

MORNING CMO REPORT

10.04.2017

FROM THE DESK OF:
Anthony P. Weiss, MD, Chief Medical Officer,
Associate Dean for Clinical Affairs,
Upstate University Hospital

UPSTATE
UNIVERSITY HOSPITAL

Mobile Observation Team

[Applies to All Physicians](#)

As part of our efforts to improve hospital throughput and enhance capacity, the hospital has teamed up with the Department of Medicine to create a mobile Observation Team. The team is led by Housam Hegazy, MD, and is fully staffed (NP, resident, UM Nurse) from 8 am until 4 pm weekdays and will be actively discharging observation patients as soon as possible including discharging patients from the ED and transferring to Community Campus and taking care of ED boarding patients. It will also work closely with the ED attending to improve the throughput. After 4 pm the team will not be staffed at this time – we are working to expand to 24/7 coverage.

I want to thank Dr. Hegazy and the Department of Medicine for their initiative in getting this launched. Early returns have been very positive.

New Regional Respiratory Panel

[Applies to Downtown Physicians](#)

The Northeast Panel for allergy testing has been deactivated as of 9/21/2017. It has been replaced with the **Regional Respiratory Panel** that allows testing for all the allergens present in the Northeast Panel except for weed/plantain, and offers a much wider allergen testing repertoire.

The EPIC code to order the **ARESP Panel** is **LAB8812**.

For specific information about this test, go to the Pathology Website, Staff Intranet Links, Test Directory. Extra volumes of blood may need to be collected for the Respiratory Panel as well as the other allergen panels. The minimum volumes are listed below:

- ARESP minimum 3 mL serum
- AZSP minimum 2 mL serum
- AZFD minimum 2 mL serum
- ANUT minimum 1 mL serum
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Please call the Christina Essig, Supervisor of the UPL Lab, at 464-4883, if you have any questions or concerns.

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Outstanding Physician Comments

[Applies to All Physicians](#)

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:

4N at Community Campus – Dr. Resetarits took time to explain his reasoning on his intentions.

Emergency Department – Dr. Knudsen was very nice and to the point, listened to my history.

Interventional Radiology – Dr. Latzman – very helpful, kind and wonderful!

8F - Dr. Bhatta excellent!

7A - Dr. Mike Sun does amazing work.

5B - Dr. Wing is the best.

5W Inpatient Psychiatry- Dr. Khan - very concerned for my well-being.

Adolescent Medicine- Dr. Teelin - the best! I love the quick email replies.

I absolutely love **Dr. Teelin**. She's so helpful has great communication and shows that she actually cares.

Dr. Teelin is great and patient oriented. Best doctor I've had always listens to me.

Dr. Teelin she's very easy going and understanding.

Hyperbaric – Dr. Heyboer is a very compassionate doctor who is excellent at what he does and has a great bedside manner.

Dr. Santiago very friendly explained present condition and future procedures very clearly felt very comfortable and glad to have **Dr. Santiago** as my doctor

Palliative Care – Dr. Pasniciuc not only genuinely cares about health and well-being, but apologized for me waiting in the waiting room because I was a 1/2 hour early. He cares about everything, listens well and has great solutions. He comforts me and treats me so well.

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Breast Care Program – Dr. Keeney mapped out my treatment on a piece of paper for me. This made it easier for me to understand my plan and explain it to others.

Center for Children’s Surgery – Very pleased with **Dr. Beg**.

Genetics –Dr. Morris was PHENOMINAL!!!!

Dr. Morris was very warm and wonderful at explaining everything.

Upstate Pediatric & Adolescent Center – Dr. Nancy Mitchell is a very good doctor with kids. I would recommend her to anyone who asked for a good children doctor.

Dr. Nimeh. He is great at his work. He like family to us.

Dr. Sveen is very detailed in her words when talking to us. We love her!

Radiology @ Community Campus - Dr. Latzman very helpful and kind, wonderful

Surgery Center @ Community Campus - Dr. Todd Battaglia was great at making our son feel comfortable. Outstanding bedside manner. Explained very clearly what he was doing and what we could expect.

Vascular Surgery Clinic – Dr. Surowiec is awesome

Medicine Subspecialties - Dr. Bonilla is a fantastic doctor.

Dr. Kato is the best provider I see he listens, and is concern of my well-being.

Dr. Neupane has been my rheumatologist for several years and he is very attentive and sympathetic.

Dr. Shahnawaz is great. She is compassionate and explains everything as she's going along.

Dr. Neupane is wonderful! Spends time with you, and does not make you feel rushed. He gives credence to

what you have to say.

Breast Care Center - Dr. Lai was very patient, understanding, and informative.

Dr. Lai was very caring. She explained follow up care and why.

Dr. Albert is one of the best I've ever had he's a nice man I trust him.

Urology at Community Campus – Dr. Khanna was excellent in all aspects of my office visit.

I like **Dr. Khanna's** approach to me as a patient and his explanations, he looks you in the eye.

Dr. Khanna is a very compassionate doctor. He was very knowledgeable about my case.

Dr. Khanna. He listens

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Upstate Urology - Dr. Byler - very clear and detailed oriented regarding my upcoming surgery. **Dr. Makhuli** utilizes his decades of experience to administer excellent quality health care with warmth and caring.

UHCC Neurology – I am fortunate to have **Dr. Bradshaw** as a health care provider to assist me with my neurological problems. She cares about me as a person and not just about my symptoms. She asks good questions and offers ideas she believes will be best for my health. She is kind and respectful and she does all she can to help me deal with a difficult neurological diagnosis. I am fortunate to be one of Dr. Bradshaw's patients.

Dr. Beach, he is pleasant and respectful. He is an excellent listener.

Dr. Jubelt. His patient care is exemplary.

Dr. Jubelt is a wonderful doctor and I cannot say enough good things about him.

Dr. Jubelt is a wonderful doctor. He is the only doctor I have ever had such an open, trusting relationship. I dread the day I receive news he will retire.

Dr. Luis Mejico is always very impressive.

Dr. Mejico is always attentive & easy to talk to & understand. I have recommended him to friends.

Dr. Mejico made me feel relaxed and easy to talk to.

I trust **Dr. Young** to always have my care and best interest.

Joslin - Dr. Hopkins & wonderful. She makes me feel very comfortable.

Dr. Dhaliwal is extremely knowledgeable and caring.

Dr. Dhaliwal is very thorough of explaining my care plan and answering my questions. She is one of the best doctors who really pay attention to patient's medical need and spend time with patient.

Dr. Feuerstein always impresses me, she listens to what you have to say, lets you take part in your own treatment and talks to you like a real person.

University Geriatricians - Dr. Berg is a very warm person and witty. She steers me in the right direction.

Dr. Andrea Berg. She's clearly very smart, has a great wit, helps me come to my own conclusion about what I should be doing about my health. She is also very warm, in her willingness to touch me and hug me. Medicine is not all science. A great deal is art and human interaction.

Dr. Berg! She is just an amazing clinician.

University Internists - Dr. Wani is great and skilled. I am very satisfied with my care.

DR GARG – AWESOME.

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Dr. Swarnkar has been my primary care provider for many years now. I couldn't be happier with the care and treatment I receive from her. In addition to being an excellent, thorough doctor, she is kind, thoughtful, empathetic and has a great sense of humor. I don't think anyone enjoys going to the doctor, but she puts me at ease and certainly makes it as pleasant as possible.

Dr. Garg is the best.

Dr. Frechette is a knowledgeable physician who has an outstanding bedside manner. I always feel he has my best interests in mind and he has a pleasant approach to addressing any medical needs that I have.

Dr. Lappin is a great provider.

Family Medicine - Dr. Greenwald is so thorough at every visit. He cares about each patient and provides excellent care to each and every person regardless of how busy he is. I am 100% confident in him as my physician.

Dr. Elkins was very attentive to my concerns and took the time to answer my questions without making me feel silly.

Dr. Bailey is one of the best doctors I have had in my life. Always a professional and very understanding.

University Center for Vision Care - Dr. Swan took the time to answer all of our questions and concerns. My husband and I both had appointments. Very informative! ABSOLUTELY RECOMMEND DR. SWAN!

University Cardiology - Dr. Carhart was wonderful.

Dr. Carhart. He always listens to my concerns, responds in a manner that addresses them and I leave feeling encouraged.

Dr. Carhart is an excellent doctor.

Adult Medicine - Dr. Farah is outstanding in the clinic setting and a very caring physician -- remarkable that he is also able to work with medical students while taking very good care of patients.

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