The annual Making a Difference Award recognizes cross-system collaboration. This year, 23 teams which created innovative approaches and went above and beyond to improve operations and/or the patient experience were nominated. The list was narrowed to three finalist teams, and the winner was announced at the State of the System event Dec. 3.

The Hand-Hygiene Collaborative
Every year, an estimated 648,000 patients in U.S. hospitals get a healthcare-associated infection (HAI), and thousands die as a result (New England Journal of Medicine, 2014). HAIs cause pain, suffering and emotional stress. The cost of these infections also is high in dollars. The best way to reduce the incidence of infections is with vigilant hand hygiene. Hartford HealthCare had a baseline hand-hygiene compliance rate of 33 percent, below the national average of 40 percent for acute-care hospitals. This was unacceptable. Improving hand-hygiene compliance across the system required a multidisciplinary team to identify best practices and standardize efforts. This included intensive ongoing education and intensive leadership engagement and scrutiny. “Secret shoppers” conducted more than 120,000 secret observations. Hand washing became the subject of periodic newsletter messaging, a video and FAQs. Hand-hygiene data was posted on unit and department H3W dashboards. Executive leadership utilized rounding to influence and reinforce the

Making a Difference Award Announced at State of the System Dec. 3
Congratulations to the Hand-Hygiene Collaborative

With vigilance and a multi-pronged approach, the hand-hygiene compliance rate across Hartford HealthCare rose from a low of 33 percent to a sustained rate of better than 90 percent, saving patients from an untold number of hospital-acquired infections.
commitment to hand-hygiene compliance and to answer questions. Managers on the units thanked those they saw being compliant and coached/mentored those who were not.

The results:
Accountability, education, transparency and the sharing of real-time data were key factors in this cultural transformation. Every day, on every floor, in every hospital, hand hygiene is tracked and plotted. Every week, results are publicly reported, and the results are shared with leadership and frontline staff. Hospitals began to compete with one another; departments within hospitals began to compete with one another. Lower performers weren’t shamed, but instead received coaching and encouragement to succeed. Those who were performing well were recognized. With a strong organizational commitment that is intertwined with our culture of safety, Hartford HealthCare has achieved a greater than 90 percent hand-hygiene compliance rate and has sustained that level for 10 months.

Team members:
Hartford Region: Joyce Sauve, Diane Pomarico, Kathy Houlihan, Sue Malo, Jean Horoho and Katie Galvin
Central Region: Lynn Pepin, Karen Traficanti, Joseph Garner, MD, Marichelle Cirunay and Lori Dutko
East Region: Pam Harazim and Amanda Lester
HHC System Support Office: Abby Smith, Sarah Brown, Chris Werner, Pepper Sobieski, Rocco Orlando, MD and Jack Ross, MD

Finalists:
Heart Failure (Bridge Clinic) Collaborative
Identifying the need for better care for patients with congestive heart failure (CHF), HHC’s acute-care hospitals shared a best practice developed at the Hospital of Central Connecticut to create Heart Failure Bridge Clinics across the system that promise to reduce costly 30-day readmissions for CHF patients.

Standardizing Insulin Products Across Hartford HealthCare
The Endocrinology and Pharmacy and Therapeutics councils collaborated across all five hospitals to standardize insulin products, minimizing the risk of errors and saving $640,000.

Read more about these projects on HHConnect.

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 November:

Hebrew HealthCare Home Health and Hospice Volunteers Needed
Hospice volunteers provide companionship to patients, while supporting caregivers and their families. Volunteers might simply provide comfort by holding a patient’s hand. Others might socialize with patients and listen to their stories and memories. Many of our current volunteers have special skills such as providing pet therapy, massage/Reiki, speaking other languages, or creating art. If you have a special gift to share, you may be a perfect candidate for our hospice volunteer program. Volunteers are required to complete 16 hours of orientation and attend 12 additional hours per year of in-service continuing education.

For more information or to sign up, please contact Pam Gordon, Hospice Volunteer Coordinator, at 860.566.8654 or e-mail her at pgordon@hebrewhealthcare.org.
HHC Respiratory Managers Bond Over Common Goals, Mutual Respect and Friendship

Sometimes, “Connecting to Healthier” happens naturally. That was the case for a group of respiratory managers who two years ago forged an informal network that has standardized and improved the care of respiratory patients across the system.

The group of managers from Backus, Hartford Hospital, the Hospital of the Central Connecticut, MidState Medical Center and Windham Hospital first met during a meeting at the Connecticut Hospital Association in 2013 (just after Backus became affiliated with Hartford HealthCare). They decided to start meeting on their own to compare notes and share best practices. They immediately hit it off and now meet once a month.

“We all just clicked. That made it a lot easier,” says Genevieve Boas, BS, RRT-NPS, manager of clinical services at Backus Hospital. “We’re working toward the same goals. There is constant communication among group members. We really respect each other’s opinions.”

The standing monthly meeting rotates among hospitals. Over the last two years, the group has compared programs, processes and protocols to improve efficiency and reduce redundancy. For example, the group has standardized education for COPD (chronic obstructive pulmonary disease) with all inpatients at every hospital receiving the same education packet in an effort to reduce hospital readmissions.

“At first we met out of necessity. We thought, ‘We all better get together and make sure we’re all on the same page,’” says Kate Hayward, RRT, BS, cardiopulmonary manager at Windham Hospital and respiratory manager at Backus Hospital. “Once we were all together, we just realized that meeting as a group really gives us a much bigger voice to make changes that are best for our patients.”

Group members agree that the implementation of Hartford HealthCare’s system-wide electronic health record through CareConnect will be a major boost for their standardization efforts.

“I feel like this group has really created a culture of always doing what’s best for our patients and what’s best for our hospitals,” Boas says.

Group Members:
• Genevieve Boas, BS, RRT-NPS, Manager Clinical Services, Backus Hospital
• Diana Dlugolenski, BS, RRT, Education Coordinator, Respiratory Care, Hartford Hospital
• Kate Hayward, RRT, BS, Cardiopulmonary Manager, Windham Hospital and Respiratory Manager, Backus Hospital
• Nancy Merkouriou, MS, RRT-NPS, Manager, Respiratory Care Services, Central Region
• Saimir Sharofi, Manager of Respiratory Services, Hartford Hospital

Available on your desktop now!
HHC Connect

Your new intranet.
All the news and information you need in one convenient place.
Connect to your job.
Connect to each other.
Connect to healthier.
Around HHC

The spirit of the season. Generous HHC employee groups give to our patients and customers every day, but during the holiday season, it seems they open their hearts even further.

Christmas and Chanukah decorations brightened the lobby of Hartford Hospital.

The Planning and Marketing Department in Newington adopted a family of four and filled their stockings with everything from practical jeans and socks to an iPad.

The Patient Care Services team at Backus adopted three families.

In an effort led by the Hartford Hospital Employee Council, departments “adopted” more than 50 needy families and filled their holiday wish lists in a way that would make Santa proud. Here, a group of elves gets ready to make some special deliveries. Special thanks to groups that raised money to provide Walmart gift cards for the families: Newington Holiday Basket Raffle-$1,625; Connecticut Multispecialty Group-$2,000; HH Emergency Department-$1,460

The staff and providers at Hartford Hospital’s Brownstone Specialty Clinics collected toys for The Village of Families and Children in Hartford and got a little creative with their unit decorations.

Windham Hospital collected food for a local food bank. Debbie Scott from Food and Nutrition shows some of the items that have been donated.

In Newington, themed gift baskets were raffled off with the proceeds going to the Hartford Hospital Employee Council which purchased gifts for families in need.

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The spirit of giving is alive in the Central Region

Dozens of departments across the Central Region have embraced the spirit of giving this holiday season by giving back to those in need. Here is just a sampling of how some departments are spreading holiday cheer!

Various departments joined the Bradley Memorial campus Radiology Department in adopting a family in need this holiday season from Southington Community Social Services. Pictured left to right are Bella Frechette, RT; Karen Romegialli, RT; Susan Spang, RT, and Carla Krystofolski, transcriptionist.

MidState’s Pavilion B also adopted a family this year from the Meriden/Wallingford United Way, purchasing gifts for a mom and her three daughters.

This year the Pavilion E team at MidState came together to collect donations for a family selected for them through the Community Health Center in Meriden. Pavilion E has been adopting a family during the holiday season since the unit opened in 2010.

The Family BirthPlace at HOCC generously adopted a military family this year through the CT National Guard Service Members Family Support Center. The staff adopted a family of seven – dad, a National Guard member; mom; and their five children.

CORRECTION: An article in the November issue of Network News about Orbera, a new procedure in weight-loss surgery, incorrectly stated that the balloon was filled with silicone. The balloon is made of silicone, but filled with saline. We apologize for this error.
Connecting Generous Hearts to People in Need

You know a charitable donation to Hartford HealthCare not-for-profit organizations helps make good things happen. But people often don’t realize the many different ways in which donors’ generosity touches lives. Prepare to be surprised.

We’ve gathered stories from the hospitals across our network, demonstrating the power of giving. You’ll read how donors are:

- Giving new help to children with autism;
- Training first responders in critical skills;
- Reaching out to women at risk for breast cancer;
- Educating new generations of nurses; and
- Even using tennis to enhance the lives of people in long-term care.

You’ll meet the farming family that has planted a seed that will transform preventive care; the woman who turned a fun night fashion show into a fund-raising extravaganza; and the volunteers who stay with people at the end of life so that they’re never alone.

These little stories open a window to a panorama of progress, care and the strength of the human spirit. They show how one person inspires many others and how one gift enriches a whole community.

If you believe in making a difference — or if you just need to lift your spirits — read a few of these heart-warming stories here: hartfordhealthcare.org/giving

You’ll not only connect to healthier, you’ll connect to the best in all of us.

Hartford Hospital Receives Dual Accreditation in Coronary Care

More than 5 million people visit U.S. hospitals each year with chest pain, and 600,000 die annually from heart problems, making heart disease the leading cause of death in the United States.

Hartford Hospital’s Chest Pain Center is working to significantly reduce the mortality rate associated with heart disease by reducing the time it takes to provide treatment and increasing the accuracy and effectiveness of that treatment.

In recognition of our accomplishments, Hartford Hospital has become the first hospital in New England and the fourth in the country to be accredited in both coronary angioplasty and resuscitation by the Society of Cardiovascular Patient Care (SCPC).

The SCPC is an international, nonprofit organization that focuses on transforming cardiovascular care by assisting hospitals in their efforts to create cardiovascular centers of excellence.

“This designation as an Accredited Chest Pain Center is all about providing the very best care to our patients,” said Dr. Paul Thompson, Hartford Hospital’s chief of Cardiology.

The distinction of being the first hospital in New England and the fourth in the country accredited in both coronary angioplasty and resuscitation “further elevates Hartford Hospital’s reputation for world-class care,” said Dr. Stuart Markowitz, president of Hartford Hospital.
HHC Profile

Dino Costanzo
Manager, Employee Health and Wellness

My job is to: Work with system and affiliate leaders to improve the health and wellbeing of our employees

Just the Facts
• High school: Roxbury, New Jersey
• College: University of Connecticut
• Major: Master’s in Exercise Physiology
• Home: Wallingford, Conn.
• How I Connect to Healthier: I try to exercise every day and eat healthy foods.

10 Questions

1. What did you want to be when you grew up?
First, I wanted to be a priest but that didn’t last past adolescence. While I was in college, my dad needed cardiac rehabilitation and I became excited about a career that applied exercise as medicine.

2. How did you end up doing what you do now?
I’m fortunate to have been surrounded by wonderful people who have trusted me with great opportunities.

3. Have you experienced an event, realization, epiphany, inspiration that changed your life?
My dad’s life was transformed by cardiac rehab. He quit smoking and started exercising. Seeing the benefits of a healthier lifestyle influenced me and my career choice.

4. People or traits you admire?
Fun-to-be-with—can-do people who show their passion and understand they’re human!

5. My best-kept secret is...
mine to keep!

6. What is your favorite lunch?
Anything made by my mom – except pea soup!

7. What is your best achievement?
Raising a wonderful family with my wife, Susan (she did most of the work but I’ll take some of the credit).

8. What do you do for fun?
Hang with family, archery, bow hunt, exercise and play (that is, make noise with) the five-string banjo!

9. What motivates you?
Getting it right!

10. What makes you angry?
Screwing up!

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 their own. If you or somebody you know would like to be considered for a profile, please send an e-mail to networknews@hhchealth.org.
Hartford HealthCare’s Employee Health and Wellness Council, represented by leaders from each of our affiliate members, has been busy planning the launch of our 2016 wellness campaign. As we welcome the New Year, we will be focusing our efforts around managing overweight/obesity, a major health risk contributing to a number of chronic diseases and medical conditions. Losing weight is associated with a number of health benefits, including reducing high blood pressure; improving abnormal blood fats; reducing depression; improving sleep; and preventing the onset and/or development of heart disease, stroke, Type-2 diabetes and certain cancers.

Understanding our employee community to be comparable to the rest of the United States, we estimate that approximately 70 percent of us are overweight. To help our employees achieve healthy body weights, we will be promoting a number of programs and services, as well as offering a weight-loss challenge intended to provide a fun and friendly competition to engage our workforce in practicing healthy behaviors. Beginning in January, every employee with or without HHC insurance will have access—free of charge—to the full suite of Weight Watchers meetings and online services. This generous benefit is also available to spouses and domestic partners covered under a Hartford HealthCare medical plan. Employees will be encouraged to explore other HHC services, such as nutritional counseling and medical and surgical weight-loss options for those with medical concerns and/or with significant amounts of weight to lose.

We invite you to take advantage of the benefits that HHC has made available to you and join us in building a culture of health within our employee community.

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**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 quarterly.

For details, a nomination schedule and nomination form visit https://myhhc.hhchealth.org/humanResources/lod/SitePages/Recognition.aspx. Work together with team members or ask your H3W facilitator or HR consultant for help.
Wake up your taste buds
And get ready to spoon up something new

Weight Watchers® is coming to teach you how you can lose weight while enjoying your favorite foods—because it’s time to change your relationship with food, for good.

Learn how Weight Watchers can help.

• New benefit starts Jan. 1, 2016
• Free one-year membership for all employees (with or without HHC health insurance)
• Free one-year membership for spouses only if they are covered by an HHC health plan
• Attend meetings at work, online or in your community
• Enroll on HHC Connect starting Jan. 1, 2016
WE ARE WIRED!

- **42** Official HHC social media accounts (Facebook, LinkedIn, Twitter, Instagram)
- **20** Facebook pages
- **55,380** Facebook followers (all pages)
- **10** Twitter pages
- **13,159** Twitter followers (all accounts)
- **11** LinkedIn company pages
- **16,255** LinkedIn followers (all pages)
- **635** Connect to Healthier theme song listens*
- **4,217** Connect to Healthier theme song page views*


THANK YOU From the Office of Compliance, Audit & Privacy (OCAP)!

Participation in the 2015 HHC Compliance & Privacy Week events was tremendous!
- 6,583 staff members responded to the online quiz
- 739 staff members attended live “meet-and-greet” events

Your support of the HHC Compliance & Privacy Programs is appreciated! Congratulations to the grand prize winners:
- Genesis Vega, Clinical Intake Specialist, Behavioral Health Network
- Carlos Centeno, Storeroom Clerk, Central Region
- Delia O’Connor, Physical Therapist, Community Network
- Diane Reguin, Food Service, East Region
- Lachelle Allen-Alexis, Registered Nurse, Hartford Region
- Jessica Borkowski, Physician’s Assistant, Hartford HealthCare Medical Group
- Tom Sabatini, System Administrator, System Support Office

Winners will receive a gift of their choice with a value of up to $100!
Using Outlook Email Templates

Have you been typing the same email over and over again, such as a monthly announcement or recurring request for information? You don’t have to.

Try using Outlook Email Templates. Type your email once and save it as a template to be reused again and again. Here’s how:

1. Type your email as you normally would, but before sending, click File > Save As.

2. Choose “Outlook Template” from the “Save as type” dropdown menu.

3. Click the “Save” button.

To use the templates, you’ve created:

1. On the Home tab of your Mail window, click “New Item” button.

2. Click “More Items,” then “Choose Form.”

3. In the next window, click the “Look In” in the drop-down menu and choose “User Templates in File System.”

The result is a list of all the templates you’ve created. Simply select one to reuse it.

We hope this makes your day a little easier.

**Remember:** If you have an IT issue, you can open a ticket online at www.hhchelp.com or call the Help Desk at 860-545-5699 or 844-4ITS-HELP.

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

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Healthcare Heroes

At left: Ruth Satterberg, an occupational therapist at the Hospital of Central Connecticut, won the Healthcare Hero award for her compassion and dedication to her patients, including those with cancer and devastating injuries.

At right: Dr. Jack Ross, Hartford HealthCare director of Infection Prevention, won the 2015 Hartford Business Journal’s Healthcare Heroes Award in the category of Physician for his outstanding work in tremendously improving hand-hygiene compliance.

**Finalists for the award were:**

Dr. Charles Castiglione, Hartford Hospital  
Stephen Donahue, Hartford Hospital  
Bernice Plourde, Hartford Hospital  
Dr. Hank Schwartz, Institute of Living
Marcia Haytaian: Goodbye and Good Luck. HHC Bids Farewell to Marcia Haytaian

Marcia Haytaian will retire from Hartford HealthCare at the end of 2015. Network News asked her to look back on her time as vice president for Leadership and Organizational Development and share some thoughts and aspirations.

**Network News:** Tell us about how you started at HHC. What brought you here?

**Marcia Haytaian:** Six-and-a-half years ago, I was up here in the cold and our daughter had gone to college in North Carolina after graduating from Simsbury High School. I thought it was time to get back to warmer weather and started looking for an opportunity south of New England. Then, I was introduced to Elliot [Joseph] and Jeff [Flaks], and my plans changed. Elliot talked about his vision for building a system. He explained with great passion his belief that we needed to start by building the leaders and the culture. I thought, “What a great way to end my career.”

**Network News:** Why did that vision appeal to you?

**Marcia Haytaian:** I had spent most of my time as a senior vice president with Citicorp and Cigna. I had worked in St. Louis, Chicago and Miami and finally here in Connecticut. My background was helping senior leaders achieve turnarounds and culture change. I thought, “Wouldn’t it be exciting to help build a culture that could be sustained after I retire?” So that’s how I ended up here in September of 2009, at Hartford Hospital, being one of the first employees to help build the Hartford HealthCare system.

**Network News:** So, it’s time to look back at your legacy. What are you most proud of?

**Marcia Haytaian:** First, culture change is a team sport. It’s been my privilege to have a front-row seat as HHC came together. We sometimes forget how far we have come in a relatively short time. Second, I leave knowing that I haven’t accomplished all I had hoped for. But these are some of the things that I feel good about in our building our culture: establishing a values set, creating meaningful recognition programs, providing leadership training and providing new opportunities for our talented leaders.

**Network News:** Could you unpack those one by one?

**Marcia Haytaian:** Briefly:

- Recognition training and programs: We now have formal ways to provide recognition for our many people who go above and beyond. We provide training and thank-you cards for managers; we’ve started the system-wide Making a Difference Award; and last year, we launched the Gold Medal Manager recognition.
- Leadership training: Our Leadership Development Institute offers training for managers and physician leaders. We cascaded H3W leadership training from executives to all employees.
- Talent management: We’re really focused now on developing people for broader opportunities, not just doing the same job year after year.

**Network News:** As you prepare to retire, what’s your hope for the HHC team?

**Marcia Haytaian:** By now, more than 13,000 of you have been trained on being a leader in our H3W Leadership Behaviors. Here’s my request for each of you: Focus not only on “what” you are doing, but “how” you are doing it. That’s the foundation of our culture. All organizations have challenges, and we’re no different, but how you react to those challenges makes all the difference. It’s how we really show our culture of H3W. I ask you to give the gift of feedback to others, both appreciative and courageous. It doesn’t matter how many programs we have in place at HHC; it’s really how each of us lives those behaviors day to day that will determine our level of success.

**Network News:** So, what’s retirement going to look like for you?

**Marcia Haytaian:** I plan to go to the beach! Growing up in the Midwest, vacations always meant going to a beach. We live only four miles from the beach and have joined Sawgrass Beach Club in Ponte Vedra, Fla. I’ll do lots of walking and reading — and maybe enjoy a few margaritas. I also plan to volunteer at a local church and visit family.

**Network News:** Parting thoughts?

**Marcia Haytaian:** It’s been an absolute joy to help build the cultural foundation of Hartford HealthCare and a privilege to have helped recruit my replacement, Gerry Lupacchino, who will help you move even further with his skills and knowledge. My best to each of you as you continue on your personal and professional journey.
Fundraisers, Not Razors

The men of Hartford HealthCare at Home got shaggy for a good cause — promoting men’s health. The No-Shave-November initiative exceeded its goal of $500 with 13 participants growing some impressive whiskers and 16 donors supporting the effort. Proceeds will go to the Hartford Healthcare Cancer Institute and Medical Arts Center this coming week.

In a special session Dec. 8, the Connecticut General Assembly restored almost 40 percent of the $55 million in Medicaid cuts to Hartford HealthCare proposed by the governor this fall.

That may sound like a partial victory, but it is 100 percent better than we would have fared without your efforts.

With your letters, emails, Voter’s Voice notices and phone calls, you proved the power of speaking loudly and clearly. Together, we demonstrated the beauty of democracy, and our voices were heard.

Just a month ago, the very possibility of a special legislative session to address the budget and restore the hospital payment cuts was unthinkable. Today, about $21 million (38 percent) of Hartford HealthCare’s $55-million cut will be restored.

When the General Assembly convenes for its regular session in February, we will need your help again. We must tell our legislators that cutting Medicaid is pennywise and pound foolish, and we will keep up our fight against Connecticut’s unfair — and, we maintain, legally questionable — hospital tax. We must continue to keep our elected leaders focused on the real issues.

The governor repeatedly talks of the state’s Medicaid payments as if they were a gift — a sort of grant from taxpayers to hospitals. Everyone needs to know that those are payments for services we have already provided to patients who cannot pay for healthcare on their own. Even with the partially restored cuts, we still will be paid no more than 75 cents for every dollar’s worth of medical care we deliver to our neediest patients.

Some politicians also would have you believe that the issue of executive pay is unique to Connecticut. Healthcare executives are well-compensated — almost no one would deny that. But, as with other jobs, we pay competitive wages to keep talented people. Our executive pay is evaluated and benchmarked by an independent national compensation expert who reports directly to our board.

Lastly, hospital “profits” are ridiculed — as if hospitals and health systems should set out each year to lose more and more money. The difference between revenues and expenses — what not-for-profits call an operating margin — doesn’t go to shareholders. This margin is reinvested in our communities, people, programs and services. It’s how we’re able to serve those who rely on us.

As hospitals and healthcare providers, we are proud to stand up for our communities to assure we can continue to provide high-quality care and remain the safety net for those who depend on us, especially the most vulnerable. Thank you for lending your voice and your support. We will be counting on you to speak out again.

Your Voice Counts

An occasional column by Kim Harrison, HHC vice president for Public Policy and Government Affairs

Need to fill a prescription?

Now Open!

Hartford HealthCare Community Pharmacy

Pharmacy savings
• 90-day supply of medications at 60-day price
• No copay on medication for certain chronic conditions

Location
Medical Office Building (MOB), 1st floor, 85 Seymour Street, Hartford

Hours
Monday through Friday 9am to 6pm
Saturday 9am to 3pm
Closed Sundays and hospital holidays

For more information, call 860.727.1123
CareConnect Kicks Off Rollout at Windham and MidState

Windham Hospital and MidState Medical Center are taking the lead for Hartford HealthCare’s five acute-care hospitals as the system continues to roll out CareConnect with the installation of the Epic electronic health record (EHR). Epic is set to go live at both hospitals April 3.

“I’d like to thank very loudly and publicly the teams at Windham and MidState for their effort, dedication and commitment as we begin building this crucial initiative,” said David Whitehead, president, Hartford HealthCare’s East Region.

“I am very pleased with the progress made by the respective hospital teams toward our spring go-live date, knowing how important this is to our system-wide efforts of improved care delivery,” said Lucille Janatka, Central Region president.

Hartford Hospital will follow, with go-live planned for August 2016. CareConnect training for Backus and the Hospital of Central Connecticut is scheduled to begin in November 2016 with “go-live” in January 2017. The Epic EHR was launched very successfully in August 2015 at 23 Hartford HealthCare Medical Group (HHCMG) primary care offices. Super-user training for specialty care offices begins in January with the launch set for May 2.

(Right) Richard Shirey, senior vice president and chief information officer for Hartford HealthCare, talks about the timeline for the launch of CareConnect during a kickoff at Windham Hospital.

H3W/Lean Spotlight: Construction Begins on Activity Space for Patients

Patients in the behavioral health inpatient unit at Backus Hospital soon will have added space for activities and education in a special room that was originally conceived by an H3W employee work group.

The room, once used by hospital’s Purchasing Department, is being renovated to feature a variety of activities and educational opportunities for patients, including a small computer center and Wifi area where patients can access the Internet, send emails or perform other computer functions. The room also will feature a special “sensory area” with seating, color schemes and sky panels designed to create a relaxing atmosphere.

Construction recently began on the activity room in the D-1 Unit at Backus, which treats patients with a full range of behavioral health issues, said Gale Sullivan, East Region nursing director for Behavioral Health. She said the idea to transform the work room into patient space came up about a year ago among employees in the unit’s H3W work group. The project has since been supported by leadership at all levels of the HHC.

“It’s been gratifying to see how everyone has recognized the value of this initiative and committed to making it a reality,” Sullivan said.