

Medical Staff News

Newsletter for the Medical Staff of Bridgeport Hospital | October 2022

Yale
NewHaven
Health
Bridgeport
Hospital

Cures Act Update

YNHHS ITS leaders have been working to ensure that our health system remains fully aligned with changing regulations on information sharing.

On October 6, the second phase of the Federal 21st Century Cures Act mandate took effect, which expanded the definition of information blocking. In close partnership with YNHHS legal and compliance teams, medical staff leaders have worked to ensure compliance while minimizing impact to frontline clinicians.

For this second phase of the Cures Act implementation:

1. No additional information will be automatically released via the MyChart patient portal. MyChart will continue to display key information like medications, allergies, lab/imaging results, physician notes, and AVS/discharge instructions.
2. In line with the legislation, MyChart will make it easier for patients to access and complete the form required to request their complete medical record.
3. For patients without MyChart, medical records can be requested via the Health System website at: www.ynhhs.org/online-tools/Request-Medical-Records

Please review the following items to ensure compliance with the legislation:

1. Please be judicious in your use of the “unsharing” functionality within Epic for not releasing a note to patients over MyChart.
 - When justifying “unsharing” a note to prevent harm, the legislation requires that it “substantially reduce a risk to life or physical safety of the patient or another person.”
 - Documenting the circumstances in the chart is a good practice and important for compliance with the legislation.

2. When caring for teens and adolescents, it is important to ascertain whether the teen shares their MyChart access with a parent or has independent access with parent as proxy with the typical very limited view of the chart.

Stay tuned for information about ongoing evolutions in this area and work to minimize disruption to front line workflow. With questions, contact Allen Hsiao, MD, chief medical information officer, at allen.hsiao@ynhh.org or Nitu Kashyap, MD, associate chief medical information officer at nitu.kashyap@ynhh.org.

New Clinical Risk Management Call Center

Please see the SBAR below with information on the new Risk Management Call Center.

Situation

On Oct. 3, the Legal & Risk Services Clinical Risk Management practice group implemented a streamlined process for access to the risk management team.

Background

To maximize efficiencies and resources, the Clinical Risk Management team will be available during business hours via the Risk Management Call Center by phone at 475-246-RISK (7475) or by email at LRSDRisk@ynhh.org. There will be no change in after-hours access, which will remain an escalation through the off-shift hospital clinical leaders (or nursing supervisors, as applicable).

Assessment

During business hours, all new clinical risk management questions or requests should be routed through the Risk Management Call Center. Calls and emails will be triaged, prioritized and responded to after review by the team.

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Recommendation

Please share this notice as necessary and direct any questions or feedback to Theresa Conciatori, senior associate general counsel and director, Clinical Risk Management at theresa.conciatori@ynhh.org.

Humans of the Medical Staff

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



**Spotlight: Farinaz Seifi, MD,
OB/GYN**

**Q. What made you decide to work
in health care?**

As a child, I was brought up in my home country (Iran) during a war. From the ages of six through twelve years old, I experienced this war and throughout this time I developed my love for medicine.

Since the age of nine years old, I knew that it was my mission to become a doctor. From a young age, I became passionate with caring for patients and helping them in an emergency setting.

**Q. How do you like to enjoy your time outside of
work hours?**

Outside of my working hours, I love to spend time with my teenager who is in his senior year of high school and my daughter in kindergarten. They keep me busy but when I have time for myself, I find joy in running and working out.

Q. What is your favorite type of vacation?

I find that I have the most fun during cruise vacations. I love traveling with water and I find the ocean very calming.

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

I believe people would be very surprised to know that I worked two residencies and one fellowship. I completed an OBGYN residency in my home country and worked as an attending, and then I had to start from square one here in USA. It was not easy, but it was a great journey and a challenge for me.

Smilow Shares with Primary Care: Lung Cancer webinar – Nov. 1

Tune in for the upcoming Smilow Shares with Primary Care: Lung Cancer webinar on Tuesday, Nov. 1 at 5 pm. The event will include presentations by Karen Brown, MD; Michael Cohenuram, MD; Sara Goldberg, MD, MPH; Vincent Mase, MD; and Daniel Rudolph, MD.

Smilow Shares with Primary Care is a monthly educational series for physicians, patients and the Greenwich community presented via Zoom. Presentations are subject-focused and hosted by experts from Smilow Care Centers around the state as well as from Greenwich Hospital. CME credits are available.

No registration necessary. Tune on via Zoom at <https://bit.ly/3QZgkzv>.

With questions, contact Heather Studwell at 475-240-8328 or HeatherLeigh.Studwell@greenwichhospital.org

New clinician resources for medications and patient education

Yale New Haven Health has transitioned to a new platform for patient education, discharge instructions and drug administration content.

Lexicomp has replaced Micromedex for evidence-based drug treatment information. Additionally, Emmi patient education replaces ExitCare this month.

Clinicians will be able to assign information from both platforms to patients through Epic. Since 2015, Yale New Haven Health System has partnered with Wolters Kluwer, an international provider of healthcare information, to provide tools that engage patients across the continuum of care. The Emmi and Lexicomp platforms are developed and maintained by Wolters Kluwer. The platform extends the value of UpToDate clinical decision support to providers and patients with 24/7 access of thousands of videos, articles and leaflets in up to 20 languages. The patient education materials meet system healthy-literacy standards and are available in print, digital, and multimedia formats. All patient education materials are reviewed regularly to ensure that information is accurate, up-to-date, and adheres to best practices.

The transition provides the following benefits:

- Increased number of available languages from 9 to 20
- Enhancement and streamlining of the YNHHS education outreach and engagement with our patients, family and community across all points of the care continuum

More information about using Lexicomp and Emmi is available in Epic Hyperspace.

Patient-Centered Communication Principles – October

Barbara Roehl, MD, Bridgeport Hospital consultant focusing on Patient Experience and provider/leader development, shares a monthly Patient-Centered Communication Principle.

October – Encourage Questions

Set the expectation that the patient should ask questions by asking, “What questions do you have?”

Ask several times during an encounter.

Other ways to elicit questions:

- “We discussed a lot of information. What can we review again?”
- “[Diagnosis] may be new to you, and I expect that you have some questions. What would you like to know more about?”

Use body language to invite questions:

- Sit at eye level with the patient.
- Look at patients when talking and listening, as opposed to looking at the chart or computer.

Next Building Against Burnout – Nov. 10

Building against Burnout, a webinar series highlighting timesaving topics in Epic, presents Letters and Communications: Let’s Make It Easy, Thursday, Nov. 10 at 12:15 pm.

The session is led by trained, certified physicians and APPs. There will be an opportunity for questions after the session. The webinar will be recorded and hosted on the Medical Staff Portal (ynhhconnect.org) for those who cannot attend.

CME will be available. With questions, contact Allen.Hsiao@ynhh.org.

Join via Zoom at <https://ynhh.zoom.us/j/93716103824?pwd=U1A0aklNK0lzcm1VNhFM0Zvbzljdz09>

Webinar ID: 937 1610 3824

Passcode: 649503

Save the date: Nov. 17 – next Trust Your Gut Digestive Health session

YNHHS and Yale Medicine host a free, monthly virtual Digestive Health CME series called Trust Your Gut. The yearlong series, held the third Thursday of each month at 5 pm, is designed to provide world-class digestive health educational programming, professional development and networking opportunities for physicians and advanced practice providers.

Tune in for the next session on Thursday, Nov. 17, for a case study on Abdominal Pain: When to Image and Refer.

Yale School of Medicine designates this live activity for a maximum of 1.0 AMA PRA Category 1 Credits per session, for a total of 12.0 AMA PRA Category 1 Credits for the series. To register, visit the Yale CME portal at yale.cloud-cme.com. For questions, contact Joe Mendes, executive director, Clinical Program Development, Digestive Health at joseph.mendes@ynhh.org.

Newsletter submissions

Deadline for submission of content for the November 2022 issue of Medical Staff News is Friday, Oct. 28, 2022. Please submit items for consideration to Alison Tighe at alison.tighe@bpthosp.org or Myra Stanley at myra.stanley@ynhh.org.