

YALE HEALTH CARE

news from Yale Health
fall 2017

Patient-Centered Care
Help Us Help You
Flu Shot Schedule



CALLING INTERNAL MEDICINE
DIGESTIVE HEALTH
HUMAN PAPILLOMAVIRUS



Tell Me About Yourself

Communication is the key to becoming a successful patient partner

A LITTLE OVER A YEAR AGO, YALE HEALTH ANNOUNCED its commitment to Partnership for Patient-Centered Care, a strategic initiative designed to strengthen the relationships between you and your clinical care team and to ensure that your opinions, choices, values, beliefs, and cultural background guide the care you receive.

But this initiative does not work without you, the patient, being engaged and willing to enter into a conversation about who you are, your goals, and what you think works best to achieve them.

“It’s an invitation that we hope you accept,” said Peter Steere, RPh, MBA, director of pharmacy and medication management and patient-centered innovations. “The more you are a part of the

*Susan Crockford-Peters
discusses her care plan with
her primary care provider,
Dr. Madeline Wilson.*

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PATIENT-CENTERED CARE
CONTINUED FROM PREVIOUS PAGE

discussions and decisions associated with your health, the more likely you are to adhere to a healthcare plan and address things that may be getting in the way of your care. It goes without saying, when we learn more about who you are, it helps us to treat you as more of a person rather than a patient.”

You and your family will be supported to actively participate in your care and decision-making at whatever level you feel comfortable. This includes telling your healthcare providers your own stories about where you come from, what you believe in, and what makes you unique. It also means speaking up if something they say or do suggests they do not understand.

“We, as providers, need to encourage that discussion in any way we can,” said Dr. Madeline Wilson, chief of Internal Medicine and medical director for population health and clinical informatics. “Good engagement and patient partnership is key to safe care. We are dependent on you to let us know what’s going on and to feel safe and comfortable to do so. We may suggest a treatment approach, but we won’t know whether it is working unless we hear back.”

Susan Crockford-Peters, who began receiving her care at Yale Health in 1974, agreed that the relationships built between a patient and provider help lead to better health care. She retired from Yale University as head of access services at Sterling Memorial and Bass Libraries in 2008, but still receives her primary care at the Yale Health Center.

“I’ve seen Yale Health go through a lot of changes over the years, but one of the things I like best is that you get an opportunity to create a relationship with your providers,” she said. “It’s nice to call and start the conversation where you left off and not have to start over from the beginning. Now that I’m retired, I can move anywhere I want, but one of the things that keeps me in the area is Yale Health. It’s pretty amazing.”

Along with those conversations with your providers, being a successful patient partner means taking some time to understand your healthcare plans and research information that may be important to you.

The Yale Health website has a wealth of healthcare information on topics ranging from weight management to cholesterol to osteoarthritis. More knowledge allows you to make better-informed decisions to stay healthy and participate more fully in your treatment if you become ill.

After every visit at Yale Health, you will also receive an After-Visit Summary that includes care plan instructions and your medication list. It is important for you to read and understand this information and, if you do not understand, speak with your provider for clarification. The ability to obtain, communicate, process, and understand basic health information is

“Good engagement and patient partnership is key to safe care.”

Dr. Madeline Wilson

known as health literacy and Yale Health has made it a top priority.

“If the information sounds too technical or isn’t provided in a helpful or clear way, you often believe it doesn’t apply to you and tune it out,” Steere said. “You can’t do something that you don’t understand. If you leave a visit not knowing what to do, or feeling a recommendation isn’t one you agree with or feel comfortable doing, that’s a recipe for treatment failure.”

Another source of information now comes from Shared Notes (see right), a new feature available to Yale Health patients through MyChart. When you come to the Yale Health Center for an appointment, your provider makes a record of the visit in your electronic medical record. This is called a “visit note” or “office note”. The note includes information that you shared during the visit as well as your provider’s thoughts about your diagnosis and

treatment. You can now read these notes in your MyChart account.

“The idea of this is that it’s fully transparent,” Steere said. “If there is a value in hearing and knowing this, even if you heard it in your visit, then it should be available. It’s your information.”

How you use it is up to you.

MyChart



Shared Notes in MyChart

Yale Health patients can see notes from all of their visits at the Yale Health Center after July 1, 2017 except for services in Acute Care, Inpatient Care, and Employee Health. You will be able to find your notes in MyChart when your provider completes them. Eventually, more practices and providers outside of Yale Health will start to share notes.

Be aware that teenagers (patients ages 13–17) will not be able to see their notes, due to complex teen privacy laws. Notes from visits before July 1, 2017 will not be available in MyChart.

For more information on Shared Notes, visit yalehealth.yale.edu/more/shared-notes-mychart. To read more about Shared Notes, see “From the Desk of Paul Genecin, MD” on page 3.

To find your notes:

- Sign in to your MyChart account.
- Click on the Medical Records tab and select Visit Notes and Summaries.
- Select the date of your visit.
- Click on Notes in the toolbar. You will only see notes from visits after July 1, 2017.

Photo by Carl Kaufman



Shared Notes is
a Yale Health
initiative to improve
your health and
another useful step
in our Partnership for
Patient-Centered Care.

**PARTNERSHIP FOR
PATIENT-CENTERED CARE**

FROM THE DESK OF PAUL GENECCIN, MD

Shared Notes is a simple title and a simple concept. We believe what your provider writes about your office encounter at the Yale Health Center is your information and you can now read that record in MyChart as soon as your provider signs a note.

What better way to document the partnership between patient and provider than to share the record of the encounter?

MyChart is the electronic portal that many Yale Health members already use to communicate with their providers, but **many may not realize that MyChart is part of the Epic Electronic Health Record.** Epic is the medical record system in which your health history resides and where your provider writes the note about your visit. Yale Health has a remarkably high MyChart enrollment with 65 percent of our members using the system, more than double the number of other Yale-affiliated institutions on the same Epic system. Users of MyChart have long been able to see their medications, list of medical problems, results of any lab or diagnostic tests, and, of course, send secure messages to their providers and request and schedule appointments.

With Shared Notes in MyChart, you can now read how your provider has recorded the purpose of your visit, your medical history, and findings from your physical examination. Of greatest interest, **you can see what your provider has written about the assessment or diagnosis, and what plans you have for further diagnosis or treatment.**

Simply stated, I hope that you will look at your Shared Notes and use them to improve your health. While it may be simple to recall what your provider suggested for care of a simple problem, many encounters are for multiple issues and include a number of recommendations for tests and treatments. Were there topics at your visit that you did not completely understand or simply forgot to ask? Did the details become hazy as soon as a loved one asked about your visit? **Shared Notes is a perfect way to remind yourself about what happened during your visit,** to help you stay on track, and to prepare for upcoming visits.

If you find something in Shared Notes that you do not understand, you will find a link at the top of the note that helps you find the meaning of unfamiliar medical terms. Is there an error, such as a medication you no longer take or a detail of your history that you would like to correct? When you read your office visit note, you can detect this and let us know by contacting the Department of Health Information Management at yhmedicalrecords@yale.edu.

Shared Notes is a Yale Health initiative to improve your health and another useful step in our Partnership for Patient-Centered Care, helping to increase transparency, which we consider a key ingredient in building trust, engagement, and accountability. Over the coming year, we will be evaluating other opportunities to increase our transparency around issues including quality of care, patient safety, your assessment of how well we meet your needs, and how benefit decisions are made. **After your next visit, look at the visit note and let me know what you think** about this new way to get well and stay well.

Director

Help Us Help You

Patient & Family Council provides opportunity to shape the future of Yale Health



Members of the Patient & Family Council talk with Yale Health leadership at a recent meeting.

AS A YALE HEALTH MEMBER, your feedback is always important whenever a new process is implemented or an existing one is changed. It is even more useful when that feedback comes before the implementation or change even takes place.

Patient partner opportunities have grown since the Patient & Family Council was created during the 2015–16 academic year. The council allows Yale Health to work together with a diverse group of its members to review and advise on both existing and future programs and processes to help improve the patient experience. Patient partners have also been added to committees on topics ranging from MyChart to this Yale Health newsletter.

“The benefit of the council is that we’re engaging real patients,” said Catherine Kelly, manager of the Member Services Department. “We’re not guessing about what they want or know. We’re not guessing about what they think. We’re actually engaging with a diverse group of people from across job categories, race, gender, age, and cultural backgrounds to ask them what they think.”

Fourteen Yale Health members are now on the council after submitting applications and going through an interview process with Yale Health leadership. They join four Yale Health leaders to meet throughout the year.

Input from council members has been used to change wording in specific

communications to patients, help shape the registration and proxy access changes in MyChart, and make the language and process simpler for accessing information on behavioral health services through Magellan. A subset of council members met in June to tour the Yale Health Center waiting areas and provide feedback on everything from lighting to artwork to the arrangement of seating.

They also get the opportunity for hands-on functionality testing of new technologies and programs that have not yet been rolled out to the membership at-large.

“To me, this is one of the primary ways that we become and continue to be patient centered,” Kelly said. “We can’t be patient centered if we’re simply guessing what patients want.”

Patient partners not only help with improvements for Yale Health’s membership, including themselves and their families, but they have also found their experience beneficial as patients. Kelly said a council member recently commented that she felt she had become a better healthcare consumer and a more engaged patient based on her time on the council.

Several members rotated off the council following the 2016-17 academic year and the new group met in July to discuss topics for the current academic year. The council meets six times a year including the planning meeting.

Yale Health is accepting applications for future seats on the council as well as opportunities to become a patient partner on other committees and initiatives that take place throughout the year.

To learn more about patient partner opportunities, watch a video of patient partners sharing their experience on the council, or to submit an application, visit yalehealth.yale.edu/about/patient-partner-opportunities.

Topics discussed by the Patient & Family Council to this point include:

- Partnership for Patient-Centered Care
- Enhancements to MyChart
- Pharmacy Mail Order
- Yale Health Midwifery Services
- Behavioral Health Services (Magellan)
- Second Opinions
- Shared Notes
- Online Scheduling
- Press Ganey

FROM OUR MEMBERS

“

“I trust my provider’s medical advice fully and she always gives me the chance to ask questions and discuss anything I am concerned about. She follows up on my concerns, and I feel like she always takes me seriously.”

*

“Yale Health, more than other healthcare delivery systems I’ve experienced, is committed to providing its patients with compassionate, respectful care.”

*

“My provider took enough time to fully listen to my complaints and thoroughly explained my treatment plan. She made me feel like I was receiving her full attention and care.”

Visit the New *yalehealth.yale.edu*

YALE HEALTH LAUNCHED its redesigned website, *yalehealth.yale.edu*, in June with new features to help better assist you in navigating all that Yale Health has to offer.

“It’s more than just a new look,” said Heather Smith, Yale Health’s communications officer. “The redesign of the Yale Health website puts more information at our members’ fingertips, offers a vastly improved mobile experience, and improved accessibility for people with disabilities.”



Below are some highlights of the redesigned website:

- ◆ See the current day’s hours on the homepage for the Pharmacy, Acute Care, and the Laboratory. You can see hours for all departments by visiting the department pages.
- ◆ Put a name to all those friendly faces including medical assistants, nurses, and providers by visiting a department page to get to know your care team.
- ◆ Learn more about specific topics by clicking on “More” and browsing or searching a bevy of health and coverage information.
- ◆ Find your coverage information by job classification with helpful explanations of each document to quickly help you find what you need.
- ◆ Not sure where to start? Try the “Information for” or “I’d like to” dropdowns to help you on your way.

Tell us what you think of the new website by sending us an online comment card at yalehealth.yale.edu/comment-card.

New Clinicians Join Yale Health



Brittany Cavanaugh, DO
INTERNAL MEDICINE

Brittany Cavanaugh has joined the Department of Internal Medicine after completing her internal medicine residency at the University of Louisville. She received her undergraduate degree in microbiology with a minor in molecular biology from Miami University in 2008 and her master's degree in pharmacology from Tulane University in 2009.

Cavanaugh earned her doctor of osteopathic medicine degree from the Ohio University Heritage College of Osteopathic Medicine in 2014.

She is certified by the American Board of Internal Medicine and is a member of the American College of Physicians. In 2015–16, she was honored with the Ray E. Knight Award for demonstrating superior performance in a primary care community setting.



Elizabeth Richey, MD
INTERNAL MEDICINE

Elizabeth Richey completed her residency in internal medicine-primary care at Brigham and Women's Hospital in Boston and Harvard Vanguard Medical Associates-Atrius Health in the Department of Population Health. She had previously served as the chief medical resident of primary care for the VA Boston Healthcare System.

She earned her undergraduate degree in biology with a minor in mathematics and statistics from Swarthmore College in 2007 and her MS in clinical health and services research from The Dartmouth Institute for Health Policy and Clinical Practice in 2013. Richey received her medical degree from the Geisel School of Medicine at Dartmouth in 2014, when she was honored with the C. Everett Koop, MD, Courage Award.

She is a member of the Alpha Omega Alpha Honor Medical Society, Society for General Internal Medicine, and American College of Physicians.



Joseph Contini, MD
PEDIATRICS

Joseph Contini joined the Department of Pediatrics after spending the last three years caring for patients at Pediatric Healthcare Associates in Trumbull. He earned his BS in biochemistry from the University of Rochester in 2006 and his medical degree from the Albert Einstein College of Medicine in 2011. Contini completed his pediatric internship and residency at Yale-New Haven Hospital in 2014.

He is a member of the Alpha Omega Alpha Honor Medical Society, the Fairfield County Medical Association, and a Fellow of the American Academy of Pediatrics. Contini also serves as a preceptor for third-year medical students' pediatrics rotation at the Yale University School of Medicine.



Mariam Totonchy, MD
DERMATOLOGY

After completing a preliminary year in internal medicine at the Kaiser Permanente Los Angeles Medical Center, Mariam Totonchy came to Yale-New Haven Hospital for her residency training in dermatology.

She is a member of the American Society for Dermatologic Surgery, Medical Dermatology Society, Women's Dermatologic Society, American College of Physicians, and the American Medical Association. She has served as the American Academy of Dermatology's delegate to the American Medical Association since 2015.

Totonchy received her undergraduate degree in biology and history with a minor in chemistry from Duke University in 2007 and her medical degree from the David Geffen School of Medicine at UCLA in 2013.

INTERNAL MEDICINE

What Happens When I Call the Internal Medicine Department?

⊕ When you call the Internal Medicine Department, you have the option to speak to a nurse or schedule an appointment. Both of these calls are answered by staff in the Call Center. The staff either schedules your appointment or uses a set of criteria to determine if you need to speak with a nurse immediately or if they can take a message for a nurse to call you back.

The department goal is to return 80 percent of incoming calls within one hour, although that is dependent on call volume and the complexity of the issues being handled. Mornings, especially on Mondays, typically have the highest call volumes along with days following a holiday.

The nurse will discuss your situation with you and determine the appropriate timeframe and department for an appointment. They may also give you homecare advice and can send care advice handouts to you via MyChart.

The nurses have a very close working relationship with the department's providers and often discuss patient calls if they have any questions or concerns.

You can also message your provider via MyChart with any non-urgent medical issues or to ask a question about your care. If you have an urgent medical need, it's always best to call the department.



*Nicole Lloyd, RN
Internal Medicine*

NUTRITION

How Can I Improve My Digestive Health?

⊕ Digestive issues affect 60-70 million Americans and many wait an average of four years before discussing the discomfort with their provider. Gas, bloating, stomach pains, frequent diarrhea or constipation may not be very pleasant to talk about, but these issues can really have a negative impact on your life.

Your gut is occupied by 100 trillion bacteria, 10 times greater than the number of human cells in your body. The key to digestive health is creating the right balance of good bacteria. Eating cultured foods with probiotics such as yogurt or kefir, a yogurt-based drink containing live active cultures, helps boost the number of good bacteria in your gut. Alternative sources include fermented foods like brine pickles, miso, and sourdough bread. Talk to your provider if you are planning to take a probiotic supplement to find the one that will work best for you.



Stay away from processed foods that tend to have an impact on your gut by increasing inflammation. Stick with produce, dairy, and lean meats, and work on reducing your sugar intake.

*Alisa Scherban, MPH, RD, CDE
Nutrition*

Making the Rounds

HEALTH AND WELLNESS INFORMATION
FROM YALE HEALTH STAFF

OBSTETRICS & GYNECOLOGY

What is Human Papillomavirus and Can It Be Prevented?

⊕ There are roughly 100 types of human papillomavirus (HPV). Some are sexually transmitted and can cause changes in your cells that might lead to cancer if not detected. Some can also cause genital warts.

HPV is transmitted through skin-to-skin contact of the genitals, mouth or anus and it is estimated that up to 80 percent of the U.S. population will be exposed during their lifetime. The good news is, most of the time, it doesn't cause any problems. There are no symptoms associated with HPV so, except for those who develop warts, most people may never know they were infected.

Sexually transmitted HPV is more common in women although there has been a rise in HPV-related cancers in the back of the tongue and throat among men.

In general, young adults are not tested for HPV unless you have a high medical risk because it is so common and it most often goes away without a problem. Women are typically screened after age 29, along with their regular Pap screening for cervical cancer, which should start at age 21. There is no recommended screening for men without a high-risk condition.

A vaccine is available that protects against nine types of the virus and the Food & Drug Administration has approved its use starting at age 9. Ideally, it should be given before the onset of sexual activity, but anyone under 27 can be vaccinated. Abstinence is the only true

way to avoid infection, while practicing safer sex reduces the risk.



*David Roth, MD
Chief, Obstetrics & Gynecology*



For more on these topics, listen to the complete healthcasts on yalehealth.yale.edu/healthcasts.

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KEEP IN MIND

Pharmacy Academic Hours

The Pharmacy has resumed academic year hours effective Tuesday, September 5th.

Monday – Friday	8:00 am–6:30 pm
Saturday	8:30 am–3:30 pm

Yale Health, Retirement, and Medicare

Yale Health provides information sessions for patients who are soon to retire and those recently retired and who are Medicare eligible to help you learn about what it means to transition from an active Yale Health member to Medicare patient.

You can register for a Yale Health Retiree Medicare Information Session by visiting yalehealth.yale.edu/resources/classes-and-events (registration is required).

The next sessions will be held **Thursday, September 28th** and **Thursday, December 14th** from 4:00–5:30 pm in the Moreson H. Kaplan Conference Center on the first floor of the Yale Health Center, 55 Lock Street.

Parking is available in the Lock Street garage next to the Yale Health Center and light refreshments will be served. If you need assistance registering or have questions, please email member.services@yale.edu or call 203-432-4945.

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