

Seymour Street Journal



What's news...

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

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***"Wherever the art of medicine is
loved,***

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

there is also a love of humanity."

- Hippocrates

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[youtube](#) and [twitter](#)

Chief's Corner

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

Just Ask Us!

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

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.

Privacy Reminder

When a patient has a visitor in the room, it is important to remember that they may not want his/her information shared. This can result in a HIPPA violation. We suggest the following type of messaging and action.

I see you have visitor(s). I need to do an examination and will be discussing your current and past medical history. Would you like this done privately?

If the patient responds affirmatively, ask if the visitors could leave the room or if you should return at a later time. If a later time is discussed, agree upon the time (i.e. 15 minutes, 30 minutes etc.). Do not begin the examination or discuss anything until all visitors have left the room.

If the patient responds in the negative: *I want you to understand that we may be discussing all of your medical history, medications and other protected health information.*

If the response is that they want the visitor(s) to stay, document the conversation with the patient in the medical record.

Epic Documentation Tips

Dr. Fred Rubin

We'd like to start sharing short "pearls" that will help you to document more accurately and efficiently. These are based on recent cases that we reviewed.

Here are two important ones:

1. Do not use “vs.” in any note. It could have multiple different meanings and is just unclear.
2. Always connect the lab values with your decision making. Saying that there “is a negative blood culture” is not the same as saying “no infection”

Epic Tip of the Day

Dr. Marc Palter

In order to ensure the accuracy of your H&P, daily Progress Note and Discharge Summary, please make sure that you update the problem list prior to starting the note. This will ensure that the Problem List in the note is accurate.

If you accidentally start a note prior to updating the problem list, you can always leave the note open, update the problem list, come back to the note and refresh it to bring in the updated problem list.

From the President of the Medical Staff

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

Seymour Street Journal Changing to Monthly

In response to feedback we have received from the medical staff regarding the increasing volume of emails we receive, we have decided to decrease the frequency of Seymour Street Journal from biweekly to monthly. The next issue will be delivered in four weeks, on Sunday, May 28.

In addition, we have had requests to publish more information about the Medical Executive Committee - its mission, purpose, members and activities. We will add a column (“From the MEC”) to provide that information.

Our goal is always to make sure you receive the information you need in a timely way, while not overwhelming you with too-frequent messaging. We value your feedback; please let us know if this is helpful to you.

Stacy

Reminder: Annual Medical Staff/Board Spring Event June 8

The Annual Medical Staff-Board Spring Event will be held on **Thursday, June 8** from 6-8:30 p.m. in Heublein Hall. Please join your colleagues in recognizing the accomplishments of the recipients of our Annual Medical Staff Awards, and welcome our new faculty members joining Hartford Hospital.

From the Hospital President

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

More unfair hospital taxes proposed at Capitol-Please speak out

The legislature is now considering a bill that would impose a sales tax on all not-for-profit organizations, including hospitals. This would cost HHC an additional \$28 million in taxes. Lawmakers also are reviewing the administration's proposals to eliminate the long-standing property tax exemption for hospitals and to require hospitals to pay a higher Provider Tax. These proposals, taken together, would bring HHC's tax obligation to \$208 million, an increase of nearly \$100 million.

This is totally unfair. It threatens the most vulnerable people we serve, weakens the state's safety-net institutions and hamstring the healthcare sector, which is one of the state's key drivers of jobs and economic activity.

I'm asking you once again to reach out to your legislators through our [Voter Voice](#) tool and tell your representatives that unfairly taxing hospitals is not a solution to the state's budget problems.

To get started, click on the link below. It's easy. All you have to do is click a few boxes and the message will be sent to your legislator.

<https://votervoicenet/hhc/campaigns>

National Nurses Week, May 6-12: *"Nursing: the Balance of Mind, Body, and Spirit."*

This week, we celebrate National Nurses Week by recognizing our nurses and the vital role they play on our healthcare team and in the communities we serve. When patients think about the care they received in the hospital, they often think first of the nurse who cared for them. Nurses develop relationships with their patients founded in trust, supported by clinical expertise and maintained with compassion at every interaction.

Each member of the Hartford Hospital staff plays an important role in strengthening our hospital's outstanding reputation. We know that at Hartford Hospital, we are trusted to care for people at their happiest and darkest moments. From childbirth to end of life, thousands of patients each year turn to us for their care because of the outstanding way we deliver those services. And our nurses are at the heart of every one of those interactions. Nurses know that Every Moment Matters.

Hartford Hospital has more than 1,800 nurses. Like other hospital care givers, they come to work in storms and on holidays and sacrifice time with their own families and friends to heal others. Nurses have a huge impact on the lives of our patients and families as well as on the overall care we deliver.

Not only are nurses at Hartford Hospital caregivers but they also are innovators, researchers, advocates, educators and leaders. Many have been asked to share their knowledge and expertise at national conferences. Nurses are committed to advancing knowledge in all specialties for the betterment of our patients.

This year, the theme of National Nurses Week is "Nursing: the Balance of Mind, Body, and Spirit." It is about celebrating nurses as leading the charge for health and wellness. We not only care for the sick, but we also work to help our patients and communities stay well and lead healthier lives.

We thank all Hartford Hospital staff members for your hard work, compassion and commitment to our patients. This week, on behalf of all of us, we give a special thanks to our nurses.

As we've said many times before, you make us proud to be members of the Hartford Hospital team.

Improving the patient's perception of the care they receive

To improve our HCAHPS scores, Hartford Hospital is taking a number of actions to improve the patient's perception of the care they receive and to improve communication and care coordination. Ease of access to providers, privacy and the physical environment affect the patient experience.

The creation of the Bone & Joint Institute and the movement of beds to the new facility has given us a unique opportunity to realign patient care units and refresh some facilities. Our bed reorganization plan is well underway with several of our planned moves completed.

Phase 1 will be done by June and includes growth a 10 percent increase in private beds (including 87 percent in surgery and neurosciences), better coordination and increased privacy for the HIV population, and improved critical care alignment to enhance the patient experience and throughput of patients.

Additionally, nearly 80 percent of our medicine beds will be together in the Conklin Building. Our goal is to refurbish all patient areas by the end of FY 2018.

Next Generation Sequencing (NGS) Testing

The Hartford Hospital Molecular Pathology Laboratory will offer NGS for solid tumors and Hematopathology. Please see test ordering information below.

Solid Tumor Panel (Effective April 24, 2017)

- Submit order on a manual requisition.
- Specimen Requirements:
 - FFPE block OR
 - 1 H&E stained slide with coverslip and 2 H&E stained slides cut at 2-7 microns without coverslip.

Send to HH as a consult.

When choosing slide or block there must be at least 10% tumor involvement for the assay to be performed.

TAT: 10 working days.

Hematopathology Tumor Panel (Effective May 1, 2017)

- Submit order on a manual requisition.

Specimen Requirements:

- A minimum of 0.5 mL bone marrow or peripheral blood in a lavender EDTA tube at room temperature.

Send to HH as a consult.

TAT: 10 working days.

For questions please contact the Hartford Hospital Molecular Pathology Laboratory 860-972-3409 or Dr. Laila Mnayer, PhD 860-972-3589.

HHC Cancer Institute Receives Accreditation

The Hartford HealthCare Cancer Institute meets or exceeds all the national standards required by the American College of Surgeons Commission on Cancer, according to recent site surveys and data

analysis.

The site surveys and data analysis were part of a rigorous survey process by the commission, which in March accredited the HHCCI as an Integrated Network Cancer Program, something only a small percentage of cancer centers have been able to accomplish nationwide.

The accreditation focused on 34 standards, 31 of which the HHCCI met and three of which surpassed expectations, the news release said. "Commendations" were granted in the three areas that surpassed: clinical research, nursing care and accuracy of data. The Hartford HealthCare network includes The William W. Backus Hospital in Norwich.

"This has been a major undertaking, and a clear indication of the progress we have made in realizing our vision to become one cohesive cancer center that ensures that patients have access to the highest standards of care no matter where they enter our system," said Donna Handley, vice president of operations for the institute. "This took an incredible amount of teamwork - I am so proud of everyone who helped make this happen."

Interoperability Exchange Statistics

Dr. Spencer G. Erman, Vice President and Chief Medical Informatics Officer, Hartford HealthCare

Here are some figures showing how many records have been exchange through Epic/CareConnect CareEverywhere Platform. This shows the true Interoperability of our system. We have exchanged more than 2.4 million documents, to providers and institutions in all 50 states.

721,781 patient records exchanged in 2017

1,583,273 patient records exchanged in 2016

2,408,223 since Care Everywhere Go-live in 2015

We've exchanged patient records with more than 1,020 hospitals, 1,280 emergency departments and 28,920 clinics.

Shake hands with HH's latest surgical robot

May 4, 10 a.m. to 2 p.m.

Hartford Hospital Main Lobby

Hartford HealthCare introduced the latest technology for robotic spine surgery in March. The Mazor X Surgical System offers patients greater precision and accuracy during procedures like spinal fusions.

Employees and visitors have the chance to see the robotic technology up close, and learn why it's so special at this event on May 4, from 10 a.m. to 2 p.m. in the Hartford Hospital Main Lobby. Employees will also have the unique opportunity to enter to "name" our two robots.

Patient Parking Fees Increase

While we aim to keep our parking rates low in order to provide affordable access to Hartford Hospital for patients and their families, we occasionally reassess pricing to ensure it covers the cost of maintaining our facilities and aligns with similar organizations in the area.

Effective May 1, the rates for valet and garage parking at Hartford Hospital will increase. The new rates are:

- First 20 minutes: no charge
- 21 minutes to 1 hour: \$2.00
- 1 hour to 90 minutes: \$3.00
- 90 minutes to 2 hours: \$4.00
- 2 hours to 3 hours: \$5.00
- 3 hours to 4 hours: \$6.00
- 4 hours to 5 hours: \$7.00
- 5 hours to 6 hours: \$8.00
- 6 hours to 24 hours: \$9.00

We will continue to offer weekly and monthly passes at a discounted rate to families of current patients. The cost will be \$25 for a weekly pass or \$75 for a monthly pass.

We conducted extensive research to ensure our parking and valet rates are equitable and on par with other organizations in the Greater Hartford area. If you have any questions about the parking rates or passes, please contact Steve Alexandre, Director of Real Estate at Steven.Alexandre@hhchealth.org.

In Memoriam: Dr. Joseph Tomanelli

Dr. Joseph T. Tomanelli, 56, died in a plane crash April 24.

The aircraft that crashed was a small, single-engine Cirrus SR22. An FAA spokesman said the aircraft was doing practice takeoffs and landings when it crashed through a chain link fence, struck a berm, and burst into flames, police said. Tomanelli was found yards from the wreckage.

Tomanelli was well-known in the region as a physician specializing in internal medicine. He practiced for 27 years, most recently out of an office in Wallingford. He joined Hartford HealthCare Medical Group in 2012. During his career, he cared for more than 3,000 patients, according to a statement released by the medical group.

Excellence

HH in the Top 3 Enrolling Centers in the World in the VEST Trial

The VEST trial, a study examining the benefit of a wearable defibrillator vest on the incidence of sudden death in patients after a myocardial infarction with significant heart damage, has finished enrollment.

Hartford Hospital, under the direction of principal investigator, **Dr. Steven Zweibel** and with the assistance of **Arben Ademi** from the Department of Clinical Research, has been involved in the trial since its inception in 2008 and finished in the top 3 enrolling centers in the world.

The results from the trial are expected at the end of this year with presentation at the American College of Cardiology meeting early next year.

Drs. Azemi, Rizvi and Sadiq Train Outside Clinicians in Advanced Endovascular Therapies

On March 27, **Drs. Talhat Azemi, Asad Rizvi and Immad Sadiq** from the Hartford Hospital cardiac catheterization lab conducted a training course for outside clinicians on advanced endovascular therapies for the management of peripheral arterial disease.

Physicians from Massachusetts, North Carolina and New York attended the course. The participants observed live cases in the cath lab and performed simulated cases in the Center For Education & Simulation (CESI).

It is expected that with the inauguration of the Tissue Lab at CESI this summer, the demand for similar courses will increase. The tissue lab is the equivalent of Animal Lab at CESI that will use cadaveric tissue and not animals for training.

Dr. Paul Thompson Participates in Heat Stroke Treatment Team at Boston Marathon

Dr. Paul D. Thompson, chief of Cardiology at Hartford Hospital was a member of the Heat Stroke Treatment Team at this year's Boston Marathon.

Dr. Thompson has had a career-long interest in heat stroke and exertional rhabdomyolysis. He finished 16th in 1976 Boston race when the temperature was over 90 degrees at the start. He also helped train the Irish runner John Treacy before the 1984 Los Angeles Olympics. Treacy had suffered heat stroke in the 1980 Moscow Olympics 10,000 meters, but returned to finish second in the Los Angeles Olympic Marathon.

HH Team Presents Care Plans at American Society of Clinical Oncology Survivorship Meeting

Deborah Walker APRN, Survivorship lead at the Hartford HealthCare Cancer Institute at Hartford Hospital, presented "Survivorship care plans: Strategies to enhance patient utility and value" at the American Society of Clinical Oncology (ASCO) Survivorship meeting in San Diego, CA.

Coauthors include Hartford HealthCare's **Dr. Andrew Salner**, **Amanda Katzman MSW**, **David Finitsis PhD** and **Ellen Dornelas PhD**. Also collaborating are Carevive's **Diane Harris PhD**, **Carrie Stricker PhD**, **Nadia Still DNP**, and **Laura DiGiovanni MLA**.

Dr. Andrew Salner Presents on Lynch Syndrome ASCO Quality Conference

Dr. Andrew Salner, medical director of the Hartford HealthCare Cancer Institute at Hartford Hospital, presented "Identification of Lynch Syndrome cohort in a hospital system" at the ASCO Quality Conference in Orlando, FL. Coauthors include **Richard Sekerak** and **Dr. Peter Yu**.

Dr. Abigail Chua Presents at MidState

Dr. Abigail Chua did a presentation at the MidState Donor Recognition Event at the Farms Country Club in Wallingford to benefit the Ayer Neuroscience Institute.

Dr. Brian Grosberg Speaks at Migraine World Summit

Dr. Brian Grosberg was invited to be a guest speaker at the 2nd Annual Migraine World Summit April 23-29. He addressed Neuromodulation devices for headache.

HH Observes National Donate Life Month

Connecticut hospitals are honoring National Donate Life Month, celebrated each year in April.

Throughout the month, hospitals across the state, working with their Organ Procurement Organization (OPO), have been holding activities and programs highlighting the importance of organ and tissue donations, as well as honoring donors and transplant recipients.

Hartford HealthCare shared social media content about organ donation in more than 30 posts on Facebook, LinkedIn, and Twitter, resulting in 37,235 impressions, 587 engagements, and 1,244 clicks for more information.

On April 12, two teams from **Hartford Hospital** distributed cookies to say "thank you" to Hartford Hospital ICUs and the ED for working together to highlight Donate Life Month.

On April 18 and 19, New England Donor Services and volunteers educated patients, employees, and families in the Hartford Hospital lobby and answered questions about organ donation.

On April 30, Hartford HealthCare's 'Connect to Healthier' segment on NBC CT will feature its organ donor champion program and profile a patient who was part of a life-saving organ donation chain.

Finally, Hartford Hospital highlighted the importance of organ donation through an internal and external communications campaign focused on personal stories about giving the gift of life. Visit [A 15-Year-Old In Need Of A Kidney Transplant Finds A Donor: Her Mother](#) to read one example.

Research and Academics

Clinical Trials Being Offered at HHC

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

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

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

Accepting New Patients? We Can Help

Help New Patients Find You

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

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

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

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

business days.

Operational Update

Systemwide Annual Required Learning Starts Now

For the first time ever, every Hartford HealthCare employee will complete the same online learning courses on a consistent schedule with the same expectations no matter where you work in our system.

Required courses are posted in HealthStream now and **must be completed by Aug. 28, 2017.**

With every HHC employee using **HealthStream** for online learning, it will be easier to ensure that we are always learning and improving together so we can provide the best care to the patients, families and communities that depend on us.

We are very excited to have finally reached this point in Hartford HealthCare's journey to become the region's most coordinated healthcare system. Here are some important things to know:

- New courses will be interactive and more engaging.
- New courses can be completed much more quickly than before.
- Failure to complete required courses by Aug. 28 will result in suspension and could potentially lead to termination.
- Additional, job-specific courses may be assigned by individual organizations.

To find this year's required courses, visit the [eLearning](#) page of HHC Connect and click the log in button on the right side of the page. Use your network user ID and password to log in. The page includes detailed trouble-shooting instructions for those who may have trouble logging in.

If you have questions, please contact Eric Bennett at eric.bennett@hhchealth.org.

Patients in Need of Financial Assistance

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

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

Remind a Colleague: Wash In, Wash Out

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

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

Improving Doctor-to-Doctor Communication: TigerText

A Free Tool To Help You

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

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

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

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

- Here is a TigerText Request form with directions on how to get TigerText: [You can download the form here](#)
- For further help with this, feel free to contact John.Rogalsky@hhchealth.org (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.

Hartford Hospital Media Coverage

Media Coverage Wrap-Up

Dr. Mark Alberts was interviewed by NBC CT about how researchers will study Aaron Hernandez's brain to determine if the former NFL star suffered from a degenerative brain disease. <https://youtu.be/29t4yQcVw6U>

Dr. Craig Allen appeared on News 8 to discuss the State of Connecticut receiving a \$5.5 million federal grant to expand the state's efforts to combat the prescription opioid and heroin crisis. <https://youtu.be/eE1OeiKl2-0>

Dr. Jonathan Gates appeared live on FOX 61 to discuss his experience treating patients from the Boston Marathon Bombing four years ago. <https://youtu.be/9VDO0mE2dQY>

Dr. Linda Matonis, chief of OB/GYN at The Hospital of Central Connecticut, appeared live on WNPR's "Where We Live" to discuss HPV risks. <http://wnpr.org/post/all-too-common-understanding-hpv-risks-and-prevention>

Dr. Kari Rancourt was interviewed live on FOX 61 about the Living Donor Champion program. <https://youtu.be/Zn9dr0Fmmsk>

Pat Rehmer and Dr. Hank Schwartz were featured in a TheaterWorks Talkback (Facebook LIVE). <https://youtu.be/W7EfEnxbhVo>

Connect to Healthier on NBC-CT

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

New option in orthopedics

Joint degeneration due to osteoarthritis can be debilitating. But patients don't have to live in pain. Newer tools like robotic-assisted orthopedic surgery are helping patients like Frank Sena get their lives back, eliminate pain and get back to what they love to do.

<https://hartfordhospital.org/health-wellness/classes-events/event-detail?id=968>

Bloodless Heart Transplant

This follows the story of Jonathan Henry, a heart failure patient who waited for months at Hartford Hospital for a heart to become available. But what makes his story even more amazing? He had a bloodless heart transplant. Jonathan is a Jehovah's Witness, and because of his faith cannot accept blood products. Only a handful of the most advanced hospitals in the country can perform this complicated procedure.

<https://www.dropbox.com/s/jnkafafwycz71ch/040917%20CTH%20BLOODLESS.mov?dl=0>

<http://media.hartfordhealthcare.org:80/ermweb/player?id=yf8Z3OdW>

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

TAVR

This segment focused on TAVR, and the first time doctors at HH utilized a new approach through the carotid artery. <https://youtu.be/GtzteutnfUI>

The Gift of Life

They are called "Good Samaritan" donors-organ donors who are unrelated to the recipient, and they are life savers. There is an extensive screening process to ensure all potential donors are medically and psychologically suitable. This is one woman's story. <https://www.dropbox.com/s/wbmyjt4ciu8evnf/122416%20CTH%20Transplant%20Gift.mov?dl=0>

Resident Wish Come True

This is about making a lifelong dream come true, more than a New Year's Resolution. HHC Senior Services teamed up with a local recording studio to grant a wish for one of their residents who always wanted to make a record. <https://hartfordhealthcare.org/locations-partners/hartford-healthcare-senior-services>

Featuring A Roundup of HHC News

A remarkable achievement for Dr. Brian Grosberg; a grand opening for HHCMG in Bloomfield; and Breast Cancer awareness month. <https://youtu.be/9ztEDTzSOi8>

Sunday's Connect to Healthier segment on NBC CT highlighted the following events/accolades across HHC:

A remarkable achievement for Dr. Brian Grosberg, a grand opening for HHCMG in Bloomfield and Breast Cancer awareness month.

<https://youtu.be/9ztEDTzSOi8>

Introducing Hartford HealthCare's News Hub

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

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

Read the latest health news or sign up for our e-newsletter at: healthnewshub.org

Upcoming News Service Content; Share Your Stories

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

[Connect to Healthier](#)

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

[Medical Rounds](#)

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

[HealthCare Matters radio program](#)

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

[Healthier Connections](#)

Monthly partnership with FOX CT.

[CT STYLE](#)

Monthly partnership with WTNH.

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

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

Voices of Our Patients

Kudos to Dr. Siddiqi

Dear Dr. Siddiqi,

I cannot express the gratitude I feel towards you both as a physician and a special human being.

You gave my Philip the safe passing I so wished for him.

You gave me the empathy and support I needed allowing me to give him the gift of a dignified and relatively pain-free death.

I am enclosing the obit I wrote only to show you what i have lost and how grateful I am for the life i shared with him. You enabled me to face the inevitable with equanimity.

Many thanks!

Regards,

Clare O'Toole Cashman

CME Applications

Interested In Hosting a CME Event?

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

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

- Complete applications for a recurring series such as Grand Rounds must be submitted **at least 4 weeks 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 HH CME department at least 6 to 12 months prior to the date of the course in order to begin the planning process.

We have developed educational resources to assist planners with the application process. Please contact the HHC CME office at ContinuingEd@HHHealth.org or (860) 972-5816 to schedule an appointment with our team to discuss your CME needs.

CME Offerings on HealthStream Temporarily Unavailable

As we continue to enhance our eLearning through our new system-wide version of HealthStream, we will also be enhancing our online CME offerings.

As of December 1, the current CME programs are no longer available via HealthStream. Once we have completed the upgrade, we will announce their availability and instructions on how you can access them.

We appreciate your patience during this transformation.

HH In the News

What Your Annoying Office Habits Say About You, According To Science

"Hoarders are thinking about all their stuff the way you think about the contents of your jewelry box," says **Nicholas Maltby**, a psychologist who works with compulsive hoarders at the Institute of Living in Hartford, Connecticut, tells Discover Magazine.

<http://lifestyle.one/grazia/news-real-life/real-life/irritating-annoying-office-workplace-habit-messy-eating-moaning-late-lazy-scienc/>

In the HHC System

These are the shortest and longest ER wait times in Connecticut

CT Post, April 26

Doctors call them "the walking wounded." Emergency rooms are often crowded with these patients who suffer from non-life-threatening injuries, causing delayed diagnosis and treatment. But long waits before a patient is treated may be a sign that an emergency department is understaffed or overcrowded, according to the government website [Hospital Compare](#).

In Connecticut, Hospital Compare data shows that patients with broken bones sometimes had to wait up to 100 minutes before receiving pain medication. The wait time average in Connecticut is 56 minutes. **Windham Community Memorial Hospital** & Hatch Hospital has the fastest ER in the state with an average wait time of exactly half an hour for patients with fractures.

The second fastest ER is at Bridgeport Hospital where patients with broken bones waited an average of 32 minutes. Griffin Hospital in Derby is third with a 34-minute wait. At Waterbury Hospital, patients wait 101 minutes on average before getting pain medication, the longest wait time in the state.

ER doctors have a short time window to diagnose serious emergencies. For stroke patients, for example, waiting longer than 45 minutes can cause extensive brain damage, according to Hospital Compare.

"Getting imaging done within 45 minutes is the goal," said **Rocco Orlando, Chief Medical Officer for Hartford HealthCare**, a network of hospitals and medical centers in Connecticut, which includes Windham. "We are very comfortable that we are getting to the patients that are in crisis as quickly as possible if they come in with a heart attack or a stroke."

Health Care News In the Region

CHA launches initiative to improve end-of-life decision-making, care

Hartford Business Journal, April 26

The Connecticut Hospital Association has launched the Care Decisions Connecticut initiative, a statewide collaboration to help patients make planning decisions that are right for them, and improve care at the end of life.

CHA created the program with healthcare partners and state government with the goal of integrating

patient-directed care strategies to improve palliative/hospice care and quality of life for those with serious illnesses.

The initiative -- which includes representatives from hospitals, state agencies, insurance companies, as well as long-term, home, hospice, and palliative care -- aims to increase public knowledge and awareness about advanced care planning, including through its website, and implement best practices for providers across Connecticut.

The kickoff event featured a keynote address by Susan Frampton, president of Planetree International, who spoke about the importance of closing the gap between what many patients want at the end of their lives, which is to die peacefully at home, and what too many of them get, which is to die in a hospital after significant medical intervention.

Hot Topics in Health Care

Critical care: Foreign-born doctors play key role in U.S.

The Day

With his polished manner, crisp dark jacket and tie and shoulder-length hair in a neat ponytail, Dr. Muhammad Hassan Majeed easily fits the part of the urbane American professional destined for one day joining the ranks of academia.

"After a decade here, I'm more American than Pakistani," said Majeed, a psychiatrist at the Joshua Center Thames Valley, a **Natchaug Hospital affiliate in Norwich**. "Politically and socially, I think of myself more as an American. I love the clothing, the food, the lifestyle."

Two and a half miles away at United Community & Family Services, married couple Drs. Rachna and Ramindra Walia have found acceptance and professional satisfaction providing pediatric care to some of the old mill city's poorest residents, even if that sometimes comes with answering questions about their home country.

"I educate them a little, tell them where I'm from and take out my phone to show them where India is," said Ramindra Walia, who serves as chief medical officer at UCFS while also treating patients. "I tell them, 'I jumped so far across the world to meet you.'"

Some patients are wary at first, Rachna Walia said, but quickly won over. "It can be a struggle sometimes," she said, "but once you end up taking care of them, they develop that confidence in you."

Seventeen miles to the south, Dr. Maria Luisa Moro-de-Casillas feels especially gratified helping Spanish-speaking patients who come to her office in New London with complex neurological ailments.

"I love being able to give back to the Latin American community and see patients who have had difficulty finding someone who speaks their language," said the Mexican native, who came to this country with her husband, Norwich surgeon Dr. Sergio Casillas-Romero, in 1997. "You share a connection with them. And it's very rare for patients to find a neurologist who speaks their language."

These four are among more than 200,000 immigrant doctors across the country filling a critical role in providing care to millions of patients. Nationwide, about one in four physicians graduated from a foreign medical school, then came to this country for residency or fellowship training and stayed, according to the American Academy of Medical Colleges. In Connecticut, the percentage is even greater: nearly 30 percent. That's the seventh highest in the country.

"Foreign-born medical graduates serve a very big need," said Dr. Jeff Gordon, blood and cancer specialist in Waterford who is president of the Connecticut State Medical Society. "Three out of four of them go into direct patient care and work in underserved areas. We really do depend on these doctors."

The state medical society has joined with its parent organization, the American Medical Association, in raising concerns about recent immigration crackdowns and orders issued by the Trump administration affecting visa programs used by foreign medical school graduates. Lack of clarity and uncertainty created by the actions ultimately could harm patients, the AMA said in a March 7 statement.

“For the past 80 years, international medical graduates have made a consistent and significant contribution to American medicine and help our nation meet its need for health services,” Dr. Andrew Gurman, AMA president, said in an email message. “Ensuring that graduates of foreign medical schools can continue to play a key role in our country is important to the nation’s continued effort to improve patient access to timely medical treatment, especially in rural and underserved areas.”

There are two popular pathways for foreign doctors who come here and ultimately become citizens: the H-1B visa program for foreign workers in technical fields including medicine, and the J1 visa waiver program. That allows doctors who come to the United States for graduate-level specialty training to stay after completing their studies if they agree to do a three-year residency in an underserved area. Connecticut has 30 doctors in the J-1 visa waiver program, and 93 with H-1B visas, according to the state Department of Public Health.

Dr. Gordon said recent Trump administration statements and orders, including President Donald Trump’s announcement Tuesday about new limitations to the H-1B visa program, are crimping the flow of foreign medical school graduates.

“There’s a lot of uncertainty about these executive orders that makes it very difficult for immigrant doctors to make their plans,” he said. “These programs have been running well for a long time. We understand the need to do proper vetting, but don’t do it so that it would hurt people and their care.”

Coming Events

Saturday, May 13: 8:30 a.m.-12:30 p.m.

Value-Based Oncology: Understanding and Adapting to New Paradigms in Care

This first-ever symposium sponsored by Hartford HealthCare Cancer Institute at Hartford Hospital is offered for a wide audience including all oncology practitioners (medical oncologists, radiation oncologists, surgical oncologists), APRNs, RNs, as well as practice managers, industry representatives and health system administrators.

Value-based medicine is an essential part of any healthcare reform discussion today. As the U.S. healthcare ecosystem grapples to understand what value-based medicine means, patients, providers, hospital systems and the life sciences industry will have an increasing voice in those discussions. Because cancer care costs are among the fastest growing segments of the healthcare economy, more change is happening faster in oncology than other medical chronic diseases. As a result healthcare delivery reform in oncology will help determine a national model that will be applicable across medicine.

This symposium will provide critical insight into the discussions that are happening today around value-based medicine as it relates to cancer care delivery in the U.S. Economic value models that incorporate patient values, change management for oncologists adjusting to new priorities in clinical care and models of data sharing and collaborative quality improvement will be presented.

No fees for Hartford HealthCare providers or employees. \$25 for non-Hartford HealthCare M.D.s; \$50 for Industry (Pharmaceutical/Insurance) representatives.

Women’s Consortium Seminar: *Women & Men Creating Meaningful Partnerships*

Tuesday, May 16

The Women's Physician Leadership Consortium is sponsoring a seminar entitled *Women & Men Creating Meaningful Partnerships* on May 16, 5:30-8 p.m., in Heublein Hall.

Key note speaker will be Catherine Flavin of Thrive Leadership.

All male and female providers (physicians, APRNs, PAs) are welcome.

Please RSVP to Joanne Jurs at 860-972-2493 or email Joanne.Jurs@hhchealth.org by May 2.

28th Annual Mary Mulready Sullivan Oncology Symposium

Wednesday, May 24

28th Annual Mary Mulready Sullivan Oncology Symposium on Wednesday, May 24 from 7:30 a.m.-1:30 p.m.

The topic is "Non-Small Cell Lung Carcinoma: A Personalized Approach in the Complex Patient." This annual event is meant for those who provide care for cancer patients.

Fees: MDs \$50; APRN/RNs \$25. Physician CME credit maximum of 4.5 AMA PRA Category 1 Credit(s). Nursing CEU: this activity has been submitted to Hartford HealthCare for contact hours.

Annual Medical Staff/Board Spring Event June 8; Medical Staff Award Winners Announced

Thursday, June 8

The Annual Medical Staff-Board Spring Event will be held on Thursday, June 8 from 6-8:30 p.m. in Heublein Hall.

Part of the event is the Annual Medical Staff Awards, which honor individuals who have made exceptional contributions to the medical community.

Please join your colleagues in recognizing the accomplishments of the recipients of our Annual Medical Staff Awards, and welcome our new faculty members joining Hartford Hospital. Awards will be presented to:

- **Dr. Robin Deutsch** and **Dr. Amre Nouh** - *DAVID HULL, MD YOUNG PRACTITIONER AWARD*
- **Dr. John McArdle** - *JOHN K. SPRINGER HUMANITARIAN AWARD*
- **Patricia Veronneau, RN, MSN** - *CLINICIAN IN PHILANTHROPY AWARD*
- **Dr. R. Frederic Knauff** - *DISTINGUISHED SERVICE AWARD*
- **Dr. Adam Steinberg** - *QUALITY & SAFETY AWARD*

Save the Date: Medical Staff End-of-Summer Event

September 27 (Wednesday), 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.

Join your colleagues from the Hartford Hospital Medical Staff for an amazing evening at the New Britain Museum of American Art.

You will have exclusive admission to the gallery spaces including the works of Howard Pyle, Frederic Rodrigo Gruger, N. C. Wyeth, Norman Rockwell, and more.

Food will be provided by Riverhouse Catering. The menu will vary depending on the inspiration of the

Chef at Riverhouse Catering. The evening will feature heavy appetizers, small plates bursting with bold flavors and sweet endings as well as wine, beer and beverages.

Save the Date: Wednesday, October 4

33rd Annual Cardiovascular Symposium

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

Connecticut Convention Center, 100 Columbus Boulevard, Hartford

Information and registration: hartfordhospital.org/CVSymposium

Please register for this event by calling 1.855.HHC.HERE (1.855.442.4373)

Save the Date: Thursday, November 9

12th Annual Interdisciplinary Transplant Symposium

Sheraton Hartford South Hotel, Rocky Hill

Medical Staff Meetings

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

Questions may be directed to Luisa Machado, physician navigator, at Luisa.Machado@hhchealth.org or by phone at 860-883-8497.

DATE	TIME	EVENT	LOCATION
Thursday, June 8	6 p.m.	HH Board/Medical Staff Spring Event Featuring new physicians	Hartford Hospital ERC, Heublein Hall
Thursday, June 15	6:45-7:45 a.m.	Semi-Annual Medical Staff Meeting	Gilman Auditorium (Continental breakfast 6:15-6:45 a.m.)
Thursday, September 14	6:45-7:45 a.m.	Town Hall Medical Staff Meeting	Gilman Auditorium (Continental breakfast 6:15-6:45 a.m.)
Wednesday, September 27	6 p.m.	End of Summer Event	New Britain Museum of American Art

Thursday, December 14

6:45-7:45
a.m.

Annual Medical Staff
Meeting

Gilman Auditorium
(Continental breakfast
6:15-6:45 a.m.)

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

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