

What's news...

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

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

In This Issue...

July 24, 2016

- [Chief's Corner](#): Our Action Plan For the Most Recent DPH Visit; Test Your Epic Logins; Practice Workflows, Not Just Tasks
- [From the President of the Medical Staff](#): Thanks to You We See Improvements in Venous Thromboembolism, Mortality and Infections; Please Join Us at the Town Hall Meeting September 15 and End of Summer Event Sept. 16
- [From the HH President](#): Epic EHR will go Live in Four Weeks
- [Care Connect Sign-Up](#): Classes Run Through Mid-August
- [REMINDER to Outpatient Department Leaders](#): Complete HOD Epic Readiness Tracker by Friday
- [June Finances](#): A Mixed Bag
- [Epic Personalization Labs Scheduled](#): Register Now
- [Say Hello to Dragon](#): Voice Transcription Tool for use with Epic
- [Learn to Assist](#): Patients in Need of Financial Assistance
- [Help New Patients Find You](#)
- [Voices of Our Patients](#): *Kudos to Dr. Brian Grosberg*
- [CME Application Submission](#)
- [Free CME for License Renewal](#)

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

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

1948 â€“ Hartford Hospital was the first hospital to
"manufacture" its own oxygen.

-Dalai Lama

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.

Our Action Plan For the Most Recent DPH Visit

1. Restraints. The issue is the difference between restraints for non violent/non self destructive behavior vs restraints for violent or self-destructive behavior. There are different orders, assessment and monitoring requirements.

Definitions are:

- **Restraints for Non Violent or Non Self-Destructive Behavior**
Restraint is used to ensure the physical safety of the non-violent or non-self destructive patient; it is used to prevent accidental self-injury and support medical-surgical care and healing.
For example: when the patient is pulling at lines & tubes, interrupting medical treatment
- **Restraints for Violent or Self-Destructive Behavior**
Restraint used for the management of violent or self-destructive behavior that jeopardizes the immediate physical safety of the patient, a staff member, or others, because of an emotional or behavior disorder.

Link to policy:

<https://myhh.hhchealth.org/patientcareservices/nursing/layouts/WordViewer.aspx?id=/patientcareservices/nursing/Policies/Restraint%20Policy.doc&DefaultItemOpen=1>

2. Medication reconciliation

Issues from the DPH visit were that we did not have a complete list of the patient's meds on admission (admitted from an MD office though pt was in a SNF), and then at discharge med rec was not accurate as the MD only relied on the active orders:

Initial medication reconciliation will occur within twenty-four (24) hours of the admission. All documents related to medication reconciliation will be maintained in the patient's medical record.

Medication Reconciliation at Discharge:

At patient discharge, all medications, including both active orders and the Home Medication List, must be reviewed and reconciled by a care provider (Physician, Resident, APRN or PA) using Orders

Reconciliation in Electronic Health Record (EHR).

A Discharge Medication List must accompany Discharge Instructions and/or W10 Interagency Forms.

Link to policy:

<https://myhh.hhchealth.org/supportServices/pharmacy/layouts/WordViewer.aspx?id=/supportServices/pharmacy/Policies/Medication%20Reconciliation%20Policy.doc&DefaultItemOpen=1>

Test Your Epic Logins

Jack Greene & Cheryl Ficara

CareConnect sent an email last week to all staff and providers to test their logins to Epic to ensure you have the correct access on the first day of Epic Go Live (August 20).

- Please know that the email regarding Connect-A-Thon is not spam and will have the @HHCHEALTH.org email address.

- Connect-A-Thon is a critical step in preparing our staff for Epic. Directors and managers will be receiving updates on staff who have not logged in.

We must manage the expectation that all staff log in prior to go live and as soon as possible to ensure access.

- Please address this expectation in your next meeting or huddle to reinforce that this email is coming and staff must respond.

We appreciate your support and dedication during our Epic journey.

Practice, Practice, Practice- Workflows, Not Just Tasks

Dr. Spencer Erman

Personalization labs will be starting August, multiple times during the day. We ask that you schedule your sessions, so we can ensure enough computers and an adequate student/trainer ratio.

Connect-a-thon. Watch for an email asking you to connect the Epic PRD (production environment) and check your templates. This way, we can ensure you have the appropriate access for your role and specialty.

Dragon training will be starting August 8. Watch for an email with sign-up information and schedule.

From the President of the Medical Staff

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

Thanks to You, We See Improvements in Venous Thromboembolism, Mortality and Infections

I would like to thank the medical staff for all the work you are doing in improving the outcomes for the quality parameters that we been following - improvement in Venous thromboembolism, mortality, and infections.

The data look really good, which means that there was a lot of hard work and collaboration by the medical staff.

To date, for fiscal year 2016, we have seen a greater than 40% reduction in hospital-acquired, post-operative DVT and PE events (PSI 12 events).

Additionally, hospital mortality, expressed as observed-to-expected ("O:E") has been exceptional, well below target since October 2015.

These improvements in patient care and outcomes are the result of coordinated efforts by all services and reflect the leadership of the medical staff and the contributions of all hospital personnel.

Save the Dates:

Town Hall Meeting - September 15

Please join us as we discuss matters of interest to the medical staff.

End of Summer Event at the New Britain Museum of American Art - September 16

RSVP by August 22

You and your guest are invited to join the Officers and other members of the Hartford Hospital Medical Staff for this special evening to socialize and enjoy each other's company at the New Britain Museum of American Art on **Friday, September 16** from 6-9 pm.

We will have exclusive admission to the gallery spaces including the works of Howard Pyle, Frederic Rodrigo Gruger, N. C. Wyeth, Norman Rockwell, to name a few. 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.

Cost is \$50 per person. Dress is cocktail attire. Please respond by August 22. To reserve your space you may drop off your check or credit card form at the Medical Staff Office or mail to: Hartford Hospital Medical Staff Office, 80 Seymour Street, Hartford, CT, 06102-5037, Attention: NBMAA. If you plan to bring a guest, please indicate the name of your guest when registering.

If you have any questions, you may call Cathleen Aquino at 860.972.6167.

Please put this on your calendar - and join your friends and colleagues for an enjoyable evening.

From the Hospital President

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

Epic EHR will go Live in Four Weeks

Hartford Hospital, including the Institute of Living, is in the process of implementing the Epic electronic health record (EHR), which will go live Aug. 20. All staff and providers who will be using Epic must attend training in order to gain access to the EHR.

We urge you to sign up as soon as possible for Epic training, and to take your classes as soon as possible to allow ample time to practice in the playground.

The classes run about four hours each. The number of classes you need depends on your role. Your manager will help you get enrolled in the appropriate training. The classes are open now and run through mid-August.

The expectation following training is for you to practice your daily workflows in the playground. We recommend an hour of practice for every hour spent in class. You can work in Epic each day, and every night the environment is refreshed, so you can do it again and again to build muscle memory. With regular practice, you will be prepared and ready for go-live Aug. 20.

A baseball coach once said: "The difference between a professional and an amateur is that an amateur practices until they get it RIGHT, and a professional practices until they can't get it WRONG! We recommend you practice until you can't get it WRONG.

THANK YOU for your discretionary effort so that our go-lives are a success. If you have any questions about training or playground, please email careconnecttraining@hhchealth.org.

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

REMINDER: Outpatient Department Leaders - Complete HOD Epic Readiness Tracker by Friday

Please complete the [HOD Epic Readiness Tracker](#) (hover and CTRL + click to open) by end of day Friday, July 29, to ensure your voice is heard.

This is your opportunity to express to us your areas of concern, readiness and continued need.

Thank you for your continued engagement and discretionary effort as we work together to implement Epic and improve our patient experience at HHC!

June Finances: A Mixed Bag

Inpatient volumes based on transitions from inpatient care statistics exceeded budget by 0.1% in the month of June. The comparison to the prior year shows June 2016 transitions from inpatient care volume to be (1.5%) below the prior year.

Outpatient revenues exceeded budget by 2.9%. The favorable outpatient revenue variance was in Radiation Oncology, Emergency and Radiology services.

Through the first nine months of fiscal year 2016, transitions from inpatient care volumes were at budget and were (0.3%) lower than the prior fiscal year.

Outpatient revenues exceeded budget by 7.7% for the nine months ending June 30, 2016. Year to date, the favorable outpatient revenue variances were primarily in Radiation Oncology, Emergency, Radiology, and Perioperative services.

Epic Personalization Labs Scheduled

The Epic personalization lab schedule is now published and available for enrollment via the MRM portal. www.mrmportal.com.

Personalization labs are an excellent opportunity to design and customize your version of Epic to your style and work habits. Attendance will give you an opportunity to practice, ask questions, build preferences lists, dot phrases, and other tools to make your Epic tool more efficient. There will be trainers available to assist you.

Please try to attend at least one or two sessions- it will make your Epic transition easier.

- Please register for the session(s) you want to attend. We need to assure that there are sufficient workstations and trainers available at each session.
- Sessions are one hour and limited to six students. Walk-ins will be accommodated on a space-available basis.
- Sessions are not specialty-specific. However, each session will indicate the specialty of the trainer (Inpatient, Ambulatory, or ED) assisting with personalization. If you feel you need more assistance it is recommended that you attend a session with a trainer that specializes in your area.
- Please bring your Epic sign-on and password as provided. You will be personalizing in the live PRD production environment.
- Personalization may be practiced in PLY playground, but remember that these personalization done in PLY WILL NOT transfer to PRD.
- If you have any instructions, notes, phrases, etc. that you want to build as dot phrases, please bring them with you. You may email them to yourself and then copy and paste into Epic and build a dot phrase.
- Dragon will not be taught or personalized during these sessions.

Excellence

General Internal Medicine Meeting-Save the Date

November 1 - Pond House Cafe

"Zika virus and new emerging bacteria" - Dr. Jack Ross

Dinner provided.

Hartford Hospital Recognized for Increasing Organ Donors

Hartford Hospital is among a select group of hospitals nationwide recognized for promoting enrollment in state organ donor registries in a national campaign sponsored by the U.S. Department of Health and Human Services Health Resources and Services Administration (HRSA).

The campaign has added 400,000 donor enrollments to state registries nationwide since 2011. Hartford Hospital conducted awareness and registry campaigns to educate staff, patients, visitors, and community members about the critical need for organ, eye and tissue donors and, by doing so, increased the number of potential donors on the state's donor registry.

The hospital earned points for each activity implemented between May 2015 and April 2016 and was awarded the platinum recognition through the HRSA Workplace Partnership for Life Hospital Campaign.

Nearly 1,000 hospitals participated in the campaign. Of those, 280 achieved the platinum level. More than 120,000 people in the United States are waiting for life-saving transplants.

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

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/CVSymposium

Please register for this event by calling 1.855.442.4373.

SAVE THE DATE: "Foundations of Trust: Connecting Our Community to Research"

October 25-26

Hartford HealthCare is sponsoring a national conference with OHRP entitled "Foundations of Trust: Connecting Our Community to Research."

We look forward to engaging all our colleagues and research partners in this exciting event occurring in Hartford.

Click the link to view the symposium website and register: <https://hartfordhealthcare.org/symposium>

Voices of Our Patients

Kudos to Dr. Brian Grosberg: Headache Care Inspires Support from Network of Grateful Patients

Since joining Hartford HealthCare in September 2015, **Dr. Brian Grosberg**, director of the Hartford HealthCare Headache Center, has become an invaluable physician champion of Hartford Hospital's philanthropic efforts. Through his dedication, caring, and compassion, he has established strong relationships with his patients, inspiring nearly \$200,000 in support for the headache program.

As one grateful patient wrote, "We cannot adequately demonstrate our appreciation for Dr. Brian Grosberg. His dedication to his patients is unparalleled and Hartford HealthCare and all of the patients it serves are lucky to have him as a most valuable asset."

Dr. Grosberg and his team of headache specialists offer an array of therapies, some of which are only available at a few places in the country. Philanthropy will play a significant role in the growth of the Headache Center and the Neuroscience Institute of which it is a part.

Operational Update

Reminder! Do Your ALICE Armed Intruder Training

Link to training: <http://hhchelp.hhchealth.org/kinetic/login.jsp>

Blood donations urgently needed

The Red Cross has issued an emergency appeal for blood donors of all types. Donations are being sent out to hospitals faster than collections are coming in. There is a shortfall right now and the Red Cross needs all donors who are eligible to come out and donate this month.

All donors will get a \$5 Amazon gift card via email. You will need to have a valid email registered with Red Cross (which you can do at the drive or online as they schedule their appointment).

We have a drive scheduled in Newington on July 28 from 9 a.m.-5 p.m.

If you are interested in donating you can register at REDCROSSBLOOD.ORG or contact me via phone or email.

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 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.

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>

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](#) 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.](#)

No Epic Training / No Access

If you have not completed Epic training by the go live date of August 20, you will not be able to access the EMR and therefore will not be able to provide patient care.

It is best to go through training as soon as possible to allow for time in the practice system. 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, perioperative 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 sign up for Dragon training.

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

Voice Transcription Tool for use with Epic: Dragon

- 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. With training, it can also be used to place orders and other integrated functions.
- Dragon is supplied for use in Hartford Hospital and ambulatory departments, by Hartford HealthCare to any **physician or advanced practitioner** with privileges at our institutions.
- Dragon is optimized for use with Epic. **It can only be accessed from an HHC-networked computer.** It will not work from home via the portal or a home computer, at this time. 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 is optional.**

Signing up for Dragon

- Signing up for Dragon is easy. Please **sign up for Dragon NOW** so we can plan accordingly.
- 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.
- 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 **do not email a request for Dragon.** Use the above described process. We will send

out an email when the Dragon training schedule is available.

Dragon Training

- **Dragon training is strongly suggested but is not mandatory.** 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. Training leads to efficiency.
- Dragon training will be **done after Epic training has been completed**, so you can fully integrate and personalize.
- **You must sign up for Dragon at least 72 hours before planning on attending Dragon 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.
- **The Dragon Training Schedule has been loaded into MRM.** To sign up for class please login to MRM at www.mrmportal.com. If you have questions/concerns/issues email careconnecttraining@hhchealth.org.

Hartford Hospital Media Coverage

Media Coverage Wrap-Up

Dr. Jeffrey Finkelstein spoke about staying safe during the heat wave: <http://youtu.be/Tlwo9edoFR4>

Dr. Paqui Motyl appeared on Medical Rounds to talk about the differences between Urgent Care and the ED. <https://www.youtube.com/watch?v=7Uidvq0ZwM>

Dr. Laura Saunders appeared on Better CT on WFSB, Ch. 3 Wednesday. She discussed how social media can ruin a vacation and ways parents can keep their children in the moment. <https://youtu.be/sKnjEtnaNM>

Dr. Hank Schwartz was interviewed by Ch. 3 on the topic of suicide among Waterbury police officers and the recent rash of violence against law enforcement. <https://youtu.be/84x0ZjIByQY>

Dr. Paul Weigle was interviewed live on FOX 61 about the Pokemon Go craze. https://youtu.be/2PhoZow4_xs

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.

- Roy Davidson had the region's first total shoulder outpatient surgery. He did not stay overnight, but had surgery and was able to go home the same day. His story highlights newer options in surgical pain treatment; many patients have to stay in the hospital for pain control, but newer, longer-lasting nerve blocks mean fewer prescriptions for potentially addictive narcotics. Those who are candidates for this kind of surgery are able to go home sooner. This two-minute segment airs each Sunday on NBC-CT at 9:20 a.m. [Watch it here.](https://youtu.be/VoiE7VWeUXU)<https://youtu.be/VoiE7VWeUXU>

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

Strategies for Responding to Challenging Behaviors

July 21, 8-9 a.m., Gilman Auditorium

Speaker: Attorney Diane Fernald RN

Target Audience: MDs, DOs, PAs, and APRNs, Medical Providers

Objectives: Participants will be able to:

1. *Recognize the harmful impacts of unprofessional conduct on colleagues, and on patient safety and satisfaction.*
2. *Acquire skills to effectively respond to challenging behaviors directed to you, and to defuse potentially abusive situations that you witness.*
3. *Recognize the various types of unprofessional bullying and behavior, and understand why they constitute unacceptable behavior.*

Accreditation Statement: This live activity has been planned and implemented in accordance with the Essentials and Standards of the Connecticut State Medical Society (CSMS). MRM Group, LLC is accredited by the Connecticut State Medical Society to provide continuing medical education for physicians.

Designation Statement: MRM Group designates this live activity for a maximum of 1 *AMA PRA Category 1 Credit*. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Conflict of Interest Policy: All authors and faculty participating in CME activities provided by MRM Group are required to disclose to the program audience any actual or apparent conflict of interest related to the content of their presentations. Program planners have an obligation to resolve any actual conflicts of interest and share with the audience any safeguards put in place to prevent commercial bias from influencing the content. There are no conflict of interests in this presentation.

Attorney Diane Fernald RN has no financial interest/arrangement or affiliation with any organizations that could be perceived as a real or apparent conflict of interest in the context of the subject of this presentation.

This CME activity has no commercial support associated with it.

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

Rennova Health Acquires Hartford HealthCare's Interest in Genomas

A Florida-based health software maker said it has acquired Hartford HealthCare's stake in a Genomas, a biomedical testing provider, for \$250,000.

Rennova Health Inc. said it paid cash for the intellectual property, preferred stock and promissory notes. Genomas will continue to operate from a leased laboratory at Hartford Hospital, it said.

Genomas is led by **Dr. Gualberto Ruano**, who also leads Hartford Hospital's Genetics Research Center. Genomas conducts genetics-based testing for personalized prescription of drugs used to treat mental illness, diabetes and cardiovascular disease.

Rennova first partnered with Genomas in March to launch a series of medical tests.

Rennova CEO Seamus Lagan said in a statement that the deal with Hartford HealthCare significantly strengthens the fledgling relationship and will help accelerate the development of diagnostics.

"This will also help to reduce healthcare costs," Lagan said. "We expect additional benefit from this relationship by offering our current Rennova products and services to Genomas customers."

Read more here: <http://www.hartfordbusiness.com/article/20160720/NEWS/160729994>

In the HHC System

Hospital consolidation brings competitors closer together

Hartford Business Journal, July 18

The mergers and acquisition wave sweeping through the state's healthcare sector has led to a surprise pairing, bringing together Greater Hartford's two biggest industry rivals—at least for the time being as business partners.

As a result of two state regulatory decisions made last month, St. FrancisCare (now part of Trinity Health-New England) and Hartford HealthCare are technically in business together, each holding equal minority stakes in a Tolland imaging center and a cancer services provider with locations in Enfield and Manchester.

Trinity acquired a 15 percent stake in Tolland Imaging Center and a 25 percent stake in Northeast Regional Radiation Oncology Network (NRRON) from Johnson Memorial Medical Center in Stafford Springs. Hartford HealthCare subsidiaries hold existing stakes in each business—equivalent to Trinity's.

The rest of the equity in the two companies is owned by Eastern Connecticut Health Network, whose pending for-profit acquirer, Prospect Medical Holdings, has received regulatory permission to absorb those stakes.

It doesn't appear that Hartford HealthCare or St. FrancisCare intend to stay in business together for the long term, but the joint ventures underscore the complex, even confusing nature of the industry deal making that has ensued over the years, as health systems have aggressively added new pieces in search of greater size and scope.

[Read more here.](#)

WCMH seeks state OK for outpatient services move

Willimantic Chronicle: July 18

In light of a recent decision to relocate outpatient rehabilitation services, **Windham Community Memorial Hospital** officials are expected to apply for a certificate of need this month. Windham Hospital officials had to notify the state Office of Health Care Access (OHCA), part of the state Department of Public Health, before making the change.

Windham Hospital is a member of the **Hartford HealthCare** network, which also includes **Natchaug Hospital in Mansfield, Hartford Hospital and The William W. Backus Hospital in Norwich**. According to an April 21 letter from OHCA Director of Operations Kimberly Martone to Windham Hospital Director of Planning & Business Development Janette Edwards, OHCA determined a certificate of need (CON) was required for the relocation.

Per state statutes, situations in which a certificate of need is required include: when outpatient or inpatient services at a hospital are terminated, a new health-care facility is established, cardiac services are established and an emergency department is terminated by a short-term acute care general hospital.

"Since there was no interruption of service and no jobs lost, we assumed a CON was not required," Hartford HealthCare spokesman Shawn Mawhiney said in an e-mail. However, he wrote that since OHCA asked Windham Hospital to file an application, they will do so even though the changes have already happened.

OHCA spokesman Elizabeth Conklin said a public hearing may or may not be required. That determination will be made after the CON application is filed.

All physical, occupational and speech therapy services previously offered at the Gateway Commons location would be offered at the Family Health Center.

Health Care News In the Region

Many Laid Off At UConn Health Will Still Be Working There

Hartford Courant: July 18

UConn Health workers represent the second-largest share of executive branch layoffs ordered since mid-April, but the savings will be blunted.

That's because of the 155 people who have been laid off at UConn Health—one-fifth of all state employees laid off so far—only 35 of them will no longer work there. The rest, although they have been laid off, have been reassigned at lower pay with either a new job description or a work week reduced from 40 to 36 hours.

These workers and their families will still be entitled to state health benefits because they will still be considered full time.

In total, these layoffs, reduced hours and other strategic changes at the hospital and medical school in Farmington will save \$6 million.

The state budget for the fiscal year that began July 1 relies on \$325 million in labor-related savings. That involves \$255 million in reductions to agency salary accounts and \$69 million in extra "general employee" savings to be found by the Malloy administration after the fiscal year begins.

The governor announced in April he expected to eliminate 2,500 state jobs by mid-June. The bulk, about 1,900 to 2,000, would come from layoffs, and the rest from retirements in the final three months of the 2015-16 fiscal year.

A mid-June deadline was set, Malloy said, to ensure that the state could reap the savings from these job cuts both during the last two pay periods of the outgoing fiscal year and during all of 2016-17.

But through Friday, the administration had announced just 825 executive branch layoffs. Combined with 239 layoffs ordered by the judicial branch, 1,061 permanent positions—about half of what the governor projected—appear to have been eliminated.

Hot Topics in Health Care

Happy patient, healthy hospital: Taking a cue from the hospitality industry

HealthcareDIVE, July 18

Customer service, long an afterthought in the healthcare industry, is now very much on the front lines of hospitals' strategic planning. Evidence of this can be seen in hotel-like lobbies, restaurant-grade menus, concierge amenities and the growing number of chief patient experience officers being hired by health systems.

A number of factors are fueling the hospitality trend: Competition with other health systems, worry over new healthcare entrants like retail clinics and telehealth firms, reimbursement changes that incent hospitals to improve the patient experience and increased transparency via Yelp and other social media outlets.

[Read more here.](#)

Coming Events

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!

Hartford Hospital Auxiliary Benefit Golf Tournament

September 19 (Monday)

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 lbflaks@yahoo.com or Amy Steinberg at asteinberg74@gmail.com.

SAVE THE DATE: October 25-26: "Foundations of Trust: Connecting Our Community to Research."

Hartford HealthCare is sponsoring a national conference with OHRP entitled "Foundations of Trust: Connecting Our Community to Research."

We look forward to engaging all our colleagues and research partners in this exciting event occurring in Hartford.

Click the link to view the symposium website and register: <https://hartfordhealthcare.org/symposium>

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.

General Internal Medicine Meeting

Save the Date- November 1

Pond House Cafe

"Zika virus and new emerging bacteria"

Dr Jack Ross- Dinner Provided

Department of Medicine 2nd Annual Blood Management Symposium

Friday, Nov. 4, 7 a.m.- 4 p.m.

Heublein Hall

No charge. Light breakfast and lunch will be served.

5 hours CME for medical professionals

To register, call 1.855.HHC.HERE

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.