

Medical Staff News

Newsletter for the Medical Staff of Greenwich Hospital | December 2024

Yale
NewHaven
Health
Greenwich
Hospital

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From the desk of the CMO

So this is Christmas

Karen Santucci, MD, Chief Medical Officer

Dear Mighty Team,

Channel your inner John Lennon and the melody of ‘So This Is Christmas’.
But for just a few moments, replace *Christmas* with *Greenwich*, okay?

*So this is Greenwich
And what have we done?
Another year over
And Interventional Psych just begun*

*And so this is Greenwich
While maybe we didn’t always have fun
We are a Level 3 Trauma Center
And care for the old and the young*

*A very busy Greenwich
And a brand new IOP
Let’s hope that it’s helpful
And allows children to be more worry-free*

*And so this is Greenwich
Building a Laborist program for OB
With APPS and attendings
To complement NEMG midwifery*

*A very busy Greenwich
And implementing Cardiac MRI is now done
We re-instated thrombectomy
And are back to Tier Two not just One*

*A very busy Greenwich
And a new fiscal year
Let’s hope it’s a good one
If not, all we can say is “oh dear”*

*Smilow’s coming
If you want it
Smilow’s coming
Now*

Happy Holidays all,

Karen

Hospital opens Adolescent Behavioral Health Outpatient Program

Greenwich Hospital and Greenwich United Way recently celebrated the opening of the Adolescent Behavioral Health Outpatient Program.

The center, designed to meet 12- to 18-year-olds' unique behavioral health needs, includes intensive outpatient services, cognitive-behavioral group interventions and medication management. Additionally, in collaboration with Yale Psychiatry, the initiative includes research to improve treatment options.

The adolescent program is housed in Yale New Haven Children's Hospital's Pediatric Specialty Center at 500 West Putnam Ave.

The hospital's Behavioral Health initiatives, through its Arc of Care Campaign, have brought outpatient services into the community for adolescents, young adults and adults. These include an Intensive Outpatient Program for patients 19 and older and an Interventional Psychiatry Service at 5 Perryridge Road.



YNHHS and community leaders, along with donors, cut the ribbon to officially open the new center.

GH Stroke Center has resumed its thrombectomy service

The Stroke Center at Greenwich Hospital has resumed its thrombectomy service effective October 14th. The program had a successful relaunch with the first case presenting right away with complete reperfusion for a 103-year-old candidate.

We welcome Drs. Anil Arat, Jonathan Lebovitz, and Joshua Marcus, who will be providing these services to eligible acute ischemic stroke patients with a large vessel occlusion (LVO). While not all patients with an LVO will be appropriate for this intervention, being able to provide a rapid response, and intervention when thrombectomy is indicated, allows GH to provide optimal stroke care for our patients.

Becker's names GH CMO a Chief Medical Officer to Know



Becker's Healthcare recently recognized Greenwich Hospital's own Karen Santucci, MD, as an outstanding hospital and health system chief medical officer.

Physician leaders named to the 2025 Chief Medical Officers to Know list play a pivotal role in advancing patient safety,

maintaining high quality standards, bridging the gap between leadership and medical staff, and managing risk. As key drivers of continuous improvement, their efforts have earned numerous quality and safety accolades for their organizations. *Becker's Healthcare* developed the list based on nominations and editorial research.

Dr. Santucci, chief medical officer at Greenwich Hospital since 2020, provides strategic leadership for the hospital's clinical programs and staff. A former pediatric emergency medicine physician at Yale New Haven Hospital for 21 years, Dr. Santucci has spearheaded significant advancements at Greenwich Hospital, including the 2023 opening of a pediatric ambulatory surgery center tailored for children and their families. Beyond her administrative role, Dr. Santucci is a professor at Yale School of Medicine and actively engages with the community, educating school nurses and students about the impact of drugs and alcohol on young minds.

Congratulations Dr. Santucci!

APEC takes initiative to customize the APP experience

Yale New Haven Health's Advanced Practice Executive Council (APEC) is launching a new, tailored orientation program called the Transition to Practice (TTP) program for recently hired APPs working in inpatient and ambulatory settings across YNHHS. TTP is open to all experienced APRNs and PAs who are new to the health system.

Enrollment is open for the first cohort, which begins Jan. 22, 2025. Register on Learning Management System (LMS) via Infor. Search for Transition to Practice Program.

Updates to QGenda

Earlier this month, Yale Medicine implemented changes to the YNHHS ONeCall (QGenda) app and website. The ONeCall project team has standardized the links to the YNHHS ONeCall schedules as they appear in the QGenda app and on the QGenda website Home tab for each user. This change will not impact the ONeCall pages.

These changes took effect on Dec. 10.

Changes you can expect:

- On the QGenda app, a standard set of links to the ONeCall pages will appear for all users on the “Schedules” tab under the header ONeCall.
- On the QGenda website Home tab, the same standard set of links to the ONeCall pages will appear for all users under the ONeCall header.

For additional details, see the recent project announcement. If you have questions, email the project team at onecall@ynhh.org.

YNHHS marks one millionth use of Care Signature Clinical Pathways

What started four years ago as an effort to standardize care across all Yale New Haven Health clinical settings has reached a new milestone. Care Signature recently recorded the one millionth use of Care Signature Clinical Pathways.

The pathways are algorithms that guide clinicians to the best practices for a particular condition or scenario. They are integrated into Epic, making it easy for clinicians to access information and eliminating the need for multiple apps.

“The plan in creating the pathways was to examine and reduce variations in care so our patients always receive the highest-quality care regardless of where they’re seen,” said Daniel Heacock, director, Care Signature, YNHHS. To do that, Care Signature organizers created an infrastructure that governs pathways development and content. Care Signature Councils decide what topics need pathways, define best practices and determine which YNHHS experts should create content.

For example, to define best practice for primary care clinicians treating migraine headaches, a council will collect evidence, connect with headache experts across YNHHS and bring in key stakeholders, Heacock said.

This group will then define the best practice, which is integrated into the Care Signature Clinical Pathway format and pushed out via Epic.

Each Care Signature Council focuses on a single content area such as emergency medicine, pediatrics or neurosciences. There are currently 20 councils, with more planned.

Care Signature launched the first pathway, on COVID-19 care, in October 2020. There are now more than 650 pathways topics available for adult, pediatric, inpatient, emergency medicine, intensive care and other areas. YNHHS clinicians currently use the pathways 50,000 to 60,000 times per month.

A simple thank you goes a long way

It’s the season of thankfulness and gratitude – the perfect time to launch a systemwide campaign to recognize employees every and any day! Called ThinkThanks, the campaign is part of the Yale New Haven Health Recognition Connection employee recognition program.

ThinkThanks offers every employee the ability to express appreciation to colleagues.

Program highlights:

- Accessible intranet page open to all YNHHS employees to participate in recognizing others
- RAVE peer and leadership recognition opportunities that empower everyone to recognize individual and team achievements
- KUDOS for different milestones celebrating special achievements, team awards, birthdays and work anniversaries
- System awards programs to recognize employees across the organization
- Monthly themes highlighting stories of alignment with YNHHS’ core values

How it works:

- Visit Recognition Connection on the employee intranet.
- Honor an employee with a simple thank you or note of appreciation by sending a KUDOS – or send a RAVE to recognize exceptional performance and results.
- Nominate an employee for an award.

Safety Matters

Communicate Clearly – Numeric and Phonetic Clarifications

Communicate Clearly, one of our CHAMP behaviors, is carried out through numeric and phonetic clarifications which is crucial for patient safety. A 2014 analysis published in the *Journal of Clinical Nursing* found that incorporating phonetic alphabets during hand-offs improved the clarity of patient data and reduced miscommunication by 35 percent in a clinical setting. Phonetic alphabets are used to clearly convey letters, especially in noisy environments or over the phone. Examples are A for Alpha, B for Bravo, and C for Charlie.

A study from the Institute for Safe Medication Practices (ISMP) in 2010 reported that incorrect interpretation of numerals in verbal communication led to 20 percent of all medication dose errors. Clarifying numbers by breaking them down reduced the risk of errors by nearly 40 percent. Numbers are clarified by stating them individually, such as saying, “one-five” instead of 15 to avoid confusion with “fifty.” For decimal points, say “point” to clarify dosage, such as, “two point five.”

Take away: Encourage training and implementation of standardized phonetic and numeric clarification protocols, especially during hand-offs and verbal orders, which has been shown to significantly reduce communication errors and enhance patient safety.

Digestive Health Virtual CME Series 2025: Trust Your Gut – Jan. 16

Yale New Haven Health and Yale Medicine host a free, virtual Digestive Health CME series, called Trust Your Gut, on the third Thursday of each month at 5 pm. The series provides digestive health educational programming, professional development and networking opportunities for physicians and advanced practice providers.

Tune in on Jan. 16 when the topic will be Exocrine Pancreatic Insufficiency/Chronis Pancreatitis.

Yale School of Medicine designates this live activity for a maximum of 7.5 AMA PRA Category 1 Credits™. To register, visit the Yale CME portal at yale.cloud-cme.com.

Newsletter Submissions

Deadline to submit content for the January 2025 issue of *Medical Staff News* is Friday, Jan. 3, 2025. 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 (November 2024)

Appointees



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Resignations

Rosaria DiMarco, MD (Pediatrics) effective 9/30/2024
Susan Esymann, MD (Cardiology) effective 12/31/2024
Caroline Farrell, APRN (Psychiatry) effective 10/21/2024
Muniza Majoka, MD (Psychiatry) effective 10/4/2024
John Migotsky, MD (Obstetrics/Gynecology) effective 12/31/2024
Marcelo Orias, MD (Medicine Nephrology) effective 12/31/2024
Nancy Rollinson, APRN (Pediatrics Cardiology) effective 7/27/2024

Changes to Honorary Staff

Modestus Lee, MD (Pediatrics Neonatology) effective 11/15/2024