

ALLIED HEALTH MATTERS

A NEWSLETTER FOR ALLIED HEALTH STUDENTS | SPRING 2011

AN EPIC TRANSFORMATION YALE NEW HAVEN HEALTH SYSTEM LAUNCHES EPIC ELECTRONIC HEALTH RECORD PROJECT

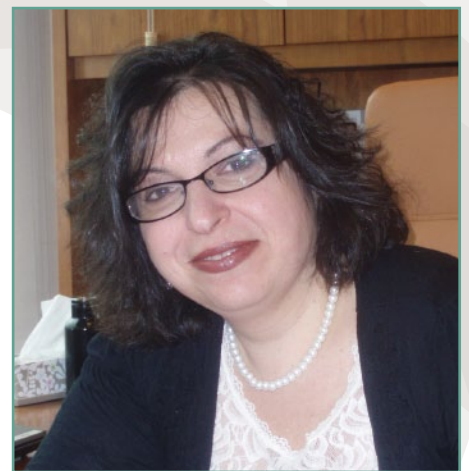
Last autumn, **Yale New Haven Health System** launched a multi-year initiative to implement **Epic**: a state-of-the-art electronic health record system that combines all available patient information into a single database that improves caregivers' ability to review information and treat patients. When fully implemented in 2014, Epic – which is currently utilized by more than 200 healthcare centers nationwide – will enable YNHHS hospitals, clinics, medical groups and affiliated community practices to integrate and share patient information across the continuum of care and services.

In its most basic form, an electronic health record (EHR) is the digital equivalent to a paper chart — one that follows patients across all inpatient and outpatient settings, and even to patients' home computers. EHRs may contain anything from physician notes and lists of prescriptions and allergies to digital records of

x-rays and other pertinent medical information. As a software system, EHRs also offer built-in alerts to flag clinical data as well as potential drug interactions.

Epic will transform the healthcare culture throughout Yale New Haven Health System. Every medical experience will be enhanced, streamlining the sharing of test results and diagnoses between providers while eliminating redundant exams. Healthcare professionals across the network will be linked together through shared information, freeing them to focus on patient care rather than paper trails. In addition, patients will have the ability to track their care from home through a secure patient portal offering access to medical records and test results, as well as the capacity to schedule appointments, pay bills and communicate with health providers.

Epic implementation will begin at Greenwich Hospital in Spring 2012, followed by Yale-New Haven Hospital and then Bridgeport Hospital.



Lisa Stump, Vice President and
Epic Project Leader

“ The scope of this project is enormous and its impact is far beyond a traditional information technology project. This isn't about computers; it's about clinicians defining the workflow and tools that will enable better patient care. ”

- Lisa Stump, Vice President and Epic Project Leader

“The transition from a retail setting to a hospital could have been difficult, but with the guidance of great Pharmacy managers and this group of wonderful colleagues... the shift has been a good one. It's a very friendly environment, and I'm hopeful about reaching my goals and dreams. I picked the right place to work.”

- Nitha Mathai, PharmD
Greenwich Hospital

PHARMACY SERVICES AT YALE - NEW HAVEN HOSPITAL

Yale-New Haven Hospital (YNHH) is a 966-bed academic medical center which serves as the primary teaching hospital for Yale University Schools of Medicine and Nursing. It also serves as a rotation site for students from the University of Connecticut School of Pharmacy and Saint Joseph College School of Pharmacy. Through affiliations with YNHH, faculty members at both Schools of Pharmacy are able to combine on-site teaching with valuable clinical experience in order to enhance the training of Pharm.D students. Pharmacists at YNHH serve as instructors by precepting both pharmacy students and pharmacy residents, while at the same time serving active clinical roles within the hospital.

The Department of Pharmacy Services at YNHH is a rapidly-expanding and dynamic group, currently comprised of 150 staff members including managers, clinical specialists, clinical pharmacists, technicians, residents, and support staff. The department is committed to delivering the highest quality care to patients while optimizing patient safety through the medication use system. Many technologies have advanced this goal, most notably computerized physician order entry, automated medication dispensing cabinets (Pyxis[®]), an automated inventory management carousel (Talyt[®]), a barcode infusion manufacturing system (Intelliflow[®]), and infusion pumps with programmable medication libraries.

Clinical pharmacists at YNHH operate in a decentralized system, and are responsible for all aspects of safe and effective medication management, including:

- Medication order verification, allowing pharmacists to ensure medications are dosed appropriately and there are no drug-drug interactions, allergies or contraindications
- Staff and patient education
- Dispensation — ensuring the correct drug reaches the right patient in a timely manner
- Daily review of patients' medication profiles
- Rounds with medical teams
- Participation in Medication Guideline development and the medication use evaluation process
- Serving as essential drug-information resources to other healthcare professionals, leveraging their drug therapy expertise and wealth of clinical knowledge
- Discharge counseling, to improve the care of patients on high-risk medications by ensuring that they understand their medication regimens.



PHARMACY PRACTICE RESIDENCY AT YALE - NEW HAVEN HOSPITAL

The ASHP-accredited **PGY1 Pharmacy Practice Residency Program at YNHH** accepts new pharmacy graduates for one year of training and education in hospital pharmacy practice. Residents have the opportunity to complete rotations in nearly every area of the hospital and the pharmacy department, including:

- Cardiology
- Critical Care
- Infectious Disease
- Drug Information
- Pediatrics
- Pharmacy Administration
- Oncology
- Transplant
- General Medicine

Participants can tailor the program to their interests through elective opportunities – including SICU, psychiatry, investigational drug research, industry and medication safety – and enjoy ongoing opportunities to strengthen their drug therapy monitoring skills and form relationships with other healthcare professionals through clinical rotations with the entire medical team, which offer chances to provide drug information and education during rounds.

The PGY1 residency prepares new pharmacy graduates to be effective clinicians while offering training in all aspects of pharmacy department operations, including medication use evaluation, drug distribution, technology and informatics, and quality improvement. As a clinical site for the University of Connecticut School of Pharmacy, YNHH attracts pharmacy students to many rotations, and residents can

sharpen their teaching skills by serving as preceptors. Many residents looking to specialize often choose to continue their training with a PGY2 year, through established specialized YNHH programs in critical care, infectious disease, oncology, pediatrics, and transplant.

Pharmacy practice residencies offer new graduates extensive experience as members of an integrated healthcare team, as well as the opportunity to apply knowledge acquired in pharmacy school to patients in real-life situations. Residencies also enhance critical thinking and leadership skills, and prepare pharmacists for a career in hospital and health-systems pharmacy. To learn more, visit www.collegerelations.ynhhscareers.org.

“ As I approach the end of my residency, I can see how I’ve developed as a pharmacist. I have a greater understanding of drug therapy management, and I’ve learned skills valuable to becoming a clinical specialist. The residency enables me to bridge what I’ve been taught in the classroom to real-life scenarios, giving me confidence in my recommendations and answers to drug information questions. ”



- Kejal Patel, PharmD, MBA, PGY_2
Oncology Pharmacy Practice Resident, Yale-New Haven Hospital

PYXIS UPGRADE AT BRIDGEPORT HOSPITAL

Bridgeport Hospital recently completed an upgrade to its Pyxis drug dispensing system in all inpatient areas and the Emergency Department. This upgraded system allows for the dispensation of insulin; improved substance tracking; and expended use of controlled refrigerators for medications that need to be kept cool. If a medication is not in the machine where a nurse requests it, the new system provides them with the next closest Pyxis location — streamlining the drug delivery process for all parties.

A Letter from the Publisher



Dear Students,

I hope you are enjoying a wonderful semester and that the academic year has been a rewarding and fulfilling one for you.

As the College Relations Officer of Yale New Haven Health System, it is my pleasure to bring you the second edition of the Allied Health Matters on behalf of the member hospitals (Bridgeport, Greenwich & Yale New Haven hospitals). In our first edition, we highlighted Rehabilitative Medicine, Respiratory Therapy, and Diagnostic Imaging. In this edition, we are covering Pharmacy and Laboratory Medicine. We will also bring you up-to-date on our system-wide initiative to bring Epic, an electronic health record system that combines all available patient information into one database.

As always, please feel free to contact me with any comments or feedback – I'm here to help.

Sincerely,

Carol C. Pawlush • College Relations Recruitment Officer • Yale New Haven Health System
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PROFILES IN CLINICAL LABORATORY SERVICES

AT BRIDGEPORT HOSPITAL



Mary Damilowski, MT ASCP has been at Bridgeport Hospital since her college years. A graduate of The University of Connecticut, Mary chose to attend Bridgeport Hospital to complete her clinical internship in her senior year. After completing the program, Mary was hired as a night shift Generalist for a year then moved into the Chemistry Department, working days there for the next 24 years.

Mary was one of the first technologists to move up to MT-2 on the Laboratory's Career Ladder, and is now Bridgeport Hospital's Point of Care Testing Coordinator. In this role, she leverages her knowledge of Chemistry, Quality Control, Performance Improvement and her education skills to assist patient care services in performance of tests on the units.

"I've enjoyed working alongside employees from all areas of the hospital," said Mary. "And while helping others, I've learned a great deal myself."



Mary Damilowski, MT ASCP
Point of Care Testing Coordinator, Bridgeport Hospital

CLINICAL LABORATORY SERVICES

AT BRIDGEPORT HOSPITAL



According to Patti Clark, the Administrative Laboratory Manager at Bridgeport Hospital, career paths for laboratory staff demonstrate the hospital's commitment to the "**Careers for Life**" concept. This approach begins with universal participation in a career ladder that offers opportunities for additional responsibility, recognition and pay.

Staff members also enjoy extensive opportunities for continuing education and competency

assessment, as well as the chance to participate in a wide range of hospital and Laboratory committees.

Laboratorians at Bridgeport Hospital – who perform over 2 million tests per year in all disciplines of laboratory medicine – are also actively involved in shaping the next generation of laboratory professionals by training students from local community college and hospital phlebotomy programs.

LABORATORY MEDICINE AT YALE - NEW HAVEN HOSPITAL

The Department of Laboratory Medicine at Yale New Haven Hospital is a fully accredited clinical laboratory with a long and proud tradition of providing leading-edge clinical care. Its roots can be traced back to the 1920's and 30's, when it established methodologies for quantitative analysis of blood and urine.

In May of 2010, the Department moved into new state-of-the-art laboratory space — occupying four and a half floors in a new building located adjacent to the Smilow Cancer Hospital and the main campus of Yale-New Haven Hospital. From this location, our dedicated team of nearly 300 clinical laboratory staff performs testing for all YNHH inpatients and outpatients, as well as specialized laboratory referrals from

other hospitals, institutions and laboratories throughout Connecticut, the region and across the country.

In all, our laboratory professionals perform more than 6.5 million tests each year, working 24/7 to provide critical medical data. Our staff, who enjoy many opportunities for learning and career growth as well as continuing education lectures by some of the leading experts in the medical field, includes:

- **Phlebotomists**
- **Medical Technicians and Technologists**
(YNHH offers a career ladder for Medical Technologists)
- **Pathologists and Ph.D Clinical Scientists**

- **Additional Laboratory Team Members**
(includes clerical, administrative, information processing, maintenance and other support professionals)

The Clinical Laboratories at Yale-New Haven Hospital consist of Blood Bank, Chemistry, Hematology, Immunology, Flow Cytometry, Molecular Diagnostics, Tumor Profiling, Microbiology, and Virology.

www.collegerelations.ynhhscareers.org

PHARMACY SERVICES AT BRIDGEPORT HOSPITAL

- Operates 24/7, filling 1.5 million orders annually
- Large team of Staff Pharmacists and Pharmacy Technicians
- Extensive, decentralized pharmaceutical services include:
 - Infectious Disease
 - Pediatric ◦ MICU ◦ SICU
 - Oncology
 - Board-Certified Total Parenteral Nutrition Specialist
- IV Room-dedicated Pharmacist & Tech Staff
- Extensive dosing protocols
- Active participation in major hospital committees
- Clinical Rotation Site for UCONN, UMass and St. Joseph's
- Advanced clinical rotations include Connecticut's only Burn Center
- We hire Pharmacy students to work at the hospital throughout the school year and during breaks



Diane Walter, Director of Pharmacy

NATIONAL MEDICAL LABORATORY PROFESSIONALS WEEK

AT GREENWICH HOSPITAL



Since the development of clinical laboratory work as a profession in the 1920s, laboratory professionals have become key team members of one of the largest industries in the United States — but their work often goes unnoticed, both by the general public and by the institutions that employ their services.

National Medical Laboratory Professionals Week (NMLPW) was created in 1975 as an annual celebration of medical laboratory professionals and pathologists, and as a spotlight designed to increase public appreciation both for these dedicated professionals and the work they do. NMLPW also serves to enhance the individual practitioner's sense of self-worth via recognition and by reinforcing a sense of unity and shared purpose among laboratorians nationwide.

Today, there are approximately 300,000 practitioners of clinical laboratory science in the United States. From April 18-24, 2010, Greenwich Hospital joined hundreds of other respected institutions in celebrating NWLPW and the vital role that laboratory science professionals play in the diagnosis and prevention of disease.

As we look forward to NWLPW in 2011, we hope you will join us and our extraordinary team in celebrating the accomplishments of clinical laboratory professionals everywhere.

www.collegerelations.ynhhscareers.org

Questions or Comments?

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