

Smilow Update: July 17, 2020

Dear Colleagues,

Ambulatory Transformation Working Groups

As planning and transition continues for our Ambulatory Clinics on both our main campus and in our 15 Care Centers, the **Ambulatory Transformation Team** led by **Maureen Major Campos, RN**, and **Anne Chiang, MD, PhD**, has divided into subgroups for strategic planning in July and August. The following Subgroups have assembled under the leadership teams listed to address key functions and concerns and provide specified deliverables:

- **Environment/Facility** (Camille Servodidio, Roberta Sterling, Todd Wilcox)
- **Patient Access** (Sarah Mougalian, Lisa Shomsky, Pamela Berkheiser)
- **Care Delivery Workflows** (Kathleen Moseman, Monica Fradkin, Anne Chiang, Jeremy Kortmansky)
- **Technology Applications** (Hal Tara, Kristina Capretti, Nicole Bocchetta)
- **Staff and Staffing** (Maureen Major Campos, Paula Pike, Tara Sanft)
- **Communication** (Renee Gaudette, Catherine Sumpio)

eCheck-in Smilow Ambulatory

Starting Monday, July 20th, all Smilow Ambulatory Clinics will go live with eCheck-in. Patients using MyChart will have the opportunity to use the eCheck-in functionality, allowing the patient to complete some of the tasks that are required during a patient appointment electronically and up to three days prior to the scheduled visit.

- Specific options within the eCheck-in process include: verifying demographics, updating medications, confirming allergies, reviewing problem list, completing a COVID screening, and completing a co-payment, if necessary. Implementing eCheck-in aligns with other YM and YNHHS ambulatory sites.
- Thank you to the Smilow Cancer Hospital Care Centers in Guilford and Torrington for piloting the eCheck-in process.
- Concurrent with the implementation of eCheck-in, we are streamlining the medication reconciliation process. For patients who do not use eCheck-in, the MA or ACA will update the medication history directly in EPIC, eliminating the paper medication list.

- For questions regarding eCheck-in, please contact the Smilow Ambulatory local leadership.

Department of Medicine COVID Explorer

The aim of the COVID Explorer (DOM-CovX) database is to provide ready access for Yale researchers to summary statistics and rapid visualizations of aggregated clinical data in order to generate hypotheses for further data requests, grant submissions, and scholarly work.

- The database currently includes all patients admitted for hospitalization to the 6 delivery networks of the Yale New Haven Health System with a positive COVID test during their hospitalization. Patients admitted to the Yale Health System who have opted out of electronic health record research are NOT included in the dataset or any collaborator datasets. As of today, there are 2,913 patients included.
- Data presented in the DOM-CovX Data Explorer may differ from data from other datasets or dashboards published by groups from Yale or YNHH. Firm conclusions should not be made from these aggregate data and we encourage researchers and clinicians to use these tools for hypothesis generation to prompt further, more detailed analyses.
- For more information, and to access the database, [login](#).

Town Hall: July 29

Please save the date for the next [Smilow Cancer Hospital Town Hall on Wednesday, July 29 at 4:30pm](#). We are proud to host **Dr. Marcella Nunez-Smith**, newly appointed Director of our Center for Community Engagement and Health Equity and Chief of Health Equity for Smilow Cancer Hospital. In addition, **Senator Chris Murphy** will join us to share his insights into the COVID-19 pandemic, Connecticut's response, and next steps.

YNHHS Supply Chain Survey

The YNHHS Center for Healthcare Sustainability and Clinical Redesign has launched a survey to ask for first-hand experience and thoughts on resource conservation and supply chain resiliency. Please take a few minutes to [share your thoughts and ideas](#).

Smilow Stars

Throughout the pandemic, the supportive care team from our Waterford and Westerly Care Centers published a weekly digital newsletter for their Centers, **Quarantine Corner**, providing tips for meditation, mindfulness, exercise, family activities, recipes, and other uplifting highlights each Friday.



The entire staff in Waterford and Westerly looked forward to the Friday publications, each of which helped to provide a sense of internal support and lead the team into the weekend after a busy week of clinical care. Each of the 14 newsletters were a collaboration by **Catherine McCarthy, LCSW, AOSW, Natalie Smith, MS, RDN, Cheryl Murray, LCSW, Laurie Scales, RD, Denise Gonyo**, Patient Care Coordinator, and **Karen Geary**, Lung Cancer Screening Coordinator. Thank you all for your innovative and creative idea!



Pictured, clockwise, from top left: Natalie, Catherine, Laurie, Cheryl, Denise, and Karen.

Best regards,

Charles S. Fuchs, MD, MPH
Director, Yale Cancer Center
Physician-in-Chief, Smilow Cancer Hospital

Lori C. Pickens, MHA
Senior Vice President and Executive Director
Smilow Cancer Hospital

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

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