

Safety Matters

Handoff Effectively with SBAR

As patients move through transition points in healthcare it is critical to relay clear, concise, and complete communication regarding the patient's unique present situation, relevant background information, an overall assessment of the situation, and recommendations for an action list, to ensure the safety and continuity of care. Utilizing SBAR is an Institute for Healthcare Improvement (IHI) preferred technique and supported in The Joint Commission's Eight Tips for High-Quality Hand-offs.

Take away: Utilize SBAR as part of The Joint Commission's 8-Tips for High-Quality Hand-offs:

1. Determine the critical information needed to be communicated face to face and in writing.
2. Standardize tools to communicate from senders to receivers.
3. Don't rely solely on written communication if face-to-face, phone or video conference is needed to allow for the opportunity to ask questions.
4. If information is coming from many sources, combine it to communicate it all at one time to give a concise presentation rather than communicating separately.
5. Ensure the receiver gets the following information including illness severity of the current condition including labs, tests and vital signs, past medical history & medications, allergies, code status, and to-do action list & contingency plans.
6. Reduce noise and interruptions during handoffs.
7. Include all team members and, where appropriate, the patient and family but do not rely solely on the patient and family to relay critical information.
8. Utilize EHRs and other technologies to enhance hand-offs but do not rely on them on their own.

Next Making Epic Easier workshop Feb. 6

Making Epic Easier, formerly called Building Against Burnout, is a monthly webinar from YNHHS Epic clinician builders to help MDs and APPs become more efficient and proficient in Epic. A new session will cover quick ways to review notes, results and other clinical data. The webinar is Thursday, Feb. 6 at 12:15 pm. CME will be available.

Please visit the Medical Staff Portal to join the webinar:
Making Epic Easier Feb. 6
Passcode: 812090

Save the date – Medical Staff Social Hour Feb. 12

Join medical staff colleagues for social hour on Wednesday, Feb. 12, 5:30 pm, at Tyde at Walnut Beach, 72 Broadway, Milford.

Digestive Health Virtual CME Series 2025: Trust Your Gut – Feb. 20

Yale New Haven Health and Yale Medicine will again this year 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 Feb. 20 when Erin Culbert, DO (NEMG) and Kenneth Hung, MD, gastroenterologist and associate professor, Internal Medicine, will provide an Update on Peptic Ulcers.

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 February 2025 issue of Medical Staff News is Friday, Jan. 31, 2025. Please submit items for consideration to alison.tighe@bpthosp.com or Myra Stanley at myra.stanley@ynhh.org.

Medical Staff News

Newsletter for the Medical Staff of Bridgeport Hospital | January 2025

Yale
NewHaven
Health
Bridgeport
Hospital

Retail Pharmacy to open soon at Bridgeport Hospital



Leaders from Yale New Haven Health gathered last month to cut the ribbon on a new, state-of-the-art retail pharmacy located in the lobby of Bridgeport Hospital. Scheduled to open soon, the retail pharmacy will offer integrated, personalized pharmacy services for patients, employees and the community.

“This pharmacy not only provides convenient access to medications, it also will bridge the gap between inpatient care and patients going home,” said Anne Diamond, DBA, JD, president of Bridgeport Hospital. The pharmacy will also improve access to pharmacy services for the entire community. “As retail pharmacies in general are reducing hours or closing down, this pharmacy provides an access point and another choice for community and hospital patients,” said LeeAnn Miller, PharmD, MS, vice president and chief pharmacy officer at YNHHS.

New on-site radiologists at BH

Bridgeport Hospital welcomes physicians from the Yale School of Medicine, Department of Radiology and Biomedical Imaging (YDR) to the Bridgeport campus. Effective this month, YDR has replaced Advanced Radiology as the on-site radiologists at Bridgeport Hospital.

YDR Coverage and Services

- In-House Team: five to seven diagnostic radiologists and interventional radiologists will be on-site.
- Subspecialty Expertise: All studies are read by subspecialty-trained radiologists, including Emergency Department coverage.
- Scheduling: The on-call schedule can be found on ONeCall through EPIC, making it easy to identify your radiologist and consult as needed.

Although YDR is now providing the primary on-site radiology services, Advanced Radiology will continue to provide our breast imaging services on campus for the next two and a half years.

If you have any questions or need to speak directly with a radiologist, please contact:

- Hamid Mojibian, MD, chair, Radiology at 203-848-0141 (cell)
- Radiology Front Desk: 203-384-3177
- Suzanne Cassara (chair's office): 203-384-3739

We look forward to timely, high-quality radiological services with YDR's expert team.

Information on community resources added to after visit summaries

Patients who need help with food, transportation, housing and/or utilities will now have a list of resources automatically included in their after-visit summaries (AVS). YNHHS screens all patients for social drivers of health (SDoH) in ambulatory and inpatient settings for the hospitals and Northeast Medical Group. The resource list in the AVS is from Unite Us and includes services and providers near patients' zip codes. For more information check the SDoH clinical pathway in Epic.

Feb. 3 webinar recognizes National Women Physicians Day

Tune in for a talk on thriving in your career

In recognition of National Women Physicians Day, all are invited to attend the National Women Physicians Day webinar titled "Striving to Thriving: How Women in Medicine Can Create Sustainable Careers" on Monday, Feb. 3 at noon.



Presenter **Diane Shannon, MD, MPH**, a physician coach and burnout consultant, helps clients improve their work-life balance, address imposter syndrome and self-doubt, and build careers that are satisfying and sustainable.

During the webinar, the speaker will discuss how to:

- Identify the underlying drivers of the high rates of burnout among women in medicine.
- Describe the relationship between the larger system and the individual in burnout and wellness.
- List common traits, strengths and challenges of women in medicine.
- Explain the role of coaching for professional growth and wellness.

Please join this important discussion on Feb. 3.

Join from PC, Mac, iPad, or Android:

<https://ynhh.zoom.us/j/99178607854?pwd=pomrmnDZaTi31vgFZwCpRqYPoLI7Ab.1>

Passcode: 710964

YNHHS and YSM implement level two masking guidelines

Monitoring by the YNHHS Infection Prevention team has identified a surge in respiratory virus illness. Due to this increase, earlier this month, Yale New Haven Health and Yale School of Medicine implemented a higher tier of mask use in alignment with CDC infection prevention and control practices.

As of January 15, all staff are required to mask for patient interactions until further notice.

Patients and visitors are not required to wear masks except in specific situations. For example, patients with a possible respiratory tract infection are to mask in all ambulatory areas, when possible.

Mask use is required in the following locations:

- In patients' hospital rooms.
- In procedure or exam rooms and other identified closed spaces (e.g., ambulatory exam, mammogram, ultrasound).
- As required by YNHHS attire policies (i.e., policies for the perioperative and procedural areas, HVC control rooms, central sterile supply, sterile compounding, etc.).
- As required by patient transmission-based (isolation) policies (i.e., Airborne, Droplet, and Special Respiratory Precautions).

Bridgeport Hospital certified by Joint Commission as Thrombectomy-Capable Stroke Center

Bridgeport Hospital has been certified by the Joint Commission as a Thrombectomy-Capable Stroke Center (TSC). Offered in collaboration with the American Heart Association/American Stroke Association, achieving TSC Certification means a hospital meets rigorous standards for performing endovascular thrombectomy and providing post-procedural care. Recent studies have shown the efficacy of mechanical thrombectomy for large vessel occlusive ischemic strokes, according to the Joint Commission.

The certification replaces Bridgeport Hospital's previous designation as a Primary Stroke Center by the Joint Commission. The Bridgeport Hospital Milford Campus is an Acute Stroke Ready Hospital.

U.S. News & World Report survey opens soon – watch for incoming email

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.

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 2025 rankings will open soon and will run through March. Additional information will be available once the voting period opens.

APEC launches customized Transition to Practice program for APPs

YNHHS' Advanced Practice Executive Council recently announced the new Transition to Practice (TTP) program for recently hired APPs working in inpatient or ambulatory settings. With the first session launching in January, this customized program addresses the nuances of different practice settings across the health system, builds support network and enhances practitioners' clinical and non-clinical skills.

To start, TTP is open to all experienced APRNs and PAs new to YNHHS. The onboarding program will extend to new APPs, including current nurses who earn APP licensure, as they join YNHHS.

APEC recommended that TTP be conducted in-person to encourage collaboration, skill-building and knowledge-sharing, using the teaching facilities at YNHHS' Institute for Excellence.

Offered quarterly, the three-hour sessions will include:

- Expert guidance from leading clinicians and specialists in inpatient and outpatient care
- Customized learning tracks that fit the participant's clinical focus
- Quarterly in-person sessions to foster collaboration and professional development
- Supportive network of mentors/peers to help acclimate APPs to YNHHS workflows and resources

To register, log into LMS and search for the Transition to Practice program. Space is limited. For information, email APEC@ynhh.org.

YNHHS to acquire Nelson Ambulance and affiliates

YNHHS announced this month that it has entered into an agreement to acquire Nelson Ambulance and its affiliates, including Access Ambulance. This acquisition is an opportunity to strengthen the health system's transport capabilities to create a more integrated experience for patients across the Yale New Haven Health continuum of care.

YNHHS has worked closely with Nelson for many years, and this acquisition builds upon existing communication tools, quality standards and safety methods with this key partner. It also presents the opportunity to develop and grow Yale New Haven Health's capabilities within emergency medical services.

Pending regulatory approval of this acquisition, YNHHS anticipates closing this transaction within the first half of the 2025 calendar year.