

# CTCPS 2016 Annual Report



CONNECTICUT CENTER  
FOR PATIENT SAFETY  
QUALITY HEALTHCARE IS A RIGHT.

ad-vis-ory / əˈvɪz-  
advise; giving advice  
role.  
ad-vo-cacy ədˈvɒk-  
of support (to a cause)  
her advocacy of women  
or work of an advocate

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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

The Connecticut Department of Public Health recently released its 2016 Adverse Event Report and sadly, there were only small changes from the prior year. In fact, while a few events were reduced, there were thirteen wrong site surgeries, one wrong surgical procedure performed on a patient and even one *wrong patient surgery*. This is not acceptable and it means that the Connecticut Center for Patient Safety has our work cut out for us and must continue to raise awareness, share patient safety strategies and speak with healthcare and policy leaders to bring about change and improvement. These are just some examples of what we will be focusing on this coming year.

The Connecticut Center for Patient Safety holds a unique position within the state of Connecticut and nationally. We are one of the few organizations whose primary goal is to improve patient safety and represent the patient perspective without any other underlying agenda. We promote high quality, safe healthcare and the rights of patients by promoting person-centered care, best practices and transparency in healthcare. We were established as a non-profit over ten years ago by a small group of residents who had been directly impacted by the realities of medical harm. Through their stories, many of which can be read on our website, we brought about a heightened awareness of the personal impact of medical errors and patient harm; we put faces to the data. As a result of our efforts, infection data and adverse event reports are published annually in Connecticut. Our state leaders can better target some of what needs to be improved in health care delivery since this is now identified and transparent for everyone to see. Today, we are a highly regarded organization with seats on state and national policy and advisory committees and organizations. Furthermore, we are engaged by others as speakers on various patient safety and healthcare related topics. We provide educational presentations and workshops to state nursing school students and medical and other health science students - the healthcare leaders of tomorrow. Equally as important, we regularly speak with patient and healthcare consumer groups at our senior centers and elsewhere to empower them as effective, engaged patients.

The need for our involvement and the requests for our participation in many events and activities has continued to grow. However, as we have experienced over the past few years, the slower economy has also continued to impact us. We rely heavily on dedicated donors and foundation grants for our support and are developing additional income streams as well. With the backing of a strong, engaged board of directors, we remain vibrant and responsive to the need for patients, the patient perspective and the patient voice to be included in all healthcare conversations. This drives our work.

We are providing our services in many ways including our website, which our members tell us has "so much helpful information for patients and providers in one place", our Facebook page through which we keep members informed of current health care news, our monthly newsletter and through our public events, workshops and speaking engagements. It is most meaningful when we hear from a student who attended one of our workshops that "I am now more certain than ever that this is what I want to do" or "this gave me a whole new perspective on healthcare". We are also committed to supporting and advancing person-centered care. While you may hear this term used often, patients continue to have difficulty determining the costs of their care, understanding their treatment plans and options and accessing their medical records in real time. This is not person-centered care and we are working on improving it.

Our efforts at CTCPS have been bolstered by an amazing and supportive membership including many active volunteers. It is the dedication and support of you, our members, that has allowed this past year to be a year of significant growth and impact. We have reached a much larger audience, are more in demand, and have continued to impact patient safety and healthcare in Connecticut and nationally. We are all patients at one time or another and our work in the coming year can only be accomplished with your input, help and support. For this, we thank 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.

- Doctors believe 71% of patients with breast cancer rate keeping their breast as top priority. Do you know how many breast cancer patients feel the same?
- When informed about the risks of sexual dysfunction after surgery for benign prostate disease, do you know how many patients still choose surgery?
- Although 90% of people say that talking with their loved ones about end-of-life care is important, do you know how many have actually done so?

**\* We provide patient safety and patient engagement educational outreach and services to schools, organizations and patient groups to help learn about questions like these and more.**

**\* We provide speakers for conferences, webinars, community gatherings, workplace presentations and other engagements.**

**\* We have a local and national media presence.**

**\* Our website, monthly newsletters and social media presence keep readers current on issues of the day.**

**\* We work with our Legislative and thought leaders to promote patient safety initiatives and represent patients at many tables in Connecticut and Nationally**

a. 7%; b. 40% fewer; c. 27%

**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 Chief Operating Officer at Planetree, Alan supports the advancement of an organization that has promoted patient centered care since 1979. Alan and his wife, Vickie, are also the co-founders of Kisses from Katie, Inc., a non-profit founded in honor of Katie Manning, Alan and Vickie's daughter, 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.

**Jean Rexford** (Treasurer & Secretary) - Jean was the founder and executive director of the Connecticut Center for Patient Safety until the end of 2014. She has now joined our board and also serves as a senior advisor. Jean represents the patient/public voice on national health care committees as well as participates on state committees addressing the needs and rights of patients.

**Gus Velez** (Immediate Past President, Director) - Gus is a victim turned survivor of medical malpractice. His lifestyle involves working each day as an amputee and accepting the challenges that come with the territory. 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. He recently completed his MBA at Quinnipiac University.

**Sandy Cayo** (Director) - 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. She received a Bachelor of Science in Nursing from the College of New Rochelle in 2008. Sandy has worked as a registered nurse at Yale-New Haven Hospital in hematology oncology bone marrow transplant since 2008. 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.

**Lisa Freeman** (Executive Director) - Lisa has been a patient safety advocate for over 20 years. She represents the patient voice and perspective at conferences and panels, holds seats on several boards and councils as well as national and state committees. One of her passions is conducting patient safety and educational workshops for patients and all stakeholders. By representing the patient voice, making sure that the patient perspective is part of all health care conversations, and by working together with all stakeholders, Lisa is committed to moving the bar and improving patient safety, patient-centered care and patient engagement across the board.