

# Seymour Street Journal



What's news...

From the Offices of Stuart Markowitz, MD and Stacy Nerenstone, MD

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*April 2, 2017*

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*"Wherever the art of medicine is loved,  
there is also a love of humanity."*

- Hippocrates

**1984: The first successful heart transplant in Connecticut was done at Hartford Hospital by Dr. Henry B.C. Low.**

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[youtube](#) and [twitter](#)

## Chief's Corner

- [Dr. Jack Greene](#), Hartford HealthCare Regional Vice President of Medical Affairs for the Hartford Region and Hartford Hospital

### Just Ask Us!

We have put in place a dedicated email box for the medical staff, called "Ask Jack." The emails will be picked up each day, and I will be responsible for making sure that you receive feedback. Send your concerns to [askjack@hhchealth.org](mailto:askjack@hhchealth.org).

In addition, there is a dedicated email box to ask questions of [Dr. Stu Markowitz](#). Send your questions or comments to [StuandYou@hhchealth.org](mailto:StuandYou@hhchealth.org), and you'll get a response from Stu within 10 days.

### The Problem List in Epic

*Dr. Fred Rubin, Systems Director Clinical Documentation*

We use the Problem List as the engine for our electronic charting. These problems are the issues that are being addressed during a hospitalization. It is crucial to include all co-morbidities.

The Problem List is important for many things including their use as clinical reminders, best practice alerts, proper and organized documentation, billing and quality among others. The Problem List needs to be maintained and there should be discussions in provider's notes relevant to all issues.

Maintenance of this list is every provider's responsibility because it affects them all. It is important to mention each and every co-morbidity or concomitant problem, not just the primary diagnosis. If the patient is admitted with pneumonia, it is important to mention and click on diabetes, CHF, obesity, smoker, or any other diagnosis which could be affecting the care.

There is an "Add a new problem" in the upper left corner of the Problem List page.

Make sure that hospital problem box is checked. (column to the right of the "+ Create Overview" column)

- As an example: add "Angina" in the problem List.
- Once you click "Angina", clarify what type of problem this is. Is it "Chronic", a "Hospital Problem", and was it "Present on Admission"? This is important for a patient's risk profile and

- the physician caring for the patient.
- Then click “Accept”.

## **Creating a Better Experience: Hartford Hospital Bed Reorganization Update**

Our HCAHPS scores have been trending in the wrong direction. Significant work is being focused to improve our patient’s perception of the care they receive as well our levels of coordinated communication.

With that said, we know that there are other factors that affect a patient experience, like ease of access to providers, privacy and the physical environment. We are taking steps to address that.

The creation and movement of the Bone and Joint Institute has created a unique opportunity to both realign the patient care units and do some facilities refreshment. This plan was designed with the following goals in mind:

- Cohort and increase bed capacity for medicine patients
- Increase surgical bed capacity
- Align and expand inpatient neurosciences
- Privatize the surgical, neurosciences, Women’s Health and heart and vascular beds where available
- Align the critical care beds

The bed re-org plan, which began in January, is fully underway with 4 of the 7 planned moves already occurred. The phase 1 plan is scheduled to be completed by June 2017. When complete, the realized outcomes will be:

- 79% of medicine beds in Conklin Building
- Growth in neurosciences and surgery
- 10% increase in private beds (including 87% private beds in surgery/neuro)
- HIV-Better cohorting of population and capacity for privatization
- Updated Critical Care alignment to enhance throughput and experience

We are also in the planning phases of introducing a refurbishment plan for all areas not touched by this initial phase. The goal is to refurbish all inpatient areas by the completion of FY 2018.

## **De-Escalation of Antibiotics in Culture Negative Healthcare Associated Pneumonia**

*Michael D. Nailor PharmD BCPS (AQ-ID), Hartford Hospital Director, Infectious Diseases Residency*

During the early 2000s, obtaining sputum cultures for patients with pneumonia fell out of favor because the frequency at which they were positive was low. We now know that this low yield is likely a result of the fact that viruses cause a significant number of these infections.

In addition, *Streptococcus pneumoniae*, the most common cause of bacterial pneumonia, can be difficult to grow from routine sputum samples. However, recent data indicate that a negative culture result can help with de-escalation of antibiotic therapy.

Several large observational trials indicate patients who have culture negative HCAP (Health Care Associated Pneumonia) who receive the usual antibiotics for CAP (Community Acquired Pneumonia) have similar outcomes to those patients who receive HCAP therapies. As a result, patients who have HCAP should always have sputum cultures obtained, preferably prior to starting antibiotics, and should be started on recommended antibiotics for HCAP.

If cultures are subsequently found to be negative and there are signs of improvement in the patient,

the patient can be stepped down to the usual antibiotics used for CAP. Pathogens such as MRSA and *Pseudomonas spp.* grow readily in culture and if not isolated may be considered not to be present. For more information on this concept the following articles are great resources.

Wunderinck RG. et al Community Acquired Pneumonia NEJM 2014;370:543-51

Zilberberg MD et al Healthcare associated pneumonia: the state of the evidence to date Curr Opin Pulm Med 2011; 17: 142-147

### **Provider Order Required for Negative Pressure Wound Therapy**

We are currently in jeopardy of losing our contract with the Negative Pressure Wound Therapy (Wound VAC) vendor because of our poor management of wound pumps. Less than 50% of Wound VACs have a provider order for the therapy. We have been charged > \$100,000 for lost pumps this year.

Effective immediately, please note the following process and make it part of your practice:

Wound Vac requires a provider order to start therapy, to stop therapy and to recommend therapy for home use.

- Start VAC: Enter Order "Wound Pump" or "Wound VAC" or "Negative Pressure Wound Therapy" (synonyms)
- Stop VAC: D/C Order and notify RN to remove equipment from room
- If admitted from home with VAC: Enter order for hospital Wound VAC
- To D/C with VAC: Notify the Case Coordinator and complete all paperwork
- HOSPITAL WOUND VACs NEVER LEAVE HOSPITAL

Essentially, "No order, No VAC"

Thank you for your attention to this matter.

### ***From the President of the Medical Staff***

***- [Dr. Stacy Nerenstone](#), President of the Hartford Hospital Medical Staff***

### **Recognizing National Doctors' Day**

Dear Medical Staff Colleagues:

In recognizing National Doctors' Day (March 30) we take a few moments to pause and recognize the special calling of being a physician. We have the unique privilege of providing hope and healing, which require strength and dedication in addition to exceptional skills.

Over the past few years, we've seen numerous changes in the healthcare environment and in our hospital as we've adjusted to the new healthcare world. Despite the changes and challenges, our medical staff continues to provide the highest-quality care to our patients and their families.

Our medical team is one of the most innovative in the region. Every year we achieve a number of "firsts" that improve patient outcomes. We learn to use new technologies, our research leads to better treatments, and our compassion improves healing.

Patients come to our hospital because of the tremendous skill of our staff. Last year, Hartford Hospital had more than 42,600 admissions, including newborns, and more than 6,100 patient transfers. Because of you, we are known as “the hospitals’ hospital.” Your sacrifices and your dedication make huge differences in thousands of lives.

I am exceedingly proud and honored to lead the medical staff and to be your colleague. Thank you for the excellence you demonstrate every day.

### **Annual Medical Staff/Board Spring Event June 8**

The Annual Medical Staff-Board Spring Event will be held on Thursday, June 8 from 6-8:30 p.m. in Heublein Hall. Please join your colleagues in recognizing the accomplishments of the recipients of our Annual Medical Staff Awards, and welcome our new faculty members joining Hartford Hospital.

### **Save the Date: Medical Staff End of Summer Event**

*September 16 (Friday), 6-9 p.m., New Britain Museum of American Art*

Join the Medical Staff Officers and your colleagues from the Hartford Hospital Medical Staff for a unique opportunity to socialize and enjoy each other’s company.

## ***From the Hospital President***

***Dr. Stu Markowitz, Senior VP, HHC, and Hartford Region President***

### ***join us at the Legislative Office Building Wednesday to Oppose the proposed State Budget***

**The message below is from Jeff Flaks, HHC President and COO. Please consider standing up for Hartford HealthCare at the state Capitol this Wednesday, April 5. We have arranged for a bus that will leave from Hartford Hospital at 10:45 a.m. and return to the hospital by 12:45 p.m.**

*Dear Colleague,*

*State leaders are considering a budget that could be detrimental to Connecticut’s hospitals and health care systems; organizations that save lives, provide stable jobs and support our towns and cities in everything they do.*

*If the current proposed budget passes, the Hospital Provider Tax will cost Hartford HealthCare an additional \$140 million. We have said before that this tax threatens our mission. But there is a new, worrying recommendation in this budget: a proposal to eliminate the longstanding hospital property tax exemption. This would cost Hartford HealthCare an additional \$55 million a year.*

*We are counting on you to demonstrate the strength of our commitment to our patients and the communities we serve.*

*On Wednesday, April 5, Hospital Day at the General Assembly, you can help ensure that the voice of our patients and caregivers is heard. We invite you to join us at the Legislative Office Building in Hartford (next to the State Capitol) to explain the gravity of this proposal to lawmakers.*

*Please encourage your colleagues from Hartford HealthCare to join us. The event, sponsored by the Connecticut Hospital Association, runs from 9 a.m. to 2 p.m. Even if you can only come for part of the day, you still can make a difference. We need to ensure that Hartford HealthCare is well represented.*

*The proposed budget would weaken Connecticut's safety net and make it harder to care for our most vulnerable friends, neighbors and family members. Let's send a clear message, standing up together for the people we are privileged to serve.*

*If you can participate, please contact Kim Harrison, our vice president for government relations, at: [Kimberly.Harrison@hhchealth.org](mailto:Kimberly.Harrison@hhchealth.org). She will provide logistics, including parking and the agenda for the day.*

*Sincerely,*

*Jeff Flaks*

*President and COO*

## Top News

### **Inaugural Mazor X cases at Hartford Hospital**

Hartford HealthCare introduced robotic spine surgery called the Mazor X in mid-March, making it the first healthcare system in the Northeast to use the new technology.

Mazor X is a sophisticated surgical guidance system that brings unprecedented precision to surgeons and their patients who need back surgery.

During surgery, bone tissue, screws and plates are placed in the problem area of the spine, and the body's natural bone growth gradually fuses the vertebrae. The procedure requires precise placement of surgical screws and implants, and that's where Mazor X comes in. Surgeons can develop a detailed plan well before the surgery takes place.

### **Join YLAC for a Guided Tour of the Grace S. Webb School**

The Young Leaders Advisory Council presents the 6th Annual Spring Into Action fundraiser to benefit the Institute of Living's Grace S. Webb School.

You are invited to a pre-event tour of the Grace S. Webb School (GWS), on Wednesday, April 12, from 5:30 to 7 p.m.\*

Walk through this amazing school on the campus of the Institute of Living (IOL), which provides special education, clinical and related services to students in the Hartford and central Connecticut area who are in grades K-12. Stay for a casual reception with faculty and view the "Myths, Minds, & Medicine" IOL museum exhibit. Refreshments will be provided.

RSVPs required. Please reply to this email to secure your participation. Space is limited and based on a first come first serve basis. Directions and parking information will be emailed to participants the week of the tour.

### **Share Your "Best Practices"**

As Hartford HealthCare mobilizes to improve our patient/customer experience, we know that great things are already happening in our offices, on our units and in our patient rooms every day.

The next step is to make sure that these "best practices" are shared across the system so that we can create one exceptional experience at every location that displays the HHC logo.

The HHC Patient Experience Council would like to hear about what you are already doing and what

new ideas you have to improve patient experience.

Please help us to spread our best practices by submitting yours for review. Your submission should explain what you are doing and how it has had a measurable impact on improving patient experience. All submissions should explain how the practice relates to least one of the HHC 2016 Experience focus areas - Service, Communication and Environment.

The council, comprised of leaders across the system, will evaluate every entry. The best of the best will be celebrated at our next patient experience event and the implementation of the practice will be encouraged system-wide.

If you would like to submit a best practice for consideration, please visit our Patient & Customer Experience page on HHC Connect to find answers to your frequently asked questions and an electronic submission form. If you have questions, please contact one of HHC's Strategic Experience Advisors.

### **April is Donate Life Month**

April is Donate Life Month, a celebration dedicated to promoting the importance of organ donation. The Donate Life flag will fly in front of the hospital's main entrance all month, beginning with the annual rose ceremony on March 31.

You can sign up to become a registered organ donor on April 18 and 19 in the main hospital lobby. Volunteers will also be there to educate patients, employees and families, and answer common questions about organ donation.

### **Mobile Mammography Program Receives Komen Grant**

Take the Time, Hartford Hospital's mobile mammography program, has been awarded a grant for \$59,800 from Susan G. Komen New England.

The grant will support screening mobile mammography, diagnostic mammography, and navigation services for the underserved population. The mobile mammography program is a life-saving outreach program within Hartford Hospital's Breast Care Department.

**Dr. Patricia DeFusco** leads the Hartford HealthCare Breast Disease Management Team.

### **Connecticut Children's Medical Center will launch their partnership**

On April 2, Hartford HealthCare (HHC) and Connecticut Children's Medical Center (CCMC) will officially launch their partnership to bring enhanced neonatal care to the Central Region.

This partnership brings opportunities for MidState Medical Center (MMC) and The Hospital of Central Connecticut (HOCC) to provide expanded services to the community and enhanced learning experiences for clinicians. CCMC providers are known as experts in the field and have access to additional resources that will contribute to the outstanding care already provided in the Central Region every day. Our partnership with CCMC will also allow us to optimize operational efficiencies, quality outcomes, and financial performance.

As part of HHC agreement with CCMC, all neonatal medicine physicians and our neonatal mid-level providers at both HOCC and MMC have become employees of CCMC.

### **HH Offers Program for Patients with Pulmonary Hypertension**

Hartford Hospital is pleased to offer a program to help care for your patients with or presenting with symptoms that may be indicative of pulmonary hypertension.

Our Pulmonary Vascular Disease Program is specialized in meeting the needs of the complex population of pulmonary hypertension.

Our team is here to support primary care physicians, cardiologist, pulmonologists, gastroenterologists and rheumatologists. As an existing Heart Failure Center, we have the advantage of identifying the WHO Group 2 PH patients that may also require advanced heart failure therapies such as Mechanical Circulatory Support/Ventricular Assist Devices and Transplant.

Given the multifactorial aspects of this disease process, a multidisciplinary approach is imperative to treating your patients. Our team is led by a heart failure cardiologist with imaging expertise and a pulmonologist, both trained in pulmonary hypertension. We are breaking the barriers of other PH centers, by using this unique way of establishing comprehensive patient care all while using both Cardiology and Pulmonary specialist to manage your patients.

### Medical Staff Meetings

PLEASE SAVE THE DATES. MORE INFORMATION WILL BE SENT TO YOU FOR EACH EVENT.

Questions may be directed to Luisa Machado, Physician Navigator, at [Luisa.Machado@hhchealth.org](mailto:Luisa.Machado@hhchealth.org) or by phone at 860-883-8497

DATE	TIME	EVENT	LOCATION
Thursday 06/08	6 PM	HH Board/Medical Staff Spring Event Featuring new physicians	Hartford Hospital ERC Heublein Hall
Thursday 06/16	6:45-7:45 AM	Semi-Annual Medical Staff Meeting	Gilman Auditorium (Continental breakfast 6:15-6:45 a.m.)
Thursday 09/14	6:45-7:45 AM	Town Hall Medical Staff Meeting	Gilman Auditorium (Continental breakfast 6:15-6:45 a.m.)
Wednesday 09/27	6 PM	End of Summer Event	New Britain Museum of American Art
Thursday 12/14	6:45-7:45 AM	Annual Medical Staff Meeting	Gilman Auditorium (Continental breakfast 6:15-6:45 a.m.)

**Excellence**

## **HHC's activities at American College of Cardiology Annual Meeting**

**Dr. Aditi Sighvi**, a cardiology fellow, presented two case reports at the American College of Cardiology's Annual Meeting in Washington, DC. The first was entitled Right ventricular outflow tract obstruction caused by isolated sinus of valsalva aneurysm and her co-authors were **Drs. Upadhyay, Fusco Agarwal and Darsaklis**. Dr. Sighvi's second presentation was entitled. Iatrogenic diversion of inferior vena cava to left atrium after surgical closure of atrial septal defect and her co-authors were Drs. Sadiq MD, Hammond MD, Upadhyay, Agarwal and Darsaklis MD.

**Beth Parker, PhD**, director of Exercise Physiology at Hartford Hospital, presented results from the Effect of Statins on Cognitive Function study as one of the Late Breaking Trials. This study was a cooperative effort between cardiology and **Dr. Godfrey Pearlson** at the Institute of Living.

Dr. Paul Thompson, chief of Cardiology at Hartford Hospital, delivered 3 invited lectures entitled: "How to Manage a Master Athlete after a Myocardial Infarction"; "Can you Get Too Much Exercise" and "How to Manage the Athlete Disqualified from Competition Because of Cardiac Disease."

## **HH Represented for the first time at the American Association of Thoracic Surgery Mitral Conclave**

Hartford Hospital will be represented for the first time at the 2017 American Association of Thoracic Surgery Mitral Conclave in New York on April, 27-28. The Mitral Conclave brings together the world's leading figures in mitral valve disease and is attended by more than 1,000 cardiac surgeons.

**Dr. Sabet Hashim**, co-chief of the Heart and Vascular Institute, and his team will be presenting the long-term results of an innovative technique of mitral valve repair used for ischemic mitral regurgitation. The presentation is entitled "Leaflet Realignment with Gore-Tex Combined with a Non-Restrictive Annuloplasty Provides Effective and Durable Repair of Ischemic Mitral Regurgitation."

**Dr. Anthony Tran**, a surgical resident at UConn, and Michelle Emmanuel, a medical student at UConn, worked with Dr. Hashim on this project.

## **Dr. Jason Gluck Presents on Management of Advanced Heart Failure**

**Dr. Jason Gluck** was a visiting professor at the University of Iowa Medical Center on March 20-21.

He discussed management of advanced heart failure and presented data on Hartford Hospital programs in Extra Corporeal Membrane Oxygenation (ECMO), cardiogenic shock management, ventricular assist devices and cardiac transplant.

## **Dr. Paul Thompson Quoted in Huffington Post**

**Dr. Paul Thompson** was quoted in the Huffington Post in an article entitled 10 Things Your Doctor Wants You To Know. Dr. Thompson's contribution:

***They want patients to recognize that they have personal lives, too.***

"Try not to delay calling for prescription refills and minor issues to Friday afternoon, we also get worn out and want to go home. Also, try not to call first thing Monday morning with minor issues. I come in to a pile of calls from the weekend and if there is something that could wait a day, that helps me get it done."

*Paul Thompson, chief of cardiology at Hartford Hospital and professor of medicine at the University of*

Connecticut

### **Dr, Brian Grosberg Speaks at the Colombian Neurological Association Symposium**

HHC Headache Center Research **Dr, Brian Grosberg**, director of the HHC Headache Center, served as guest speaker at the Colombian Neurological Association Symposium, March 3-4 in Colombia, South America. Dr. Grosberg spoke about his research on "Headache in Pregnancy" and "Retinal Migraine."

He has been elected to serve on the prestigious Medical Advisory Board of the Migraine Research Foundation.

### **Cancer clinical trials could lead to better outcomes**

"We're getting better trials than we ever had before," said **Dr. Peter Paul Yu**, physician in chief at the Hartford HealthCare Cancer Care Institute. "These trials are more interesting and are much more likely to succeed."

<http://www.hartfordbusiness.com/article/20170324/PRINTEDITION/303249952>

### **Headache Center Approved for Research Studies**

The Headache Center recently received approval to conduct a research study sponsored by Theranica. The trial will study a phone-operated device worn around the arm that delivers non-painful stimulation only (no medication) to acutely treat migraine. The HHC Headache Center will be the lead study site.

### **Urogynecology Research**

Urogynecology Research **Dr. Katie Propst**, Urogynecology Fellow, has received grant funding from the American Association of Gynecologic Laparoscopists to conduct an investigator initiated study at Hartford Hospital.

The study, titled Effect of long-acting local anesthesia on postoperative pain following sacrospinous ligament fixation: a randomized controlled trial, is currently enrolling eligible subjects.

### **Referral Bonus Available**

If you refer an experienced physician assistant or APRN, or an experienced or new graduate physician whom you believe demonstrates our values of Integrity, Excellence, Service and Safety, meets the qualifications for an existing, open, benefit eligible opportunity, and they are hired, you will earn a referral bonus of **\$2,500** for advanced practitioners and **\$7,500** for physician referrals.

(Those involved in the hire process - Human Resources, Recruitment and Integration staff, and Hiring Managers/Medical Directors- are not eligible for referrals for an opening in their own department or service.)

For information about open positions please visit [www.joinhartfordhealthcare.com](http://www.joinhartfordhealthcare.com) or email Patricia Lowicki at [patti.lowicki@hhchealth.org](mailto:patti.lowicki@hhchealth.org).

## Add Your Photo To Your Outlook Email Profile

In an effort to foster better communications and to put “a face to the name,” the ITS and Planning and Marketing Departments have created a process to allow staff to add their photograph to the Outlook Email profile via our HHC Intranet portal.

If you would like to have your photo become part of your Outlook email you simply visit your profile page on the Intranet, located at:

<https://intranet.hartfordhealthcare.org/my-profile>

Then you upload your photograph using the instructions on the Intranet and the next day your photograph will be part of your Outlook Email profile.

This is the first in many data integration projects that are underway. ITS is currently working on a solution to synchronize other Intranet data to your Outlook email profile. Stay tuned there is lots more to come!

If you have problems uploading a photo to the Intranet, there is a Help and Feedback section here:

<https://intranet.hartfordhealthcare.org/help-feedback>

And a bug submission form here:

<https://intranet.hartfordhealthcare.org/help-feedback/feedback-suggestions>

## Research and Academics

### Save the Date: Wednesday, October 4, 2017

#### *33rd Annual Cardiovascular Symposium*

7:30 a.m.-3:30 p.m.

Connecticut Convention Center, 100 Columbus Boulevard, Hartford

Information and registration: [hartfordhospital.org/CVSymposium](http://hartfordhospital.org/CVSymposium)

**Please register for this event by calling 1.855.HHC.HERE (1.855.442.4373)**

### Research project focuses on prevention of delirium

The Division of Geriatrics, in collaboration with the Emergency Department, Pharmacy and Research Administration, has begun a research project focused on prevention of delirium.

The trial titled, “Randomized Double Blind Placebo-Controlled Clinical Trial Evaluating Ramelteon in the Prevention of Delirium”, funded by HH Medical Staff, will enroll 240 subjects on admission.

We anticipate the study will require 4 months to complete enrollment. Ramelteon, a melatonin-like drug approved by the FDA for treatment of insomnia, was chosen based on prior studies suggesting a reduction in delirium rates.

The ADAPT program at HH provides an outstanding platform in which to conduct these and other important investigations. The ADAPT Team thanks our entire HH staff for making this possible. Please call or email Robert S Dicks, Principal Investigator with questions: phone 860-622-1999, or [robert.dicks@hhchealth.org](mailto:robert.dicks@hhchealth.org). Trial is registered at [ClinicalTrials.gov](http://ClinicalTrials.gov).

## **Advanced Practitioners Symposium**

*Friday, April 28, 7 a.m.-1 p.m., Heublein Hall*

The Department of Medicine is hosting the 2nd Annual Advanced Practitioners Symposium on Friday, April 28 from 7 am-1 pm in Heublein Hall of the Education and Resource Building. Our program is open to all healthcare providers including physicians, APRNs, PAs and students.

Topics to be discussed include:

-Management of acute delirium

-Appropriate use of opioids in multi modal analgesic therapy

- Comprehensive infection evaluation
- Dermatologic assessment of common lesions

Register by calling the Hartford Hospital Health Referral Service line at 1.855.HHC.HERE (1.855.442.4373). Space is limited; however, if the class is full, you will be placed on a waiting list and be called if there are any cancellations.

## **Volunteers Needed for a Research Study Aiming to Detect Cancer Earlier**

HHC is conducting a research study to determine if a new blood test can be used to detect cancer earlier than standard screening tests.

We are seeking participants to make a study-related blood donation for laboratory analysis.

Participants may qualify if they:

- are at least 20 years of age
- are not pregnant
- do not feel feverish or have an inflammatory disease
- have never had cancer before (skin cancer other than melanoma is acceptable) or have recently been diagnosed with cancer but have not yet started treatment

Qualified participants will receive a \$25 check card after their blood donation. To participate please contact 860.972.1588.

## **Clinical Trials Being Offered at HHC**

Research is a critical aspect of our being the destination for innovative and complex care.

Through our membership in the Memorial Sloan Kettering Cancer Alliance, Hartford HealthCare is now offering more than 20 clinical trials to our patients, giving them access to innovative new treatments right here at home.

Our Neuroscience Center also is offering a number of clinical trials in our overall efforts to improve patient outcomes.

***Accepting New Patients? We Can Help***

**Help New Patients Find You**

Hartford HealthCare offers physicians a free powerful tool to help reach potential patients. The system-wide "Find A Doctor" search feature on our website helps potential patients connect with appropriate physicians when they need care.

Patients' searches lead to doctors' online profiles, which are based on information physicians provide to the Medical Staff Office. Details on education, specialty, office locations, languages spoken, biography and any promotional videos are displayed, helping patients make vitally important decisions in choosing a physician.

The HHC Planning and Marketing team is committed to making sure this online information is correct. Please spend a few moments reviewing your profile at [HartfordHealthCare.org/verify](http://HartfordHealthCare.org/verify). Click the "Physician Feedback Form" on the right hand side of your profile to submit changes.

You will need your NPI number to verify your identity. The "Accepting New Patients" filter is set as the default to help patients connect with physicians who are taking new patients. If you are no longer accepting new patients, please let us know. Changes to your profile will be made within three business days.

## ***Operational Update***

### **Patients in Need of Financial Assistance**

Do you know a patient who is in need of financial assistance?

Hartford HealthCare can provide help to patients in need. Learn more about the program and how to assist patients on HHC Connect: <https://intranet.hartfordhealthcare.org/inside-hhc/patient-support>

### **Remind a Colleague: Wash In, Wash Out**

All health care workers and patients should feel comfortable reminding any other health care worker to sanitize regardless of their role. This should always be done in a courteous and constructive manner. All health care workers should respond courteously and gratefully when reminded.

If you remind another health care worker to sanitize, and he or she responds with irritation or hostility, please notify their department chief, [Dr. Jack Greene](#) or [Dr. Jack Ross](#), who will communicate with them to prevent recurrences.

## ***Improving Doctor-to-Doctor Communication: TigerText***

### **A Free Tool To Help You**

We all want to do what is best for our patients. Problems in communication between hospital providers, consultants, and community providers has been identified as a major source of dissatisfaction for both patients and physicians. And it can lead to gaps in patient care.

Hartford Hospital has invested in a tool to help providers improve communication. It is a HIPAA compliant texting service called TigerText, and we are offering it to the medical staff at no charge.

TigerText allows a provider to send brief text messages, with patient identifiers, to another provider on

the system. Examples of texts include quick reports of a procedure, notification of discharge, questions about medications, etc. There is an option to alert people if you are on vacation, and the notices that are sent are marked as read when they are opened by the recipient.

We are anxious for all of our Medical Staff to enroll in this free application. It is VERY easy to use, even for those of us who have problems with new technology. We urge everyone to register and get on this useful and HIPAA compliant system today-it will make your job easier and improve patient safety.

- Here is a TigerText Request form with directions on how to get TigerText.: [You can download the form here](#)
- For further help with this, feel free to contact [John.Rogalsky@hhchealth.org](mailto:John.Rogalsky@hhchealth.org) (860-972-3207).
- Any problems not resolved by the TigerText Help line can be referred to [Dr. Marc Palter](#) at [Marc.Palter@hhchealth.org](mailto:Marc.Palter@hhchealth.org).

### TigerText Support

For Hartford Hospital users, TigerText support can be obtained by calling the Hartford HealthCare help desk at 860-545-5699 and choosing option #6; or by calling TigerText Pro support directly at 650-564-4722.

For issues related to password recovery, a helpdesk call is required and will be routed to the Mobility team.

## Hartford Hospital Media Coverage

### Media Coverage Wrap-Up

**Dr. Courtland Lewis** was interviewed on the Rob Dibble Show on ESPN radio, LIVE from the Bone & Joint Institute. <http://media.hartfordhealthcare.org:80/ermweb/player?id=gGHk30Y6>

**Dr. Godfrey Pearson** appeared on WNPR yesterday to discuss a study at the IOL involving marijuana and its effects on the brain. <http://wnpr.org/post/marijuana-holy-grail-good-health>

**Dr. Kristen Zarfos**, breast surgeon at THOCC discusses her colon cancer diagnosis nine years ago and the importance of getting a colonoscopy. FOX 61: [https://youtu.be/Gsixwhj5V\\_g](https://youtu.be/Gsixwhj5V_g)

### Connect to Healthier on NBC-CT

HHC's two-minute "Connect to Healthier" segment airs each Sunday at 9:20 a.m. and it's posted fresh each Monday on HHC Connect, our Intranet.

This week's NBC CT segment <http://www.nbcconnecticut.com/news/health/Connect-to-Healthier-338800432.html>

### TAVR

This segment focused on TAVR, and the first time doctors at HH utilized a new approach through the carotid artery. <https://youtu.be/GtzteutnfUI>

### ***The Gift of Life***

They are called “Good Samaritan” donors-organ donors who are unrelated to the recipient, and they are life savers. There is an extensive screening process to ensure all potential donors are medically and psychologically suitable. This is one woman’s story. <https://www.dropbox.com/s/wbmyjt4ciu8evnf/122416%20CTH%20Transplant%20Gift.mov?dl=0>

### ***Resident Wish Come True***

This is about making a lifelong dream come true, more than a New Year's Resolution. HHC Senior Services teamed up with a local recording studio to grant a wish for one of their residents who always wanted to make a record. <https://hartfordhealthcare.org/locations-partners/hartford-healthcare-senior-services>

### ***Hartford Hospital Pain Treatment Center***

<https://youtu.be/3inFYqT4UMM>

### ***Recap of the Bone & Joint ribbon cutting***

<https://youtu.be/S3POcBVx4WM>

### ***Holiday eating and eating disorders***

[https://youtu.be/eZ\\_GpjF9QrM](https://youtu.be/eZ_GpjF9QrM)

### ***Helping Adult Caregivers***

Being a caregiver can be tough, but newer programs like Movies & More are helping adult caregivers connect with their aging parents.

<https://youtu.be/rlwCACcLuRQ>

### ***Featuring A Roundup of HHC News***

A remarkable achievement for Dr. Brian Grosberg; a grand opening for HHCMG in Bloomfield; and Breast Cancer awareness month. <https://youtu.be/9ztEDTzSOi8>

Sunday's Connect to Healthier segment on NBC CT highlighted the following events/accolades across HHC:

A remarkable achievement for Dr. Brian Grosberg, a grand opening for HHCMG in Bloomfield and Breast Cancer awareness month.

<https://youtu.be/9ztEDTzSOi8>

## **Introducing Hartford HealthCare’s News Hub**

Hartford HealthCare’s new online health news site delivers lively, informative and useful health news in a whole new way. Look for print, video and audio stories produced by HHC’s News Service, as well as timely tips on nutrition, fitness, health and wellness, and medical innovations.

<http://healthnewshub.org/p/health-news-hub/>

Read the latest health news or sign up for our e-newsletter at: [healthnewshub.org](http://healthnewshub.org)

## Upcoming News Service Content; Share Your Stories

The Hartford HealthCare News Service is actively creating content with media partners across the state. Please let us know if you have great patient stories to share. Share your stories with us so we can share them to a wider audience.

### [Connect to Healthier](#)

Sundays in the 9 a.m. hour, we broadcast a two minute health segment on NBC CT.

### [Medical Rounds](#)

Partnership with WFSB. Weekly live interview from the HHC studio at 5:45 p.m.

### [HealthCare Matters radio program](#)

Every month, Elliot Joseph highlights an important health care related topic with nationally recognized experts on CBS affiliate WTIC-am, NewTalk 1080, Connecticut's largest and most popular talk radio station

### [Healthier Connections](#)

Monthly partnership with FOX CT.

### [CT STYLE](#)

Monthly partnership with WTNH.

HHC YouTube page: <https://www.youtube.com/user/HartfordHospitalCT>

[Link to contact information across the system: Hartford HealthCare Media Relations Team](#)

## Voices of Our Patients

### **Kudos to Dr. Michael Karasik and Dr. David Curtis**

*"Recently, my wife, was diagnosed with pancreatic cancer. Prior to then, she had been through several endoscopic treatments at Hartford Hospital for suspected pre-cancerous cells within her bile duct. On probing deep into the duct, it was confirmed that the cells tested positive for cancer.*

***Dr. Michael Karasik**, who performed the endoscopy procedures, recommended we contact **Dr. David Curtis** about Whipple surgery, a complex operation involving the removal of part of the pancreas, the gall bladder, part of the intestine and possibly part of the stomach. The recovery time is extensive, four to six months. Dr. Curtis has conducted over 100 of these procedures and is recognized for his skill in performing them meticulously. Not many can do what he does. It provided our best option.*

*Only four days after learning the diagnosis, we met with him for a two hour consultation. He re-arranged his busy schedule just for us. He did not sugar coat the outcome or the effects, because it is a serious disease. He did, however, leave us with hope. We left there feeling much more encouraged than when we went in.*

*Initially, I thought I would have to bring my wife to one of the famous cancer centers such as Sloan-Kettering, Columbia Presbyterian or Mass General to find the kind of skill needed for such an*

operation. To our great relief, we found that level of skill resides right at Hartford Hospital in the person of Dr. Curtis and the great team he works with. In my estimation, they have put Hartford Hospital on the same footing as a Sloan Kettering or a Mass General for anyone considering Whipple surgery, not only from the greater Hartford area but beyond.

Dr. Curtis performed the ten hour operation on my wife with very encouraging results. Throughout the day, the OR nurse, Jess, stayed in communication with me every two hours and, believe me, that was a great help. From beginning to end, the team made sure we knew what was going to happen and what the status was during the procedure and recovery periods. Of course, the recovery room nurses were super and really on top of things when the operation was completed.

Not to be forgotten in this, were the efforts of Dr. Michael Karasik who works closely with Dr. Curtis. He removed the initial tumor and made every effort to solve the problem with less invasive surgery using endoscopic techniques. When he could go no further, he turned us over to Dr. Curtis recognizing that time was of the essence. It was his early detection that made a great difference in the outcome.

I am writing this letter first, because my wife and I owe Hartford Hospital and its team of specialists, our sincere gratitude. Equally as important, is the recognition the hospital team, and Dr. Curtis in particular, deserve in making Hartford Hospital a place of world class surgery for pancreatic cancer. For those considering the Whipple procedure and thinking they have to go far away to find the necessary skills required, they exist right in our own back yard- at Hartford Hospital- they don't have to look any further."

David Faxon  
33 Hollister Way  
Glastonbury

## CME Applications

### Interested In Hosting a CME Event?

In order to ensure that your educational event meets the standards established by the ACCME and the CSMS, the HHC CME department has established the following deadlines for submission of CME applications.

*To ensure a timely review of your application, we strongly recommend advance planning for all events.*

- Complete applications for a recurring series such as Grand Rounds must be submitted **at least 4 weeks prior** to the planned activity.
- For a conference, course, or symposia, a complete application must be submitted **at least 12 weeks prior** to the event. We strongly encourage activity planners to contact the HH CME department at least 6 to 12 months prior to the date of the course in order to begin the planning process.

We have developed educational resources to assist planners with the application process. Please contact the HHC CME office at [ContinuingEd@HHHealth.org](mailto:ContinuingEd@HHHealth.org) or (860) 972-5816 to schedule an appointment with our team to discuss your CME needs.

### CME Offerings on HealthStream Temporarily Unavailable

As we continue to enhance our eLearning through our new system-wide version of HealthStream, we

will also be enhancing our online CME offerings.

As of December 1, the current CME programs are no longer be available via HealthStream. Once we have completed the upgrade, we will announce their availability and instructions on how you can access them.

We appreciate your patience during this transformation.

## HH In the News

### Cancer clinical trials could lead to better outcomes

#### Hartford Business Journal

There aren't many experiences more terrifying than receiving a cancer diagnosis. Sixty-year-old Simsbury resident John Hayes has a vivid memory of the day two years ago when he was diagnosed with late-stage kidney cancer, a disease that spread to several nodes in his neck and abdomen, forced him to undergo chemotherapy and eventually cost him his kidney.

Stage 4 kidney cancer is a serious diagnosis that has a five-year survival rate of approximately 12 percent, according to the American Cancer Society.

As of his most recent scan last May, however, Hayes was cancer free, and he may have an experimental immunotherapy drug to thank. Every two weeks since Jan. 2016, Hayes has traveled to **Hartford Hospital** for an infusion of the drug, Nivolumab (brand name Opdivo), which a recent study found had extended survival rates for certain kidney-cancer patients.

Such drug trials are becoming more available in Connecticut thanks to partnerships between area hospitals and major cancer-research institutions. St. Francis Hospital and Medical Center, for example, has teamed with Yale New Haven Health's Smilow Cancer Hospital, while Hartford Hospital recently cemented ties with New York's Memorial Sloan Kettering (MSK).

The partnerships, still in their infancies, could allow the Hartford hospitals to access a portfolio of earlier-stage drug trials, which have long been under the purview of major research institutions.

"We're getting better trials than we ever had before," said **Dr. Peter Paul Yu**, physician in chief at the Hartford HealthCare Cancer Care Institute. "These trials are more interesting and are much more likely to succeed."

Doctors at Hartford's two competing hospitals, each of which has long participated in cancer trials, want to offer the latest treatments without making patients drive or fly to other trial sites. Avoiding travel is better for patients with weak immune systems and limited financial resources.

Hospitals are also eager to play a more significant role in the evolution of cancer research and treatment and keep more patients in-house.

Scientific advances have spurred prestigious cancer centers to look for hospital partners to participate in more cutting-edge trials. Large institutions need access to more patients as oncology research becomes increasingly targeted, the result of advances in genomics, which tailors treatments to an individual's genetic makeup.

Hartford Hospital has 100 ongoing trials, including 20 stemming from its MSK partnership. It hopes to get to 300 clinical trials within several years, Yu said. Hartford said it has more than 60 patients enrolled in MSK-related trials and a total of 360 in all oncology trials.

At the Hartford HealthCare Cancer Institute, part of the same network as Backus hospital, 300- to 400-gene panel testing is being made available for patients with advanced cancer, said Dr. Yu, physician-in-chief. The test costs about \$1,500 and is not covered by most insurance, he said, but Hartford HealthCare this month began offering the treatment free of charge to 200 breast cancer

patients. It is also offering the free tests to 12 lung cancer patients.

"Insurance still sees this as an experimental test," Yu said. "This is where the field is getting ahead of itself. But we are poised to take the next step."

Hartford Hospital is sending the samples to the lab at its affiliate, Memorial Sloan Kettering Cancer Center in New York, but is planning to expand its lab to do tests in house, Yu added.

One of the factors contributing to the rapid expansion of genomic testing for cancer is the development of new cancer drugs that target specific mutations. But the new drugs can be expensive, Dr. Yu noted, costing as much as \$10,000 per month. That's why precise genetic testing must be done first.

"You need to know exactly what the mutations are for this whole thing to work," he said.

## *In the HHC System*

### **Clock ticking on Hartford HealthCare, UnitedHealthcare contract negotiations**

#### *Hartford Business Journal*

Hartford HealthCare posted a letter to patients on its website this week informing those with coverage from UnitedHealthcare and its subsidiary, Oxford Health Plans, that they could face higher out-of-pocket expenses if the parties can't come to terms on a new contract.

The current deal expires April 15, which is when Hartford HealthCare's hospitals and ancillary facilities, physicians and medical professionals would be considered out of UnitedHealthcare's provider network.

Both sides are haggling over rates and other issues.

"We have been working for months with United/Oxford and are disappointed that we have not yet been able to reach an agreement," Hartford HealthCare said in a website post. "We are asking United/Oxford for rates that bring them closer to market levels and more in line with our other insurance partners."

UnitedHealthcare and Hartford HealthCare went through a similar showdown two years ago.

If terms aren't reached by April 15, "UnitedHealthcare's commercial and Medicare Advantage members will be subject to higher out-of-pocket fees to use our services," Hartford HealthCare's announcement said.

"We hope it never comes to that," Hartford HealthCare spokesman Shawn Mawhiney said of contract termination, adding that both sides remain focused on renewing their deal.

### **Hartford HealthCare debuts advanced spinal surgery system**

#### *Hartford Business Journal*

Hartford HealthCare says it is the first healthcare system in Connecticut and the Northeast to debut a sophisticated surgical guidance system for spine procedures.

The technology, called Mazor X, brings new precision to surgeons performing spine surgery, Hartford HealthCare said, adding the system was developed to enhance predictability and improve patient outcomes. It enables surgeons to be more precise, more efficient, and reduce the overall risk rate of spinal surgery, the hospital provider said.

Physicians performed surgeries this week at the Bone & Joint Institute at Hartford Hospital, MidState Medical Center and Hartford Hospital, the hospital said.

Surgeons are currently using the Mazor X for spinal fusions to treat spinal stenosis and spondylolisthesis and plan later to expand its use to thoracic and cervical vertebrae, and spinal deformities such as scoliosis.

## Health Care News In the Region

### Connecticut Hospitals To Use New System To Reduce Patients' Risks Of Too Much Radiation

Hartford Courant

**NOTE: Dr. Stu Markowitz has been serving as the executive sponsor for this statewide initiative.**

Right now, doctors treating patients who go to multiple hospitals for computerized tomography or CT scans can't know exactly how much total radiation exposure that person is receiving. But that potentially risky situation is about to change.

The Connecticut Hospital Association and Bayer officials announced Thursday that they are teaming up to create a new statewide reporting and data system that will allow physicians to keep accurate track of how much radiation each patient is receiving from CT scans.

Jennifer Jackson, the association's CEO, said Connecticut will be the "first state in the nation to adopt a project that will allow patients and their doctors to measure and closely manage the levels of radiation required for effective imaging and diagnosis."

"A few years ago, people started to be aware of the potential risks as opposed to the benefits from multiple scans," said Dr. Mary Cooper, the CHA's senior vice president of clinical services.

Overexposure to radiation as a result of diagnostic testing is rare, according to CHA experts, but can result in skin tissue injury, birth defects following in-utero exposure, reddening of the skin, and longer-term effects such as cancer.

## Hot Topics in Health Care

### 10 thoughts on hospitals and health systems 2017

Becker's Hospital Review

With tremendous uncertainty as to healthcare reform, we expect hospitals and health systems to take caution in large capital expenditures and acquisitions. As it seems is often the case, it feels like we are coming into another time of change.

<http://www.beckershospitalreview.com/hospital-physician-relationships/10-thoughts-on-hospitals-and-health-systems-2017.html>

### How Multi-Specialty Hubs Fill a Major Gap in the Care Continuum

The number of hospital EDs is declining as health systems consolidate their inpatient facilities. This trend can potentially increase occupancy, achieve economies of scale, and improve outcomes by concentrating procedures in fewer locations. But closing hospitals can leave entire geographic areas without an ED and impose burdensome travel times for patients. And even as emergency departments close and hospital volumes decline, ED visits continue to increase, leaving a gap in the care continuum.

<http://catalyst.nejm.org/how-multi-specialty-hubs-fill-a-major-gap-in-the-care-continuum/>

## **The Patient as Consumer and the Measurement of Bedside Manner**

“The larger question is, is health care a service industry? Many physicians do not believe that patient satisfaction is a legitimate pursuit. In this viewpoint, enhancing patient experience offers no value to medical care.”

<http://catalyst.nejm.org/patient-satisfaction-consumer-measurement-bedside-manner/>

## **Coming Events**

### **Save the date**

#### **Department of Medicine Advanced Practitioners Symposium**

April 28

### **Saturday, May 13, 8:30 a.m.-12:30 p.m.**

#### ***Value-Based Oncology: Understanding and Adapting to New Paradigms in Care***

This first-ever symposium sponsored by Hartford HealthCare Cancer Institute at Hartford Hospital is offered for a wide audience including all oncology practitioners (medical oncologists, radiation oncologists, surgical oncologists), APRNs, RNs, as well as practice managers, industry representatives and health system administrators.

Value-based medicine is an essential part of any healthcare reform discussion today. As the U.S. healthcare ecosystem grapples to understand what value-based medicine means, patients, providers, hospital systems and the life sciences industry will have an increasing voice in those discussions. Because cancer care costs are among the fastest growing segments of the healthcare economy, more change is happening faster in oncology than other medical chronic diseases. As a result healthcare delivery reform in oncology will help determine a national model that will be applicable across medicine.

This symposium will provide critical insight into the discussions that are happening today around value-based medicine as it relates to cancer care delivery in the U.S. Economic value models that incorporate patient values, change management for oncologists adjusting to new priorities in clinical care and models of data sharing and collaborative quality improvement will be presented.

Fees:

- No fees for Hartford HealthCare providers or employees
- \$25 for non-Hartford HealthCare M.D.s
- \$50 for Industry (Pharmaceutical/Insurance) representatives
- No fees for Memorial Sloan Kettering/Lehigh Health System providers

## Annual Medical Staff/Board Spring Event June 8; Medical Staff Award Winners Announced

The Annual Medical Staff-Board Spring Event will be held on Thursday, June 8 from 6-8:30 p.m. in Heublein Hall.

Part of the event is the Annual Medical Staff Awards, which honor individuals who have made exceptional contributions to the medical community.

Please join your colleagues in recognizing the accomplishments of the recipients of our Annual Medical Staff Awards, and welcome our new faculty members joining Hartford Hospital. Awards will be presented to:

- **Dr. Robin Deutsch** and **Dr. Amre Nouh** - *DAVID HULL, MD YOUNG PRACTITIONER AWARD*
- **Dr. John McArdle** - *JOHN K. SPRINGER HUMANITARIAN AWARD*
- **Patricia Veronneau, RN, MSN** - *CLINICIAN IN PHILANTHROPY AWARD*
- **Dr. R. Frederic Knauff** - *DISTINGUISHED SERVICE AWARD*
- **Dr. Adam Steinberg** - *QUALITY & SAFETY AWARD*

### **Save the date:**

**Wednesday, Oct 4: 7:30 a.m.- 3:30 p.m.**

**33rd Annual Cardiovascular Symposium**

CT Convention Center

The Seymour Street Journal (SSJ) has been developed to communicate key messages pertinent to our hospital's physicians. It will keep you informed and up-to-date on hospital, network, and health care news in a concise, convenient format. The SSJ will be sent to your preferred e-mail address every other Sunday. If you would like to be added to the *Seymour Street Journal* email list, or to receive it at a different email address, please opt-in at [harthosp.org/SSJ](http://harthosp.org/SSJ). This ensures that you will receive the newsletter at your preferred email address. For any questions or suggestions, please contact [Dr. Stacy Nerenstone](#), Medical Staff president, at 860-545-3043, or editor Annie Emanuelli at 860-972-2199.

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