

# MORNING CMO REPORT

10.12.2016

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

**UPSTATE**  
UNIVERSITY HOSPITAL

## 1<sup>st</sup> Annual Care Provider Patient Experience Awards [Applies to All Physicians](#)

Awards  
Informational

It is with great pleasure that I announce the recipients of the 1<sup>st</sup> Annual Care Provider Patient Experience Awards. The winners were selected for this award based upon having a percentile ranking score of 95% or above on the Press Ganey patient satisfaction surveys for July 2015 – June 2016.

We will be celebrating their accomplishment at the Upstate University Hospital Medical staff Annual Meeting and Dinner on **Tuesday, October 18, 2016 at 6:00pm at the 9<sup>th</sup> Floor Cafeteria, Weiskotten Hall.**

Congratulations to all the winners.

Hans Cassagnol, MD, MMM, FACOG  
Chief Quality Officer

<b><u>Outstanding Performers</u></b> <b>(Top 1%tile)</b>	<b><u>Top Performers</u></b> <b>(equal to or greater than the</b> <b>95%tile)</b>
Dhaliwal, Ruban Jubelt, Burk King, Richard J Palamino, Kathryn E Riddell, Jonathan V Smith, Patrick B Trussell, J C	Adcock, Patrick R Albert, Scott P Blue, Rebecca S Bratslavsky, Gennady Cantor, Richard M Gajra, Ajeet Halleran, David R Heagle Bahn, Christine Linsky, William M McDonald, Matthew D Ripich, Gregory G Tisser, Andrew Wallen, Jason M

**ALERT**-Highest priority emergency communication; warrants immediate action or attention by the recipient.

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

**ADVISORY**-Provides very important information for a specific incident or situation that does not require immediate action.

**UPDATES TO ALERTS AND ADVISORIES**-Provides updated information regarding an incident or situation; unlikely to require immediate action.

**INFORMATIONAL MESSAGE**-Provides timely information, important for review or serves as a reminder for an action that should be taken.

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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 UH** – Dr. Mangano was excellent, very caring and concerned. He took time to explain everything to me and what to expect. Dr. Mangano was very personable and professional; he did an excellent job.

**Emergency Department CC** – Dr. Blue was one of the best doctors I've ever had. I felt very comfortable under her care. Dr. Blue kept me well informed and was very fast and caring towards my family and I.

**I/P Pediatrics**– Dr. Beg was great!

**Dental Service**– Dr. Smith was very helpful and cheerful.

**University Cardiology** – Dr. Carhart is an awesome doctor. Very friendly and always smiling when he enters the room.

**Upstate Urology** – Dr. Nikolavsky is very helpful, friendly and well informed.

**Upstate Pediatrics** – We love Dr. Sisskind. She makes me feel like I have the best and healthy perfect daughter.

Dr. Schurman is very gentle and kind.

Dr. Schurman is terrific!

Dr. Schurman is the best; so easy to talk to.

**Surgery UH** – I cannot express in words how impressed I was with Dr. Constanza. I feel comfortable and safe knowing my surgery will be done by Dr. Constanza.

**5W Inpatient Psychiatry** – Dr. Reyes, always on time with her words!

**Hepatobiliary Clinic** - Dr. Jain made me feel very comfortable during a stressful time.

**Surgery Center CG** – Dr. Paonessa is a rare find.

Dr. Jessica Paonessa a young star.

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**Thoracic Oncology Center** – Dr. Gajra was very caring and professional. He answered all my questions.

Dr Scalzetti performed my needle biopsy and was excellent. He also explained everything as he was performing the procedure.

**7A** – Dr. Harley was far and above in skill and concern.

**8F** – Dr. Bhatta is great!

**Medicine Subspecialties** – Dr Neupane is amazing.

Dr. Neupane is very thorough and kind. Pleasant and knowledgeable. Any email sent to him is answered promptly and he always calls me back.

**University Center for Vision Care** – Dr. Alpert and his staff have handled my eye surgery and follow up visits in a caring and professional manner.

**Surgery Harrison Center** - Dr. Dolinak – interested, professional, knowledgeable caring. I would highly recommend her as a burn specialist.

**University Cardiology** Dr. Mookherjee because he cares. He gets right to the point.

**3West** - Dr. Kahn was objective and cheerful in the emergency room and in the hospital. He answered questions and gave information knowledgeably.

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