

What's news...

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

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Beyond advanced...
Then & Now

Hartford
Hospital

*"If you want others to be
happy,
practice compassion.*

*If you want to be happy,
practice compassion."*

-Dalai Lama

2013-Hartford Hospital is the first hospital in the state to implement the SurgiCount Safety-Sponge System to improve patient outcomes by eliminating the risk of retained surgical sponges.

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.

Armed Intruder Training

Be Prepared. Stay Safe. Armed Intruder Training Starts NOW

What would you do if an armed intruder invaded your work space?

At Hartford HealthCare, we do everything possible to keep our campuses safe. But we know from the news that we must be prepared for a mass violence incident. Sadly it's our new reality.

To better prepare us to safeguard ourselves and our customers, all employees are expected to complete an online learning module. The training will be provided by ALICE Training Institute, a national leader in training civilians to improve survival and lead others to safety in the event of an armed attack.

A unique email link is currently being sent to all HHC employees. Those affiliated with Hartford HealthCare but not with an HH email address will receive a link at some point in the future as we continue to roll this training out to all of our colleagues.

We are pleased to be able to offer this training to our medical staff.

Epic Training - Please Register for Training by June 30

Epic training has begun in preparation for our August 20 go-live. In contrast to what many believe, it is best to go through training **as soon as possible**. This will allow for time in the practice system.

Our goal is to get all providers registered for training by Thursday, June 30.

Feedback from other Epic providers has been that it is imperative that you spend time in the practice system to minimize the impact of using the new system on slowing down your workflow. The most frequent comments made by providers after go-live is they wished they had spent more time in the practice system.

Managing your patient lists, peri-operative workflow, hand-offs, and the discharge process are just a few examples of workflows you should be comfortable with before you actually use the system live. You will also want to be sure to sign-up for Dragon voice recognition training to improve your efficiency with documentation. Epic training must be completed before you can sign up for Dragon training.

You should have received an email from MRM with registration information - if not please contact **Dr. Marc Palter**.

Revised CareConnect Schedule

Dr. Rocco Orlando and Richard Shirey

The recent Epic implementations at Hartford HealthCare Medical Group, MidState and Windham have provided many valuable lessons as we continue this important rollout of our electronic medical record across HHC. The most important thing we have learned is that careful planning and extensive training are key to a successful implementation.

For this reason, we have revised the timeline for the scheduled 2017 conversions at The Hospital of Central Connecticut (HOCC) and Backus Hospital.

The revised schedule is as follows:

HOCC-April 2017

Backus-October 2017

Hartford Hospital remains on track for its scheduled Epic conversion in August, 2016.

The new dates were chosen after careful review by leaders from Human Resources, Finance, Supply Chain and ITS and approved by our executive leadership team.

Converting HOCC and Backus to Epic as part of the CareConnect program is a monumental task because both locations must simultaneously adopt the HHC enterprise version of PeopleSoft for Human Resources, General Ledger, Accounts Payable and Supply Chain and the HHC enterprise version of Sunquest for the laboratory. This is the most ambitious undertaking of the CareConnect project to date and requires extensive planning, testing and training.

In the interest of a smooth transition, we have assembled a cross-functional team to ensure that by the time we flip the switches in 2017 there will be minimal disruption for employees or patients. We are confident that the revised schedule will allow us to meet this ambitious goal.

This project will get us much closer to achieving HHC's promise of the Five 1s and as always we appreciate your support and commitment to this work. Please feel free to contact either of us with questions or concerns.



From the President of the Medical Staff

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



Reports From Hartford Hospital Medical Staff Semi-Annual Meeting

We were pleased to have welcomed the highest turnout ever (over 110 medical staff members) for the semi-annual medical staff meeting on June 16.

We congratulate the six chiefs who were elected by all the chiefs at HH to represent them on the Medical Executive Committee:

- **Dr. Adam Borgida**, Chief of OB/GYN
- **Dr. Thomas Farquhar**, Chief of Radiology
- **Dr. Ajay Kumar**, Chief of Medicine
- **Dr. Kenneth Robinson**, Chief of Emergency Medicine
- **Dr. Steve Shichman**, Chief of Urology
- **Dr. Witold Waberski**, Chief of Anesthesiology

The recent Joint Commission visit yielded several findings regarding the medical staff:

- Legibility of signatures; print name or stamp
- Notes need to be dated and timed
- Sign and update History & Physical (H&P) prior to the OR
- Clarified required elements of H&P and consistency of forms
- No duplication of scripts

Dr. Robert Spillane gave a Medical Staff Quality Update presentation. He shared that VTE events have declined significantly and we are moving the needle. In addition, he noted that great strides have been made with hospice, but Connecticut's use of hospice is last in the nation. We have plenty of opportunity to increase utilization providing psychosocial and spiritual needs to families before and after death.

Dr. Kenneth Robinson spoke about the late career practitioner, acknowledging the condition of aging. He is in the beginning phase of creating a process to be used here for practicing physicians over 70, with practitioners being reappointed annually after a physical examination, neurologic exam, privileges assessment and performance evaluation. He is reviewing processes used at other institutions, including Yale, Stanford, the American College of Surgeons and the AMA.

Dr. Spencer Erman gave an EPIC Update. The go-live date for HH, IOL, and Natchaug is August 20 - only eight weeks away. HHC employed physicians, community physicians and hospital outpatient departments **MUST** be trained by the go-live date or **you will not be able to treat patients here.**

Dr. Stuart Markowitz spoke about quality, and shared that because of the incredible work being done here, we have had 58 days without a safety event.

He discussed the upcoming ALICE training (Alert, Lockdown, Inform, Counter, Evacuate) that will be required for all HHC employees. This Active Shooter Civilian Response Training will teach us about options for prevention, responding and helping those injured during this kind of event. ALICE training will also be offered to the voluntary medical staff, and may be shared with others in your life as well.

Dr. Markowitz reported that Moody continues to give us an A bond rating, which is important for us to keep our cost of borrowing low.

The Medical Staff Summer Event will be held at the New Britain Museum of American Art on Friday, September 16 from 6-9 p.m.

Completeness of Medical Records for EPIC Go-Live

On Saturday, August 20, Hartford Hospital will implement EPIC. In preparation of this implementation all charts in the current Sunrise Record Manager (SRM) will need to be completed. **All deficiencies, dictations and signatures should be completed by Friday, August 19 at 10 p.m.**

Completing all deficiencies prior to go-live will assist with the creation of patient charts in Epic, and reduce confusion as to which system you will need to complete deficiencies in.

SRM will continue to run as loose documents will make their way to the Health Information Management department to be scanned. Any document created during the activity of the SRM system will be scanned into SRM until September 1. This date will be the end date in which any remaining deficiencies should be completed and documents scanned into SRM. At this time the Care Connect team will start the transition of data from SRM into Epic.

If you have any questions or concerns please reach out Bruna Valle, Adriana Nallbani, or Peter Fonseca at 860-972-2366 (internal extension 2-2715) or 860-972-2540 (internal extension 2-2073).

Thank you for your attention to this important matter.



From the Hospital President

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

Hartford Hospital Facilities Plan and Campaign to Fund it

Dear Colleagues:

Hartford Hospital has embarked on a multiphase, master facilities plan that will increase access to care, deliver more patient-centered care and improve the overall health and well-being of the communities we serve. We need your support to accomplish these goals.

Our plan includes the relocation of some Brownstone Clinic services to a new facility at 132-138 Jefferson Street; the construction of the Hartford HealthCare Bone & Joint Institute at Hartford Hospital; and the expansion of our Center for Education, Simulation and Innovation.

Our Brownstone Clinic serves those in our local community who have the greatest need. If not for the Brownstone services, many, if not most, of the clinic's patients would have no care at all.

The Bone & Joint Institute will be a regional destination for musculoskeletal care. The institute was designed with patient care pathways in mind, with everything the patient needs under one roof. The institute also will free up beds in our main hospital and enable us to continue renovations.

The expansion of CESI, our internationally known simulation training and research center, will allow us to enhance training and develop more innovations in patient care.

Hartford Hospital could not be the great institution it is today, and will be tomorrow, without our esteemed medical staff. You are the foundation and the reason why we expect to have 6,500 patient transfers by the end of this fiscal year. Patients come to us and are sent to Hartford Hospital because of the high level of care we offer, thanks to you and our world-class technology.

Because we are a non-profit institution, Hartford Hospital donors play a vital role in supporting our efforts to offer the highest-quality care. In these challenging economic times, with drastic state budget

cuts, gifts from our generous donors, including Hartford Hospital employees, are increasingly important.

As we approach the public phase of our Campaign for Hartford Hospital in support of our master facilities plan, I hope you will consider joining the donors who have helped to make the lead phase of the campaign a success. Your gift is much more than an investment in the hospital's future; it is an important affirmation of the excellence that happens every day at Hartford Hospital.

Top News

Sign Up NOW for Care Connect Training; Classes Run Through Mid-August

All providers who will be practicing at Hartford Hospital on August 20 will be using Epic as the exclusive method of clinical documentation and ordering. Without training, you cannot be granted credentials to access the EHR.

We urge you to sign up as soon as possible for Care Connect training, and to take your classes as soon as you can. The classes run about 4 hours each, and the number of classes you will need will depend on your medical specialty.

The classes will run through mid-August.

If you have used Epic within the past two years at a previous location or during training, please email us at careconnecttraining@hhchealth.org

Physician Awards: Healthcare Heroes; Teaching Awards, Hastings Center Physician Award; IOL Awards

Dr. Harold Schwartz and Dr. Lenworth Jacobs were named HealthCare Heroes by the Connecticut Hospital Association (CHA). They will receive their awards at CHA's 98th Annual Meeting on Tuesday, June 28.

Dr. Schwartz, psychiatrist-in-chief at the Institute of Living and vice president of the Hartford HealthCare Behavioral Health Network, was recognized for his state and national leadership in crafting public policy and launching a national dialogue on mental health following the Sandy Hook tragedy. He became nationally known for his expertise and his work to stop the stigma of mental illness.

Dr. Jacobs, director of Hartford Hospital's Trauma Program, was recognized for his work in establishing the Hartford Consensus, a group of national first-responder experts, who developed recommendations to educate and train the public in assisting victims by stopping the bleeding before first responders arrive following a mass-casualty event. The Consensus ultimately received recognition and support from the White House, which nationalized a Stop the Bleed Campaign. Consensus recommendations have been distributed globally.

Jeanne Kessler, RN, staff nurse on the geriatric psychiatric unit at IOL was also named a Healthcare Hero. Kessler designed and implemented a Quality Improvement Study on reducing sundowning behaviors on a dementia care unit and developed and implemented an Evidence Based Practice Research Project on medicating dementia patients with behavioral disturbances and its effect on the risk of skin breakdown.

CHA will also be honoring its Hospital Champions, the patients and families who told their personal stories during our advocacy communications campaign. Chantelle Villanueva, a Hartford HealthCare patient, will attend the meeting and be recognized for her support of our hospitals. We will also be recognizing hospital caregivers who participated, and have invited **Dr. Justin Lundbye**, Pam Bouten,

Mary Budlong, Nancy Deady, Wendy Heilweil, Chris Morosky, and Belinda Clark to attend the meeting as our guests.

Drs. Edward Salerno and Paul Thompson received the 2016 Aldo Balucci Award, which was created to recognize member(s) of the attending staff at Hartford Hospital deemed by Interns and residents of the University of Connecticut Internal Medicine Residency Program to be an outstanding teacher, unselfish, and dedicated to the education of the house-staff.â€

Dr. Ross Albert, chief of Palliative Medicine and medical director of the HHC at Home hospice and HOPE palliative care teams, has received the 2016 Hastings Center Cunniff-Dixon Foundation Physician Award, recognizing him for his leadership in providing outstanding care near the end of life. Dr. Albert joins an elite group of only 34 physicians in the U.S. who have received this award since its inception in 2009. The award is given by The Cunniff-Dixon Foundation, whose mission it is to enrich the doctor-patient relationship near the end of life, and The Hastings Center, the founding bioethics research institute that has done groundbreaking work on end-of-life decision-making. The selection process is overseen by Duke University Divinity Schoolâ€™s Program in Medicine, Theology, and Culture.

Dr. Joanna Fogg-Waberski, assistant medical director, Geriatric Services - *IOL Psychiatrist-in-Chief Award, recognizing outstanding contributions to psychiatry*

Dr. James Choi - *Blue Ribbon Award from Division 40, Society of Clinical Neuropsychology*

Dr. John Goethe, director of Clinical Research - *IOL Golden Lamp Award*

Dr. Godfrey Pearlson - *Inducted into the Johns Hopkins Society of Clinical Neuropsychology*

Dr. Robert Sahl, assistant medical director, Child & Adolescent Services - *IOL Arne Welhaven, MD Memorial Award, recognizing individuals who best exemplify concern, respect and generosity toward patients and a quest for excellence in mentorship or education*

Tele-rehabilitation Program Pilots at Jefferson House

Two years in development through the collaboration of Jefferson House, the Hartford HealthCare Rehabilitation Network, the Hartford HealthCare Bone & Joint Institute, and Hartford Healthcare at Home, the tele-rehabilitation program pilot has launched to measure the outcomes of home physical therapy conducted by a licensed physical therapist via an Internet-based video connection.

This is the first such trial conducted in the post-acute care continuum in the United States. Tele-rehab has strong patient satisfaction and outcomes. The goal of the pilot is 27 patients. Tele-rehab doesn't replace hands-on therapy but is an additional tool.

CESI Trains Navy Undersea Officers

Our Center for Education, Simulation and Innovation (CESI) staff trained 12 Navy undersea medical officers May 13 in managing trauma, cardiac events and other medical cases. CESI recently renewed its contract with the U.S. Navy for another three years. The Navy MDs come to train four times a year.

May Finances: Outpatient Revenues Exceed Budget

Inpatient volumes based on transitions from inpatient care statistics fell below budget by (2.6%) in the month of May. The comparison to the prior year shows May, 2016 transitions from inpatient care volume to be (1.5%) below the prior year. Outpatient revenues exceeded budget by 7.2%. The

favorable outpatient revenue variance was in Emergency, Eye Surgery Center and Radiology services.

Through the first eight months of fiscal year 2016, transitions from inpatient care volumes were at budget and were (0.1%) lower than the prior fiscal year. Outpatient revenues exceeded budget by 8.3% for the eight months ending May 31, 2016. Year to date, the favorable outpatient revenue variances were primarily in Radiation Oncology, Emergency, Radiology, and GI Endoscopy services.

Excellence

Dr. Lenworth Jacobs' Work in Bleeding Control Featured in U.S. News & World Report

Dr. Lenworth Jacobs' work on controlling bleeding after mass casualty events was featured in the "National News" section of U.S. News & World Report on June 14. It was entitled "With Active-Shooter Events on the Rise, Advocates Say Everyone Should Know How to Stop Bleeding."

"In our hospital, we have trained over 300 people and given them bleeding control kits," Jacobs says. "We've placed them beside every [automatic external defibrillator] in the hospital." As for the 18,000 people working in the five-hospital Hartford HealthCare System, he says, "we're training all of them."

"We want to train people for all hazards, not just the bad stuff in Orlando or Boston," Jacobs adds, whether it's a massive laceration from a child's fall or a scary wound from a power tool. "You should know what to do," he says. "You can stop that bleeding."

[Read it here.](#)

Dr. Marc Eisen Speaks at Brigham and Women's

Dr. Marc Eisen, director of the Hartford Hospital Hearing and Balance Center, gave a talk on April 28 to the combined ENT/Neurosurgery grand rounds at the Brigham and Women's Hospital, Boston, entitled "Hearing Rehabilitation after Lateral Skull Base Surgery."

Dr. Paul Thompson Lectures at American College of Cardiology Athletic Heart Program

Dr. Paul D. Thompson, co-physician director of the Heart & Vascular Institute, was a faculty member of the American College of Cardiology's Care of the Athletic Heart Program held in Houston, TX on June 17-18. Dr. Thompson lectured on aortic disease in athletes and on cardiac issues in endurance athletes.

Dr. Andrew Salner Makes Presentations at National Cancer Institute Conference

Dr. Andrew Salner, medical director of the Hartford HealthCare Cancer Institute at Hartford Hospital, made two poster presentations at the National Cancer Institute Biennial Survivorship Research Conference in Washington, D.C. on June 16-18. The two presentations, "Implementation of Survivorship Care in a Network Hospital Setting" and "Survivorship Care Plans: A Potential Safety Net to Missed Opportunities for Care", were coauthored by Hartford Hospital co-investigators Ellen Dornelas PhD, Deborah Walker APRN, and Amanda Katzman LMSW.

Staff Presents at Breakthroughs 2016 Premier Conference

Staff from Hartford HealthCare several presented the following at the Breakthroughs 2016 Premier Conference this week in Washington, DC:

Dr. Rocco Orlando - *Getting Better Quality Results as CMS Moves to Pay us for Value Rather Than Volume*

Dr. Jack Ross and Pat Reiner - *Scopes to Spots: Heading Off an Outbreak with Electronic Alerts*

Deborah Weidner and Patricia Sobieski - *Driving Exceptional Behavioral Health Care*

Art Reception Wednesday in Hartford Hospital Cancer Institute Atrium

You are invited to a reception for an art reception featuring the unique photography of Jack McConnell, currently on display in the atrium at the Hartford HealthCare Cancer Institute at Hartford Hospital, on **Wednesday, June 29**, 5-7 p.m. The exhibit is called HARTFORD PARALLELX: CAPITAL CITY ABSTRACTS. Light refreshments will be served.

Research and Academics

The Hartford Healthcare Cancer Institute Presents: The Basics of Bone Marrow Transplant Lecture Series

6-7 p.m., Hartford Hospital Cancer Center, Taylor Conference Rooms

June 27: Stem Cell Transplant for Lymphoma

Miguel Perales, MD, Deputy Chief, Adult Bone Marrow Transplant Service, Memorial Sloan Kettering Cancer Center

July 22: Optimal Work-up for HCT Patient

Memorial Sloan Kettering Cancer Center Lecturer to be announced

Sept. 23: Optimal Work-up for HCT Patient

Memorial Sloan Kettering Cancer Center Lecturer to be announced

Oct. 24: Post-transplant Care for Autologous HCT Recipients – “Can We Bring Patients Back Home Earlier?”

Memorial Sloan Kettering Cancer Center Lecturer to be announced

Nov. 28: Post-transplant Care for Allogeneic HCT Recipients – “Can We Bring Patients Back Home Earlier?”

Memorial Sloan Kettering Cancer Center Lecturer to be announced

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

Lectures are CME-eligible. For more information, please contact Andrea Dash at Andrea.Dash@hhchealth.org.

Save the Date: 32nd Annual Cardiovascular Symposium

October 5

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

Connecticut Convention Center, Hartford

Information and registration: harthosp.org/CVSSymposium

Please register for this event by calling 1.855.442.4373.

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 your 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 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 exceptional. They not only provided excellent medical care, but were very responsible, caring and compassionate. They put the personal commitment into professional competency. We were treated as a patient; customer; respected, valued person. If there is any process where you cite outstanding performance, please 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*

Operational Update

Read Hartford HealthCare Cancer Institutes's newsletter, Plus

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

This issue features a story about Dr. Peter Paul Yu, the Cancer Institutes's new physician-in-chief.

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.

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.

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

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

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

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

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

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

TigerText Support

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

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



Remind a Colleague: Wash In, Wash Out

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

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

[Ross](#), who will communicate with them to prevent recurrences.

Focus on EPIC

Please see the attached newsletter from Marc Palter MD, CMIO, with information about Epic and Epic training.

EPIC is an integrated Electronic Health Record platform being implemented throughout Hartford HealthCare.

The first Go-Live was in the HCMG Ambulatory Primary Care sites in August 2015. MidState Medical Center and Windham Hospital went live in all inpatient units and hospital outpatient departments on April 30. The HHCMG Specialty practices went live two days later.

It has been a resounding success!

We now move to Phase III - Going live in Hartford Hospital, the Institute of Living and Natchaug Hospital, August 20!

[Read the first issue of EpiCycle Essentials for Providers.](#)

Dragon Medical One Voice Transcription: Using it with Epic

Dragon Medical One (Dragon) is a voice transcription tool that types your spoken word directly into the Epic EHR. It is real-time: you talk, and your words appear on the screen. Dragon can be used instead of typing or telephone transcription to typist service. With training, it can also be used to place orders and other integrated functions. Your voice profile and commands are on the network, so it can be used at any of the HHC facilities.

Optimized for use with Epic, Dragon will be supplied by Hartford HealthCare to any physician or advanced practitioner with privileges at our institutions.

It can only be accessed from an HHC-networked computer. It will not work from home via the portal or a home computer. It will only be used with specific computers that have been outfitted with a microphone. The hospital locations of computers with Dragon are being determined by the CIO/CMIO/IT team. For an HHC office practice, Dragon will be installed in provider offices (not exam rooms at this time). The microphones stay with the computer.

Dragon training is strongly suggested. Dragon training will be done starting in July after Epic training has been completed, so you can fully integrate and personalize. Training consists of a 3-hour course, where you will learn the basic functions, and how to set up and build your commands and personalization. We will send out an email when the Dragon training schedule is available.

Note: this Dragon is different from most other Dragons in the market, including the one previously used by HHC. Training, while not mandatory, is strongly encouraged to improve efficiency. There is no current Dragon User Help Desk, and trying to figure it out on your own is time consuming.

Signing up for Dragon access and Dragon training is easy. From the desktop of an HHC computer, click on the HHC ITS Help portal. Open New Service Request, click on Epic Nuance Dragon Request, complete the information, and CareConnect will be in touch. Please do not email a request for Dragon.

If this is for an HHC-owned practice, please include the CPU number so the microphone driver can be installed; if this is for access in the hospital only, please type a few 999999s in the CPU number line (no need to list a CPU number), as the CIO/CMIO/IT team will determine which computers will have Dragon. If you do not have an employee number, type NA.

Please sign up for Dragon NOW so we can plan accordingly. Dragon training will start in July, with morning, evening, and weekend classes. Remember, Dragon training is taken after Epic training has been completed, so try to take your Epic training early.

You must sign up for Dragon at least 72 hours before attending a class, and must be pre-registered in a class in order to receive training. Walk-ins cannot be accommodated, as licenses and profiles have to be established beforehand, and class size is limited. Training will also be available, on a limited basis, after go-live.

Questions: email careconnecttraining@hhchealth.org.

Hartford Hospital Media Coverage

Media Coverage Wrap-Up

Dr. Jared Bieniek: Fox CT to talk about Male Infertility as a tie-in to June being Men's Health month.

[Watch it here.](#)

Dr. Edmond Cronin: WTIC AM radio about national CPR week. [Hear it here.](#)

Dr. Brian Grosberg: WTNH Channel 8 about a new treatment for migraine headaches; and FOX 61 discussing a study that showed the impact migraines have on a patient's family, and treatment options.

Dr. Maximilian Lee: NBC CT about left ventricular assist devices. [Watch it here.](#)

Dr. Sara Niego: News 8-WTNH about eating disorders.

Dr. Cynthia Price: NBC CT about staying healthy when the air quality is poor during high temperatures. [Watch it here.](#)

Dr. Jack Ross: New Haven Register about the latest superbug.

Dr. Laura Saunders: News 8-WTNH on June 13 about coping with the Orlando massacre. [Read it](#)

[here.](#)

Dr. Hank Schwartz: Ch. 3: The shooter's™ mind as it pertains extremist ideology/views.

Dr. Belachew Tessema: radio show Chaz & AJ about allergies.

Dr. Paul Weigle: live on FOX 61: How to talk to your children about mass shootings.

A Communications Story: In the Face of Tragedy, We Show Agility

After the mass shooting in Orlando, our media team teamed up to ensure HHC's experts were front and center, providing important and useful information,

Marketing team members Tina Varona and Shawn Mawhiney arranged the following earned media in one day:

Dr. Laura Saunders " WTNH and NBC CT: How to talk to your children about mass shootings and the LGBT community

Dr. Paul Weigle " live on FOX 61: How to talk to your children about mass shootings.

Dr. Hank Schwartz " Ch. 3: The shooter's™ mind as it pertains extremist ideology/views.

On the Internet: We posted a story by Matt Burgard touching on a wide range of issues: talking to your kids, the media blitz " how much is too much; what kinds of people are drawn to radical Islam and mass shootings, etc. It featured video of Dr. Saunders appearance on Ch. 30; and a listing of HHC resources, including videos featuring HHC experts on mass shootings. It was posted on the HHC home page, BHN home page, BGB entity home pages, and acute care home pages.

On social media: we had advanced promotion of our experts TV news appearances, the intranet story and HHC resources on Twitter and Facebook.

We also included Burgard's story in our HHC publications, Network News, BHNews and acute care newsletters from throughout the system.

Hope After Heroin

Our media team produced a 30-minute TV special, called "Hope After Heroin: Stories of Recovery." It has aired on NBC-CT three times. There is a show promo, background, and useful information about the opioid epidemic here <http://www.hhchope.org/>

Healthier Connections: Dr. Courtland Lewis and the Bone & Joint Institute

This month's "Healthier Connections" segment with FOX 61 featured an update of HHC's Bone & Joint Institute at HH. **Dr. Courtland Lewis** provided an interview and tour of the construction site.

[Watch it here.](#)

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.

Recent "Connect to Healthier" segment features:

- "Addiction has met its MATCH. Medication Assisted Treatment Close to Home" helps those

struggling with opioid and other addictions. <https://youtu.be/o3V2LGv-zeM>

- Plain Language: https://youtu.be/7_F1EcK7DLQ

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](#)

ICP News

ICP News: Back Program Reduces Costs, Improves Outcomes

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

Cover Story:

CMO Column: ICP, Hartford Healthcare. Rehabilitation Network create Healthy Back Program to improve quality, patient outcomes and reduce the cost of care.

Inside This Issue

• Sign up for Epic at a reduced cost

• A new tool to find undiagnosed hypertensive patients

• Patient story: Treating weight problem cures fatty liver disease

• New treatment for patients with sleep apnea

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

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 HH 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 HH CME office at ContinuingEd@HHHealth.org or (860) 972-5816 to schedule an appointment with our team to discuss your CME needs.

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

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

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

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

HH In the News

Ceremony at Hartford Hospital Honors Organ Donor, Family

CT Home, June 20

In the midst of incredible sorrow over the loss of her son, a New Hartford mother recently made the difficult decision to donate his organs.

Monday, she and her family were honored by **Hartford Hospital** for that donation and for the first time she shared how she came to that decision with NBC Connecticut.

Zachary Dube was just 23-years old when he was killed in a hit-and-run crash in May. Authorities say he was struck by a pickup truck on Rt. 44 in Barkhamsted as he was riding his dirt bike.

[Read more here.](#)

In the HHC System

Traveling the Road Together With a Nurse Navigator

The Day, June 14

"What the heck is a nurse navigator?" I've probably heard this question dozens of times since returning to **Backus Hospital's Cancer Institute** as an Oncology Nurse Navigator. I like to compare it to being a travel guide. When's the last time you took a road trip through uncharted terrain? Did it go smoothly or did you have to seek help, whether from an experienced guide, a map, or the Internet? Did you hit any detours? Get a flat tire? Get hopelessly lost? Wish you had planned things differently?

As any patient will tell you, the cancer experience—from diagnosis to treatment to recovery—is a journey in and of itself. With our complicated healthcare system, it's easy to get lost. That's where a nurse navigator comes in. Whether it's questions about your cancer type and treatment, how to talk to your doctors, where to get emotional or financial support, or how to deal with treatment side effects, I like to tell my patients that no question is too big or small — just ask. I will either have the answer or more importantly (and more likely), know how to get it.

Each branch of Hartford HealthCare's Cancer Institute—which includes campuses at Backus, Windham Hospital, Hospital of Central Connecticut, Hartford Hospital, and MidState Medical Center—has dedicated Oncology Nurse Navigators to help cancer patients.

[Read more here.](#)

Connecticut Hospital Says Overdose Outreach is Missing Link in Addiction Treatment

WNPR, June 22

Emergency rooms all over the country are seeing a huge surge in the number of people being brought in after overdosing on opioids or heroin. There's no doubt this is a disruption for staff and a strain on resources. But one Connecticut hospital has decided this point of contact with the opioid epidemic actually represents a huge opportunity.

At the emergency department at **Backus Hospital in Norwich**, as at any other hospital, when someone arrives who has overdosed on drugs, staff will assess the patient and prepare to administer the revival drug naloxone. But Karen Butterworth Erban, who's the Regional Director of Emergency Services, said at Backus one additional thing is happening.

[Read more here.](#)

Reducing Health Care Spending Thorny

Hartford Courant, June 14

Members of the state's Health Care Cabinet on Tuesday heard how state agencies are working to cut health care spending without damaging health care outcomes, in their final meeting before consultants make recommendations on how to reform the health care system.

A common theme across agency officials that spoke Tuesday was that people with mental health issues and those abusing drugs and/or alcohol tend to be the most expensive to care for. Although intensive case management of this population can reduce spending in some ways, it's not clear how much overall government spending is reduced through those programs.

For instance, a group of 30 people that were reviewed who have been in and out of jail showed that when provided housing, government spending was under \$1.4 million on the group, rather than about \$1.5 million. The amount spent on jail dropped by about half, to less than \$250,000, but the amount spent on prescription drugs nearly doubled, to about \$375,000.

The Health Care Cabinet is studying health care regulation efforts in other states to identify actions that could control costs, enhance competition and improve health outcomes in Connecticut. Members include state regulators, health insurance and provider representatives, a labor representative and consumer advocates.

The last speaker, representing federally funded state efforts to move away from fee-for-service payments for health care, noted that just 10 percent of health care spending that's characterized as unnecessary is because of clinical practices.

Mark Schaefer, who manages the State Innovation Model, told the group that 40 percent of health care cost growth is because of choices people made — smoking, alcohol abuse, becoming and staying overweight. Another 30 percent is genetics.

But because governments, businesses and individuals spend so much on health care, even cutting back on the inefficiencies and cultural habits behind that 10 percent can save millions of dollars. But that's not easy, he noted. "The waste, for many stakeholders, is revenue."

For ECHN's top brass, a three-year bonanza

Journal Inquirer, June 20

Prospect Medical Holdings has thumbed its nose at all the Manchester and Vernon citizens who opposed the sale of nonprofit Eastern Connecticut Health Network to the for-profit entity by rewarding ECHN CEO Peter Karl and his executive group — apparently guaranteeing them three more years at the same exorbitant salaries and perks they have been drawing down.

The agreement approved by Attorney General George Jepsen's office and the state Office of Health Care Access guarantees present employees three more years of employment under their present terms.

This agreement as it is written and approved, obviously meant to preserve the jobs of existing operational employees, not only protects the jobs of Karl and his acolytes for three more years but opens a Pandora's box toward an agreement to exit ECHN.

The next step by Karl and his fellow executives, if they decide to leave, is to work out a settlement agreement with Prospect — in case it has not been worked out already — in some large dollar amount. Then they can retire comfortably to their Florida homes while Prospect can take the hit in its

earnings before its initial public offering and then replace this overpriced executive group with equally or more capable personnel.

The Journal Inquirer has often inquired as to the future status of the executives who negotiated the merger. Now we know.

For Karl, it means approximately \$3 million during the next three years.

For Dennis McConville, the hospital network's senior vice president of strategic planning, it means approximately \$1.2 million in the next three years.

And for many other trustees who work for the hospital network it means a three-year bonanza.

Prospect has taken care of ECHN's executives. No wonder they worked so hard to promote the sale.

[Read more here.](#)

Quinnipiac, Trinity Health widen training sites

Hartford Business Journal, June 13

Quinnipiac University's medical, nursing and health-science schools will partner with Trinity Health-New England in a regional partnership to train the next generation of health care providers at five hospitals.

Beginning in 2017, students from Quinnipiac's Frank H. Netter MD School of Medicine, as well as its School of Nursing and School of Health Science, will conduct clinical rotations at any **Trinity Health-New England-affiliated hospital in Connecticut and western Massachusetts**, it was announced.

Those regional Trinity facilities include Saint Francis Hospital and Medical Center and Mount Sinai Rehabilitation Hospital, both in Hartford; Johnson Memorial Medical Center in Stafford Springs; and Sisters of Providence Health System, which includes Mercy Medical Center, in Springfield.

Saint Mary's Health System in Waterbury will also be a participating provider after the Office of Health Care Access approves Trinity Health - New England's Certificate of Need to include Saint Mary's in its regional health ministry. That approval is anticipated later this summer.

"This affiliation will ensure the robust development of an interprofessional workforce to care for the present and future health care needs of patients, families and communities across New England," said Steven T. Ruby, M.D., chief clinical officer at Hartford-based Trinity Health-New England.

Quinnipiac has similar health pupil-training affiliations with other health care providers statewide among them: Connecticut Children's Medical Center in Hartford; **Hartford Hospital**; Veterans Home in Rocky Hill; Bristol Hospital; Connecticut Valley Hospital; and St. Vincent's Medical Center of Bridgeport.

Hot Topics in Health Care

CMS' final rule on ACO benchmarks receives mixed reactions

Healthcare DIVE, June 13

On June 6, CMS released a [final rule](#) intended to improve the way Medicare pays accountable care organizations (ACOs) in its Medicare Shared Savings Program (MSSP).

Andy Slavitt, CMS acting Administrator, said in a [statement](#) the final rule will encourage more physicians to join ACOs and will also refine how the MSSP measures success, so that current participants are better rewarded for quality.

Here are the major takeaways:

1. **Regional benchmarks will replace national benchmarks.** Cost benchmarks will now be based on regional spending data, as opposed to national spending data, when an ACO signs up for a second or subsequent contract period. ACO efficiency will be measured against other regional providers instead of against past performance.
2. **Track 1 ACOs will have the option of renewing under a two-sided model.** If the application for renewal is approved, the ACO can defer exposure to downside risk for one year before transitioning to Track 2 or Track 3.
3. **Timeframes have been established for appealing calculations for shared savings or losses.** ACOs will have four years to file an appeal.
4. **The new methodology will be implemented in phases.** It will begin with ACOs entering contract periods on or after January 1, 2017.

[Read more here.](#)

Doctors' Hand Hygiene Plummets Unless They Know They're Being Watched, Study Finds

ABC News, June 10

For doctors and nurses, hand hygiene is supposed to be as intuitive as breathing. But is this behavior really second-nature, or do health care workers need supervision to keep their hand cleaning habits on target?

A new study out of Santa Clara Valley Medical Center (SCVMC) in San Jose, California, suggests that even doctors may fall prey to what is known as the "Hawthorne Effect" -- whereby people change their behavior when they know they're being watched.

The study, being presented this weekend at the Association for Professionals in Infection Control and [Epidemiology](#) (APIC) conference in North Carolina, found that hand hygiene compliance at SCVMC differed dramatically when health professionals knew they were being evaluated, versus when they did not.

Because infection-causing bacteria are often carried from patient to patient on the hands of health care workers, breaking this chain of transmission is a top priority in hospitals nationwide. But this study -- and many others -- indicate that while the principle of hand hygiene is simple, human behavior is one of the hardest things to change.

[Read more here.](#)

All Roads Lead to Population Health Management: ACOs give health systems a reason to target broad patient outcomes

Hospitals & Health Networks, June 13

Approximately 750 accountable care organizations are in operation today, covering some 23.5 million lives covered under Medicare, Medicaid and private insurers. Although still in the learning stages, many ACOs have had notable success in improving quality while reducing cost.

As promising results continue to emerge, more of these organizations -- whose existence was once thought to be more fantasy than reality -- are expected. In fact, Leavitt Partners predicts that 105 million people will be covered by ACOs by 2020.

[Read more here.](#)

Coming Events

Art Reception

Wednesday, June 29, 5-7 p.m., in Hartford Hospital Cancer Institute Atrium

You are invited to a reception for an art reception featuring the unique photography of Jack McConnell, currently on display in the atrium at the Hartford HealthCare Cancer Institute at Hartford Hospital, on **Wednesday, June 29**, 5-7 p.m. The exhibit is called HARTFORD PARALLEX: CAPITAL CITY ABSTRACTS. Light refreshments will be served.

Medicine Grand Rounds:

Palliative Medicine - what does the data tell us?

June 30 (Thursday)

8-9 a.m., Gilman

Dr. Ross Albert, chief of Palliative Medicine

Widener 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 Hartford Medical Society Presents "The Upcoming Presidential Elections"

September 14 (Wednesday)

Presented by Attorney Kevin F. Rennie

Town and County, 22 Woodland Street, Hartford

5:30 p.m. Registration & Cocktails (cash bar)

6:15 p.m. Dinner, followed by program

Registration is \$20/member, \$35/guest or non-member, and includes cash bar, dinner, and presentation. If you have questions please call the HMS office at (860) 586-7573.

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!

The 27th annual Hartford Hospital Auxiliary Benefit Golf Tournament will be held on Monday, September 19, at Tumble Brook Country Club in Bloomfield. This year's beneficiary is the Department of Nursing Education and Research. For more information about the golf tournament or to make a donation the silent auction and raffle, please contact Lori Flaks at lbfleks@yahoo.com or Amy Steinberg at asteinberg74@gmail.com.

The Hartford Medical Society Presents "Civil War Hospital Newspapers"

October 26 (Wednesday)

Presented by Dr. Ira Spar

Town and County, 22 Woodland Street, Hartford

5:30 p.m. Registration & Cocktails (cash bar)

6:15 p.m. Dinner, followed by program

Registration is \$20/member, \$35/guest or non-member, and includes cash bar, dinner, and presentation. If you have questions please call the HMS office at (860) 586-7573.

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. [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.