Bridgeport Hospital
Yale New Haven Health

MD Express

Bridgeport Hospital Physician Newsletter

February 2012

New Whiteboards to Improve Communication Among Physicians, Patients and Care Team

In response to feedback from patients and families, the Shared Governance Patient Care Council recommended a review and revision of the existing whiteboards in patient rooms. After considerable discussion and additional fact-finding, an expanded version of the whiteboards was adopted and is being piloted on Richardson 9 and Schine 7, with the goal of improving communication between patients, physicians, nurses and other caregivers.

The new design includes specific spaces for physicians and nurses to fill in their names, as well as a section for patients and families to jot down their questions for the care team.

Data collected on these pilot units via HCAHPS scores use the "Communication" questions.

Physician participation in and support of this project will help ensure success with the hospital's patient- and family-centered care nursing model and increase the patient's perception of his/her hospital experience.

We respectfully request that you write your name on the whiteboard in the "Doctor" section. The "Doctor" is the one clinician who is primarily responsible for the care of the patient while he or she is in the hospital. We recognize that many clinicians are caring for the hospitalized patient, but from the patient's point of view, it is the physician whom they associate with their care. For many, this is the hospitalist, the TeamCare physicians or the operating surgeon.

We welcome any suggestions during this pilot phase before the new boards are implemented throughout the hospital.

Paul Sullivan, PharmD
Chair, Patient Care Council
203-384- 3252
Bruce McDonald, MD
203-384-3717

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You are cordially invited to two events in celebration of

Doctors' Day

Wednesday, March 28, 2012
Cocktail Party – 5:30 to 7:30 p.m.

Fairfield Museum and History Center
370 Beach Road, Fairfield

Spouses and significant others are cordially invited to attend.

Thursday, March 29, 2012
Breakfast – 7:00 to 9:00 a.m.

Bridgeport Hospital
Fresh Inspirations Café
Special Events Room, 2nd floor

William M. Jennings
Bruce McDonald, MD

Bridgeport Hospital
Yale New Haven Health

Medical Staff Executive Committee

January 9, 2012 Meeting

President and CEO Bill Jennings reported that initial volume and financial performance in the new fiscal year continue to trend as they did in the last year. As of November, inpatient volume was at budget, outpatient volume, including the ED, was above targets and operating margin was at 6.6%. Length of Stay was the one metric that is adverse to budget with an increase in the period.

Bruce McDonald, MD, reported that the Department of Radiology has contracted with a "nighthawk" service to provide attending interpretations of CT scans as read by the radiology resident on the overnight (11:00 p.m.–7:00 a.m.) shift. These radiologists are U.S.-trained, but are primarily based out of the country. They will be required to be individually credentialed at Bridgeport Hospital. Initiation of the service will be delayed until credentialing is complete.

Dr. McDonald informed the Committee that the hospital completed a VHA mock Joint Commission survey in December. A final report is pending and will be shared with the staff.

He also said that the Connecticut Department of Public Health (DPH) arrived in the hospital on January 3 for a licensure survey and to investigate some complaints and adverse events that the hospital had reported according to statute.

Dr. McDonald shared that Bridgeport Hospital staff had the opportunity to meet with U.S. Senator Richard Blumenthal on January 5 when he visited the hospital. During this visit, Senator Blumenthal discussed his efforts to address pharmaceutical shortages. Hospital staff showed him the Burn Center and Emergency Department and discussed other issues of importance to the hospital such as Medicaid reimbursement and patient access to care.

Dr. McDonald then reported that the ACGME is scheduled to review the hospital in February for continued accreditation to provide graduate medical education.

Finally, he shared several complimentary letters regarding the care delivered by members of the medical staff.

Peter Tortora, MD, expressed enthusiasm for his new role as President of the Medical Staff and thanked Dr. Folman for his previous service and mentoring.

A nomination of **Michael Werdmann, MD**, for the position of Secretary/Treasurer was made and seconded. There were no other nominations from the Committee and Dr. Werdmann was confirmed by a unanimous vote.

Chairman of Surgery **Nabil Atweh, MD**, noted the success in implementing "time-out" procedures before initiating surgery and improving in on-time starts, which are an important issue in efficient flow in the Operating Room.

Peter Tortora, MD
Bruce McDonald, MD

Medical Staff Executive Committee

2012 Officers
Peter Tortora, MD – *President*
Stephen Marshalko, MD – *Vice President*
Robert Folman, MD – *Past President*
Michael Werdmann, MD – *Secretary/Treasurer*

Members-at-Large
Harvey Bluestein, MD
Jairo Castillo, MD
Robert Chessin, MD
Marie Guoth, MD
Lee Jacobs, MD
Greg Marrinan, MD
Robert Moskowitz, MD
R. Scott Prewitt, MD

Alternates
Pietro Andres, MD
John Awad, MD

Physician Spotlight

Charles E. Kochan Jr., MD
Department of Medicine
Section of Primary Care

A member of Northeast Medical Group
1825 Barnum Avenue, Suite 304
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Fax: 203-380-0729

Medical School: University of Brussels; Brussels, Belgium

Residency: New Britain General Hospital; New Britain, CT

Board Certification: Internal Medicine

Specialties: Hypertension, diabetes, cholesterol, geriatric patients

Personal: "I go back a long way with Bridgeport Hospital. I was born there and my three children were born there, too. After long days of paperwork and office work, I enjoy fixing things around the house to relax. I have more tools than The Home Depot!"

Sachin Majumdar, MD
Department of Medicine
Chief, Section of Endocrinology

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226 Mill Hill Avenue
Bridgeport, CT 06610
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Fax: 203-384-3949

Medical School: University of Rochester School of Medicine; Rochester, NY

Residency: University of Virginia Medical Center; Charlottesville, VA

Fellowship: Endocrinology: University of Virginia Medical Center, Charlottesville, VA

Post-doctoral Fellowship: Endocrinology and Metabolism: Yale University School of Medicine, New Haven, CT

Board Certification: Internal Medicine, Endocrinology and Metabolism

Research Interests: The regulation of hepatic lipid metabolism by insulin and nutrients

Clinical Research: Diabetes and general endocrinology

Personal: "Becoming a physician has allowed the pursuit of some of the most meaningful work that is possible for me: caring for other people, teaching and pursuing some basic questions in nutrition and metabolism. My hobbies include skiing, hiking and salsa dancing—although with two young children, my wife and I don't get out as often as we'd like."

New Emergency Phone Number

Effective February 6, 2012, the new internal emergency phone number at all Yale New Haven Health System (YNHHS) facilities is 155. At Bridgeport Hospital, 155 replaces 77, 555, 3200 and any other internal emergency numbers currently in use for codes, etc. Written reminders, including stickers on staff phones, are posted throughout the hospital. For more information, please call Administrative Director, Support Operations Marc Brunetti at 203-384-3332.

New Voice-Activated Phone Directory

Bridgeport Hospital's Telecommunications Department has unveiled Smart Speech, a new voice-activated telephone directory and paging system, which has been nicknamed "Just Say It." As the nickname suggests, it is now possible to call someone at the hospital without knowing a phone number and without having a Bridgeport Hospital operator involved. Callers can reach extensions, leave messages and send pages without having to memorize numbers.

To Access the Just Say It Telephone Directory
From inside the hospital: Call ext. 8500.
From outside the hospital: Call 203-337-8500.
Follow the prompts.

To Access Just Say It Paging
From inside the hospital: Call ext. 8522.
From outside the hospital: Call 203-337-8522.
Follow the prompts.

For assistance, or for more information, please call Edy Kennedy in Telecommunications at 203-384-3570 or leave a voice message at ext. 3092.

Bill Jennings' Monthly Breakfast Forum

Bridgeport Hospital physicians are invited to join President and CEO **Bill Jennings** in the Medical Staff Lounge, 7:00–9:00 a.m., for a breakfast with made-to-order omelets and discussion. Each forum features a guest from Yale New Haven Health System (YNHHS) leadership.

Next Forum:
February 13, 2012 Robert Udelsman, MD, Chairman, Department of Surgery, Yale-New Haven Hospital

"Ring for Your Rhythm" Campaign Launches February 1

Bridgeport Hospital kicks off "Ring for Your Rhythm" this month, a new campaign to educate the public about cardiac arrhythmias. Campaign goals include increasing referrals to Bridgeport Hospital-affiliated primary care physicians and cardiologists, as well as promoting the expertise available in the Connecticut Cardiac Arrhythmia Center at the Joel E. Smilow Heart Institute at Bridgeport Hospital.

Launching February 1, the public can call 1-855-BH-PULSE, a dedicated toll-free phone number available 24/7, and listen to a recorded message by Cardiologist **Gil Lancaster, MD**, who provides detailed instructions for taking one's pulse. If the caller finds that his or her heartbeat is irregular, too fast or too slow, he or she is encouraged to see his or her primary care physician or press 0 for a referral. The caller can also press 0 at any time for live assistance.

For more information, please contact Director of Marketing Audrey Wise at 203-384-3945.

New Edition of Epic Newsletter Available

A new edition of *For the Record*, the newsletter of Yale New Haven Health's Epic Project is available online at http://intranet.bpthosp.org/. Topics include "dress rehearsals" for doctors' offices, dictation and documentation options, after-visit summaries and more.

Save the Date

Bridgeport Hospital
6th Annual Physician Leadership Summit

Wednesday, April 25, 2012
Noon–6:00 p.m.
Penfield Pavilion, Fairfield

With Speaker Stephen W. Harden, Chairman and Chief Executive Officer, LifeWings Partners, LLC. LifeWings Partners has helped more than 110 healthcare organizations implement best safety practices.

Watch your mailbox for more information.

Healthy & Wise Newsletter Highlights Cardiac Services

The newest issue of *Healthy & Wise* spotlights Bridgeport Hospital's cardiac services through Geoff Smith of Woodbury—the hospital's first patient to undergo hybrid ablation for a-fib. Mr. Smith was treated by Primary Care Physician **Monica Jain, MD**, and Cardiologist **Linda Casale, MD**, as well as Chief of Cardiothoracic Surgery **M. Clive Robinson, MD**, and Cardiac Electrophysiologist **Murali Chiravuri, MD, PhD**, who performed the procedure.

This issue also covers the "Ring for Your Rhythm" campaign, the Joel E. Smilow Heart Institute's new name, cardiac wellness programs and an "Ask the Expert" column by Director of Cardiac Electrophysiology **Craig McPherson, MD**.

For copies for your waiting room or department, please call the Marketing Department at 203-384-3533. Current and archived issues are also available online at www.bridgeporthospital.org.

Next Phase of Lobby Work Underway

The next phase of renovations to the Main Lobby began Jan. 16. This phase will take approximately 4–5 weeks to complete and will cover the large seating area in front of Jazzman's/Pandini's.

During construction, Jazzman's/Pandini's will be temporarily closed but the Fresh Inspirations Café on the second floor will remain open to visitors and staff. The Gift Shop will also remain open during the construction period, and a pathway to the Gift Shop and main elevators will be maintained from the front of the lobby.

Temporary extended hours in Fresh Inspirations Café are:

- Monday–Friday, 6:30 a.m.–7:00 p.m.
- Weekends, 6:30 a.m.–6:30 p.m.
- Simply to Go area: Daily including weekends, 11:00 a.m.–2:00 p.m. and 10:00 p.m.–2:00 a.m.
- Vending area: 24 hours a day, seven days a week.

For more information, call Administrative Director, Support Operations Marc Brunetti at ext. 203-384-3332.

For Your Patients

FREE Program: Look Good…Feel Better

Next Session: **Friday, February 10, 2012**
1:00–3:00 p.m., Bridgeport Hospital, Operations Conference Room, First Floor

A free program that helps women with cancer improve their appearance and self image. For information or to register, please invite your patients to call 1-888-357-2396.

FREE Program: Moving Forward:

"Ask the Doctors" with Hematologist David Witt, MD, and Radiation Oncologist Bruce McGibbon, MD
Next Session: **Wednesday, February 15, 2012**
5:00–7:30 p.m., 5520 Park Avenue, Trumbull

Moving Forward is a free monthly survivorship program for cancer survivors and their loved ones created by The Norma F. Pfriem Cancer Institute in partnership with the American Cancer Society. Registration is required. Please invite your patients to call 1-888-357-2396.

FREE Lecture: "Heart All A-Flutter? Get Your Rhythm Back!"

Tuesday, February 28, 2012
7:00 p.m., Trumbull Marriott

With Cardiac Electrophysiologist **Murali Chiravuri, MD, PhD**, and Chief, Cardiothoracic Surgery **M. Clive Robinson, MD**. For information or to register, please invite your patients to call 1-888-357-2396.

Quit Smart

Wednesdays, February 29, March 14, 21 and 28, 2012
6:00–7:30 p.m., Bridgeport Hospital's Administrative Conference Room (ACR), First Floor

Bridgeport Hospital's smoking-cessation program combines powerful treatments to help adults break free from cigarettes. $75 for the complete four-session program. For information or to register, please invite your patients to call 1-888-357-2396.

Physician News

Yaw Adjepong, MD, PhD, addressed the Connecticut Chapter of the American College of Physicians on Most Significant Publications in Medicine for 2011. Dr. Adjepong is a member of Northeast Medical Group.

New Physicians

Department of Medicine

Section of Family Medicine

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Department of Obstetrics and Gynecology

Section of Obstetrics and Gynecology

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Residency: St. Vincent's Medical Center; Bridgeport, CT
Board Certification: Radiology/Diagnostic Radiology

Physician News Submissions

Physician news for publication is reserved for active staff who:

- Deliver a talk at a national meeting (not preside over).
- Publish a manuscript in a peer-reviewed journal.
- Contribute a chapter to a book.
- Are elected to an officer position in a state or national professional society.

For inclusion in the March issue of *MD Express*, please e-mail your news by February 13, 2012 to **Jill Caseria** at kjcase@bpthosp.org.

BRIDGEPORT HOSPITAL
YALE NEW HAVEN HEALTH

www.bridgeporthospital.org

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