

## Smilow Update: July 29, 2021

Dear Colleagues,

### U.S. News Rankings

Earlier this week, *U.S. News & World Report* released its annual “America’s Best Hospitals” rankings. While we know that Smilow Cancer Hospital and Yale Cancer Center exceed clinical and research expectations in many ways, we acknowledge that our cancer services ranking does not reflect the incredible dedication, strengths, and innovation from Smilow Cancer Hospital, our Care Centers, and Yale Cancer Center, and the care provided to our patients and their families each day.

The survey uses a three-year rolling average for mortality (2017-2019), discharge to home (2017-2019), and reputation (2019-2021), and includes patient experience survey results for YNHHS for the calendar year 2019.

While we pay significant attention to our ranking placement, we recognize that such ranking systems may fail to capture many of the elements of clinical quality, innovation, health equity, and care transformation that are provided by a large matrix academic healthcare system such as ours. Optimizing our performance in this arena is one of many quality initiatives that will continue to be a priority in coming months. We remain fully committed to partnering with our colleagues at Yale New Haven Hospital and Yale Medicine to improve our data scoring in the coming years.

We want to reiterate our appreciation and respect for your daily commitment to improving the lives of our patients and their families through extraordinary patient care and cancer research. Please reach out directly to discuss the rankings and process further.

### Smilow Inpatient Visitor Restrictions

Effective Wednesday, July 28 our Smilow inpatient units NP 11, 12, 14, and 15 began restricting visitation of all children under the age of 12 because they are not vaccinated for COVID-19. This new policy is in an effort to better protect our immunocompromised patients from increased risk of infection.

### COVID-19 Vaccinations

A reminder that all YNHHS and Yale University employees are now required to get the COVID-19 vaccine, with few exceptions for religious or other medical exemptions.

- For YNHHS employees who are not yet vaccinated, you have until August 31 to receive the single dose vaccine (Janssen/Johnson & Johnson) or the first dose of a two-dose vaccine (Pfizer or Moderna). If choosing a two-dose vaccine, the second dose must be administered by September 30. Exemptions will be made for documented medical reasons or religious or spiritual beliefs. Applications for exemptions must be filed by August 1. Please visit the [Vaccine Information](#)

**Center** for the latest vaccine schedules and review the [guidelines and FAQ guide](#) provided by YNHHS.

- Yale University employees have until August 1 to [submit and confirm](#) their vaccination status with the University.

### **Epic Upgrade: August 15**

Updates for all users will include:

- Storyboard will be enhanced to provide quicker access to key patient details and common actions without switching screens.
- It's Possible videos will be viewable from one place, including videos you viewed previously. Additionally, you can send It's Possible video links to your registered mobile device or email address.

In addition, optional features will be added for individual selection. Please review the [guide to the top upcoming changes](#) and take the time to participate in [Epic eLearning](#) before August 15.

### **Use of Chaperones for Examinations, Treatments, and Procedures**

A medical chaperone is a person who acts as a witness for a patient and a health professional during a medical examination, treatment, or procedure. Yale New Haven Health and Yale Medicine have implemented a new policy stating that medical chaperones will be required during sensitive examinations, treatments, or procedures as noted in the policies of the respective entities.

Medical chaperones will also be available during any other examination, treatment, or procedure at the patient's request. Additionally, any member of the care team may request the presence of a chaperone during any examination, treatment, or procedure.

- [Policy and Implementation Guide: Use of Chaperones for Exams, Treatments or Procedures in Ambulatory](#)
- [Documenting The Use of Chaperones For Inpatient Providers](#)
- [Chaperones for Exams, Treatments or Procedures in Ambulatory](#)

### **New Look and Feel of MyChart Website & Mobile App**

Here is a preview of some of the [new features](#) of our new MyChart website and App, which now look alike:

- There is now a Menu option which provides a drop down containing useful items and information.
- All options from the Tabs on the top toolbar are now in a searchable Menu.
- There are four main shortcuts that can be edited.

### **Smilow Star!**

**Jade Saliba**, PCA, on our surgical oncology inpatient unit, is not only a Smilow Star, but recently put her life-saving skills to use at her local gym! Jade noticed a crowd gathering around and found a man unresponsive and blue; she quickly stepped in and assessed his pulse and began chest compressions while directing others to dial 911 and locate the AED she had seen in the gym. Her calm response, and persistency in requesting the AED and applying it while she directed a witness to continue the compressions is incredible. Jade delivered several shocks and the man



was resuscitated and later admitted to Yale New Haven.

Jade had attended a mock code the week before, and credits her training with helping her know what to do. We are proud of her tremendous skill and leadership in this situation and commend Jade for utilizing her training outside the workplace for our community. We also recognize her manager Cara Henderson and Rebecca Halpern for providing the support and resources for mock codes on their Smilow unit.



**Best regards,**

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