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New! 1-800-doctors is systemwide physician referral number. Your practice may be getting referrals through 1-800-doctors. The new number is for area residents looking for a physician in the Hartford HealthCare (HHC) system, including Hospital of Central Connecticut (HOCC) medical staff members. When a resident calls the toll-free number, a counselor will help find the physician who best meets the caller's needs. If the resident's zip code is in the HOCC service area, the caller will be referred to an HOCC doctor. Because HHC has exclusive rights to use the number in the system's service area, callers will be referred only to HHC-affiliated physicians.

Sturmer named Patient Relations manager. Aimee Sturmer, OTR/L, MBA, has joined The Hospital of Central Connecticut as Patient Relations manager. Among her responsibilities, Sturmer is a liaison among hospital patients, their families and hospital staff. She can be reached at 860-224-5164 or via asturmer@thocc.org. Previously, she worked as an occupational therapist for Athena Health Care Systems and Harborside Healthcare at various Connecticut locations. She has also worked at St. Camillus Rehabilitation and Nursing Center, Stamford; Visiting Nurse and Hospice Care of Southwestern Connecticut; and Yale-New Haven Health System. Sturmer earned a bachelor's degree in occupational therapy from Quinnipiac College (now Quinnipiac University) and a master's in business administration from Sacred Heart University.



Hospital achieves renewed designation as a Bariatric Surgery Center of Excellence®. The Hospital of Central Connecticut (HOCC) recently achieved renewed designation as a Bariatric Surgery Center of Excellence® by the American Society for Metabolic and Bariatric Surgery (ASMBS). HOCC bariatric surgeon Carlos Barba, M.D., medical director of the center's bariatric surgery program, is a designated ASMBS Bariatric Surgery Center of Excellence surgeon at the hospital. Roux-en-Y gastric bypass, gastric banding and sleeve gastrectomy bariatric surgeries are offered at HOCC. The Center for Bariatric Surgery and Weigh Your Options is located at 11 South Road, Suite 130, Farmington. For information, please call 1-866-668-5070 or go to www.thocc.org.

Sleep Disorders Center satellite now open in Southington. The Hospital of Central Connecticut recently opened a Sleep Disorders Center satellite in Southington at 1131 West St., Building 1 lower level. The Center diagnoses, evaluates and treats a variety of sleep disorders, including sleep apnea and narcolepsy. The satellite is a four-bed center with capacity to expand to six beds. Each patient room has a full-size bed, TV, recliner and private full bath. To learn more about the Sleep Disorders Center, also at the hospital's New Britain General campus, call 860-224-5538 or visit www.thocc.org/services/sleep.

Hospital of Central Connecticut announces organizational leadership changes. Nancy Kroeber, M.S.N., has been named vice president, Clinical Operations, responsible for various hospital clinical and outpatient programs, including cardiovascular, sleep disorders and rehabilitation services; outpatient clinics; physician practice management, physician billing; Wound Care Center; and Dialysis. She will have operational responsibility for the hospital's oncology service line at the new cancer center. Most recently, she was HOCC interim chief nursing officer and director of cardiac, neuro and outpatient services.

Denise Peterson, R.N., M.S., has been named vice president, Patient Care Services/chief nursing officer, and is responsible for Nursing administrative and clinical operations at both hospital campuses, including inpatient nursing units, Emergency Department, Maternal/Fetal Nursing, Respiratory Therapy, and surgical services. Her leadership role continues in design and planning of HOCC's new cancer center and the oncology service line. Most recently, Peterson was director of nursing and responsible for oncology services.

Kate Betancourt, R.N., M.P.H., CPHQ, has been promoted to senior director, Patient Outcomes, and oversees performance improvement, patient safety, regulation and accreditation and patient relations. Most recently she was Performance Improvement director.



Introducing: ONE. The Hospital of Central Connecticut has begun a project, termed ONE, which aims to collectively unify all elements of patients' care — providers, data, varied departments — by converting patients' written records to electronic health records and making other changes involving technology. The project references ONE patient, ONE record, ONE care team and aims to enhance patient care quality, safety and efficiency and improve patient outcomes by facilitating information sharing; and making this information accessible at the care point, whether it be the Emergency Department, a community physician's office or diagnostic lab. ONE is being implemented in phases; most recently, the Cerner 'problem list' went digital on June 14. The HOCC practice managers' webpage at thocc.org/practice-manager/ will soon include a ONE section.



Committee leads coding system conversion to ICD-10. The Hospital of Central Connecticut is embarking on a conversion process from the current International Classification of Disease, Revision 9 (ICD-9) to ICD-10. The federally mandated conversion, effective Oct. 1, 2013, applies to hospitals and all other healthcare providers and will significantly impact physician offices. The codes will leap from about 13,000 with ICD-9 to more than 68,000 with ICD-10, enabling the hospital to record more specific information on patients' care. The hospital and its parent organization, the Central Connecticut Health Alliance, are aligning ICD-10 conversion efforts with those of Hartford HealthCare, Hartford Hospital's parent organization.

Sullivan named center of excellence liaison. Melissa Sullivan, R.D., has been named center of excellence liaison for The Hospital of Central Connecticut. Currently with the hospital's metabolic center in Farmington, Sullivan works with referring physicians and their office staffs, primarily as a metabolic center resource to help the hospital exceed customer service expectations. The center specializes in medical and surgical weight management, and endocrine disorders. Sullivan most recently worked for the hospital's bariatric surgery program, and before that at Central CT Surgeons. She earned a bachelor's degree in nutritional science from Saint Joseph College, West Hartford. She can be reached at 860-670-0611 or msullivan@thocc.org.



Wilson named Med-Surg clinical manager. Yarelis Wilson, R.N., B.S.N., has been named Med-Surg clinical manager at The Hospital of Central Connecticut's Bradley Memorial campus. Previously, she was clinical coordinator of the Step-Down ICU at ECHN at Manchester Memorial Hospital. Before that, Wilson worked at HOCC for five years, first as a nurse on N3, then as a cardiovascular specialist with the Department of Health Promotion. She earned her bachelor's degree in nursing from Saint Joseph College, West Hartford, and is pursuing master's degrees in healthcare administration and nursing administration from the University of Phoenix.



Hospital's early detection program receives \$15,000 grant. The Hospital of Central Connecticut's early detection program for breast and cervical cancer has been awarded a \$15,000 grant from the Charlotte Johnson Hollfelder Foundation. This grant targets a population of uninsured or underinsured women in Greater New Britain who are in need of a routine mammogram and are at least 35 years old but are uninsured or have a \$1,000 or more deductible and would otherwise waive breast cancer screenings; or whose insurance will only cover a mammogram every other year. For more information, please call Laura Karas at 860-224-5900 X6321.

Dialysis earns 'five diamond' status for safety. The End Stage Renal Disease Network of New England recently awarded HOCC's Dialysis Department 5-Diamond Patient Safety status. To attain 5-Diamond status, Dialysis staff completed a series of modules that included staff education and training in infection control, fall prevention, medication reconciliation, error prevention, culture of safety and other areas. The network created the patient safety program in 2008 and HOCC's Dialysis Department has been involved since the beginning, and first attained 5-Diamond status in 2009.

Hospital's July 30 Walk with a Doc in Cheshire. The Hospital of Central Connecticut's July Walk with a Doc will be held 9 a.m. Saturday, July 30 at Farmington Canal Linear Park in Cheshire. It will include a 30-minute walk and health tips from Maud Ward, M.D., internist, and Henry Ward, M.D., cardiologist, who will discuss controlling high blood pressure. Sign-in is at 8:30 a.m. New participants will receive a free T-shirt, hat, pedometer and fanny pack; each walker will receive a water bottle. At the August 13 walk at Rockwell Park in Bristol, Mary Windels, M.D., vascular surgeon, will talk about circulation problems and your legs. Program sponsors are Anthem and Pepsi Beverages Company. To register, or for more information, please visit www.thocc.org/walk-with-a-doc or call 1-877-914-WALK.



The May 21 Walk with a Doc at Pierson Park in Cromwell included tips from Thomas Lane, M.D., internist (at front, left), who discussed weight control.

Practice managers' webpage a valuable resource. The Hospital of Central Connecticut webpage, at www.thocc.org/practice-managers/, includes key departmental and contact information for Health Information Management, Admitting, Laboratory, Radiology and Payor Relations; as well as hospital news and upcoming events. It also includes a Practice Managers' Directory with practice managers' names and contact information, and Q&A section; both sites accessible via password. For the password or more information, please contact Kimberly Gensicki at 860-224-5900 X6507 or kgensicki@thocc.org.

New Medical Staff appointments announced. Kevin J. Finkel, M.D., Anesthesiology, New Britain Anesthesia, PC, 100 Grand St., New Britain, 860-224-5266. Kenneth R. Kurz, M.D., Urology, 455 Lewis Ave., Suite 210, Meriden, 203-238-1241. Christopher M. Morosky, M.D., Obstetrics/Gynecology, The Hospital of Central Connecticut Women's Health Outpatient Clinic, 100 Grand St., New Britain, 860-224-5261.

Next Practice Managers' Munch & Learn Thursday, Sept. 22, 11:45 a.m. to 1 p.m., Lecture Room 2. Invitations with agenda will be mailed.

PM Link is produced quarterly by The Hospital of Central Connecticut Corporate Communications Department. For more information about the Practice Managers' Munch & Learn lunch series or this newsletter, contact Kimberly Gensicki, senior marketing communications specialist, at (860) 224-5900 x6507 or kgensicki@thocc.org.