

Smilow Update: July 10, 2020

Dear Colleagues,

Smilow Cancer Hospital Volumes

Our visit volumes continue to rebound, with only a 3% decrease in total visit volume from February (22,677) to June (21,925). Smilow providers are consistently completing over 8,000 video and phone visits per month.

Blue and White Inpatient and Consult Service

Beginning July 18th, medical oncology blue and white inpatient service and consult attendings will transition start days from Monday to the previous Saturday. The goals of changing attending start day to Saturday are:

- To improve patient care by moving beginning of service time to days with fewer admissions, meetings, calls, and no clinics. We hope this will enable teams to start Monday with a better understanding of and care plan for both inpatients and consults.
- To minimize multiple team members changing during the week (interns transition Tuesdays, residents Wednesdays and fellows on Mondays)
- To allow inpatient providers to have a weekend off at the end of service time to recover prior to another work week.

Any specific issues or questions regarding this transition should be directed to [Hari Deshpande](#) (for consults) and [Paul Eder](#) (for inpatient medical oncology).

Anthem's Oncology Medical Home Model

We are pleased to announce that Smilow Cancer Hospital is participating in Anthem's Oncology Medical Home (OMH) Model. Anthem's OMH is a new value-based payment program that focuses on delivering high quality, patient-centered care through enhanced care coordination, shared decision-making, reducing low value acute care utilization and maintaining adherence to evidence-based clinical pathways.

Eligibility

- Patients between the ages of 18-75 who are receiving cancer treatment with a drug therapy and are covered under one of Anthem's commercial plans are eligible for this program.

Incentives

- Smilow will receive a monthly care coordination population payment for eligible patients (\$165 PMPM)
- Smilow is eligible to receive a performance-based payment if we meet minimum performance targets on quality measures like avoidable ED and hospitalizations and clinical pathways adherence

Building on our infrastructure and experience from the CMS Oncology Care model, our participation in Anthem's new program extends our efforts in reducing acute care utilization and providing high quality care for Smilow patients. It also affirms our commitment to partnering with payers to do what is right for our patients. Anthem will provide us with additional revenue to deliver on this mission. Moreover, we will gain essential expertise in value-oriented care models so that we can lead the field in improving cancer outcomes. Please contact [Nara Sinanis](#) for more information.

Smilow Star

As a Program Coordinator for Smilow Cancer Hospital, **Erin Singleton** has been instrumental in the success of several Smilow initiatives, including the launch of electronic depression and distress screening and telemedicine. Erin collaborates closely with Smilow leaders and clinical teams to conduct needs assessments and execute implementation plans for strategic projects. She also develops detailed proposals and presentations for important committee meetings to support decision-making. During our COVID-19 efforts, Erin created a comprehensive resource directory for Smilow faculty and staff, which streamlined important policy and workflow information in an accessible and organized format. She is a highly organized, collaborative, and trustworthy team player who always follows through on her commitments. While most of her work is "behind the scenes," Erin truly enables our team to deliver high-quality care and service to our patients and their families.



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

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