

Smilow Update: June 12, 2023

Dear Colleagues,

NP15 Awarded the YNHH Capacity Champions Cup

On behalf of Smilow Cancer Hospital, Yale New Haven Hospital, and the patients in our community, we would like to congratulate North Pavilion 15 on winning the May 2023 Capacity Champions Cup. The Cup is awarded to the unit that achieved their discharge target the most days during the month of May. North Pavilion 15 met the target 23 of 31 days (74%), which represents exemplary teamwork, communication, and dedication to safe patient flow. Thank you for the commitment from nursing, care management, rehabilitation services, social work, the clinical team, business associates, and many more for preparing and executing timely discharges.

Smilow Town Hall

Please join us for the next Smilow Town Hall on **Wednesday, June 28 at 5pm** with Eric Winer, MD, Lori Pickens, MHA, Kevin Billingsley, MD, MBA, and Kim Slusser, RN, MSN. Questions are encouraged and welcome during the webinar through chat or Q&A or via email at any time to canceranswers@yale.edu.

Smilow East

We are proud to announce an extension of Smilow Cancer Hospital's inpatient care to EP 4-7. Beginning on Monday, July 31, the 13-bed unit with telemetry will transition to the Smilow Service Line to accommodate patients with sickle cell disease (SCD) and additional hematology and oncology patients needing inpatient care. This expansion will enable Smilow to provide continuity of care for patients with SCD by a specialized team.

Smilow East will be staffed by one hospitalist and two advanced practice providers, 12 hours each day, along with Smilow nursing, sickle cell and oncology consultative care, and supportive services.

Smilow Offers RefleXion X1

Smilow Cancer Hospital began using RefleXion® X1 to enhance care for our patients, and is the first in Connecticut to have the technology available. The first patient was treated on May 9. The RefleXion X1 machine is a linear accelerator that uses positron-emission tomography (PET) imaging technology to guide radiation therapy for treatment of cancerous tumors anywhere in the body. Yale Radiation Oncology is planning for the integration with PET to be fully operational at Smilow in early September.

ASCO Patient Centered Cancer Care Certification

Smilow Cancer Hospital at Guilford and the Center for Breast Cancer at Smilow Cancer Hospital recently achieved certification through the ASCO Patient-Centered Cancer Care Certification pilot. Both sites met rigorous, expert-backed oncology medical home standards and throughout the following year will continue quality assessment and improvement efforts.

The following standards were measured for certification: patient engagement; availability and access to care; evidence-based medicine; equitable and comprehensive team-based care; quality improvement; goals of care; palliative and end-of-life care discussions; and chemotherapy safety. Smilow Cancer Hospital leadership looks forward to expanding certification to all Smilow locations.

Smilow Receives \$50,000 Grant from ACS to Assist Patients

The American Cancer Society recently awarded a \$50,000 transportation and lodging grant to Smilow Cancer Hospital to support patient access to care. "We are delighted to have been chosen as a grant recipient and very grateful to the American Cancer Society. This generous funding will help ease some of the financial worry that can accompany a cancer diagnosis by directly assisting patients who need lodging close to Smilow during their treatment, as well as provide transportation to and from appointments at our Smilow locations," said Maureen Major Campos, RN, Director of Patient Services, Smilow Cancer Hospital. "Transportation and lodging improves access to care which can lead to quicker diagnoses and better outcomes."

Annual HIPAA Security Reminders

The Office of Privacy and Corporate Compliance (OPCC) recently completed an audit of several clinical spaces on the York Street and Saint Raphael Campuses. Please review the following common physical safeguards to practice in clinical care units:

- Log out of workstations when stepping away
- Ensure papers are not left unattended on printers/copiers, workstations, filing baskets, etc.
- Question unfamiliar faces
- Make sure locked units, rooms, closets, etc. are locked
- Turn monitors away from busy corridors or use privacy screens
- Do not save passwords on sticky notes on monitors or underneath keyboards
- Check the shred bins on your units and work with your partners to have them routinely emptied and/or replaced as needed

Epic Provider Office Hours

The ITS Epic Training Team is pleased to announce a new program, "Epic Provider Office Hours." This program seeks to support providers with a new platform to troubleshoot Epic functionality and optimize Epic efficiencies on a one-on-one virtual session. Sessions are 30 minutes in length and conducted over Zoom by members of the Epic ITS Training Team. Please reach out to **John Murray**, ITS Principal Trainer/Instructional Designer, to schedule to meet with an Epic support specialist and learn new ways to:

- Improve time in patient charts
- Minimize clicks

- Review notes templates
- Reduce “note bloat”
- Leverage In Basket Tools and QuickActions
- Build/create order favorites and panels
- Personalize their Epic screens
- Address specific Epic issues

Chemotherapy Consent Smart Phrase

The chemotherapy consent SmartPhrase was decommissioned within Epic on June 5. All anti-cancer treatment consents must now be completed utilizing the paper or electronic form (e-consent in Epic: “Consent for AntiCancer/Biotherapy”). The electronic form can be utilized for consenting over video and/or phone, however, a witness must be present and co-sign along with the consenting provider. Consents completed up until May 11, 2023 with the chemotherapy consent Smart Phrase are still valid and new consents do not need to be obtained. For any SmartPhrase consents completed after May 11, providers will be contacted to ensure complaint consents are obtained at next visit/treatment.

Telehealth Retreat

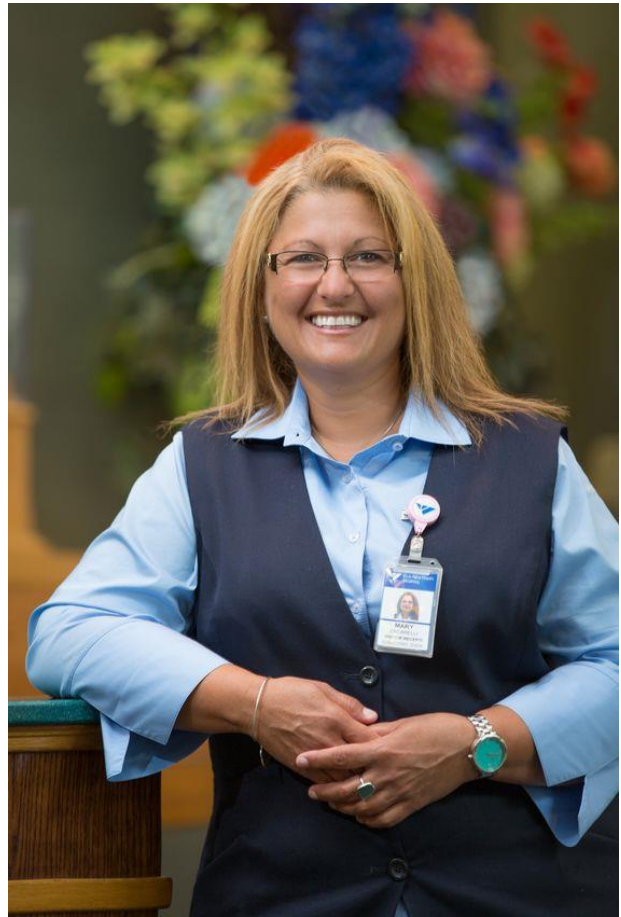
Smilow administration recently held a telehealth retreat to discuss the end of the public health emergency (PHE) and its impact on regulations, as well as technology updates and prioritization efforts for Smilow practices. Currently, 14% of Smilow visits are telehealth and a little less than 50% of those are still phone visits. The top three opportunities for improvement identified were: optimizing clinic workflows for telehealth patients, template revision/optimization, and conversion of phone visits.



Smilow Star!

Mary Zaccarelli truly exemplifies the role of a Patient Experience Ambassador, and a **Smilow Star!**

Mary is often the very first person patients, families, and staff members see when they enter Smilow Cancer Hospital. She is warm, engaging, and very helpful. In her role greeting patients entering Smilow on NP4 from Air Rights Garage, Mary sets the tone for patient experience for patients and families coming through one of our most important front entrances. Kevin Billingsley, MD, MBA, says, “She treats patients like guests entering her home! She exemplifies our guest services standards, and her actions show her love for her work.” Thank you, Mary!



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

Yale New Haven Health

Safety Culture Survey

May 30 - June 13, 2023



Scan this code to access the survey.
Your participation is important.
Safety Matters!



YaleNewHavenHealth

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