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SPECIAL
EDITION

CentralConnections

Joint Commission Survey a Success

Thanks, and congratulations. We've passed another merger milestone. And once again it's due to your hard work, dedication, and diligence.

As many of you are aware, the Joint Commission—the agency that accredits our hospital—was on site for a survey last Thursday and Friday. Unlike our routine accreditation surveys, the purpose of this visit was to conduct a “post-merger extension” survey. What that means is that the Commission was reviewing how well we are now working as one hospital, instead of two.

I'm pleased to report that the Commission found what many of us already know—we are working together really well! The surveyor spent time at both campuses. At Bradley, he tracked the case of a patient who came into the ED there, then on to a med-surg unit, and eventually into critical care. He looked at surgery, from pre- to post-op, reviewing everything from anesthesia carts to time-out procedures. He reviewed the pharmacy processes at both campuses, as well as the physical plant. And he examined our medical credentialing process, as well as how we've integrated two medical staffs into one.

Not surprisingly, the surveyor had many good things to say about The Hospital of Central Connecticut. He was clearly impressed by the ED's EmpowerER system, and by Cerner. He commented on the cleanliness at the Bradley campus. Following his two-day, extensive review, the surveyor mentioned only one area of required improvement—assuring an opportunity for face-to-face contact between nurses during shift change. Activity is already underway to address this.

I am so pleased that we did so well on the survey, and I want to express my gratitude to everyone involved. But beyond that, I want to thank each and every staff member of The Hospital of Central Connecticut. We are a great hospital because of the hard work you perform every day, not just when surveyors are on site. And despite our two locations, and the challenges posed by our recent merger, it's clear we have come together better than most in such a short time, truly working together as one unified hospital. Our patients can only benefit.

Sincerely,



Laurence A. Tanner
President and Chief Executive Officer

