

Yale Pathology 2001 Calendar

Faculty and staff who utilize anatomic pathology services may have recently received a calendar produced by the Yale Department of Pathology. In celebration of the Yale Tercentennial, the 2001 calendar showcases many of the special diagnostic programs within the department and features a different disease and detection exposition each month. The calendar was designed to spread the word about the importance of pathology and to position Yale Pathology as a prominent national reference laboratory. According to **Frank Gomes**, the department's clinical administrator, "The content was driven by our desire to maximize the calendar's utility to recipients and increase the likelihood that it would be retained and used as a reference tool." The mailing list ranged from local, regional and national physicians who utilize diagnostic services to medical directors of major insurance carriers. Gomes reports, "Since its distribution to over seven thousand recipients, we have received a number of inquiries about our services and requests for the advice of our pathologists on clinical management-related issues. We consider it a big success."



over, please

When's the last time you cashed an unsigned check?

Reminder: Services documented in unsigned medical record notes are not billable. The Yale Medical Group has lost revenue because the medical record documentation was not signed by the physician rendering the service. Connecticut State Law 19a-14-40 requires that "all entries must be signed by the person responsible for them." All entries in the medical record should be authenticated and dated promptly by the person (identified by name and discipline) who is responsible for ordering, providing or evaluating the service furnished.

over, please

New Clinical Program Development Fund Awards

On March 29th, Dean Kessler and Mr. Joseph Zaccagnino announced their decision to award \$17.6 million from the New Clinical Program Development Fund (the Fund) to support 11 new clinical programs at the medical center. The following is a list of the funded proposals and physician applicants by clinical priority area:

Brain Disorders

- Clinical Neuroscience Center for Epilepsy and Neurovascular Disease
Dennis Spencer, MD
- Yale New Haven Medical Center Brain Tumor Center
Joseph Piepmeier, MD

Cancer

- Transimmunization: A New Method for Treatment of Graft vs. Host Disease, Prevention of Graft Rejection and Immunization against Tumor Antigens
Michael Girardi, MD
- Expansion of the Yale Cancer Center Clinical Trials Office
Leonard Farber, MD
- New Infrastructure and Organization Comprehensive Cancer Center
Vincent T. DeVita, Jr., MD

- Innovations in Head and Neck Cancer Management
Clarence Sasaki, MD

Cardiovascular Disease

- Yale New Haven Medical Center Endovascular Center
Bauer Sumpio, MD
- Integrated Program for the Treatment of End Stage Heart Disease
Barry Zaret, MD
- Endovascular Brachytherapy
Kenneth B. Roberts, MD

Developmental Disorders

- Yale New Haven Medical Center Oncofertility Center
Steven Palter, MD

Organ Replacement

- Transplantation
Marc Lorber, MD

The Fund received 23 proposals with requests totaling \$69.1 million and awarded \$17.6 million of the \$18 million available. Two committees, co-chaired by **Richard Edelson, M.D.** and **Peter Herbert, M.D.**, and comprised of both YSM and YNHH representatives, reviewed each proposal and made recommendations to Dean Kessler and Mr. Joseph Zaccagnino who made the final determinations.

One of the stated goals of the Fund is to help the medical center achieve highly ranked national status in the five designated clinical priority areas. "We want to position the medical center at the top of the field in as many target areas as possible," says Edelson. "Investment from the Fund is intended to allow these programs to push the envelope and in some cases to define the frontier," he added.

According to Herbert, "The Fund invites proposals that present innovative approaches to diagnosing, treating and/or preventing diseases or disorders in the designated clinical areas. We hope support from the Fund will result in the long term establishment of programs that have strong clinical applications with an appropriate research base."

The Fund is now soliciting a second round of applications. In 2001, \$11.5 million is available for funding support. The five clinical priority areas will remain the same. The application process begins with the submission of a 2-page Letter of Intent that will be reviewed by the

Pathology Services (continued)

For more information about the Yale Pathology Calendar, please contact Frank Gomes at 785-6749 or frank.gomes@yale.edu or Deborah Blood at 785-6848 or deborah.blood@yale.edu.

Development Fund Awards (continued)

Fund's planning and development committees and the Strategic Development Committee of the Yale Medical Group. The involvement of the Strategic Development Committee will help coordinate clinical initiatives between the Yale Medical Group and the Fund and ensure consistency with the School's clinical strategic plan.

The following timeline details key dates for this year's review process:

ACTIVITY	DATE
Deadline for applicants to submit brief letter of intent ("LOI")	May 1, 2001
All applicants receive feedback on submitted LOIs	June 1, 2001
Deadline for applicants to submit full application	October 1, 2001
Announcement of New Clinical Program proposals to receive funding	January 2002

Application packets for the second round have been distributed to each Department. If you are interested in obtaining an application, please contact your Department Chair, Section Chief or Clinical Administrator.

Yale Medical Group Training Center



The Yale Medical Group offers an array of course offerings through the **YMG Training Center**. The Training Center provides IDX System, Compliance and Customer Service training for all employees of the Yale School of Medicine. IDX workshops range from 2 and 1/2 hours to 2 and 1/2 days and cover the full spectrum of system capabilities. To provide further support to IDX users, YMG trainers **Anmarie Garrett** and **Michele Potter** conduct monthly site visits to clinical departments to communicate directly with end users, answer questions and gather feedback. Additional support is also available through the **IDX Help Desk (737-5460)**.

Courses in Customer Service Training are designed to be energetic, interactive sessions that reinforce customer service skills. YMG trainers focus on the need always to provide

excellent service to customers whoever they may be: patients, physicians or staff. They utilize a variety of training methods, including role-playing, and emphasize developing good listening skills, putting the customer first, and asking for the right information. Due to their routine interface with patients on billing matters, all members of Patient Financial Services receive Customer Service Training. "Our sessions are fun and full of laughter, and trainees always bring excellent examples to the class for participants to discuss and learn from," says Garrett.

A new course created by **Tim Crimmins**, Manager of Provider Relations and Credentialing, will be offered starting in May. "The course will provide an overview of the credentialing process that begins with departments notifying us of a new faculty member coming on board and concludes with the issuance of a YMG billing number and provider numbers from insurance carriers," says Crimmins. The course will also cover staff compliance training and is recommended for all departmental employees who are involved in the credentialing and compliance functions.

All YMG training courses are conducted at 300 George Street, 6th floor. For more information, please contact the YMG Training Coordinator, **Maria Rakoczy** at 785-4042 or maria.rakoczy@yale.edu.

Yale Practice

Published by the Yale Medical Group

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

Editor: Mary Hu

Assistant Editor: Lisa Galella

Director: David J. Leffell, M.D.

Medical Director: Stephen Rimar, M.D.

Executive Director, Patient Financial Services: Marianne Dess-Santoro

Yale Medical Group
THE PHYSICIANS OF YALE UNIVERSITY