Eight months pregnant with her second child, Chantelle Villanueva trusted her doctors at The Hospital of Central Connecticut (HOCC) when she sought treatment for what she thought was the flu.

At the time, she had no idea how important it was that her hometown hospital was part of Hartford HealthCare's integrated delivery system.

In the HOCC emergency room, it quickly became clear that the 23-year-old mother-to-be was critically ill. Doctors performed an emergency C-section, and delivered a healthy baby girl. But during the surgery, Villanueva's heart began to fail. She had an underlying heart condition that was exacerbated by her pregnancy. Every minute mattered as her lungs filled with fluid.

The doctors at HOCC acted quickly, recognizing that specialized technology was needed to save the mother's life. They knew they had to call in their partners — the mobile ECMO team from Hartford Hospital.

Extracorporeal Membrane Oxygenation or ECMO is a procedure that directly oxygenates and removes carbon dioxide from the blood, acting as a temporary artificial heart and/or lung outside the body that keeps life-giving oxygen circulating inside the body — which can buy time for diseased or damaged organs to recover.

Hartford Hospital is the only hospital in New England that offers "ECMO-on-the-go," whereby a team of specialists can bring the ECMO technology to another hospital. The team has saved lives by traveling to hospitals across Connecticut, both in and out of the HHC network.

For Villanueva, it was a lifesaver.

After the baby was delivered and ECMO was started at HOCC, Villanueva was transferred to Hartford Hospital. Once she was strong enough, she was reunited with her newborn at HOCC. Watch Villanueva's story.
HARTFORD HOSPITAL

Taking Aim at Post-shingles Pain

Margery Wildey may be 71 years old, but she’s never let her age stop her from living her life to the fullest. That is until she came down with shingles while vacationing with her husband in the Dominican Republic.

Shingles is a reactivation of the chicken pox virus that affects millions of people at some time in their lives. While it might sound harmless, when this childhood illness resurfaces later in life, it’s a painful experience.

Back at home, Wildey said she told her doctors that if they could not control the pain, “just shoot me.” Fed up and out of options, Wildey attended an informational meeting about Hartford Hospital Pain Treatment Center’s HILT stem laser treatment — a high-intensity light therapy that stimulates the patient’s own cells to decrease inflammation and heal damaged tissue around the painful areas. Only available at Hartford HealthCare, the treatments started helping Wildey within two weeks.

“I was skeptical. I remembered walking out of that meeting telling my husband this was just another gimmick, but I was wrong,” she said.

Wildey started the laser therapy three months ago with three weekly treatments. Now, she goes once every other week. The sessions take just 10 to 15 minutes. She puts on yellow goggles to protect her eyes, and the laser is aimed at her forehead and the nerves near her ears. “You feel a little warmth,” she said, “but it doesn’t hurt.”

She says her pain level has dropped from a consistent 8 to a 2 at most, with many days registering hardly any pain at all. She still uses a topical cream and takes pain medication, but much less than before.

“I’m so much better, I have to make a conscious effort to take my medicine on time, because I don’t feel physical triggers,” she said. “Before, I would watch the clock and take it as soon as I could.”

For more information about HILT stem laser treatment, contact the Hartford Hospital Pain Treatment Center at 860.696.2840.

H3W/Lean Spotlight:

H3W Lean Management Model Spreads across the System

The H3W Lean Daily Management operating model soon will be coming to a workplace near you.

The next phase of Hartford HealthCare’s rollout of this enhancement to H3W was celebrated during a kickoff event Feb. 11 at the Hartford HealthCare Cancer Institute at The Hospital of Central Connecticut in New Britain. During the event, the 18 Lean daily huddle leaders from the first quarter rollout were introduced to and formally matched with new huddle leaders from the 31 units that will be adopting the model in the second quarter. Huddle leaders from groups formed in the first quarter will serve as mentors to the new huddle leaders.

“[Lean] has been a blessing to our unit. I truly have an engaged staff and this has allowed them to get their ideas down and get things addressed right away,” said Corinna Quimby, nurse manager of Surgical Services at Windham Hospital who is the Lean huddle leader for the OR.

Quimby also will lead the Windham ACU/PACU huddle and serve as a mentor for the Windham Imaging Department huddle leader.

Lean — a systematic approach to removing obstacles and improving efficiency in the workplace — was initiated in a successful design phase in 2015 and is being rolled out system-wide in 2016 to engage staff daily and further strengthen the H3W operating model throughout Hartford HealthCare. The Lean Daily Management model moves the H3W model from the monthly rhythm of work group meetings to a daily rhythm by incorporating 15-minute daily huddles with standardized visual tracking for key metrics and results, daily coaching and follow-up. Huddles are complemented by a large white visual board displaying the day’s work and helping the team optimize its workflow.

“We have a community and the community is growing,” said Jamie Roche, MD, vice president of Operational Excellence for Hartford HealthCare. “In a year from now, this model will be how we work across Hartford HealthCare. If you want to execute and sustain a model, you’ve got to have regularity, routine and rhythm to how we work and how we follow our progress. That’s what Lean Daily Management is all about.”

This enhancement to H3W is paired with H3W Leadership Behavior Training that is scheduled to reach every employee by the end of this year.
Here is a roundup of stories from around the system that you can find on our HHC Connect intranet. Click the links to read more.

**Happy First Birthday to the Hartford HealthCare Health Center at Hartford Hospital.** Read more about the center’s revolutionary approach to primary care.

**LIFE STAR** has been named the first air-medical, critical-care transport team in the nation to receive the prestigious American Association of Critical-Care Nurses (AACN) Beacon Award for Excellence.

**There are sports. And then there are extreme sports.** Read more about the Central Region’s orthopedic surgeon who delivers extreme care at X Games.

**Connecting to Healthier in a big way:** The 7th annual Healthy Family Funfest drew thousands to the Aqua Turf in Southington for a day of HHC-sponsored events and info.

**Leapin’ Babies!** HHC welcomed lots of Leap Day newborns on Feb. 29. Above: Tammy and Mike Beech welcomed Marlee Rae Beech at Backus Hospital.

**HHC got the colon cancer blues** on March 4, with staff wearing blue to promote the message that early detection saves lives.

**LIFE STAR** has been named the first air-medical, critical-care transport team in the nation to receive the prestigious American Association of Critical-Care Nurses (AACN) Beacon Award for Excellence.
With the launch of CareConnect/the Epic Electronic Health Record (EHR) at Windham Hospital, MidState Medical Center and Hartford HealthCare Medical Group specialties set for April, the planning and implementation team has a simple message: Don’t panic.

“There will be plenty of help,” said Spencer Erman, MD, HHC’s associate chief medical information officer. “All the different Epic application teams and the Division of Information Technology, including our systems, network, security, storage, strategists and vendor support teams will be focused on making this go-live as successful as possible.’

“We understand that our end users’ worlds are getting turned upside down,” Erman said. “But we’ve put a lot of resources in place to help them through this change.”

CareConnect command centers will be set up at Windham, MidState and the CareConnect headquarters in Farmington. Live telephone help and online self-ticket entry will be used for issue support. When needed, support in the form of special SWAT teams will be made available to address urgent issues.

“If the command center receives an issue that is deemed major, such as something everybody in one area is experiencing at the same time, a SWAT team will be deployed to that area to address that issue right away,” Erman said. “The need for the SWAT teams will be determined by the super-users and support staff.

“Quick tip sheets will be provided to address issues as they arise. This will become part of the Epic EHR site and will allow employees to quickly look up any new workflows, hints and tips. Support staff will track progress with real-time go-live statistics. We will be able to redeploy support personnel as the need arises,” he said.

Despite the impressive number of resources available throughout the go-live period, Erman urges HHC employees to “practice, practice, practice” their Epic training.

Studies have shown that it requires 10-15 repetitions of a task to begin committing an action to memory. Just like practicing the piano or going to the driving range, repetition and practice are needed to become proficient and fluent. The team recommends a minimum of one hour of practice for every hour of classroom training. This practice can be broken up into shorter segments and should be done between classes to allow for becoming familiar with the skills before new skills are learned at the next class. Additionally, there will be walk-in practice labs, where a user may go to practice, with the advantage of having a trainer present for help and assistance.

Despite all the training and practice, glitches will occur, and issues will arise, Erman said.

“Should an issue arise, the normal progression for HHC employees should be to refer to their training, practice, and check their e-learning tip sheets,” Erman says. If the issue persists, contact a super-user and the support on site. Super-users will escalate issues to the command center or other support staff if the issues cannot be addressed on the floor.

No matter how difficult the Epic transition may prove to be, Erman says employees can remain optimistic if they focus on the reason for the transition: “To improve the workflows of our clinicians, which will ultimately improve the way we provide care for our patients,” Erman says. “That’s really why we’re doing this. The system provides one record for patients and that record can be accessed wherever our clinicians happen to be.”
Bimal Patel

Title: HHC Senior Vice President and President, HHC East Region

My job is to: lead, facilitate and energize various stakeholders, such as staff, physicians and the community, to come together in caring for patients (our customers) in a coordinated manner, which leads to better healthcare outcomes.

Degree(s): Bachelor’s in Pharmacy: Gujarat University, India. Master’s in Health Administration: Penn State, USA

Home: (is where the heart is): India, where I lived for the first 21 years of my life. Lebanon, PA, where I started my career and family in the United States.

How do you Connect to Healthier? Promoting health and leading by example — living healthy with good habits. I try to eat as well as I can, get moderate exercise and am active.

10 Questions

1. What did you want to be when you grew up? A physician
2. People or traits you admire? Honesty and integrity.
3. Words to live by: “Be the change you want to see in the world.”
4. A successful day at work is when I learn something new and teach someone something new.
5. What is your best achievement? Being a parent.
6. What do you do for fun? Table tennis once or twice a week.
9. Any hidden talents? Played cricket in college. That talent is no longer with me.
10. What is the first thing you do when you wake up/start your day? Drink four glasses of water.

Bimal Patel has a great interest in maps, both old and new. Holding a globe and a 1916 map of southern New England, he says that he wants to bring a global perspective with a local flavor to his new job as president in the East Region.
You are invited to a private webinar presented by a Weight Watchers® digital tools expert.

Join us and unlock the power of digital tools!

Take a detailed, guided tour of our digital tools and learn:

> How to calculate and track SmartPoints™ on the go
> Customize thousands of recipes or create your own from scratch
> Navigate Connect, a great place to draw from the power of the Weight Watchers Community

And much more!

Learn about the Weight Watchers digital tools and take advantage of this unique, private setting to ask the questions you always wanted to ask.

LEARN HOW WEIGHT WATCHERS DIGITAL TOOLS CAN HELP YOU KEEP YOUR WEIGHT-LOSS JOURNEY ON TRACK

THURSDAY, MARCH 31
12:30 TO 1 P.M.
REGISTRATION REQUIRED:
https://weightwatcherswebinars.adobeconnect.com/dighhc/event/event_info.html
Find Weight Watchers Support on Facebook

More than 3,000 Hartford HealthCare employees are taking advantage of the free 2016 Weight Watchers membership — and now you have a virtual gathering place to find support between meetings.

The Hartford HealthCare Weight Watchers community is a closed Facebook group. Join today using your mobile device or home computer, https://www.facebook.com/groups/186931596628241/, or search “Hartford HealthCare Weight Watchers community.” For help or more info, contact Carol Vassar at carol.vassar@hhchealth.org

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 February:

- Backus: 98%
- Windham: 95%
- MidState: 94%
- HOCC: 98%
- HHC: 97%

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

Did you know...

Violating HHC’s Privacy Training Policy can result in disciplinary action up to and including termination from employment?

Visit https://myhhc.hhchealth.org/ocap/Policies/Forms/Privacy.aspx to find a copy of the Privacy Training Policy, HHC-P12, and make sure you are in compliance.

To date the HHC employee community has lost a total of 3,324 lbs.
Hartford HealthCare Rehabilitation Network provides physical therapy, occupational therapy, speech therapy and audiology in a variety of settings, including outpatient offices, hospitals, nursing homes, schools and private homes. Here is a snapshot of this varied HHC partner, by the numbers:

- **Number of specialty programs**: 12
  - Balance and Fall Prevention
  - Hand
  - Headache
  - Lymphedema
  - Neurology
  - Oncology
  - Pain management
  - Prosthetics
  - Pilates
  - Sports Medicine
  - Surgical weight loss
  - Work Injury

- **Total visits**: 777,388
- **Total revenue for 2015**: $22.4 million
- **Total employees**: 643
- **Number of new hires in FY 2015**: 145

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### Play the HHC Connect Treasure Hunt Game

The HHC Connect Intranet is a treasure trove of information about everything you need to maintain your work/life balance at Hartford HealthCare. To have some fun and help you find your way around the site, we've planned a little treasure hunt.

Look for clues in *Network News* and your local newsletters. To find the buried treasure, log into [HHC Connect](https://intranet.hartfordhealthcare.org) from work or your mobile device and use the clue to find this symbol 🎉 buried on a page deep within the intranet. Once you find it, click on the treasure chest to reveal the secret question.

The answer to the question will be located on the page or a subpage in the section where the treasure chest was found. Submit the CORRECT answer and be entered to win a prize.

To unlock this week's buried treasure search the HHC&Me Employee Service Center section of [HHC Connect](https://intranet.hartfordhealthcare.org).