

# YALE HEALTH CARE

news from Yale Health  
spring 2018

**Cope with stress**

**Explain tragedies to kids**

**External referrals**



**COLONOSCOPY**

**SATIETY**

**TOENAIL FUNGUS**



## Stressed Out?

### Yale offers resources to help you cope

**STRESS IS UNAVOIDABLE IN LIFE.** You may experience it as the result of an illness or death of a loved one, a loss of a job or another unexpected change in your life. Even planned changes such as getting married, having children, starting a new job or retiring can cause stress. While there's no easy way to avoid it, having coping skills that work for you can help you be better prepared for when stressful situations arise.

"What we experience as stressful will vary from person to person," said Cheryl Doebrick, PhD, manager of the Behavioral Health Department. "The first step for managing a stressful life is to take care of yourself on a regular basis, even when your stress level is low. It's also helpful if you are able to recognize when your stress level is rising and to take steps to effectively manage those feelings."

Sleeping well, eating healthy, not drinking excessive amounts of alcohol or caffeine, finding hobbies that interest you, and developing a consistent exercise routine are just a few ways to get off to a good start. It is also important to connect with people who will listen to and validate your feelings. Avoid looking for help from people who may be a source of stress.

**STRESSED OUT** CONTINUED ON NEXT PAGE

*Yale employees look to reduce stress during the Rise and Shine! Mindful Movement in the Morning class run by Being Well at Yale. Photos by Heather Smith*

**STRESSED OUT**

CONTINUED FROM PREVIOUS PAGE

Doebbrick said it's important to take a few minutes for yourself when you start feeling stressed. Take a short walk or do some relaxation exercises to help ease the tension and perhaps gain some perspective so you are in a better place when you re-enter the situation.

Yale University offers a variety of stress management and reduction resources, many through Being Well at Yale, which was created about six years ago to "create and sustain a culture, community and

**"To me, the most important thing about the programs I teach is that people are learning new skills about how to help themselves."**

*Danielle Casioppo*

environment in which wellness is a core value and measure of excellence at Yale."

"The University cares deeply about the health and well-being of its faculty, students, staff, and their families and has made a commitment to providing resources to engage and support individuals and

groups in their progression towards healthier lifestyles," said Lisa Kimmel, MS, RD, CDN, director of Wellness & Health Education. "A healthy employee is a productive worker, but that's never been our focus as much as fostering an environment of wellness."

Being Well at Yale, which partners with other resources such as the Yale Stress Center and Work-Life program, runs a series of classes on stress reduction throughout campus ranging from meditation and mindfulness to gratitude and the healing power of laughter.

"People who attend these programs get a break from their workday and have a chance to meet and interact with new people," said Danielle Casioppo, MS, RYT, health educator for Being Well at Yale. "To me, the most important thing about the programs I teach is that people are learning new skills about how to help themselves."

Kimmel said Being Well at Yale has seen a dramatic increase in departments reaching out for group programming following the inclusion of a "well-being" dimension in Yale's 2017 Workplace Survey. The survey included five questions, three new, and looked at employees with regards to their own health, wellness, work-life balance, along with University related programs and services.

"First, it served as a benchmark for us that we can use going forward," Kimmel

said. "But it also ignited outreach from departments across the University, which led to some departments developing action plans that are really looking to change their culture."

Casioppo said she now spends much of her time developing and delivering 60-to-90-minute programs tailored to meet a department's needs.

"Departments are recognizing us as a resource," she said. "They are so appreciative to have an in-house resource so they don't have to look for an outside consultant to bring them quality, evidence-based programming."

Unmanaged stress can contribute to conditions such as heart disease, high blood pressure, obesity, anxiety, depression, insomnia, and substance abuse, Doebbrick said. Practicing healthy strategies for coping with stress can prevent potentially negative consequences on your physical and mental health.

"I think Yale does a very good job at providing resources," she said. "They have a wellness focus and offer classes that teach skills for managing stress effectively. Wellness activities are an important first line approach for coping with stress."

But if you find that stress is beginning to affect your ability to function on a daily basis at home, work or school, you might benefit from a behavioral health intervention. Magellan Healthcare manages Yale University's Counseling & Support Services program as well as Yale Health's behavioral health benefit and is available 24 hours a day at 800-327-9240.

"It is fair to say that stress is a normal part of life and that you can expect the unexpected to happen," Doebbrick said. "If your usual coping methods aren't working as well as you would like and you're having difficulties managing your daily activities, it may be time to reach out for professional assistance."

For more information on programs available through Being Well at Yale, visit [beingwell.yale.edu/programs](http://beingwell.yale.edu/programs).

**FROM OUR MEMBERS**

“

“My provider took particular care to explain what he did and how he reached the diagnosis and he did it in lay terms.

Good communication.”

Photo by Carl Kaufman



Healthy eating and sleep habits, daily physical activity, work-life balance, and mindfulness are on the short list of stress reducers, all simple in concept and requiring little technical know-how.

#### FROM THE DESK OF PAUL GENECCIN, MD

Stress is hard to define, yet we all know it when we feel it. Thoughts and feelings of “tension” and “pressure” often surface whether it’s with regards to work expectations, family issues, or factors in our environment that “stress us out.” The ordinary events of life such as traffic delays, work piling up, or an unpleasant encounter all contribute to stress. Paradoxically, some of the things we most desire can become major stressors. Some notable examples include having a baby, buying a home, or starting a new job.

We are all confronted with stress in our daily lives and one of the greatest challenges of adulthood is learning to handle stress constructively. Many of us turn to unhealthy behaviors to handle the pressures of life such as overeating, smoking, or drinking alcohol, which in turn bring more stress to our overall well-being. Clinicians often find themselves battling the consequences of these unhealthy coping skills with their patients, which can be linked to chronic diseases like diabetes, heart disease, and certain cancers. **While we cannot remove stress from daily life, we can learn to identify triggers, practice self-care, and learn to reduce and manage stress in healthier ways.** Healthy eating and sleep habits, daily physical activity, work-life balance, and mindfulness are on the short list of stress reducers, all simple in concept and requiring little technical know-how. Yet, incorporating these practices into our daily lives is far from easy.

The employee wellness program, Being Well at Yale ([beingwell.yale.edu](http://beingwell.yale.edu)) is an example of Yale’s commitment to the health and well-being of its community. **With a vision to create and sustain a culture and environment in which wellness is a core value and measure of excellence, the program strives to engage and support employees in their progression towards healthier lifestyles.** Being Well at Yale has already attracted thousands of Yale employees through its many workshops and activities. The Yale community looks forward to the annual wellness challenge, where employees create teams to support each other and compete with fellow colleagues. Throughout the six-week activity, team members earn points by engaging in healthy behaviors.

Since there is no one-size-fits-all solution to stress reduction, we have created a very diverse offering of other programs, partnering with colleagues throughout this extraordinary university. Some of our other popular workshops include “Breathe, Move, Laugh”, “Caring for the Caregiver”, and “Introduction to Mindfulness”, just to name a few. Community drop-in meditations are offered every day on campus where all are welcome. We also subsidize part of the cost for Mindfulness-Based Stress Reduction offered through the Yale Stress Center. You can learn more by visiting the website [beingwell.yale.edu/stress-management](http://beingwell.yale.edu/stress-management).

We all have a lengthy to-do list in life and people often say, “If I can just get these seven things done, my stress will be reduced.” **But in reality, we are not machines. We do not relieve our stress by working harder, longer, and faster.** Rather than skipping lunch to get work done, today would be the perfect time to look for ways that Being Well at Yale can help you to reduce your stress, improve your health, and restore balance in your busy life.

Director



Children are often exposed to upsetting moments in classic literature such as this scene from *Hansel and Gretel*, which helps them practice their reactions to difficult experiences.

In sharing upsetting news, it is important not to over tell or give unnecessary details and to pause to give your child a chance to tell you what they have heard and ask any questions they may have. It is often wise to limit media exposure for your younger child and you may want to watch that media together in brief amounts with older children or adolescents.

While you may want to shield your child from learning about these events, it's just as important to be honest.

"Of course we want our children to think everything and everyone is fine, but that's not always a realistic view," Burger said. "At some point, we need to break the news to them that sad things and tragedies exist. Hopefully, your children feel deeply that they live in a loving and safe environment. Eventually, we all leave the cocoon and go out into the world where we hopefully meet other loving, nurturing people. That's the truth, but sometimes we're exposed to unpretty things and we do need to teach that to our children as well."

Burger pointed to classic children's literature such as *Hansel and Gretel* that exposes children to upsetting moments. In reading

## Talking Points

**Explaining tragedies to children is a difficult, but necessary, conversation**

**PARENTS HAVE TYPICALLY THOUGHT OF** "the talk" as involving the birds and the bees. More recently, however, another talk has come to the forefront of parents' minds and it may be even more difficult and stressful to find the right words.

Mass shootings, bombings, and acts of terrorism have become more routine and discussing those events with your child is important to help them cope as well as feel safe.



Dr. JoAnne Burger

"Not saying anything is almost never a good idea," said Dr. JoAnne Burger, a primary care provider in the Pediatric Department since 1993. "Children, even very young ones, sense what their parents are feeling. If something dramatic has happened, the likelihood that your child will have some awareness is pretty high. By not saying anything, we make children wonder and worry about things that

might be even worse. You have to break the silence to give children a comfortable place to ask questions."

You know where your child is in terms of their development better than anyone and should tailor the conversation to that level, Burger said. Use simple facts for a young child and a more complicated, nuanced conversation for a child who is developmentally more advanced.



### Women's Health and Cancer Rights Act Services

The Women's Health and Cancer Rights Act (WHCRA) of 1998 provides benefits for mastectomy related services including all stages of reconstruction and surgery to achieve symmetry between the breasts, prostheses, and complications resulting from a mastectomy, including lymphedemas.

For more information, visit [dol.gov](http://dol.gov) and search "WHCRA" or speak to your primary care provider.



### Free Breastfeeding Classes at Yale Health

Yale Health offers free breastfeeding classes for its members who are pregnant. Classes take place on the fourth Thursday of every month from September–June (rescheduled if it falls on a holiday) from 4:00–6:00 pm in the Moreson H. Kaplan Conference Center on the first floor of the Yale Health Center. To register, visit [yalehealth.yale.edu/resources/classes-and-events](http://yalehealth.yale.edu/resources/classes-and-events). Yale Health also has a private lactation room available on the lower level of the Yale Health Center. For a complete list of lactation rooms on campus, visit [your.yale.edu](http://your.yale.edu) and search "lactation."

these stories, we allow them to practice their reactions to some of these experiences before they actually happen.

With so much recent attention on school shootings, one of the biggest concerns may be having a conversation with your child while still making sure they feel safe to attend school.

“Thankfully, the likelihood of something awful happening at school is still extremely low,” Burger said. “I think you can be as reassuring as possible and let your children know that it’s your job to keep them safe and that you work very hard to do that. It’s difficult to define an age when you can tell children there are bad people in the world, but unfortunately, the times we live in demand that at some point, you have to say something. Adults are often reluctant to talk to children about traumatic events, but their silence can really effect children negatively.”

**“Thankfully, the likelihood of something awful happening at school is still extremely low. I think you can be as reassuring as possible and let your children know that it’s your job to keep them safe and that you work very hard to do that.”** *Dr. JoAnne Burger*

It’s also okay to let your child see that you’re upset. It shows them you’re human. Discussing these difficult topics also allows you to show them that when something is bothering you, you talk about it as a family and that’s a positive message for your child.

Be there to support your child in the aftermath of the conversation and respond to any concerns they may have. If you have an older child, give them the opportunity to grieve or talk with their friends because that’s part of how they cope and you want to encourage those relationships. If you see a big change in your child’s behavior, that’s always a reason to speak with their pediatric provider.

While it may be difficult to get the conversation started, Burger said children are often looking to share their thoughts and may be looking to you for an opening. The Department of Pediatrics has recently begun to ask patients during appointments if they feel safe in school and at home and Burger has been amazed at the response.

“Increasingly, in the wake of these tragedies, children have been telling us how well equipped their school is and what they would do in an emergency,” Burger said. “I’m struck by the matter-of-fact way middle schoolers are talking to me recently. They tell me about what their school has done to keep them safe and they seem to get some comfort in that.”

## What You Need to Know About Referrals for Services Outside the Yale Health Center

**AN APPROVED REFERRAL IS REQUIRED** for all specialty services received outside of the Yale Health Center. The first step is to have your primary care provider/specialist request a referral for the service. It is important to note that a referral requested by the ordering provider does not guarantee approval. Once requested, the referral is reviewed by the Yale Health Referrals Department. The review process can take up to one week and referrals for urgent services receive priority.

Approved referrals are for a specific service and time period, which could be one day, six months, up to a year, or could include a specific number of approved visits.

Effective July 1, 2018, you will be notified of the status of your referral by U.S. mail once the review process has taken place. This notification will include whether your referral was approved or denied and, if approved, the referral’s expiration date or total number of visits allowed.

You should not schedule any appointments for outside specialty services until you have received notification that your referral has been approved. If you attend an appointment without an approved referral or after your approved referral expires, you will receive a bill and be financially responsible for services rendered during that appointment.

If you need to continue with outside specialty services after your approved referral expires, you must contact the ordering provider to enter a new referral. The referral will be reviewed by the Referrals Department and you will receive a new notification on its status.

If you have any questions about referrals, please contact the Referrals Department at 203-432-7397 or [yhreferrals@yale.edu](mailto:yhreferrals@yale.edu).

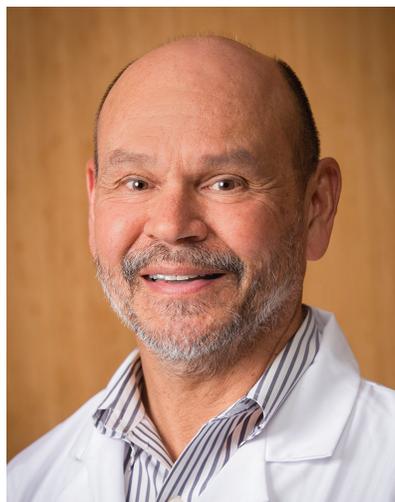
## New Clinicians Join Yale Health



**Bridget Mayer, PA-C**  
**INTERNAL MEDICINE**

Bridget Mayer has joined the Internal Medicine Department after spending more than 25 years as a physician assistant practicing in clinics and hospitals in Upstate New York. During that time, she focused on acute and chronic management of outpatient internal medicine patients, women's health, and some mental health prescribing and counseling. Mayer also was a clinical instructor for physician assistant and medical students at SUNY Health Science Center in Syracuse, NY.

She studied pre-med at SUNY Binghamton, graduating in 1985, and earned her BS in medical science from Alderson-Broadus College in Phillippi, WV in 1989.



**Randall Kaump, MD**  
**OBSTETRICS & GYNECOLOGY**

Randall Kaump previously worked as the chief of obstetrics and gynecology services for the Whiteman Air Force Base in Missouri before becoming a physician and senior partner at the Greater New Haven OB/GYN Group in 1988. He has served as an associate clinical professor in the Yale University School of Medicine's Department of Obstetrics and Gynecology for the past 20 years.

After earning his undergraduate degree from the University of California at Berkeley in 1977, Kaump received his medical degree from the Georgetown University School of Medicine in 1981. He completed his surgical internship at the Washington Hospital Center and his obstetrics and gynecology residency at Yale-New Haven Hospital, serving as chief resident for a year.

He is a member of the American College of Obstetrics and Gynecology, the New England Obstetrical Society, and the New Haven Obstetrical Society. His clinical interests include menopausal issues, female urinary incontinence, and vaginal surgery.

### Magellan offering free web-based confidential care

**MAGELLAN HEALTHCARE OFFERS WEB-BASED,** confidential care that provides you free 24-hour access to online self-help programs for a variety of emotional health needs. Magellan Healthcare manages Yale University's Counseling & Support Services program as well as Yale Health's behavioral health benefit.

The web-based care, known as cognitive behavioral therapy, increases your choice of support and can be used before, during or after more traditional in-person therapy. Some members may find it meets their needs to the point that more intensive forms of care or the use of prescription drugs are not necessary. These free programs can be accessed on any device with an Internet connection and a screen at least seven inches.

Online programs are now available in the following areas:

**DEPRESSION: *MoodCalmer*** is a four-session program for mild to moderate depression that helps you identify signs and symptoms of depression, challenge negative thoughts, manage relapse, and schedule pleasant activities.

**SUBSTANCE USE: *Shade*** is a nine-week program for individuals suffering from alcohol and substance use that helps by promoting long-lasting, skill-based changes in behavior and thinking.

**ANXIETY: *FearFighter*** is a nine-step program for anxiety, panic, and phobias. The program provides explanations of the body's reaction to anxiety and personal examples of individuals on the road to recovery.

**INSOMNIA: *Restore*** is a six-week program for sleep problems and insomnia. The program provides videos on how to get a better night's sleep as well as tools to measure sleep time and improve sleep.

**OBSESSIVE COMPULSIVE DISORDER: *OCFighter*** is a nine-session program for obsessive compulsive disorder. The program provides interactive videos and user success stories that make the exercises easy to follow.

To access these web-based services, visit [yalehealth.yale.edu/directory/departments/behavioral-health](http://yalehealth.yale.edu/directory/departments/behavioral-health) and click "Web-Based Confidential Care."

**SCREENINGS**

## Do I Have to Get a Colonoscopy?

⊕ Everybody needs to get a colonoscopy at some point, but the timing depends on certain risk factors. If you are an average-risk person, the guidelines are at age 50, or age 45 for African Americans. If you are in the higher-risk category, the recommendation would depend on your risk factors.

The main reason to have a screening colonoscopy is to look for polyps, lesions that may be pre-cancerous and develop as you age. The procedure can also be used to help identify issues such as gastrointestinal bleeding, diarrhea, inflammatory bowel disease, and other disorders.

The prep is probably the most important part of the whole procedure and is not as bad as everybody thinks. In addition to drinking a solution used to cleanse your colon, you will need to go on a low-fiber diet in the days prior to your appointment and drink lots of water to help you flush out your system. Following the prep instructions is vital in allowing us to get the best view possible.

You should not schedule any other activities or appointments on the day of your procedure. You will need time to relax and let the sedatives wear off. You will also need someone to be available to drive you home from your appointment.



*Amir Masoud, MD*  
*Endoscopy*

**NUTRITION**

## What is Satiety?

⊕ Satiety (pronounced *say-tie-uh-tee*) is the state of feeling satisfied after eating and plays a big role in trying to maintain a healthy weight. Sights and smells of food, eating habits, hormones, blood sugar levels, and stress all affect how you respond to hunger.

Healthy eating starts with breakfast. It sets your metabolism on the right path and gives your body fuel for the day. After breakfast, plan a balanced meal or snack every two to four hours.

Include complex carbs (whole grain bread, oats, beans, brown rice) for a balanced meal. These are longer acting as opposed to more processed carbs, which don't provide much sustained energy. Other keys are protein (eggs, chicken, fish or tofu, low fat cheese, Greek yogurt) and healthy fats (olive oil, nuts, seeds, avocado). They help you stay full for longer so you can avoid unnecessary snacking. Lastly, fruits and veggies offer fiber and volume, also helping satiety.

It can be challenging to fit in balanced meals and snacks during a busy workday. However, your body hasn't forgotten that you haven't eaten



adequately. This may cause food cravings and overeating the minute you walk in the door. By balancing meals and eating regularly, your body will be better nourished, more satisfied, and you will be less likely to overeat.

*Alisa Scherban, MPH, RD, CDE*  
*Nutrition*

# Making the Rounds

HEALTH AND WELLNESS INFORMATION  
FROM YALE HEALTH STAFF

**INFECTION**

## How Can I Treat Toenail Fungus?

⊕ Toenail fungus is an infection similar to the fungus found in athlete's foot. Some of the most common ways to pick it up are by going barefoot in a public shower such as at the gym or by getting a pedicure with unsterilized tools.

The most effective way to treat toenail fungus is with a prescribed antifungal antibiotic, which you would need to take every day for three months. It then takes roughly eight to 10 months for the new nail to grow out. This medication is generally well tolerated and serious side effects are very rare.

You may prefer to use a topical treatment, but this method is not very effective. Topical treatments that you paint on similar to nail polish only work about six to nine percent of the time while the antibiotics work roughly 75 percent of the time.

Most home remedies such as soaking your toenails in vinegar haven't been studied much in clinical trials and are not generally recommended. One home remedy that is sometimes recommended is using Vick's VapoRub on the infected toenail due to its menthol content. There has been one small study done with about 18 patients who used it for around a year and it had a cure rate of roughly 25 percent.



Unfortunately, just like with any infection, you can be reexposed and there is about a 20 to 50 percent chance of recurrence.

*David Smith, MD*  
*Internal Medicine*



For more on these topics, listen to the complete healthcasts on [yalehealth.yale.edu/healthcasts](http://yalehealth.yale.edu/healthcasts).

Yale Health Center  
55 Lock Street  
New Haven, CT 06511

NON-PROFIT  
U. S. Postage  
PAID  
New Haven, CT  
Permit No. 526

# YALE HEALTH CARE

news from Yale Health  
spring 2018



## KEEP IN MIND

### Pharmacy Summer Hours

Tuesday, May 29th through Saturday, September 1st.

<b>Monday – Friday</b>	8:00 am–6:00 pm
<b>Saturday</b>	8:30 am–2:30 pm

The pharmacy will be closed on Monday, May 28th in observance of Memorial Day, Wednesday, July 4th in observance of Independence Day, and Monday, September 3rd in observance of Labor Day.

### 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.

**Please note that retiree benefit eligibility and premiums will not be discussed during these sessions.**

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

The next sessions will be held on **Thursday, September 20th** and **Thursday, December 13th** 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](mailto:member.services@yale.edu) or call 203-432-4945.

Published by Yale Health  
55 Lock Street  
New Haven, CT 06511  
203 432 0246  
[yalehealth.yale.edu](http://yalehealth.yale.edu)  
EMAIL [member.services@yale.edu](mailto:member.services@yale.edu)

Paul Genecin, MD  
*Director*

Michael Rigsby, MD  
*Medical Director*

Catherine Kelly  
*Manager, Member Services*

#### EDITORIAL BOARD

Ann Marie Cirkot, RN, MSN  
*Health Educator*

Linda Ehrenfels, RN  
*Director of Nursing, Inpatient Care*

Ellen Jenkin-Cappiello, RN, MPH, CHES  
*Health Educator*

Lisa Kimmel, MS, RD, CDN  
*Director of Wellness and Health Education*

Diana Levin, MA  
*Internal Medicine*

Audrey Rogers  
*Patient Partner*

Joseph Serio, RPH, PHARM D  
*Pharmacy*

Heather Smith  
*Communications Officer*

Peter Steere, RPH, MBA  
*Director of Pharmacy & Medication  
Management, Patient-Centered Innovations*

Dan Champagne, *Editor*  
Jack Design, *Design*  
Harold Shapiro, *Photography*

Yale HEALTH  
[yalehealth.yale.edu](http://yalehealth.yale.edu)