

Medical Staff News

Newsletter for the Medical Staff of Greenwich Hospital | November 2023

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From the desk of the CMO

Thank you for the gift of you

Karen Santucci, MD, Chief Medical Officer

Dear Mighty Team,

I am sad to share that our friend and colleague, Chief Financial Officer Gene Colucci, died here at Greenwich Hospital on Oct. 28, 2023, after a courageous battle with cancer. At the October Board Meeting, four days before his death, I was asked to tell a patient story and I felt I needed to tell part of Gene's:

A lovely, but unfortunately very ill gentleman was admitted to Greenwich Hospital 10 days ago.

Recently, I had the opportunity to sit down and speak with the older of his two adult sons.

With tears filling his eyes he said, "You know Dr. Santucci, for almost 34 years I hated Greenwich Hospital. It always seemed like my Dad chose his work at the hospital over my Mom, my brother and me. It wasn't until this past week that it all made sense to me and to us. Being here with our Dad now, we know what he was doing... what he was building. We feel like we are home. Every single person we have interacted with has been spectacular."

And then he proceeded to rapidly give names. He asked me to write them all down, but he was speaking very quickly, starting with names of staff members at the front desk in the lobby, and went on to recall countless people, each and every one leaving a lasting impression. I couldn't keep up, and both of us were crying, and the paper got wet, and the ink ran and... I think it is safer to say EVERYONE rather than try to list individual names, I suggested to him.

"EVERYONE has been spectacular!" he said. "We now realize what our father was building for so many years... 34 to be exact. A hospital that HE could be proud of. A hospital that he and his family would be proud of, and a place and a healthcare team that they could depend on when they needed the hospital and the team the most."

The son, holding his head in his hands, with tears streaming down his cheeks looked up and said, "My dad is BRILLIANT... AND HE IS THE BEST DAD!"

"Yes. Yes, he is," I said.

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During this season of Thanksgiving, this is perhaps the most important message I can share. Thank you for the gift you give, every day, the gift of yourself.

Happy Thanksgiving,

Karen

Dr. Christine Sinsky to open inaugural Dr. KJ and Linda Lee Visiting Professorship Dec. 7

Yale School of Medicine, Department of Internal Medicine announces the Inaugural Dr. KJ and Linda Lee Visiting Professorship, with a Medical Grand Rounds presentation 8:30 – 9:30 am, Dec. 7, in the Fitkin Amphitheater in New Haven. The lecture features Christine Sinsky, MD, vice president, American Medical Association, who will address “Reorienting around Relationships to Achieve Quadruple Aim Outcomes.”

The lecture is the first of annual presentations, made possible by a gift from the Lees, that will bring renowned clinicians and experts on physician wellness and patient experience to the medical staff and Yale New Haven Health staff.

Dr. Sinsky leads initiatives at the American Medical Association to improve opportunities for joy, purpose and meaning in work for physicians and their teams. A general internist, Dr. Sinsky practiced at Medical Associates Clinic in Dubuque, Iowa, for 32 years.

Dr. Lee served as an associate clinical professor of Surgery-Otolaryngology at YSM and is a retired otolaryngologist. Linda Ho Lee is a biologist who attended Lycée Marie Curie in Saigon, South Vietnam, and received her degree from Vassar. The Lees were motivated to enhance physician education with a focus on physician wellness and patient experience. Through the visiting professorship, they wanted to emphasize the importance of creating an exceptional patient experience and to help improve the increasingly high rate of physician fatigue and burn out that impacts doctors, their families and their patients.

Interested participants can also join via Zoom: <https://yale.zoom.us/j/94463525432>. Texting code for this session: 37859.

SAFER platform for reporting safety events to launch soon

On Dec. 5, Yale New Haven Health will launch a new patient and employee safety event reporting and management platform. The platform, called “SAFER” (Situational Awareness for Feedback and Event Review), will replace RL Datix. The new system integrates patient safety with patient experience, workforce safety, peer review and risk management on a platform that is easier to use and reduces the burden on frontline teams for initial reporting.

Key features and advantages of SAFER include streamlined incident reporting and analysis, with a user-friendly interface; real-time alerts, action plans, and performance dashboards; enhanced analytics and reporting capabilities that will help to proactively identify trends and areas for improvement; improved integration with existing hospital systems for more seamless data sharing within and across sites; anonymous reporting options to encourage transparency; and improved methods for interventions and follow-up feedback to those who report events.

“Our goal is to create an environment and a culture where all of our employees and Medical Staff across every care setting in the Enterprise feels comfortable and encouraged to report safety events, near-misses, Great Catches and other incidents,” said Christian Pettker, MD, chief patient safety officer, YNHHS.

Steps for submitting a SAFER (Situational Awareness for Feedback and Events Review) Report:

- Step 1: Open an intranet browser and select “Report Safety Event” from menu bar to log into SAFER.
- Step 2: On the landing page dashboard, you will see an access pane that has green tiles. Click the green button for the type of event you wish to report. The “Add New Entry” pane will appear.
- Step 3: Click the Locations button in the Add New Entry pane and use the Location Picker to select the location where the event occurred. You can also navigate to the location in the list by typing the location name into the filter box.
- Step 4: Once you have selected a location, the Initial Report screen will appear. Fill in the information and click the green “Submit” button to complete the event report. Reports that are complete and submitted are assigned “Open” status.

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“Together, we can harness this new platform to make care safer for our patients. Thank you for your dedication to our mission of providing exceptional care,” said Deborah Rhodes, MD, enterprise chief quality officer, Yale Medicine and Northeast Medical Group; and vice president, Quality and Care Signature, YNHHS.

APP News

Greenwich Hospital is proud to acknowledge the endorsement of four Advanced Practice Providers on the Yale New Haven Health APP Clinical Career Ladder:

Brianna Hearle, PA-C; Emily Kopas, APRN; Molly Schulman, APRN and Kathryn Yunkovis, PA-C.

Way to go!

Attention APPS – Get involved in the GH APP Council! Contact Lisa.Henderson@greenwichhospital.org for more information.

Next Trust Your Gut Digestive Health session – Dec. 21

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.

Join Andrew Duffy, MD, and Andrew Kenler, MD, on Dec. 21 at 5 pm when they will discuss Challenging Cases II-Hernias. To register, visit the Yale CME portal at yale.cloud-cme.com.

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. For questions, contact Joe Mendes, executive director, Clinical Program Development, Digestive Health at joseph.mendes@ynhh.org.

Updated COVID vaccine available for medical staff

The 2023-2024 COVID-19 vaccine, approved by the FDA and CDC, is currently available for medical staff and employees at onsite vaccination clinics. Though currently not mandatory, both YNHHS Infection Prevention and Occupational Health highly recommended the vaccine to help protect against currently circulating variants of COVID-19.

The Moderna brand 2023-2024 COVID-19 vaccine is available for free to YNHHS medical staff and employees at the same locations, days and times of the flu vaccination clinics at each delivery network. Due to limited supply, vaccinations must be scheduled.

Staff may also receive their influenza vaccines during the same visit but must schedule each vaccination separately. (Schedule both vaccinations at the same location, date and back-to-back times of your choice). Those that have already received their influenza vaccine for this year may still schedule themselves for the COVID-19 vaccine, while supplies last.

Non-employed Licensed Independent Practitioners may schedule their COVID vaccine through the following link: vaccinepartner.ynhh.org.

Employed physicians and medical staff may schedule a COVID-19 and/or Influenza vaccination via INFOR, in the Employee Health section.

The 2023-2024 COVID-19 vaccine will be available on-site through Dec. 1, 2023 or while supplies last.

Newsletter Submissions

Deadline to submit content for the December 2023 issue of *Medical Staff News* is Friday, Dec. 1, 2023. Please submit items for consideration to Karen Santucci, MD, at karen.santucci@greenwichhospital.org or Myra Stanley at myra.stanley@ynhh.org.

MEDICAL STAFF CHANGES (October 2023)

Appointees



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MEDICAL STAFF CHANGES (October 2023) *continued*



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Resignations/Non-Renewal of Privileges

Michael Clemen, MD (Cardiology)
David de Angel Sola, MD (Pediatrics Pulmonary Medicine)
Jordan Hirsch, MD (Obstetrics/Gynecology)
Habib Jamal, MD (Surgery Otolaryngology)
Michael Mensah, MD (Psychiatry)
Philip Overby, MD (Pediatrics Neurology)
Niketa Shah, MD (Pediatrics Hematology/Oncology)