

Smilow Update: November 15, 2022

SREC Closure

Monday, November 14, was the last operational day of the Smilow Rapid Evaluation Clinic (SREC). Beginning today, Tuesday, November 15, patients will receive their care in their local ambulatory clinic. The patients being seen by the SREC have been educated about this change by the SREC team and will be called prior to their next appointment.

In partnership with Infection Prevention, workflows have been created to support patients being cared for in their local treatment centers. Staff have been educated on these workflows and the units have the required PPE to ensure the safety of our patients and staff. Whenever possible, we will limit patients from multiple staff encounters including checkout. The checkout staff will schedule the patients based on the information included in the checkout section of the encounter. Please support this workflow by completing the checkout section of the encounter. We kindly ask that when anticipating need for care of this population, you work with local leadership to facilitate coordination.

We thank all of those involved since the opening of the clinic in April, 2020 and are grateful for the dedicated and specialized care provided during this time.

Breast Team Relocation

Clinicians and staff practicing on NP4 as part of the Center for Breast Cancer will transition from NP4 to NP1, Suite A, mid-December. An implementation team led by Sarah Schellhorn, MD, and Maureen Major Campos, RN, MS, will oversee the transition and more details regarding the move will be communicated in the coming weeks.

PET CT Installation

The Smilow Cancer Hospital PET CT upgrade project was officially completed on October 19. We now have two state-of-the-art units in our Smilow Radiology Department to increase both volume and clinical quality for our patients and providers. Thank you to the entire team who contributed to make this project a success.

Catherine A. Lyons Excellence in Oncology Nursing Leadership Award



Congratulations to **Irene Piazza, MSRN, PhD**, Smilow Cancer Hospital Care Center in Greenwich, inaugural recipient of the Catherine A. Lyons Excellence in Oncology Nursing Leadership Award. Irene received several nominations for the award, which was established in remembrance of Catherine “Cathy” Lyons to recognize an outstanding oncology nurse leader who has demonstrated exemplary leadership at Smilow Cancer Hospital and made a difference in the oncology nursing profession. Cathy was Smilow Cancer Hospital’s inaugural nursing leader and an esteemed national leader in the field of oncology nursing.

Irene was honored for her leadership and patient-focused care at the Smilow Cancer Hospital Care Center in Greenwich. One nominee noted, “Sometimes it is really easy for nurses to become so overwhelmed by the chaos of the day that we forget to stop and really listen to our patients. Irene is an incredible role model in showing us that no matter how busy we are, our patients always come first.” Another said, “Irene consistently motivates staff to take on additional responsibilities in order to enhance their role and improve how they deliver nursing care by encouraging educational learning and encouraging staff to be role models for new employees and in supporting their coworkers. She verbally displays confidence in all her staff.”

Helping Hand Award Winner

Colleen Jannitto, RN, nurse coordinator for the Endocrine Program at Smilow Cancer Hospital, was selected by the Department of Surgery Citizenship Award Committee to receive the Summer 2022 Helping Hand Award. Colleen was recognized by Dr. Jennifer Ogilvie for her dedication to patients, clinical expertise, and consistently going the extra mile for patients.

EPIC Upgrade

On Sunday, December 4, 2022, Epic will be upgraded by 3:30am. Most users will be affected as they begin operations on Monday, December 5, 2022. In preparation, there are several resources available:

- **The YNHH Epic Upgrade website**: Please use your Epic ID and password to login to this website.
- **The Yale Medicine Training & Development – December 4th Epic Upgrade website**: Please use your net ID and password to login to this website.
- Epic Upgrade Webinars: November 22 at 3pm, November 29 at 12pm, or December 1 at 10am. **Zoom Meeting Link**, Meeting ID: 94988107030, Passcode: 033866.

Smilow Star!

After 43 years with Yale New Haven Hospital, Debbie Klotzer, Senior Executive Assistant, will retire on November 30. During her time at Yale New Haven Hospital, Debbie has exemplified the meaning behind the Smilow Star. She began in the Pharmacy Department as an Assistant to Art Lemay, former Vice President of



the Smilow Cancer Network, and continues to provide high-level administrative support to Art's successor, Liz Herbert, along with Dr. Kevin Billingsley and Kevin Vest.

Debbie has chaired many cancer-related events throughout her career at YNHH, such as the annual head and neck cancer screenings, bone marrow drives, Tommy Fund for Childhood Cancer family day, Relay for Life and Breast Cancer walks, as well as hospital events and recognition programs. She was also the originator and coordinator of the Smilow Cancer Hospital patient binder that organized information relating to a patient's cancer diagnosis and supportive care resources all in one place.

"Being involved with cancer-related events has been especially rewarding for me over these years because everyone's life is touched by cancer in one way or another," said Debbie. "To

have been a part of helping someone, if even just for that one day, has been so gratifying and I will miss that immensely.”

When the Smilow Cancer Network was first forming, Debbie acted as a liaison keeping everyone informed and up to date. Debbie’s impact and contributions have touched many, and she will be greatly missed as she moves on to travel and spend time with family and friends.

Best regards,

Kevin G. Billingsley, MD, MBA
Chief Medical Officer
Smilow Cancer Hospital

Kim Slusser, MSN, RN, CHPN, NEA-BC
Vice President for Patient Services
Smilow Cancer Hospital



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A Comprehensive Cancer Center Designated
by the National Cancer Institute

Smilow Update: December 19, 2022

Dear Colleagues,

Happy Holidays

Over the last few weeks, we have spent time rounding and talking with many of you about the inspiring parts of your days, and the challenges you face. This has been a remarkable opportunity for us to learn more about the incredible care provided throughout Smilow Cancer Hospital and the Smilow Cancer Network. Throughout all our sites of care, our leaders are continuously awed by the dedication, compassion, and innovative spirit of our care teams.

As we look forward to taking time to celebrate the holiday season with our loved ones, we want to share our appreciation for your dedication to our patients, their families, and one another. During this time of reflection and renewal, it is important to remember that the more we care for ourselves and each other, the more effectively we can care for our patients.

Thank you for all you do. Happy Holidays!

Smilow Patient Experience Data

We have received our final Smilow Patient Experience performance data for FY22. Overall, Smilow achieved stretch goals for both Inpatient and Ambulatory. Congratulations and thank you to all the inpatient and ambulatory teams for all their hard work over this past year!

Smilow Inpatient patient experience final performance data for FY22

- Recommend the Hospital target goal was 81.4% and stretch goal was 83.5%. Smilow achieved the stretch goal with a final score of 83.5%.
- Care Transitions Domain target goal was 60.1% and stretch goal was 62.6%. Smilow achieved the stretch goal at 64.8%.

Smilow Ambulatory patient experience final performance data for FY22

- Likelihood of Recommending target goal was 86.2% and stretch goal was 86.5%. Smilow achieved the stretch goal at 88.3%.

Breast Team Transition to NP1

Clinicians and staff practicing on NP4 as part of the Center for Breast Cancer will transition from NP4 to NP1, suite A, on January 9. An implementation team led by Sarah Schellhorn, MD, and Maureen Major Campos, RN, MS, is overseeing the transition and patients are being notified through letters, a RX health text page the day of their appointment, and a MYCHART update. In addition, administrative staff will call patients to confirm the location of their appointment for the first five days of the transition to NP1.

Giavanna (“Gia”) Chirico, PA-C Winner of the APP “Outstanding Newcomer Award”

Congratulations to Gia Chirico, PA-C, who was selected by Yale New Haven Health during APP week for the “Outstanding Newcomer Award.” Gia is an APP with the Classical Hematology Program at Smilow Cancer Hospital and was nominated for the award by Alfred Lee, MD, PhD who commented, “Gia has been an absolute superstar. She has functioned easily at the level of a seasoned provider even in her brief time in practice. She has very quickly become one of the busiest and most clinically productive clinicians in our group, seeing several new patients per week on her own and numerous follow-up patients in our practice. Countless patients repeatedly have raved about their experiences with her and the exceptionally personalized care that she delivers. Gia recently received the highest number of compliments from patients out of all the providers (APPs and physicians together) in our group - despite being our junior most person!”



A Study of the Experience of Oncology Nurses

We invite all oncology RNs and APRNs to participate in a follow-up study to a qualitative study of the oncology nursing experience during year one of the pandemic. Participation involves completing a one-time anonymous questionnaire, designed to assess the quality of your professional life as an oncology nurse. Estimated time to complete this activity is 15 minutes. The findings will help us better understand your experience and improve the practice environment. If you are interested in participating, please click this [link](#).

Robotic Bronchoscopy Program

Smilow Cancer Hospital launched a Robotic Bronchoscopy Program on October 31 to help improve the diagnostic accuracy of lung cancer. 19 cases have been performed so far, with 6 more scheduled for the coming week. Yale interventional pulmonologists perform robotic bronchoscopy with state-of-the-art 3D fluoroscopy to allow for real-time digital tomosynthesis to further improve biopsy accuracy and biopsy remote parts of the lung that were previously inaccessible. In addition, they perform endobronchial ultrasound for lung cancer staging concurrently to reduce the time from referral to treatment, which can be anxiety provoking for many patients. Sanket Thakore, MD, Kyle Bramley, MD, Erin DeBiasi, MD, and Christopher Morton, MD are working together to provide robotic bronchoscopies for our patients and are available for referrals. Epic referral code REF94 Thoracic Interventional Program or 203-737-5699.

2023 Coding Updates

The following is a summary of some of the major updates to the Evaluation and Management code section:

- Deletion of Hospital Observation Services E/M codes 99217-99220
- Revision of Hospital Inpatient and Observation Care Services E/M codes 99221-99223, 99231-99239 and guidelines
- Deletion of Consultations E/M codes 99241 and 99251
- Revision of Consultations E/M codes 99242-99245, 99252-99255 and guidelines
- Revision of Emergency Department Services E/M codes 99281-99285 and guidelines
- Deletion of Prolonged Services E/M codes 99354-99357
- Revision of guidelines for Prolonged Services E/M codes 99358, 99359, 99415, 99416
- Revision of Prolonged Services E/M code 99417 and guidelines

For more information, please contact **Cynthia James, MBA, CPC, CRHC**

Reflections from Smilow

Shared by **Thomas Ferencz, RPh, BCOP:**

“I was in the Smilow staircase walking down from NP8 to ground level and I noticed the cool reflections of the sunshine off Smilow, back onto the side of the West Pavilion! The photo reminds me of: Genetic material, especially at the bottom of the reflection; the 2 “XX” in unique/slightly overlapping circles, reminds of the “cell cycle”- as cellular material progresses into telophase...The other reflections could almost be seen as binding sites of monoclonal antibodies to their targets...Lastly, one could even think the X’s and O’s represent the exceptional care, love, and compassion provided by staff at Smilow Cancer Hospital!”



Best regards,

Kevin G. Billingsley, MD, MBA
Chief Medical Officer
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Vice President for Patient Services

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