

Yale Practice

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EVANS ASSUMES YMG LEADERSHIP ROLE



Janine Evans, MD, has been appointed Associate Director of Clinical Affairs for the Yale Medical Group. Dr. Evans will have responsibility for

operational activities including practice standards, HIPAA oversight, credentialing, and the YMG Office of Patient Advocacy. In addition, she will play a leadership role in the development of Amistad and satellite YMG medical practices, including the shoreline medical facility in Guilford.

Evans joined the full-time faculty as a rheumatologist in the Department of Internal Medicine in 1992 and is now an Associate Professor, highly regarded for her clinical expertise. Her primary responsibilities are in clinical care and teaching. Recently she received a Clinician Scholar Educator Award from the American College of Rheumatology (ACR) Research Education Foundation for her dedication to providing an exemplary educational experience to trainees. Additionally, Dr. Evans was a co-investigator in one of two Lyme vaccine trials and served as the principle investigator in a NIH-sponsored study of patients with persistent symptoms following antibiotic therapy for Lyme disease.

In 1997 Evans began her administrative career when she was appointed medical director of the Yale-New Haven Physician Hospital Organization (PHO). In that role, she gained valuable insight into the complexity of our environment and the challenges of providing medical care in an academic medical institution. Her substantial experience in risk contracting and medical management will provide a superb foundation as Associate Director of Clinical Affairs.

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HEART FAILURE PROGRAM SCORES HIGH IN PATIENT SATISFACTION



Yale Congestive Heart Failure Program (YCHF) ranks 5th in overall patient satisfaction at YMG. Their formula for success is straightforward according to **Stuart Katz, MD**, Director, who said: "The basic message for all staff is these patients are very sick indeed. Everything they do is a struggle, so we have to do everything we can to make things easier. We want to provide the best possible care on all levels and everything we do has to be in support of that." This is a

program that, while highly specialized, practices holistic medicine through nurses, physicians, a social worker and office staff. Nurse and physician interactions with patients not only address direct health issues but also the broader concerns of how this disease is affecting their lives, job, family, etc. The nurses in particular spend a significant amount of time helping with financial issues, prescriptions, diet counseling, psychosocial stressors, physical fitness, depression and more. This is a very inter-personal practice, where caring relationships are built in a short time. Press Ganey *Nursing and Care Provider* categories reflect consistently high scores.

Caring and sensitivity are manifested in many ways. One key example is fast telephone call response time. Katz explained: "If a patient call is received in the morning, it's answered in the morning, not eight o'clock

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EDELSON TO HEAD YALE CANCER CENTER



Richard L. Edelson, MD, Professor of Dermatology, has been appointed Director of the Yale Cancer Center by Dean David A. Kessler,

Yale School of Medicine, and Joseph A. Zaccagnino, Yale-New Haven Hospital President. "Dr. Edelson has been selected to lead the Yale Cancer Center because he is a world-class clinical investigator, institutional leader and valued colleague," Kessler said.

Edelson is internationally acclaimed for his fundamental contributions to the study of Cutaneous T-Cell Lymphoma (CTCL). Edelson and his team were the first to suc-

cessfully use anti-T cell antibodies in the treatment of a lymphoma and have recently demonstrated that CTCL is an antigen-driven malignancy. Edelson also devised and implemented the first FDA approved selective immunotherapy for any cancer, a treatment now referred to as transimmunization. Transimmunization is one of the most impressive examples that immunotherapy of advanced cancer is possible.

Edelson is a 1970 graduate of the Yale School of Medicine. He served as the Head of the Immunobiology Group in Columbia University's Comprehensive Cancer Center and as Associate Director of that institution's

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FIVE DEPARTMENTS APPROACH 100% TARGET

Since going live on the IDX enterprise system, YMG has collected and reported on many business and financial indicators. The metrics that reflect the health of YMG cash flow include missing charges, lag days, pre-registration, no-show rates and release of information. This article is the fifth in a series of five that highlights the practice-wide standing for each metric and compares them to our organizational goal. These results have previously been published and reviewed with all clinical departments and the YMG Board of Governors. The business processes that impact these metrics are controlled by front-end operations within each clinical department.

The Insurance Consent and Medical Records Release of Information metric looks

at the level of consistency in obtaining a signed release for scheduled visits. The

release enables YMG to bill commercial insurance and Medicare for services rendered. If a release is required but is not obtained, the bill goes directly to the patient instead of the insurance carrier. Through May 2003 the organizational average is 91%, while the YMG goal remains 100%. Questions or requests for assistance may be directed to **Marianne Dess-Santoro** at marianne.dess-santoro@yale.edu or 737-2678.

DEPARTMENTS APPROACHING 100%

★Pediatrics	97%
★Therapeutic Radiology	97%
★Yale Cancer Center	96%
★Dermatology	95%
★Internal Medicine	94%

EDELSON (continued)

General Clinical Research Center. At Yale, Edelson will continue to serve as Chair of the Department of Dermatology and direct his own clinical research program. Commenting on this new role, Edelson said: "It is one of the greatest honors of my career to have been selected to follow two of my personal heroes, Alan Sartorelli and Vincent DeVita, as Director of the Yale Cancer Center. I promise to work hand-in-hand with my many gifted colleagues in this Medical Center to build on my predecessors' extraordinary record of accomplishment."

EVANS (continued)

Commenting on her new role Evans said: "This is a very exciting time to take on a role that can help shape the future of clinical practice at Yale. It is invigorating to work with Chairs who understand the importance of providing excellent clinical care in patient centered, cost-efficient facilities. And there is a real opportunity to build upon the foundation of clinical excellence, as many subspecialties collaborate and re-shape themselves into multidisciplinary programs that improve access and quality of care. The enthusiasm that comes with the commitment to building a strong clinical practice is energizing and I'm very pleased to be part of it."

Please join us in congratulating Dr. Evans. She may be reached at 785-2454 or janine.evans@yale.edu

HEART FAILURE PROGRAM (continued)

at night. Staff re-set priorities in order to make time to return calls." Patients have full-time access to the program's expertise, with staff nurses and physicians on telephone call 24 hours every day. This is reflected in the Press Ganey *Access to Care* category. The waiting area was recently renovated for patient comfort which improved the *Overall Assessment* scores.

Visit and Personal Issue scores are similarly strong. YCHF physicians use the IDX scheduling module to support a patient flow that keeps them busy yet allows enough time to be spent with each patient and family

so that patients neither feel rushed nor are kept waiting more than a few minutes. In addition, since many patients undergoing cardiac transplantation evaluation need 10-15 tests, all tests are coordinated and scheduled for them. Recently, YCHF began offering echocardiograms and stress tests in the office, to further reduce the number of visits to less accessible facilities and to manage wait times.

Congratulations to YCHF for outstanding patient service. For further discussion you may contact Dr. Katz at 785-7191 or stuart.katz@yale.edu.

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300 George Street, 6th Floor New Haven, CT 06536-0805
(203) 785-2140 phone <http://info.med.yale.edu/ymg>

Editor: Ann Freeman

Assistant Editor: Lisa Galella

Director: David J. Leffell, M.D.

Associate Director: Marianne Dess-Santoro

Director, Strategic Development/Marketing: Mary Hu

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