From the desk of the CMO

A Time of Celebration, A Time of Concern

Spike Lipschutz, MD, Chief Medical Officer

Celebration

Our 11th Annual Medical Staff Recognition Brunch, originally planned for April 26, has been postponed. However, I do not want us to lose sight of the fact that we still have the opportunity to say thank you to members of our medical staff who have and continue to serve our patients. This year, more than 50 Greenwich Hospital physicians have reached milestones in the 15- to 35-year categories, a staggering total of 1,515 years of caring. Recognizing each other for what we do every day in healing, curing and listening goes a long way to support our sense of professional fulfillment. We will plan to celebrate these important milestones at a later time.

Monday, March 30, is National Doctor’s Day. Congratulations and thank you to ALL of you for all that you do.

We can also celebrate the launch of our conversion to all private rooms. This huge undertaking is a strategic growth opportunity that will please our patients and our staff, and definitely enhance physician/patient interaction. We will be doing everything possible to minimize the noise and distractions as we continue providing great care in the midst of this construction.

Another celebratory event we were going to announce in this issue was the kick-off of our Wellness Speaker series, with guest speaker Dr. Michael Myers, on March 31. The plan was to live-stream the presentation for all our system medical staffs, and to archive the presentation, as we plan to do for all the presenters in our series, thus available thru our new MD Portal. Sadly, we have to postpone the lecture series due to our present time of concern and preparedness efforts related to the latest health threat, the coronavirus.

Concern

There isn’t much to celebrate on the national health care scene. We need to continue to have our voices heard as we advocate for the care of all our citizens, and not permit politics or the lobbies of the health care industry – big commercial insurers, the pharmaceutical industry, the medical products manufacturers – be the only loud voices heard in Washington.
Now is the time for all of us to work together. It is a time of challenge for healthcare providers, individuals and institutions. We know how to treat and cure so well – yet there is so much more to learn. We are in the midst of a pandemic. Thank you so much to Dr. Jim R. Sabetta, who has demonstrated extraordinary commitment of his time, energies and scientific expertise in focusing on protecting our patients and our staff. Carolyn Bender, our Infection Prevention nurse expert, has been working in lock step with Jim, and is another rich resource to approach about safe and best practices. Literally every department in our hospital has been involved and doing a great job, both the leaders and their department members. This has been a remarkable “all hands on deck” approach to continue to care for the patients currently in our hospital and for those patients who will progressively turn to us as access to their normal care is disrupted. We are thoroughly committed to caring for our patients.

This is a time that challenges all of us to do as we have pledged to do. Please take care of yourselves and be grateful that we are able to do our part during these times. My sincere thanks to you.

**Epic update brings new look with Storyboard**

Epic users will get more information about their patient in a more efficient manner this spring with the introduction of Storyboard. Part of the larger Epic upgrade, Storyboard redesigns the Epic workspace by replacing the patient header. Like the header, Storyboard follows the patient through the chart, but improves the user experience by providing quick access to key details and common tasks without switching screens.

**What are the benefits?**

- Users can hover over additional details and take action directly from the Storyboard. For example, PCPs can update care gaps and social determinants of health.
- Chart Search clearly appears up front making it easier to find what you’re looking for.
- Storyboard is scheduled to go live on a rolling basis starting April 6. During the roll-out, staff will be able to switch to the Storyboard view through May 17 to give them time to get used to the new interface. E-learning courses will be available ahead of the go-live and staff are encouraged to complete them.

**New procedure: Access permitted by non-treating clinician with patient consent**

The Office of Privacy and Corporate Compliance (OPCC) has recently revised the Release of Protected Health Information (PHI) policy to standardize procedures across all delivery networks regarding access to the electronic medical record by a non-treating clinician with patient consent.

**Release of PHI Policy (see Section C):**
https://ynhh.ellucid.com/documents/view/6764

**In summary:**

- The OPCC collaborated with YNHHS Physician Executive Council to standardize and clarify the required procedure for physicians to access a patient’s medical record in the absence of a treatment or consultative relationship.
- **To whom does this procedure apply?** This procedure applies to medical staff members as well as licensed nurse midwives, nurse practitioners, physician assistants and psychologists (“clinicians”).
- **What does the revised policy permit?** In cases where a patient requests that a non-treating clinician review their medical record, the revised policy permits access by the non-treating clinician for an informal review. Written, signed consent must be obtained from the patient or, in circumstances where the patient cannot provide consent, the patient’s legal healthcare representative.

Continued on page 3
Form/Format of patient consent: The written, signed patient consent can be supplied in any form/format (e.g., e-mail, text message, MyChart messaging, letter, etc.).

What elements must be included on the patient consent? The written, signed consent must have the patient’s full name, date of birth, name of approved clinician being granted access, patient relationship to the clinician, a general description of the information the patient has authorized the clinician to access, as well as the permitted timeframe for access.

Timeframe for submission: The clinician must submit the consent within 72 hours of initial access.

How to submit the consent: The clinician should submit the consent to PatientConsent@ynhh.org. HIM will review, ensure the consent is valid and upload the consent to the patient’s medical record under the media tab.

Items to note:

- Modifications are not permitted: This access by non-treating clinicians is review only; it does not permit the clinician to modify the medical record or place orders for the patient.

- Accessing records of minor children is not permitted: YNHHS workforce members, including all medical staff members and other clinicians, are not permitted to access the medical records of their minor children using the clinical systems (e.g., Epic or any other ancillary system). MyChart Proxy access should be used for minor children. https://mychart.ynhhs.org/MyChart-PRD/default.asp?mode=stdfile&option=proxyaccess

- Job-related duty or patient consent required for access: If access to a patient’s record would be outside of the clinician’s normal job-related duties and patient consent has not been obtained, do not access the patient’s medical record. The clinician should contact the OPCC.

- Seek patient consent before discussing care with the patient’s family members: If the patient is alert and oriented, seek patient consent prior to discussing the patient’s care with family members or friends. If patient consent is provided for you to discuss the patient’s care with their family members or friends, ensure a brief note is added to the medical record documenting this permission. Use extreme caution when family members or friends are seeking information and ensure you are authorized by the patient to share the information before doing so.

With questions, please contact the Office of Privacy and Corporate Compliance at 203-688-8416 or Privacy@ynhh.org or Compliance@ynhh.org.

Help Us Support Healing (HUSH) program launches

Greenwich Hospital has launched the Help Us Support Healing (HUSH) program based on studies showing a quiet environment promotes healing. Noise disrupts sleep, increases stress levels, elevates blood pressure and delays healing. “Because we all contribute to the patient experience, we all have a role in ensuring a quiet environment. As healthcare providers, we must assume personal ownership of promoting a quiet and healing environment around-the-clock to help our patients heal,” said Debi D’Alba, director, Patient and Guest Relations.

Supporting a quiet and healing environment is not only the right thing to do, it is a Yale New Haven Health corporate objective and PIP measure for GH. Leaders of patient care units and ancillary services attended a kick-off program that offered coaching tips, suggested activities and strategies. All staff must complete the course “Enhancing the Patient Experience through Clustering of Care and Quiet at Night” on LMS. In addition, patients will be offered sleep masks, headphones and ear plugs to use when they want to rest. Those who want to watch TV or listen to music after 9 pm will be asked to wear headphones so other patients are not disturbed.

Save the Date

The Medical Staff Recognition Brunch, originally scheduled for April 26, has been postponed due the current circumstances related to the COVID-19 outbreak. The event will be rescheduled for a future date.
U.S. News & World Report voting ends soon

Voting for U.S. News & World Report’s annual “Best Hospitals” issue is open through the end of March. 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 (doximity.com). If you have not already, please take this opportunity to make your voice heard about the exceptional care that is provided across Yale New Haven Health by voting. The reputation of the entire health system would be greatly enhanced if Yale New Haven Hospital is voted onto the Honor Roll. The reputational score is determined by your vote. Thank you for your participation.

National Healthcare Decisions Day is April 16

Thursday, April 16, is National Healthcare Decisions Day – a nationwide initiative to raise awareness, educate and empower healthcare providers and the public about advance care planning. Advance directives forms are available for people to express their treatment preferences, make their living wills and appoint healthcare representatives so their wishes are known in the event they are unable to make healthcare decisions for themselves. Visit the Yale New Haven Health website (https://www.ynhhs.org/patient-care/advance-directives-shared.aspx) to access these documents and links to additional sources. The forms can also be found in Epic under “Tools” then “Advanced Care Planning.”

Newsletter submissions

Deadline for submission of content for the April 2020 issue of Medical Staff News is Monday, April 6. Please submit items for consideration to Spike Lipschutz, MD, at 203-863-3904 or spike.lipschutz@greenwichhospital.org or Myra Stanley, Yale New Haven Health at 203-688-1531 or myra.stanley@ynhh.org.

Check yourself!

Remember STAR to help your brain catch up with what your hands are getting ready to do.

**Stop** – Pause for 1-2 seconds to focus on the task at hand.

**Think** – Consider the action you’re about to take.

**Act** – Concentrate and carry out the task.

**Review** – Check to make sure the task was done correctly and you got the correct result.

STAR reduces your chances of making an unintended mental slip or lapse by more than 10 times.

CHAMP for safety

High reliability organizations operate successfully in high-risk industries. For hospitals, CHAMP is a mnemonic used to help eliminate instances of preventable patient harm.

**C** – Communicate clearly

**H** – Handoff effectively

**A** – Attention to detail

**M** – Mentor each other

**P** – Practice and accept a questioning attitude
Medical Staff Changes (February 2020)

Appointees

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Resignation/Non-Renewal of Privileges

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