



April 24, 2014

Richard Melchreit, MD  
HAI Program Coordinator  
Connecticut Department of Public Health

Dear Dr. Melchreit:

Hartford HealthCare welcomes the State of Connecticut's reporting of hospital acquired infections (HAI) with posted data from January 2012 through December 2012 for Central Line Associated Bloodstream Infections (CLABSIs), Catheter Associated Urinary Tract Infections (CAUTIs), and Surgical Site Infections (SSIs) for colon and abdominal hysterectomy surgeries. During that period, with two exceptions for CAUTIs, our facilities were "in the expected range" for similar facilities and missions. We also appreciate the transparent validation process of the State HAI program, one of the few in the United States. Your process assures fair and accurate comparisons within Connecticut by assuring adherence to the standard CDC HAI definitions, which does not occur in most states.

Patient safety is the top priority of Hartford HealthCare. We are dedicated to providing the best quality care to patients, and reducing the incidence of hospital-acquired infections. Proactively in January 2012, the Hartford HealthCare Infection Control Clinical Council (HHCICCC) was established with the goal to work collaboratively to improve our infection rates throughout our system by sharing and adopting best prevention practices, standardizing policies and procedures, and utilizing technology in cost effective ways.

For CLABSIs, the HHCICCC has improved the care of central lines with standardized pre-insertion checklists, insertion kits, provider education, daily eyes on lines, dressings including Biopatch, daily CHG baths, and the use of Curoc caps- all national best practices which reduce infections. A CAUTI collaborative including all five of our acute care facilities is in progress- reducing urinary catheter utilization, standardizing insertion indications, hardwiring daily maintenance at the nursing unit, introducing a nurse driven catheter removal protocol, and properly collecting urine specimens.

Hartford HealthCare aspires to be a best performer, and recognizing that hand hygiene is the single most important intervention to prevent HAIs, a hand hygiene initiative was begun one year ago. Each month, anonymous observers monitor every nursing unit on all shifts in all our acute care facilities. These observations identify by unit and job role opportunities for extensive education and staff accountability. As a system over the last 12 months, we now have 85% compliance, with several of our facilities approaching 90% this month, the national best practice benchmark.

Sincerely,

A handwritten signature in black ink, appearing to read "Rocco Orlando, III, M.D.", enclosed in a thin black rectangular border.

Rocco Orlando, III, M.D.  
Senior Vice President & Chief Medical Officer  
Hartford HealthCare

A handwritten signature in black ink, appearing to read "Jack Ross, M.D.", enclosed in a thin black rectangular border.

Jack Ross, M.D.  
Director of Infection Prevention, Hartford HealthCare  
Chief, Infectious Disease, Epidemiology, HIV  
Hartford Hospital