

# Seymour Street Journal



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...*

*September 30, 2017*

- [Chief's Corner](#): Electronic Prescribing of Controlled Substance; The Office of Patient and Family Affairs (formerly, Patient Relations); Shadowing a Professional is Very Limited; New Respiratory PCR Panel - 21 Pathogens
- [From the President of the Medical Staff](#): Candidates for November Medical Staff Officers and MEC Elections
- [From the Hartford HealthCare Leadership](#): Leadership Changes Throughout HHC; Message From Stu Markowitz
- HHC is Out of Network With Anthem; Contract With Aetna is Renewed Three Months Early
- Care Logistics Center Opens in Newington
- Epic Remote Apps Available To Improve Productivity
- New Model of Care for Surgery Patients
- 2017 Universal Flu Prevention Program: Deadline Nov. 6
- HHC's Email Storage Systems Bursting at the Seams; Storage Soon to Decrease
- State Mandated Education for Providers Offered Nov. 18
- First TMVR Performed at Hartford Hospital
- HHC Participating in Clinical Trial: Heart Surgery (Aortic Aneurysm) Without An Incision
- HHC Neuroscience Institute-Trinity College Partnership Connects Students to Research Internships
- National PA Week October 6-12
- Workshop: Cancer Screening for the Primary Care Provider
- Proceeds from 2017 Black & Red Presented to Ayer Neuroscience Institute

- 2018 Black & Red to Benefit Heart & Vascular Institute
- Voices of Our Patients: *Kudos to Scott Healer, PA, HHC MG Primary Care*
- [Learn to Assist](#): Patients in Need of Financial Assistance
- [Help New Patients Find You](#)
- [CME Application Submission](#)
- [Free CME for License Renewal](#)

*"Wherever the art of medicine is loved,  
there is also a love of humanity."*

- Hippocrates

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

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](mailto: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](mailto:StuandYou@hhchealth.org), and you'll get a response from Stu within 10 days.

### Electronic Prescribing of Controlled Substance

*Dr. Spencer Erman, HHC Vice President and Chief Medical Informatics Officer*

On June 30, the Governor of Connecticut signed into law An Act Preventing Prescription Opioid Diversion. Among other issues, this law includes measures that will increase the security of prescriptions by requiring electronic prescribing of controlled substances and will go into effect January 1, 2018. This piggybacks onto legislation that caps the initial prescription for opioids for acute pain to 7 days, requires the use of CtPMP, passed in 2016.

CareConnect, the Hartford HealthCare Epic Program, has been working to bring Electronic Prescribing of Controlled Substances (EPCS) to our Epic and other applications (eg. BH). The DEA and State regulations for EPCS are complex. For example, currently, Schedule 3,4, and 5 electronic prescriptions are not actually electronically prescribed in Epic. They are ordered in Epic but are automatically sent via electronic fax, due to some inconsistencies in the State vs Federal regulations. These changes starting in January will bring things into alignment.

Federal DEA regulations require that a multifactor identification method is used for signing a controlled substance prescription which will be transmitted to an out-of-hospital pharmacy. The DEA rule states that two of the three following authentication modalities should be used for prescription signing: something the provider knows, something the provider has, and something the provider is. User ID and password (or card tap) is one factor. Another factor must be used in addition to the username and password.

A committee consisting of 16 Hartford HealthCare clinical providers was established to make recommendations regarding the types of authentication we will be could potentially be using. The recommendations were:

#### **Fingerprint Readers**

- These devices are connected to a workstation
- These will be deployed mainly in Emergency Departments, Outpatient Surgery Centers, and other areas where the provider stays in the same area.
- Multiple fingers may be registered

#### **Smartphone Soft Key**

- An application that runs on a Smartphone
- Randomly generates a new password every 30-60 seconds, that coordinates with EPCS in Epic to confirm the prescription.
- The phone must have access to cell service or a wireless network
- Will work from home, via the portal, VPN, Haiku, and Canto.

All providers who will be prescribing controlled substances that will be transmitted to a non-hospital pharmacy must use one of these methods with all prescriptions. Both of the above options require the device/finger be registered to the user. This includes positive identification via drivers license, SSN card, passport, etc.

As the EPCS project for CareConnect gets further along, you will be kept informed. We will be having multiple opportunities for Q and A, registration, etc. Please pass this information along to all providers, and watch for additional information.

For more information about the DEA requirements and the CT Regulations:

[https://www.deadiversion.usdoj.gov/ecomm/e\\_rx/faq/faq.htm](https://www.deadiversion.usdoj.gov/ecomm/e_rx/faq/faq.htm)

<http://portal.ct.gov/Office-of-the-Governor/Press-Room/Press-Releases/2017/06-2017/Gov-Malloy-Hails-Final-Passage-of-Legislation-Furthering-Efforts-to-Combat-the-Opioid-Crisis>

### **The Office of Patient and Family Affairs (formerly, Patient Relations)**

*Jason McDermott BSN, RN, System Manager, Office of Patient and Family Affairs*

The Office of Patient and Family Affairs manages the logistics of complaints and grievances for the healthcare system. If you receive a complaint or grievance for one of our entities, please contact us at 860-972-3197.

- Complaint-a statement made by a patient or patient representative that a patient's reasonable expectation of care and services is unsatisfactory or unacceptable.
- Grievance-a formal or informal written (including email) complaint that is made by a patient or the patient's representative regarding the patient's care, abuse or neglect, issues related to hospital's

compliance with the CMS Hospital Conditions of Participation, or a Medicare beneficiary billing complaint related to rights. In addition, a grievance is any claim of discrimination under state or federal law or regulations, including claims alleging discrimination based on race, color, national origin, age, disability or sex.

A verbal complaint can be escalated to a grievance when the patient uses terminology such as “formal complaint” or when the verbal complaint is related to discrimination, abuse or neglect, issues related to hospital’s compliance with the CMS Hospital Conditions of Participation, or a Medicare beneficiary billing complaint related to rights.

Carmen Diaz, Hartford Hospital Advocate: 860-972-1100

Office is located on the 5th floor of the High Building across from the family waiting area.

## **Shadowing a Professional is Very Limited**

During this time of the year Hartford Hospital receives many inquiries about shadowing a professional in our hospital. We are grateful for their interest; however, the shadowing program is very limited.

Our program guidelines restrict eligibility to those individuals who have a verifiable academic requirement and pre-arranged sponsor or, those who are part of an established, affiliated program. Hartford Hospital does not offer career exploration or experiential shadowing.

Occasionally, physicians agree to mentor a shadow in their private practice. As a reminder, individuals who shadow a physician in their private practice do not have authorized access to Hartford Hospital patients or patient information, and are not allowed to accompany the physician into the hospital. Physicians must limit access to their private practice only.

## **New Respiratory PCR Panel - 21 Pathogens**

*Jaber Aslanzadeh PhD, D (ABMM), Director, Microbiology*

Beginning September 5, the Hartford Hospital Microbiology Laboratory started offering the FDA-cleared FilmArray Respiratory Pathogen PCR Panel (BioFire Diagnostics) that detects 21 pathogens simultaneously with an overall sensitivity and specificity of 95% and 99% respectively.

### **Viruses Bacteria**

- Adenovirus Influenza A/H3 Bordetella pertussis
- Coronavirus HKU1 Influenza A/H1-2009 Bordetella parapertussis
- Coronavirus NL63 Influenza B Chlamydocphila pneumonia
- Coronavirus 229E Parainfluenza Virus 1 Mycoplasma pneumonia
- Coronavirus OC43 Parainfluenza Virus 2
- Human Metapneumovirus Parainfluenza Virus 3
- Human Rhinovirus/Enterovirus Parainfluenza Virus 4
- Influenza A Respiratory Syncytial Virus
- Influenza A/H1

**Recommended Uses:** For rapid and accurate diagnostic testing for respiratory pathogens

**Sample Requirements:** Nasopharyngeal swab in viral transport media (Pink Liquid Media)

**Ordering the Respiratory PCR Panel:** Respiratory PCR Panel

**Turnaround Time:** From the time the sample arrives in the lab, our goal is to provide results within 4 hours (first and second shift) and up to 12 hours (third shift)

For any questions, please contact Dr. Jaber Aslanzadeh at 860-972-4128 or the Microbiology Laboratory at 860-696-8086.

## From the President of the Medical Staff

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

### Medical Staff Elections Coming Up November 14

There will be an election held on November 14 for all four Medical Staff officers and five at-large active staff members of the Medical Executive Committee. The fifth seat is vacant and up in 2018 (one-year term to fill an empty seat). All are two year terms. Any physician on the active staff at Hartford Hospital is eligible to vote. Here are the candidates:

#### Officers

- **Medical Staff President:**  
Unopposed: **Dr. Matthew Saidel**, Ob/Gyn, Women's Comprehensive HealthCare, appointed 1981
- **Medical Staff Vice President:**  
Unopposed: **Dr. Michael O'Loughlin**, Radiology, Jefferson Radiology, appointed 2001
- **Medical Staff Secretary:**  
Unopposed: **Dr. William Sardella**, Surgery, Hartford HealthCare Medical Group, appointed 1989
- **Medical Staff Treasurer:**  
Unopposed: **Dr. Kenneth Robinson**, Emergency Medicine, Hartford Hospital Emergency Medicine, appointed 1994

#### At-large Active Staff Members of the Medical Executive Committee

- **Dr. Jonathan Earle**, Pathology, Hartford Pathology Associates, PC, appointed 2008
- **Dr. Evan Fox**, Psychiatry, Hartford Hospital IOL, appointed 1993
- **Dr. Praveena Kota**, Medicine/Hospital Medicine, Starling Physicians, PC, appointed 2009
- **Dr. Mitchell McClure**, (Incumbent) Medicine/Hospital Medicine, Starling Physicians, PC, appointed 2007
- **Dr. Cynthia Price**, Emergency Medicine, Hartford Hospital Emergency Medicine, appointed 2001
- **Dr. Peruvamba Venkatesh**, (Incumbent) Medicine/Internal Medicine, Hartford Hospital Medicine, appointed 1996
- **Dr. Andrew Wakefield** (Incumbent), Neurosurgery, CT Neurosurgery & Spine Assoc., LLC, appointed 2000

Ballots will be sent out on November 14 and will be due back via email, fax or hand delivered to the Medical Staff Office by November 28.

Please read these candidate statements:

#### Medical Staff President:



#### Unopposed: Dr. Matthew Saidel

I am privileged to be running for president of the Hartford Hospital medical staff. I have served on the medical staff leadership for 10 years as a member of the MEC, medical staff secretary and the last four years as vice president. I am on board of directors for the Hartford region of Hartford HealthCare, and am the medical director of Womens Health Connecticut, the statewide medical practice of which many of our women's healthcare providers are members.

Who could have predicted 10 years ago where we would be today? It was before the advent of Hartford HealthCare, the ACO, and we thought that the national climate was contentious then! Now as we deal with ever dwindling state and federal support, larger outside institutions, and national market forces, it is more important than ever that we as the medical staff collaborate to keep our patients at the center of the conversation.

We and our colleagues on the patient care staff are the immediate touchpoint for so-called consumers of medical care and we must stay engaged and as proactive as possible as external forces distract us from our mission. It is also vitally important that the younger members of our staff get involved in the future which is mostly theirs. These will be the missions for my service to the medical staff.



***Medical Staff Vice-President:***

**Unopposed: Dr. Michael O'Loughlin**

I have been at Hartford Hospital since starting my training in 1996, and I am a former graduate of the Hartford Hospital Radiology Residency Program in 2000. I then left Connecticut for my Fellowship in Cross Sectional Imaging at the Mayo Clinic in Rochester MN before returning to Hartford in 2001. I am the current MRI section chief for Hartford Hospital and Jefferson Radiology as well as the CT section chief at Jefferson Radiology.

Since 2010 I have been the Radiology Residency Program director at Hartford Hospital. I believe that great patient care should come first and collaboration between disciplines provides the best patient outcomes. Along those lines, I enjoy working alongside my clinical colleagues on multiple DMTs, research projects, and hospital committees.

I am the vice chair in the Radiology Department at Hartford Hospital and I am a member of the Jefferson Radiology Board of Directors. I have served as a Member at Large on the Medical Executive Committee as well as a member of the Physician Engagement Committee since 2015. Finally, I was appointed as the secretary of the Medical Staff this past year, to fill an unexpected vacancy.

For leadership training, I completed the Physician Leadership Development Institute for Hartford Healthcare in 2015. I have obtained the Academy of Radiology Leadership and Management Certificate of Achievement. I have reached the Level 1 certification requirements for the American College of Radiology Leadership Institute. In 2015 I also became board certified as a Magnetic Resonance Medical Director/Physician (MRMD), and yes this is a real thing.

When not reading radiology journals, I am now finding myself reading books on business and leadership, included the most recent "The 5 languages of Appreciation in the Workplace" and then trying to find ways to incorporate these into my residency program and practice.

I would hope to continue to bring my training, experience, common sense, occasional humor, and helpful personality to the Medical Executive Committee as this year's vice president.



***Medical Staff Secretary:***

**Unopposed: Dr. William Sardella**

I have been involved in Physician Leadership for almost 20 years now. My initial involvement was with Connecticut Surgical Group initially as a Division Lead and subsequently as a member of the

Finance Committee and Board of Directors. Currently, I am treasurer of the Medical Staff and a medical director within Hartford HealthCare Medical Group.

We are currently in a period of enormous and rapid change within healthcare both nationally and regionally. The magnitude of these changes will have an indelible impact and transform healthcare forever.

As a medical staff, we all feel the impact of these changes on a daily basis. Provider satisfaction and engagement are at all-time lows. As a result, we need to continue to explore and create opportunities to improve the environment in which we practice as this is critical to sustaining excellence in patient care and overall provider performance.

Hartford Hospital's medical staff is blessed with many talented, high quality providers in all areas. We are unique in our collegiality and collaboration across disciplines. We have a lot to be proud of as a medical staff and need to continue to embrace and foster a culture and environment which allows us to continue to perform at a very high level.

My term limit as treasurer is over and, in order to continue to serve our medical staff, I am running for secretary. I would appreciate your vote and support in the upcoming election in November and many thanks to all of you who have supported me in the past.



***Medical Staff Treasurer:***

**Unopposed: Dr. Kenneth Robinson**

As treasurer of the Medical Staff, I will strongly advocate for the best interests of the Medical Staff and will work to maximize the resources available to Medical Staff members. I am an active supporter of faculty development for the medical staff. In addition, I will collaborate with the other Medical Staff officers and MEC members to actively engage hospital administration and work to enhance the relationship between the medical staff and hospital administration.

I feel that I am a strong candidate to be treasurer because of my training and many years of experience at Hartford Hospital. I have a Master's in Health Care Management from Harvard and I am a fellow with the American College of Physician Executives.

I have worked my 23-year career at Hartford Hospital and I have a long record of contributions to the Medical Staff. I currently serve on MEC and have done so for a number of years. I lead the Medical Staff Health and Wellness Committee and in that role I continue to work to enhance the well-being of our medical staff. I previously served on the Credentials Committee. In addition, I have served on the Finance Committee for many years. If elected treasurer, I will be able to affect a seamless transition in the leadership of that important committee.

I am proud to work at Hartford Hospital and I am excited for the opportunity to continue to serve the medical staff. I appreciate your vote for me for Medical Staff treasurer.

***At-large Active Staff Members of the Medical Executive Committee***



**Dr. Jonathan Earle, Department of Pathology**

As a full time active member of the medical staff at Hartford Hospital for almost 10 years, I have been involved in many interconnected processes in Hartford Hospital and in Hartford HealthCare.

My role as a surgical pathologist is primarily that of diagnostician, and my role as a molecular genetic pathologist refines the diagnostics to enhance treatment strategies. It is here where I find myself at the confluence of many elements of HHC's evolving systems-based medical practice, such as the lab, IT, DMTs, research, performance monitoring, and administration. This in turn has brought me into close contact with physician specialists in multiple disciplines, OR staff, lab staff across the board, hospital administrators and research staff.

I have been impressed by the dedication and commitment of staff at all levels of the institution to enhance delivery of effective patient care, and feel privileged to be part of this institution as it faces the challenges of bringing multidisciplinary care to patients in the 21st century.

It is abundantly clear that one part cannot function without the others, any more than eye can function without a brain and heart. Essential to the success of any system is effective communication between its working parts, and most of Hartford Hospital's notable achievements would not be possible without effective collaboration. If change is the only constant, then we have to be nimble to be effective, and work together to achieve our objectives.

I believe I have the temperament and abilities to enhance the goals of the MEC, including medical staff liaison roles, performance improvement and strategic planning.

*"If you want to go fast, go alone. If you want to go far, go together." - African proverb.*



**Dr. Evan Fox, Department of Psychiatry**

My name is Evan Fox, I have been at Hartford Hospital since 1993, after having done my psychiatric residency and psychosomatic fellowship at the IOL and UCONN/HH respectively. My current positions both clinically and administratively have led me to participate as an at-large member on the MEC.

As a physician who has spent his career at HH, I have had the opportunity to participate in many leadership activities and have appreciated the opportunities that being at HH has provided especially regarding my professional development. In an ever-changing healthcare environment, I am encouraged by our leadership and my physician colleagues who have taken on the challenges that ultimately lead to expert care, collaboration and better opportunity for the patient and family/friend experience. Being a part of the MEC in any capacity further allows me to understand and help guide the hospital to better performance in all domains of healthcare here and across the system.

As director of C/L Psychiatry and Chairperson of the Ethics committee, involvement with Palliative Medicine and the HHCCI, I have been asked to chair and be a part of initiatives to improve over all operations and processes of daily care and safety. Other roles and committees across both campuses, HH and the IOL, have given me opportunity to engage in "How HH works."

Change is a constant. Doing the right thing is a necessity. Curiosity and involvement in the ongoing evolution of healthcare is imperative.



**Dr. Praveena Kota, Department of Medicine/Hospital Medicine**

My name is Praveena Kota, clinical assistant professor. I have been with Division of Hospital Medicine at Hartford Hospital for 8 years. I am dual boarded in Internal Medicine and Pediatrics from Michigan State University.

In my tenure with Division of Hospital Medicine I took on the roles of director of Clinical Operation, compliance officer, champion for Clinical Documentation and Hospitalist champion for infectious disease committee, and the ICD-10 committee. I am also a proud graduate of Physician Development Leadership Institute 2015.

Besides patient care, I have deep interest in hospital medicine particularly the operational aspects of practicing medicine in hospital setting, like Length of Stay, Clinical Documentation, Bed Management, Patient Satisfaction, recruiting and mentoring medical staff, resident education and Billing & Coding.

I lead/participated in several pilots and projects to improve operations in these areas. One of the projects "Clinical Progression Rounds" to reduce LOS has been rewarded "Team of the Year". Other projects include 11 AM discharge, Discharge Checklist and Hypoglycemia Task Force.

Being a part of Division of Hospital Medicine gave me the unique opportunity to work cross divisions and large patient population, giving me exposure to several medical practitioners and diverse issues they face. With technological innovations in patient care and major debates happening on healthcare reform, physicians and medical institutions are experiencing even more challenges.

I will act as medium that listens to several pain points-ideas and bring them to MEC to formulate projects that improve operations and benefit all of us in this fast paced environment. I envision that being a member-at-large with MEC will give me a chance to make these contributions. I seek your support for my candidacy.



**Dr. Mitchell McClure, Department of Medicine/Hospital Medicine (Incumbent)**

I am running for reelection for the At-Large position of the Medical Executive Committee and would appreciate your vote. I have been a member of the medical staff at Hartford Hospital since 2007, first as a hospitalist until 2013 and, since then, as the director of Hospital Medicine. I have been a member of the MEC since 2015.

Our hospitalists care for a large percentage of the inpatients at Hartford Hospital and, as leader of the group, my daily focus is on providing high quality, efficient care that results in an excellent experience for patients and their families. As such, I am involved (either directly or indirectly) in most every initiative in Hartford Hospital directed toward these ends for our patients.

I have personally been a member on multiple HH councils and have been very active on the HHC Hospitalist Council, chairing this group in 2015-16. My time on the medical staff has been singularly focused on the hospital and in my current position. I'm very knowledgeable about the day-to-day functioning of many aspects of the hospital. With all of my various responsibilities, I am invariably working to move our system closer to the goal of providing highly reliable healthcare that optimizes patient outcomes and experiences.

Since joining the MEC in 2015, I have been a consistent presence there. I believe that the MEC should be integral to the functioning of Hartford Hospital, adding the voice of the medical staff to all important decisions. I am dedicated to Hartford Hospital and want to continue to play a role in optimizing patient care here through my work on the MEC. I would greatly appreciate your support. Thank you for your consideration.



**Dr. Cynthia Price, Department of Emergency Medicine**

This is Cynthia Price and I would like to run for an at-large position of the Medical Executive Committee. I have been employed by Hartford Hospital in the Emergency Department for the past 17 years.

I have witnessed the growth of Hartford Hospital as it has transitioned to the flagship of a complex and comprehensive health system. I note negatives that we view as opportunities and positives that we count as successes as we transition and feel I have insight as we become the example of how best to incorporate and demonstrate our values. I will continue offer my opinion and support new initiatives going forth. I bring the unique perspective from the Emergency Department. I interact with most specialties and personalities as well as all manner of different patients that need a voice. I also interface with the community physicians who rely on communication with the hospitals in the system to take high quality care of the patients that they entrust to our attention.

I have input from my diversity and residency education background and feel I can add to the governance in a constructive manner. Examples of my leadership involvement include the Physician Engagement Committee which I have enjoyed being an active member specifically addressing the needs of the physician community. I also sit on the Physician Wellness Committee for the past three years which holds an obligation to improving life for providers here at Hartford Hospital as an addition to the Engagement group. I have participated in Pharmacy and Therapeutics (P & T) Committee for the past 5 years and also sit on the Organ Donation Advisory Council.

I have enjoyed leadership training and discussion at the yearly Hamilton retreat and I look forward to serving all with a smile. Thank you.



**Dr. Peruvamba R. Venkatesh, MD, Department of Medicine/Internal Medicine (Incumbent)**

I'm writing to ask for your continued support to serve on the Medical Staff Executive Committee (MEC). I have been on the medical staff of the Department of Medicine at for over 22 years and have served in many capacities.

You may be aware I have been elected to the MEC for the past 7 years. I believe I have made significant contributions to many an initiative (see below) during that time that have been very relevant to the work of the medical staff.

I continue to be a 'voice' for our pluralistic medical staff at MEC and try to bring their perspective to many a discussion. Being their representative voice is the primary reason I wish to continue my role on the MEC. Committee work responsibilities for the medical staff:

- Medical Staff Credentialing Committee
- Physician Engagement Committee
- Physician Health & Wellness Committee
- Malpractice Claim Review Committee
- Medical Staff ByLaws Committee
- Medical Staff Quality Council

My membership on the HH Executive Leadership Team has provided with the opportunity to understand the challenges related to hospital operations and liaise effectively with hospital leadership and bring the medical staff point of view to many a discussion.

I continue to serve as the associate director of Medicine for the Department and I have remained at the forefront of the many meaningful operational changes that have been brought about over the past several years to facilitate patient care and improve physician workflow and satisfaction. As the director for Quality, I continue to help the Division Chiefs of Medicine achieve their quality objectives and metrics that go with it. I am also the chief academic officer and assistant dean for all our undergraduate and graduate medical education UME and GME.

Medical education has remained the one of the primary focus of my work and I remain committed to maintaining and elevating our status as the premier education site for UME and GME education and training.

My innate desire to continue to contribute to our medical staff leads me to ask for your continued support. I hope you will find my candidacy one worthy of your renewed confidence and I wish to thank you in advance.



**Dr. Andrew Wakefield, Department of Neurosurgery (Incumbent)**

I am a longstanding member of the Hartford HealthCare medical staff serving the Hartford community since 2001. I am a private practice neurosurgeon operating primarily out of Hartford Hospital providing care through private practice as well as trauma service.

I have contributed to the community and the healthcare system by serving on multiple committees and boards at every level; hospital, state, regional, and national. I am the delegate for the Council of State Neurologic Society, the president of the Neurosurgical Society of Connecticut, an Executive Board Member for NENS, Executive Board member and contributing physician for NERVES and a founding board member for Dreaming and Working Together, Inc. a non-profit missionary program in Lima, Peru.

I have served three terms on the Medical Executive Committee as a member at large and am interested in serving another term. I am interested in collaborating with my fellow colleagues in Hartford HealthCare continuing the challenge in solving current issues allowing us to maintain and improve the quality healthcare provided at Hartford Hospital and in our community.

## *From Hartford HealthCare Leadership*

### **Leadership Changes Throughout HHC**

*Sept. 11*

*Elliot Joseph, Chief Executive Officer, Hartford HealthCare*

*Jeffrey A. Flaks, President, Chief Operating Officer, Hartford HealthCare*

Four years ago Hartford HealthCare created a regional structure that put us on a path to improve the quality and coordination of care our patients receive. Our institute model, just an early idea at the time, is now a driver of care delivery, attracting world-class clinical leaders and expanding access to quality care. Hartford HealthCare Medical Group has grown and developed, as has physicians' participation in Integrated Care Partners. Our focus on quality has led to better, safer care.

Today, more than ever, our regions are called upon to drive staff engagement and customer service,

so Hartford HealthCare is the best place to work, practice, and receive care. This requires greater partnerships with physicians, deeper integration with our institutes, and unwavering attention to core facilities operations.

Thanks to the solid foundation set by our current leaders, we are ready for the next phase of HHC's evolution. We are pleased to make you aware of leadership changes that will take effect October 1:

- **Bimal Patel** will become president of the Hartford Region. Bimal has a strong awareness of our system's largest and most complex facility thanks to his many accomplishments as an operations executive there, starting in 2009. His track record has continued over the past two years as East Region president, as he has partnered with physicians to expand service offerings while maintaining a strong operational focus and achieving exceptional results.

- **Stuart Markowitz, MD**, will become HHC's senior vice president and physician chief for strategic imaging services. Stu's training, knowledge, and passion for the field of radiology will be essential to provide physician leadership in this new role. His skills and leadership are needed as we continue to standardize and build upon our extensive array of imaging services across the system. In this role, Stu will report to David Whitehead, executive vice president and chief strategy and transformation officer.

- **Donna Handley** will assume the role of president of the East Region, succeeding Bimal. Donna has excelled at leading HHC's first system-wide clinical infrastructure, the Hartford HealthCare Cancer Institute, helping us achieve a unique alliance with Memorial Sloan Kettering Cancer Center and delivering on our promise to provide a single standard of excellence. She has an exceptionally keen ability to build and maintain relationships with physicians, staff, and communities.

- We expect to announce our new HHC Cancer Institute's vice president of operations shortly, working in close collaboration with Dr. Peter Yu, the physician-in-chief of the Cancer Institute.

- **Lucille Janatka** has announced her retirement at the end of this calendar year. Lucille has been a committed and passionate leader as president of the Central Region since 2013. Her deep roots in Central Connecticut go back to 1999, when she became president of MidState Medical Center. She is a dedicated, nationally recognized leader and respected mentor. We will plan an event to celebrate Lucille's successful career and many accomplishments as her retirement date nears. We thank Lucille for her tireless commitment to our vision for Hartford HealthCare.

- **Gary Havican** will succeed Lucille as Central Region president. Gary joined HHC in September 2016 as the Central Region's vice president of operations after a successful tenure at Middlesex Hospital in a variety of executive leadership positions. Gary's operational focus, combined with his skills in physician relations, has been instrumental as we launched and continue to grow the Connecticut Orthopaedic Institute at MidState Medical Center. Lucille will work with Gary to ensure a smooth transition through the remainder of this calendar year.

- **Janette Edwards** will succeed Gary as vice president of operations for the Central Region. Janette has continued to demonstrate great operational awareness and analytical abilities in her role as HHC vice president for operational integration. In this role, Janette has led several successful service line integration initiatives-including strategic partnerships with Compass One Healthcare and GE Healthcare-that are driving operational improvements and efficiencies. Previously, Janette served as the East Region's director of planning and business development.

- **John Rossi** will become HHC vice president for operational integration, succeeding Janette. Under John's leadership, we established HHC's Office of Project Management, delivering tools and building capabilities that are driving our ability to successfully implement projects across our network. John's experience with managing multiple stakeholders and his discretionary effort will serve HHC well in advancing the foundation for our operational integration work.

- **Tom Vaccarelli**, vice president for facilities, construction and real estate, will report to Tracy Church, executive vice president and chief administrative officer.

We feel blessed to have such a reservoir of leadership to call upon as our organization matures and advances toward our vision. Thank you for being part of Hartford HealthCare's next chapter. Your support means a great deal to us.

## Message From Stu Markowitz

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

I want to begin with gratitude - thanks for all you do, and how great a team you are. We have accomplished so much over these years together - under the most challenging times - and day in and day out we have lived true to our values and done the very best for our patients, our communities and each other. We should all be proud.

I know change can be difficult. We have been through many changes together over these past few years. My ask of you - and I know you will deliver - is that you continue to be committed to the work we are doing under Bimal's leadership. He knows Hartford Hospital well and has done remarkable work in the East Region, so our organization and our community are in good hands.

As for me, I'm not going far. I will still work with our leaders to help Hartford Hospital continue to be the very best. I plan to remain on campus and will continue to make myself available and support our team - just in a new role. As HHC's Senior Vice President and Physician Chief for Strategic Imaging Services, I plan to be highly engaged with the system. Imaging is a complex, critically-important piece of our care delivery network, so my background in radiology is a perfect fit to lead our efforts to standardize and build upon our services across the system.

Working with you day-by-day for several years has helped me appreciate your dedication and professionalism. You have welcomed me warmly, shared your ideas and concerns, and helped me understand the work you do and the communities we serve. Truly, I have learned from you. I am so proud to call you my colleagues, and I look forward to continuing to work with you in a new way starting October 1, and sharing pride in our continued progress.

## Top News

### **HHC is Out of Network With Anthem; Contract With Aetna is Renewed Three Months Early**

As of midnight September 30, Hartford HealthCare is out of network with Anthem Blue Cross and Blue Shield.

At the same time, HHC and Aetna have agreed to a new three-year contract.

#### ***About Anthem - Out of Network***

Despite months of Hartford HealthCare's good-faith efforts to encourage progress in our contract negotiations with Anthem, we were unable to reach an agreement to avoid patient disruption.

As of now, all of Hartford HealthCare's hospitals and many of our related facilities, physicians and medical professionals will be considered out of Anthem's network. This means all Anthem members may face higher out-of-pocket fees to use our services.

We have provided information for patients at: [www.hartfordhealthcare.org/anthem](http://www.hartfordhealthcare.org/anthem).

HHC staff are encouraged to be familiar with the information for employees at: [www.hartfordhealthcare.org/anthem/OON](http://www.hartfordhealthcare.org/anthem/OON).

We want our patients to know that they are our first priority and we want to minimize the impact this creates. Hartford HealthCare is, and will continue to be, open to discussions with Anthem to reach an agreement and prevent further disruption to the people and communities we serve.

#### ***About Aetna - New Agreement***

HHC's new three-year contract with Aetna was reached three months before the current multi-year contract was due to expire. It will be effective January 1, 2018.

This contract includes all Aetna commercial, employer-based healthcare and Aetna Medicare Advantage plans. All HHC hospitals are included in the agreement - plus numerous other HHC programs and services, as well as about 2,000 physicians and medical professionals.

Concluding this negotiation with Aetna now helps eliminate further confusion and unnecessary disruption for our patients, providers and the communities we serve.

## **Care Logistics Center Opens in Newington**

*Dr. Rocco Orlando III, Senior Vice President and Chief Medical Officer*

On September 18, we took a big step toward becoming “most trusted for personalized, coordinated care” with the opening of our Care Logistics Center (CLC) in Newington. This was a “soft launch,” for internal customers.

The center has been created to ensure that patients in our system receive the right care in the right place at the right time across our acute-care hospitals (with Backus Hospital joining the center Oct. 1). Designed to function much like a NASA mission-control hub, the new center is supported by world-class communications and analytics technology through our innovative partnership with GE Health. The center monitors bed availability at our hospitals so patients can be routed, and in some cases moved, to the place where they will receive excellent treatment with a minimum of waiting. It is one of a handful of next-generation patient logistics centers in the country.

Staffed by registered nurses 24/7, the center is a powerful new resource for coordinating care at Hartford HealthCare. It is under the direction of Beth Ciotti, RN, MHA, Vice President, Care Logistics Center.

The Care Logistics Center will provide coordinated care for patient throughput within HHC. All HHC acute transfers between HHC hospitals should be called in to the HHC Transfer Center (860) 972-1233, with the exception of Behavioral Health and Obstetrics.

If you have question, reach out to Beth Ciotti at (860) 696-6106 or Kathleen Race at (860) 696-6817. More information can be found on the [Care Logistics Center](#) page of HHC Connect.

Beginning on Oct. 1, we will begin marketing more broadly to community providers and non-Hartford HealthCare hospitals (who will know the center as the Hartford HealthCare Transfer Center). We will schedule a formal opening ceremony in the weeks ahead. Thanks to the team members across many departments, disciplines and regions who are helping move us closer to our vision.

The phone number is 860-972--1233.

## **Epic Remote Apps Available To Improve Productivity**

Haiku and Canto are mobile apps designed to improve productivity by letting providers perform key Epic workflows on the go, by using personal mobile devices.

- Haiku can be used with the Apple iPhone, iPod Touch, and with Android Smartphones.
- Canto can be used with Apple iPad tablet devices. These apps are very helpful while on call, rounding, inbasket management, etc.

The Haiku/Canto Setup guide (attached) walks you through the downloading and activation procedure, and the Quick start guides explain how to use them.

Haiku/Canto Setup guide: <https://hartfordhospital.org/File%20Library/Services/Medical%20Staff%20Services/Haiku-Canto-Setup.pdf>

Haiku Quick Start guide: <https://hartfordhospital.org/File%20Library/Services/Medical%20Staff%20Services/Haiku-Quick-Start-Guide.pdf>

Canto Quick Start guide: <https://hartfordhospital.org/File%20Library/Services/Medical%20Staff%20Services/Canto-Quick-Start-Guide.pdf>

You may have applications on multiple devices. If you replace your device, you will need to reload a new app, as explained in the instructions.

## **New Model of Care for Surgery Patients**

**Hartford Hospital** has adopted a new model of care for surgery patients: **Enhanced Recovery After Surgery**, which begins long before the patient arrives at the hospital.

In the weeks before surgery, patients receive a guidebook that advises them to eat healthier foods, increase activity and cut back on smoking and alcohol use. Patients no longer are asked to stop eating and drinking 12 hours before an operation. Instead, the new guidelines advise patients to drink a glass of apple juice or Gatorade an hour before arriving at the hospital to prevent dehydration and boost energy after surgery.

To provide the highest-quality care with the best patient outcomes, the new model views surgery as a team effort, including the patient, surgeons, residents, nurses, technicians, dietitians, social workers, therapists, and other care providers. All hospitals in the **Hartford HealthCare** system have adopted this approach, which was developed by physicians and surgical, anesthesia and peri-operative councils from all five Hartford HealthCare hospitals.

## **2017 Universal Flu Prevention Program: Deadline Nov. 6**

Safety is a core value and seasonal influenza is a threat to our patients and staff. That's why every individual who works, learns and volunteers at Hartford HealthCare member institutions is required to receive a flu shot or an approved medical or religious exemption. Thanks to you, our Universal Influenza Prevention Program has achieved nearly 100-percent vaccine coverage and has significantly reduced the risk influenza poses to our most vulnerable patients - as well as to our co-workers and families.

**Here are the key dates you need to keep in mind:**

- **The deadline for submitting medical or religious exemptions is Oct. 1.**
- **The deadline for staff flu vaccination is Nov. 6.**
- **All inpatients should be screened and vaccinated for influenza from Sept. 19 to March 31. Outpatients should continue to be screened and vaccinated.**

Individuals with existing religious and medical exemptions do not need to reapply. Exemption forms and instructions are available on [HHC Connect](#). Additional questions may be addressed to [fluguru@hhchealth.org](mailto:fluguru@hhchealth.org).

For a flu shot clinic schedule, visit <https://intranet.hartfordhealthcare.org/human-resources/health-and-wellness/flu-prevention>.

To learn more about the Universal Influenza Prevention program and to view a schedule of upcoming flu-shot clinics visit, [HHC Connect](#).

## **HHC's Email Storage Systems Bursting at the Seams; Storage Soon to Decrease**

Joseph Venturelli, HHC's chief technology officer, said changes to the current HHC policy is to save employee emails will be changed in the summer of 2018.

The current HHC policy is to save employee emails for three years and leader emails for seven years. This policy will be strictly enforced starting Nov. 15.

In the summer of 2018, HHC will move closer in line with other healthcare organizations and retain emails for only six months.

Before enforcement of the email policy begins, employees will be offered education about email management and how to save attachments and important memos in more appropriate locations.

An optional online course in document management is now available on HealthStream. Visit the Email Retention Policy page of HHC Connect to learn more.

### **State Mandated Education for Providers Offered Nov. 18**

There will be state mandated education sessions offered for providers on Saturday, November 18, at MidState Medical Center, from 6:45 a.m.-3:30 p.m.

One-hour sessions will be held throughout the day, covering each of the six state mandated topics for physician and advanced practitioner re-licensure requirements.

Look for additional information and registration information soon.

### **First TMVR Performed at Hartford Hospital**

A new procedure, called Trans-catheter Mitral Valve Replacement (TMVR), was performed at Hartford Hospital on August 28. The procedure was approved by the FDA in June of 2017. Surgeons believe many patients will benefit from this advancement.

TMVR, also called "Mitral Valve-in-Valve," is like transcatheter aortic valve replacement (TAVR,) but used to replace the mitral valve rather than the aortic valve.

TAVR is currently approved for patients with stenotic disease of their own native valve and for patients who have previously undergone surgical aortic valve replacement with a bioprosthetic valve that has become stenotic or incompetent. At the present time, approval is limited to patients that have an elevated risk of open heart surgery.

In June, TMVR was approved by the FDA for high risk patients that have previously undergone surgical mitral valve replacement with a bioprosthetic valve that has become stenotic or incompetent. Again, approval is limited to patients that are deemed high risk for repeat open heart surgery and only for patients that have already undergone previous surgical mitral valve replacement.

For more information: <http://www.acc.org/latest-in-cardiology/articles/2017/04/28/09/32/transcatheter-mitral-valve-replacement-therapies>, or <https://edwardslifesciences.box.com/s/ubvxtm381wqgxdm0o889dwo6959kb9y>

### **HHC Participating in Clinical Trial: Heart Surgery (Aortic Aneurysm) Without An Incision**

A team of physicians at the [Hartford HealthCare Heart and Vascular Institute](#) recently became the first in Connecticut to repair a life-threatening aortic aneurysm using a new device as part of a clinical trial approved by the Food & Drug Administration.

**HHC** is one of only three places in New England taking part in this clinical trial.

As of this writing, the use of this study device is not yet available to the public. In order to qualify to receive the device, patients must consent to be part of the clinical trial and must meet strict inclusion and exclusion criteria.

[Dr. Thomas Divinagracia](#), the chief of vascular surgery at [Hartford HealthCare Heart & Vascular Institute](#) at [Hartford Hospital](#), answered some questions about the trial.

**Q. This procedure and device are minimally invasive. How does it all work?**

**A.** The device system is modular and consists of two key components - a main aortic component and a side branch component. The main component has an inner portal, through which the modular side branch component is inserted. An optional Aortic Extender can also be used, which is attached to the end of the main component. These components are each in the shape of a tube and are folded tightly onto a catheter (a flexible, hollow tube) and, under fluoroscopy, are placed in the aorta through an artery in the leg. Each study device component is then released from its catheter, the catheters are withdrawn and the study device components remain.

**Q. How does this trial device compare to traditional open surgeries to treat aortic aneurysms?**

**A.** Because it's still a device being studied, we can't make direct comparisons as of yet, but the traditional modalities available do involve open surgery and require at least a small chest incision. The recovery time after a procedure like that is typically days to weeks. The study device, by comparison and at least at the present time, can be significantly less.

**Q: How was HHC selected to participate in the trial?**

**A.** Hartford Hospital was selected based on our extensive experience treating thoracic pathology and clinical research capabilities. This experience and these capabilities stem primarily from a long-standing and robust collaboration between our divisions of cardiac surgery, radiology and general cardiology.

## **Neuroscience Institute-Trinity College Partnership Connects Students to Research Internships**

A partnership has been established between the **Hartford HealthCare Ayer Neuroscience Institute at Hartford Hospital** and Trinity College.

The longtime Hartford landmarks, which are just blocks away from each other, have signed an agreement for up to 20 Trinity students a year to conduct research in neuroscience, with the hope that some of them will end up working in the neuroscience field in the future.

Joanne Berger-Sweeney, president of Trinity College and professor of neuroscience, and **Dr. Mark Alberts**, physician-in chief of the Neuroscience Institute and chief of the Department of Neurology at Hartford Hospital, signed the agreement in a ceremony on May 15 at Hartford Hospital.

Trinity students interested in internships or research within the many neuroscience specialties will be paired with physicians and researchers at Hartford Hospital.

Alberts and Berger-Sweeney agreed that the partnership is a win-win for both institutions. While Trinity students will have unprecedented access to research, it could serve as pipeline for Hartford HealthCare to recruit the neuroscience leaders of the future. Trinity has a five-year B.A./M.A. neuroscience program, and will soon open its Crescent Center for Arts and Neuroscience.

## **National PA Week October 6-12**

National Physician Assistant Week is being celebrated October 6-12, recognizing the contributions of physician assistants in healthcare.

## **Workshop: Cancer Screening for the Primary Care Provider Oct. 2**

**Hartford HealthCare Cancer Institute** is sponsoring a workshop called "Cancer Screening for the Primary Care Provider" on Monday, Oct. 2 from 5:30-8 p.m. at the Pond House in Elizabeth Park, West Hartford.

Dinner will be provided, and two hours of Continuing Education are available. There is no fee.

Attendees will be able to understand the role of the Primary Care Provider and screening criteria for:

- High risk breast cancer
- Melanoma
- Head and neck cancer
- Lung cancer
- Prostate cancer
- Cardiac considerations

To register, call 1.855.HHC.HERE (1.855.442.4373)

### **Proceeds from 2017 Black & Red Presented to Ayer Neuroscience Institute**

The 2017 Black & Red netted over \$1 million for Hartford HealthCare's Ayer Neuroscience Institute at Hartford Hospital.

The check presentation, featuring **Dr. Mark Alberts**, Dustin Bump, Erika Schouten, Wendy Elberth and Carol Garlick, was held on September 20.

### **2018 Black & Red to Benefit Heart & Vascular Institute**

Tony Award-winning actress, singer, and songwriter Idina Menzel will perform at 2018 Black & Red, which will benefit the Hartford HealthCare Heart & Vascular Institute at Hartford Hospital. The gala is scheduled for January 27 at The Bushnell Center for the Performing Arts.

The Heart & Vascular Institute brings together the assets and expertise of Hartford HealthCare and its extensive network of affiliated private-practice heart and vascular physicians to find and treat heart disease. The institute's priority is to deliver the highest-quality patient outcomes in three core disciplines: cardiology, vascular surgery, and cardiac surgery.

The services offered at the institute range from prevention and sports cardiology to advanced cardiac imaging, implanted cardiac assist devices, complex cardiac surgery, and cardiac transplantation. The Heart & Vascular Institute also initiates and participates in research to ensure that our clinicians are on the leading edge of new technology.

## ***Excellence***

### **Dr. Lenworth Jacobs Receives Bigelow Medal**

**Dr. Lenworth Jacobs**, Hartford Hospital's VP of Academic Affairs and director of its Trauma Institute, has been awarded the Boston Surgical Society's Bigelow Medal for his leadership role in the "Stop the Bleed" campaign, an initiative of the American College of Surgeons and the Hartford Consensus.

"Stop the Bleed" is a multidisciplinary concept developed in response to the shootings at Sandy Hook Elementary School. Directed therapy, consisting of wound dressing, wound pressure, and tourniquet application until definitive care can be rendered, are mainstays of the program.

### **Dr. Paul Thompson Conferred Honorary Fellowship in the Royal College of Physicians Ireland**

**Dr. Paul Thompson**, chief of Cardiology at Hartford Hospital, was conferred Honorary Fellowship in the Royal College of Physicians Ireland for his contributions to sports cardiology on September 17.

Dr. Thompson also presented two keynote lectures on "Saving the Lives of Young Athletes" and "Are there Deleterious Effects from Too Much Exercise?"

Dr. Thompson also presented an invited lecture at the European Society of Cardiology on August 27 in Barcelona, Spain. Dr. Thompson lectured on "Strategies to React to Statin Intolerance."

### **Dr. Henry Jacobs Receives Distinguished Service Award from the Connecticut State Medical Society**

**Dr. Henry Jacobs** has been selected as the 2017 recipient of the Paul K. Maloney Jr. MD Distinguished Service Award from the Connecticut State Medical Society. The award is given annually to a physician who exemplifies a commitment to community service, compassion, skill and leadership.

Dr. Jacobs received the award at the Connecticut State Medical Society's Annual Meeting on September 27.

### **IOL Team Publishes New Book on Hoarding**

**David Tolin, Ph.D., Blaise Worden, Ph.D. and Christina Gilliam, Ph.D.** from the Institute of Living along with former IOL post-doctoral fellow **Bethany Wootton, Ph.D.**, have published a two-volume book on hoarding disorder, called "CBT for Hoarding Disorder: A Group Therapy Program."

The book offers a comprehensive cognitive behavioral therapy approach for people struggling with hoarding disorder, which includes a guidebook for therapists and a workbook for patients. Read more at <https://goo.gl/NdCdvk>.

### **Drs. Mort, Tighe and Surette Publish Articles in *Anesthesiology News***

Drs. Thomas Mort, Daniel Tighe and Ann-Marie Surette from the HH Department of Anesthesiology recently published articles in *Anesthesiology News - Airway Management (2017-2018)*.

Drs. Mort and Tighe published "Emergency Non-Operating Room Airway Management of the Morbidly Obese Patient: Trends and Complications."

Drs. Mort and Surette published "ETT Exchange in the ICU: Methods, Complications and Recommendations Toward Optimizing Patient Safety."

### **HHC Physician Lending Expertise in Houston Cleanup Effort**

Although the storm is over, there's still danger looming for Houston area residents as the massive cleanup after Hurricane Harvey begins.

**Dr. Mark Prete**, Hartford HealthCare vice president of specialty care, is an emergency physician by training and a lieutenant colonel in the Massachusetts Air National Guard. He traveled to Texas on September 2 to serve on an all-hazards regional support team that will provide guidance in the areas of aviation medicine, biological, chemical, environmental and other risks facing the public and National Guard personnel helping in the cleanup and recovery.

Read more at <https://goo.gl/3pnb3d>.

## Clinical Trials Unit Receives Big Y Gift

The Hartford HealthCare Cancer Institute at Hartford Hospital has been awarded \$15,000 from Big Y's annual Paul & Gerald D'Amour Memorial Charity Golf Outing. The funds will benefit the Cancer Treatment Innovation Unit for phase 1 clinical trials.

**Dr. Peter Yu** is the physician-in-chief of the cancer institute. **Dr. Jeff Baker**, medical director of clinical cancer research at Hartford Hospital, was involved in the outreach to Big Y.

In announcing the gift, Denise Broderick, a spokesperson for Big Y, said, "We greatly respect the work of Hartford HealthCare Cancer Institute at Hartford Hospital in our communities."

Big Y is also a generous supporter of Hartford Hospital's Partnership for Breast Care. Since 2011, Big Y has generously donated a total of \$164,000 to the program through its annual Partners of Hope Campaign.

## Celebrate Hartford HealthCare Research Accomplishments October 16-20

Research Administration at Hartford HealthCare is pleased to announce a designated week to celebrate our recent Hartford HealthCare research accomplishments. Research posters previously presented at professional conferences will be displayed in the Hartford Hospital cafeteria for the week of October 16-20.

In addition, research information will be presented at tables in the Special Dining Room on October 18 from 11 a.m. to 2 p.m. Tables will be available in the Special Dining Room on a first-come, first-served basis for those who want to staff and provide study information or giveaways. Table signs with the research department name and tablecloths will be provided. To reserve a table, please contact Pamela Tessier ([pamela.tessier@hhchealth.org](mailto:pamela.tessier@hhchealth.org)) or Corey Glider ([corey.glider@hhchealth.org](mailto:corey.glider@hhchealth.org).)

Please visit <https://hartfordhealthcare.org/health-professionals/research/research-information-day> for more information.

## Have a favorite team? Nominate them!

Nominations are now being accepted for the 2017 Teams of the Year. We are seeking nominations of teams whose work has led to significant improvement at Hartford Hospital. The nominations should include teams that have implemented measurable improvements reflected in growth, better processes, new programs, safety enhancements, customer satisfaction and more.

Cash prizes of \$5,000 each for the clinical and clinical-support winning teams and \$2,000 for each of the two clinical finalist teams and two clinical-support finalist teams also will be awarded to be spent at the discretion of team members.

Visit <https://goo.gl/D2UDec> for more information and the nomination form. Nominations are due to Rosanne Clarke by this Friday, October 6.

## Volunteers Needed for No One Dies Alone Program

Won't you consider joining the employees who are currently volunteering for the nationally recognized program called No One Dies Alone (NODA)? A "compassionate companion" volunteer provides reassuring presence to patients who would otherwise die alone. With the support of the nursing staff, companions are able to help provide patients with that most valuable of human gifts: a dignified death.

Attendance at a three hour training session is required. Upcoming training sessions are being offered:

- Wednesday, October 4th 2pm - 5pm in the Special Dining Room
- Friday, December 8th from 8:30am - 11:30am in Gilman Auditorium

If you are able to attend, please [complete a volunteer application](#). For questions regarding the program, please contact the Volunteer Department at 860.972.2182 or email [Kelley.boothby@hhchealth.org](mailto:Kelley.boothby@hhchealth.org).

## Hartford Hospital Media Coverage

### Media Coverage Wrap-Up

Earned Media:

**Dr. Craig Allen** on NBC CT - Topic: Underage Drinking <https://youtu.be/Vbz8hckyR44>

**Dr. Craig Allen** on WTIC AM radio - Increase in Fentanyl-related deaths in CT <https://soundcloud.com/hartford-healthcare/craig-allen-opioid-overdose-deaths-wtic/s-ry00H>

**Dr. Craig Allen** on WNPR - Opioid-related deaths: <https://soundcloud.com/hartford-healthcare/dr-craig-allen-wnpr-08302017/s-fVLh>

**Virginia Bieluch** on Salmonella and backyard chickens/pet turtles - <https://youtu.be/a3KNyeSY6X0>

**Dr. Adam Borgida** on NBC CT - Topic: Kate Middleton's pregnancy illness: <https://youtu.be/0n9wkTyF0xo>

**Dr. Pat DeFusco** on Hartford Courant/Hartford Magazine: If You Drink, Consider Breast Cancer Link: Any Amount of Alcohol Heightens Risk, Study Concludes

**Dr. Joseph Garner** on FOX 61 - Topic: The tick-borne disease Babesiosis <https://youtu.be/x4kVSxgOhFc>

**Patty O'Brian** on FOX 61 - Topic: World Alzheimer's Day [https://youtu.be/Mq\\_rVWiQnck](https://youtu.be/Mq_rVWiQnck)

**Dr. Ed Salerno** on WFSB, Ch. 3 - The use of electronic devices at night can impact sleep patterns for children <https://youtu.be/zPspnZdLwXg>

**Dr. Laura Saunders** on FOX 61 - Topic: How parents can talk to their children about NFL players kneeling during the national anthem. <https://youtu.be/YUBeDz3ugSs>

**Dr. Joseph Singh**, nephrologist live on NBC CT. Topic: [Selena Gomez](https://youtu.be/TAB78Qc0tJQ) kidney transplant <https://youtu.be/TAB78Qc0tJQ>

**Dr. Joseph Wagner** on News 8: Prostate cancer awareness month: <https://youtu.be/wuKprLo4rG8>

**Dr. Peter Yu** on WTIC Radio: New cancer treatment: <https://soundcloud.com/hartford-healthcare/dr-peter-yu-wtic-08302017/s-ea25p>

### 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.

**August 20:** The inspiring story of Sydney Satchell, a young woman who lost her foot after a devastating car accident. Her rehab team at HHCRN helped her gain her confidence and set her on

the path to the para Olympics. <http://media.hartfordhealthcare.org:80/ermweb/player?id=G191PXxm;https://www.dropbox.com/s/qvzlor0mem2nr8w/031217%20CTH%20SATCHELL%20REHAB.mov?dl=0>

**August 27:** CESI Navy Training. <https://www.dropbox.com/s/zvcn1icywcmhedd/082717%20CTH%20NAVY%20CESI%20UPDATED.mov?dl=0>;  
<http://media.hartfordhealthcare.org:80/ermweb/player?id=joLPg65b>

**September 10:** This is the story of a woman who hit rock bottom and credits therapy-plus yoga-with helping her find her true and sober self. <https://www.dropbox.com/s/bpozs93qiwk38a7/091017%20CTH%20YOGA.mov?dl=0>; <http://media.hartfordhealthcare.org:80/ermweb/player?id=lj7IXRI2>

**September 17:** Abdominal aortic aneurysm. <https://www.dropbox.com/s/az5p9xvcbjgqdnq/091717%20CTH%20AAA%20UPDATE.mov?dl=0>; <http://media.hartfordhealthcare.org:80/ermweb/player?id=E1T2YmiD>

**October 1:** A breast cancer survivor is now giving back, taking part in a clinical trial. <https://www.dropbox.com/s/c80o75t50nh6924/100117CTH%20CLINICAL%20TRIALS%20OCTOBER.mov?dl=0>;  
<http://media.hartfordhealthcare.org:80/ermweb/player?id=DkC9NWDF>

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

## 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.

## Hartford HealthCare's News Hub

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

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

Read the latest health news or sign up for our e-newsletter at: [healthnewshub.org](http://healthnewshub.org)

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

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

## Voices of Our Patients

### **Kudos to Scott Healer, PA, HHC MG Primary Care**

*Dear Scott:*

*I saw you a couple of weeks ago for dysphagia and was happy with the care you gave me.*

*You not only cured my discomfort but did it with intelligence, empathy, and good humor.*

*Hartford HealthCare is lucky to have you on staff.*

*Anonymous*

## We Can Help New Patients Find You

### **We Can 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](http://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: TigerText

### **A Free Tool To Help You**

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

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

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

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

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

## **Research and Academics**

### ***Focused Assessment of the Orthopaedic and Spine Patient for the Primary Care and Emergency Medicine Physician: A Hands-on Course***

**Saturday, October 21**

**Frank Netter School of Medicine, Quinnipiac University, 370 Bassett Road, North Haven**

Designed to provide new information to primary care and emergency medicine healthcare professionals who care for patients with common acute orthopaedic injuries. This hands on course will review focused history and examination techniques, dislocation, reduction as applicable and injection sites when applicable.

6.25 AMA PRA category 1 credits. Fee: \$35 for HHC providers; \$40 for non-HHC providers

For more information, call 860-972-5816. To register: <http://hartfordhospital.enrollware.com/schedule>

### **Research Orientation Session for Clinicians**

Research Administration is pleased to provide an orientation session to review the research services provided to our clinicians.

The session will include an introduction to our data management services, protocol development and

statistical analysis assistance and grant writing support. Our current IRB processes will also be discussed.

This one-hour program can be offered on a day and time to meet individual or team schedules.

To schedule this session please contact Liz Roper: [lizabeth.roper@hhchealth.org](mailto:lizabeth.roper@hhchealth.org), 860.972.1964

### **Healthy Volunteers Needed for Anxiety Disorders Center Research**

The Anxiety Disorders Center at the Institute of Living/Hartford Hospital is recruiting participants with no current or lifetime history of psychiatric problems for a research study. This study is open to adults age 40-65 years old that meet study criteria.

Participants will complete two MRIs within 16 weeks to evaluate how the brain responds to different tasks. Enrolled participants will be compensated up to \$200 for their time.

For more information, please call 860.545.7039 or email [ADC.research@hhchealth.org](mailto:ADC.research@hhchealth.org).

### **Clinical Trials Being Offered at HHC**

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

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

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

### **Research Study Volunteers Needed**

Drs. Taylor and Pescatello from the UConn Department of Kinesiology and Dr. Puhl from the UConn Rudd Center are conducting a research study to compare the effects of a short-term encounter to media videos on measures of mental and physical heart health in women.

Eligibility for the study requires overweight, premenopausal women who are between the ages 20 and 50, have a body mass index  $\geq 30$  kg/m<sup>2</sup>, and do not use tobacco products.

The 2-week study requires three visits to the University of Connecticut or Hartford Hospital for 1) viewing of short media videos; 2) questionnaires on mental and physical heart health; 3) blood pressure and heart rate readings; and 4) blood samples and saliva swabs. Participants who complete the study will be compensated \$200 and will receive information on their heart health.

Please call Greg Panza for more information at (860) 972-1507 or email [gregory.panza@hhchealth.org](mailto:gregory.panza@hhchealth.org) Gregory Panza, Exercise Physiologist, Clinical Research Coordinator.

This project has been approved by the University of Connecticut IRB, Protocol #H16-292 and Hartford Hospital IRB, Protocol #D-HHC-2017-0071

## **Operational Updates**

### **Patients in Need of Financial Assistance**

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

Hartford HealthCare can provide help to patients in need. Learn more about the program and how to

assist patients on HHC Connect: <https://intranet.hartfordhealthcare.org/inside-hhc/patient-support>

### Remind a Colleague: Wash In, Wash Out

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

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

## CME Applications

### Interested In Hosting a CME Event?

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

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

- Complete applications for a recurring series such as Grand Rounds must be submitted **five business days prior** to the planned activity.
- For a conference, course, or symposia, a complete application must be submitted **at least 12 weeks prior** to the event. We strongly encourage activity planners to contact the HHC CME Department at least 6 to 12 months prior to the date of the course in order to begin the planning process.

Please contact the HHC CME Department at [ContinuingEd@HHCHHealth.org](mailto:ContinuingEd@HHCHHealth.org) or (860) 972-5816 to schedule an appointment with our team to discuss your CME needs.

### State Mandated CME Available Free To HH Doctors through HealthStream LMS

State mandated CME for physician license renewal is available free on the HHC HealthStream Learning Management System.

Please note with HealthStream you login using the same username and password that you login to your computer with every day (your network login). If you have other HealthStream questions: Contact Eric Bennett, [Eric.Bennett@hhchealth.org](mailto:Eric.Bennett@hhchealth.org).

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. (<https://intranet.hartfordhealthcare.org/human-resources/education-training-and-certifications/elearning-healthstream>)

Once you have passed the post-test and evaluation, you will be awarded a printable CME certificate.

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

### What Should Doctors And Nurses Do When A Shooter Is In The Hospital?

*Huffington Post; September 11*

Many healthcare workers think an active shooter could one day be in their hospital - and most of them believe doctors and nurses have a special obligation to protect patients even if it means endangering themselves, a recent study suggests.

Researchers surveyed 1,017 members of the public and 684 health professionals. Overall, 18 percent of the public and 33 percent of health professionals said they thought the odds of a shooter in a hospital were high or very high. Both groups - members of the public and health professionals - identified hospitals as lower-risk venues than other places like shopping centers, airports or schools.

"The public's belief that hospitals are at lower risk might be grounded in the perception of hospitals as sanctuaries of caring and healing," study co-authors **Dr. Lenworth Jacobs and Karyl Burns of Hartford Hospital** in Connecticut write in the *Journal of the American College of Surgeons*.

"Although the risk of such events might be low, hospitals can be attractive targets because of the presence of pharmaceuticals, narcotics, radioactive materials, sensitive information and controversial research activities," Lenworth and Burns write.

Slightly more than 60 percent of the public and health workers thought doctors and nurses had a special duty to protect patients, similar to the obligations of first responders like firefighters or police, the study found.

Thirty-nine percent of the public and 27 percent of health professionals thought doctors and nurses should take on a high degree of personal risk to help patients in an active shooter situation.

Health workers were more apt to take on a high degree of personal risk for the most vulnerable patients. For example, 45 percent of health professionals thought they should intervene even in the face of high personal risk to protect patients in the operating room, and 36 percent thought this should apply to patients in intensive care units. However, just 22 percent of health workers believed they had this obligation for patients who are ambulatory, and potentially more able to flee the scene or protect themselves.

Seventy-six percent of the public and 92 percent of health professionals thought doctors and nurses should have a personal choice about whether to try to save patients' lives in an active shooter situation.

The new survey findings come amid a push by doctors and emergency responders to reduce deaths in mass shootings and disasters by teaching strangers and bystanders to step in and control victims' bleeding before emergency medical service (EMS) workers arrive. Even without formal training, people can help a bleeding patient by calling 911, getting a first aid kit or applying direct pressure over the wound, said Jonathan Epstein, senior director of science and content development for the American Red Cross.

### Report: Municipalities Already Seeing PILOT Payment Declines

*Hartford Business Journal, Aug. 28*

As Gov. Dannel P. Malloy pushes to remove property tax exemptions for hospitals, the amount the state has been reimbursing cities and towns that are home to nonprofit care providers, and colleges, has been dwindling.

Payment in lieu of taxes (PILOT) funding to municipalities for colleges and hospitals combined has been in decline since it reached a peak of nearly \$125 million in fiscal 2015. In fiscal 2017, that funding was reduced to just under \$115 million, according to new data released in a report the governor commissioned, which asserts that municipal aid has grown 21 percent over the last five

years.

The PILOT program provides payments for real property tax losses due to exemptions applicable to eligible private colleges and hospitals.

In February, Malloy proposed that cities and towns be allowed to levy a property tax on nonprofit hospitals while offsetting hospitals' liabilities with new state and federal funding, a step hospitals roundly criticized.

In the report, with respect to healthcare providers, funding for the city of Hartford, which is home to the St. Francis Hospital and Medical Center and **Hartford Hospital**, among other nonprofits, declined to \$23.6 million in fiscal 2017 from \$25.3 million in fiscal 2015. In 2011 Hartford received \$25.6 million.

## Who Does The Opioid Epidemic Affect? Certain Women Face A Daunting Statistic

*Bustle, September 26*

While middle-aged women aren't who many people imagine to be the face of the opioid crisis, the C-HIT report stated that they're well-positioned to coax doctors into writing them prescriptions for opiates, "even in damaging combinations."

**Patricia Rehmer, the senior vice president at Hartford HealthCare and president of the Behavioral Health Network**, said that this applies most specifically to middle-aged white women, whom she said were "pretty good doctor shoppers."

<https://www.bustle.com/p/who-does-the-opioid-epidemic-affect-certain-women-face-a-daunting-statistic-2437448>

## *In the HHC System*

### As Alternative Medicine Treatment Options Grow, Skeptics Remain

*Hartford Business Journal, Sept. 25*

Earlier this year, the American College of Physicians, which provides medical treatment advice to its 148,000 member doctors and subspecialists around the world, updated its decade-old guidelines for lower-back pain, adding acupuncture to its list of recommended therapies to be tried before prescribing any drugs. But friction has developed as alternative treatments like acupuncture, reiki and homeopathy have become more commonplace in hospitals.

Both St. Francis and **Hartford HealthCare** built their integrative departments on free inpatient acupuncture and massage - mainly to reduce pain and stress, often in cancer and surgery patients.

Each has since expanded to offer outpatient integrative services. In the past few years, Hartford HealthCare has opened dedicated space for its integrative department in Avon, with another suite in the health system's new Bone & Joint Institute.

Hartford HealthCare's integrative department, part of its cancer institute, is now billing insurance companies for roughly 60 percent of its services, said **Eric Secor**, associate medical director of integrative medicine. That's a dramatic change from just several years ago, when most services were either billed out of pocket or provided free.

Secor, a naturopathic doctor who has a master's degree in public health, joined Hartford HealthCare nearly three years ago, after a decade at UConn. He's played a key role in building up Hartford HealthCare's integrative department, which he estimates will be 80 percent insurer pay within the next year or two.

## **Backus to Fill Pain Clinic Vacancy But Faces Shortage of Specialists**

*The Day: Sept. 21*

Backus Hospital leaders are working to hire a replacement for the doctor at a hospital pain management clinic on Salem Turnpike, but a nationwide shortage of pain specialists could mean a delay.

**Dr. Edward Hargus**, the primary physician at the clinic, retired recently, leaving the 150-patient Backus Pain Management & Palliative Care Services center without a permanent doctor.

A temporary physician, **Dr. Azra Khan Salahuddin**, has taken over all patients' prescribing and appointments. The hospital is actively working to hire a permanent replacement to run the clinic, but pain management experts, and especially those who are willing to move to Norwich, are few and far between, hospital officials said.

Shawn Mawhiney, a spokesman for Backus parent company Hartford HealthCare, said patients are being advised to seek out other pain clinics in the area and contact their primary care doctors, in case there is a significant delay or a gap in leadership at the clinic.

More than 150 patients go to the clinic for treatment for pain caused by cancer, back injuries, nerve damage or a variety of other ailments, said **Dr. Nader Bahadory**, Backus' medical director.

The physician running the clinic should have completed a pain-focused fellowship following their residency, Bahadory said, though finding someone with adequate training willing to move to Norwich likely will pose a challenge. The uncertainty might be hard on patients who have long relied on their relationship with Hargus, he said.

"He was in practice for years," Bahadory said. "He's an established doctor ... Just like anything else, the patients get anxious because they're worried about where they're going to get their care," he said.

## **Hartford HealthCare Headache Center Opens in Waterford**

*Hartford Business Journal: Sept. 5*

**Hartford HealthCare** was scheduled to open a new Headache Center in Waterford today.

The center, part of the **Hartford HealthCare Ayer Neuroscience Institute**, will see patients in new office space at 196 Parkway South, according to **Dr. Brian Grosberg**, medical director of the Headache Center. The opening brings care into the east region of the state and close to the Rhode Island and Massachusetts borders, Hartford HealthCare noted.

The next step for the Headache Center is to introduce telemedicine, which will enable providers to support their patients at home. Even office visits could be conducted in person or via video conference as part of telemedicine, Grosberg said.

### ***Norwich Bulletin:***

Patients will have access to all available services through the center, which includes physical therapy, transcranial magnetic stimulation, biobehavioral treatment, medication treatments and research studies.

For more information or to make an appointment, call (860) 696-2925 or visit [bit.ly/2eFKC9J](http://bit.ly/2eFKC9J).

## **Hartford HealthCare to Open Third GoHealth Urgent Care**

*Hartford Business Journal: August 31*

**Hartford HealthCare** and Georgia-based GoHealth Urgent Care say they'll open their third co-

branded urgent care center in Meriden.

The two aim to open as many as 15 facilities by 2019.

The latest center is at 482 South Broad St.. Two others are already open in Avon and Glastonbury. GoHealth's website says locations in Newington, Wethersfield and Vernon are coming soon.

The joint venture marks a significant expansion for Hartford HealthCare in the urgent care market.

Besides providing services for routine illnesses and injuries, HHC said occupational medicine will be a focus area at the Meriden location, which will perform occupational screening and injury management to area employers.

## *Health Care News In the Region*

### **Connecticut Children's Medical Center, Yale New Haven Halt Talks To Combine**

*Hartford Courant*

**Connecticut Children's Medical Center** and Yale New Haven Children's Hospital have halted talks to combine operations after failing to agree on how the new venture would be governed.

Cynthia Sparer, executive director of Yale New Haven Children's Hospital, said a "governance issue" was not resolved. "That is what ultimately ended the conversation," she said.

Jim Shmerling, chief executive officer of Connecticut Children's, said a proposal to have the venture, which he said was called Kidco, run independently but as part of Yale New Haven was not acceptable. Talks between the two hospitals began in September 2016 and ended in January.

Sparer said the two sides favored creating a children's hospital with its own board "able to determine what's best for the new entity." Officials at Yale New Haven proposed establishing an independent children's hospital at Yale New Haven. It would have had its own board and leadership and executed its own strategy, she said.

Shmerling said, as first discussed, the operation would have been governed equally by the two medical centers. The intent was to create one children's hospital for Connecticut and end costly duplication and competition for resources such as pediatricians.

The two health centers said last fall they were discussing a pediatric care partnership that could have extended the Hartford-based hospital's reach into populous Fairfield County. A combination would have created one of the largest children's hospitals in the U.S.

Several mergers in Connecticut have been announced as hospitals seek to consolidate and streamline operations and cut costs. In a small state such as Connecticut, a combined hospital "would have been beneficial across the board," Sparer said. The new health center could have built services such as specialty centers across the state and established working relationships with other hospitals, she said.

### **MBA Project Guides CCMC's Sleep Lab Expansion**

*Hartford Business Journal*

Last year, with demand and wait times for pediatric sleep tests on the rise, executives at **Connecticut Children's Medical Center** knew they needed to do something. So like any business evaluating an investment opportunity, the hospital embarked on an in-depth analysis. That process ultimately grew CCMC into the largest pediatric sleep lab in the state, with 11 beds in three locations, up from just two beds four years ago.

Hospitals add programs and facilities all the time, but what made Connecticut Children's expansion unique is where the idea gained momentum and a close vetting: A classroom inside UConn's MBA program. During a 20-month executive MBA program at UConn, CCMC's Manager of Sleep and Neurodiagnostics, Alex Rivera, and two classmates drafted a business plan laying out the case for a sleep lab expansion in Glastonbury.

Managers at CCMC agreed to provide some confidential financial details to Rivera's team for its analysis. Earlier this year, CCMC opened the new lab on Hebron Avenue based on the plan.

Rivera arrived at CCMC a year before the hospital's initial sleep lab expansion to Farmington in 2014, which added five beds to the two that existed at its main campus in Hartford. But even with that additional outpost, sleep lab patients still had to wait as many as 10 weeks to get a sleep test. Prior to that, with beds only in Hartford, the wait time was as long as six months.

With Farmington and Glastonbury open, CCMC now has twice as many pediatric beds as Yale, its largest competitor. Today, wait times are averaging around three weeks, though a recent uptick in demand has more than doubled that, Rivera said.

The expansion will allow CCMC to complete around 1,800 sleep tests this year, up from 300 in 2013, but demand is still high, as evidenced by the recent increase in wait times. If the conditions are right, Agostinucci said CCMC might add more beds in the future.

## *Hot Topics in Health Care*

### **Quality Reporting Under MIPS: 7 Key Questions**

Hospitals need to start tracking MIPS metrics by Oct. 2 to earn 2019 bonus.

<http://www.hhnmag.com/articles/8547-quality-reporting-under-mips-7-key-questions>

### **What Makes A Hospital The “Best”?**

U.S. News & World Report recently published its annual “Best Hospitals” issue, which the magazine claims is the “global authority in hospital rankings.”...

While the top-ranked hospitals were patting themselves on the back, we wondered if the magazine's ranking system actually measures what matters to patients, or for that matter to anybody who is worried about the cost and quality of US health care. So we took a closer look at how U.S. News measures hospital quality and-just as important-what factors its analysis leaves out.

<http://healthaffairs.org/blog/2017/09/26/what-makes-a-hospital-the-best/>

## *Coming Events*

### **Wednesday, October 4**

#### ***33rd Annual Cardiovascular Symposium***

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

Connecticut Convention Center, 100 Columbus Boulevard, Hartford

Information and registration: [hartfordhospital.org/CVSymposium](http://hartfordhospital.org/CVSymposium)

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

### **Wednesday, October 11**

#### ***Blood Drive at Hartford Hospital***

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

Heublein Hall (ERC Building), 560 Hudson Street

In the aftermath of disasters like Hurricanes Harvey and Irma your donation is urgently needed. The American Red Cross is asking donors in areas not impacted by the severe weather to donate now to ensure a sufficient blood supply. It is critically important that donors in other parts of the country give so that all patients nationwide can receive the blood products they need when disaster strikes. The Red Cross is able to move these blood products to the areas where they are needed most.

Please call 1.800.RED.CROSS or visit [redcrossblood.org](http://redcrossblood.org) and enter harthosp to schedule an appointment. Streamline your donation experience and save up to 15 minutes by visiting [RedCrossBlood.org/RapidPass](http://RedCrossBlood.org/RapidPass) the morning of October 11 to complete your pre-donation reading and health history questions.

### **Friday, October 13**

#### ***20th Anniversary Nite of Lite Laughter***

LITE 100.5 WRCH and Hartford HealthCare Cancer Institute at Hartford Hospital present legendary comedian JAY LENO for the 20th Annual "NITE OF LITE LAUGHTER," with proceeds to benefit the fight against breast cancer.

Friday, October 13, The Bushnell, 166 Capitol Avenue, Hartford

Tickets are on sale now at [www.bushnell.org](http://www.bushnell.org), The Bushnell box office, or charge by phone at 860.987.5900. To learn more, please visit the [Lite 100.5 WRCH Nite of Lite Laughter page](#).

### **October 16-20: Research Information Week**

#### **Special Dining Room, Hartford Hospital Cafeteria**

Research Administration at Hartford HealthCare is pleased to announce a designated week to celebrate our recent Hartford HealthCare research accomplishments. Research posters previously presented at professional conferences will be displayed in the Hartford Hospital cafeteria for the week of October 16-20. In addition, research information will be presented at tables in the Special Dining Room on October 18 from 11 a.m. to 2 p.m.

Please visit <https://hartfordhealthcare.org/health-professionals/research/research-information-day> for more information.

### **Saturday, October 21**

#### ***Focused Assessment of the Orthopaedic and Spine Patient for the Primary Care and Emergency Medicine Physician: A Hands on Course***

Frank Netter School of Medicine, Quinnipiac University, 370 Bassett Road, North Haven

Designed to provide new information to primary care and emergency medicine healthcare professionals who care for patients with common acute orthopaedic injuries. This hands on course will review focused history and examination techniques, dislocation, reduction as applicable and injection sites when applicable.

6.25 AMA PRA category 1 credits. Fee: \$35 for HHC providers; \$40 for non-HHC providers

For more information, call 860-972-5816. To register: <http://hartfordhospital.enrollware.com/schedule>

## **Wednesday, November 1**

### ***General Internal Medicine Meeting***

6-8:30 p.m., The Pond House, West Hartford

Cocktails and social; welcome, introductions and updates; buffet dinner and lecture

Lecture: Management for Low Back Pain: Dr. Subramani Seetharama, Division Chief, Physical Medicine and Rehabilitation

Registration required. Call 860-972-2876 or 860-972-2085

## **Thursday, November 9**

### ***12th Annual Interdisciplinary Transplant Symposium***

Sheraton Hartford South Hotel, Rocky Hill; 7:15 a.m.-4 p.m.

Fee: \$100

To register online, visit [www.hartfordhospital.org/events](http://www.hartfordhospital.org/events). To register by phone, call 1.855.442.4373. Questions may be directed to Cammi Modlesky, outreach coordinator, Transplant Program at 860.972.4738.

## **Thursday, November 16**

### ***Annual Meeting of Hartford Hospital Corporators***

11:45 a.m.-1:30 p.m., Heublein Hall, Education & Resource Center, Hartford Hospital

## **Medical Staff Meetings**

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

Questions may be directed to Luisa Machado, physician navigator, at [Luisa.Machado@hhchealth.org](mailto:Luisa.Machado@hhchealth.org) or by phone at 860-883-8497.

DATE	TIME	EVENT	LOCATION
Thursday, December 14	6:45-7:45 a.m.	Annual Medical Staff Meeting	Gilman Auditorium (Continental breakfast 6:15-6:45 a.m.)

The Seymour Street Journal (SSJ) has been developed to communicate key messages pertinent to our hospital's physicians. It will keep you informed and up-to-date on hospital, network, and health care news in a concise, convenient format. The SSJ will be sent to your preferred e-mail address every other Sunday. If you would like to be added to the *Seymour Street Journal* email list, or to receive it at a different email address, please opt-in at

[harthosp.org/SSJ](http://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.

[Update your profile](#) | [Manage your subscriptions](#) | [View as a web page](#)

This email was sent by: **Hartford HealthCare**  
1 State Street, Suite 19 Hartford, CT, 06103