

On Call

Greenwich Hospital Family Newsletter | August 15, 2019

Yale
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Health
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Hospital

A salute to GH's Helmsley Ambulatory Surgery Center at Holly Hill

Congratulations to the staff of Greenwich Hospital's Helmsley Ambulatory Surgery Center at the Holly Hill campus as they mark national Ambulatory Surgery Center month.

For the past decade, the physicians, nurses and other healthcare professionals at the center have provided high-quality care in an easily accessible, state-of-the-art setting that includes four operating rooms. Patients appreciate the care: The center has a patient satisfaction rate of 98.7 percent, according to Press Ganey.

In addition to being a comprehensive eye center, board-certified surgeons perform gynecological, plastic, ear/nose/throat, pediatric, orthopedic and arthroscopic procedures. The certified perioperative and operating room nurses have years of experience. The center offers many technological advancements, including precision laser eye surgery to enhance safety and accuracy and a biopsy system that combines traditional methods with MRI and ultrasound to more precisely diagnose prostate cancer.

"We like to think of ourselves as a small surgical center that's doing big things," said Ellen Larobina, RN, the center's clinical coordinator.



The team includes (l-r) Roy Firma; Anna Gianuzzi RN; Maria Lodebole, RN; Nicole Calabrese RN; Ulisses Galvao; Carla Gelonesi; Mike Royce RN; Ann Golden RN; Michelina Marisco, RN; Ellen Larobina RN; Michele Harovas, RN; Maryann Harris; Magda Ferris RN; Avis Diorio RN; Claudia Gonzalez; Bobbi Irving, RN; and Al Stevens.

August Quality Award Winners



Amanda Jagodzinski, RN – Emergency Department
Shelby Smith, RN – Emergency Department
Michael Canter, MD – Emergency Department

I want to commend the Emergency Department's Shelby Smith, our new nurse manager, Amanda Jagodzinski, interim ED manager, and Michael Canter, MD, for their dedication and swift action during two bus accidents involving children. The entire ED went into high gear. The first case was a minor accident on Interstate 95 involving a bus loaded with children. Amanda, Shelby and Dr. Canter sprang into action and quickly and efficiently triaged, treated, supported and lovingly cared for all the children. They also maintained safety records to ensure each child went home with the correct parent. Dr. Canter's trauma experience and knowledge were greatly appreciated. A few weeks later, we had another school bus accident involving students from Harlem. Up to 15 children were treated for minor injuries and all 32 children were evaluated. A makeshift triage area was created in the Noble to control the environment, maintain safe care and transition home. During this time, the ED was not impacted by the extra load as Shelby, Amanda and Dr. Canter worked alongside staff to support and guide the process. Thank you to this amazing team for all you do every day!

Congratulate the team on Facebook at www.facebook.com/greenwichhospital. Next Quality Award: Wednesday, September 4.

GREAT CATCH recognized



Amanda Di Biccari, RN, Dianne Moore, RN and Allison Sages, RN

A patient on the Medicine unit was scheduled to be discharged and eager to leave for home with his wife after hearing the good news from his physician. He was so happy that he was dressed and waiting at the nursing station with his wife awaiting final discharge advice. That's when Amanda Di Biccari, RN, observed that the patient's ambulating oxygen saturation was only 83 percent on room air, but there were no discharge orders for oxygen at home. The attending physician was notified, but stated that the patient was medically stable to go home and did not need oxygen. This clinical care issue was brought to the attention of Allison Sages, RN, clinical nurse coordinator and Diane Moore, RN, nurse case manager. Moore called the attending physician again to reiterate that discharging the patient without oxygen was unsafe. The physician now agreed with the need for home oxygen. Naturally, this last-minute coordination delayed the patient's discharge, which distressed the family. It's important to note that cross-checking a colleague can be difficult because it may not elicit a positive response from peers or patients. In this case, though, the team's attention to detail, questioning attitude and willingness to alert leadership assured the patient was discharged safely.

GREAT CATCH nominees

Every month, the Great Catch team receives nominations to recognize employees for their commitment to safety. Congratulations to August's winners – **Amanda Di Biccari, RN, Diane Moore, RN** and **Allison Sages, RN** – whose story appears at left.

Tena Abraham, RPh – Pharmacy
Susan Bastura, RPh – Pharmacy
Hanane Benfaida, RPh – Pharmacy
Stacy Boyle, RN – Pediatrics
Monica Chandwani, RPh – Pharmacy
Aleyamma John, RN – Operating Room
Gloria Kalled, RPh – Pharmacy
Sabrina Liquorie, RN – Surgery A
Allison Sages, RN – Medicine A
Alyssa Taqi, RPh – Pharmacy
Arbneshe Thaqi, RN – Maternity A
Sean Vigneau, RPh – Pharmacy
Marisa Weinberger, RN – Surgery A
Emily Ziac, RN – Labor & Delivery

Know Your Numbers Plus

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**Don't leave \$500
on the table!
Time is running out
to earn your reward.**

**Deadline for all
KYN activities is
Friday, August 30.**

Employees without YNHHS benefits
can help achieve PIP by having an
on-site screening.



Visit the employee intranet, the RedBrick portal or contact HRConnect for more information.

Music that Heals

The inaugural Dr. Fred J. Epstein concert series at Greenwich Hospital – featuring Ricky Alexander on clarinet and Glenn Crytzer on guitar – delighted patients, visitors, staff and volunteers in the Ambulatory Surgery waiting room. The performers are part of Music that Heals, a non-profit organization that brings live music performances to patients at area healthcare facilities. The concert series is made possible by gifts to Music that Heals. Look for more performances through November.



AUGUST QUALITY AWARD NOMINEES

Every month, the Quality Award team receives nominations that offer an insider's view of qualities that make Greenwich Hospital staff exceptional. Congratulations to August's winners – the Emergency Department's **Michael Canter, MD**, **Amanda Jagodzinski, RN** and **Shelby Smith, RN** – whose story appears on page 1.



Eleanor Conda, RN – Intermediate Care

I would like to nominate Eleanor Conda for the care she provided to a patient in Intermediate Care. We received a very ill surgical patient. The team quickly determined he needed to have his inflamed gallbladder removed. Unfortunately, he had taken scheduled anticoagulation medication earlier in the day so he was not a candidate for surgery at this time. He was getting sicker with bacteria growing every second. The team decided to send him to Interventional Radiology to perform a non-surgical drainage. In a short period of time, Eleanor quickly stabilized him and prepared him for the procedure. She got him on a cardiac monitor, adjusted his oxygen, placed a Foley catheter, controlled his pain and temperature, administered antibiotics, monitored vital signs and explained everything she was doing to the patient's wife. She brought him to Interventional Radiology, stayed through the procedure and returned him to his room. This may sound like the routine things nurses do – and it is. But Eleanor's concerted effort deserves recognition.



George Manresa – Facilities

I wanted to share a great story of employee dedication. The air conditioning unit for one of our employee housing apartments broke down. Our contractor could not repair the unit for several weeks. Knowing that the extended forecast called for a heat wave, George stepped in to get the job done quickly. He started the repair on Friday and completed the work on Saturday. He returned on Sunday to check the unit and found that it was down again. Unfortunately, another component in the system needed to be replaced. Since all of the air conditioning supply stores are closed on Sunday, George waited until Monday to pick up the required components. George had scheduled time off on Monday and Tuesday. He worked the entire weekend, then changed his plans to work Monday and Tuesday to make sure the air conditioner was running.



Rajat Sekhar, MD – Pain Management

It is a great pleasure that I share my experience with Dr. Rajat Sekhar. I was diagnosed with a rare disease in January. My physiatrist immediately recommended

Dr. Sekhar. My husband and I made an appointment to speak with him. As an aside, we have significant experience dealing with physicians as we have a child with a rare neurological disorder whose prognosis was to live until she was 6 is now 18! That didn't happen without being able to work with medical professionals with varying expertise, personalities and "bedside manners." When we received my diagnosis, we felt we were back in 2001 dealing with a clinical diagnosis that had no cure and would require trial and error to temporarily address the various symptoms. The difference this time was Dr. Sekhar. We were blown away by his demeanor, knowledge and ability to make us feel we would go through this together as a team. It was truly comforting to hear him talk about a hypothetical plan. His demeanor was comforting and calm, even when he told me the harsh realities of things I may not be able to do in the near future and maybe even ever. He was very knowledgeable and this gave us great comfort. After our second meeting, I turned to my husband to say how much I liked Dr. Sekhar, but he beat me to the punch and said: "I am so glad we are here. I feel like you are going to get the best care from the best doctor and that's the most I can ask for right now." I would highly recommend Dr. Sekhar as a top physician in the New York metropolitan area.

Certificates of Appreciation

Congratulations also to the following individuals who received certificates of appreciation in August.

Community Health

Diane DeMain, RN

Food & Nutrition

Roseanna Distasio

Integrative Medicine

Roberta Brown, RN

Neal Nowitz

Oncology

Lynn Carbino, RN

Janet Cahill

Allessia Conte

Abigail Coyman

Oncology (continued)

Jennifer Dougherty

Susan Pritchard Downey

Idalis Figueroa

Alena Garcia

Kate Grabiec

Christine Heck

Carolyn Maguire

Heidy Malin

Jennie Melendez

Irene Piazza

Heather Studwell

Carolyn Troy

Jocelyn Walls

Karen Waugh

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Lee Taitelbaum – Nuclear Medicine

A patient hand-delivered this complimentary letter about her hospital stay under the watchful eyes of our hospitalists. During her stay, she had a nuclear medicine test and wanted to commend Lee Taitelbaum. “This wonderful gentleman should be a teacher. I was in pain and in a grouchy mood when I needed to have this procedure. Sometimes I think people do not pay attention to the elderly. But he was respectful and professional, explaining every step of the test. He enlightened my spirit and inspired me to continue with the test. Please share my gratitude to Lee for his professionalism and kindness. Tell him this letter is from the ‘Romanian lady grandmother.’ It’s very hard to find people like Lee.”



Tony Dagner – Food & Nutrition Services

Joseph Esposito – Food & Nutrition Services

My Dad is an 84-year-old Cuban immigrant who was recently admitted to Montefiore Hospital for a variety of reasons. Now he is recovering in a rehabilitation center in the Bronx, where I visit him every day. He is miserable. He hates the place and he hates the food. So every day, I visit our cafeteria in search of food I can bring him to eat. Most days I leave empty-handed because Dad is a picky eater. But today I hit the jackpot! The menu featured all of Dad’s favorites – pernil, arroz con gandules and platanos maduro (pork, rice and beans and plantains). I purchased a meal and brought it to Dad that evening. His eyes lit up. He said he would eat later, but quickly changed his mind as the aroma filled the room. He ate with a gusto I haven’t seen in months. Many thanks to our executive chef, Joe Esposito, for designing the menu and to our cook, Tony Dagner, for preparing the meal. I’d like them to know that the delicious food prepared for hospital staff and visitors that day brought joy to an elderly man and his daughter so many miles away from Greenwich.



Radiation Oncology team (l-r) Emilie

Hanne, Alex Presvner, Sam Cotte, Jonathan Ortiz, Carolyn Troy, Doris Chen, Dean Oliver, Lateasha Paige,

Karen Waugh and Cindy Coyman. Missing from photo Daniela Addeo, MD and Heidi Malin.

It isn’t often that an entity lives up to its motto, but in your case, “where exceptional care is only the beginning,” it rings

true. I finished my radiation treatment today and I can say without reservation that it was a wonderful, caring experience (if one can go as far as to call radiation treatment “wonderful”). But, let me explain. After being diagnosed with an aggressive cancer, I was in a fragile emotional state. The staff and Dr. Addeo did their best to make me feel welcome and confident that this was the best option. As I progressed through 44 treatments (something biblical about that number, I am sure), the daily routine of being greeted so warmly each time by Lateashe or Sam in the inviting and calming reception area and then being ushered to the treatment area by Cindy, Dean, Karen, Jonathan or Emilie was reassuring and comforting. Heidi was ever-present to manage the process and add her warm personal touches. Their professionalism was impressive and added to my confidence in their ability to ensure the treatment program would succeed. The weekly meetings with Dr. Addeo preceded by meticulous vital checks by Judi or Carolyn, calmed my anxiety and served to quiet the angst I felt from some of the side effects. All in all, my positive experience was the result of an excellent team of professionals who were able to tend to not only my physical ailment but my psychological one as well. From start to finish it was impressive. Thanks to your team of professionals.

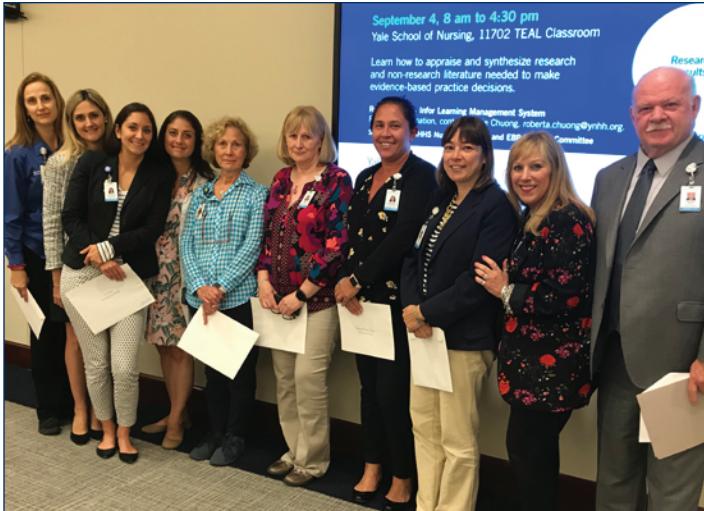
Registration open for YNHHS Diversity Summit on September 5

The Office of Diversity and Inclusion invites all YNHHS employees to Yale New Haven Health’s first Diversity Summit, *The Power of Inclusion*, on **Thursday, September 5**, from 7:30 am - 3 pm at the Trumbull Marriott, 180 Hawley Lane, Trumbull. The event will feature keynote speaker Shakila Ahmad, president of the Islamic Center of Greater Cincinnati, plus educational breakout sessions and activities with diversity and inclusion experts, system-wide Diversity & Inclusion updates and award presentations. In addition, the winners of the Amazing Race – the Race to Understanding will be announced. (Completed passports are due by August 30.) Employees can register via Infor to reserve their spot. For information, contact kwame.davenport@ynhh.org or 203-502-6553.

IFE Offering New Classes

The Institute for Excellence is offering two new classes – Data Comprehension and Advanced Project Management – to all Yale New Haven Health employees. Registration for both classes begins in August via Infor with the sessions beginning in September at 300 George St., New Haven. For more information, contact Nyshi Jacob at nyshi.jacob@ynhh.org.

Team of Heroes grants patient's last wish



The team with Norman Roth (l-r) Pina Judge, Information Technology Services; Kristina Capretti, RN, Oncology; Giesele Castronova, Palliative Care; Erika Tubridy, RN, Medicine; Sheila Vento, Patient & Guest Relations; Florence Bell, Patient & Guest Relations; Vanessa Pintos-Scialpi, Food & Nutrition Services; Jennifer Pascucci, Food & Nutrition Services; Debi D'Alba, Patient & Guest Relations. Not picture are Nelson Delgado, Information Technology Services, and Irene Piazza, RN, Oncology.

A young patient with metastatic breast cancer was admitted to the Medical Oncology unit. The patient, her husband and their three young children had made plans to see Toy Story 4 at the movie theater the same day she was admitted. Her condition rapidly declined and the couple made the difficult decision to forego any further heroic treatments and opted instead to remain comfortable for her remaining days. A family friend shared the patient's last wish to see Toy Story 4 with her family with Erika Tubridy, RN, nurse manager, Medicine. The friend was able to locate a copy of the movie. Erika contacted Kristina Capretti, RN, Oncology program director, Irene Piazza, RN, Oncology nurse manager, and staff from Patient & Guest Relations, Palliative Care, Information Technology Services and Food & Nutrition Services to coordinate a special viewing for the family. Pina Judge, Florence Bell and Nelson Delgado worked to ensure the movie could be viewed in the patient's room. Nelson drove from Trumbull to deliver and install the necessary equipment to view the movie. Jennifer Pascucci and Vanessa Pintos-Scialpi pulled together snacks. Irene went to Kohl's to purchase Toy Story 4 toys as well as candy and cupcakes. The team created a memorable experience for the children of this dying patient in under two hours. There wasn't a dry eye in the room. They were overwhelmed with gratitude and appreciation by our efforts. In the background, Gisele Castronova, Palliative Care social worker, continuously rounded with the patient's parents and spouse while the children enjoyed their time with mom. That evening, they watched the movie again with more family and friends. After a valiant battle with metastatic cancer, the patient peacefully passed away three days later with family at her bedside.

Reminder: Use YNHHS' Marketplace to order print, promotional items

Yale New Haven Health's online Marketplace makes it easy to order forms and other printed materials and promotional items. Visit marketplace.ynhhs.org, or click "Marketplace" in the quick links section of the employee intranet home page.

Marketplace consists of four "centers" to help employees find information about the YNHHS brand and order printed materials, promotional items and branded apparel. On the Marketplace Print Center, employees can order business cards, envelopes, letterhead, clinical forms, brochures and other items.

The Marketplace Promo Center offers many items, including pens, bags, water bottles and more, for a range of prices. A purchase order (PO) number will be required for most promotional items orders. Employees should speak with their managers about obtaining a PO. The Marketplace Apparel Center allows employees to easily order YNHHS uniforms and other items.

For print, promotional or apparel items not on Marketplace, employees should submit a request via the Brand Center. Also on the Brand Center, employees can download letterhead, agendas, memos and other documents, along with stock images for PowerPoint presentations. The Brand Center includes instructions on creating YNHHS email signatures and approved PowerPoint templates. For instructions on using Marketplace, click the tutorials links on the site.

Suicide prevention webinars in September

Suicide is preventable, but would you know the warning signs or how best to help someone in need? Yale New Haven Health's Employee and Family Resources (EFR) Program is offering webinars on suicide prevention – one general session for all employees on **Sept. 3** at 2 pm, and one session for managers on suicide prevention in the workplace on **Sept. 5** at 2 pm. In both webinars, participants will learn how to identify risk factors and warning signs as well as implement intervention strategies. To register, visit the EFR website, www.achievesolutions.net/ynhhs, and see the section titled Webinar Events in the upper right-hand corner of the homepage. Click "More" for details and to register for this session and other upcoming webinar events.

Oncology nursing fellowship program graduation

Three nursing students – Alessia Conte of Fairfield University, Abigail Coyman of the University of Connecticut and Idalis Figueroa of Villanova University – graduated last month from the Susan D. Flynn Oncology Nursing Fellowship Program at Greenwich Hospital. The students were among 33 oncology nursing Flynn Fellows at 13 leading hospitals nationwide to be graduating this year. The fellowship program was first piloted at GH in 2014.

“I continue to be amazed by the high caliber of students who take part in the fellowship program along with Greenwich Hospital’s commitment to developing future leaders in the field of oncology nursing,” said Frederick Flynn, who founded the fellowship program in 2014 in memory of his late wife. He started the program after being inspired by his experience with GH’s Palliative Care team.



Members of Greenwich Hospital's cancer care teams joined oncology fellowship program sponsor Frederick C. Flynn, Jr. (seated, center) at a celebration for graduating fellows Abigail Coyman and Idalis Figueroa (seated, left of Flynn) and Alessia Conte (seated, right of Flynn).

A Note from the Medical Library:

In August, the Medical Library will raise awareness about these health topics. **Immunizations:** Pick up a chart to keep track of immunizations, which are important for children and adults. **Opioid use:** Learn about the risk factors associated with opioid use and resources to overcome addiction. **Fitness:** Grab free exercise bands, progress logs and information on ways to incorporate exercise into your life.

Honoring Harvey Seidenstein, MD

The Breakfast Club gathered last month to honor the late Harvey Seidenstein, MD, and present his family with a brick on the hospital’s community garden walkway. Dr. Seidenstein, the former chief of Cardiology, was known for his devotion to patients during his 55-year career. He was a member of the Breakfast Club, an informal group of physicians who meet in the cafeteria regularly. Those remembering Dr. Seidenstein (l-r): Francis Walsh, MD; Richard Brauer, MD; James Sabetta, MD; Steven Murphy, MD; Joel Blumberg, MD; Steven Glasser, MD; Philip McWhorter, MD; Seidenstein’s daughter and son, Ellen and Ben; Barbara Studwell; Jakki Seidenstein; Dickerman Hollister, MD; and David Mullen, MD.



Forbes names YNHHS a top large employer

Forbes magazine has named Yale New Haven Health one of “America’s Best Large Employers” for 2019 as one of 25 companies in the survey’s Healthcare and Social category. *Forbes* partnered with online statistics provider Statista to choose 500 companies with more than 5,000 employees from different industries nationwide. Approximately 50,000 workers in those companies were asked how likely they were to recommend their employer to someone else.

On Call is published twice a month and distributed via email.

Issues are also available on the Greenwich Hospital Intranet homepage and hard copies through Human Resources.

Send submissions, story ideas or comments to: Magaly Olivero, editor, ext. 3463 or magaly.olivero@greenwichhospital.org.

Please include name and extension. All submissions are subject to review and editing.

The next issue of On Call will be distributed Thursday, September 5. Submission deadline is Wednesday, August 21