Agenda

5:30 – 5:55 Community Meeting
Opening Remarks
  Vince DiBattista, President, Fairfield Region

I. Update on Affiliation
  • Integration with Hartford HealthCare
    Brooke Karlsen, VP Operations
  • Safety and Quality
    Dan Gottschall, MD, VP Medical Affairs
  • Patient Experience
    Dale Danowski, VP Patient Care Services
  • Growth
    Dianne Auger, VP Strategy

5:55 – 6:15 Public Forum
II. Independent Monitor Report
    Joseph M. Watt, BKD

6:15 – 6:30
III. Public Comment Questions/Feedback
Operations and Integration

- St. Vincent’s employees successfully transitioned to Hartford HealthCare
- Information Technology Systems currently in process for transition in October-December 2020
  - EPIC Electronic Medical Record conversion
  - Supply Chain conversion
- Master Facilities Plan Initial Phase completed
  - Infrastructure improvements identified
  - Bridgeport campus solutions identified
Quality and Safety

- Clinical leaders participating in Hartford HealthCare Clinical Councils aimed at reducing variability across the care continuum and sharing best practices
  - Outcomes expected include effective and efficient healthcare services at local level
- Quality improvement initiatives coordinated across the system using common informatics tools, analytics, definitions, and reporting systems
- St. Vincent’s continues to be a High Reliability Organization, focused on:
  - Eliminating harm
  - Eliminating preventable deaths
  - Eliminating preventable infections
- Focused on safety of environment post emergency COVID response in order to encourage the public to return, especially for preventative care
  - Resumed elective surgeries June 1
Patient Experience

• COVID response
  – 501 patients treated from March 18-July 30
  – Patient volumes steadily decreasing
  – Steady decrease in patient acuity

• Patient and family experience
  – Re-opened limited visiting hours June 1
  – Hartford HealthCare goal is to be #1 in Patient experience in 2023
Growth and Expanded Services

• Focus on expansion of services and access within HHC Fairfield Region, encompassing Fairfield County

• Geographic Expansion
  – Bridgeport Medical Specialty Offices (in and around campus)
  – Westport Ayer Neuroscience
  – Stamford Urology and Neurology

• Hartford HealthCare Institute model, enabling growth in programs and expanded specialties/sub specialties
  – Cancer
  – Ortho (Connecticut Orthopedic Institute)
  – Ayer Neuroscience
  – HVI
  – Tallwood Urology/Kidney

• Primary Care growing with expanded access across Region

• Community Outreach
  – Food distribution; continued focus on health disparities, in particular in Bridgeport
St. Vincent’s Medical Center

Independent Monitor Report - BKD

August 19, 2020
Agenda

• Introduction to BKD
• Role and Duties of the Independent Monitor
• Conditions Relevant to Review
• Independent Monitor Findings
• Next Steps
• Questions
Introduction to BKD

• **Clients** – Private & publicly-traded companies, government entities, not-for-profit organizations & individuals

• **Total Personnel** – Approximately 2,900

• **Partners & Principals** – Approximately 300

• **Founded** – 1923

• **Locations** – 40 offices in 18 states

• **International** – Delivered through Praxity, AISBL*, a global alliance of independent firms in approximately 100 countries

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Role of the Independent Monitor

• Responsible for monitoring Hartford HealthCare (HHC) and St. Vincent’s Medical Center Holdings’ (SVMC Holdings) compliance with the Conditions set forth in the Agreed Settlement Order.

• Reports to Office of Health Strategy (OHS)

• Retained at sole expense of HHC/SVMC Holdings

• Engaged for a minimum period of three (3) years
  • May be extended at OHS’s discretion
Duties of the Independent Monitor

• Conduct on-site or virtual visits of HHC/SVMC Holdings on a quarterly basis

• Submit written report to OHS within 30 days of each quarterly visit

• Interview Community Representative during each quarterly review period

• Hold Public Forum within 60 days of each quarterly visit

• Notify OHS and HHC/SVMC Holdings of any instances of non-compliance with the Conditions set forth in the Order and oversee development and implementation of corrective action plan
# Conditions Relevant to Review

<table>
<thead>
<tr>
<th>Condition</th>
<th>Brief Description</th>
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<tbody>
<tr>
<td>1</td>
<td>Appoint Community Representative to Board of Directors and notify OHS</td>
</tr>
<tr>
<td>2</td>
<td>Hold Community Meetings twice per year</td>
</tr>
<tr>
<td>3</td>
<td>Adhere to current charity care and indigent care policies</td>
</tr>
<tr>
<td>4</td>
<td>Notification to OHS of significant changes to charity/indigent care policies</td>
</tr>
<tr>
<td>9</td>
<td>Independent Monitor sole expense of HHC/SVMC Holdings</td>
</tr>
<tr>
<td>10</td>
<td>Independent Monitor on-site visits and quarterly reporting</td>
</tr>
<tr>
<td>11</td>
<td>Independent Monitor to hold Public Forum</td>
</tr>
<tr>
<td>13</td>
<td>OHS All Payer Claims Database data review</td>
</tr>
<tr>
<td>22</td>
<td>Contract with Connecticut Health Information Exchange Entity</td>
</tr>
<tr>
<td>25</td>
<td>Agreed Settlement represents final agreement between OHS and HHC/SVMC Holdings</td>
</tr>
<tr>
<td>26</td>
<td>OHS enforcement of Agreed Settlement</td>
</tr>
<tr>
<td>27</td>
<td>Agreed Settlement binding upon HHC/SVMC Holdings</td>
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</tbody>
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# Independent Monitor Findings

<table>
<thead>
<tr>
<th>Condition</th>
<th>Compliance with Conditions in Agreed Settlement?</th>
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<tbody>
<tr>
<td>1</td>
<td>Yes</td>
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<tr>
<td>2</td>
<td>Yes</td>
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<tr>
<td>3</td>
<td>Yes</td>
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<td>4</td>
<td>Yes</td>
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<td>9</td>
<td>Yes</td>
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<tr>
<td>10</td>
<td>Yes</td>
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<tr>
<td>11</td>
<td>Yes</td>
</tr>
<tr>
<td>13</td>
<td>No reporting by HHC/SVMC Holdings required for this Condition</td>
</tr>
<tr>
<td>22</td>
<td>Condition waived by OHS</td>
</tr>
<tr>
<td>25</td>
<td>No reporting by HHC/SVMC Holdings required for this Condition</td>
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<tr>
<td>26</td>
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<tr>
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</tr>
</tbody>
</table>
Next Steps

- Continued monitoring of HHC/SVMC Holdings compliance with Conditions of the Agreed Settlement
- Regular conference calls with HHC/SVMC Holdings
- Quarterly on-site visit held August 19th
  - Virtual meeting due to COVID-19 restrictions
- Quarterly interview via phone with Community Representative
- Next report submitted to OHS by September 18th
- Next Public Forum to be held by November 17th
  - In person or virtual
Questions?
Thank You!

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