

Medical Staff News

Newsletter for the Medical Staff of Greenwich Hospital | October 2022

Yale
NewHaven
Health
Greenwich
Hospital

Chief Medical Officer

Karen Santucci, MD

Medical Staff Officers

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Felice R. Zwas, MD

Assistant Chief of Staff

Mark Chrostowski, MD

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Marc Kosak

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Elizabeth Molinelli, MD

Kisha Mitchell Richards, MD

Erez Salik, MD

Steven Schiz, MD

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Cassandra Tribble, MD

Mark A. Vitale, MD

Sandra Wainwright, MD

Barbara Ward, MD

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From the desk of the CMO

HAVEN

Karen Santucci, MD, Chief Medical Officer

Dear Mighty Team,

I wanted to share some information about an important resource for medical staff – HAVEN.

HAVEN, the **Health Assistance InterVention Education Network**, is a nonprofit 501(c)(3) charitable organization dedicated to supporting healthcare professionals facing the challenges of physical illness, mental illness, chemical dependence and emotional disorders in a confidential and caring environment. HAVEN also offers resources to employers, family members and others, upon request.

Any healthcare professional can reach out to HAVEN. A friend, a colleague or even a facility may also contact HAVEN if they are uncertain about a referral or if there is a concern about a healthcare professional. In addition, individuals can request educational programs on professional health and wellness, appropriate prescribing or managing disruptive behavior. HAVEN can be reached at 860-828-3175 or by visiting <https://www.haven-ct.org>.

Healthcare professionals may call HAVEN anonymously. If you are thinking about calling, you probably should and if you are still not sure, please do not hesitate to reach out to me or another member of our medical staff leadership. For more information, HAVEN flyers are posted on the Medical Staff Lounge bulletin boards (ground floor near Gail Wallace's office).

Also, a big thank you to the GH Medical Staff for recently donating \$10,000 to support the honorable mission of HAVEN.

Sincerely,

Karen

Orthopedic services expands – welcomes new providers

Yale Medicine, in partnership with Greenwich Hospital, is pleased to announce the expansion of orthopedic services provided in the Stamford and Greenwich areas. Two new orthopedic surgeons will be working full-time at Greenwich Hospital and the Long Ridge Medical Center in Stamford starting this fall.

Jim C. Hsu, MD, and Thomas R. Hickernell, MD, will join the team at 260 Long Ridge Road in Stamford and operate exclusively out of Greenwich Hospital. They join Leigh Hanke, MD, physiatry, Sean Peden, MD, foot and ankle, and Adam Romanek, PA-C, sports medicine, as full-time musculoskeletal providers in Stamford. In addition to this, the Long Ridge Medical Center features many other part-time Yale University orthopedic providers including:

- Andrea Halim, MD, pediatric and adult hand and wrist surgery specialist, and associate program director for Orthopedics and Rehabilitation at Yale University.
- Francis Lee, MD, vice chair for Academic, Scientific and Research Affairs, and world-renowned basic science researcher
- Arya Varthi, MD, orthopedic spine specialist and Yale University residency graduate

Dr. Hickernell is a fellowship-trained orthopedic surgeon specializing in adult hip and knee reconstruction. He studied at Columbia University in New York City – starting with medical school, orthopedic residency, then an adult reconstruction (joint replacement) fellowship. He went on to serve as an assistant professor at Columbia prior to joining Yale School of Medicine this year.

Dr. Hsu is a sport-medicine specialist. He completed his residency at Washington University in St. Louis before receiving sports medicine fellowship training at the Kerlan-Jobe Orthopedic Clinic in Los Angeles, CA. He has 20 years of experience in the Seattle area as a sports medicine specialist.

In addition to the orthopedic and rehabilitative providers noted above, the Long Ridge Medical Center features a wide array of specialists in areas including neurology, rheumatology, diabetes and endocrinology, the new Smilow Cancer Outpatient Center, neurosurgery and more. The 260 Long Ridge Road facility is also home to Greenwich Hospital physical therapy service, laboratory, infusion

services, and imaging including MRI and CT scan and interventional pain procedures.

Dr. Hickernell begins on Nov. 1 and Dr. Hsu will begin on Jan. 1, 2023.

A reminder about important PHI policies

I would like to share reminders with the medical staff about three important policies related to Protected Health Information (PHI):

- **Safeguards for Protected Health Information (PHI)**
- **YNHHS Minimum Necessary**
- **Release of Protected Health Information (PHI)**

The **Safeguards for Protected Health Information (PHI)** policy establishes appropriate administrative, technical, and physical safeguards for PHI and electronic PHI to prevent any intentional or unintentional use or disclosure that is in violation of the Health Insurance Portability and Accountability Act (HIPAA).

Here are some important take homes:

- Use of our hospital ID badges: if you are visiting a patient as family member, physical access should not be obtained to areas in which you do not have a job-related duty. (I recently made this mistake without realizing it and was appropriately counseled by a unit clerk.)
- Documents or media containing PHI must be stored securely and destroyed in manner that ensures confidentiality (shredder etc.). Shred bins should be locked.
- Unattended counters, offices, desks, nurses' stations and computer screens should be kept clear of PHI documents.
- Use privacy screens or position computer screens out of general view.
- Printers and fax machines should be located in a secure location.
- In general, speak in a low tone in common areas, recognizing face masks can make this really hard to comply with.

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- When identifying patients in the waiting room, use their first name only (confirmation of their full name and date of birth should be done in a private area).
- During admission/registration, it is better to use a form than to ask questions out loud.
- When leaving a voicemail, be generic and ask the patient to call you back, leaving your name and number but no information about a specific test result.
- PHI (comments or images) should **NEVER** be posted on social media.
- Photography, videography and other recordings are only allowed as part of treatment, payment or healthcare operations.

We have a duty to report violations to the Office of Privacy and Corporate Compliance at 203-688-8416 or privacy@ynhh.org

The **YNHHS Minimum Necessary** policy explains that patients have a right to inspect or obtain a copy of their medical records and billing records. The policy also reiterates that any member of our workforce accessing PHI for personal reasons is subject to disciplinary action.

The **Release of Protected Health Information (PHI)** policy pertains to maintaining PHI in a secure and appropriate manner and to release such information only in accordance with applicable federal and state law.

Members of the YNHHS delivery network workforce who have direct care obligations for patients are granted access to a patient's medical record.

A patient's employer has no right to access the patient's confidential medical or billing information and to do so would require proper authorization.

Any request for release of PHI to the media should be referred to the Delivery Network Public Relations/Marketing Department.

Each of these policies is posted in the Medical Staff Lounge. When in doubt about PHI, reach out to GH's Compliance & Privacy Officer Dan Coyne at 203-863-3782.

Thank you,

Karen

Medical Staff Wellness Committee bestows 2nd annual community service award

Congratulations are in order for Bonnie McGuire Wreschner, MD.

The GH Medical Staff Wellness Committee recently selected Dr. McGuire Wreschner as the winner of the 2nd annual Dickerman Hollister Community Service Award.

To help spread awareness of the steadfast efforts of medical staff members in supporting various service-oriented organizations, the Medical Staff Wellness Committee launched the Dr. Dickerman Hollister Jr. Community Service Award last year. The award, which comes with a \$1,000 stipend to the winning organization, was named after retired GH physician Dickerman Hollister due to his unwavering commitment to community service.

This year, Dr. McGuire Wreschner was awarded for her work with the Friends of Barron (FOB) organization.

Barron is a small agricultural town located in Sinaloa, Mexico. FOB has been working in that community for more than 15 years to enhance the educational environment by providing secure surroundings, educational resources, incentives and mentors to help children further their education. FOB also works to improve community health and provide opportunities for entrepreneurs.

Dr. McGuire Wreschner has served as the medical director of the organizations' free medical clinic providing services to the Barron community and recruited medical professionals from Greenwich Hospital to volunteer as well. Now that FOB supports a staffed medical and dental clinic in the community, Dr. McGuire Wreschner's goals include returning to the clinic to provide specialty clinics targeting diabetes or weight loss, and possibly cataract clinic in the future.



Congratulations Dr. McGuire Wreschner and Friends of Barron!

(Left) Romelle Maloney, MD, winner of the last year's Community Service Award, along with (right) Felice Zwas, MD, chief of staff, present the Dr. Dickerman Hollister Jr. Community Service Award to Dr. McGuire Wreschner.

GH Medical Staff Profile: Kisha Mitchell Richards, MD



The combined passions for justice and helping others have always driven Kisha Mitchell Richards, MD, director, Pathology, Greenwich Hospital. The desire to seek justice influenced her decision to study law in college before her love of medicine caused

her to pivot and enter medical school, specializing in pathology. The result, as she puts it, “allows the lawyer in me to practice medicine.”

The native of Montego Bay, Jamaica, attended the University of West Indies before starting her residency at George Washington University in Washington, D.C. Several pathology fellowships later, she landed a job as an academic pathologist at Yale University.

“I was doing GI and liver pathology when I started at Yale,” she recalled. “I eventually added autopsy pathology to my work at Yale.”

After nearly a decade in academia, Dr. Mitchell Richards decided to explore non-academic career options. She was eventually persuaded to make the change through her professional network. “There was an opening for a GI pathologist here at Greenwich Hospital and I was asked to come and see if it would be a good fit,” she said. “When I first got here, I was amazed by the place. Then I met everyone and couldn’t believe how friendly and welcoming everyone was. It was an easy decision to accept the position.”

Looking back on a career filled with successes, Dr. Mitchell Richards says the cases that tend to stand out in her mind are the ones where she made a mistake. “It’s when I’ve missed something, or it should have been immediately apparent and it wasn’t,” she said. “That tends to happen most in autopsy settings. When it happens to me, the gravity of what I do really hits home and reminds me that even the mundane things require your full attention.”

After years of practicing, Dr. Mitchell Richards remains an enthusiastic proponent of pathology.

“It’s so unique because you work with a wide variety of patients, but in a different way,” she explained.

“Also, being an investigative person, I get to try and solve the mystery of what’s happening and through that, have a say in their health outcomes. For me, that’s so exciting.

It’s one thing to look at a slide and make a determination, but when you can go to a colleague or a patient or their family and say, ‘This is what is going on,’ that’s when it’s most real to me what my role is in life. My role in life is to help others.”

News from the GH Medical Staff DEI Council

Submitted by Kunal Desai, MD, member, and Ellika Mardh, MD, chair, Medical Staff DEI Council

Introducing the Medical Staff DEI Council’s Leadership Development Program

In 2021, Greenwich Hospital’s Medical Staff Diversity, Equity and Inclusion (DEI) Council surveyed a substantial portion of the medical staff and the responses identified a significant need for mentorship and leadership development opportunities for our medical staff.

Sixty percent of all (219) respondents *did not* think that they had equal opportunities for leadership development and career advancement at GH and for women and African-American medical staff members, the numbers disagreeing with opportunities were 65 percent and 82 percent, respectively.

Based on this survey, the Council collaborated with the YNHHS Institute for Excellence to develop a yearlong Medical Staff Leadership Development Program, with a focus on DEI. The goal of this initiative is to help medical staff serve as leaders and to develop culturally competent teams for years to come. We also want to inspire and empower participants to become active advocates in our organization as well as in our communities and to promote culturally sensitive care. Diversity in leadership brings varying perspectives and a wealth of knowledge that allows those within our organization to relate to each other, thereby, improving the quality of care and facilitating innovation. As medical staff, we are all leaders and future agents of change.

Over the next few months, the DEI Council plans to recruit 25-40 Greenwich Hospital physicians to the Leadership Development Program that will start in January. The first cohort will take part in a yearlong program that includes 10 hours of Crucial Conversations Training, self-directed learning 4 hours/quarter, as well as quarterly 75-minute virtual learning sessions scheduled in

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early evening. Each quarter will focus on different topics including Self-Care and Compassion, Fundamentals of Effective Leadership, Diversity and Inclusion, and Crucial Conversations. Completion of the program will lead to a certificate from the Yale Institute for Excellence. A pre and post participation survey will allow for measuring both long- and short-term outcomes of the program. The program will run annually for at least three years to allow for maximum participation.

Having secured the funding for the program with tremendous support from the Greenwich Hospital Development Office, the program is free. The DEI Council is now accepting applications from medical staff to be part of the first cohort of the program starting in January. We are excited to work with our colleagues to build diversity and medical staff representation in leadership and to be part of creating positive change.

We encourage medical staff from all departments to apply. If you or someone you know would be interested in this unique opportunity, please contact Ellika Mardh, MD, at ellika.mardh@greenwichhospital.org or Juliet Mushi, MD, at juliet.mushi@yale.edu.

New Clinical Risk Management Call Center

Please see the SBAR below with information on the new Risk Management Call Center.

Situation

On Oct. 3, the Legal & Risk Services Clinical Risk Management practice group implemented a streamlined process for access to the risk management team.

Background

To maximize efficiencies and resources, the Clinical Risk Management team will be available during business hours via the **Risk Management Call Center** by phone at **475-246-RISK (7475)** or by email at **LRSDRisk@ynhh.org**. There will be no change in after-hours access, which will remain an escalation through the off-shift hospital clinical leaders (or nursing supervisors, as applicable).

Assessment

During business hours, all new clinical risk management questions or requests should be routed through the Risk Management Call Center. Calls and emails will be triaged, prioritized and responded to after review by the team.

Recommendation

Please share this notice as necessary and direct any questions or feedback to Theresa Conciatori, senior associate general counsel and director, Clinical Risk Management at theresa.conciatori@ynhh.org.

Changes in Physical Medicine locations

The Physical Medicine office at 2015 West Main St., Stamford, has recently closed. Physical Medicine now offers both physical and occupational therapy in two locations: 500 West Putnam Avenue, Greenwich and 260 Long Ridge Road, Stamford.

Linda Grant, MD, will continue to provide Physiatry services at the 500 West Putnam Ave., Greenwich office.

Physicians may continue to refer patients through EPIC or by contacting Physical Medicine via telephone at 203-863-2880 or fax 203-863-4675.

“We appreciate the support from our physician partners over the years as well as them entrusting us with their patients’ well-being,” noted Thomas Milucci, DPT, director, Physical Medicine. “Please note that we are committed to continually providing the highest quality care available to them.”

Please call 203-863-2880 with any questions.

New clinician resources for medications and patient education

Yale New Haven Health has transitioned to a new platform for patient education, discharge instructions and drug administration content. Lexicomp has replaced Micromedex for evidence-based drug treatment information. Additionally, Emmi patient education replaces ExitCare this month.

Clinicians will be able to assign information from both platforms to patients through Epic. Since 2015, YNHHS has partnered with Wolters Kluwer, an international provider of healthcare information, to provide tools that engage patients across the continuum of care. The Emmi and Lexicomp platforms are developed and maintained by Wolters Kluwer. The platform extends the value of up-to-date clinical decision support to providers and patients with 24/7 access of thousands of videos, articles and leaflets in

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up to 20 languages. The patient education materials meet system healthy-literacy standards and are available in print, digital and multimedia formats. All patient education materials are reviewed regularly to ensure that information is accurate, up-to-date and adheres to best practices.

The transition provides the following benefits:

- Increased number of available languages from 9 to 20
- Enhancement and streamlining of the YNHHS education outreach and engagement with our patients, family and community across all points of the care continuum

More information about using Lexicomp and Emmi is available in Epic Hyperspace.

Save the date – Medical Staff reception Nov. 15

All members of the medical staff are invited to meet our newest physicians at the annual Medical Staff Cocktail Reception on Tuesday, Nov. 15, 7 - 9 pm in the Greenwich Hospital Garden Cafe. For more information, contact Gail Wallace at 203-863-3906.

Save the date: Nov. 17 – next Trust Your Gut Digestive Health session

YNHHS and Yale Medicine host 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.

Tune in for the next session on Thursday, Nov. 17, for a case study on *Abdominal Pain: When to Image and Refer*.

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 with Primary Care: Lung Cancer webinar – Nov. 1

Tune in for the upcoming Smilow Shares with Primary Care: Lung Cancer webinar on Tuesday, Nov. 1 at 5 pm. The event will include presentations by Karen Brown, MD; Michael Cohenuram, MD; Sara Goldberg, MD, MPH; Vincent Mase, MD; and Daniel Rudolph, MD.

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

No registration necessary. Tune on via Zoom at <https://bit.ly/3QZgkzv>

With questions, contact Heather Studwell at 475-240-8328 or heatherleigh.studwell@greenwichhospital.org

Next Building Against Burnout – Nov. 10

Building Against Burnout, a webinar series highlighting timesaving topics in Epic, presents Letters and Communications: Let's Make It Easy, Thursday, Nov. 10 at 12:15 pm.

The session is led by trained, certified physicians and APPs. There will be an opportunity for questions after the session. The webinar will be recorded and hosted on the Medical Staff Portal (ynhhconnect.org) for those who cannot attend. CME will be available. With questions, contact Allen.Hsiao@ynhh.org.

Join via Zoom at <https://ynhh.zoom.us/j/93716103824?pwd=U1A0aklNK0lzcm1VNHhFM0Zvbzljdz09>

Webinar ID: 937 1610 3824

Passcode: 649503

Newsletter Submissions

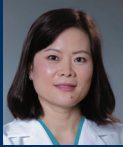
Deadline for submission of content for the November 2022 issue of *Medical Staff News* is Friday, Oct. 28, 2022. Please submit items for consideration to Karen Santucci, MD, at karen.santucci@greenwichhospital.org or Myra Stanley, YNHHS at 203-688-1531 or myra.stanley@ynhh.org.

MEDICAL STAFF CHANGES (September 2022)

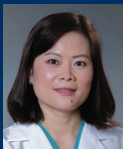
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Change in Status

Catherine Alonzo, MD (Urology) was granted a leave of absence from the medical staff – Effective October 21, 2022

Alison Cass, MD (Pediatrics) was granted a change in status from Active to Honorary medical staff

Lindsay Davis, MD (Ophthalmology) was granted a leave of absence from the medical staff

Ashley Pritchard, MD (Obstetrics/Gynecology) was granted a leave of absence from the medical staff

Nancy Velasco, APRN (Cardiology) was granted privileges in the section of Cardiology

Resignations/Non-Renewal of Privileges

Diren Arsoy, MD (Orthopedics)

Mary Tracy Berran, APRN (Pediatrics)

Ronnie Fine, MD (Urology – Pediatrics)

Darren Fitzpatrick, MD (Radiology)

Kaitlyn Kasinskas, PA (Emergency Medicine)

Benjamin May, MD (Radiology)

Erik McDonald, MD (Orthopedics)

Alejandro Mones, MD Pediatrics

Irem Nasir, MD (Medicine)

Elisa O'Brien, APRN (Surgery) – Effective December 16, 2022

Jawad Rashid, MD (Anesthesiology)

Joseph Rosenbaum, MD (Orthopedics)

Shiva Seejore, PA (Medicine)

Paul Zelkovic, MD (Urology – Pediatrics)

Office Move

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In Memoriam

Walter F. Bloes, DMD (Oral Surgery) a member of the Greenwich Hospital honorary medical staff passed away in September.

Anthony F. Korosi, MD (Nephrology) a member of the Greenwich Hospital medical staff passed away in September.