10 Things to Know about Flu and How to Prevent It

By now, we’ve heard the news: Every HHC employee must get a flu shot by Nov. 1, unless you get an exemption (which must be done by Oct. 1). Here are some things you may not already know about flu:

1. The flu vaccine works by causing antibodies to develop in the body that protect against seasonal influenza virus infection.
2. To figure out which antibodies help us fight flu, scientists look to places in the Southern Hemisphere, such as Australia, that had their winter during our summer. Vaccines are formulated using the three or four most common flu strains that are likely to come our way.
3. The CDC recommends routine influenza vaccination for everyone aged 6 months and older.
4. The CDC recommends that people get their flu vaccine before December so optimal antibodies are in place before flu season hits later in the winter.
5. It takes about two weeks after receiving the shot for antibodies to develop. In the meantime, you are still at risk of getting the flu.
6. You must get a flu shot every year to be protected. Flu viruses change from year to year. That is why the vaccine is updated to include current viruses.
7. A shot does not guarantee that you won’t get the flu. Flu vaccines may be less effective in people who may be frail or have underlying health conditions. In addition, sometimes the scientists don’t accurately predict which flu strains will be circulating so the vaccine is less effective.

Continued on page 5
What's happening? Hartford HealthCare’s Human Resources support services is coming together at a new location: 389 John Downey Drive, New Britain.

What departments/functions will be housed at John Downey Drive? Absence Management, Benefits, Compensation, Customer Service (HHC&Me Employee Service Center), Kronos, Payroll, Retirement and Talent Acquisition.

When will this happen? The move is scheduled to be complete by Oct. 28.

Will HR functions still be performed locally? Yes. HR business partners will continue to be on-site at local affiliates.

Are there plans for the future? Eventually, HHC hopes that the building will provide one-stop shopping for employees services, new hires and job seekers. Plans include moving the Occupational Health and Leadership and Organizational Development departments to John Downey Drive.

What will the building be called? The Hartford HealthCare System Support Office - New Britain campus.

Where is it located? The building is on the east side of New Britain, not far from Newington and Kensington. It is easily accessible from Route 9 and the Berlin Turnpike.

How will this affect employees? Combining most HR support activities in one building is expected to improve service for employees and people seeking to work at Hartford HealthCare.

How will employees contact HR? The same way you do now, either by phone, e-mail or via HHC Connect.

Research Round-up

Medical Education Awards
The following awards were recently presented at the Dean’s Symposium at UConn Health Center to residents and a medical student who completed research projects at Hartford Hospital.

First prize at UCHC Dean’s Symposium for residents: Electronic Sepsis Alerts and a Supplemental Care Team and its Impact on Patient Outcomes: A prospective study.

Third prize at UCHC Dean’s Symposium for residents: Impact of a Geographic Observation Unit on Readmission Rates and Escalation of Care.

Research Grant Awarded
Katie Propst, MD, was recently awarded a $10,000 research grant from the American Association of Gynecologic Laparoscopists to fund work in ”Minimally Invasive Gynecology.” Propst is one of three grant recipients nationwide.

First prize at UCHC Dean’s Symposium for medical students: CQI in Glycemic Control in Geriatric patients.
Around HHC

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.

**Evolution.** Elliot Joseph announced some changes in the senior management structure at HHC. [Read more.](#)

**Come Together, Right Now.** Don’t miss the Central Region fundraising event featuring the Beatles tribute band, Fab Four. [Read more.](#)

**World Suicide Prevention Day was observed at Hartford Hospital.** [View a photo gallery, listen to a podcast.](#)

**A Purpose in Peru.** A medical mission trip to Peru changes lives. [Read more.](#)

**Troubling Trends.** Pat Rehmer, senior vice president of Hartford HealthCare’s Behavioral Health Network appeared in a local TV news series about drug trends among teens in Connecticut. [Watch.](#)

**Top of the charts.** Hartford Hospital’s oncology program has received top honors from Becker’s Hospital Review. [Read more.](#)

**The Good Life.** The Hartford HealthCare Center for Healthy Aging in Windham has launched the GoodLife Fitness program for older adults. [Read more.](#)

**The Good Life.** The Hartford HealthCare Center for Healthy Aging in Windham has launched the GoodLife Fitness program for older adults. [Read more.](#)
It’s only September, but no doubt many of us feel that this election season has already gone on too long. With presidential primary season behind us and the November campaigns in full swing, we may feel like we’ve been bombarded by political information.

Yet despite the daily focus on the presidential election, the United States ranks 31st out of 35 well-developed democracies in voter participation. In the last presidential election, just over 50 percent of eligible voters showed up at the polls. Connecticut had a better record, with 74 percent — but we can do better.

Voting is part of our civic responsibility. It’s the way that every citizen plays a part in our democracy. You must be registered to vote, but it’s not hard to do and applications are available in English and Spanish.

Several ways to register:
• Visit https://voterregistration.ct.gov/OLVR/welcome.do. Register online or print an application and mail it in to the Secretary of the State’s office
• Pick up an application at any Department of Motor Vehicles or Department of Social Services regional office
• Visit the Registrar of Voters office in the town where you live

While it’s best to register in advance, you can register on Election Day. Same-day voter applications require appropriate identification and may only be filed in person at specified locations in each town. To find out more about necessary identification for same-day registration and what is required at the polls visit: www.myvote.ct.gov.

And if you’re thinking about sitting this one out, remember the words of Ralph Waldo Emerson: “Those who stay away from the election think that one vote will do no good. “Tis but one step more to think one vote will do no harm.” See you at the polls!

Epic Success

Accolades all around for the launch of the Epic electronic health record at Hartford and Natchaug hospitals on Aug. 20.

The Epic implementation team gave Hartford Hospital and Natchaug its highest rating — five stars — for the success of the first three weeks of operation.

Here’s what Epic’s team had to say:
“Congratulations on a strong go-live! End-user feedback remained positive throughout go-live, physicians shared feedback that they were able to cut their documentation and rounding times in half and nurse teams echoed they felt the new system would help improve patient care. Leadership performed rounding at the hospitals and helped quickly triage issues and support. We returned to surgical volume within week 1 and have sent claims and received payments.”

The leadership team at Hartford Hospital attributed the success to the fact that our H3W Leadership Behaviors are now part of our DNA at Hartford HealthCare. Here’s an excerpt from a letter to the Hartford Hospital staff from President Stuart Markowitz, MD; Cheryl Ficara, the Hartford Region vice president for patient care services; and Dr. John F. Greene, regional vice president for medical affairs:
“Discretionary effort was flowing everywhere. Staff giving up personal and family time to be here to assist their colleagues and teams, to be sure shift changes went well and new staff were clearly oriented. Being respectful at all times and remaining curious and not judgmental allowed everyone to progress through those challenging moments. High performance was modeled in every area of this great institution. We reflected on our own behaviors and reactions as the stress at times mounted and we took that deep breath and went back to the tasks at hand with even greater focus and commitment. And we witnessed teaching, coaching and mentoring everywhere we turned.”

Congratulations. The next hospitals scheduled to adopt Epic are HOCC in April 2017 and Backus the following October.

Financial Assistance for Patients

Do you know a patient who is in need of financial assistance? Hartford HealthCare can provide help to patients in need. Learn more about the program and how to assist patients on HHC Connect.
Open Enrollment for 2017 benefits is Oct. 17-Oct. 28, 2016

Did you know that Open Enrollment is the only time you can change your benefits, unless you experience a life event?

Marriage, divorce, legal separation, birth or adoption of a child, loss of benefits elsewhere or gaining coverage elsewhere are some examples of qualified life events. You must register your life event within 30 days of the time the event occurs. You must also provide documentation to verify your event. To learn more about qualified life events, visit the Employee Benefits page of HHC Connect, then click the “Changing Your Benefits” link on the right side of the page. The link will bring you to a detailed explanation of everything you need to know.

10 Things to Know about Flu and How to Prevent It

8. You cannot get the flu from a flu shot. Viruses contained in vaccine are inactivated (killed), which means they cannot cause infection.
9. Most people have no side effects from a flu shot. The most common complaint is soreness, redness or swelling where the shot was given. Some people report low-grade fever and aches, most of which last no more than two days.

10. The vaccine is safe. Millions of doses of influenza vaccine have been distributed worldwide since the vaccine first became widely available in the 1950s. Complications and side effects are extremely rare.

What’s the best time to get a flu shot? Watch an interview with HHC’s infectious disease chief Dr. Jack Ross to find out. For more information, visit the Flu Prevention page of HHC Connect.
H3W Spotlight: Wallingford Rehab Team First to Achieve Lean Bronze Certification Spreads through HHC’s Regions

The Hartford HealthCare Rehabilitation Network group at 85 Barnes Road in Wallingford is the first team in the system to earn Bronze Certification by effectively integrating lean practices, principles and tools following training and implementation of Daily Management over this past year.

Lean principles and techniques have been incorporated as elements of the system’s adoption of Daily Management to strengthen our existing H3W operating model by moving from monthly H3W Work Group Meetings to daily huddles. At the same time these enhancements are paired with H3W Leadership Behavior Training which is on schedule to reach all of our more than 18,000 employees by the end of September.

The Wallingford group was one of 14 demonstration units across Hartford HealthCare that began implementing H3W Daily Management in 2015. To date more than 200 units have implemented daily huddles. After implementation of huddles the Bronze Certification process provides a roadmap for teams to demonstrate successful implementation of critical practices that position them for continuous improvement and enhanced outcomes in the future. Over the next year 100 additional units are targeting Bronze Certification.

The five members of the Wallingford team have already made big changes by creating standard work that has benefitted both patients and staff and includes developing attendance guidelines and setting clear expectations for new patients.

“Almost immediately after we started [Daily Management], staff realized that they could affect change at a rapid pace,” says huddle leader and site director Renee Bouchard, PT, MSPT. “Staff feel like their ideas are being heard because there is always follow-up and accountability. Some of that was getting lost in monthly H3W meetings.”

“Successful adoption of Daily Management and other lean practices also requires support from all levels of leadership. The Rehabilitation leadership team, Chris Carlin, Bob Stair, and Eric Smullen have provided leadership along with support from dedicated H3W Lean Sensei and Facilitators,” said Jamie M. Roche, MD, Vice President of Operational Excellence. “We congratulate the HHC Rehabilitation Network team in Wallingford for achieving this important milestone.”

Compliance Quiz

Share and share alike?
A box of cookies arrives at the hospital addressed to you with a card from a grateful patient who wants to thank you for going “above and beyond” when caring for him.

What do you do?
1. Take the cookies to a football game you are attending that evening.
2. After taking one or two for you, leave the cookies in the break room with a note that says, “Enjoy!”
3. Leave two cookies on your supervisor’s desk and take the remainder home for your children.
4. Ask your friends, via Facebook, what to do with the cookies being careful not to mention the patient’s name.

Compliance Quiz Answer: Found on page 8. The compliance quiz is brought to you by the Hartford HealthCare Office of Compliance, Audit and Privacy.

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.

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Around HHC: Emily Gravell
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Hartford HealthCare By The Numbers: We’ve lost 10 Tons!

In January, Hartford HealthCare introduced Weight Watchers as a benefit to help employees get and stay healthy by losing weight. Since then, we have lost almost 10 tons! Even more good news: Weight Watchers will continue in 2017. Our Weight-No-More Weight-loss Challenge was also successful, with 284 participants shedding pounds. Here, with a pat on the back, is a look at HHC’s weight-loss success through July 2016, by the numbers...

- **HHC employees active in Weight Watchers**: 3,423
- **HHC employees enrolled in at-work meetings**: 1,619
- **Pounds lost by HHC Weight Watchers members**: 17,206
- **HHC employees doing Weight Watchers online**: 1,804
- **HHC employees doing Weight Watchers online**: 239
- **HHC employees who have lost 5 percent of pre-program weight**: 705
- **HHC employees who have lost 10 percent of pre-program weight**: 284
- **5%**: The amount of weight loss that can lead to a healthier heart, better sleep, less diabetes risk, more energy, and healthier bones and joints
- **1,953**: Pounds lost by challenge participants
- **6.9**: Average per-participant weight loss (pounds) by challenge participants
- **16**: Challenge participants who lost 5 percent of pre-challenge weight
- **4**: Challenge participants who lost 10 percent of pre-challenge weight

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**Take the First Step: Sign up Now for the Walk to End Alzheimer’s**

Last year more than 240 Hartford HealthCare employees supported the Walk to End Alzheimer’s either at Bushnell Park or Asnuntuck Community College in Enfield and raised thousands of dollars through the walks and other fundraisers such as ziti dinners, jeans days and panini lunches. Hartford HealthCare is sponsoring the 2016 Walk to End Alzheimer’s. Take the first step to a world without Alzheimer’s.

**Sunday, October 16, 2016**

**Registration**: 8:30 a.m.

**Ceremony & Walk** (two miles) 10 a.m.

**Location**: Pratt & Whitney Stadium at Rentschler Field, 615 Silver Lane, East Hartford, CT 06118

**Register your team here**. For information, contact Heather Hitchcock at 860.406.6814 or by email at hitchcockh@ctseniorcare.org
Until recently, high-risk patients in the maternity and newborn units at MidState Medical Center were frequently transferred to bigger hospitals that could deliver more complex care. Often, that meant leaving the Hartford HealthCare system.

That changed about a year ago, when maternity and pediatric providers at MidState developed a relationship with their Central Region colleagues at The Hospital of Central Connecticut. Quickly, they realized that they had an excellent resource for their high-risk patients right in their backyard.

HOCC offers 24/7 neonatology services that include a neonatal intensive care unit that provides expert care for infants born as early as 28 weeks’ gestation (three months early) who may need critical respiratory and nutrition support. A donor breast milk bank is available to provide optimal nutrition for vulnerable premature infants who may need it.

HOCC was also recently nationally certified as a Gold Safe Sleep facility and, like MidState, is designated as a Baby Friendly facility by the Baby-Friendly Hospital Initiative, a global program that encourages and recognizes hospitals and birthing centers that offer optimal care for infant feeding and mother/baby bonding.

“We took a look at the types of cases we were transferring to other hospitals and realized that more than 80 percent of the transferred high-risk patients would fall within the care limits that we have at HOCC and could be easily accommodated,” said Annmarie Golioto, MD, director of nurseries and chief of pediatrics for the Central Region.

“The new transfer services have worked really well. It allows patients to be closer to their homes and families and also remain closer to their community of physicians. Since the HOCC-MidState maternity and pediatric providers’ relationship began, we have transferred numerous patients, both moms and babies, from MidState to HOCC for additional care until they’re able to be safely discharged.”

Dr. Mark J. Alberts appointed physician-in-chief of HHC Neuroscience Institute

Mark J. Alberts, MD, FAHA, has been named physician-in-chief of the Hartford HealthCare Neuroscience Institute.

Dr. Alberts comes to Hartford HealthCare from the University of Texas Southwestern Medical Center in Dallas, where he is vice chair of clinical affairs and hospital neurology for the Department of Neurology and Neurotherapeutics and medical director of neurology services for UT Southwestern University Hospitals. He is a professor of Neurology at UT Southwestern and is board certified in neurology and vascular neurology.

In addition to his Institute role, Dr. Alberts will also provide leadership as Chief of Neurology at Hartford Hospital.

He will begin his new role in early 2017.

Read more on HHC Connect.

Compliance Quiz Answer: 2. To learn more read the Gifts From Patients Policy.