

MORNING CMO REPORT

04.12.2017

FROM THE DESK OF:

Anthony P. Weiss, MD, Chief Medical Officer,
Associate Dean for Clinical Affairs,
Upstate University Hospital

UPSTATE
UNIVERSITY HOSPITAL

Celebrating National Doctors' Day

[Applies to All Physicians](#)

Doctors' Day
Informational

Two years ago I met with Eileen Pezzi, VP for Development for Upstate Medical University who leads Upstate Foundation to talk about the **Grateful Patient and Family Program** spearheaded by Development Officer, Bethann Kistner. Learning about the impact of this program has prompted me to encourage all of our doctors to get involved and connect with the Foundation especially when you have a grateful patient. This program allows us to get involved with our patients on a deeper level and give them a vehicle to give back time, talent or treasure. We all know giving back is cathartic and healing for our patients -- it is one more way we can help our patients. The Foundation is doing great work and I hope you will support them.

As part of the **Grateful Patient and Family Program**, Upstate Foundation celebrated **National Doctors' Day on March 30** by inviting patients at Upstate University Hospital to pay tribute to **our doctors** for the extraordinary and compassionate care we provide 365 days-a-year. I have participated for the past few years in this wonderful opportunity to connect with Upstate patients each year by co-signing the Doctors' Day letter that is sent to Upstate patients served in the previous year. This year Upstate Foundation staff hand-deliver 368 compelling handwritten thank you notes from grateful patients in 38 different specialties and to date a total of over 3000 letters have been delivered in honor of over 600 Upstate doctors, many of whom are repeat honorees. That is truly amazing! Thank you all for making a difference in our patients lives

I would like to formally recognize those physicians receiving five or more tributes from their patients:

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HIGH ADVISORY-High priority does not warrant immediate action but recipients should be aware.

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Rinki Agarwal	Obstetrics & Gynecology
Scott Albert	Surgery
Gennady Bratslavsky	Urology
Robert Carhart	Medicine
Vincent Frechette	Medicine
Ajeet Gajra	Medicine
Teresa Gentile	Medicine
Grahame Gould	Neurosurgery
Ajay Jain	Surgery
Brian Kistler	Orthopedics
Rahul Seth	Medicine
Oleg Shapiro	Urology
Anna Shapiro	Radiation Oncology
Robert Sherman	Orthopedics
Richard Tallarico	Orthopedics
Vaughn Whittaker	Surgery

MAX Series Roundtable Webinar

[Applies to All Physicians](#)

Dr. Amy Boutwell a featured speaker at this year's Symposium will be hosting a 1-hour webinar on May 5th at 3 p.m. on Improving Care for High Utilizers and Sustaining Change. Upstate University Hospital is one of 22 hospitals in New York State participating in a rapid cycle continuous improvement program focused on high utilizers through August 2017.

To register for this event, please go to the following site:

https://meetny.webex.com/mw3000/mywebex/default.do?nomenu=true&siteurl=meetny&service=6&rnd=0.7844281106103191&main_url=https%3A%2F%2Fmeetny.webex.com%2Fec3000%2Feventcenter%2Fevent%2FeventAction.do%3FtheAction%3Ddetail%26%26EMK%3D4832534b00000003a8276d381892c77eb5098449ac3b93dd8486080073396e2061e0670f8422247d%26siteurl%3Dmeetny%26confViewID%3D2998515239%26encryptTicket%3DSDJTSwAAAAMLIB70DPYeFKD_NhCPzd5OoMzDCclgPBUFZ2FFxIICQ2%26

<https://meetny.webex.com/meetny/onstage/g.php?MTID=eaff35af2b13ce3da8107f0dc88dd8fc>

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Outstanding Physician Comments

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Comments
Informational

Each week we receive written comments from our patients regarding the care we provide within the Hospital. Below are this week's comments from grateful patients receiving care on the units and clinics at Upstate:

Emergency Department @ CC - Dr. Klimek was my ER Doc. Great bedside manner!

Answered all of my questions and had me in and out of the ER quick!!

Dr. Jay Brenner, he was very caring and attentive to my needs. He apologized for my wait time even though it wasn't his fault the ER was busy. I could tell he really cared about his job.

6th Floor @ CC - Dr. Simon is incredible, I was very impressed by him.

Dr Setter and his staff were excellent.

Inpatient @ CC - Dr. Po Lam, great dr. surgeon, and bedside manner. Made you feel like you were his only patient. WONDERFUL DR.!

Love **Dr Damron**.

12E - Dr. Seidberg, Dr. Newmyer, Dr. Fernandez, Dr. Hanley were exceptional!

5B – Dr. Sidebottom. Explained what he was going to do. How long and after surgery.

Dr. Bratslavsky kept my wife informed throughout my surgery at least 3 times.

Upstate Cardiology – Dr. Liu is very pleasant, thorough, and explains everything clearly.

Medicine Subspecialties – Dr. Leggat is always pleasant, concerned and never fluffs me or my problems off. Total PEACH

I was impressed with **Dr Shawkat**, he was very nice and went over my films with me and explained situation in a way that was easy to understand. Put me at ease about my condition and possible differential diagnoses.

Joslin – I travel from Utica to see **Dr. DeSimone**. Her knowledge, her dedication, her humanness, her joy and her communication skills are superb. I trust her.

Dr. Nadkarni always spends time going over results, his recommendations, & includes me in on any proposed changes in my prescriptions or treatment.

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Joslin – Dr Egbuon was very attentive and very thorough with questions and explanations. She took the time to get to know me, this was very much appreciated!

Dr. Kelly is the best! Patient, understanding and knowledgeable.

Dr. Penree - very knowledgeable & helpful with medication - suggested ... at Walmart to save me money.

Dental – Dr. Wanamaker... Thoroughly checked me out but very compassionate.

UHCC Neurology – Dr. Melissa Ko was very thorough; explained in detail the results of my tests; she took her time with me and answered each and every question! I appreciate everything Dr. Ko for me during my care.

Dr. Ko is an incredible doctor. I'm so happy she is the one treating me. She has so much knowledge and cares deeply about how I am doing and how I can improve. She listens to what I'm saying and gives great advice. She is a doctor but also feels like a mentor to me. My condition is stable because of her expertise and thorough care.

Urology – Dr. Shapiro is an awesome doctor follows up when he says he's going to. I definitely would recommend him to friends and family.

AP1 – Dr. Miro was kind, caring and considerate.

Upstate Outpatient Surgery Center – Dr Ginzburg is amazing.

Dr Li Anesthesia - was so helpful and really listened.

University Internists – I think Dr Frechette is an excellent doctor and wonderful diagnostician.

Dr Wani and Dr Lappin are caring responsive knowledgeable.

Dr Lappin listens extremely, is knowledgeable and skillful and responsive of my health care.

Wellspring Breast Center - Dr. Maryann Millar, she takes her time, explains, treat you with great care and respect.

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