

Smilow Update: May 18, 2021

Dear Colleagues,

Celebrating our Oncology Nurses

Congratulations to the following nurses and ACAs who were recognized with annual awards earlier this month at the 2021 Smilow Oncology Nursing Month Award Ceremony:

- The Claire Puklin Award in Urology: Presented to the entire **Urology Nursing and Technologist Team**
- The 12th Annual Oncology Research Nursing Award for Clinical Excellence: Presented to **Lesia Enchura, RN**, Smilow Cancer Hospital Care Center in Fairfield, and **Tracy Mitchell, RN**, Tier 2, OCN, CMSRN, Inpatient Women's Oncology Unit on SLA5
- The 10th Annual Oncology Research Patient Care Associate Educational Grant: Presented to **Karen London**, ACA II, Pediatric Hematology/Oncology Clinic

Next Day Access

Next Day Access provides patients with a new diagnosis of cancer an appointment with a Smilow provider within 24 hours of contacting Smilow Cancer Hospital or our Care Centers. Patients may choose from available providers, or wait to schedule their appointment with the provider of their choice. Smilow nurses reach out to the patients in advance of the appointment to review information.

- Through the work of our Smilow Patient Access Committee, co-chaired by Sarah Mougalian, MD, Chief Ambulatory Officer, and Lisa Shomsky, RN, MBA, Regional Service Line Director, Smilow Cancer Hospital Network, 8 of our clinical locations have launched Next Day Access for new patients since September 2020.
- In phase I, Breast Oncology (New Haven), Gynecologic Oncology, and our Trumbull and Greenwich Care Centers launched the service. In phase 2, the Breast Center in Trumbull/Bridgeport, and our North Haven, Fairfield, and Guilford Care Centers joined. Phase 3 is planned for June, with sites to be determined.
- To date, 15-20% of eligible patients schedule a Next Day appointment. 76% of those who decline prefer a specific physician or appointment date.
- Patient response has been positive, "The waiting is the worst. Next day appointment was huge for me." "They made me feel well informed, safe, well cared for and like I and my treatment were in the best possible hands."

Updated Visitation Policies

The Phase 2 visitation policy has been implemented for inpatient visitation allowing 1 visitor for adult COVID negative inpatients on their 1st day of hospitalization from 2p-8p daily.

- Visitors must arrive between 2:00-7:00pm and must leave by 8:00pm daily. Each patient may have one visitor per day, no switching/swapping during the day, although patients can have a different visitor each day. We recommend that you limit your visit to two hours.
- We would like all of our patients, families and visitors to be at the location of their appointment or with their loved one. It is very important to keep visitors of inpatients at the bedside during their visit.
- The visitation restrictions for all ambulatory areas have also been updated in accordance the Phase 2 guidelines. Patients coming for an outpatient medical office visit or to an ambulatory area may now be accompanied by one individual throughout their visit. In areas where social distancing cannot be maintained, local leadership is empowered to restrict visitation as necessary, and follow the Smilow Guidelines for Visitor Exceptions in the Ambulatory Setting. The full YNHH policy is available [here](#).

Smilow Ambulatory Pre-Visit Screening Calls

Staff making pre-screening calls are reaching approximately 40% of patients prior to their visit. Now that many of our patients are now partially or fully vaccinated and visitor restrictions have been updated to phase 2 at YNHH, pre-visit screening calls will be discontinued along with the process of documenting visitor exceptions in Epic.

On-site Employee Vaccination Clinics

YNHHS will host one-day on-site vaccination clinics for employees only this week. Employees who have not yet been vaccinated can schedule an appointment to receive their first dose of the vaccine (Moderna) per the following dates and locations:

- Today, May 18: Greenwich Hospital - Noble Conference Room
- Today, May 18: Lawrence + Memorial Hospital, Room 1.412
- Wednesday, May 19: YNHH, York Street Campus, EP Special Events Room
- Thursday, May 20: Bridgeport Hospital, Medical Education Classroom
- Tuesday, May 25: YNHH, Saint Raphael Campus - Selina Lewis Multipurpose Room

All employee vaccinations will be by appointment. To schedule an appointment, please call the dedicated hotline at 475-246-9492; call the Employee Resource Center at 844-543-2147, option 2; or email OccCOVIDVac@ynhh.org.

Emotional Wellness Webinars

Please join Tara Sanft, MD, Chief Experience Officer, and Roy S. Herbst, MD, PhD, Chief of Medical Oncology, along with co-presenters Robin Stern, PhD, and Marc Brackett, PhD, of the Yale Center for Emotional Intelligence, for a four-part webinar series focused on Emotions.

Wednesday, May 26 at 12 noon: Recognizing Emotions in Self and Others: Perception or Reality?

How do we perceive our own and others' emotions? What is the information we need to know in order to move from attributing emotion to perceiving emotion? How do we make fewer mistakes in reading other people's emotions?

Monday, June 21 at 12 noon: Understanding and Labeling Emotions: Name it to Tame it

Why is it important to name your feelings and to understand what triggers them? What are the global themes versus specific themes associated with different emotions?

Wednesday, July 7 at 12 noon: Expressing Emotions: Power, Race, Gender, and Culture

What are the factors that impact our comfort level and the rules around expressing emotions? Why do we mask our emotions? What are the implications?

Wednesday July 21 at 12 noon: Regulating Emotions: From Breathing to Reframing

What are the most helpful ways for us to manage our emotions and to co-regulate with others while taking into account individual differences and context, both in the short term and the long term.

Virtual Survivors Day

The Smilow Cancer Hospital Survivorship Network invites you to join us for our 2021 National Cancer Survivors Day (NCSD) Virtual Celebration! As with last year's event, we are accepting video postings from our Survivorship experts and teams throughout the Smilow network featuring tips & tricks, gratitude for survivors, and celebratory videos. We need the help of our entire Smilow network for content and submissions! Please email canceranswers@yale.edu for more information or to submit content.

Sexuality, Intimacy and Menopause Program

The Sexuality, Intimacy, and Menopause Program at Smilow Cancer Hospital combines both medical and psychological interventions to help women who experience sexual dysfunction after cancer. Founded by Dr. Elena Ratner and Dr. Mary Jane Minkin, the clinic began nearly a decade ago and is a resource for the care of your patients. Please reach out to **Johanna D'Addario, PA-C** for more information or call (203) 200-4176.

Smilow Star!

Today's Smilow Star is **Theresa Carabello, RN, OCN**, Oncology Nurse Coordinator for the Smilow Cancer Hospital Care Center in North Haven!

Terri consistently goes above and beyond to ensure that patients are receiving the best care. She consistently supports her team, as well as our patients and families. Terri is always willing to help anyone who needs it; all the while keeping a positive attitude that lift the spirits of those around her. Terri's colleague, Katlyn Herles, BSN, RN, says, "I couldn't imagine not having Terri as a coworker and friend!" Terri excels at ensuring a positive patient experience and works hard with her new patient onboarding team to get the suspected and newly diagnosed cancer patients in for a first visit with an oncologist as quickly as possible, many times within 24 hours! Terri is amazing and a whiz at maneuvering a physician schedule to meet the patients' needs. We are so fortunate to have such a positive force, knowledgeable nurse, and creative problem-solver on our team. Thank you, Terri, for everything you do for our team in North Haven!



Best regards,

Nita Ahuja, MD, MBA, FACS
Interim Director, Yale Cancer Center
Interim 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
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Kim Slusser, MSN, RN, CHPN, NEA-BC
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