

# Medical Staff News

Newsletter for the Medical Staff of Bridgeport Hospital | November 2019

Yale  
NewHaven  
**Health**  
Bridgeport  
Hospital

## From the desk of the CMO

Please join me in welcoming Anne Diamond, Bridgeport Hospital's new president! For the past two years, Diamond has served as the president of Day Kimball Hospital in Putnam, CT. Prior to that, Anne spent seven years at UConn Health's John Dempsey Hospital, four as its chief executive officer. She began her healthcare career as a nuclear medicine technologist. I've been very pleased to get to know her, and I'd very much like to introduce her to you as well.

I'm also very pleased to announce that starting in January of 2020, Magna Dias, MD, will be promoted to the role of chair of Pediatrics for Bridgeport Hospital. She currently serves as the regional medical director for Hospitalist Service at Yale New Haven Children's Hospital, spending the majority of her time in Bridgeport. Prior to joining our medical staff, Magna had a leadership role in a practice in southern New Jersey. She is a graduate of Johns Hopkins School of Medicine and completed her residency in Pediatrics at the University of Washington.

Dr. Dias and Ms. Diamond have very big shoes to fill. I'd like to first thank Dr. Harris Jacobs for his years of service as a neonatologist who has provided unparalleled care to thousands of newborn babies and their families. As chair, he was involved in the redesign of our state-of-the-art neonatal ICU, and he pioneered care which helped save many lives. Harris will retire in early January. I'm extremely grateful to him.

At the risk of repeating myself (from last issue), I want to express gratitude to Dr. Mike Ivy, who served as interim president. Mike has provided unprecedented leadership to Bridgeport Hospital for two decades in a variety of roles. He will be assuming the role of associate chief medical officer for Yale New Haven Health System, and I'm very confident a key mission will be to continue uniting medical staffs, as he has done exceptionally well here at Bridgeport Hospital.

*Ryan O'Connell, MD, Interim Chief Medical Officer*

## Bridgeport Hospital, NEMG recognized for age-friendly care

Bridgeport Hospital has joined the Age-Friendly Health Systems initiative, a movement spearheaded by the Institute for Healthcare Improvement (IHI) to improve health care for older adults.



IHI recognized the hospital and Northeast Medical Group (NEMG) home-based primary care programs for their work as age-friendly providers. To earn the recognition, the hospital and NEMG provided data to show improvement in the care of older adults. The data focused on the four "M's" of geriatrics: Mentation, Mobility, Medications and what Matters, along with outcomes for volume, delirium rates, readmissions and Emergency Department utilization.

"Every day, your work, role modeling, leadership and kindness contribute to our ability to improve care for the older adults in our hospital and community," said Vivian Argento, MD, executive director, Geriatric and Palliative Care service line. "This is a team effort and I would like to thank all the employees at BH and NEMG who participated in the project and all employees who strive to provide excellent age-friendly care."

The initiative also contributes to a goal of 20 percent of U.S. hospitals and health systems becoming age-friendly by 2020.

## Caregivers honored by patients

The Bridgeport Hospital Foundation announced the following clinical staff members were recognized by patients in October with a gift to the Honor Your Caregiver program: Anna Ashcroft, RN; Michele Attard, LMT (five gifts in her honor); Bridgeport Hospital Surgical ICU/East Tower 7 staff; Marcy Furano, LMT (two gifts in her honor); Rosalinda Jimenea, RN; Mamta Patel, MD (two gifts in her honor); Justin Persico, MD.

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## Communications training for physicians available at Bridgeport Hospital

Ineffective communication by healthcare professionals leads to negative outcomes, including lack of compliance with treatment plans, and increased lengths of stay, readmission rates and litigation. Yet physicians usually receive little training in how to communicate.

YNHHS and Yale Medicine, in partnership with the Academy of Communication in Healthcare, is offering the Enhancing Relationship-Centered Communication (ERCC) Training Program for physicians, Advanced Practice Practitioners and nurses. ERCC is an interactive and engaging six-and-a-half hour workshop that teaches communication skills to improve patient outcomes, patient experience and clinician professional satisfaction. Brief presentations introduce skillsets, which are reinforced with live demonstrations, skills practice, guided feedback and coaching.

ERCC training is now available on-site at Bridgeport Hospital in addition to the SYN:APSE (Simulation at Yale New Haven: Advancing Patient Safety and Education) Center for Learning, Transformation and Innovation in New Haven. Register through Infor or contact [laurie.devin@ynhh.org](mailto:laurie.devin@ynhh.org) for assistance.

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## New program helps graduate nurses during “crucial time”

Yale New Haven Health launched the new Clinical Nurse Transition Program to help graduate nurses establish, improve and maintain their nursing practice. The program is piloting on selected units at Bridgeport and Yale New Haven hospitals, which have hired hundreds of graduate nurses this year. Experienced nurses at both hospitals will serve as personal coaches. Each coach will work one-on-one with approximately 10 graduate nurses 24 hours on weekends and during the 7 pm - 7 am shift weekdays. Graduate nurses will begin the transition program after completing orientation to their service lines and units.

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## Final reminder – Dec. 1 deadline for flu vaccination

Flu vaccination fairs are underway. YNHHS’ 2019 - 2020 mandatory flu vaccination program requires that all physicians, employees, students, volunteers and vendors receive a flu vaccination or have an approved medical or religious exemption as a condition of continued employment. The deadline for all flu vaccinations is Dec. 1.

Physicians may visit flu vaccination fairs at the Bridgeport or Milford campuses or at Fairfield Urgent Care. Check Infor and the intranet for remaining on-site flu vaccination fair dates.

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## Residents and fellows join Physician Leadership Academy

Thirty-six residents and fellows are participating in the inaugural Physician Leadership Academy (PLA) at Bridgeport Hospital. The program includes a series of six courses designed to train young physicians, equipping them with advocacy and leadership skills needed to effectively navigate the changing healthcare landscape. The PLA also provides the opportunity for young physicians to develop the foundation to become impactful physician advocates and to work collaboratively with experienced physician mentors.

The new program is sponsored by The Physicians Foundation, Connecticut State Medical Society (CSMS) and Bridgeport Hospital, including Graduate Medical Education’s Karen Hutchinson, MD, chair of the CSMS Continuing Medical Education Committee, who serves as a principal advisor.



**Catherine Wagner, CSMS vice president, welcomes participants to the 2019-2020 PLA cohort at Bridgeport Hospital.**

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## New Safety Alert system makes communication as easy as 1, 2, 3

Yale New Haven Health has seen many improvements in patient safety since making a commitment to become a high reliability organization several years ago.

A key component of that success has been the daily morning safety huddle at each delivery network across the system, which bring leaders together to address issues from the prior 24 hours or concerns for the upcoming 24 hours. This daily gathering has proven invaluable for sharing and addressing important information in a real-time fashion at each delivery network. However, there are instances when important safety information identified at one of the delivery networks needs to be shared systemwide.

In October, YNHHS launched a “Safety Alert” communication system to share important information identified at any delivery network throughout the health system. In collaboration with the Office of Emergency Preparedness (OEP) and using an electronic communication platform, a Safety Alert can be launched from anywhere within YNHHS and reach leaders simultaneously.

Alerts are standardized to include Situation, Background, Assessment and Recommendations (SBAR) and designated as one of three levels: 1 – informational, 2 – important and 3 – urgent.

Since the communication system was implemented, alerts have included details about a medication with a potential for dosage errors and information about a new type of peripherally inserted central catheter that may be unfamiliar to staff.

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## Library closed temporarily

The Reeves Health Sciences Library (medical library) is currently closed due to construction. It is scheduled to re-open in January, 2020.

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## Hot Topics

The next Hot Topics breakfast is Monday, Dec. 9, 7:30 - 9 am in the Medical Staff Lounge. The speaker will be Anne Diamond, JD, CNMT, the new president of Bridgeport Hospital.

## Medical Staff Executive Committee October 7, 2019

**Michael Ivy, MD, interim president and CEO:** July results were very close to budget. Operating margin was a healthy 6.1 percent. Hospital discharges were a bit behind, but patient days were up, reflecting an increase in length of stay. The hospital is full, and there are more complex cases in house. The hospitalist service will soon be fully staffed. Surgery is a bit lower than last year, but still above budget, as continued movement to outpatient surgery was expected. Cash on hand is a bit off, but the roughly \$20 million spent so far on the Milford integration was not in the budget. Milford is going well, current census is 35 inpatients, when last July it was 10.

The nursing ratio is being reduced from 6:1 to 5:1. (Approximately) 45 new nurses will be hired. It is a difficult market. In FY18, BH lost 150 nurses, a turnover rate of 40 percent. As a result, compensation for all employees has been examined looking at market rates. The upward adjustments to be competitive will be expensive – roughly \$17 million.

**Ryan O’Connell, MD, interim CMO:** Epic went live at Milford. Issues regarding anesthesia services were reviewed. There is a shortage of CRNA anesthetists nationwide. (BH) and Bridgeport Anesthesia Associates are working daily to ensure maximal coverage for the patients, and are engaged in discussions for the hospital to provide support to ensure adequate staffing.

As mentioned, over \$17 million is being allocated to make the salaries and benefits competitive for the staff at BH.

**Kenneth Lipow, MD, president, medical staff:** Dr. Lipow elicited comments from the assembled members of the MSEC in tribute to the service of Dr. Michael Ivy to BH, culminating in his tenure as the interim CEO and president. There was an overflow of appreciation and accolades. Certain words were repeated frequently: transparent, compassionate, calm, thoughtful, fair, supportive. Perhaps the most concise phrase was that Mike demonstrated ‘compassionate leadership.’ We will all miss our frequent interactions with him very much, and wish him the best in his new role.

**Sheikh Hoq, MD, interim vice president, Performance and Risk Management:** Dr. Hoq presented the Quality Scorecard. The focus on heart failure readmits has really paid off, and the fourth quarter saw only 10 readmits, better than the stretch goal! A new committee is being formed to look at hospital acquired conditions. C. difficile rates are now better than stretch, after a prolonged period of difficulty bringing them down.

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## Northeast Medical Group Obstetrics & Gynecology to open Fairfield office

Northeast Medical Group Obstetrics & Gynecology will soon provide care at 1305 Post Road, Suite 215 in Fairfield in addition to their current office in Shelton. The care team of Joseph Cuteri, MD; Loretta Hallock, DO; and Katie Kwok, PA-C, offers a wide range of women’s health services, including high-risk pregnancies, annual women’s health screenings, infertility evaluation and minimally invasive and robotic-assisted surgeries.

## Hospitals, community organizations work together to CHIP away at health issues

This past June, the Connecticut Food Bank brought its Mobile Pantry truck to the lot of the former Bridgeport Hospital School of Nursing on Mill Hill Avenue.

The pantry has returned once a month since, with people lining up to fill shopping bags with free, nutritious food. In its first six months at the Mill Hill location, the pantry served 1,025 families.

The Mobile Pantry's monthly visits grew out of a Community Health Needs Assessment that involved Bridgeport Hospital and other organizations in the Greater Bridgeport Health Improvement Alliance.

Every three years, all five YNHHS delivery networks join with similar alliances to complete Community Health Needs Assessments for cities and towns in their areas. The assessments identify health issues and factors called social determinants that affect people's health and well-being. The most common social determinants – in YNHHS delivery network regions and communities nationwide – are related to food, transportation, mental health services, housing and education. YNHHS' assessments included "community conversations" with residents about how health issues and social determinants affect them personally.

Using data from the Community Health Needs Assessments, YNHHS delivery networks and other organizations develop Community Health Improvement Plans (CHIPs) to address

major unmet needs. The Mobile Food Pantry at Bridgeport Hospital came from that region's CHIP. While the needs assessments and CHIPs are specific to each region, YNHHS' Community Health Improvement department is exploring ways to align efforts across the health system.

Read the 2019 Community Health Needs Assessment for Bridgeport Hospital at <https://www.bridgeporthospital.org/about/community/health-needs-assessment.aspx>

## Newsletter submissions

Deadline for submission for the December 2019 issue of *Medical Staff News* is Friday, Nov. 29. Please submit items for consideration to Ryan O'Connell, MD, at [ryan.o'connell@bpthosp.org](mailto:ryan.o'connell@bpthosp.org), 203-384-3760 or Myra Stanley, Yale New Haven Health at 203-688-1531 or [myra.stanley@ynhh.org](mailto:myra.stanley@ynhh.org).

### New Physician

#### Ismail Tarkhan, MD

Medicine/Internal Medicine

Ismail Tarkhan, MD

2080 Bridgeport Ave., Milford, CT 06460

Phone: 203 877-7622

**Medical School:** Cairo University, Cairo, Egypt (MD); SUNY Downstate Medical Center, Brooklyn, NY (PhD)

**Internship:** Internal Medicine, Kings County Downstate Center, Brooklyn, NY

**Residency:** Pathology, Kings County Downstate Medical Center, Brooklyn, NY; Goldwater Memorial Hospital, Roosevelt Island, NY; Westchester Medical Center, Valhalla, NY

**Board Certification:** American Board of Internal Medicine/Lifetime; American Board of Pathology/Lifetime

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