



# UCHC BOARD OF DIRECTORS Clinical Affairs Subcommittee

November 1, 2005  
MINUTES

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The meeting was called to order by Dr. Friend at 8:35 a.m.

## **Attendance:**

Voting Board: Dr. Bigos, Dr. Friend, Dr. Galvin, Mr. Samuels

Voting non-Board: Dr. Fuller, Dr. Garibaldi, Dr. Kozol, Dr. Palmisano

Non-voting Members: Mr. Borda, Mr. Budlong, Dr. Deckers, Mr. Dugger, Ms. Leone, Ms. McManus, Dr. Menzoian, Dr. Sanford, Dr. Simon, Dr. Strongwater, Mr. Upton, Mr. Walter

## **I. Public Comment**

There was no public comment.

## **II. Minutes of the Clinical Affairs Subcommittee Meetings**

A motion was made and seconded (Palmisano/Fuller) to recommend that the Clinical Affairs Subcommittee approve the minutes of the Clinical Affairs Subcommittee meetings held on September 3, 2005 and September 20, 2005. The motion was unanimously adopted.

## **III. Patient Focus Theme Introduction – Dr. Strongwater**

Dr. Strongwater talked briefly about the Baldrige initiative focusing on making John Dempsey Hospital the safest hospital in Connecticut. We have adopted an annual agenda consistent with Baldrige. Today we will focus on the customer. Also from the cross walk to JCAHO we will review ethics, medication management, infection control, provision of care, treatment and services.

## **IV. Patient Satisfaction – Ethics, Rights & Responsibilities – Ms. Carlene Bartolotta**

Ms. Bartolotta gave a powerpoint presentation about patient satisfaction. She outlined the patient complaint and grievance process, ethics which follow JCAHO standards, patient rights and responsibilities (copies are given to patients, follow up is done by a volunteer and they are posted on each unit). Patient satisfaction data is collected through surveys. Tracking is done regarding complaints received.

**V. Provision of Care, Treatment & Services – a Hospitalist View – Dr. Adam Silverman**

Dr. Silverman presented “A Good Idea Getting Better,” an overview of patient care, education, process improvement, research and leadership. The hospitalist is defined as a care provider who devotes 25% or more of time to treating hospital patients. Dr. Silverman talked about the benefits of hospitalists, both as they relate to the hospital and to the patient in availability, familiarity, expedition of care, expertise and economics. Dr. Galvin gave some feedback that supported the positive benefits of the hospitalist model.

**VI. Surveillance, Prevention & Control of Infection – Ms. Nancy Dupont & Dr. Richard Garibaldi**

Ms. Dupont started the presentation entitled “Infection Control: Everyone’s Business” with a discussion of the Infection Control Committee’s charge and accomplishments. Dr. Garibaldi gave an update on C4I which focuses on 4 key areas: influenza immunization, hand washing, surgical site infections and central venous catheter-associated bloodstream infections. There was some discussion about the appropriateness and timing of pre-operative antibiotics. Dr. Garibaldi said that while major gains had been made in the area of hand washing, there was still a long way to go.

**VII. Focus on Other Customers and Markets – Ms. Paula McManus**

Ms. McManus’s presentation focused on relationships with referrals and attending providers, payers and employers, citizens of Connecticut and government and other agencies, as they relate to building satisfaction. There was a review of indicators: market share, volume, efficiency, quality, patient satisfaction.

**VIII. Clinical Enterprise Update**

**a. Correctional Managed Health Care – MOU w/Department of Corrections (DOC) – Mr. David Budlong**

There was a summary review of the history of UCHC’s relationship with DOC and the reason for rewriting a new MOU. This contract is for approximately \$100M if fringe benefits are considered. The unit celebrates its 10<sup>th</sup> anniversary and is an efficient operation. The new DOC commissioner requested a new agreement which has been in negotiation for several months. It is expected that a new MOU will be finalized by the end of December. There was some discussion about why the contract is revenue neutral, whether or not other for-profit hospitals would be interested in it and why there is not more appreciation by the legislature of UCHC’s positive role in providing care for DOC.

**b. Medical Staff By-Law Changes – Dr. Richard Simon**

Dr. Simon reviewed proposed changes to the Medical Staff By-Laws which included clarification about the use of “Robert’s Rules”; the deletion of Community Medicine from the list of services; explanation of the corrective action process; response to the new JCAHO standard; a focused review of practitioner competence; a new article XXII – Clarification of history and physical requirements for invasive and non-invasive procedures; and a clarification on credentialing of consultants.

A motion was made and seconded (Palmisano/Samuels) to recommend that the Clinical Affairs Subcommittee approve the requested changes to the Medical Staff By-Laws. The motion was unanimously adopted.

**c. Recruitment Update – Mr. Chris Dugger**

Mr. Dugger addressed both recruitment and retention. The recruitment process typically takes one of 3 paths: 1) referrals or transition from fellowship, 2) a need is identified and addressed through networking or 3) the use of a professional recruiter. The importance of retention as it relates to building and rebuilding a practice and the financial impact on UCHC was discussed.

**d. State of the Clinical Enterprise – Dr. Steven Strongwater**

- The BEST: Breakthrough Excellence Service through Teamwork cross campus initiative is going very well.
- The Rapid Response Team which is deployed to stabilize sick patients has materially improved care. There have been no unwitnessed cardiac arrests since the inception of the team.
- C4I held its first external advisory board meeting this summer which was very well attended and provided excellent direction for ambulatory projects.
- The hospital has received 2 silver quality awards for case management and safe patient handling from the CT Quality Improvement Council.
- The Health Center Culture and Safety Survey been completed. The response rate was 30%. The C4I Culture Subgroup will be developing an action plan relative to safety.
- The UCHC is collaborating with area PHOs. On November 7<sup>th</sup> there will be an event to be held at the CT Convention Center. Representative Nancy Johnson is the keynote speaker and the topic is RHIOs – interconnectivity between providers to share medical information.
- UCHC is working closely with The Waterbury Heart Center to provide oversight to the program.
- A DPH consent agreement regarding medication administration was completed in August.
- A certificate of need for the Cardiac Signature Program's EP lab and a 2<sup>nd</sup> cardiac cath lab was approved.

**IX. Watch List Items**

- Dr. Strongwater encouraged the attendees to review the items and clips in the meeting material handout.
- Dr. Palmisano brought up the new UCHC magazine recently distributed. Jim Walter said that 20,000 copies had been printed and were being sent to the donor base, faculty, staff, alumni and selected elected officials. The magazine will be published 3 times per year with the purpose of delivering information about education, research and the clinical enterprise.

- X.** A motion was made and seconded (Palmisano/Garibaldi) that Peer Review Subcommittee go into Executive Session at 11:13 a.m. The motion was adopted unanimously.

**UCHC BOARD OF DIRECTORS  
PEER REVIEW SUBCOMMITTEE**

**I. Public Comment**

None

**II. Executive Session**

**III. Adjournment**

There being no further business, a motion was made and seconded (Palmisano/Garibaldi) to adjourn the meeting. The motion was unanimously approved and the meeting adjourned at 11:40 am.

Respectfully submitted:

Linda Lock, Recorder