What’s a Nice Girl Like You Doing on the Roof of the Hartford Hilton?

By Carol Vassar

I had to ask myself that question at high noon on a hot summer day as I prepared to descend the 22-story building without benefit of an elevator.

The answer: A fundraising event titled Rappel Hartford to benefit Shatterproof, a Connecticut-based non-profit organization dedicated to ending the stigma and suffering of those affected by addiction.

For me, it was an opportunity to face my fear of heights while raising money for this worthy cause and learning more about the power of the Hartford HealthCare social media platforms to cover the event in near-real time.

With 26 sponsors behind me and a social media team waiting to photograph, record, tweet and Facebook the mission, there really was no turning back.

My safety harness and equipment were checked repeatedly before I finally was hooked onto the ropes that would guide me to the sidewalk below. Giving over my full body weight to this contraption was difficult. But when I did, it felt akin to sitting on a mesh swing, similar to those at the playgrounds of my childhood. But even this familiar sensation did not completely settle my nerves.

“Don’t look down” was my mantra, and I stuck to it as I stood with my back to the street. Two tentative shuffles of my feet — and a photo op with my arms outstretched

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Pharmacist is a Key Player in Care Coordination

Dr. Sean Jeffery, a pharmacist specializing in geriatrics, does something most pharmacists don’t do: He makes house calls.

Jeffery is part of the care team at Integrated Care Partners, HHC’s physician group that collaborates to provide patients with more coordinated care. A clinical professor at UCONN and director of ICP’s Clinical Pharmacy Services, he works closely with ICP care managers to help high-risk patients manage their chronic illnesses more effectively.

Most of the time, Jeffery provides e-mail and phone consultations to assist primary care providers with medication-management issues. Frequently, he sees patients in the doctor’s office. But in particularly complex cases, he will do a home visit. Monica Leone, a nurse and care transitions manager with Hartford HealthCare at Home, joins Jeffery on home visits to determine what other services might be needed.

“These visits often are the only way to fully appreciate the challenges the patient faces in adhering to a medication regimen,” Jeffery said.

On one recent visit, Jeffery and Leone found their patient “managing” his medications by using the lid from a Cool Whip container to line up his pills in a circle in the order in which he took them. He used pliers to split pills and an old gavel to crush them. Pill bottles overflowed from a kitchen drawer, the tops labeled in black marker with a code that only he understood. Because the patient’s walker was too wide to navigate through the clutter in his home, he used an old office chair on wheels to steady him as he walked.

Another patient, a retired nurse struggling with diabetes, was so confused by her medications that she didn’t take any of them. As a result, her condition worsened so she couldn’t take care of herself, her house or her pets. “If she had had a home health aide before her home deteriorated, the situation might have been manageable,” Jeffery said. “Now, we need to get town services involved.”

“When we go out to a home, I do a head-to-toe assessment of the patient,” Leone said. “Based on our home assessment, the patient’s needs and finances, I determine what services they need in order to keep them safe.”

Medication costs, unclear patient expectations, fear of potential adverse effects and worries over drug interactions are some of the most common reasons patients don’t adhere to their medication regimens, Jeffery said.

“Our home visits are limited by resources. There are no [payment] codes for home visits, for cleaning out a patient’s house or for some of the other services certain patients might need to get on the right track in managing their care,” he said.

“I often see people taking 14 or 15 medications, so there’s a lot of opportunity for a pharmacist to reduce the cost of care, improve outcomes and improve the patient’s quality of life by keeping medications simple and helping people take their medication regimen seriously.”

Network News is a monthly publication produced by Hartford HealthCare. Please send story ideas to networknews@hhchealth.org. We will make every effort to consider your story idea, but due to space constraints, editing may be necessary.
What’s a Nice Girl Like You Doing on the Roof of the Hartford Hilton?

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— gave way to slow backward steps that started me on my journey toward Trumbull Street.

I had learned how to control the rappelling apparatus in a five-minute rooftop training session, but I apparently was too eager to catch up to my rappelling partner, Dr. Allen, as my safety line locked about one-third of the way down and I got stuck. Strangely, a hotel employee was taking pictures from a guest-room window, so I waved to her. To my astonishment, I was having fun.

Once the safety-line issue was resolved, I continued toward the street. Guided by two volunteer rappelling experts, I was released onto terra firma and into the arms of waiting family and friends.

Would I do it again? You bet! I might even look down.

Carol Vassar is HHC’s social media specialist.
Growing up, Jessie Close never felt she had an especially tight bond with her big sister Glenn, who was six years older and spent most of her time with Jessie’s other older sister while Jessie spent most of her time with her younger brother.

“It wasn’t like we didn’t get along, but she just moved in different circles, which is how things tend to happen when you have one sibling much older than another,” Jessie Close said about her famous older sister, who went on to earn stardom as a highly respected actress.

But when Jessie’s lifelong struggles with depression, mania and substance abuse led to a moment of profound despair, it was Glenn Close who stepped in on her little sister’s behalf and made sure she got the care she needed.

“I give her all the credit in the world for being there when I needed it the most and showing me what it means to have courage,” said Jessie, who has been in recovery for the past 11 years and uses her story of struggle and triumph to inspire others. She will be the keynote speaker at Changing Minds 4 The Better, a National Dialogue mental health forum sponsored by the Behavioral Health Network on Thursday, Sept. 17 from 6:30 p.m. to 8:30 p.m. at the University of Saint Joseph, Hoffman Auditorium, 1678 Asylum Ave. in West Hartford.

Jessie said she struggled to understand the underlying causes of her depression and substance abuse for decades before reaching a critical moment when she attempted suicide, stopping short of carrying it out only because of her love and concern for her children, including her son Calen, who also struggled to overcome severe mental health issues. During a visit to see her parents in Wyoming at the age of 50, she recalls hearing a repeating voice in her head telling her to kill herself. She shared her torment with her sister Glenn, and within a week, she said, she was checked into a hospital where she was finally set on a proper course of treatment.

Now 62, Jessie said she now enjoys a meaningful, fulfilling life, thanks to medication and a commitment to helping those who face the same struggles she faced throughout her life.

“Sometimes I get sad thinking that of all the adult years I’ve had, only 11 have been spent in a state of normal happiness,” she said. “But at the same time, I think it’s a gift because I get to help others who are going through the same thing. They know that I’m someone who can relate first-hand.”

Jessie’s experience prompted Glenn to create the national non-profit advocacy group, Bring Change 2 Mind, which seeks to call attention to the issue of mental health disorders and substance abuse. In the process, Jessie has overcome her initial anxieties about public speaking to help the organization by becoming one of the most visible and powerful speakers on mental health issues around the country.

“I’ve gotten to the point where I really enjoy it and get excited about it,” she said. “The best part is getting to talk to people in the audience individually. I always get someone who comes up to me after an event to share their story with me. That means the world to me.”

The Sept. 17 forum will be moderated by Patricia Rehmer, senior vice president of the Behavioral health Network. To register online, please go to harthosp.org/event/1128.


**Around HHC: Preparing for the Worst, Hartford Hospital Hosts Drill**

The Center for Education, Simulation and Innovation (CESI) at Hartford Hospital held a **DRILL** in August to train law-enforcement personnel across the state to deal with advanced trauma cases and increase survival rates during a mass-casualty incident.

Recently, Hartford Hospital was awarded a $143,800 grant from the Connecticut Health and Educational Facilities Authority (CHEFA) to support CESI in training first responders.

Following the tragedy at Sandy Hook, representatives from a select group of public safety organizations convened in Hartford to develop better strategies to increase survivability in mass-casualty shootings. The concept became known as the “Hartford Consensus” and was headed by Dr. Lenworth Jacobs, vice president of Academic Affairs and chief academic officer at Hartford Hospital. The group agreed that by controlling blood loss and providing specific training to first responders in how to apply a tourniquet, lives could be saved.

Since law-enforcement training began two years ago at CESI, 175 officers from 63 state agencies have participated in the program.

**Rhonda Diescher, MD, Emergency Medicine Resident, Hartford Hospital, sprinkles FAKE blood spatter on the floor of CESI in preparation for the drill.**

**Len Jacobs, MD, right, vice president, Academic Affairs and chief academic officer, Hartford Hospital; and Stephen Donahue, center, program director, Center for Education, Simulation and Innovation (CESI), Hartford Hospital, discuss the drill with classroom instructor Mark Donald.**

**Maura Donahue, a student volunteer, is carried to safety by an Enfield police officer.**

**Bleeding control bag contains tourniquets.**

**Manchester police officers enter CESI as the drill begins.**
September is National Recovery Month

Now in its 26th year, the federally designated Recovery Month promotes the fact that substance-use treatment and mental health services can repair lives. This year’s theme, Join the Voices for Recovery: Visible, Vocal, Valuable, highlights the value of peer support in educating, mentoring and helping others.

For Patricia Rehmer, MSN, ACHE, this theme has been the hallmark of her distinguished career, first with Hartford Hospital’s Institute of Living; later, as commissioner of the Connecticut Department of Mental Health and Addiction Services; and now, as senior vice president for Behavioral Health at Hartford HealthCare (HHC).

“Connecticut has one of the strongest advocacy communities in the nation,” Rehmer said. “Because the advocates in the recovery movement here are closely tied to the state Department of Mental Health and Addiction Services, there is collaboration that works to benefit the clients as they work toward recovery. These collaborations also will serve HHHC well as we continue to move the system forward.”

The national theme invites people in recovery and their support systems to be catalysts for change. It encourages them to start conversations about the prevention, treatment and recovery of behavioral health conditions at earlier stages of life.

“Advocates are not only people in recovery; they are family, friends and providers. I consider myself an advocate,” Rehmer noted.

The HHC Behavioral Health Network (BHN) provides numerous inpatient, residential and outpatient addiction treatment recovery services, including:

- **Professionals programs** (IOL, Rushford), which help professionals get into recovery and back into the workplace.

- **Suboxone® treatment** (Natchaug Hospital, Rushford, The Hospital of Central Connecticut) mixed with intensive therapy for those with opioid dependency.

- **Latino services** (Rushford) for monolingual and bilingual Spanish speakers.

- **Adolescent (13-18)** addiction recovery and treatment (Rushford, Natchaug Hospital) uses the evidence-based Seven Challenges® curriculum.

- **Young Adult (18-26)** mental health and dual-diagnosis treatment (IOL, Natchaug).

- **The Right Track**: LGBTQ Specialty Track (IOL) for 16- to 24-year-olds who identify as lesbian, gay, bisexual, transgender or questioning and are experiencing significant emotional distress requiring a more skills-based therapeutic program.

- **Adult (18-plus)** addiction recovery and treatment (Rushford) including detox.

For more information on BHN services, please click here.

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Retirement Planning

Starting next year, Hartford HealthCare will offer eligible employees a new retirement savings program that provides a simple way to earn matching contributions when you save. A transition of this magnitude truly takes a village — or at least a small army. To ensure that everything goes smoothly, more than 30 HHHC employees representing a dozen departments and every HHHC entity, plus our retirement partners from Prudential and Towers Watson, recently devoted a full day to planning every detail of the transition. Similar all-hands-on-deck planning sessions will continue throughout the fall so that employees can continue to save for a secure retirement when the program begins Jan. 1, 2016.
HOCC’s McDade Named a 40 Under 40 Winner

A school science teacher early in her career, Hospital of Central Connecticut (HOCC) emergency physician Dr. Michelle McDade still finds time to teach.

Her professional accomplishments were recently acknowledged when she was named one of Hartford Business Journal’s 2015 40 under 40 winners. The honor recognizes outstanding young professionals in the Greater Hartford area.

“I feel like I was born to be an ER doctor,” says McDade, 39. “I think emergency medicine affords a lot of variety and opportunity to take care of sick people, which is why a lot of us went to medical school in the first place.”

Working in the ED, she says, involves emotionally difficult situations, noting that the team shines when things get difficult. “We bond together and we work together.”

Though McDade’s early teaching career was shortened upon medical school acceptance, she is currently the medical director at New Britain EMS Academy where she teaches paramedic students and offers refresher courses to current EMS personnel.

The mother of two is also an accomplished athlete, having competed in two half-iron distance competitions involving swimming, biking and running. She’ll participate in her fifth marathon this autumn.

Do you have a GOLD MEDAL MANAGER?

The HHC Manager Recognition program spotlights managers who are models for excellence in managing people and delivering exceptional results. A Gold Medal Manager:

- Sets clear expectations and provides feedback to help us do even better
- Recognizes team members for great work and celebrates accomplishments
- Shares what is going on in the organization and helps us understand how we fit in
- Inspires us to go above and beyond
- Is visible, accessible and available to listen to my ideas
- Talks with me about my career
- Admits when he/she doesn’t know the answer, then finds out and gets back to us
- Seeks feedback about how he/she can do better
- Lives the H3W Leadership Behaviors to deliver exceptional results
- Is someone other managers can learn from

If you can check most or all of the boxes, nominate your manager for recognition.

Selected managers will be honored every two months.

For details and a nomination form visit https://myhhc.hhchealth.org/humanResources/Λod/SitePages/Recognition.aspx.

Work together with team members or ask your H3W facilitator or HR consultant for help.
Stay Tuned for New Versions of HHC-brand TV Commercials

You’ve likely seen Hartford HealthCare’s brand TV ads, with our catchy jingle and emotional imagery, including a little girl running on the beach. These commercials were the first in a series designed to let the public know how Hartford HealthCare is connecting them to healthier.

Soon, you will see several new versions of these commercials, in which people actually talk about what it means to connect to healthier. These commercials were created at the same time as the original one as part of the same campaign. They also feature many of the same people, as well as our original music.

“Having additional spots with the same theme helps to keep our message in the public eye, in a fresh way, to attract and retain audience interest,” said Keith Fontaine, vice president of Marketing and Branding. “Creating all of the spots at once was an efficient way to maximize use of our resources, while ensuring that the commercials had a consistent look and feel. We hope people connect with them as much as they did with the earlier versions, which were so well-received by everyone.”

HHC and UConn Huskies Team Up to Offer Employee Discounts

Hartford HealthCare is pleased to announce that employees, medical staff and volunteers can buy discounted tickets for select UConn athletic events. This new HHC offering, available through UConn Athletics, provides discounts of up to 50 percent off single-game prices on select football, men’s and women’s basketball, and men’s ice hockey home games.

“Great things happen every day across Hartford HealthCare, and it’s all because of our staff,” said Tracy Church, senior vice president and chief human resources officer. “This discount is one more way to thank employees for their dedication to providing the highest-quality patient care, while supporting our state university’s strong athletic program.”

Employees can purchase tickets for three UConn home football games at Rentschler Field in East Hartford — Navy on Saturday, Sept. 26; South Florida (Homecoming) on Saturday, Oct. 17; and East Carolina on Friday, Oct. 20.

It’s easy to use your HHC discount to buy tickets for these matchups:

1. Visit UConnHuskies.com/Promotions
2. Enter HHC as a promo code
3. Select your game and section

Discount opportunities for UConn basketball and hockey will be available soon. We’ll provide more information as soon as it’s available.
Welcome to an occasional series that introduces interesting people from across the HHC system.

The HHC profile is designed to help us get to know each other better. Profile subjects may choose 10 questions from a list of about 40 possible topics or suggest your own. If you or somebody you know would like to be considered for a profile, please send an e-mail to networknews@hhchealth.org

Kim Harrison
VP, Public Policy and Government Affairs
My job is to: Represent HHC’s interests at the state capitol

Just the Facts
• High school: Manchester High
• College: UCONN: Major: Political Science
• Home: Manchester
• How I Connect to Healthier: Daily exercise, even if it’s only a three-mile walk.

10 Questions

1. What did you want to be when you grew up? A ballet dancer, but sadly, a real lack of talent and coordination held me back.
2. How did you end up doing what you do now? Graduate school led me to an internship at the state Department on Aging where I worked on legislation that would allow pets in public housing for the elderly.
3. Words to live by: If you want to be successful, it’s just this simple; know what you are doing, love what you are doing and believe in what you are doing —Will Rogers.
4. A successful day at work is when I: Can get people to realize their voice really does matter.
5. What motivates you? Injustice
6. What book are you currently reading? All the Light We Cannot See.
7. What’s your motto? Life’s short, get all the laughs you can.
8. Best advice anyone has given you: Don’t make major life decisions when you’re too happy or too sad.
9. Describe yourself in three words: Compassionate, loyal, trustworthy.
10. Top of your bucket list: To live long and be healthy.
**Hand Hygiene UPDATE**

HHC is on a journey toward hand-hygiene compliance. Our goal is 90 percent compliance at each hospital. Check out our scores for the month of August:

- Backus: 95%
- HOCC: 88%
- MidState: 89%
- HHC: 94%
- Windham: 95%
- HHC: 93%

**From the Office of Compliance, Audit & Privacy (OCAP):**

**Test Your Compliance IQ**

Do you know who is responsible for preventing fraud, waste and abuse at Hartford HealthCare? We all are! HHC's compliance policies and procedures are designed to provide employees, contractors and agents with information about the laws regarding fraud, waste, abuse and false claims so that we can identify, report and work to resolve any issues we may encounter. We do this because it's the right thing to do for HHC, our patients and the community.

Did you know HHC Compliance Policies may be accessed online? Visit https://myhhc.hhchealth.org/ocap/Policies/Forms/Compliance.aspx for the latest information.

**Now, let’s test your compliance IQ.**

**True or False:** Suspicions of fraud, waste or abuse may be submitted anonymously to the HHC ComplianceLine at 1-855-HHC-OCAP or online at HHC.OCAPComplianceLine.com.

See page 15 for the answer.

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**Making a Difference Together ... by Living Our Values**

**AWARD**

Every day, teams across Hartford HealthCare Connect to Healthier by working together to provide higher quality care and service.

The annual Making a Difference Together Award recognizes this vital cross-system collaboration.

The next Making a Difference Award will be presented in December.

Enter your own or nominate your favorite cross-organizational team:


**Deadline: September 25, 2015**
Complete Your Leadership Behavior Training by Sept. 30

Full-time, part-time and per-diem employees must complete a full-day H3W Leadership Behaviors training session by Sept. 30. Sessions are available days, evenings and select Saturdays at many HHC locations.

To register: Work with your supervisor to find an open session at a time and location convenient to you. Find a list of available sessions on the Leadership & Organizational Development website.

What to expect: You will learn about the culture of service we are working to shape and the 10 H3W Leadership Behaviors that will empower us as we continue our journey toward providing a high-quality system of care, building relationships and trust, and improving results.

You are important in building our culture of service. After the training, you will be expected to:

• Learn and practice the H3W Leadership Behaviors.
• Commit to practicing these behaviors daily.
• Be open to giving and receiving feedback and ask for it from your supervisors and peers.
• Be in the moment.
• Build relationships by having ongoing conversations, asking how can I better partner with you?

Leadership Behaviors for Kids

1. Focus on what you are doing and don’t be distracted
2. Be real and caring
3. Do good things without being asked and when no one is looking
4. Be consistently good
5. Be aware that people are different and have different thoughts
6. Ask questions instead of judging
7. Take responsibility for your actions
8. Be brave when talking about uncomfortable things
9. Be specific with what you need
10. Be a good friend and help others

H3W: It’s Not Just for HHC Employees

Last year, Rushford H3W Performance Improvement Facilitator Rhonda Papallo and her friend, Tricia Perra, spent an afternoon with their sons, Aidan, Owen, Cole and Evan.

According to Papallo, “As moms, we’re always looking for new ways to teach life’s lessons. We discussed how cool it would be to have our boys learn the (H3W leadership) behaviors. So we sat the boys down, passed around the H3W Leadership Behavior cards, discussed the meaning of each of the 10 Leadership Behaviors, then the boys rewrote them with words that made sense to them.”

But that wasn’t the last time Papallo and Perra used the H3W leadership principles as teaching tools.

“Fast forward to a few months later and the boys spent over an hour artistically creating Leadership Behavior Boards — a collage of words which held the most meaning to them. These hang in each of their rooms as a reminder of the actions for which they strive every day,” said Papallo. “Being young boys, they (and we) also know that it’s about progress … not perfection.”

Have you used the H3W Leadership Behaviors outside of work? Let us know!


H3W’s youngest enthusiasts display their Leadership Behavior Boards.
Changing Your Default Printer

In this issue of TechTips, we’ll review how to change your default printer so that you may print documents to different printers installed on your computer.

We hope you find TechTips useful. If you have suggestions for future articles, please email techtips@hhchealth.org

By Joseph Venturelli, Vice President/Chief Technology Officer

To locate your printers:
1. Click the start button and select “Devices and Printers.”

2. This will display the printers attached to your machine. The checkmark shows the current default printer.

3. Right click on the printer you want to print to and click on “Set as default printer.”

4. The checkmark should now be on that printer.

5. Your default printer has been changed.

Free Six-Week Stress-Less Program

Learn Stress Reduction and Relaxation Techniques

Open to patients of HHC Health Center and ALL HHC Employees

Hartford HealthCare Health Center
Medical Office Building, Suite 125
Wednesdays, 4:30-5:30 p.m.
September 16, 23, 30
October 7, 14, 21

Reserve a seat with your Health Coach or RSVP by September 15, call 860.740.6080
(Program is limited to 12)
Special Events

2015 Walk to End Alzheimer’s
Sept. 20, 2015, Hartford
The 2015 Alzheimer’s Memory Walk is Sept. 20 in Hartford. HHC has seven teams signed up to walk. If you would like to join a team or start your own, please contact: Vanessa Falzarano, 860.276.1020 ext. 1135, falzaranov@ctseniorcare.org or register online.

Support the Helen & Harry Gray Cancer Center
Buy a raffle ticket to win a new car!
Support the Nite Of Lite Laughter raffle to benefit the Helen & Harry Gray Cancer Center at Hartford Hospital. Your $50 donation gives you the chance to win a 2016 Volvo v60 with a manufacturer’s suggested retail price of $36,890!
Hartford Hospital has teamed up with Lite 100.5 WRCH and Gengras Volvo to offer this unique and valuable raffle item. The drawing for the car will take place on stage during the 18th Annual Nite of Lite Laughter, starring Bob Newhart, Oct. 23. Raffle tickets will be sold:
- Thursday, Sept. 10: Hartford Hospital Cafeteria, 10:30 a.m.-1:30 p.m.
- Saturday, Sept. 19: Wethersfield Shopping Center, 1-3 p.m.
- Saturday, Sept. 26: Kloter Farms in Ellington, 11 a.m.-1 p.m.
- Saturday, Oct. 10: Stickley Audi & Co, Enfield, 11 a.m.-1 p.m.
- Saturday, Oct. 17: International Hair Salon, Rocky Hill, 9-11 a.m.
- Tuesday, Oct. 20: Hartford Hospital Cafeteria, 10:30 a.m.-1:30 p.m.
- Friday, Oct. 23: The Bushnell, 7-8 p.m., one hour prior to the Nite of Lite Laughter

More locations to be announced soon! Click here for more information and for other dates and locations to buy raffle tickets.

Walk to Wellness: Hearing and Balance Disorders
Tuesday, Oct. 6, 8:30-9:30 a.m.
Hartford HealthCare Rest and Relaxation Lounge at Westfarms (lower level of Westfarms near Nordstrom’s).
Christie Huebner, MS, CCC/A and Misty Durkee, MSPT, from the Hearing and Balance Center will be speaking on hearing and balance disorders.

Hartford HealthCare Connect to Healthier Fall Fest
Save the Date! Saturday, Oct. 24, 1-4 p.m.
Hartford HealthCare Rest and Relaxation Lounge at Westfarms (lower level of Westfarms near Nordstrom’s).
Save the Date for the Hartford HealthCare Connect to Healthier Fall Fest at Westfarms. There will be a pumpkin-carving contest and a healthy fall fest.

New Pharmacy for HHC Employees
The new HHC Community Pharmacy at Hartford Hospital has opened. Located on the first floor of the Medical Office Building in the same location as the former Arrow Pharmacy, the new HHC-owned pharmacy provides full prescription services for employees. As with CVS pharmacies and Aetna’s mail-order program, the new HHC Community Pharmacy allows Hartford HealthCare employees to save on maintenance medications by offering a 90-day supply at a 60-day price. Medications to treat certain chronic conditions are available with no co-pay.
Hartford HealthCare (HHC)

• Hartford HealthCare as a system maintained an “A stable” bond rating, enabling continued investment in innovative technology, facilities and a highly skilled staff.
• HHC signed a non-binding Letter of Intent with Day Kimball Healthcare, allowing both organizations to perform due diligence to determine if an affiliation would be in the best interest of those served by both organizations.
• HHC is continuing to develop Family Health Centers (now numbering 12) in the system service area to increase community access to care.

Hartford Hospital

• Hartford Hospital retained the top spot in the region and the No. 2 spot in the state as one of US News & World Report’s best hospitals and achieved badges of excellence in psychiatry, nephrology, urology and orthopedics.
• Hartford Hospital’s Heart Transplant Program’s one-year 96 percent survival rate was named one of best in the Northeast, according to the Scientific Registry of Transplant Recipients, for the one-year period from July 1, 2013 to June 30, 2014.
• LIFE STAR, part of Hartford Hospital’s Level One Trauma Center program, celebrated 30 years of transporting and delivering critical care to more than 30,000 patients.

Behavioral Health Network

• In partnership with Integrated Care Partners, and using best practices, the Behavioral Health Network (BHN) launched a pilot program placing behavioral health clinicians in primary care offices. The clinician provides consultations to other members of the practice, assisting with diagnosis and assessment of patients’ behavioral health-related problems, conducting brief treatment, and facilitating referrals to community resources. A $100,000 grant from the Connecticut Health Foundation supports the program.
• The BHN opened an inpatient psychiatric unit at The Hospital of Central Connecticut, New Britain campus, to expand access to inpatient psychiatry services in Central Connecticut, giving patients a wider range of treatment options and clinical interventions in one central location.
• Natchaug Hospital launched the innovative Supervised Employment Experience program to provide students in its clinical day treatment schools with vocational training.

William W. Backus Hospital

• Backus opened a 2,500-square-foot family health center in Ledyard and a family health center in Waterford, increasing access to urgent and primary care in Eastern Connecticut. Backus also has started construction of a 40,000-square-foot center for specialty care in Plainfield to house rehabilitation services, a women’s health center, cardiology services, infusion and medical oncology services, and an ambulatory surgery center.
• Backus was named a 2014/2015 Consumer Choice Award winner by the National Research Corporation, an award recognizing hospitals across the country that consumers choose as having the highest quality and image.
• Backus is one of only three hospitals in the New York Metro area to be honored with the Northeast Business Group on Health Leapfrog Hospital Award for “dedication and commitment to improving patient safety and quality.” The hospital also received an “A” hospital safety score.

Windham Hospital

• Windham completed a major renovation of a 5,000-square-foot office building adjacent to the hospital campus to house gastroenterology and pediatrics practices.
• The hospital’s Diabetes Education Program again received four-year accreditation from the American Diabetes Association.

MidState Medical Center

• MidState’s Advanced Wound Care and Hyperbaric Medicine team received the 2014 Excellence in the Workplace Award from the Connecticut Nurses Association for creating a work environment promoting professional autonomy and quality nursing practices.
• The Advanced Wound Care & Hyperbaric Medicine also earned the Center of Distinction Award from Healogics Inc., the nation’s largest provider of advanced wound care services.
• MidState earned the Joint Commission’s Gold Seal of Approval for the Knee and Hip Replacement Program, meeting national standards for healthcare quality and safety in disease-specific care.
The Hospital of Central Connecticut (HOCC)

- The Hartford HealthCare Cancer Institute at The Hospital of Central Connecticut opened a state-of-the-art, $40-million, 100,000-square-foot cancer and medical arts center in New Britain/Plainville, offering the full continuum of cancer care services, from prevention to treatment.
- HOCC was rated by U.S. News & World Report as being one of the Best Hospitals for Common Care and as high-performing in the treatment of chronic obstructive pulmonary disease (COPD).
- The Hartford HealthCare Cancer Institute at HOCC and Hartford Hospital were recognized with the 2014 Outstanding Achievement Award from the Commission on Cancer, an accrediting arm of the American College of Surgeons. Only 75 programs nationwide receive the annual reward.

Clinical Laboratory Partners (CLP)

- CLP opened 10 new patient access sites, including patient service centers in North Haven, Plantsville, Avon, Glastonbury and Trumbull and sites in West Haven, New Haven, Orange and Hamden (two in Hamden).

Integrated Care Partners (ICP)

- ICP expanded its community care management team to more than 30 members (nurses, social workers, health coaches) to assist physicians and practices in improving outcomes for patients with chronic conditions. Team members are nationally certified in managing chronic diseases.
- ICP led the implementation of RightCare, a software platform used in hospital admissions to identify patients at high risk for readmission or complications from their illnesses. RightCare, proven to reduce readmissions and improve patient outcomes, assists in better care coordination and patient transition to post-acute care, including skilled-nursing, home care or rehabilitation services. RightCare is in place at HHC hospitals and is connected to several skilled-nursing facilities.

Hartford HealthCare at Home

- Team members earned hospice certification, a newly developed certification by the American Academy of Hospice and Palliative Medicine.
- HHC at Home expanded hospice services to the Norwich service area.
- The hospice program received the “We Honor Veterans” level two certification.

Hartford HealthCare Rehabilitation Network

- HHC Rehab Network continued to expand in Eastern Connecticut, with the opening of new clinics in Colchester and Waterford.
- The “Mobility is Medicine” project with Hartford Hospital won the National Association of Rehab Agency and Providers Innovation Award.
- HHC Rehab celebrated its 20th anniversary.

Hartford HealthCare Senior Services

- Arbor Rose/Jerome Home and Mulberry Gardens of Southington and at Marian Heights were recognized as Hartford Courant and FoxCT Top Workplaces, based on results of a WorkplaceDynamics employee survey.
- Jerome Home, Jefferson House (a department of Hartford Hospital) and Southington Care Center received Five-Star Quality Ratings from the Centers for Medicare & Medicaid Services – the highest possible rating for nursing facilities.
- Cedar Mountain Commons received the Best Practice Award–Managed Residential Services from the Connecticut Assisted Living Association for its art program, “Masterpieces and Mimosas.”
- Mulberry Gardens of Southington–Harmony Place achieved the Alzheimer’s Foundation of America Excellence in Care Dementia Program of Distinction.
- Southington Care Center celebrated its 25th anniversary.

Hartford HealthCare Medical Group (HHCMG)

- HHCMG created the first Headache Program at Hartford HealthCare with a nationally renowned neurologist.
- Hartford HealthCare Medical Group Centers for Surgical Weight Loss at Hartford Hospital received Center of Excellence designation from the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program, a joint program of the American College of Surgeons and the American Society of Metabolic and Bariatric Surgery.

OCAP answer: True. The OCAP ComplianceLine provides a method for all HHC employees to report concerns or to make inquiries and remain anonymous, if so desired.