

Smilow Update: November 4, 2020

Dear Colleagues,

Ransomware Threat

Ransomware attacks are increasing in numbers and sophistication, targeting hospitals and healthcare organizations around the world. Everyone at Yale New Haven Health System should be prepared in case of an attack on our information technology systems. Federal law enforcement officials have alerted Connecticut healthcare organizations that there is a credible and imminent threat of ransomware attacks and to prepare for significant operational interruption, ensuring continuity of operations through preparation activities.

Ransomware is a form of malware (malicious software, such as viruses) that encrypts a victim's files. The attacker then demands a ransom from the victim to restore access to the data upon payment.

The most likely portal into an organization's IT infrastructure is through email.

In an effort to minimize the potential impact at Smilow Cancer Hospital and our Care Centers, the following preparations are being made in alignment with the hospital incident command structure recommendations:

- BCA downtime PCs have been tested and are being checked daily.
- Phone trees have been created for staff in each department and are printed. Please ensure your manager has personal contact information for you, and that you have your manager's personal contact information. Mobile Heart Beat (MHB) phones are now cellular enabled.
- Chain of command documents have been updated and printed.
- Phone lists are available in each clinical area with frequently called department numbers posted. Please consider creating your own personal phone list for easy access, and printing the document. In addition, all oncology faculty should share their personal contact information through the cancer center survey for a complete contact list to be compiled through the Director's office.
- Downtime forms have been secured for up to 72 hours of coverage in each clinical area.
- Each clinical area is printing 5 days of patient schedules every morning to ensure schedules are available. Inpatient lists are printed daily.

- All keycard access areas have been updated and keys have been issued by the operations team to managers to ensure access will be available.
- Pharmacy has transferred treatment plans to USB drives and will distribute to each clinical area.
- Please ensure patient iPads are ready for use and fully charged. Confirm connection to “HSC-Guest” Wi-Fi on main campus and confirm Zoom and FaceTime functionality.
- Yale employees and faculty should use <https://outlook.office365.com/yale.edu/> to access their Yale email from YNHH.
- In the event of a ransomware attack, YNHHS Emergency Management staff and the ITS Business Continuity team will push messages via Everbridge to work (YNHH and University) and personal emails and cellular phones as populated in Infor for YNHHS employees. Please login to Infor and confirm that your contact information is accurate.

Pivot to Telehealth

The Yale Medicine target for Telehealth visits remains at 30%, while Smilow Cancer Hospital’s Telehealth visits are at 16%. With COVID cases in Connecticut rising, please consider scheduling your patients for Telehealth visits when appropriate.

- After seeing patients, indicate follow-up as Telehealth, if appropriate (e.g. create button in Wrap up).
- Proactively review your clinic schedule to see if there are patients who could be seen by Telehealth.
- Consider the creation of a dedicated Telehealth session.
- Telehealth visits should prioritize video visits (vs. phone).
- Utilize Visit Type Criteria (from Care Delivery Workflow Group), as appropriate.

COVID-19 Testing Reminders

YNHHS has developed a self-scheduling process available to all YNHHS employees and medical staff to easily access COVID-19 testing if individuals have symptoms of COVID-19 or have traveled to areas with high rates of COVID-19 infection. Out-of-state or international travel are strongly discouraged, but testing is available if travel cannot be avoided.

The Yale New Haven Health **self-scheduling function** provides step-by-step guidance. Once the test is scheduled, individuals will be reported to Occupational Health as not working until their test results return. Individuals waiting for test results must remain on PTO until they receive a negative test. If negative, individuals will receive instructions regarding returning to work through MyChart, typically within 48 hours.

Yale University has also developed a COVID-19 Screening Program; as part of this program, university faculty, staff, or graduate and professional students who are seeking to schedule a gateway or arrival test, or those wishing to test because of a concern for exposure or risk, should **schedule a test online** to make an appointment. All asymptomatic testing is self-scheduled.

E&M Documentation

Medical Billing and Compliance will be holding **Zoom sessions** on Wednesday, November 11 and Tuesday, November 17 from 12-1pm for ambulatory providers to learn about the upcoming E&M changes planned for implementation in 2021 and the training requirements related to those changes. There will also be an opportunity for Q&A.

Smilow Star!

Anna Gill, RN, Resource Charge Nurse, took it in stride when her inpatient surgical oncology unit was moved to Saint Raphael Campus in March and then to NP 14 in July. Caring for patients being treated for a variety of cancers including thoracic, head and neck, genitourinary, endocrine, and gastrointestinal cancers, and now women undergoing breast flap reconstruction surgeries, it is a high-acuity unit and requires constant monitoring of patients and communication with all team members.

“A lot of what we do is stand guard for our patients and identify high-risk patients so that we can monitor them closely,” said Anna. “I also take pride in overseeing new hires or recent graduates and guiding them as much as possible. I want to see them succeed here and to be a part of that success is a real privilege.”



Anna has been in her current role for three years and helps maintain the quality of care on her unit. She helps to oversee admissions and discharges and is directly involved in any patient transfers to the ICU or OR, which are oftentimes urgent matters. Cara Henderson RN, BSN, CMSRN, Patient Service Manager for NP14/15, Women’s and Surgical Oncology, commented, “Anna is the epitome of a Smilow nurse, she is the unit’s cheer captain and motivator. Anna always helps the staff get through challenging times with a positive attitude and a team approach to every hurdle and obstacle that has been thrown our way. I always know that when Anna is leading the unit everything is going to be done efficiently with patient safety at the forefront.”

Best regards,

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