

# Medical Staff News

Newsletter for the Medical Staff of Greenwich Hospital | January 2025

Yale  
NewHaven  
**Health**  
Greenwich  
**Hospital**

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From the desk of the CMO

## A reminder regarding treating friends and family

*Karen Santucci, MD, Chief Medical Officer*

Dear Medical Staff,

I hope this newsletter finds you well and off to a good start in 2025!

I wanted to take a moment to share an important reminder. The American Medical Association still recommends that physicians avoid treating family members and close personal contacts. It can sometimes be difficult to separate one's own emotional feelings from one's professional judgment.

Doing so can put a lot of pressure on the family member who has been placed in a position of being a treating physician while having a strong emotional tie. Additionally, the "patient" might not feel comfortable sharing components of their past medical and social history which could influence decision making and the best care of the patient.

Also, professional objectivity can be compromised. Family members may be uncomfortable stating their preference for another physician or declining certain recommendations being made because they fear offending their family member who is functioning in a dual role.

As you might imagine, in emergency settings or in isolated instances where there might not be another qualified physician available, physicians should not delay in treating a family member (e.g. cardiac arrest, choking or stopping the bleed) until another physician becomes available.

For further information, please refer to the YNHHS Medical Staff Policy and Procedure #MS-23: Title: Treatment of Immediate Family Members & Self Ordering Policy.

Have a good month,

Karen

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## **Greenwich Hospital returns to P&Z with new proposal for Smilow Cancer Center**

Last month, Greenwich Hospital submitted a new pre-application to the Greenwich Planning & Zoning (P&Z) Commission for a Smilow Cancer Center. This time the proposal is to locate the center within existing hospital properties.

Back in 2020, 2021 and 2022, there were a series of P&Z hearings for a proposed three-story Smilow Cancer Center building on the south side of Lake Ave. by Lafayette Place.

Originally the proposal was for an 80,000 sq ft building. Along the way it was scaled back to about 54,000 sq ft. (For reference, the Bendheim Cancer Center is 21,000 sq ft.)

The Commission denied the proposals twice, urging the hospital to accommodate the Smilow Cancer Center within their existing properties.

The new proposal includes converting the upper floor of the two-level medical office space at 3 Perryridge Rd., approved as a medical office building in 1959, to offices for the medical education unit of the hospital. The renovated space would contain a simulation lab, education classrooms and workrooms, and staff offices.

Also, the hospital seeks a special permit to renovate the primary hospital building, the Watson Pavilion and 77 Lafayette Place, the Cohen Pavilion, to accommodate the Smilow Cancer Center.

A key feature of the proposed renovations is that the cancer center would be fully within the walls of the existing Watson Pavilion and Cohen Pavilion and represents about seven percent of the hospital's square footage.

Approximately 36,000 sq ft of the Watson Pavilion would be repurposed to accommodate a portion of the cancer facility, with no building expansion proposed on either 5 Perryridge Rd. and 77 Lafayette Place. The proposal also calls for converting the 38 Lake Ave. building into administrative offices for the hospital Human Resources department.

The pre-application will be heard by the P&Z Commission in January.

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## **GH introduces treatment for essential tremor and tremor-dominant Parkinson's**

Greenwich Hospital successfully performed its first high-intensity focused ultrasound (HIFU) procedure, offering groundbreaking relief for patients suffering from essential tremor, a neurological condition that causes uncontrollable shaking, as well as tremor-dominant Parkinson's disease. The non-invasive procedure utilizes state-of-the-art technology to target and disrupt tremor-causing brain tissue with precision, providing a transformative option for those whose lives are impacted by the condition. This milestone underscores Greenwich Hospital's commitment to advancing medical innovation and enhancing patient outcomes in the region.

During the treatment, under MRI guidance, sound waves are precisely focused on the small spot in the patient's brain considered to be responsible for causing tremors. Low energy is first applied, which allows the patient to inform the physician of any sensations they feel or other potential side effects. Then the physician can make individualized adjustments to the target. The energy is gradually increased to create a small therapeutic lesion.

Zion Zibly, MD, neurosurgeon, and associate professor, YSM and Alice Rusk, MD, neurology, and associate professor, YSM, oversaw the hospital's first procedure on a patient who suffered with tremors for more than 40 years.

Potential patients are evaluated with an exam and CT scan to determine if this treatment will help improve their symptoms. HIFU treatment does not involve radiation. To refer a patient for HIFU treatment, call 877-925-3637.

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## **Important ONeCall/QGenda reminders**

QGenda/ONe Call became live at Greenwich Hospital (effective 12/15/24), replacing SmartWeb as the on-call repository for on-call information for all departments at Greenwich Hospital.

For details regarding the upgrade, see the project announcement.

Please see the Frequently Asked Questions about the new program as well as important reminders which may prove helpful.

## FAQs

- 1. The on-call schedule has emergently changed during normal business hours (Monday -Friday, between 8 am – 4 pm). Who should I notify?**  
Please email the YNHH QGenda support team at [OneCall@YNHH.org](mailto:OneCall@YNHH.org) to give the updated information.
- 2. The on-call schedule has emergently changed during after-hours (Friday at 4 pm – Monday at 8 am, and all holidays.) Who should I notify?**  
Call the Greenwich Hospital switchboard operator at 203-863-3000 so that they can place a notation in the on-call schedule to reflect the change. Also, email the QGenda support team at [OneCall@YNHH.org](mailto:OneCall@YNHH.org) to share the information about this change.
- 3. We are adding a new staff member or making a change to the schedule already submitted. What should I do?**  
Email the QGenda support team at [OneCall@YNHH.org](mailto:OneCall@YNHH.org) to provide the updated information.
- 4. A name or contact number is incorrectly displayed on the ONeCall page. Who should I notify to have the profile updated or contact instructions added?**  
Email the YNHH QGenda support team at [ONeCall@YNHH.org](mailto:ONeCall@YNHH.org)

Please include the following information when leaving messages via QGenda:

1. Name of medical staff member calling, with phone number for call back
2. Name of hospital you are calling from (as providers are on call at other institutions also)
3. Reason for call/consult

In compliance with HIPPA regulations, specific details regarding patients must be provided directly to the on-call provider (not left on voice mail) as personal cell phones may be used by medical staff on call.

To report any problems or issues you may be experiencing related to QGenda/ONeCall, email the project team at [OneCall@YNHH.org](mailto:OneCall@YNHH.org). You may also reach out to Eleanor Rauh, DTS project manager, at [eleanor.rauh@ynhh.org](mailto:eleanor.rauh@ynhh.org) or 708-805-6612.

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## 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.

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## 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.

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## 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](mailto:APEC@ynhh.org).

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## 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.

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## 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.

## MEDICAL STAFF CHANGES (December 2024)

### Appointees



**Maria Brea, MD**  
(Emergency Medicine)  
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**Aparna Kailasam, MD**  
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**Anna Sowa, MD**  
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**Richard Martinello, MD**  
(Pediatrics Infectious Disease)  
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Greenwich, CT 06830  
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### Resignations

**Janifer Johnson, MD** (Medicine) effective 11/22/2024

**Won Chung, MD** (Emergency Medicine) effective 1/1/2025



**Julie McManus, CRNA**  
(Anesthesiology)  
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## 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, 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](http://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 Karen Santucci, MD, at [karen.santucci@greenwichhospital.org](mailto:karen.santucci@greenwichhospital.org) or Myra Stanley at [myra.stanley@ynhh.org](mailto:myra.stanley@ynhh.org).