From the desk of the CMO

Another Year Gone By

Spike Lipschutz, MD, Chief Medical Officer

It’s hard to believe the end of the year is fast approaching, a time for us to focus on just some of our many FY 2019 (October 2018 to September 2019 was our fiscal year) achievements and enhancements.

Highlights:

- At the end of 2018 (FY 2019), The Joint Commission surveyed our knee and hip joint program and our spine program with zero recommendations for improvement, an incredible feat; our stroke program with only a few recommendations for improvement; and our Diabetes Inpatient Program with very positive reviews. The Joint Commission awarded our stroke care program its Gold Seal of Approval and the program was also recognized by the American Heart Association and the American Stroke Association for high quality care.

- For the sixth year in a row, Greenwich Hospital received the Women’s Choice Award as one of America’s Best Hospitals for the Breast Center, and for our cancer care and obstetrics programs.

- Greenwich Fertility was designated a Nursing Center of Excellence by the American Society for Reproductive Medicine.

- Greenwich Hospital and Yale New Haven Children’s Hospital (YNHCH) opened the YNHCH Pediatric Specialty Center, with expert pediatric clinicians covering a wide range of children and infant needs. These programs are now at the newly renovated West Putnam Medical Center, 500 West Putnam Ave.

- Greenwich Hospital established the Acute Care for the Elderly (ACE) Unit on medicine with special care focused on the physical and mental decline of these patients.

- Super important for our patients, we launched the complex construction that is making way for nearly 100 percent private patient rooms.

- To keep current with the American Council of Graduate Medical Education (ACGME) expectations, we converted to a new Internal Medicine teaching program. By the way, all of our recently graduated residents successfully passed their IM boards.

- Forty-six physicians were recognized for their years of service at our 10th Annual Medical Staff Recognition Brunch in April.
- We breezed through our Epic upgrade, making our EMR a bit easier to navigate and promoted M-Modal voice recognition, an enhancement that makes our physicians more efficient in Epic charting (if interested, give me a call). And we are laying the groundwork to have Epic be interactive with our hand-held devices.

- In the area of our Corporate Quality objectives, we achieved our target of only 54 30-day readmissions of Medicare patients with COPD or pneumonia.

- We exceeded our targets for decreasing opioid administration in the hospital and decreasing opioid prescribing at discharge without any decrease in patient-reported pain issues.

- Only three CAUTIs and two CLABSIs reported for the year – truly remarkable.

Again, these are only some of the many accomplishments and highlights for this past year.

Dr. Wendy Cleare, one of our GH hospitalists, was recognized by our internal medicine residency program as Attending of the Month for November, with our housestaff quotes including “how thoughtful and caring she is to each and every resident” and how much they like “her enthusiasm for resident education.” Congratulations, Dr. Cleare.

PLEASE email or call me (spike.lipschutz@greenwichhospital.org, 203-863-3904) with feedback on our Medical Staff Newsletter contents and your ideas and suggestions for topics you would like to read about, including clinical topics for our Learning Corner.

PLEASE consider a New Year’s resolution that contributes to your well-being, such as spending more time with family and friends or just relaxing yourself. New Year’s comes more quickly as years go by – whoever said that wasn’t very young – so take advantage of being in control of your life and time.

Wishing you and your family a very happy holiday season and, of course, good health.

_**U.S. News & World Report voting to begin soon**_

All board-certified physicians within each of the applicable specialties evaluated by _U.S. News & World Report_ (i.e., Cancer, Cardiology/CT Surgery, Diabetes/Endocrinology, ENT, Gastroenterology/GI Surgery, Geriatrics, Gynecology, Nephrology, Neurology/Neurosurgery, Ophthalmology, Orthopedics, Psychiatry, Pulmonary, Rehabilitation, Rheumatology and Urology) will soon receive a request to vote in the _U.S. News_ reputation ranking.

The request will come via email from Doximity, an online networking website for physicians used to calculate the reputational portion of the hospital rankings. Registered users may also receive a prompt when logging into the site. As the _U.S. News & World Report_ rankings are heavily weighted towards an institution’s reputation, the survey provides the opportunity for members of the medical staff to make their collective voice heard about the exceptional care provided across Yale New Haven Health.

All YNHHS hospitals and ambulatory practices are home to outstanding physicians who continually advance medicine through the safe, high quality and compassionate care provided to our patients. The reputation of the entire health system would be greatly enhanced if Yale New Haven Hospital is voted into the Honor Roll. One barrier to this in the past has been the reputational score, which is determined by physician vote. Members of the medical staff across Yale New Haven Health are urged to consider this when casting votes during the upcoming voting period. Doximity reports that voting for the 2020 rankings will open in February. Additional information will be available once the voting period opens.

**Hospitals, community agencies work together to CHIP away at health issues**

Kids in the Kitchen, an after-school program sponsored by Greenwich Hospital and the Boys & Girls Club of Greenwich, empowers youths to make healthy lifestyle choices to prevent obesity and associated health risks. Another program, Caritas of Port Chester, NY, distributed 100 pounds of personal hygiene products donated by GH employees to families in crisis. These are among the many programs to evolve from a community health needs assessment involving Greenwich Hospital, the Greenwich Community Health Improvement Partnership and the Council of Community Services in Westchester County, NY.

Every three years, all five Yale New Haven Health delivery networks join with similar alliances to complete assessments to identify health issues and factors called social determinants that impact health and well-being.

Continued on page 3
The most common social determinants (in our region and nationwide) are related to food, transportation, mental health, housing and education. The assessments included “community conversations” with residents about how health issues and social determinants affect them personally.

“Understanding the health status of a community – and the multitude of factors that influence health – are important in identifying priorities for future planning and funding, existing strengths and assets to build on, and areas for further collaboration and coordination across our system, other organizations and community groups,” said Nancy Hamson, YNHHS Community Health Improvement director.

Using data from the assessments, YNHHS and other organizations develop Community Health Improvement Plans (CHIPs) to address major unmet needs. Bridgeport Hospital developed a Mobile Food Pantry, while Yale New Haven Hospital partnered with a food pantry. Westerly Hospital contributed to Habitat for Humanity and Lawrence + Memorial Hospital supported a New London urban agriculture plan. While the assessments and CHIPs are specific to each region, Community Health Improvement is exploring ways to align efforts system-wide. Read the 2019 Community Health Needs Assessment at https://www.greenwichhospital.org/about/community/community-health/needs-assessment.aspx

**Lab Updates**

Welcome to a new corner of the Greenwich Hospital Medical Staff News that will feature periodic Anatomic Pathology and Clinical Laboratory updates.

**A tip on test ordering**

If flow cytometry is being requested on a specimen, an order must be placed in Epic or indicated on a requisition. If tissue/fluid is received in RPMI without an order, no flow cytometry will be performed unless the pathologist deems it necessary after evaluating morphology.

**Coming soon**

Prior authorization is required for many molecular and genetic tests. A process is being developed to flag molecular tests needing prior authorization in Epic. When the test order is placed, the prior authorization process will be initiated. The patients will not have the blood drawn until either authorization is obtained, or if denied, the patient has accepted responsibility for the bill. An SBAR will be forthcoming in early 2020.

We will be instituting a formal specimen release authorization form that will apply when tissue/pathology material is to be returned to the patient or manufacturer. A signature will be required before any material will be released. We will consult with the affected areas before this goes into effect.

**In other news**

Congratulations to Drs. Dana Jaggessarsingh (Pathology) and Raj Sekhar who are expecting a baby girl in February 2020. Dr. Jaggessarsingh will be away until May 2020.

**In the news**

Spike Lipschutz, MD, chief medical officer, was among the panelists on Spotlight on Medicine radio show to discuss medication safety. Bruce McGibbon, MD, medical director Radiation Oncology, spoke with the Greenwich Time about high lung cancer survival rates and appeared on Spotlight on Medicine to discuss advances in radiation therapy. Steven Schiz, MD, Pediatrics director, was featured in a Greenwich Time story about the risk of vaccine exemptions.

---

**Two prestigious awards for ‘patient experience’**

Greenwich Hospital has received two coveted awards from Press Ganey for consistently excelling in patient experience. GH received the Pinnacle of Excellence Award in Patient Experience for maintaining consistently high levels of excellence over multiple years in Outpatient Services. Plus, the Emergency Department for the first time received the Guardian of Excellence Award in Patient Experience for consistently performing in the top five percent for one year.

“Providing our patients and visitors with the best possible experience is a top priority for all of our employees, whether they work at the bedside or behind the scenes. Maintaining this level of excellence reflects our ongoing commitment to deliver outstanding care,” said Norman Roth, president and CEO. Added Debi D’Alba, Patient Experience director, “These awards are a testament to the dedication of employees, physicians and volunteers from all corners of our organization.”
Reminder: CME made easy and accessible

In collaboration with the Yale School of Medicine, free Category 1 CME credits are available for members of the medical staff. All members of the medical staff have free access to:

- Category 1 CME credit for all Yale CME online courses, including CT Mandates modules to help you fulfill the state-mandated requirements
- On demand access to your CME transcript – a list of all credits awarded to you by Yale CME
- Access to courses continually being added to enhance Yale CME’s on-line, with Grand Rounds such as Internal Medicine, Surgery, Cardiology, and other offerings
- Yale CME will work with you to develop CME programs and courses that are specifically aimed at meeting your educational needs
- Free access to targeted live courses – please call the Yale Office of CME when you have an interest in attending and they will assist with the registration process

If you have not done so, please create your Yale CME Profile by going to CloudCME at https://yale.cloudcme.com/aph.aspx. If you have any questions, please contact Yale CME at cme@yale.edu or 203-785-4578.

Newsletter submissions

Deadline for submission for the January 2020 issue of Medical Staff News is Tuesday, Dec. 31. 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.

Resident presents at HVPAA

(From left) Essam Nagori, MD, third year resident, attended the annual High Value Practice Academic Alliance Conference (HVPAA) hosted by John Hopkins University School of Medicine recently, along with Shirui Chen, MD, PGY3 and HVPAA future leader, and Ellika Mardh, MD, where he presented his clinical quality improvement project entitled “Improving Adherence to Back Pain Guidelines in a Resident Run Outpatient Clinic.”

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

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.
Medical Staff Changes (November 2019)

Appointees

**Michael Alfonzo, MD**  
(Pediatric Emergency Medicine)  
Greenwich Hospital – Emergency Department  
5 Perryridge Road  
Greenwich, CT 06830  
**Phone:** 203-863-3637  
**Fax:** 203-863-3821

**William Asch, MD**  
(Nephrology)  
Yale Nephrology  
800 Howard Ave.  
New Haven, CT 06519  
**Phone:** 203-785-2565  
**Fax:** 203-785-6781

**Won Chung, MD**  
(Emergency Medicine)  
Greenwich Hospital – Emergency Department  
5 Perryridge Road  
Greenwich, CT 06830  
**Phone:** 203-863-3637  
**Fax:** 203-863-3821

**Costin Ionescu, MD**  
(Cardiology)  
Yale New Haven Heart & Vascular Center  
500 West Putnam Ave.  
Greenwich, CT 06830  
**Phone:** 203-863-4210  
**Fax:** 203-622-1872

**Keisha Johnson, CRNA**  
(Anesthesiology)  
Greenwich Anesthesiology Associates  
5 Perryridge Road  
Greenwich, CT 06830  
**Phone:** 203-863-3390  
**Fax:** 203-863-3391

**Nasreen Kathrada, MD**  
(Medicine)  
Northeast Medical Group Internal Medicine  
2015 West Main St.  
Stamford, CT 06902  
**Phone:** 203-863-3671  
**Fax:** 203-863-4758

**Katherine Kosiv, MD**  
(Pediatric Cardiology)  
Pediatric Specialty Center  
5520 Park Ave.  
Trumbull, CT 06611  
**Phone:** 203-785-4081  
**Fax:** 203-737-7635

**Disha Makanji, PA**  
(Orthopaedics)  
Orthopaedic & Neurosurgery Specialists  
6 Greenwich Office Park  
Greenwich, CT 06831  
**Phone:** 203-869-1145  
**Fax:** 203-869-2170

**Adam Niedelman, MD**  
(Cardiology)  
Yale New Haven Heart & Vascular Center  
500 West Putnam Ave.  
Greenwich, CT 06830  
**Phone:** 203-863-4210  
**Fax:** 203-622-1872

**Leonel Rodriguez MD**  
(Pediatric Gastroenterology)  
1 Park Ave.  
New Haven, CT 06520  
**Phone:** 877-925-3637  
**Fax:** 203-737-1384

**Kristin Spengler, APRN**  
(Pediatrics)  
Greenwich Hospital – NICU  
5 Perryridge Road  
Greenwich, CT 06830  
**Phone:** 203-863-3513  
**Fax:** 203-863-3816

**Sharon Stoll, DO**  
(Neurology)  
Yale Medicine  
260 Long Ridge Road  
Stamford, CT 06902  
**Phone:** 866-470-9253  
**Fax:** 203-316-0539

**Douglas Ward, PA**  
(Orthopaedics)  
Yale Orthopaedics  
260 Long Ridge Road  
Stamford, CT 06902  
**Phone:** 877-925-3637  
**Fax:** 203-316-0539

**Akli Zetchi, MD**  
(Neurosurgery)  
Yale Medicine Neurosurgery at Greenwich Hospital  
15 Valley Drive*  
Greenwich, CT 06831  
**Phone:** 203-737-2096  
**Fax:** 203-863-4496  
*Scheduled to open in early 2020

**Practice Move**  
**Alan Lebowitz, MD**  
(Medicine)  
Greenwich Medical Partners, MD  
644 West Putnam Ave.  
Greenwich, CT 06830  
**Phone:** 203-655-6247  
**Fax:** 203-655-6247

Continued on page 6
Medical Staff Changes (November 2019) continued

Resignation/Non-Renewal of Privileges
Ryan Bell, MD (Medicine)
Toby Chai, MD (Urology)
Udeme Ekong, MD (Pediatric Gastroenterology)
Brian Hines, MD (Obstetrics & Gynecology)
Jennifer Trocola, APRN (Medicine)
Christopher Woll, MD (Pediatrics)

Miscellaneous
Greenwich Adolescent Medicine (Sara Levine, MD and Marcie Schneider, MD) changed the practice name to Greenwich Adolescent & Young Adult Medicine

Greenwich Urological Associates (Catherine Alonzo, MD and Nicholas Stroumbakis, MD) changed the practice name to Greenwich Hospital Urology

Smilow Cancer Hospital Care Center at Greenwich (D. Barry Boyd, MD, Beverly Drucker, MD, Dickerman Hollister, MD and M. Sung Lee, MD) have changed the practice phone number for scheduling appointments to 203-863-3700