

YALE HEALTH CARE

news from Yale Health
summer 2011

Comprehensive Medicine
New Lactation Room
Yale Donates to Haiti
Green Building Award



PREVENTING SUNSTROKE
POISON IVY FROM PETS
HEALTHY SUMMER EATING

Working Together to Provide Care

Yale Health provides a medical home for patients

WHEN ROBERTO GONZÁLEZ ECHEVARRÍA isn't writing literary criticism—he's the Sterling professor of Hispanic and Comparative Literature—or receiving honors from President Barack Obama—he's a recipient of the National Humanities Medal—he enjoys another activity that requires tip-top physical condition. He is a pilot.

As such, he needs to pass a yearly physical in order to maintain his standing with the Federal Aviation Administration (FAA). At times like this, his relationship with his primary care physician is an extremely important one. "I have an excellent doctor, David Smith. He is a very thorough, very friendly doctor," González Echevarría said.

Smith, a physician in Internal Medicine, performs a careful physical exam, orders appropriate tests and then takes the time to write a supporting letter to the FAA, advocating the continuation of his patient's license.

WORKING TOGETHER CONTINUED ON NEXT PAGE



Roberto González Echevarría, seen here being greeted by President Barack Obama on the day he received his National Humanities Medal, stays in flying shape thanks to the help of Dr. David Smith. Photo courtesy of Roberto González Echevarría.

WORKING TOGETHER CONTINUED FROM PREVIOUS PAGE

The relationship between patients and clinicians takes many different forms. At Yale Health each patient has a comprehensive medical home, where healthcare is provided by teams of professionals working in many capacities. “We try to cover every aspect of patient care,” said Wendy Fazekas, RN, Nurse Coordinator.

The process begins with the primary care clinician. “They are the hub of the wheel,” Smith said. When a patient visits his or her primary clinician for a particular problem or for a routine exam, there is the opportunity to address many aspects of health and wellness. Prevention is an important component of the Yale Health model of care. “We keep on top of preventive services like immunizations, colon cancer screenings and mammograms,” Smith said.

But the process doesn’t stop there. When patients need to see a specialist, their primary clinician communicates with the specialist and continues to coordinate the patient’s care. The presence of many specialists on site at the Yale Health Center, all using a unified electronic health record, makes its model of coordinated team-based care easier and more efficient.

Patients at Yale Health have access to their clinicians through a secure online communication tool, Yale Health Online. Questions for a clinician can be delivered and answered electronically, and the entire communication becomes part of the medical record.

Yale Health’s use of an electronic medical record has many benefits to patient care. This comprehensive and secure system allows clinicians to very carefully track a patient’s medical history, including information about medication, test results and reminders about needed services. It is a key tool in the process of preventive medicine. “Even now, only a minority of physicians’ practices have electronic medical records,” Smith said. “The use of a fully implemented electronic health record since 2006 means that we are ahead of the curve when it comes to information technology in healthcare.”

Individual clinicians and Yale Health leaders can also learn about the needs of larger populations of patients from data provided by the electronic health record. This is powerful information, allowing clinicians to identify patients in need of specific interventions, even if they have not been seen recently for an appointment. It also assists in designing education programs for the staff at Yale Health Center as well as for members. “Education is a big part of what we do,” Fazekas said.



Wendy Fazekas, RN

The primary care model, with primary clinicians coordinating team-based care—all supported by information technology, is a satisfying way for medical professionals to work with patients, both Smith and Fazekas said. “Along with the big achievements, we get small successes every single day with patients,” Smith said. “We are taking care of patients with complex medical problems in a radically different way.”

“I enjoy seeing the patients. I like seeing these people because I’ve built a personal relationship with them. I’ve spent a lot of time working with them and seeing their outcomes and knowing that I made a difference for them. That’s the part I like the best,” Fazekas said.

This unique model of care offers rewards for patients in terms of improved health and better access to their clinicians. “I think it works,” González Echevarría said.



Stephanie Bower



BON APPETIT: THE CAFÉ OFFERS HEALTHY, TASTY FOODS DAILY

Daytimes at the Yale Health Center can be quite tasty these days. A new café has recently opened on the first level, providing patients and staff a full range of healthy, delicious food options at reasonable prices.

In the morning, the café serves a wide array of fare including hot breakfast sandwiches, Danish, bagels, and teabreads. In addition to breakfast, the café serves sandwiches, salads, hot soups, freshly made sushi and offers a host of healthy snack items, including fresh fruits. Hot lunches are served on Tuesdays and Fridays for \$6.

The café has also become a convenient place to pick up a greeting card, magazine or small gift if you need it.

Stephanie Bower took a break from taking care of a steady stream of customers to note how popular the café has become (hint: the morning rush for breakfast starts at 9:30 a.m. and lasts for almost an hour). “People love the variety,” she said. “There is stuff for everybody.”

CAFÉ HOURS

Monday through Friday
7:30 a.m. – 2:30 p.m.



The best care takes place when there is a strong relationship between the patient and the primary clinician.

FROM THE DESK OF PAUL GENECCIN, MD

This is an exciting time at Yale Health. In our fortieth year, happily installed in our beautiful new building and re-dedicated to improving service to our members, this is a great time to talk about one of our fundamental beliefs. At Yale Health, we believe that the best care takes place when there is a strong relationship between the patient and the primary clinician.

Healthy members visit their clinicians for preventive services and for help with the occasional health problems everyone experiences from time to time. If you are someone with one or more chronic conditions, **your primary clinician brings together clinical results and coordinates the input of various specialists, helping you to understand your medical condition.** This understanding helps you to weigh the pros and cons of different approaches to diagnosis and treatment. For the successful partnership of patient and clinician, good communication is essential. So, we do not interact just in brief appointments; we also communicate on the telephone and by electronic means (Yale Health Online). We strive for relationships that are personal and for care that is coordinated, continuous and comprehensive. We want our members to have as much information as possible about their medical care.

Our system is unique. At Yale Health, your primary clinician works within a team of physician partners, nurse practitioners or midwives, registered nurses and medical assistants. If you need care when your clinician is unavailable, the other team members take responsibility. The team also provides richness and depth to patient care because of the diversity of skills and expertise of different doctors, nurse practitioners and other clinicians. **An entire group of the most highly skilled medical practitioners around are committed to your health and well-being.**

At Yale Health, we constantly measure and improve the quality of care. We have a variety of tools at our disposal to accomplish this. Disease registries help our clinical teams track the care of patients with special needs, such as those with diabetes or cancer. We track all of our clinical referrals and laboratory tests to be sure that we get the results and ensure proper follow-up. **For each patient, we maintain important lists of active medical problems, medications and drug allergies within our secure electronic health record.** We use this electronic record to support excellent, integrated and well-coordinated care as well as safe prescribing practices. We constantly analyze our data so that we know what our patients need and we do not lose track of important health information.

I am constantly looking for ways to improve the experience of our members. In the coming year, **we will be transforming our outdated telephone system and improving our web-based portal, Yale Health Online.** As always, our commitment to improving patient experience means that we care what you think. I appreciate your response to the surveys that help us to focus on your medical needs and preferences.

The process of perfecting patient care is an ongoing pursuit, one that we are committed to with all of our resources and skills. We are honored to provide your care and never lose sight of the fact that you've entrusted us with the most precious thing a person can — your health.

Talk Becomes Action: Yale Donates Medical Supplies to Haiti

YOU NEVER KNOW WHERE A CASUAL CONVERSATION MIGHT LEAD. Just such an exchange between Nicki Pereira, a senior project manager at Yale Health, and Judith Madeux, the deputy director, resulted in tremendous good being accomplished.

Last year, Pereira and her colleagues were in the midst of coordinating the Yale Health Center's move from 17 Hillhouse Avenue to its new home at 55 Lock Street. Due to the nature of the move, it was inevitable that some medical equipment would be left behind. Mindful of Yale University's continued commitment to sustainability, Pereira and others decided to find a use for this equipment—simply throwing the equipment out, while an option, was not an acceptable one.



A complete exam room packed for deployment to Haiti.

After carefully considering who might best benefit from the equipment, the Yale School of Nursing and New Haven's Hill Health Center were given some specific items to address their respective needs. But when the earthquake struck in Haiti on January 12, 2010, it became obvious where the rest of the equipment should go.

"The day after the earthquake, I said 'why can't we give this stuff to a place like Haiti? Now they have nothing,'" Pereira said.

"I thought it was a great idea. It's not something that Yale has necessarily looked outside to do," Madeux recalled.

But the task was not a simple one. Finding an organization to coordinate the donation would prove to be difficult. Fortunately, Pereira found the International Medical Equipment Collaborative (IMEC), a non-profit organization that rebuilds hospitals and clinics in impoverished areas. When IMEC officials toured the Hillhouse Avenue location to look at the equipment, they were pleasantly stunned by what they saw. "They kept looking at each other and shaking their heads. They said it was unbelievable," Pereira said.

Thanks to Pereira's and Madeux's coordination, Yale donated over 38 tons of equipment to stock a severely damaged 300-bed hospital in Mirebalais, Haiti, located 45 minutes from Port-Au-Prince. Yale was able to send 6,000 pieces of medical equipment, from blood pressure cuffs to colposcopes and fetal dopplers, to Haiti. "We are in healthcare to take care of people," Madeux said.

According to Dan DiBurro, director of IMEC, the Yale Health Center donation will account for over 20 percent of the shipments to Haiti made from April 2011 to March 2012. "You don't know the impact you've made already. The Yale Health donation is our gold standard! The mention of Yale and New Haven will bring a smile for a long time," wrote DiBurro.

"It was overwhelming. This is the most important thing I've been a part of," Pereira said.

Madeux pointed out that this level of charity is simply part of the culture at Yale Health. "I've seen what good one person can do. I've seen how much a little helping hand can turn a life around. We have an obligation to be partners with the rest of the world," Madeux said.

Quick Tips



Call Acute Care Before Going to the ER

Call Acute Care when possible before going to the hospital emergency department. When you call first and let us know you are going to the hospital our Care Coordination Department will follow up on your care and make sure that your primary care clinician knows as well. If you are unable to call before you go, be sure to call within 48 hours of receiving care.

ACUTE CARE
203-432-0123

CARE COORDINATION DEPARTMENT
203-432-7397



Need a member ID card?

You can now request one on our website and have it mailed to you.

FOR A MEMBER ID CARD, GO TO
www.yalehealth.yale.edu/forms/id_card_request



Change your address or phone number on the Yale University Portal

Now changes to your contact information with the University are done in one place, the Yale University Portal. Changes made there are automatically transferred to Yale Health.

YALE UNIVERSITY PORTAL
portal.yale.edu



Yale Health members Elisabeth Kennedy and her daughter Emma.



NEW LACTATION ROOM OPEN AT YALE HEALTH CENTER

This past December, the Yale Health Center opened a quiet space designated for mothers to breastfeed their babies or pump breast milk. The lactation room, located on the lower level of the building to the right of the elevators, is a safe, peaceful space with a rocking chair, footstool and refrigerator. It can accommodate one person and is available on a first come, first served basis.

"It's a cozy, nice little place," said Elisabeth Reilly, a pediatric nurse practitioner in the Care Coordination Department. In addition to the quiet space, the room has a supply of educational brochures on breastfeeding.

"Breast milk is the perfect food for infants because it matches what they need 100 percent, and as healthcare providers we advocate for moms to breastfeed. We want to make it easy for moms to be able to do that," Reilly said. "We really advocate removing any barriers to that." Yale Health has three lactation counselors available for breastfeeding consultations. Women who want to speak to a lactation counselor can call:

Cris Donovan in Pediatrics at
203-432-0206

Susan Walkely in OB/GYN at
203-432-0222

Elisabeth Reilly in Care Coordination at
203-432-5266

Yale Health Center Awarded Gold for Sustainable Building



Yale University continued its successful commitment to sustainability and environmental awareness through the construction of the new Yale Health Center.



BEING AWARDED A SILVER MEDAL IN ANYTHING IS PRETTY GOOD.

Getting a gold medal is always better.

The Yale Health Center building was recognized by the United States Green Building Council for its sustainable design. The Leadership in Energy and Environmental Design (LEED) rating system deemed the Lock Street building worthy of its gold rating. The gold rating designation is an acknowledgment of the university's continued effort to become a fully sustainable campus. The long-term goal is that all of the university buildings will, at some point, attain at least a LEED silver rating.

"Yale University has a commitment to decreasing its carbon footprint," said Judith Madeux, deputy director of Yale Health.

The recognition results from choices that were made both in the building's design and the way in which it is managed. There is natural light in the building, which decreases energy needs. Green spaces and gardens were installed on the roof of the building, not only for aesthetic purposes, but to insulate and control rainwater runoff. A special kind of flooring was used in the building, one that prevents the growth of bacteria, making the environment healthier for patients. Cleaning supplies used throughout the building are environmentally friendly.

The United States Green Building Council's rating system examines five main environmental categories, including water efficiency, energy and atmosphere, materials and resources, indoor environment and sustainable sites.

The Yale Health Center received credit for its plentiful open space on the property, and water efficiency through the use of low-flow plumbing. The building operates at an energy cost savings of 20 percent and 90 percent of the on-site generated construction waste was diverted from landfills and recycled. Thirty-four percent of the total building materials, by value, have been manufactured using recycled materials, and a quarter of the total building materials were obtained within 500 miles of Lock Street.

"Healthcare facilities are often expensive, complicated and energy intensive. We worked very hard to make it sustainable and green," Madeux said.

Clinicians Bring a Wealth of Experience



Cheryl Doebrick, PhD
CLINICAL PSYCHOLOGIST/MANAGER,
BEHAVIORAL HEALTH

Cheryl Doebrick, a clinical psychologist, served as an assistant clinical professor in the Yale School of Medicine's Department of Psychiatry from 1999 to 2003 and again from 2006 through the present.

Doebrick was associate director of Addiction Services and clinical director of the substance abuse treatment unit at the Connecticut Mental Health Center from 2003 to 2006. Before coming to Yale Health, she most recently worked as the director of clinical services at the APT Foundation in New Haven since 2006.

Doebrick has been published extensively on addiction matters and has been the clinical director or principal investigator on several research projects pertaining to addiction recovery.

She received her undergraduate degree from Fairfield University and her master's degree from the University of Bridgeport. Doebrick completed a pre-doctoral fellowship at the Yale School of Medicine's Department of Psychiatry, and earned her Ph.D. at the New School for Social Research in New York City.



Jonathan Weber, PA-C
INTERNAL MEDICINE

Jonathan Weber began as a high school biology teacher before making the transition to his career in medicine.

Weber previously served as assistant professor and academic coordinator in Yale University's physician associate program, providing instruction and mentorship to students, while coordinating aspects of curriculum review, development and course planning.

He spent 11 years as a hospitalist PA in internal medicine at Yale-New Haven Hospital. Prior to joining Yale-New Haven in 2000, Weber worked for the Connecticut Heart Group, the Hospital of Saint Raphael and at Evanston Hospital.

He graduated with a BA in biology and science education from Saint Olaf College, received his master's degree from Michigan State University and did post-graduate course work at the University of Minnesota.

Briefs



Pediatric Phone Hours 8:30 a.m. to 5:00 p.m.

Effective July 1st our Pediatric Department phone hours are 8:30 a.m. to 5:00 p.m. If you need assistance outside of those hours please call Acute Care at 203-432-0123. There is a pediatrician on call 24 hours a day.



Pharmacy Summer Hours

Tuesday, May 31st through
Saturday, Sept 3rd

Monday through Friday
8:30 a.m. – 6 p.m.

Saturday
8:30 a.m. – 2:30 p.m.

Closed 4th of July, and Labor Day
(September 5th)



Yale Health Center is Tobacco Free

There is no smoking or use of tobacco products allowed in the building, on the grounds, or in the garage.

Help us learn about your recent experiences at Yale Health

Beginning in August, Yale Health will pilot a new type of patient survey through the Center for Survey Research. This survey will ask members about their recent experiences at Yale Health. A random sampling of members will receive a survey either through the mail or via telephone; if surveyed, we hope you will be willing to complete the survey. Your responses will be used to identify areas for improvement. As always, we appreciate your feedback.

PREVENTION How do you prevent sun stroke?

⊕ Sun stroke, which isn't a medical term, is a milder form of heat stroke. Heat stroke is a medical condition caused by severe overheating of body systems. **If the body's temperature rises to about 104 or 105 degrees, it gets to the point where people can't sweat to get rid of the heat and organ systems begin to fail.**

Often a person suffering from heat stroke faints. In severe cases the individual might become dizzy, disoriented or—rarely—fall into a coma.

Fortunately, preventing heat stroke is relatively simple.



Stay out of direct heat, drink lots of liquid—water is best—and wear light colors. **If you start to feel lightheaded, stop whatever you're doing, and retire to a cool place.**

David Smith, MD, Internal Medicine

CONTACT DERMATITIS

Can I get poison ivy from my dog or cat?

⊕ Absolutely! The poison ivy rash is a contact dermatitis, a skin irritation caused by contact with a toxin, in this case the resinous sap of the plant. If your pet brushes up against poison ivy, the sap can stick to its fur. Because the fur protects its skin, the animal most likely will not react to the toxin. But susceptible people will react if the sap is transferred to skin or clothing.

The organic oil in the sap (urushiol) does not mix with water, and adheres to almost anything: clothes, towels, bedding, skin, or fur. Contact with skin, especially if repetitive, produces an itchy rash, with redness, oozing, and at times severe blistering.

This rash usually develops within 24–48 hours after contact and may worsen during the following days; it can persist for up to several weeks. The most important preventive measure, **if you suspect exposure: thoroughly wash hands and other exposed areas within 10–15 minutes** to prevent the toxin from bonding with skin. Soap breaks up the toxic oil, which can otherwise remain active for years. Use heavy-duty laundry bar soap, such as Fels-Naptha; be sure also to launder clothing, gardening gloves, and other materials, including pet bedding.

The animal may need a bath, too! If preventive measures fail, call your clinician.



*Christiane Nockels Fabbri, PA-C, PhD,
Internal Medicine*

Making the Rounds

HEALTH AND WELLNESS INFORMATION
FROM YALE HEALTH'S CLINICAL STAFF

NUTRITION How can you eat well during cookout season?

⊕ Barbeques and cookouts are notorious opportunities to sabotage all of the best dietary intentions unless you approach them with some things in mind.

Don't come to a cookout not having eaten all day.

What you choose to eat should compliment other food choices made throughout the day. Arriving and not being too hungry can make up for a lack of self-control. If you decide to indulge, increase your physical activity that day and have smaller portions.

Instead of standards like hot dogs and hamburgers, **go for the lean poultry, like chicken or turkey burgers, or have fish, veggie burgers or a Portobello mushroom.** It's a great chance to get creative with kebabs by adding cherry tomatoes, mushrooms, and peppers. And, compliment meals with whole grains, such as barley, millet, or wild rice.

Be diligent about food safety. Summer is a prime time for food borne illnesses—high protein foods sitting out in the sun are particularly susceptible to bacteria. Keep hot food hot and cold food cold—ideally **keep perishable foods out of the danger zone of 40 to 140 degrees** for longer than two hours. Keep food coolers full of 70 percent food and 30 percent ice to retain freshness. **Avoid charring meats**—it can bring out cancer causing compounds—and don't reuse marinades on cooked meats.

When consuming beverages at a picnic, keep in mind not to indulge from a caloric standpoint. While refreshing, a cold soft drink offers nothing of nutritional value. If you want to have a beer, remember to drink in

moderation—one drink for a female and two for a male, according to dietary guidelines.



*Lisa Kimmel, MS, RD, CD-N, CSSD,
Nutrition Counseling*

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The future of care is here

YALE HEALTH CARE

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KEEP IN MIND

Construction/Road Closures

In the coming year, the city of New Haven will continue with several construction projects that will cause road closures and affect how you travel by car to the Yale Health Center.

Please check our website (www.yalehealth.yale.edu) and sign up for our Alerts Email Subscription Service (www.yalehealth.yale.edu/subscription) to keep up-to-date on road closures en route to 55 Lock Street.

Patient Drop-Off/Pick-Up and Parking

The section of driveway closest to the front doors is reserved for patient drop-off and pick-up. The driver of the vehicle must either exit the driveway or park in the garage after dropping off a patient.

The first 90 minutes of parking in the garage are free and if you are there for less than 90 minutes you do not need to validate your parking ticket, simply insert it into the machine at the gate to exit.

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