

COVID-19 Update: May 1, 2020

Dear Colleagues,

Smilow COVID+ Patients

Smilow Cancer Hospital currently has 378 COVID+ patients identified within our care, 41 of whom are hospitalized. The remaining patients are called on a daily basis, 7 days a week, by our nurses to check on their symptoms, and to ensure they are getting the care and resources they need.

- This nurse-driven care delivery system is proactively intervening to reach out to our patients at home and provide them with education and support. When necessary, issues are triaged or escalated to the covering provider.
- 15 nurses are participating in the program and making an average of 18 calls per day. Over a recent three-day period, 335 patients were called. We are expanding the number of staff making calls to ensure all patients are called daily.
- Referrals have been made to Telehealth, social work, the Smilow Rapid Evaluation Clinic, and local Emergency Rooms.

Social Work and Support Groups

Over the last month, our social work team has transitioned most of our support groups to a virtual format. The engagement from our patients and families has been tremendous, with an increase in participation, and excellent feedback from participants.

- The department of social work offers [21 Support Groups](#), many of which are focused on specific cancer types, spouses and caregivers, or are focused on a specific delivery area within the Smilow Network.
- Bereavement services are also available for our patients, and have been expanded during this challenging time to offer [virtual opportunities and seminars](#) for support to anyone in the health system and community.
- Individual referrals to social work should still be considered, as needed. Social workers are available to consult with patients by phone or through other video communications. Please engage with the social worker assigned to your program, or call (203) 688-2195 for assistance.

Save the Date

Please join us for our next [Smilow Town Hall on Thursday, May 7 at 5pm](#). **Marna Borgstrom**, CEO of Yale New Haven Health and Yale New Haven Hospital, will join us for

a discussion on the recent changes in cancer care delivery, and our COVID-19 response. In addition, **Kevin Billingsley, MD**, and **Kim Slusser, RN**, will provide updates from Smilow, and **Roy Decker, MD, PhD**, and **Joyce Tull, RN**, will brief us on transitions in clinical trials.

Smilow Star

Today we recognize **Amanda Adante**, Women's Oncology Ambulatory Care Associate (ACA), as our Smilow Star! Amanda transitioned with the Breast Center and Gynecologic Oncology Program from NP 1 to our Shoreline Medical Center in Guilford last month and has done an incredible job of transitioning the Shoreline Post-Anesthesia Care Unit (PACU) to an Infusion Suite for our patients. Amanda's leadership and organization helped to mobilize the space for treatment in 48 hours, re-envisioning clinical areas into their newly assigned treatment space. Her excellence and compassion for each and every one of our patients, and responsiveness to our physicians and staff, make her a true 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
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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