

Medical Staff News

Newsletter for the Medical Staff of Greenwich Hospital | March 2021

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From the desk of the CMO

A note to our Mighty Team

Karen Santucci, MD, Chief Medical Officer

We are getting there! Daylight Savings Time begins on Sunday, March 14 at 2 am. Our clocks need to “spring forward” one hour. This is that one nocturnal shift when you feel just a little bit gleeful and guilty simultaneously. It is also that moment in time when you cannot figure out how the heck to document during a resuscitation without making it look as though there was a “delay in care.” Oh, but then there is also that moment of terror after the overnight at about 7:03 am... when you fear that your morning relief forgot to set his/her clock ahead before turning in the night before. We have now all received our reminder so things should go very smoothly!

In this issue, we will continue on our Quality and Safety quest for 2021 and focus on the Standards of Professional Behavior. There are five categories:

- 1. Patient-Centered Care:** putting patients and families first while keeping them safe, delivering the highest quality of coordinated services, making patients and families part of our team and ensuring a quiet and clean environment.
- 2. Respect:** valuing all people by protecting others’ privacy and dignity, introducing ourselves and explaining our roles, asking questions and listening to answers without interruption and supporting, recognizing and appreciating others.
- 3. Compassion:** being empathetic and making eye contact (even more important now with our mask utilization). Identifying and responding to feelings, concerns and requests and communicating in a courteous and respectful fashion.
- 4. Integrity:** being on time and prepared while promoting diversity and inclusion. Valuing different ideas, perspectives and feedback and trying to work as a team and speak well of others.
- 5. Accountability:** being responsible and taking action. Owning our work and following up on the commitments that we make. Acknowledging when we are wrong and apologizing. Explaining what you are doing and why and always trying to present a professional image.

Next month we are going to focus on the Healthcare Matrix and speak a little bit about the ongoing, in-depth multidisciplinary reviews of patient care, as we have recognized some patterns and opportunities for improvement.

Have a good and safe month!

Breast Center honors Greenwich Hospital

Greenwich Hospital physicians, nurses, staff and volunteers are the collective recipients of the 2020 Breast Center Award for their valiant ongoing efforts during the global COVID-19 pandemic. The Breast Program grants the award annually to a member of the community or hospital team in recognition of a substantial contribution to the Breast Program at Greenwich Hospital and Smilow Cancer Hospital Care Center in Greenwich.

New credentialing practitioner portal launched this month

On March 1, Medical Staff Administration implemented a new, enhanced online application for initial appointments. Additionally, an online application process for reappointment will launch for medical staff due for reappointment beginning August 1, 2021.

New applicants will continue to access the online application via the YNHHS website. Medical staff who are due for reappointment will receive an email containing a link to complete their reappointment online. These improvements will be implemented across all YNHHS-affiliated hospitals. Applications will be completed online, eliminating paper applications.

U.S. News & World Report voting underway

Voting is now open for the annual hospital rankings reported by *U.S. News & World Report*. As part of its rankings methodology, *U.S. News* partners with Doximity, an online networking tool for physicians, to generate the reputational portion of the hospital rankings. Currently, the reputational score accounts for one quarter of the ranking for 12 of the specialties evaluated, and 100 percent of the ranking for four specialties.

All board-certified physicians within each of the applicable specialties surveyed should have received a request to vote in the *U.S. News* reputation ranking either via email or as a prompt when logging in to Doximity.com. If you have not already, please take this opportunity to make your voice heard about the exceptional care found across our Health System. The reputation of the entire Health System will be enhanced if Yale New Haven Hospital is voted into the

Honor Roll. An additional vote for one of the other Health System hospitals could positively impact their regional rankings as well. The reputational score in each specialty plays an important role in the calculation, and that score is determined by your vote. Thank you for your participation.

Celebrate Doctors' Day

Please join us to celebrate **National Doctors' Day** on **Tuesday, March 30, 2021**. Lunch-to-Go will be served 11:30 am – 2:30 pm in the Physician Lounge located in the Watson Pavilion, Room G-1200.

Save the date: Trust Your Gut Digestive Health – Virtual CME Series

YNHHS and Yale Medicine have launched a free, monthly virtual Digestive Health CME series called Trust Your Gut. The yearlong series, held the third Thursday of each month at 5 pm, is designed to provide world-class digestive health educational programming, professional development and networking opportunities for physicians and advanced practice providers.

The next sessions are Thursday, March 18 at 5 pm, when the scheduled topic is diverticulitis; and Thursday, April 15 at 5 pm when the topic will be irritable bowel syndrome.

Yale School of Medicine designates this live activity for a maximum of 1.0 AMA PRA Category 1 Credits per session, for a total of 12.0 AMA PRA Category 1 Credits for the series.

To register, visit the Yale CME portal at yale.cloud-cme.com. For questions, contact Joe Mendes, executive director, Clinical Program Development, Digestive Health at joseph.mendes@ynhh.org.

Smilow Shares: Understanding Colorectal Cancer

Tune in for the upcoming Smilow Shares event on Tuesday, March 23 at 7 pm. The presentation, *Understanding Colorectal Cancer: Screening & Treatment Advances*, will include presentations and a panel discussion by Pamela Kunz, MD, director, Center for Gastrointestinal Cancers at Smilow Cancer

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Hospital; Xavier Llor, MD, PhD, director, Screening and Prevention Program; Peter McWhorter, MD, Colorectal Surgeon; M. Sung Lee, MD, Medical Oncology; and D. Barry Boyd, MD, MS, Medical Oncology.

Smilow Shares is a monthly educational series for patients, physicians and the Greenwich community and presented via Zoom. Presentations are subject-focused and hosted by experts from Smilow Care Centers around the state as well as from Greenwich Hospital.

Register through Zoom at https://zoom.us/webinar/register/WN_S7QxNjxnSueVH83yea2AgA

With questions or for help registering, contact Heather Studwell, oncology survivorship coordinator, at 203-863-4295 or heatherleigh.studwell@greenwichhospital.org.

Newsletter Submissions

Deadline for submission of content for the April 2021 issue of *Medical Staff News* is Friday, March 26, 2021. Please submit items for consideration to Karen Santucci, MD, at karen.santucci@greenwichhospital.org or Myra Stanley, Yale New Haven Health at 203-688-1531 or myra.stanley@ynhh.org.

Beware of phone scam targeting physicians

The CT Department of Public Health (DPH) recently issued a reminder to beware of a telephone scam targeting licensed healthcare professionals. Scammers call under the pretense of an investigation by the DPH.

Reports explain that the caller ID shows up as a CT DPH phone number (860-509-7603 or similar number). The caller identifies themselves as an investigator from the Department working with the FBI and/or DEA, and says an arrest or criminal charges are pending. The callers often share publicly available information such as the licensee's NPI number or license number. The caller may request personal information including credit card numbers or social security numbers.

Although the CT DPH occasionally phones licensees regarding routine regulatory or license-related issues, the Department will never contact a licensee by phone requesting money or payment of any form or personalized information without conducting an official investigation.

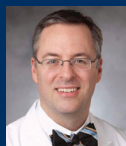
If you receive such a fraudulent call, please report it to the Federal Trade Commission at 1-877-FTC-HELP or ftc.gov/complaint.

Medical Staff Changes (February 2021)

Appointees



Nabeel Ali, MD
(Medicine)
WESTMED Medical Group
3030 Westchester Ave.
Purchase, NY 10577
Phone: 914 831 2900
Fax: 914 831 2901



R. Morgan Bain, MD
(Palliative Medicine)
Greenwich Hospital – Palliative Care
5 Perryridge Road
Greenwich, CT 06830
Phone: 203-863-4624
Fax: 203 863-3824



Juan Bartolomei, MD
(Neurosurgery)
Yale Medicine – Neurosurgery
330 Cedar St.
New Haven, CT 06520
Phone: 203-785 2805
Fax: 203-785 6916



Lindsay Davis, MD
(Ophthalmology)
Greenwich Ophthalmology
2046 West Main St.
Stamford, CT 06902
Phone: 203 869 3082
Fax: 203 869 6453



Ryan Hebert, MD
(Neurosurgery)
Yale Medicine – Neurosurgery
800 Howard Ave.
New Haven, CT 06519
Phone: 203-785 2805
Fax: 203 785 2044



Mackenzie Walker, PA
(Surgery)
Greenwich Hospital
5 Perryridge Road
Greenwich, CT 06830
Phone: 203 915-1835
Fax: 203-863-3544

Resignation/Non-Renewal of Privileges

Harold Gewirtz, MD (Plastic Surgery)

Gary Rothbart, MD (Medicine)

Gail Weiner, MD (Pediatrics)