

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
Smilow Cancer Hospital

Kim Slusser, MSN, RN, CHPN, NEA-BC

Vice President for Patient Services
Smilow Cancer Hospital

