

Medical Staff News

Newsletter for the Medical Staff of Bridgeport Hospital | May 2022

Yale
NewHaven
Health
Bridgeport
Hospital

The Wellness Corner

A message from the Chief Wellness Officer



Help Bridgeport Hospital Help You!

Please take 15 minutes to complete the Medical Professional Wellbeing Survey. This survey is the only measure we have to evaluate the wellbeing needs of our entire medical staff, including NEMG, Hospital, Yale Medicine and community medical staff. Your participation ensures

that your voice is heard as the organization develops plans that impact factors which affect wellbeing, such as recognition, work flexibility, leadership, and autonomy.

An invitation to complete this survey was delivered by surveys@sullivanuallingroup.com on April 27 to the email listed as your preferred address in the medical staff office. You can search for the email with the phrase #2022YaleMedicalWellbeingSurvey. If you cannot find the email, check your spam folder. If you still cannot find it, please reach out to me at Kristin.Edwards@bpthosp.org.

May is mental health awareness month. While medical staff wellbeing (and the survey questions) goes far beyond individual mental health, a wellbeing culture reduces stigma and empowers medical staff to utilize mental health services. We still have a long way to go, but one of the more significant advances in this area was in March, with the passage of the Dr. Lorna Breen Health Care Provider Protection Act.

This law provides for the following:

- Grants for health professionals to help create evidence-based strategies to reduce burnout and the associated secondary mental health conditions related to job stress.
- A national campaign to encourage health professionals to prioritize their mental health and to use available mental and behavioral health services.
- Grants for employee education and peer-support programming.

At Bridgeport Hospital, we are working to restart our peer support program. If you are interested in serving as a peer supporter, please let me or Bud Wassell know at Bud.Wassell@ynhh.org.

In gratitude,
Kristin Edwards, MD, Chief Wellness Officer

Wellbeing Resources

Medical Staff Portal <https://ynhhconnect.org/>

Includes more Wellbeing Resources and remote access for EPIC. The Wellness Hub is on the right under "Quick Clicks."

Employee and Family Resources Call 877-275-6226 (24/7) or visit <https://www.achievesolutions.net>

Offering confidential counseling and work / life support services for YNHHS employees and family members.

New YNHHS Wound Executive Committee established

YNHHS recently announced the new Yale New Haven Health System Executive Committee for Wound Services, comprised of the medical directors who lead the wound centers throughout the health system.

William Butler, MD, director of Wound Operations, represents Bridgeport Hospital on the committee, which is charged with coordinating, optimizing, and standardizing all aspects of wound services within all the Delivery Networks.

The collective vision is to have YNHHS become a nation-leading wound care program, setting standards for the collaborative delivery of clinical care and dissemination of wound education and research that will be unprecedented in the U.S. More to come on the work of the committee.

Humans of the Medical Staff

In order to help members of the Bridgeport Hospital Medical Staff learn more about each other, Medical Staff News will include a new feature - Humans of the Medical Staff – where medical staff members will share a few special human interest facts about themselves.

Spotlight: Claribel Agosto, RPA-C

Claribel Agosto, RPA-C, is a physician assistant in the Department of Internal Medicine

Q: What made you decide to work in health care?

As cliché as it sounds, I honestly have always had a desire to help people. When I went to college, I wasn't 100 percent sure in what capacity, but I always enjoyed volunteering. In my senior year in college when I volunteered at Albany Medical Center, I learned what a physician's assistant was and what they did. I knew at that time that I had found my calling.

Q: What was one of your best moments from the last year?

My best moment from last year was when my daughter met her brother for the first time. (See picture below.) It warms my heart every time I look at it.

Q: Where do you like to vacation and why?

I love going to Puerto Rico! My husband and I have tons of family there (which means lots of babysitters) and it is where we were married, so it has special meaning.

Q: What would people be surprised to know about you?

I love a good DIY project! Anytime you want to whitewash a fireplace, sand down a table, or reupholster a chair, I'm your girl!



Three-year-old Madison (left) meets her new baby brother, Thomas, for the first time.



Claribel Agosto with her husband and daughter.

More than 160 Bridgeport Hospital physicians named Top Doctors

A total of 657 physicians affiliated with Yale New Haven Health – which includes Bridgeport, Greenwich, Yale New Haven, and Lawrence + Memorial hospitals in Connecticut, Westerly Hospital in Rhode Island, and Northeast Medical Group – were selected for *Connecticut Magazine's* 2022 Top Doctors in America list in the May 2022 issue.

The list of Yale New Haven Health physicians includes more than 160 Bridgeport Hospital physicians. To compile the list, the magazine partnered with Castle Connolly, a leading national healthcare research company. Castle Connolly's research team thoroughly vets each physician's professional qualifications, education, hospital and faculty appointments, research leadership, professional reputation, disciplinary history and if available, outcomes data. Additionally, a physician's interpersonal skills such as listening and communicating effectively, demonstrating empathy, and instilling trust and confidence, are also considered in the review process.

The online nominations process is open to all licensed physicians in America who can nominate physicians in any medical specialty and in any part of the country, as well as indicate whether the nominated physician is, in their opinion, among the best in their region in their medical specialty or among the best in the nation in their medical specialty. Once nominated, Castle Connolly's physician-led team of researchers follow a rigorous screening process to select top doctors on both the national and regional levels.

Physicians affiliated with Yale New Haven Health representing various specialties comprise 42 percent of the total list. The full list is included in the May 2022 issue of *Connecticut Magazine*. To review the list of Bridgeport Hospital-affiliated physicians selected for the 2022 Top Doctors list, visit [BridgeportHospital.org](https://www.BridgeportHospital.org).

Welcome Dr. Barbara Roehl



Barbara Roehl, MD, has joined Bridgeport Hospital as a consultant focusing on Patient Experience and provider leader development. She is onsite four days each month and works in close collaboration with Lynne Mahony, her dyad partner for Nursing. Dr. Roehl will be sharing a Patient Centered Communication Principle each month and will also provide a

Patient Experience Q&A via this newsletter. If you have a question, please direct it to barbara.roehl@bpthosp.org.

Since joining YNHHS in October, Dr. Roehl has begun a Patient Experience initiative with the hospitalists that includes individualized coaching around communication with the patient. She and Lynne Mahony have been working together in the Emergency Department to improve the experience around transitions between touch points such as from the Emergency Department to the Observation and Inpatient settings. Beginning this summer, Dr. Roehl will start working with residents and fellows to provide a positive Patient Experience. She has also been helping to support the Unit Medical Director/Nurse Manager/Assistant Nurse Manager Triad teams.

Dr. Roehl has over 30 years of experience in health care as a physician, a health system leader, and consultant with the Studer Group. She has worked in academic and community based medical settings, where she was named a “Top Doc,” and has published, obtained grant funding, and participated in curriculum development.

An experience with the terminal illness of a family member gave her the opportunity to experience the healthcare system from the perspective of the consumer. Twenty years after this experience, she continues to be passionate about building bridges among healthcare team members, hardwiring systems to ensure optimal patient care and outcomes, and improving the patient experience. She continues to practice medicine as medical director for Inspira LIFE, a Program of All-Inclusive Care for Seniors in New Jersey.

Pain, Opioids and Worker Wellness training

The Yale Program in Addiction Medicine will offer a free, in-person continuing medical education training for Connecticut-based clinicians, entitled Pain, Opioids and Worker Wellness. Attendees will be eligible for AMA PRA Category 1 Continuing Medical Education (CME) credits.

The in-person training session will be Tuesday, June 7, 2022, 8 am - 12:30 pm at the West Campus Conference Center, 100 West Campus Dr., Orange.

This training, made possible by an unrestricted educational gift from The Hartford, is designed for clinicians who care for injured workers navigating the return-to-work process and who may provide care for acute or chronic pain. Attendees will participate collaboratively in didactic and interactive learning.

Learn more by visiting the online event page for this training: <https://medicine.yale.edu/event/pain-opioids-and-worker-health-a-live-training-event/>.

BH safety and quality champion among recipients of United Hospital Fund's Excellence in Healthcare Award

The United Hospital Fund (UHF) recently announced the winners of the 2022 Excellence in Health Care Award for Quality Improvement Champions, including eight recipients from Yale New Haven Health. The award honors extraordinary leadership in improving quality of care, patient safety and patient experience.

Bridgeport Hospital's Christopher Bussiere, safety and quality specialist III, Performance Improvement, was among the YNHHS honorees. UHF recognized a total of 73 physicians, nurses, physician assistants, pharmacists and other health care workers for their vision and accomplishments in the field of health care.

The Tribute to Excellence in Health Care was initiated in 2019 to recognize healthcare innovation and improvement aimed at achieving the highest quality patient care by UHF, an independent nonprofit organization with a mission to build a more effective and equitable health care system.

Congratulations Christopher!

Safety, Quality and Experience Conference coming up on June 2

The 2022 Joseph A. Zaccagnino Safety, Quality and Experience Conference is quickly approaching, scheduled for Thursday, June 2, at the Oakdale Theatre in Wallingford. Sponsored by Yale New Haven Health, Yale Medicine and Yale School of Medicine, the conference offers a dynamic day of learning and sharing of information designed to improve the healthcare experience. The conference is open to employees, staff and faculty across all three organizations.

This year's theme, "Gratitude," brings greater attention to the people who influence, execute, monitor and report the many different ways to collectively improve safety, quality and the patient experience.

Guest speakers include:

- **Dr. BJ Miller**, pre-eminent speaker on patient-centered care, palliative and end-of-life care. As a physician, former executive director of Zen Hospice Project, and as a patient, he is an advocate for a healthcare system that maximizes quality of life and that minimizes unnecessary suffering.
- **Nick Propper**, chief executive officer and impact coach with Impact Human Performance. Through his work with colleagues and clients, he provides the advice, tips and tools needed to re-prioritize their focus on managing energy, not time, as the secret to success.
- **Dr. Laurie Santos**, a professor of psychology at Yale University, is an expert on human cognition, its origins and the evolutionary biases that influence life choices. As the host of The Happiness Lab podcast, she focuses on teaching happiness and well-being to influence the culture of Yale University.

The conference will also showcase the work of over 100 abstracts from teams across our organization in the areas of safety, quality, experience and engagement. Online conference registration is open at <https://sqe.ynhh.org/>. Registration is free.

Newsletter submissions

Deadline for submission of content for the June 2022 issue of *Medical Staff News* is Tuesday, May 31, 2022. Please submit items for consideration to Alison Tighe at alison.tighe@bpthosp.org or Myra Stanley at myra.stanley@ynhh.org.

Know Your Numbers Plus 2022 underway

The Know Your Numbers Plus wellness rewards program is currently underway. The program gives YNHHS employees, including employed physicians, the opportunity to earn up to \$500 credit toward the cost of their 2023 YNHHS medical premium – and get healthier at the same time.

Completion of a basic health screening, the core of the program, earns \$200 in credit. These biometric screenings may be scheduled at onsite locations and provide the following data:

- Total cholesterol, HDL (good cholesterol), LDL (bad cholesterol), triglycerides and blood glucose
- Blood pressure
- Height, weight and body mass index (BMI)
- Waist and hip measurements
- A1C, for employees with high fasting or non-fasting blood glucose

Employees can earn up to \$300 in additional credit (towards the maximum \$500 credit) by completing other personal choice activities. For more information, visit the intranet or HRConnect. All Know Your Numbers Plus elements must be completed by September 15, 2022.

Save the date: Building Against Burnout session June 2

Mark your calendar for the next Building Against Burnout (BAB) session on Thursday, June 2, from 12:15 to 1 pm, when the topic will be the new look of the Epic InBasket.

These brief sessions highlight timesaving topics as we work through ways to reduce burnout. The presenters are physicians and APPs who have completed rigorous Epic training. The BAB sessions are a form of "fireproofing," to help build resistance to the challenges and stresses of practicing medicine. CME credit is available

To join the session via Zoom, visit zoom.us. Select "Join a Meeting" and enter meeting ID 937 4636 0432 and passcode 649503.

BAB sessions are recorded and posted on the Medical Staff Portal for those who are unable to attend during the live session.