HHC’s Schwartz: Social isolation can lead to violence

During a long and distinguished career as psychiatrist-in-chief at HHC’s Institute of Living and now vice president of the Hartford HealthCare Behavioral Health Network, Dr. Harold “Hank” Schwartz has built a reputation as a national leader in the study and practice of mental health.

But it took Sandy Hook shooter Adam Lanza to transform Schwartz’s thinking about what may be behind the recent rise in mass shootings across the United States.

And he believes that this new understanding could lead to new approaches to preventing such tragedies in the future.

Before he was tapped by Gov. Dannel Malloy to serve on the Sandy Hook Advisory Commission, Schwartz had watched stories about mass killings mostly on TV. The Columbine High School shooting, the movie theater in Colorado, an attack on a Sikh temple in Wisconsin — mass attacks were becoming more common in American society.

As a member of the governor’s advisory commission, whose task was to unravel the 2012 tragedy at Sandy Hook Elementary School, and a co-author of the Child Advocates Sandy Hook Report, Schwartz was no longer an observer of the phenomenon of mass violence.

“I spent a lot of time trying to think about how this sort of thing could happen,” Schwartz said. “What is
Hartford HealthCare Cancer Institute programs receive prestigious Outstanding Achievement awards

Two cancer programs within the Hartford HealthCare Cancer Institute (HHCCI) have been recognized with 2014 Outstanding Achievement Awards from the Commission on Cancer, an accrediting arm of the American College of Surgeons. The cancer programs at Hartford Hospital and The Hospital of Central Connecticut were among 75 programs nationwide to receive the annual reward for demonstrated excellence across a wide range of standards.

A celebration of this achievement took place at noon Wednesday, May 13 at the Hartford HealthCare Cancer Institute at The Hospital of Central Connecticut, the Cancer Institute’s newly built comprehensive cancer center located in New Britain.

The programs at Hartford Hospital and The Hospital of Central Connecticut are among the five cancer programs that make up the Hartford HealthCare Cancer Institute, which provides a consistent standard of world-class, coordinated care to patients across Connecticut. The other three programs within HHCCI are Backus Hospital in Meriden, MidState Medical Center in Meriden and Windham Hospital. Along with other recipients of the Outstanding Achievement Award, the programs at Hartford Hospital and The Hospital of Central Connecticut were recognized for excellence in the delivery of cancer care, based on a survey conducted last year that examined a variety of criteria and service areas.

“We are extremely proud that two of our exemplary programs have been selected to receive this prestigious award,” said Donna Handley, vice president of operations for HHCCI. “We feel these awards are recognition of the work that is being done across our Institute to bring the very best in state-of-the-art, compassionate care to patients. I would like to extend my congratulations to everyone who works to make our vision of excellence in cancer care a reality.”

The 75 recipients of the 2014 Outstanding Achievement Award represent about 15 percent of the cancer programs which the Commission on Cancer surveyed last year.

HH employee in national spotlight

An invention designed and built by an Engineering employee at Hartford Hospital was featured in the March 10 issue of Hospitals & Health Networks Magazine, the flagship publication of the American Hospital Association and the most trusted publication in the field. The article features a custom cart designed and built by Earl Morrison that accommodates everything a patient on a ventilator needs to be safe while walking. The cart — named EARL in honor of Morrison and the acronym for Early Ambulation Rehabilitates Lives — can accommodate a cardiac monitor, portable mechanical ventilator, oxygen tanks, IV pole, triple-channel IV pump, and Foley catheter.

Joseph inducted into Hall of Fame

Congratulations to Elliot Joseph, Hartford HealthCare president and chief executive officer, on being inducted into the Junior Achievement Business Hall of Fame April 16 at the Hartford Marriott. The annual event recognizes business and community leaders who have made significant contributions to the prosperity and quality of life in the Greater Hartford Region and Connecticut. “These outstanding individuals have each established a standard of excellence that reflects their commitment to community and determination to improve individual lives in meaningful and enduring ways,” said Louis J. Golden, president of Junior Achievement of Southwest New England.
Special Events

Volunteer at the Travelers Championship
June 22-28, 2015

Hartford HealthCare is the official volunteer sponsor of the Travelers Championship! Hartford HealthCare employees are encouraged to volunteer at this exciting event. A variety of volunteer opportunities are available, from gallery control to concessions.

By volunteering, you not only get the chance to go behind the scenes at Connecticut’s largest sporting event, but you can also feel good about investing your time as the Travelers Championship donates 100 percent of its net proceeds to more than 100 charities throughout New England.

To register to volunteer, go to: www.TravelersChampionship.com/Volunteers. Use the special code to volunteer: healthcare2015

CLP opens a Patient Service Center in Avon!

Open House: May 21, 7 a.m.–4 p.m.
40 Dale Rd. (Suite #200 – Second Floor), Avon

Did your doctor order blood work? Get in and get back to your day with Clinical Laboratory Partners in Avon. Stop by for our open house May 21 for a FREE cholesterol screening between 7 a.m. and 4 p.m. (no fasting necessary). Free refreshments and enter to win a Fitbit, just for stopping by!

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

What should you do if you find out that a coworker, friend, or family member is a patient at a Hartford HealthCare hospital? Your first thought may be to bring balloons or flowers or visit the patient. However, your first obligation is to respect and protect patient privacy. If you are not directly involved in their care, is it OK to visit them? See page 4 for the answer!

In the next issue: What if you are directly involved in a patient’s care?

Backus Breast Center earns national accreditation

Backus Hospital’s Breast Center has earned a full three-year reaccreditation from the National Accreditation Program for Breast Centers (NAPBC) with the surveyor also selecting the program as a “Best Practice Repository” and establishing Backus as a national leader in breast care. NAPBC accreditation — a program administered by the American College of Surgeons — is granted only to those centers that have voluntarily committed to provide the best in breast cancer diagnosis and treatment and are able to comply with established NAPBC standards. The review showed that the Backus Breast Center was in compliance in all areas of review including leadership, clinical management, research, community outreach, professional education and quality improvement. In addition, NAPBC named Backus a “Best Practice Repository” because of strengths in patient navigation, nursing, clinical trial accrual, education, prevention and early detection programs.

Front row, left to right: Donna Slonski, RN, OCN, CBCN, breast care coordinator; Donna Goss, CTR, cancer program coordinator; Mirela Stancu, MD, pathologist; Lisa Bazinet, BA, RN, OCN, regional manager of oncology services; Corinne Dutka, RN, OCN, assistant nurse manager of oncology services.

Back row, left to right: Nicole Anderson, MD, radiation oncologist; Stacy Spooner, MD, chief radiologist; Anca Bulgaru, MD, medical oncologist/hematology; Kathleen Kurouski, MD, general surgeon and medical director of the breast center; Jim O’Dea, MD, regional director of oncology services; Susan Johnson, PharmD, RPh, director of clinical research; and William Reed, MD, NAPBC surveyor.
New leadership program guides new supervisors

Why are these people smiling? Perhaps because they are the latest graduates of the New Supervisor Cohort Program offered by the Hartford HealthCare Leadership and Organizational Development Department. The cohort offers new supervisors an opportunity to develop leadership, supervisory and personnel administration skills and helps them form a close network with peers who are also new to supervision.

Supervisors who participated said they acquired tools to help them succeed as a supervisor and agreed that meeting and learning from others across the system was an invaluable experience.

The New Supervisor Cohort is open to supervisors with less than two years of supervisory experience. The next cohort will begin in September 2015. Applications and more information are available on the Leadership and Organizational Development SharePoint site.

Pictured left to right are Maria Gray, Peter Nelson, Matt Gleeson, Deborah Valentine, Sean Mortell, Cory Herrick, Kim McClure, Denise Eltouny, Laurie Matney, Kim LaCroix, Vanessa Doyle, Marcy Dipasquale and Jennifer Bylykbashi. Not pictured: Renata Cook and Crystal Rice.

Social isolation can lead to violence

it about a human being that would allow him or her to so catastrophically murder?"

After more than two years of research, reading and contemplation, he has come up with a theory: deficits in development that impair social connectedness and empathic capacity to such a degree that the shooter fails to see others as real people with their own thoughts and feelings. The less “real” a person is, the easier he or she is to kill. “Social isolation plays a huge part in this,” he said, “because face-to-face experiences are so critical to building empathic connections between people.”

During speaking engagements around the region and the nation, Schwartz notes that the average adolescent spends more than seven hours a day immersed in some sort of electronic media. Texting has replaced talking for conversation. “For people who are already ‘disconnected,’ the diminution of face-to-face contact in this social media-driven world compounds the problem,” he said.

While violent video games have been blamed for the rise in mass violence, Schwartz says that is only one factor.

Schwartz said the trend toward more social isolation is troubling. But understanding it may lead to interventions that could prevent future mass attacks. He said social/emotional learning programs now used in schools to prevent bullying appear to be effective in promoting more constructive social and emotional connections.

Schwartz said the connection between social isolation and violence had occurred to him in the past. But, he said, “It was crystallized by Sandy Hook.”

Since Sandy Hook Dr. Schwartz has been invited to speak on Sandy Hook-related issues (e.g. the relationship of mental illness to violence, public policy and gun control, the findings of the Sandy Hook investigations, etc.) in forums at Eastern Connecticut State University (keynote speaker), The Harriet Beecher Stowe House, Trinity College, Beth El Temple in West Hartford, The American Psychiatric Association annual meeting, The Town and Country Club, Hartford, The UConn School of Medicine (Grand Rounds), The Institute of Living (Grand Rounds), The Hartford Hospital Corporators meeting, The Connecticut Firearms Policy Forum, The Connecticut Nurses Association Annual Convention (keynote speaker), at Real Art Ways and most recently, at the annual meeting of Prosecutors Against Gun Violence in Miami. Schwartz was featured in the Connecticut Forum’s, “An Honest Look at Mental Illness” at Hartford’s Bushnell Theater. He has made countless media appearances locally and nationally, including in The New York Times and on the CBS evening news with Scott Pelley. Watch.

OCAP answer: Yes, you may visit the patient; however, do not visit without first checking at the nurses’ station to confirm that the patient wants visitors and approves of your visit. You should also be sure to keep the fact that they are a patient to yourself. Do not access their medical record; and do not ask caregivers for information unless the patient has designated you to receive such information. Provide the same courtesy you would expect if you were a patient…and then get those balloons and flowers!
How Do You Connect to Healthier?

We’ve asked you how you connect to healthier, and we’re asking people in our communities, too! Since the launch of our Connect to Healthier campaign in mid-April, more than 200 people across the state have logged onto our website to share what they do to connect to healthier. Take a look at their tips for staying healthy.

I walk my dog three to four times a day! It keeps us BOTH healthy!
~Shellie, New London

I take the stairs whenever possible.
~Patrice, Plantsville

I move more! I use my FitBit to set my goals for the day, and have an alarm on my phone to remind me to stand up at work.
~Rebekah, Burlington

I use my phone fitness and food-tracking apps. It really makes it easy to chart your daily activity and diet together.
~Chas, Putnam

I go to the gym with friends. It motivates me and helps connect with my pals.
~Ina, New Haven

I make sure to always fit in some ‘me’ time. It’s important to take at least 20 minutes each day to clear your mind and unwind.
~Nidia, Willimantic

I drink water – a glass when I get up, a glass before I eat each meal or snack, and a glass before bed. Our body must be well hydrated to heal and repair itself!
~Kara, Voluntown

If you can’t pronounce it, don’t eat it. I always look for fresh and organic fruits and vegetables.
~Stephanie, Somers

I make sure to get 7-8 hours of sleep.
~Ariel, Springfield

Send us a photo or share a health tip and show us what connecting to healthier means to you! Send an email to networknews@hhchealth.org, and we’ll publish a photo or tip in an upcoming issue.
Hartford HealthCare employees can save $10 per ticket for a special CT Forum event on June 10! Use the code “FORUMSPONSOR” for the podcast sensation SERIAL. For more information, please call Ryan Beach at (860) 509-0909 ext. 23 or click here: Binge-Worthy Journalism: Backstage with the Creators of SERIAL with Sarah Koenig and Julie Snyder. Only good while ticket supplies last!

**Screening saves lives**

Knowing your risks and getting timely screening are keys in winning the battle against many cancers. Head and neck cancer is no different. It’s treatable and highly curable when caught early.

In recognition of Oral, Head & Neck Cancer Awareness Month, Hartford HealthCare hospitals held free head and neck cancer screenings to aid in the fight. On April 21, Drs. William Culviner and Stephen Rouse screened 18 patients at the Windham Family Health Center. At Backus, 126 people were screened by Drs. Steven Green, Thomas Lesnik, Gregory Lesnik, Richard J. Martin, Robert H. Strick, and Sami Yousuf. In the Central Region at MidState Medical Center, 37 patients were screened by Drs. Howard Boey, Michael Willett and Larry Marcus. Twenty-one individuals were referred for follow-up evaluation. This was Windham’s first-ever head and neck screening, Backus’ fourth time hosting, and MidState’s third. According to the American Cancer Society, an estimated 59,340 people will develop head and neck cancer in 2015.

**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 April:

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<thead>
<tr>
<th>Hospital</th>
<th>Score</th>
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<tbody>
<tr>
<td>Windham</td>
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<tr>
<td>MidState</td>
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Dr. William Culviner (pictured) and Dr. Stephen Rouse provided free head and neck screenings to patients at the Windham Hospital Family Health Center on April 21.
Around HHC: Celebrating Nurses’ Week!

Hartford HealthCare hospitals celebrated Nurses’ Week May 3-8, 2015! A variety of recognition activities were planned across the system to say thank you to our nurses for the excellence and caring they display each and every day.

Quincy, a pet therapy dog, gets a hug and a kiss from Carol Cote, RN, a nurse in Endoscopy at Backus Hospital, as the pet therapy dogs spent part of the day visiting nurses during Nurses’ Week.

Congratulations to Arin Mihal, RN, of The Hospital of Central Connecticut Emergency Department, New Britain General campus, who received the Viola Larson Memorial Award on May 8. The award is presented annually at the hospital and recognizes a nurse’s clinical expertise, leadership, professional development and compassion, and respect for patients and coworkers. It is named for a former vice president of nursing at the hospital. Monika Nelson, RN, BSN, of Education, Professional Development nominated Mihal.

Staff at MidState Medical Center gathered May 7 with Cathy Stevens, Central Region vice president for Patient Care Services, for a plaque unveiling recognizing MidState’s 2015 Nightingale honorees. A similar ceremony was held at HOCC the same day.

Hartford Hospital held a Nurses’ Week Opening Ceremony May 4, where nurses with 40-plus years of service raised the Nurses’ Week ceremonial flag. HH volunteer Victoria Picard entertained the crowd with her rendition of “For Good” from the musical “Wicked” and Cheryl Ficara, RN, MS, NEA-BC, vice president of Patient Care Services for the Hartford Region, recognized nurses and kicked off the week.

Hartford Hospital nurses Laurie Dewey, RN and Sonia Malone, RN, proudly pick up their cupcakes at a Nursing Council event held May 4. Nurses listened to a presentation from guest speaker Daniel O’Hare, PhD, titled “Diagnosis: Ethical Stress.”

More photos on page 8! >>
How to turn on Delegate Access in Outlook

1. Click the File tab.
2. Click Account Settings, and then click Delegate Access.
3. Click Add.
4. Type the name of the person who you want to designate as your delegate, or search for and then click the name in the search results list.
5. Click Add, and then click OK.
6. In the Delegate Permissions dialog box, you can accept the default permission settings or select custom access levels for Exchange folders.

If a delegate needs permission to work only with meeting requests and responses, the default permission settings, including “delegate receives copies of meeting-related messages sent to me,” are sufficient. You can leave the Inbox permission setting at none. Meeting requests and responses will go directly to the delegate’s Inbox.

NOTE: By default, the delegate is granted Editor permission to your Calendar folder (can read, create and modify items). When the delegate responds to a meeting on your behalf, it is automatically added to your Calendar folder.

7. To send a message to notify the delegate of the changed permissions, select the “Automatically send a message to delegate” summarizing these permissions check box.
8. If you wish, select the “delegate can see my private items” check box.
9. Click OK.
Hebrew HealthCare Youth Volunteer Program bridges generations

When Ruthan Wein, director of volunteer resources at Hebrew HealthCare, along with Bonnie Gauthier, president and CEO, set out to develop a Youth Volunteer Program, the goal was to teach children not to be afraid of “old.” As an elementary school educator with years of experience, Wein began her work by partnering with Solomon Schechter Day School in West Hartford on a formal intergenerational program.

“We decided to work with second-graders. Seven was a perfect age because the kids were not too young to learn something new and not too old to form preconceived judgments,” said Wein.

Students of all ages volunteer one to five days a week. During the school year, most youth carry out such tasks as delivering mail, giving manicures, working in the gift shop, and assisting the Life Enrichment Department with daily programs. In the summer, the children spend the majority of their time in the Life Enrichment Department and experience a camp-like atmosphere — spending time outdoors and bonding with residents, helping at barbecues and with any daily tasks that are needed.

The success of the program with the day school reached the entire community and now other schools, churches and synagogues also participate. Today, children come forward from communities across the Greater Hartford area to volunteer for high school hours, college hours, and Bar and Bat Mitzvah projects.

The program is also proud to welcome students with special needs.

“Each summer, there is a steady stream of youth of all ages who come to volunteer. These children are learning skills they will take with them for the rest of their lives. Additionally, through this program, the children and residents have formed tremendous bonds, which have not only enriched the residents’ lives but the volunteers’ lives as well,” said Wein.

Three youth volunteers share what the experience means to them:

“I didn’t know what to expect when I started the program. But now when I leave Hebrew HealthCare every day, I know it means something, I am changing someone’s life, and they are changing mine.”

—Liv Drazen, Youth Volunteer

“At first I was embarrassed to start volunteering, but my great-grandparents lived here and it makes me feel good knowing that I am doing good things and walking in their footsteps. I have learned not to judge a book by its cover.”

—Sadie Margolis, Youth Volunteer

“When I started as a volunteer, it was for my Bat Mitzvah project, but now it goes deeper than community service hours. I have learned that when you first meet a resident, they might seem one way but they are a completely different person when you get to know them.”

—Abby Azia, Youth Volunteer
Shining stars: Your Patient Experience Collaborative winners

A team from each Hartford HealthCare region took home a winning trophy at the third annual Patient Experience Collaborative. Read on to learn more about the poster projects that earned these teams top honors.

**IMPROVED TRANSITIONS OF CARE CATEGORY**

**Advanced Wound Care & Hyperbaric Medicine**

**MidState Medical Center**

“Linking patient care – One step at a time”

Most wound care patients have issues with mobility. To better serve the patient population at MidState’s Advanced Wound Care & Hyperbaric Medicine, the staff set out to increase the ease with which patients could obtain services. One of the key ways to do that was enhancing the relationships with service providers already inside the Family Health Center where the center is located. The ancillary services offered in the building include laboratory, orthotics, infectious disease, bariatric medicine, nutritional counseling, podiatry, primary care, and MediQuick Urgent Care.

“Oftentimes, we can arrange consultations with these services on the same day as the patient’s wound care appointment, which greatly improves the patient experience and the quality of our patients’ care,” said Cooki Henderson, RN, BSN, ACHRN, CWCN, clinical resource leader.

An added benefit is that treatments for the patient’s condition can begin sooner. The result is happier, satisfied patients who are more compliant with their care.

**INNOVATION CATEGORY**

**North 11, Hartford Hospital**

“Hartford HealthCare Cares About Me”

The staff on North 11, a 26-bed medical unit, designed a patient personalization poster called “Hartford HealthCare Cares About Me.” The poster allowed staff to collect information about patients that is not collected during routine assessments, such as preferred name, hobbies, interests and favorite foods. The posters are displayed next to the patient beds, allowing any staff member who interacts with the patient to obtain personalized information at a glance.

These posters allow for conversation, recognition and individualized interventions within the context of the hospital environment. After a pilot test, both staff and patients felt the posters facilitated a more personal connection.

Members of the N11 Patient Experience Committee who developed the poster were Yarelis Wilson, Heather Carroll, Laurie Dewey, Cynthia McGarvey, Agatha Szczubelek and Anna-Rae LeClaire.

**PATIENT AND FAMILY-CENTERED CARE CATEGORY**

**Environmental Services, Windham Hospital**

“Because We Care”

The Environmental Services team at Windham Hospital won first place in the “Patient and Family Centered Care” category for their poster and project “Because We Care.” The project — a joint effort with Food Services — created postcard-sized comment cards for patients in 4Shea, CCU and the Birthing Center. The card gives patients a brief description of what the Housekeeping and Nutrition departments do and urges patients and their families to call directly if they have concerns, questions or special requests. The project builds on a previous H3W project that included a comment card for Housekeeping.
the CHECKUP

A monthly digest of important projects and initiatives that are transforming Hartford HealthCare so we can shape the future of healthcare in our region.

State Budget Cuts to Hospitals

What is it?: In February, Gov. Dannel Malloy’s proposed state budget for 2015-2017 included tremendous cuts in funding for hospitals that, if approved, could be devastating to HHC.

Next milestone: Last week, the legislature’s budget-writing committees proposed restoring Medicaid funding for hospitals, as well as some tax relief that could be helpful to hospital bottom lines. While this was great news, the legislature and governor are still negotiating and hospital funding remains on the chopping block.

What you need to know: Next week, negotiations between legislative leadership and the governor begin in earnest and will no doubt go right up to the June 3 deadline. Each of you who called and met with legislators in March and April really made a difference. For the next several weeks, we should call legislators and thank them for restoring Medicaid funding and ask them to continue to say no to Medicaid cuts. For more information on advocacy efforts, please contact Kim Harrison at 860-263-4137.

HHC Unity: Finance/Supply Chain

What is it: Much like doing business with Amazon.com or L.L. Bean, making purchases and payments for goods and services at HHC will become fully electronic when this project launches on July 1.

Next milestone: Training for employees who order supplies and submit invoices starts this month.

What you need to know: Courses for managers, directors, VPs and others at HHC who order supplies or authorize expenditures/payments will be offered in person and online. For a list of required courses, click here. Employees who require training will receive an e-mail invitation this month.

ICD-10 (10th revision of the International Classification of Diseases)

What is it: On Oct. 1, the United States is switching to ICD-10, a revised set of codes used by physicians and hospitals to report diagnoses and procedures for purposes of reimbursement and tracking.

Next milestone: Everyone who codes, documents patient care or uses codes in their work will need training in ICD-10 before the Oct. 1 conversion.

What you need to know: Training is now being offered in person and online. Physicians are required to complete four to six learning modules by June 30; providers should visit www.mrmportal.com as soon as possible.

Don’t know if ICD-10 will affect you? Click here, or send questions to ICD10.info@hhchealth.org.