

Yale Practice

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RISK MANAGEMENT A TOP PRIORITY

Six months have passed since the implementation of a joint risk management committee co-chaired by **Janine Evans, MD**, Associate Director of Clinical Affairs and **Sarah Cohn**, Director Legal Affairs/Risk Management, representing Yale-New Haven Hospital (YNHH), Yale University, Yale School of Medicine (YSM) and Yale Medical Group (YMG).

One of the charges of the committee is to review the implementation of risk



Edmund Funai

management initiatives proposed by the liability carrier MCIC Vermont, Inc. While each institution is responsible for addressing the issues that are pertinent to it, every MCIC member institution is focused on Obstetrics & Gynecology because they represent only 9% of total claims but 26% of dollars paid. "Each initiative requires a serious commitment by administration, faculty and staff. This is a tremendous amount of work, but in the long run the payoff will be improved patient care, and reduced financial risk," Evans explained.

Funai Leads YNHHS Effort

Edmund F. Funai, MD, Co-Chief of Maternal-Fetal Medicine (MFM) and Chief of OB, YNHH, is leading a multidisciplinary team focused on improving patient safety in OB throughout the Yale-New Haven Health System (YNHHS). The team, which includes physician and administrative representatives of Bridgeport and Greenwich Hospitals, has built the infrastructure needed for a quality assurance committee to begin monitoring crucial maternal and fetal outcomes. The project has many components including:

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LOCAL VISION DRIVES GLOBAL CENTERS



Back row, left to right: Douglas Ross, MD, Bob White, MD, Lupe Garcia-Tsao, MD, Lawrence Young, MD. Front row, left to right: Jeffrey Pollak, MD, Deborah Proctor, MD, Katharine Henderson, MS, Cindy Daddio

Robert White, MD, Interventional Radiologist and Director of the Yale Vascular Malformation Center, began the first center focused on Hereditary Hemorrhagic Telangiectasia (HHT) at Yale in 1990. Since then White has helped seven other US universities model their HHT centers on Yale's, and another nine internationally in Japan, Thailand, Italy, Canada, Denmark, England, Ireland and Australia. Next, he's focused on Argentina and Israel.

"Since HHT is relatively uncommon but easily fixed, global collaboration is key in expediting the collection of adequate data and working toward treatment," White said.

White is chair of the scientific and medical advisory board of the HHT International Foundation created in 1990, and has traveled extensively repairing complex arteriovenous malformations. White developed the technique of pulmonary AVM embolization along with **Peter Terry, MD**, at Johns Hopkins University. He and other key YMG faculty see several hundred patients each year from all over the US. Every HHT patient has different organs involved, so each visit is coordinated with appropriate specialists. At Yale that generally includes **Douglas Ross, MD** (ENT), **Deborah Proctor, MD**

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CONGRATULATIONS TO HIGH PATIENT SATISFACTION SCORERS!

Results of YMG's 4th Press Ganey Patient Satisfaction Report are in. The report covers the period from October 2003 through April 2004 and includes responses from over 3,000 patients.

Top 15 Sites (Mean Scores > 90)

Dermatological Surgery
Therapeutic Radiology—Backus Hospital
Yale-New Haven Breast Center
Therapeutic Radiology—New Haven
Sleep Medicine
Oncologic Endocrine Surgery
Dermatology

Orthopaedics—Milford
Therapeutic Radiology—Lawrence & Memorial Hospital
Ophthalmology—Temple Medical Center
Gastrointestinal Surgery
UroGynecology
Ophthalmology—Boardman Building
Oncology
Cardiology—Branford

Most Improved Sites

Infertility
Pediatric Immunology/Allergy

LOCAL VISION DRIVES GLOBAL CENTERS (Continued)

(Digestive Diseases), **Lawrence Young, MD** (Cardiology), **Lupe Garcia-Tsao, MD** (Digestive Diseases), **Jeffrey Pollak, MD** (Interventional Radiologist) and genetic counselor **Katharine Henderson, MS**.

Referencing several papers on liver disease or the brain-lung connection in patients with HHT, White bubbles with excitement when he describes the uniqueness of multiple specialties throughout the world collaborating to solve one disorder. "One of the magical things about faculty from different depart-

ments and different countries collaborating is the patient benefit that accrues as well as the knowledge that is generated." It was a paper written in Japan on liver disease in the HHT patient that introduced White to a Japanese colleague who subsequently visited Yale for several months, sharing work, knowledge and family life. This exchange of knowledge and sharing of different perspectives White and his family recently repeated with another new colleague from Italy.

At the end of June, The Yale AVM Center is offering their first, live, two-day course to 30 specialists in interventional radiology, otolaryngology and gastroenterol-

ogy. Details can be found at www.yaleir.org. General questions and comments may be directed to Dr. White at bob.white@yale.edu or 737-5395. For more information on the HHT center please visit www.hhtavm.org



CONGRATULATIONS!

YMG top docs cited in
New York Magazine
June 2004

See www.yalemedicalgroup.org

UCHIO JOINS UROLOGY



Edward Uchio, MD, Assistant Professor of Surgery, Section of Urology, and Chief of Urology/Director of Urologic Oncology at the Veteran's Administration

Medical Center, is a medical graduate of the University of California-Irvine. Dr. Uchio completed his surgery residency at the University of Washington School of Medicine and his urologic oncology fellowship at the National Cancer Institute.

His clinical interests include renal, prostate, and bladder cancer, radio-frequency ablation, cryosurgery, neuro-urology, laparoscopic and minimally invasive surgery. For more information visit the Physician directory at www.yalemedicalgroup.org.

RISK MANAGEMENT (Continued)

- external consultant's reviews at YNHH which have resulted in nine new protocols since 2002
- staff improvements implemented in 2002, began with in-house MFM physicians 24 hours a day, seven days a week at YNHH
- safety attitude surveys assessing the OB clinical culture have been completed
- standard National Institute of Child Health & Human Development (NICHD) criteria for fetal monitoring interpretation has been implemented with joint MD/RN training
- vendor selection for team training is finalized. The VHA will use the successful airline industry crew resource management approach to enhance communication among various disciplines
- A patient safety nurse has recently been

hired, who will perform detailed records analyses based on ten critical indicators developed by OB leadership at five MCIC institutions.

The patient safety nurse is a key portion of this initiative, as the YNHH OB service performs over 4,600 deliveries and nearly 6,000 outpatient evaluations each year, making real-time QA a challenge. This nurse will identify and prepare cases to be taken to a recently-created, multidisciplinary OB/QA committee for action. This committee will address clinical issues of concern and implement necessary changes in practice.

Funai summarized: "Overall the initiative focuses the attention of both YMG and YNHH on patient safety in the OB arena, and while patient safety is our ultimate goal, we anticipate long-term improvement in our claims experience as well." For more information you may contact Dr. Funai at (203) 785-5855 or edmund.funai@yale.edu.

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300 George Street, 6th Floor New Haven, CT 06536-0805
(203) 785-2140 phone <http://yalemedicalgroup.org>

Editor: Ann Freeman

Assistant Editor: Lisa Galella

Director: David J. Leffell, M.D.

Associate Director, Clinical Affairs: Janine Evans, M.D.

Associate Director: Marianne Dess-Santoro

Director, Strategic Development/Marketing: Mary Hu