

To: *Members of the Connecticut General Assembly*

From: *Susan Manganello*

Date: *February 14, 2011*

Please Support the Sustinet Plan House Bill 6305— with amendments that require more patient safety protections

As a nurse working to provide healthcare, I was discouraged to see that there is little improvement in transparency and accountability on how Sustinet would deliver care.

We know that dramatic change happens when there is transparency. As a nurse, if I were injured in work-related injury in a hospital, that injury would be reported to OSHA. But as a patient in that same hospital, there is no systemic comprehensive reporting mechanism. The public rarely knows what is happening behind those closed doors and oftentimes the facts are kept from the patient. Today, it is generally acknowledged that every patient needs an advocate. That could only mean that the hospital itself is not paying enough attention to the care provided and that mistakes and near misses are happening over and over again.

My daughter died – negligence and infections played a role. As a professional, I advocated for her, but even as a professional, I watched the near misses happening day in and day out.

Patient safety needs to be the beginning point – the patient needs to be the reason of healthcare. I am afraid that this bill does not provide the changes we need. Patient safety and patient centeredness seems to be forgotten once again.