

Smilow Update: November 17, 2020

Dear Colleagues,

COVID-19 Mitigation Strategy

The increased community prevalence of COVID-19 requires a change to how we manage infection control within our facilities. The YNHHS Infection Prevention team is transitioning from a containment to a mitigation strategy.

- This transition means contact tracing will be more limited, and only symptomatic or COVID-19-positive healthcare workers will need to quarantine.
- In alignment with orders from the State of Connecticut, we are reducing the number of individuals who are permitted to be present for **in-person meetings**.
- Please review the **Staff COVID-19 Exposure Risk Guide**.
- Occupational Health will facilitate testing for those with high-risk exposures. Symptomatic healthcare workers and those returning from travel can access these priority collection appointments through **<https://ocucovidtesting.ynhhs.org/>**.
- The YNHHS testing pathway is to be used for:
 1. High-risk exposures as identified by Infection Prevention
 2. Symptomatic healthcare workers
 3. Healthcare workers returning from travel

LeanTaaS

Smilow Cancer Hospital has partnered with LeanTaaS to bring iQueue scheduling to our Infusion Centers. The software will help to reduce the impact that peak time scheduling often brings to our infusion spaces, and will better spread scheduling throughout the day to enable more efficient use of resources and a better patient and staff experience. Our Trumbull Care Center and NP 8 began using the software yesterday.

With LeanTaaS:

- Patients will be booked to a template with specific appointments available, rather than having the ability to request a specific time. Schedulers will have the ability to accommodate patients with restrictions.

- Wait times for infusion should decrease with improved scheduling.
- The iQueue scheduling approach will accommodate much of the clinic demand to infusion, when possible, clinic appointments and infusion times should be decoupled.
- A greater emphasis will be placed on timely order signing.
- iQueue's software provides data to enable better scheduling decisions and analytics for evaluating infusion center metrics.

Meals4Healers

Please consider supporting the reactivated program, Meals4Healers, to support our providers who test COVID positive and those who are required to quarantine at home. This is a donation supported effort to partner with local restaurants to provide nutritious, tasty meals during recuperation and to let our colleagues know that their team at Yale is supporting them. The program is completely supported through donations. Please consider a [donation](#) through this second wave of the pandemic.

Connecticut Hospice Now Virtual

Connecticut Hospice in Branford is now included as a virtual option for patients and families, in addition to VITAS Healthcare. Connecticut Hospice is a high-quality hospice and palliative care provider with a longstanding relationship with our health system.

- Connecticut Hospice is only available Monday-Friday 8am to 5 pm.
- VITAS will remain the only virtual program option available at YNHH in the evening, on weekends, and on holidays.

Ambulatory Clinic Downtime Charge Submissions

In the event of extended ambulatory clinic systems (Epic) downtime, this is the expected process to document patient care and indicate services to be charged. Providers will document clinical care on PAPER for ambulatory patient visits, using H&P forms.

All patient information must be documented on each form/side of form:

- Patient name
- Date of Birth
- MRN#
- Date of Service
- Clinical location of service
- Clinical provider of service for billing

Appropriate medical history, physical examination, medical decision making (and time if appropriate) should be documented, including any clinical procedures performed. Any medications injected must be documented by drug name, dosage administered, site of administration, NDC code of drug, and if medication was patient supplied.

The provider schedule and the patient notes will be batched and scanned by the clinic staff to the appropriate Coding & Billing central email address as an attachment. This process does not apply to Radiation Oncology, which will follow current Epic procedures.

Hotel Accommodations Available

Accommodations are available at the New Haven Hotel for physicians and residents who are COVID-positive and need to self-quarantine. Accommodations at the hotel may also be available, with the proper approvals, for those who are asymptomatic and in need of temporary housing because they are working long shifts, live far away, and/or have household members who are considered high-risk.

All requests must receive departmental approval. Approvals for residents must go through **Dr. Stephen Huot**. In the case of COVID-positive clinicians, a department contact will be designated to help coordinate with the hotel. **Please click here for additional details.**

Luminary Awards

Congratulations to the 55 individuals and teams who were recognized last night during our annual **Luminary Awards celebration** for their excellence in Community Service, Leadership, Optimization, Patient Experience, and Research. Their hard work, diligence, and perseverance reminds us all that it's not the bricks and mortar that make our hospital great, but the people who work here who make the difference each and every day for our patients. 2020 will long be remembered as our finest hour, and we thank you for all that you have done, and all that you will continue to do! As our champions, we are proud of this year's Luminary Award winners:

- **Community Service:** Karen Coombe, Sue Faraone, Volunteer Musician Coordinators
- **Leadership:** Kerin Adelson, Nancy Beaulieu, D'Ana Brooks, Michelle Cone, Kylie Kuck, Bethany Larkin, Sarah Lombardi, Christina Matousek, Man-Yee Merl, Renee Muse, Paula Pike, Ina Pike, Danielle Pike, Christina Wiess, James Yu, Ambulatory Nursing Leadership New Haven
- **Optimization:** Suzanne Evans, Barbara Holahan, Christina Solano, Outpatient Palliative Care Team
- **Patient Experience:** Taryn Baldwin, Gloriamary Calhoun, Jennifer Cohen, Kelly Derosier, Vanna Dest, Laura Donnelly, Ana Guedes, Annie Jha, Gulden Menderes, Elizabeth Prsic, Celestino Rivera, Halley Robinson, Rebecca Rode, Vanessa Salino, Stephanie Ward, Margret Barnes, Gisela Boxleitner, Andrea Couto, Janine Franklin, Maria Tintone, Ebonie Washington, Smilow Operations, Smilow Torrington, Smilow North Haven, NP8 Infusion Team, Clinical Trials Office and Clinical Research Support Laboratory, Palliative Care APP Team
- **Research:** Antonella Bacchiocchi, Kwasi Boateng, Talia Gallagher, Barbara Johnson

Smilow Star!

Karen Coombe, RN, has dedicated her nursing career to ensure that each of her patient's needs are met and will leave behind a legacy of oncology nursing care in Women's Oncology Services when she retires at the end of the month after 33 years of service. Karen is a true nurse at heart. She is caring, kind, and a fierce advocate for good practice. She role models the standards of professional behavior and goes to great length to ensure her patients are educated, comfortable, and at peace. Her sense of humor and authenticity helps her to develop trusting relationships, making her a team member that her team can count on.



Karen delivered seamless oncology care during the COVID-19 pandemic and was an active participant in the move of the Women's Oncology Services from New Haven to Guilford and back. She worked tirelessly on Saturdays during the moves to ensure the infusion unit was set up and ready for patient care on the following Mondays. She has great attention to detail and takes the time to make sure the chemotherapy is correct and is administered properly. Karen also personalizes the care she delivers to each of her patients and anticipates their needs in advance. For example, when one patient had anticipatory nausea related to the sight of the IV bag, Karen created a way to obstruct the bag from the patient's view. She also brought soup to a patient who had trouble keeping food in her digestive system. We celebrate Karen and the countless contributions she has made during her career at Yale New Haven and Smilow, she is truly a Smilow Star!

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
Chief Medical Officer
Smilow Cancer Hospital

Kim Slusser, MSN, RN, CHPN, NEA-BC
Vice President for Patient Services
Smilow Cancer Hospital

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