

CTCPS 2019 Annual Report



The Connecticut Center for Patient Safety works to

1. Promote patient safety
2. Improve the quality of health care &
3. Protect the rights of patients.

QUALITY HEALTH CARE IS A UNIVERSAL RIGHT



CONNECTICUT CENTER
FOR PATIENT SAFETY

QUALITY HEALTHCARE IS A RIGHT.

During this past year, the Connecticut Center for Patient Safety has continued in our role as respected representatives of the patient perspective and voice throughout Connecticut and nationally. Our capacity to fulfill our mission in a meaningful way is due to the support we receive from our many members and residents of Connecticut. For that, we are sincerely grateful.

We are guided by a diverse and engaged Board of Directors including patients and members from health care sectors. This Board includes patients, patients and family members of patients who have experienced serious medical harm, clinical and administrative health care members, individuals with quality assurance expertise, a representative of the insurance industry, business entrepreneurs, and a community healthcare worker. We work together as a collective of different perspectives that are all part of the patient experience and we are all guided by our experiences, our stories and the experiences and stories of many patients around the state. Our efforts are strongly supported by the data that is available and our work to eliminate medical harm is based on efforts and strategies that have proven effective.

In all that we do, we view things through the patients' eyes, from patients' perspective. This is the true meaning of person-centered care. Year after year, as we are invited to participate with other forward thinking change organizations such as the American College of Physicians, the Patient Centered Outcomes Research Institute and UCONN's Health Disparities Institute, to name a few. We are told that our input on these regional, national and international committees and task forces is refreshing and important — we offer thoughts that have been previously overlooked or not even on the radar. What is important to patients is now being considered, our values are being listened to and goals are being honored. Instances of medical harm are being reduced, but we must not become complacent because we still have a way to go and that is why our work is so very important.

Our work at the Legislative office Building in Hartford with legislators, with residents and the policymakers locally and nationally aims to keep patients' rights in the forefront of legislation that will impact us. The other day, we met with Deputy Health Commissioner Heather Aaron to discuss the [2019 Department of Health Adverse Event Report](#), the Quality of Healthcare Advisory Committee and what the State can do to improve health outcomes. She has committed to work with us. We are also a media resource, often contributing to journalists from various publications around the state including the Connecticut Post, the Waterbury Republican and C-HIT.

Our website serves as a resource for both patients and professionals. It is an empowerment tool that has information to educate and support visitors in their interaction with our healthcare system. Our resource page directs them to appropriate outside resources and critical information. The website also serves as a conduit for members and visitors to connect further with the Connecticut Center for Patient Safety at www.ctcps.org.

We are very proud of our ongoing community outreach, particularly to higher risk and more vulnerable populations. We believe that there are several ways to bring improvement to our medical care including education. We offer community workshops to many residents including low income, non-English speakers, seniors, those with disabilities, those with chronic and complex illness, and many more. We continue to provide an increasing number of educational programs in both English and Spanish. Additionally, we offer specialty workshops on advanced care planning, patient safety and engagement for those with developmental and/or intellectual disabilities, maneuvering the healthcare system, polypharmacy & medication management among others. Our Nursing workshop is regularly presented to classes within the different schools of nursing all over the state. We also present a ½ day interprofessional workshop each semester at Quinnipiac University to their medical, nursing, OT, PT and other health science students.

A very important aspect of our work is to protect the rights of patients including the right to expect safe, high quality health care. We interface with key members of hospital teams on various aspects of patient safety, effective ways to engage patients, and on many aspects of patient- and person-centered care. We have supported some families, referred to us after experiencing medical harm, in establishing communication with appropriate hospital and physician personnel to answer their questions and help bring about closure. We also provide information about how and where to pursue filing reports and complaints so that others will not experience what they have experienced. Health care harm events are still occurring in too large numbers and all our work contributes to reducing that number through education, policy and legislative action.

In the end, the overall key to our success is the support that we receive from our members. We are living in financially challenging times, and we have been fiscally responsible while committing ourselves to maintaining the high quality of our programs. We have been able to stretch our dollars to cover our offerings, our influence and our expertise while not expanding our budget. We hope that, with your support, our income grows this coming year, and we will be able to expand and meet the ever-growing needs of CT residents in a complicated healthcare environment. For your commitment to the Connecticut Center for patient Safety, our heartfelt thanks go out to you.

We are Making a Difference in Patient Safety

Our healthcare system is changing. There is great promise for the future, but the process of change can seem complex and confusing to many. Communication in healthcare is problematic and actual patient preferences are often misinterpreted. We are working to improve this.

- a. Members of the **CT Center for Patient Safety Alliance** are engaged community members who have attended a CTCPS train-the-trainer session and received training so that they can present our *Let's Talk About Patient Safety* workshop in their communities. Additionally, they attend periodic online meetings to discuss how CTCPS can support their communities' patient safety needs.
- b. As a member of the Connecticut Statewide Sepsis Task Force, we are offering *Sepsis 911*, a presentation created by the Sepsis Alliance to residents throughout CT as well as participating in regular task force meetings. Did you know that Sepsis is the leading reason for readmissions to the hospital in CT and nationwide?
- c. We are working with residents throughout CT to improve healthcare literacy. This not only includes understanding the language of healthcare, but also how to effectively interact with the healthcare system. Ninety percent of adults struggle to understand jargon-filled healthcare information.
- d. Two out of three U.S. adults **have not completed an advance directive**, the primary tool for individuals to communicate **their** wishes if they become incapacitated and are unable to make **their** own health care decisions, particularly near the end of life. We offer workshops to begin the conversation on advance care planning, some tools that are available and support in using them.

You can make a difference! You can be part of the solution! You can help make healthcare safer and reduce patient harm.

Volunteer: The Connecticut Center for Patient Safety is always interested in finding volunteers to work with us and support us in our efforts to make health care safer and to reduce patient harm. Contact us at: <http://www.ctcps.org/multiform.cfm>

Spread the word and the work of the Connecticut Center for Patient Safety

Donate: In times of a struggling economy, it is a greater challenge than ever to fund our important work. Our research, educational outreach, direct member support and participation on state and national committees and panels assure that your voice - the patient voice is heard.



Our committed Board Members and Staff bring diverse perspectives to all that we do.

Alan Manning (President) - Alan is deeply committed to the notion that patient safety is the foundation of all patient centered care initiatives. As the founder and principal of Progressus, LLC, Alan consults in business development and growth. He and his wife, Vickie are also the co-founders of Kisses from Katie, Inc., a non-profit founded in honor of their daughter, Katie who was born with a rare congenital heart defect that ultimately led to her death. They are dedicated to "taking the edge off" for critically ill children, their families, and caregivers.

Sandy Cayo (V. President, Treasurer) - Sandy is a Clinical Assistant Professor of Nursing at NYU Rory Meyers College of Nursing. She completed her Doctorate in Nursing at Fairfield University in 2014. In her immediate past position as an off shift clinical executive at Yale-New Haven Hospital, she focused on patient safety and quality and was an advocate for high-quality person-centered care. Her personal experience with losing her mother in 2004 due to lack of services in the hospital system in Haiti, fuels her passion to drive institutions to provide safe and effective patient care.

Nilda Paris - Nilda is very interested in patient safety and advocacy. Her work as a Community Health Worker has brought her into the Latino communities within several of our cities. As our Outreach Coordinator, she has introduced us to a number of community leaders and has led a number of community workshops in both English and Spanish. Her work as a Chaplain has brought her into our healthcare system offering support to patients and families alike and as a caregiver, she has experienced many health care interactions.

Gus Velez (Immediate Past President, Director) - Gus is a survivor of medical malpractice. His lifestyle involves working each day as an amputee and accepting the challenges that comes with that. Overcoming what he can and doing as much as he can with the life he has been given, he has kept his family values in place by getting married and creating a family with the support of his wife and two daughters.

Fran Pellegrino (Director) - Fran's commitment to patient safety began when his wife died of a preventable medical error. He established a non-profit foundation in her memory and has vowed to work along with the CT Center for Patient Safety on patient safety issues, education and preventing medical harm. Fran is currently a real estate developer, a restaurateur, and he works in the insurance industry.

Donna Drouin (Director) - Donna has 20+ years health care experience in a variety of areas including quality improvement, IT, health plan operations, finance, and as a caregiver. She has been an advocate for patient and family engagement. She is the recent past Co-chair and founding member of Middlesex Hospital Patient and Family Advisory Council (PFAC) and currently serves on other PFACs and committees as a patient member.

Jim Kinsey (Director) Jim Kinsey is the Vice President of Continuum of Care Services at Planetree International, a not-for-profit organization that provides education and information in a collaborative community of healthcare organizations, facilitating efforts to create person-centered care in healing environments. Jim is a regular contributor to the Connecticut Patient Safety Newsletter and he has recently co-authored a chapter and served as an advisor for the book, *Managing the Long-Term Care Facility: Practical Approaches to Providing Quality Care*, (Perley editor).

Steve Govoni (Honorary Board Member)

Lisa Freeman (Executive Director) - Lisa has been a patient safety advocate for over 20 years. She is committed to making sure that the patient perspective is part of all health care conversations, and by working together with all stakeholders, Lisa is further committed to moving the bar and improving patient safety, patient-centered care and patient engagement across the board.