



# PUBLIC FORUM AFFILIATION UPDATE

*VIRTUAL MEETING*

*June 25, 2020*

*5:00 – 6:00 PM*

# AGENDA

## **I. Opening Remarks/Introductions, Dan McIntyre, President, HHC NW Region**

## **II. Update on Affiliation Goals and Objectives**

- **Improving Safety and Clinical Quality, Dr. Paul Scalise, VP Medical Affairs**
- **Enhancing the Patient Experience, Teresa Fuller, VP Patient Care**
- **Strengthening Our Operations, John Capobianco, VP Operations**
- **Growing our Services, Brian Mattiello, VP Strategy and Communications**

## **III. Office of Health Strategy Independent Monitor's Report, Marcum LLP.**

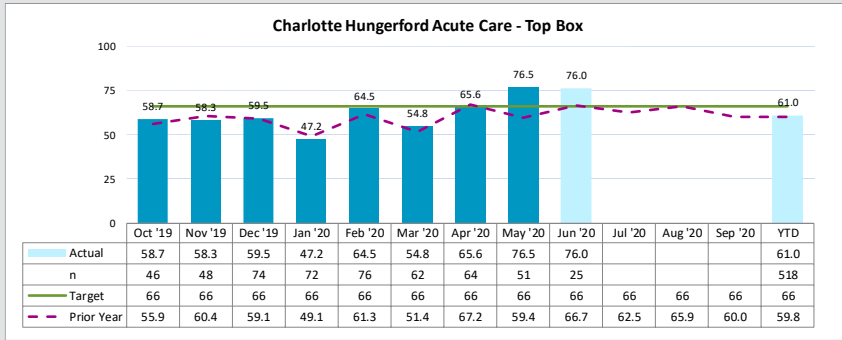
## **VI. Public Comment and Questions**

# Safety and Clinical Quality

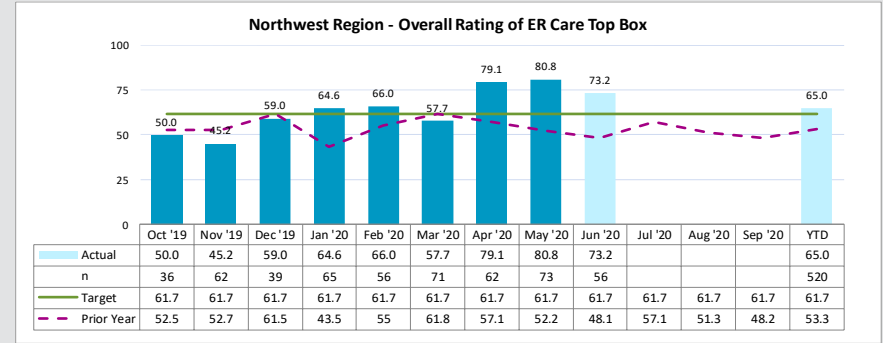
## Key Accomplishments

- Significant drop in hospital-acquired infections
- Significant reduction in risk-adjusted mortality
- Significant decrease in sepsis mortality
- Fully participating in HHC Clinical Councils aimed at standardizing care and establishing best practice across the HHC system
- Strengthened Hospital Core Services – Hospital and Emergency Medicine
- Peer Review and Re-credentialing – New Format
- Significant reduction in transfers
- FY 2020 – continued focus on reduction in patient harm events by establishing best practices and improved data analytics

## Northwest Region – Acute - Overall Rating of Care Given



## Northwest Region – ER – Overall Rating of Care Given



### Key Takeaways:

- Continuing to hardwire the HHC Experience Best Practices (purposeful rounding, nurse leader rounding, and purposeful shift change); completed staff validations and auditing during rounding to ensure adherence
- Completed Throughput Kaizen to enhance the experience from the Emergency Department → admittance → transition home/skilled nursing; continuing to work on identified opportunities
- Established Emergency Department Transformation Project which included the onboarding of new talent, implementing Best Practices, enhanced workflow, and many more opportunities
- Enhanced Leader Rounding to include director level rounding on patients and staff to identify successes and opportunities
- Working on the development of a new Patient Family Advisory Committee
- New ED and Hospitalist Physician Leadership contributed to implementing Physician- Nurse dyad partnerships to enhance team atmosphere and communication between disciplines

# Strengthening Our Operations

## Key Accomplishments

- COVID Response
  - ICU Capacity      Drive Through Swabbing
  - Forward Triage      Focus on staff and patient safety
- Master Facility Plan – Infrastructure Enhancements
  - Upgraded isolation Rooms      Fuel Cell Installation
  - Dishwasher Replacement      Emergency Power for Air Handlers
  - Generator Switch Gear/Controls
- Changes in our Lab Services – target 9/30/20
- Continued Behavioral Health Growth
  - Inpatient Services      School Based Social Work program
  - Community Case Manager
- Conversion of Hospitalist and Emergency Physicians to Employment Model
- Key Equipment Upgrades
  - Endoscopic Ultrasound      Blood Glucose Monitors
- Relocation of our Professional Development and Education Center
- HHC Cancer Institute Infusion and Medical Oncology Space under development on Main Campus

# Growing Our Services

- **Recent Provider On-Boarding**

- Neurology – Movement Disorder Specialist
- Primary Care – Winsted, Litchfield
- Geriatrician – Torrington
- Cancer – Breast Surgeon, Medical Oncologist
- Endocrinology – Torrington
- Urology – Thomaston
- Podiatry – Torrington, Winsted and Thomaston

- **Active Recruitments**

- General Surgery, Pulmonology, Primary Care, Pain Management, Neuro-Spine

- **Ambulatory Care Build Out – Status of New Physical Locations**

- Litchfield – Opened February 2020
- Winsted – To be completed Fall 2020 with cascading opening of services
- Thomaston – Specialty Space completed Nov. 2019

**Next** – New Hartford, Canaan and additional space in Winsted and Torrington

- **Other Growth Areas** - Ortho, GI, Memory Care, Dermatology, Oncology



# The Charlotte Hungerford Hospital Independent Monitor Reporting

# What is an Independent Monitor?

- The Charlotte Hungerford Hospital's (TCHH) affiliation with Hartford HealthCare (HHC) required the engagement of an independent public monitor
- Marcum LLP has been approved by the Connecticut Office of Health Strategy (OHS) as the Independent Monitor for TCHH and HHC affiliation
- The Independent Monitor is responsible for monitoring TCHH and/or HHC's compliance with the conditions set forth by the Office of Health Strategy (OHS).
- TCHH and/or HHC have provided us with appropriate access to TCHH and its applicable records in order to enable the Independent Monitor to fulfill its function.



## Conditions being Monitored

- There were 23 conditions specified by OHS that were designed to accomplish the following:
  - Ensure continued access to health care services for the patient population
  - Ensure continued access to affordable, cost effective health care in the region, in particular for indigent persons
  - Ensure the transfer of ownership does not adversely affect health care costs
  - Ensure the continued financial feasibility of the transaction

# Independent Monitor Activities to Date

- Attendance at public forums
- Interviews with senior management
- Site visits including satellite locations
- Observations as a resident of the service area
- Review of information submitted to OHS relating to TCHH's and HHC's compliance with the conditions

# Independent Monitoring Results to Date

- Three reports have been issued with no reported deviations from the required conditions
  - June 28, 2018
  - November 30, 2018
  - June 21, 2019
  - November 15, 2019
- A full copy of Marcum's reports are available at <https://dphconwebportal.ct.gov/Report>

