The Newsletter of Yale-New Haven Hospital

It’s official: Two New Haven hospitals are now one

On September 11, in the packed auditorium of 55 Park Street, physicians, staff, volunteers, retirees, Sisters of Charity, and board members from both Yale-New Haven and the Hospital of Saint Raphael witnessed the historic integration of two New Haven hospitals.

After welcoming remarks from Joseph R. Crespo, chair, YNHH Board of Trustees, Yale-New Haven Hospital CEO Marla P. Borgstrom addressed the audience.

“For more than two years, we have worked with our colleagues at the Hospital of Saint Raphael to explore opportunities to better provide exceptional care to the people of our region,” said Borgstrom. “What started as simple conversations about how to better coordinate care and work toward better outcomes evolved into a bold new vision for both of our campuses founded upon three core elements: enhancing quality, improving access and helping to make health care more affordable.”

Borgstrom hit a chord with the audience when she said, “We are enthusiastic about the opportunity that the integration of Yale-New Haven Hospital and the Hospital of Saint Raphael represents. In our hearts, in our minds and in our commitment to the community, we are dedicated to building an exceptionally caring organization, rooted upon the legacy of two extraordinary hospitals.”

Christopher O’Connor, the former president of HSR who has been named executive vice president and COO of Yale New Haven Health System, directly addressed the staff who were feeling a sense of loss after their years of dedicated work for HSR.

“We understand that this is an emotional time for those who have served the Hospital of Saint Raphael so proudly over the years,” O’Connor said. “To those, I say that we don’t view this as an end to our legacy of caring. Instead, we view this as its natural extension. Working together, bringing to bear the collective talents of these two exceptional organizations, we can and we will meet the demands and the promise of a new healthcare environment.

“Together we are stronger. Together we are better. Together we are healthier,” he concluded.

Yale-New Haven is now a single 1,541-bed hospital with two inpatient campuses. It gives YNHH $111 million needed beds and provides financial stability for the HSR campus. The Sis-

Site Leadership Team takes up residence on the Saint Raphael Campus

An important part of the preparation for Yale-New Haven’s purchase of the Hospital of Saint Raphael included creating a team representing both campuses of the new hospital. They will be based or spend considerable time on the Saint Raphael Campus.

“The members of this interdisciplinary team bring experience and depth to their new responsibilities that will help make this complex transition a success for our patients and our employees,” said Richard D’Aquila, president and COO. “I look forward to the time I will regularly spend on the Saint Raphael Campus so I can get to know employees and the physical plant and help to ensure a smooth transition.”

The Saint Raphael Campus team will include:

- Peter Herbert, MD, senior vice president and chief medical officer, will coordinate all aspects of the clinical services transition. A veteran of the Hospital of Saint Raphael, Dr. Herbert will work closely with Richard D’Aquila on the permanent integration of hospital-based physician services, graduate medical education and the re-configuration of clinical services between campuses.
- Ena Williams, RN, vice president of nursing services and associate chief nursing officer for the Saint Raphael Campus, will provide full oversight for Patient Services and ensure Magnet readiness on the campus.
- Cindy von Beren is the new executive director, Catholic Heritage/Cultural

Members of the on-site team go over details in the days leading up to the closing on the transaction to ensure a seamless integration of the two hospitals that created one of the nation’s largest. Shown (l-r) are: Paul Patton, Cindy von Beren, Vincent Tammaro, Dr. Herbert, Richard D’Aquila, Ena Williams, RN, Abe Lopman, John Tarutis and David Christiano.

Integration, and will provide oversight for mission-related functions and services and ensure that the SRC campus will function in accordance with Catholic doctrine.

- Paul Patton, vice president, Human Resources, will oversee all Human Resources and Employee Relations functions on the SRC to ensure consistency and coordination during the transition. In addition, Patton provides administrative oversight for Food and Nutrition Services and Environmental Services.
- Vincent Tammaro, vice president, Finance, will provide financial services oversight and coordination for the Saint Raphael Campus, and monitor all aspects of the financial elements of the transition. He will integrate the Saint Raphael financial and billing services with existing YNHHS services and have responsibility for all external financial reporting required by the state and government agencies involved in approving this transaction.
- David Christiano, director, Information Technology Services, will provide information technology oversight and maintain and integrate existing technology until Epic is implemented on the SRC in July 2013.
- John Tarutis will assume the position of executive director of the 120-bed
YNHH reminds employees to plan for emergencies

If a disaster event such as Hurricane Irene struck your community again, would you and your family be prepared to sustain yourselves for up to 72 hours? YNHH encourages employees to take time to prepare themselves and their families by making a plan, creating an emergency kit and staying informed about emergencies and disasters. More information is available at www.ynhhs.org/emergency/commprep or employees may contact Donald MacMillan, PA, Emergency Management coordinator, at donald.macmillan@ynhh.org, or John Pelazza, Emergency Management program manager at the Center for Emergency Preparedness and Healthcare Solutions, at john.pelazza@ynhh.org.

Tommy Fund Family Day, October 7

The Tommy Fund for Childhood Cancer invites employees and their families and friends to participate in the Tommy Fund Family Day on Sunday, October 7. Tommy Fund Day will be held at the Yale Tennis Center and includes a 5K run, a 2-mile walk, or a 3-mile fun run for children 10 years of age and younger. The Tommy Fund Family Day is the fund’s largest, single-day fundraising event which supports pediatric cancer patients and their families who come to Yale-New Haven Children’s Hospital.

Employees interested in joining the hospital team should contact Debbie Klotzer, executive assistant, Smilow Cancer Network, 688-8824 or debbie.klotzer@ynhh.org or log onto www.tommyfund.org.

YNHH holds 2-campus voter registration drive

The hospital’s Community and Government Relations Department and the National Council of Jewish Women – New Haven Chapter will host a voter registration drive on October 3 and 4. On Wednesday, October 3, employees and visitors may register to vote from 11 a.m.-1:30 p.m. on the 2nd floor Atrium landing. On Thursday, October 4, employees and visitors on the Saint Raphael Campus will be able to register from 11 a.m.-1:30 p.m. in front of the cafeteria entrance.

Those who register may vote in the November 6 election for president, U.S. Congress and state representatives. The deadline for voter registration in Connecticut is October 23 by mail.

YNHH organizing teams for liver walks on Sept. 23, 30

YNHH is organizing teams for two 5k walks that are raising money for the Connecticut chapter of the American Liver Foundation. The first will be held on Sunday, September 23, at Rentschler Field in East Hartford; the second is on Sunday, September 30 at Harbor Point in Stamford. Registration for both walks starts at 8 a.m.; the walks begin at 10 a.m. Funds raised will support education, patient advocacy and research to help the 30 million Americans living with chronic liver disease.

First-time YNHH walkers will get a free team t-shirt. Those who want to register or donate should go to http://go.liverfoundation.org/goto/TeamYaleHartford or http://go.liverfoundation.org/goto/TeamYaleFairfield. For more information, employees may contact David Assis, MD, transplant hepatology fellow, at david.assis@yale.edu.

Fitness Center, Employee/Family Resources info table Sept. 27

The staffs of the YNHH livingwell Fitness Center and Employee and Family Resources will host an information table in the 2nd floor Atrium on Thursday, September 27, 11 a.m.-2 p.m. Fitness Center staff will answer questions about the center – including upcoming free classes – and employees can enroll on the spot. Employees who become members get two pay periods for free to try out the center before the membership fee of $12 per pay period begins.

Employee and Family Resources staff will give employees a “biodot” that allows them to check their stress level. Employees can also pick up information and learn about resources available to them and their covered dependents.

Service Excellence conference Oct. 29; abstracts due Oct. 10

The 2012 Yale New Haven Health System Service Excellence Conference will be held on Monday, October 29 at the Aqua Turf Club in Southington. Registration and breakfast begin at 8:30 a.m.; the program begins at 9:30.

The conference celebrates the strides that departments and units in all YNHHS delivery networks have made in the past year to enhance and improve the patient experience. Units and departments are invited to submit abstracts that may be presented at the conference. Abstracts are due by Wednesday, October 10.

YNHH abstracts should be submitted to Jeannette Hodge, director, Patient Relations, Volunteer and Guest Services, at jeannette.hodge@ynhh.org. NEMG abstracts should be submitted to Amanda Skinner, director, clinical integration, at amanda.skinner@ynnh.org.

Employee engagement survey seeks to “harvest” employees’ ideas

The 2012 YNHH Employee Engagement Survey runs Monday, September 24 through Monday, October 8.

Employees may complete this year’s survey, themed “Harvesting Your Ideas,” from any computer and will be able to complete a Cultural Values Assessment.

Employees without computer access will have computers available in their departments so they may complete the survey. Throughout the survey period, participants will have opportunities to win daily prizes.

Employees new to YNHH from the Hospital of Saint Raphael are not asked to take this survey, but will be included in future surveys.

Again this year, The Advisory Board will conduct the survey and communicate results with confidentiality. Individual responses will not be shared with Yale-New Haven.

Employees got the cold facts at What’s the Scoop: You’re terrific!

From 2 p.m. until midnight on August 28, employees streamed through the Max Taffel conference rooms to select from a wide variety of ice cream favorites at a Service Excellence celebration called What’s the Scoop?

Once again, YNHH created a fun event to recognize employees – this time it was for their significant efforts to improve the experience patients have when they choose YNHH for their care. Employees at Shoreline Medical Center, Temple Medical Center and Yale-New Haven Psychiatric Hospital also had What’s the Scoop parties.

The hospital also delivered What’s the Scoop to buildings and offices not located on the main campus. An ice cream truck dished up treats to the Smilow Cancer Hospital Care Centers and managers delivered gift certificates to a national ice cream chain to YNHH blood draw stations.

Food and Nutrition sent the ice cream novelties in coolers and insulated bags to the Bridgeport Campus of the Children’s Hospital, offices on Long Wharf and Ambulatory Services Division sites so employees could be part of the celebration – even at a distance.

“Our employees, physicians and volunteers have done an outstanding job of advancing our efforts to provide an exceptional patient experience at Yale-New Haven Hospital and our many off-site locations,” said Cynthia Sparer, executive sponsor for Service Excellence. “This event was about taking a moment to say thank you and let them know that patients and families do notice and appreciate their efforts.”

Colorful posters at the celebration told employees that:

• Adult inpatient units have reached new heights in patient satisfaction – and are now scored in the 85th percentile nationally;

• The Shoreline Emergency Department is the in the 98th percentile for patient satisfaction in the U.S.; and

• Patients repeatedly recognize the Psychiatric Hospital and the Children’s Hospital staff for their patient-centered, compassionate care.

A film company interviewed employees and captured some of the ways they help patients: “When I see an upset family member, I bring them something to drink,” “I try to be a good listener to find out what patients need,” and “Aides show tremendous kindness towards patients.”

“Our entire team has tremendous influence on how patients regard their experience at the hospital and their interactions with Yale-New Haven staff,” said Sparer. “It’s a pleasure to recognize their success with an event like What’s the Scoop.”

Additional What’s the Scoop photos are available online at www.ynhhs.org/bulletin.
In one year, Closer to Free almost doubles in size

In only its second year, Closer to Free – the bicycle ride that raises funds for cancer care and research at Smilow Cancer Hospital and Yale Cancer Center – almost doubled the number of riders who participated in it.

The crowd heard from Thomas Lynch, MD, physician-in-chief, Smilow, Marna P. Borgstrom, YNHH CEO, and former patient and survivor Joe Capobianco, 485 riders glided out of the Yale Bowl. They rode to Smilow Cancer Hospital where they paused as YNHH staff, volunteers, therapy dogs and patients on the sidewalk and from the windows cheered the riders who then headed off to their chosen route of 25, 65 or 100 miles.

This year’s Closer to Free garnered more than $175,000 in sponsorships and may raise as much as $800,000 when all donations are tabulated on September 30, the last day for giving. Each rider pledged to raise at least $500.

Volunteers played a crucial role in the success of the ride. More than 370 volunteers – 41 of whom were survivors – worked at the Yale Bowl and at five rest stops along the three routes. More than 130 of the ride’s volunteers were YNHH employees.

“Closer to Free is developing into a premier cycling event in Connecticut because of the work of Smilow Cancer Hospital,” said Kevin Walsh, vice president of the Development Office, which organizes the ride. “So many people are touched by cancer. Closer to Free gives them the opportunity to remember their loved ones and support the excellent work and research of Smilow and Yale Cancer Center.”

Of the almost 500 riders, 46 were survivors, including Cathy Gautot, revenue cycle data coordinator, YNHH. Free of cancer for seven years, she began training for the 25-mile ride earlier this year and lost almost 60 pounds in the process.

“Riding in Closer to Free was such an incredible experience for me,” said Gautot, who is already planning to ride 65 miles next year. “I am so proud to be a small part of this wonderful cause and can’t even express what everyone’s support and encouragement meant to me. This ride made me realize how truly fortunate I am and it gave me the opportunity to support others as they fight cancer.”

Day One on SRC is both familiar and different at the same time

For newly minted Yale-New Haven Hospital employees on the Saint Raphael Campus, Wednesday, September 12 was almost like every other day – except for the senior leaders gathered at the main entrances giving out YNHH lanyards, the teams of employees in the parking garage ensuring that employees’ badges would get them in and out, and the new signage indicating patients, visitors and employees were now at Yale-New Haven Hospital.

What many employees did not see were the behind-the-scenes efforts to migrate the former HSR web site information into the YNHH web site at ynhh.org at 12:01 a.m. Starting at midnight, the command center was fully staffed to answer questions and solve the inevitable problems that arise in an undertaking that involves combining two hospitals into one 1,541-bed hospital that could not miss a beat in providing high-quality, safe patient care on two campuses.

“Prior to Day One, managers from both campuses did significant work to ensure readiness and develop the plans that will carry us through Day 100 and beyond,” said Richard D’Aquila, president and COO. “On Day One, we enjoyed the fruits of our labor because so many things went smoothly. This integration is – and will continue to be – a tremendously complex integration but we have dedicated, smart people laying the blue print for our success.”

D’Aquila and Paul Patton, vice president, Human Resources, and a member of the on-site leadership team, actually started Day One at 12:05 a.m., rounding on patient care units.

On the Surgical Intensive Care Unit, they were guests at a “transition celebration” in which nurses and staff put written memories of the Hospital of Saint Raphael into a bag and the ideas they are going to bring forward to the new hospital in another. After midnight, the nurses changed from their HSR uniforms into their new royal blue YNHH uniforms.

“This moving celebration reflected the appreciation staff members have for the Hospital of Saint Raphael legacy and how they are going to build on that legacy for patients of the new hospital,” said D’Aquila. “This is a prime example of the thoughtful, supportive employees who love their work and are going to make this transition a success for each other – and for our patients.”

Betty Palmucci, RN, Care Management, was smiling as she used her new YNHH badge to swipe in on Day One.

“This transition is exciting because we will experience changes and we are going to be working with different professionals,” she said. “It is wonderful that we are going to be able to continue to provide the level of care to our patients that we have for so many years.”

Photos of the Healthier Together t-shirt distribution are available online at www.ynhh.org/bulletin.
Newsmakers

Paul Kirshbom, MD, chief of Pediatric Cardiothoracic Surgery

Paul Kirshbom, MD, has been named chief of Pediatric Cardiothoracic Surgery at Yale-New Haven Children’s Hospital and chair of Pediatric Cardiothoracic Surgery at Yale School of Medicine. Dr. Kirshbom, board-certified in congenital cardiac and general surgery, joins YNHCH from Children’s Healthcare of Atlanta where he was the assistant chief of cardiothoracic surgery. His clinical interests include neonatal and cardiac repairs, congenital heart disease and neurological protection.

Dr. Kirshbom completed his undergraduate education and obtained his medical degree at Johns Hopkins University and Medical School, respectively. He completed his general and cardiac surgery residencies at Duke University Medical Center. During his residency, he served as a research fellow in cardiothoracic surgery and then completed a research and clinical fellowship in pediatric cardiothoracic surgery at Children’s Hospital of Philadelphia.

Dawn Shaddinger, RN, MSN, clinical research manager

Dawn Shaddinger, RN, MSN, has been named to the new position in the Heart and Vascular Center of clinical research manager of the Interventional Cardiology Clinical Research Program.

Prior to YNHH, Shaddinger was the administrative director of the Center for Cardiac and Vascular Research at Washington Adventist Hospital in Takoma Park, Maryland where she started the cardiac and vascular research center. At Yale-New Haven, Shaddinger will oversee the clinical research team and will be responsible for all aspects of clinical trial implementation and facilitate the ongoing development of clinical research for the Interventional Cardiology Program.

Shaddinger, a Pennsylvania native, earned her nursing diploma at Allentown Hospital School of Nursing and her BSN at Gwynedd Mercy College. She received her MSN in adult health and illness at LaSalle University.

Integration • Continued from page 1

Mass casualty drill in Pedi ED keeps staff prepared for the unthinkable

Even before a gunman killed and injured moviegoers in an Aurora, Colorado movie theatre, the Pediatric Emergency Department and Emergency Management had been planning to stage a mass casualty drill that would test their preparedness for an emergency involving scores of young people.

“We hold drills regularly to test our preparedness and we learn from each one,” said Donald MacMillan, PA, Emergency Management coordinator. “Each drill gives us the opportunity to see what works and what doesn’t work so we can improve how we respond.

Unfortunately, school shootings are no longer unthinkable in our country, so we have to be prepared for this type of event in the Children’s Hospital,” explained MacMillan.

Karen Santucci, MD, section chief, Pediatric Emergency Medicine, worked with MacMillan to create the life-like drill that included enlisting 17 students and four parents from her son’s high school, St. Joseph’s in Trumbull. Parents drove the students to the Dwight Orchard parking lot where hospital staff labeled them with their injuries which ranged from panic and asthma attacks to gunshot wounds to the head. “Real” ambulances transported the “injured” to the Children’s Hospital where more than 50 staff members were preparing to care for them.

“You don’t associate a pediatric emergency room with this kind of trauma but it could happen and we have to be ready,” said Dr. Santucci.

“Realistic drills that pull in everyone from Protective Services to social work to clinical staff prepare all of us to work as a team to triage the injured and save lives when time is of the essence.”

At the hospital, Protective Services officers checked the incoming students for weapons and initially separated parents from their children. This drill actually included a student who was labeled “gunman” and his explosive device was literally taken out to the parking lot of the Children’s Hospital where the New Haven bomb squad pretended to disable it. Protective Services also closed down the entrance to the Pediatric ED, which is now standard procedure in this type of event.

“These students really added so much realism to the drill for the staff,” said MacMillan, who noted that department heads will write a post-drill report on what needs to be improved, who will make the improvements and by what date. “While you hope and pray this never, ever happens at Yale-New Haven, we must be prepared so we can save young lives and minimize trauma.”

Site Leadership Team • Continued from page 1

Grimes Center, including the development of expanded short-term programs and meeting the continuing care needs of patients.

Abe Lopman, vice president and executive director, Smilow Cancer Hospital at Yale-New Haven, continues to lead the transition and implement 100-day plans to ensure a successful integration. He also assumes responsibility for building a new service line centered on a comprehensive and multidisciplinary musculoskeletal institute which will be based on the Saint Raphael Campus.

Taking the Magnet message on the road

YNHH nursing is taking the message of Magnet on the road to the hospital’s growing number of off-site locations. Since January, Smilow Cancer Hospital has added nine Smilow Cancer Hospital Care Centers located from Orange to Sharon, Connecticut. Lori Hubbard, RN, manager of the Office of Nursing Excellence and Magnet Program, is visiting each office to talk with all staff and explain that earning Magnet rests heavily on patient satisfaction, employee satisfaction and collaboration, and patient outcomes. YNHH earned Magnet designation in May 2011 and has already started the recertification process. Here she talks to staff at the Smilow Cancer Hospital Care Center in Hamden with (l-r): Fran Jaworowicz, RN; Luz Toledo, PCA; Hubbard; Sonora Murphy, RN; and Vicki Sarris, RN.