Food, Fitness and Focus," will include a social hour and food tasting starting at 5 p.m. featuring famed local chef Jay Lewis, who will present healthy foods choices.

Lewis, who was nominated as "best chef" in the state in 2012 by Hartford Magazine, has been a sous chef, as well as the banquet chef for the Goodwin Hotel. Among the chef's foods offered for tasting during the event will be "Mini Chicken Apple Spinach Endive Leaves," "Pan-Seared Fried Fish Bites," and "Roasted Plantains With Chipotle Honey Dip."

The "Beating Diabetes" panel discussion features experts on the disease, its causes and prevention. Panelists include **Dr. Robert M. Oberstein**, an endocrinologist and medical director of Diabetes LifeCare at Hartford Hospital; **Elizabeth Caffrey**, a registered dietitian and educator at Diabetes LifeCare, Hartford Hospital; and Migdalia Texidor-Huertas, a nutrition educator and research assistant at the Hispanic Health Council.

In the HHC System

Expanding the Reach of Addiction Treatment in Connecticut Towns

WNPR, March 23

Hartford HealthCare has opened a new addiction treatment center in Cheshire as part of an effort to battle opioid addiction in as many communities as possible. The new facility is just a block or two from the high school, the community center, and some ballparks. And it's meant for everyday people, wherever they are.

"We want to be in the major cities, as well, but I think that we felt like we did need to get out into the suburbs," said Pat Rehmer, president of Hartford HealthCare's behavioral health network. She's also the state's former commissioner of mental health and addiction services.

"Nobody's immune anymore," Rehmer said. "Literally every single day now, I'm getting a call about some young adult that has overdosed. I can't think of a friend or a family member who hasn't lost a nephew, a child. I mean, it's really astonishing to me. And I've been doing this for 30 years."

Rehmer said her goal is to make treatment for prescription opioids and heroin addiction more available. This program in Cheshire offers medication assisted treatment -- using drugs like Suboxone to help quiet the cravings of the disease. It also offers group and individual therapy. Its services are available after working hours, to allow people who have jobs to continue working while they seek treatment.

Rehmer said that Hartford HealthCare has or is planning similar treatment sites in Hartford, New Britain, Avon, Southington, and Meriden. And, if other towns are any measure, it won't take long to max out.

"The Glastonbury program is constantly stretching to accommodate as many people as we can," she said. "It's really performing at about 500 percent above what we budgeted for capacity. 500 percent. That tells you what the need is like."

The Cheshire program is just three weeks old and can serve up to 100 patients. So far, it has just three.

[Read more here.](#)

Health Care News In the Region

New Numbers Could Heat Up Malloy-Hospital Clash

Hartford Courant: March 16

With Gov. Dannel Malloy and the state's hospitals locked in battle over taxes and mergers, new numbers are expected to add fuel to the debate.

Financial data from 25 of the state's nonprofit hospitals show that the state's smallest hospitals are losing money, whether they are part of a larger system or not.

However, some larger hospitals lost money in fiscal year 2015, too, such as St. Vincent's in Bridgeport, and the [Hospital of Central Connecticut](#), which is part of Hartford HealthCare's system.

St. Francis Hospital and Medical Center, the third-largest hospital in the state, barely broke even on operations, and because of losses from some complicated financial instruments it owns, it lost \$17.5 million.

[Read more here.](#)

Hot Topics in Health Care

Favorite Moment of a First-Year Doctor

New York Times, March 24

My favorite moment in residency was hearing about my friend's favorite moment in residency.

Excited to have finished our first year as doctors – the most unsettling and demanding in medical training – we swapped stories of our most memorable experiences. He told me about his final evening in the intensive care unit, the end of a grueling month. He had made plans to unwind with a friend from out of town whom he hadn't seen in years. Before leaving, he checked in on a patient he'd admitted the previous week, an elderly woman with dementia and a bad pneumonia that was getting worse. Her oxygen levels had now dipped so low he feared her heart would stop beating.

He wouldn't be making dinner. Then, he had his most meaningful conversation as a doctor.

As he gathered with the family, they told stories of who their mother was, what had been most important to her, and how she would want to die. Ultimately, they decided against intubation and focused on keeping her comfortable in her final days.

What struck me about my friend's story is not only that he acted as an exemplary physician and helped his patient die a dignified death. It's that it was important that *he* was the one having that conversation.

Too often in medicine, you feel like part of a machine, a cog in a massive bureaucracy. We cover each other's shifts, we maintain a hospital's patient flow – and at the end of many days, you feel nothing would have been different if another doctor subbed in.

[Read more here.](#)

Coming Events

The Fourth Annual Hartford HealthCare Patient Experience Showcase

April 8 (Friday)

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

Heublein Hall, Education & Resource Center (ERC)

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

Zero Prostate Cancer Run

April 10 (Sunday)

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

super hero dash at 10 a.m.

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

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

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

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

Palliative Care Symposium

April 12 (Tuesday)

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

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

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

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

REGISTER: 1.855.HHC.HERE

Medical Staff Town Hall Meeting

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

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

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

This symposium will offer key clinical topics with updated and evidence-based information from clinical experts, as well as networking and current clinical information in 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.