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ON THE COVER: Arielle Beckhard, RN, tends to a patient in Connecticut Children’s Pediatric Intensive Care Unit

PHOTO ABOVE: 10-year-old Kiley Sullivan of West Hartford makes her mark on Dr. Eileen Gillan’s coat during the Hyundai Hope on Wheels Handprint Ceremony.

Thousands gathered at West Hartford Center for Concorso Ferrari & Friends this summer.
The Transformation of Connecticut Children’s

The advent of technology has transformed the health care industry and the positive impact of this modernization is evident in virtually every component of our industry. The act of delivering quality healthcare itself, innovation and discovery, improved communications and electronically organized medical records are all examples of advances that allow us to deliver care better than ever before. As Connecticut Children’s Chief Information Officer, I am pleased to share that in October, we will complete the final stages of our Care Navigator process, meaning that the Medical Center’s electronic health-record will soon be 100% converted.

In addition to my technology role here, for the past few months I have and will continue to serve as Senior Vice President of Operations. One of my first responsibilities in this role is oversight of our five-year master space planning project. In many ways, this project reminds me of our electronic records conversion. At the onset, much like Care Navigator, the project can seem daunting, with the needs and expectations appearing to outweigh the possibilities. But we have already seen that with all of us working together, great things can be accomplished and I am excited about where our master space planning efforts will take us.

Of course, the best technology and brick and mortars in the world are meaningless without truly special people to bring them to life. I consider myself very fortunate to lead and work alongside individuals who care enough to do this and do it well every day. Your commitment is the foundation that makes all things possible and makes Connecticut Children’s a truly special place to work.

Regards,

Kelly Styles
Senior Vice President of Operations & Chief Information Officer
This spring, Connecticut Children’s Division of Rheumatology introduced a Comprehensive Lyme Disease Program, the first of its kind not only in the state but throughout the entire country. The program will serve as a unique resource for families with patients who either don’t respond to treatment or who have complicated Lyme disease.

Lawrence Zemel, MD, Chief of Rheumatology, directs the program, which is staffed by a multidisciplinary team that includes pediatric subspecialists from neurology, infectious diseases, orthopaedics, cardiology, pain medicine and behavioral health.

“This is the first time anyone has put together a comprehensive program like this,” says Zemel. “I have not heard of another program like it in the country.” Zemel notes that primary care providers today typically recognize early Lyme disease, especially if the patient has a rash.

With an abundance of misinformation about Lyme Disease available on the Internet and from advocacy groups and other resources, many families may bypass their own primary care physicians and, instead, consult so-called “experts” who are over-diagnosing and over-treating the disease. To prevent such spread of misinformation and misdiagnosis, patients and families are encouraged to contact Connecticut Children’s Comprehensive Lyme Disease program directly, by calling 1-800-TICK (8425).

“We’re trying to attract this group of patients, as well, so we can use the best-available evidence to diagnose and treat them, regardless of what their ultimate diagnosis is,” says Zemel. “We provide families with scientific information that allows them to make informed decisions about care for their children.”

In addition to being an incredible resource for patient families, the state of the art program has proven to be a pivotal tool for referring providers, who can call the central phone number to refer patients or speak directly to a team member. This convenience is just one of many reasons Connecticut Children’s Comprehensive Lyme Disease program continues to strengthen our position as leaders in the pediatric healthcare field, allowing us to better serve all children throughout the region with the highest-quality care.
Connecticut Children’s Medical Center and Baystate Children’s Hospital Announce Partnership in Pediatric Neurosurgery

This past April Connecticut Children's Medical Center and Baystate Children’s Hospital took their clinical collaboration to the next level, announcing a new partnership in pediatric neurosurgery that will expand high quality pediatric services throughout the Connecticut River Valley.

Jonathan Martin, MD, neurosurgeon at Connecticut Children's, will begin seeing patients in Springfield at Baystate Children's Hospital as well as Connecticut Children’s Medical Center. Patients who require evaluation for brain-and nervous-system-related surgical care will now be able to receive these services closer to home at either facility.

“Our main goal, in exploring a closer relationship with Baystate Children’s, has been to increase the availability of high-level, high-quality and well-coordinated pediatric services to the Hartford and Springfield communities,” said Fernando Ferrer, MD, Chief Physician Executive at Connecticut Children’s. “Sharing clinical resources helps us achieve that goal, and deliver greater value to our patients in the care we provide. We’re proud to be extending the reach of advanced neurosurgical care to the Pioneer Valley with Dr. Martin.”

Dr. Martin’s practice focuses exclusively on the treatment of children, encompassing the full range of pediatric neurosurgical disease. Services provided include the management of complex hydrocephalus, spinal dysraphism and other malformations, craniofacial surgery, neuro-oncology, neurotrauma, and congenital and acquired spinal disease. He is an assistant professor of surgery and neurosurgery at the University of Connecticut School of Medicine.

“I am honored and excited to be part of this inter-institutional and programmatic collaboration, with Baystate, Connecticut Children’s and our respective Neurosciences programs,” said Dr. Martin.

“I’m looking forward to building upon an excellent foundation as we collaborate with a multidisciplinary team to create a comprehensive pediatric neuroscience program on both sides of the border to ensure pediatric patients receive timely, high quality and locally accessible care.”
Children’s has some exciting news to share with all you!

For the third time, we have been named a Top Workplace in Connecticut!

Connecticut Children’s was formally recognized as one of our state’s Top 10 large workplaces by the Hartford Courant and FOXCT. We earned an impressive ranking as the 10th best place to work in the large organization category.

In all, Connecticut Children’s was 1 of only 60 statewide businesses to be recognized as a Top Workplace. This recognition is based on feedback provided by a random selection of 500 Connecticut Children’s employees who received a survey and shared their thoughts on a variety of topics including company leadership, career opportunities, workplace flexibility and compensation and benefits. One member of our staff was quoted as saying, “The employees really care about the patients, the hospital, and each other. We are all a true team and it is reflected in our work.”

Our goal of being recognized as a great place to work is an important and meaningful one. It demonstrates our commitment to you, to our workplace and each other. Earning this designation yet again proves Connecticut Children’s is and always will be a great place to work. This recognition simply showcases what we already know!

For more information on Top Workplaces, you can visit:
Division of Pain Medicine Receives $25,000 Grant from Autism Speaks

Connecticut Children’s Medical Center was one of eight community based organizations across the United States selected to receive a $25,000 grant from Autism Speaks, an advocacy organization that supports autism research and awareness.

The grant will be used to develop educational tools that will guide patients with Autism Spectrum Disorder throughout their visit and/or medical procedure. Nearly $200,000 was awarded by Autism Speaks to improve and enrich the lives of individuals with autism spectrum disorders throughout the country.

Connecticut Children’s Commercial Takes Home Lamplighter Gold Award

This past May Connecticut Children’s “Coming Home” integrated marketing campaign took home gold at the annual NESHCo Lamplighter Awards ceremony in Boston, which every year honors healthcare communications excellence in the New England region.

The campaign, which featured a new television commercial and a series of online advertisements, filmed last summer, was awarded “best promotional campaign” by the New England Society for Healthcare Communications and also received the Silver Pencil Award from the Ad Club of CT.

Primary Care Center Recently Recognized by Department of Public Health

Connecticut Children's Primary Care Center was recognized this summer by the Connecticut Department of Public Health for achieving a 90% vaccination rate among patients.

In June, the center was awarded a certificate of achievement for outstanding immunization rates of two year old children enrolled in the Connecticut Immunization Registry and Tracking System.
5 Questions with Kelly Foy, MS, CCLS

What is a Child Life Specialist?
A child life specialist helps patients and families understand the experience of being in the hospital. A four year old’s comprehension is going to be vastly different than a fourteen year old’s, and the family needs support and understanding too. I help clarify misconceptions and provide education about unfamiliar concepts, like surgery or a new diagnosis. Child life specialists help prepare patients prior to medical procedures using specially designed materials and age appropriate language. When children know what to expect and are given roles in their care, they are less scared and tend to cooperate more, helping everything go better.

We use play in our practice every day. Play helps children cope. Whether they are here for a quick outpatient visit or for weeks at a time, play helps normalize the hospital environment. During a play session children can safely express their feelings, even if they cannot verbalize them. Some of my most meaningful interactions with patients have come during play sessions.

Why did you choose this as a career?
As a child, I had health issues of my own and spent a lot of time in and out of hospitals. I was scared not knowing what was happening and had lots of questions that no one answered. Then I met someone from the child life department. They helped me understand what was going on inside my body and even made the hospital FUN. During one of my stays at Boston Children’s, my child life specialist built a
Like our physicians, nurses and staff you see the whole range of human emotions on any given day – how do you manage that?

I work in hematology/oncology, so I never know what to expect when I come to work each day. It’s funny – even though it’s my job to help patients prepare for the unknown, I deal with the unknown myself on a daily basis. Child life specialists work closely with each other and with social workers to make sure that we are providing the best possible care for our patients, and support for each other. I go to yoga for stress relief, and am very lucky to have strong support systems both at Connecticut Children’s and at home. After a hard day, I try to think about at least one positive impact I made that day, whether it was helping a patient cope with a difficult procedure or having a tea party with a scared toddler. It helps me remember why I do what I do.

What is one story that stands out during your time here at Connecticut Children’s?

When I was fairly new at my job, there was a patient that came once a year for an infusion. As I met with the family to explain my role, it became clear that the patient had many unexpressed feelings about receiving the infusion and about his disease. I came up with the idea to create big bulls-eye targets in his room. We labeled them with all the things that frustrated him about living with his disease. Things such as “being different,” “not being able to play sports,” and “missing school.” Then we used Nerf guns to shoot the targets. Afterwards, we listed all the things that made him special and unique. This was challenging for the patient, but once we started, the positives outnumbered the negatives. This intervention helped the patient identify and share what he was feeling, in a safe and productive way. And the best part? He handled his IV placement like a champ! It was one of my proudest moments as a child life specialist.

Do you have any personal connections to Connecticut Children’s? If so, what is it?

I was actually a patient at Connecticut Children’s when I was younger. I was treated in outpatient clinics and as an inpatient. Some of my best memories occurred while I was admitted. I remember decorating my IV pole with streamers, pictures and dangly decorations; having dance parties with the nurses; and watching fireworks on the 4th of July from a corner window. We made our own celebrations, even if we couldn’t be with our friends, or at home. It’s just incredible to be working alongside some of the nurses that took care of me when I was younger. Collaborating with them to create the same sense of fun and healing that I experienced here is a pretty amazing full circle experience.

BONUS: Tell us one thing people don’t know about you.

I am a daredevil! I love travelling and taking risks. When I was in Ireland, I repelled down a castle tower. In college, I went skydiving and later found out my parachute hadn’t opened all the way. I’ve jumped off bridges, and even climbed a waterfall in Jamaica. I found out at a young age that life was short and I should take every chance offered to me. As one of my patients tells me, “Don’t just try to live life to the fullest – do it!”

Child Life Specialist, Kelly Foy, works closely with patients like 9-year-old Demi Fisher of Mansfield, to help them better understand their experience in the hospital.
Moving Beyond Traditional Hospital Operations: The Value of Service Lines

Chances are you may have heard the word “service line” at some point in the daily conversations around the hospital. At Connecticut Children’s there’s a shift happening and we want to make sure you know what is happening and why it is happening.

Breaking down silos
“Healthcare delivery is changing – rapidly. Among the changes is a focus on better coordinating patient care, which optimizes outcomes and make the interface for patients more user-friendly and family centered,” Dean Rapoza, President of the Connecticut Children’s Specialty Group said. “Service lines facilitate these enhancements to produce the highest quality outcomes and the service experience.”

In contrast to silos, integration will form connections across specialties and across the care continuum to facilitate communication and eliminate inefficiencies. “We have to find ways to create new efficiencies, drive new revenue streams, decrease duplication of cost and offer more to our patients” Rapoza said. “That’s what service line integration is all about – how to knock down historical boxes and reconfigure patient processes to make the experience more seamless from the minute a family walks in the door, until the minute they leave.”

As we ease into this new model of care, Connecticut Children’s has identified three service lines that will serve as models for the future. Our Urology and Nephrology Divisions have come together to form The Center for Urology and Nephrology Hematology and Oncology will continue to work as one under The Center for Cancer and Blood Disorders name and plans are beginning to have Cardiology and Cardiac Services form the next service line.

Creating collaborative teams
Successful integration of hospital services requires your help and your support as we continue to work toward our common goals.

Platforms for communication
For the last year, a service line steering committee comprised of key stakeholders from each division and members of the Executive Management Team have held regular meetings to ensure a smooth transition of care for both staff and patient families.

“These service lines really put us at the forefront of pediatric medicine and position us as a leader in patient-centered medicine in Connecticut,” said Cynthia Silva, MD, physician co-lead for the Urology/Nephrology service line.

Pediatric Nephrology experts Sherene Mason, MD, and Cynthia Silva, MD, of Connecticut Children’s Center for Urology and Nephrology.
Transitions of care
Teamwork among service line providers is particularly valuable during transitions of care…from the emergency department to surgery, surgery to inpatient care and inpatient care to post-discharge.

Patient flow
In addition to providing safer transitions of care, integrated services can improve patient flow. Frequent communication and collaboration between services helps speed care, creating efficiencies and reducing costs.

Integration also avoids duplication of services, such as two different providers unknowingly ordering the same imaging test for a patient. Communication between service lines and establishing common processes eliminates the need for a patient to wait for an unnecessary testing. “This is different from the traditional hospital approach where each service is in a silo and communicates mostly via notes/phone calls,” Dr. Silva said. “Our patients are seen jointly in real time and have access to other staff which improves the overall patient experience. These include a pediatrician, dietitian, social worker and child life specialists.”

Not only that, each service line has been assigned a specific in-patient floor. Cohorting is an especially crucial piece for any successful hospital service line. Patients seen by our Center for Urology and Nephrology will be admitted exclusively to MS6 where our nursing staff is undergoing specific training on how to care for this population of patients. Similar training is happening on MS7 in preparation for our cardiology service line, while MS8 will remain the inpatient floor for our Center for Cancer and Blood Disorders patients. Cohorting will enhance our efforts to bridge the gap across inpatient and outpatient care. We see the outpatient and inpatient staff working closely together to provide the best care for the patient and family.

“Service lines will improve coordinated care between the inpatient and outpatient services, improve quality and safety and provide the highest level of comprehensive care for our patients,” said Michael Isakoff, MD, Medical Director for the Center for Cancer and Blood Disorders service line. “A lot is being done behind the scenes to make this transition of care as seamless as possible.”

Value of integration
By breaking down silos between service lines, hospitals can effectively improve patient safety and quality, especially during transitions of care. The new integrated model we have adopted will be a key to positioning ourselves on the cutting edge of care delivery as the healthcare industry moves toward a more coordinated system of care.

To learn more about our “Centers,” please visit our website www.connecticutchildrens.org
It was a movie premiere that put Hollywood to shame. Connecticut Children’s recently held a red-carpet, star-studded movie event designed to create a buzz around the Medical Center and educate nurses and staff about our journey toward Magnet status.

In the video, many of our nurses indulged in their 15 minutes of fame to answer some frequently asked questions about our Magnet journey. Those stars were presented with their own Oscar trophies for their show-stopping performances and even walked the red-carpet for a few photos!

Magnet Status is recognition from the American Nurses Credentialing Center that is only awarded to health care organizations that have demonstrated an environment of excellence for nursing practice and patient care.

Magnet hospitals have better patient outcomes and higher levels of patient and nurse satisfactions than non-Magnet hospitals. Magnet is a seal of approval of quality nursing care. To date, only around 400 of the approximately 5,000 hospitals in the United States have achieves Magnet status. It’s a rigorous process, but Connecticut Children’s is on its way!

The Magnet journey is all about highlighting the excellent nursing work that is already in progress here and cataloging the excellent outcomes that result because of that work, such as the peer-to-peer feedback in ambulatory, the Back to Basics initiative in the Peri-Op Unit that focuses on decreasing surgical site infections and the Direct Bedding program in the Emergency Department that is decreasing wait times and getting patients into a room more efficiently and quickly.

The Magnet evidence based standards set the stage for standardizing the nursing practice across settings. The standards offer the nurse the opportunity for engagement in problem-solving, creative decision-making and autonomy in practice that leads to providing safe and high quality care for our patients and families.

Connecticut Children’s nursing mission is to provide the highest level of innovative patient care with compassion and in partnership with our patients, families and healthcare team. As leaders in professional nursing practice, we are making the children of Connecticut the healthiest in the country.
In today’s world, patients are much more educated about health care. Families want the best and they look for hospitals that stand out among their peers. Magnet is all about showcasing nursing that will lead to achieving organizational metrics that directly affect patient outcomes.

The Magnet journey to create the culture of nursing excellence takes time. There are many foundational elements already in place at Connecticut Children’s, such as the Nurse Practice Council, The Institute of Nursing Research, the Clinical Ladder, Family Centered Rounds, nursing involvement in quality measures and peer review.

This is not a sprint, but a marathon. The Magnet journey typically takes 3-5 years, which includes an application process and site visit from the American Nurses Credentialing Center.

We ask that all employees and staff join us in this journey toward achieving Magnet Status. We know we can achieve it with your help.

Many Connecticut Children’s staff took a moment out of their day to attend the red carpet movie premiere of our Magnet Journey.
Connecticut Children’s Names New Members to Our Board of Directors

Connecticut Children’s recently welcomed 4 new members to our Board of Directors. These new members will be responsible for key decision making that will influence hospital procedures, finances and long term goals.

Perhaps the most well-known addition includes UConn Women’s Basketball Coach Geno Auriemma. Geno has been the Head Coach of the team for 29 years at the University of Connecticut. He has 9 national titles, 15 Final Fours, 5 perfect seasons and 39 Conference Titles under his belt. But even more important to him are his long-standing ties to Connecticut Children’s. For more than ten years Geno has been the host of our Fore the Kids golf tournament which has raised more than $1 million. In addition, he and his players frequently visit our patients at the Medical Center and most recently held a dance party in our Center for Cancer and Blood Disorders.

Joining Geno from the University of Connecticut, is President Susan Herbst. She is the 15th President of UConn and has been so since December 2010. Prior to her joining UConn, Susan served as Executive Vice Chancellor and Chief Academic Officer of the University System of Georgia, where she led 15 university presidents and over the academic missions for all 35 public universities in Georgia.

Leslie Silverman has a deep family connection to Connecticut Children’s. She’s the daughter of Stanley Cohen, a longtime and very generous supporter of the Medical Center directly and through the Ferrari Club of New England. Leslie is proud to carrying on her family’s legacy of support and even encourages the same from all three of her daughters who have volunteered at the Medical Center through our summer volunteer program. She is the Owner of 4 Sisters Enterprises LLC and Co-Owner of Silco Management Company LLC, which manages commercial and residential property. Leslie is also the chair of the “Art from the Heart” program, which works with volunteers to transform our cancer patients’ bedrooms at home.

Finally, the newest member of our Board is James Fanelli, managing director of the U.S. Trust Company, also known as Bank of America Private Wealth Management, a leading private wealth management organization. Jim has guided many of Connecticut Children’s leadership donors in their support of the Medical Center. He has also brought his private banking team to tour and visit our hospital, and encouraged them to include Connecticut Children’s among options for clients who are seeking ways to invest in the future of our children. More directly, through his leadership position with UNICO of Avon, he persuaded his fellow member to make their annual dinner dance a benefit for Connecticut Children’s. It has grown year-over-year and is on its way to being a new Signature Event.

These four now join our current members and will serve for a 2 year term. To learn more about our entire Board of Directors visit www.connecticutchildrens.org and select the About Us tab at the top of the page.
Connecticut Children’s new NICU Chief has big plans for the future of Connecticut Children’s and the care we provide our tiniest patients.

As former Director of the Neonatal Intensive Care Unit at Children's Medical Center of Dallas, James E. Moore, MD, spearheaded an incredible expansion of the facilities’ NICU and developed a ground-breaking neonatal telemedicine service, the very first of its kind in Texas.

Having served at Children's Medical Center of Dallas since 2011, Dr. Moore recently made the trip up from the Lone Star State to return home to the North East, where he will continue his passion for neonatal care and research at Connecticut Children's Medical Center.

“Connecticut Children’s has always been known for excellent clinical care, but it is also an organization that is growing in research and academics on a national level” said Moore. “I grew up in the North East and Connecticut Children’s offered me a way not only to develop and grow our excellent academic Neonatology Division on a professional level, but it allowed me to come back to the area I really love.”

In his role as Chief, Dr. Moore will oversee the continued growth of clinical services and educational and research programs in the Division of Neonatology. He is enthusiastic to begin developing new projects that will continue to provide patients and families across the region the best care possible. Such efforts include the advancement of Connecticut Children’s own telemedicine capabilities.

“I look to utilize all of our resources and grow our campus programs so that we provide the best care to our babies, with the highest quality, so that the region looks to us as leaders in cutting edge medicine.”
What is your favorite storybook/children’s book?
What Others Are Saying About Connecticut Children’s

Facebook  www.facebook.com/ConnecticutChildrens

**Steven Magao:** Just want to say thank you to the surgical team, nurses and all the staff at Connecticut Children’s for all of your work and dedication. My son’s appendix surgery and recovery was so quick and successful. 20 hours from surgery to release is pretty amazing to me. Thank you again.

**Michelle Kelly Welch Lumbra:** This hospital is truly amazing. I loved them when my daughter had to be a patient the few times she was. Keep being super heroes! More like super angels!

**Tina Littlefield:** This hospital is amazing and all the doctors and nurses are great…myself and baby Allen Charity love you all! XOXO

**Maria Savastio:** Today, more than any other day, our family gives thanks to Connecticut Children’s NICU and their amazing team. 2 years ago today, our son was discharged from your unbelievable care and we are forever grateful. Today, he is a healthy, happy toddler whom we adore.

**Robin Towle-Fesco:** I wanted to give Connecticut Children’s Medical Center a great big thanks for making my son’s 6th birthday a day to remember and to continue to provide the best care possible to him! You guys rock!

Twitter  www.twitter.com/CTChildrens

**Jerry Panas @jerrypanas:** Today I was at @ctchildrens – one of the great children’s hospitals in the country – JP

**Kathryn Elliot @CandidKathryn:** Thank you, @ctchildrens. For birthdays, for hope…for Brendan. #MiraclesHappen #NeverForgetToBeGrateful #26Weeks

**Maggie Colucia @mischiefmags:** @ctchildrens A huge THANK YOU to all the staff and doctors who helped my little girl today!

**Jeremy Bond @JeremyDBond:** We’re having the second late night @ctchildrens in two weeks. A sick kid isn’t fun, but the people are wonderful.
SCENES FROM Around the Medical Center
Take Me Out to the Ball Game

There were no peanuts or crackerjacks, but that didn’t stop the Security “Justice League” from striking out the competition and scoring big at the 11th Annual Employee Softball Tournament. The team took home the coveted gold trophy after a few friendly games at Millwoods Park in Wethersfield on July 18.