

## Employees: Use Tier 1 Signature Network for lower out-of-pocket medical costs

### Are you making the most of the YNHHS Medical Plan?

The plan has three tiers, but the Tier 1 Signature Network includes coverage from select providers, healthcare facilities and services to coordinate your care while meeting your needs and budget. You aren't limited to sticking with any one tier throughout the year. However, employees and their dependents who use clinicians and facilities in the Tier 1 Signature Network enjoy lower co-pays, lower out-of-pocket costs and zero deductibles. (See table 1 for Tier 1 Signature Network clinician and facility categories.)

The best way to minimize out-of-pocket expenses is to know before you go to a doctor or other medical appointment. Remember:

- To take advantage of the lowest out-of-pocket costs, use a Tier 1 Signature Network provider and a Tier 1 Signature Network facility for services.
- Providers in the same practice might not all be included in the YNHHS Medical Plan's Tier 1 Signature Network. Check the list of providers before your visit.

### Things to keep in mind:

- New providers are added throughout the year. Updates to the list can take time to process. Until the provider's name is on the Tier 1 list, visits and services will be processed as Tier 2. Contact a patient resource coordinator (PRC) if you have questions about a provider's status. Call 1-844-543-2147 (option 3) Monday through Friday, 8:30 am - 5 pm, or email CPBSYNHHSResourceCoordination@ynhh.org. You can also check the Tier 1 network list at [ynhhsbenefitsconnection.org](http://ynhhsbenefitsconnection.org) (search Tier 1) or visit HRConnect.
- Providers must be participating with Anthem CT before they can be added to our Tier 1 Signature Network. Providers that only participate with Empire Blue Cross (NY), Blue Cross Blue Shield of Rhode Island or Blue Cross Blue Shield of Massachusetts are not considered Tier 1.
- If you or a covered dependent has a question about a copay or bill, contact the PRC. They will work to adjust incorrect bills and arrange for refunds when appropriate.
- Anthem's representatives cannot access the YNHHS Medical Plan Tier 1 Signature Network list and can only refer to the larger Anthem BCBS network.

Visit [www.ynhhsbenefitsconnection.org](http://www.ynhhsbenefitsconnection.org) for information about the medical plan's three tiers, plus charts that show what you will pay for care and how certain services are covered.

These tables show Tier 1 Signature Network clinician and facility categories. For more information, call a Patient Resource Coordinator at 1-844-543-2147 (option 3).

Category	Medical Groups
<b>Primary Care</b>	<ul style="list-style-type: none"> <li>- Northeast Medical Group (NEMG)</li> <li>- Yale Medicine (YM)</li> <li>- Community Medical Group (CMG)</li> <li>- Trinity Health of New England and SOHO HEALTH, Trinity's clinician network</li> <li>- WestMed</li> </ul>
<b>Specialists</b>	<ul style="list-style-type: none"> <li>- Northeast Medical Group (NEMG)</li> <li>- Yale Medicine (YM)</li> <li>- Community Medical Group (CMG)</li> <li>- Trinity Health of New England and SOHO HEALTH, Trinity's clinician network</li> <li>- Medical staff at a Yale New Haven Health System hospital</li> </ul>

Category	Facility Names
<b>Hospitals</b>	<p><b>YNHHS:</b></p> <ul style="list-style-type: none"> <li>- Bridgeport Hospital (including Milford campus)</li> <li>- Greenwich Hospital</li> <li>- Lawrence + Memorial Hospital</li> <li>- Westerly Hospital</li> <li>- Yale New Haven Hospital</li> </ul> <p><b>Trinity Health of New England:</b></p> <ul style="list-style-type: none"> <li>- Johnson Memorial Hospital</li> <li>- Mount Sinai Rehabilitation Hospital</li> <li>- St. Francis Hospital</li> <li>- Saint Mary's Hospital</li> </ul>
<b>Ambulatory Centers</b>	<p>YNHHS – jointly or fully owned</p> <p>Trinity Health of New England – jointly or fully owned</p>
<b>Urgent Care and Walk-in Centers</b>	<p>NEMG Urgent Care centers</p> <p>YNHHS Urgent Care centers</p> <p>PhysicianOne Urgent Care</p> <p>Trinity Health of New England-owned</p>
<b>Lab Services and Radiology Facilities</b>	<p>YNHHS-owned</p> <p>Trinity Health of New England-owned</p>

### Newsbriefs

#### Make "A Positive Difference" by enrolling in YNHHS's employee giving program

A Positive Difference was created to make it easy for employees to include the hospital in their annual charitable giving. It's one more way for employees to help our patients and their families, and even a few dollars from your monthly paycheck can help make a positive difference. Employees may choose from 13 funds to support; give \$2 or more per paycheck through automatic payroll deduction; and can change the amount or fund they're giving to at any time through Employee Self Service. Employees enrolled by Sept. 30 will be entered into a drawing with five chances to win a \$500 Apple gift card. To enroll in A Positive Difference, log on to Infor, look for the "Employee Giving" box, select "YNHH Positive Difference" and follow the instructions. To make a one-time credit card donation, visit: [GiveToYNHH.org/PositiveDifference](http://GiveToYNHH.org/PositiveDifference).

#### Training in LGBTQ patient-centered care offered

As part of YNHHS' designation as a leader in LGBTQ healthcare equality, the Human Rights Campaign (HRC) offers education on creating an inclusive environment for LGBTQ patients and staff. More than 60 free, online, on-demand continuing medical education courses are available. Topics include Behavioral Health Care, LGBTQ Healthcare for Clinicians, LGBTQ Youth and Transgender Health and others. Visit [www.thehrccfoundation.org/professional-resources/hei-training-options](http://www.thehrccfoundation.org/professional-resources/hei-training-options) and search for the CAL (Center for Affiliated Learning) to find and register for courses. Be sure to enter the facility ID: 55689, and security code: HRC, to ensure YNHHS receives credit for you taking the training. For more information, contact [diversity@ynhh.org](mailto:diversity@ynhh.org).

# The Bulletin

The Newsletter of Yale New Haven Hospital | August 12, 2021

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## YNHHS wins American Hospital Association's prestigious Quest for Quality Prize

Yale New Haven Health recently won the American Hospital Association's 2021 Quest for Quality Prize for healthcare leadership and innovation in improving quality and advancing health in communities.

A multi-disciplinary committee of healthcare quality and patient safety experts chose YNHHS for its exemplary achievements, including addressing social determinants of health, using data to drive quality improvements, and engaging employees in quality improvement work. YNHHS was recognized July 28 at the virtual AHA 2021 Leadership Summit.

"We are honored to receive this prestigious award, which is a testament to the commitment of our doctors, nurses and all employees to providing the safest, highest-quality and most advanced care," said Steven Choi, MD, YNHHS vice president and chief quality officer. "COVID-19 presented enormous challenges, but also spurred our health system to come up with creative solutions to meet the most pressing needs of our patients, community members and employees."

"This year's winner and finalists have been remarkable leaders in elevating the quality of care they provide each day to their patients and communities. During the pandemic – when they were experiencing surges in patients – they employed innovative techniques to ensure the highest quality of care for COVID-19 patients," said Rick Pollack, AHA's president and CEO. "Their organization-wide commitments to excellence in improving care and health are a model for the entire hospital field."

Yale New Haven's commitment to improving the health of its patients and communities includes a philosophy that every employee participates in quality efforts. YNHHS is a leader in using data to drive quality improvement, for example, employing a system-wide approach to addressing the opioid crisis that led to a 25 percent decrease in intravenous opioid administration and a 20 percent decrease in opioid prescriptions at discharge.

During COVID, the health system used data to identify by zip code where to deploy staff and allocate vaccines, particularly in communities hit hard by the pandemic. In addition, within days of Connecticut's first COVID-19 diagnosis, YNHHS developed a call center so people could quickly get answers to a range of questions. During COVID-19, YNHHS also supported patients at home, providing pulse oximeters to people in the community so they could self-monitor their oxygen levels and contact their healthcare provider if levels got too low.



YNHHS recently won the American Hospital Association's 2021 Quest for Quality Prize for healthcare leadership and innovation in improving quality and advancing health in communities. From left are: Maria Borgstrom, YNHHS CEO; Thomas Bakczak, MD, YNHHS chief clinical officer; Steven Choi, MD, YNHHS vice president and chief quality officer; Christopher O'Connor, YNHHS president; Beth Beckman, DNSc, YNHHS chief nurse executive; and Keith Churchwell, MD, YNHHS executive vice president and Yale New Haven Hospital president.

Yale New Haven Health is involved in numerous efforts to address social determinants of health, and has worked hard to promote its healthcare professionals' well-being, through programs to support emotional health and stress relief, especially during the pandemic.

"This year's winner and finalists are making a significant impact in their local communities and creating better, safer environments for patients and health workers alike," said Jeff Surges, CEO of Quest for Quality Prize sponsor RLDatix. "We particularly congratulate Yale New Haven Health, who during an unprecedented year, created new and unique ways to stay connected to patients and ensure the well-being of staff."

### IMPORTANT VACCINATION UPDATE

## Employee COVID vaccinations are mandatory, effective July 12, 2021.

### Important Deadlines:

- **Aug. 31:** Last day to receive dose 1
- **Sept. 30:** Last day to receive dose 2 (of 2-dose vaccine series)

Visit the intranet for details.

Questions? Contact Employee Resource Center: 1-844-543-2147 (option 2) or [vaccineinfo@ynhh.org](mailto:vaccineinfo@ynhh.org).

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### The Bulletin

August 12, 2021 | The Bulletin is available at [www.ynhh.org/publications/bulletin](http://www.ynhh.org/publications/bulletin)

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**Next Issues:** Aug. 26, Sept. 9 **Copy Deadlines:** Aug. 13, 27

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## U.S. News & World Report ranks YNH among the top in eight specialties for 2021

Yale New Haven Hospital continues to rank among the top U.S. hospitals, according to U.S. News & World Report's annual "Best Hospitals" listing. Of the nearly 5,000 hospitals surveyed, YNH ranks nationally in eight of 15 specialties for 2021-22.



"We are very pleased to be named again to U.S. News & World Report's listing," said Keith Churchwell, MD, YNH president. "This national recognition comes at a momentous time in health care. The talent and dedication of our entire medical community, coupled with the advances in treatments, reflect the ongoing commitment to those we serve at a time when the focus and needs of health care continue to change daily. As Connecticut's top-ranked hospital, we are proud to provide the highest level of care to patients and families, hand-in-hand with innovative research in an academic environment."

YNHH ranked #11 in Psychiatry, and performed well in Geriatrics (#21), Pulmonology (#27), Diabetes and Endocrinology (#33), Neurology and Neurosurgery (#42), Gastroenterology (#45) and Gynecology and Ear, Nose and Throat (both at #47).

The U.S. News "Best Hospitals" rankings rely on clinical data and an annual survey of specialists. The ranking methodology factors in objective measures such as risk-adjusted survival, discharge-to-home rates, patient volume and nursing quality. In addition, patient outcomes, clinical services and processes, and compliance with best practices are considered. The entire national listing is available online at [www.usnews.com/best-hospitals](http://www.usnews.com/best-hospitals).

## YNHHS to launch electronic portable oxygen tank regulators to enhance safety

Over the next few months, Yale New Haven Hospital will convert all existing portable oxygen tank regulators to electronic regulators with enhanced safety features.



The conversion will standardize equipment across the health system. The new regulators include features such as an accurate oxygen gas content display that shows both PSI and duration until empty in hours and minutes. The new device also uses audible and visual alerts that indicate battery life and notify healthcare professionals when the tank's oxygen supply is getting low.

"YNHHS has experienced multiple safety events involving portable oxygen tanks running low on, or out of, oxygen. These events have been reported at three delivery networks, but risks exist at all locations where portable oxygen is used," said Ena Williams, RN, Yale New Haven Hospital senior vice president and chief nursing officer. "The new regulators will reduce risk and enhance the safety and quality of patient care."

Each delivery network will deploy the regulators at different times. YNHHS's schedule is:

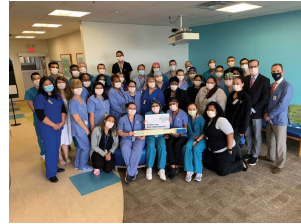
- **York Street Campus:** Aug. 24 - 27
- **Saint Raphael Campus:** Aug. 31 - Sept. 3
- **All other YNHHS sites:** Sept. 7 - 10

An Infor learning management system module has been assigned to all appropriate staff and will launch five weeks before the new regulators are deployed. On-site education will also be provided as needed at go-live.

Employees who find a non-digital regulator after the deployment should remove it from circulation and call 203-688-9000 (for onsite locations). Employees in some ambulatory locations will be instructed to contact the vendor directly.

## YNHH Dental programs experience record visits

More people have been seeking care at Yale New Haven Hospital's Adult and Pediatric Dental programs and Oral and Maxillofacial Surgery Center, and it's not only those who are catching up on dental care they postponed during the height of the pandemic.



Yale New Haven Hospital's dental programs include Adult, Pediatric and Oral and Maxillofacial Surgery teams.

The overarching YNHHS dental and oral health programs unified into a single, state-of-the-art clinic space based on the vision and efforts of the Dental Department's leadership team.

"Comprehensive, multi-disciplinary, high-quality care is now delivered in a seamless and efficient manner," said Derek Steinbacher, DMD, MD, chief of the Dental Department and Oral and Maxillofacial Surgery. "COVID has been challenging throughout the health system, but the Dental Department's response and rebound have been almost unparalleled."

"Even before the pandemic, YNHHS's dental services were experiencing steady growth in patient volumes," added Cassandra Carlin, Dental Program administrator.

Program leaders attribute the growth to a number of factors, including adding dental providers and staff and moving the Adult Dental Program and Oral and Maxillofacial Surgery from different locations to join the Pediatric program at One Long Wharf. The Long Wharf site has plenty of free parking and is on a bus line. Dentists in local private practices are referring patients to YNHHS specialists for consults and treatment, further contributing to the growth.

"Having all of the services under one roof allows us to more efficiently provide comprehensive care," said Michael Sultan, DDS, Pediatric Dentistry Program director. "If I need a consult from an oral surgeon, I can just go across the hall versus referring the patient out."

YNHHS's Department of Dentistry comprises oral surgeons, general and pediatric dentists and some of the top physician residents in the country. Other specialists include endodontists, who perform root canals; periodontists, specializing in gum disease; prosthodontists, specializing in dentures, crowns and prosthetics for trauma and cancer patients; and orthodontists, who help prevent and correct poorly positioned teeth and jaws.

The Adult Program serves patients with highly complex medical histories whom most dental practices will not treat. Providers often coordinate special needs patients' medical care with other specialists. The program is one of only a few in Connecticut that treats special needs patients under general anesthesia in the operating room. The Pediatric Dental Department also treats patients in the OR – more than 850 in the past year.

"Many pediatric dentists do not have privileges for, or access to, these facilities," Dr. Sultan said.

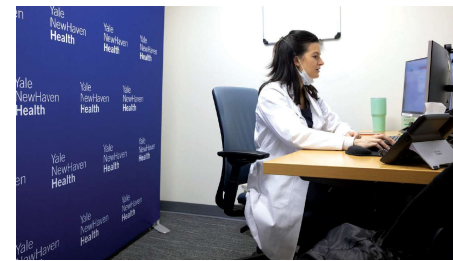
The Pediatric team provides comprehensive dental services, including routine care and treatment for emergencies, infections and pain.

YNHHS's Oral and Maxillofacial Surgery (OMS) service performs a wide variety of minor and major office-based procedures, including outpatient oral surgery, surgery for impacted teeth, dental implants and bone grafting. Surgeons also perform procedures to reconstruct or correct the jaws; manage jaw cysts and tumors; and treat maxillofacial trauma and infection. Most routine OMS procedures are performed at the One Long Wharf clinic; more-advanced procedures are performed in YNHHS ORs. The OMS team also includes dental assistants, hygienists, billers, schedulers and administrative staff.

"The move to One Long Wharf and expansion of facilities and specialties have accelerated our growth and offered great departmental collaboration," Carlin said. "But the biggest draws are the expertise of our amazing dentists, surgeons, residents and hardworking staff, and the exceptional experience they provide."

## Need to see a doctor? Schedule a video visit OnDemand

You wake up on your day off, ready to tackle a long list of errands, but find you have a fever, sore throat and aches. What should you do?



Brittany Florian, APRN, Northeast Medical Group, recently conducted an OnDemand visit from the Huntington Walk-In Medical Center. Between the early spring and end of 2020, YNHHS and Yale Medicine clinicians conducted more than 500,000 video visits and Tele-ICU interventions, compared to fewer than 400 in 2019. Halfway through 2021, clinicians have completed more than 300,000 telehealth visits.

### How about scheduling a quick video visit with a YNHHS provider?

With YNHHS's Video Care OnDemand, you can connect to Northeast Medical Group walk-in practice clinicians from your smartphone, tablet or computer. Clinicians can diagnose symptoms, prescribe medication and send prescriptions to your pharmacy. You can schedule a Video Care OnDemand visit by:

- Going to [ynhhs.org/ondemand](http://ynhhs.org/ondemand),
- Calling 833-4TELEMED (833-483-5363) or
- Logging into your MyChart account for the Video Care OnDemand link.

Video Care OnDemand is available for COVID symptoms and many minor, non-urgent illnesses or injuries, including, cold or flu symptoms; eye, ear or upper respiratory infections; back, neck or other joint pain; bruises; sprains or strains; and other concerns. With newly expanded hours, OnDemand care is now available seven days a week, 8 am - 8 pm, excluding major holidays. There is no copay for OnDemand for individuals covered by the YNHHS health insurance plan.

Video Care OnDemand is a video visit with an NEMG provider; it is not a video visit with your primary care provider or a specialist.

"OnDemand appointments are quick and easy to schedule and save time," said Scott Sussman, MD, YNHHS physician executive director, Telehealth. "Often, a diagnosis can be made via video, saving the patient a trip to a doctor's office or healthcare facility."

Alternatively, patients may visit [ynhhs.org/make-an-appointment/schedule-a-walk-in](http://ynhhs.org/make-an-appointment/schedule-a-walk-in) to schedule an in-person appointment at a participating walk-in practice.

## Telehealth services enhance communications, convenience for patients

Video Care OnDemand is among a number of telehealth services YNHHS offers.

For the past 10 years, telehealth has become increasingly important in helping YNHHS and Yale Medicine clinicians care for patients. With COVID-19, the use of telehealth exploded, as many physicians relied on it to connect with patients. Now, all YNHHS patients can connect with their providers through MyChart. Epic helps support the video visits, which are secure and meet HIPAA privacy requirements.

The flexibility telehealth services provides helps enhance care quality and patient satisfaction by eliminating unnecessary office visits, reducing wait times and improving physician-patient communications.

"Telehealth is part of the transformation of health care going forward," said Scott Sussman, MD, physician executive director, Telehealth. "It

## YNHHS forum focuses on ageism in the workplace

A recent virtual forum featuring panelists from around Yale New Haven Health System focused on ageism in the workplace – particularly how it affects female employees.

The discussion, the second in a series on "Generations Working Together," was sponsored by the Health Services Corporation Diversity, Equity and Inclusion Council. The forum included a robust conversation about ageism's social aspects, challenges and negative impacts on women in the workplace.

Panelists included Marna Borgstrom, YNHHS CEO; Jamie Sullivan, strategic operations manager, Finance; Maryann Calabrese, chaplain, Spiritual Care; Amber Burton, senior contract specialist, CSC Strategic Sourcing; Yvonia Collazo, patient finance access specialist; and moderator Ena Williams, RN, Yale New Haven Hospital senior vice president and chief nursing officer.

Statistics reported by the American Association of Retired Persons (AARP) indicate that 64 percent of workers have witnessed or experienced age discrimination. What does ageism look like? According to the panelists, it spans the generations. A 28-year-old female CPA might be told she is "too young" to be a controller. A job candidate in her 50s could hear that the company is looking for a recent college graduate "with a lot of energy."

"Younger women are often viewed as naive or untrained. People make assumptions about their lack of knowledge," said Burton. "But older women are often overlooked because of assumptions that they are not as technologically advanced as younger people out of college."

Although ageism can go both ways, most complaints and studies have focused on the experience of those over 50. Calabrese pointed out that older workers often field questions that reflect a bias, such as "Are you comfortable working with younger staff?" or "How much longer do you plan to work?" as well as comments about being "overqualified" for a position.

The discussion also touched on the difficulty of separating ageism and sexism. "In the early years of my career, I got numerous questions about my intentions for the future. Would I get married or have kids? Would I come back to work after maternity leave? Could I work late hours or did I have to leave to get the kids from day care? These questions were not ever asked of my male colleagues," Sullivan said.

When asked for suggestions on improving the experience for women in the workplace, panelists were unanimous in recommending strong female leaders in top positions who can be role models and mentors.

"As we become more senior in our roles, we have a responsibility to help others build their careers, while also acknowledging that we have personal lives that need to be kept in balance," Borgstrom said. "Sometimes work needs to come first and sometimes we need to take our foot off the gas to allow our 'batteries to recharge.'"

Williams also urged attendees to strive for inclusion. "All of us want to see others who look like us. It's important to have representation for others."

To watch a recording of the ageism discussion, visit the YNHHS employee intranet and search for "ageism."

offers the opportunity to use technology in new ways to improve care access, efficiency and convenience."

"I find that I have more time with patients during a telehealth visit," said Vikram Rao, MD, NEMG Internal Medicine. "Several of my patients, who range in age from young adults to seniors, became more comfortable with video visits once they experienced them during the pandemic. Now, many tell me they prefer them for routine or non-urgent medical needs, or for a consult to determine if they might need more emergent care."

Most video visits are billed for the same amount as an in-person visit, including for employees on the YNHHS medical plan. If you have questions about how your telehealth visit will be billed, call a patient resource coordinator at 844-543-2147, option 3, or contact your insurance company.