

MORNING CMO REPORT

02.15.2017

FROM THE DESK OF:

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

UPSTATE
UNIVERSITY HOSPITAL

2nd Floor Adult ED Back Doors

Applies to All Physicians

ED Doors
Advisory

Be advised that the 2nd floor Adult ED back doors will be locked at all times effective 2/20/17 at 0800. All UH staff/Providers can enter or exit the ED by using their badge on the card reader at the entryway. All Patients and Visitors wishing to enter or exit the ED will need to use the video intercom system answered by UPD staff. Intercoms and Card readers are clearly marked near the doorways.

The need for locking the doors is to enhance safety and security for staff and patients in the ED and the Hospital. The doors are being locked to provide security and restrict access to the ED and the Hospital. Currently, there is unrestricted access to the whole hospital by anyone who enters through the ED. Also, when the ED goes on lock down, UPD has to provide extra manpower to secure the back entrance of the ED to provide safety to staff and patients.

This should not impede anyone's access into the ED. All Staff have badge access, and there is 24/7 coverage of the video intercom by UPD staff, as well, who can allow anyone entry as needed.

ECMO Service

Applies to All Physicians

ECMO
Advisory

In response to expanded indications and advances in technology, Upstate University Hospital has invested in expanding its ECMO capabilities. While both adult and pediatric ECMO are currently available at Upstate, we are working to expand these services into a robust, more widely available program. In preparation, the hospital has purchased two state-of-the-art CardioHelp devices and new temperature management devices. We will be rolling out education regarding the expanded indications for ECMO therapy to increase awareness of potential ECMO candidates.

Following a national model for this service, we are training a specialized team of experienced critical care nurses and respiratory therapists as ECMO Specialists to work in conjunction with our perfusionists to provide bedside ECMO care for these patients. Dr. Chris Tanski has been appointed as the Medical Director for the ECMO service. Dr. Robert Dunton is closely involved as our Chief of Cardiac Surgery. Starting March 1st, we will transition from adult ECMO consults being obtained through cardiac surgery to a call service for our new ECMO team. The on-call attending for ECMO will take all new consults and work with our cannulating providers to initiate and provide ECMO treatment. Please look for these changes in Amion starting March 1st.

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U-Turn Education Reminder

Applies to All Physicians

U-Turn
Informational

U-Turn Pathway to Resolution Model..."Can We U-Turn this Conversation"

Upstate has created a verbal tool to be used among caregivers to recognize and resolve conflict during stressful situations. This model is consistent with creating exceptional patient experiences, a healthy work environment and encourages professionals to resolve conflict before it escalates.

The U-Turn Pathway to Resolution consists of "Grey", "Green" and "Yellow" Zone conversations that focus on finding solutions.

The Green Zone is a conversation that's not started off or going well where one or both people ask, "can we u-turn" that/this conversation

The Yellow Zone is where two employees are asking their managers for help or seek mediation

The Grey Zone is a conversation in front of a patient and meant to simply make people aware of tone etc.

More information regarding the U-turn Model, including videos of each zone, and frequently asked questions is available on the U-Turn website: <http://www.upstate.edu/uturn/intra/>

Outstanding Physician Comments

Applies to All Physicians

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:

6th floor - Community Campus – Dr. Khan took care of my father and was great to my dad and just as good to me.

3West - Community Campus – Dr. Azer was great.

Emergency Department – Dr. Hess was very good; sympathetic to my condition.

Emergency Department –Dr. Stack was very caring and compassionate and kept us updated on the status of my tests and consults.

9E – Dr. Masoud; he was very attentive and explained in detail.

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10G – Dr. Jain was very kind and compassionate during a scary time. Very impressed by his demeanor and skill as a surgeon.

Medicine Subspecialties – Dr. Yu always remembers me and I always feel very confident about her. She takes time to consider my concerns and I certainly value her expert opinions.

Dr. Neupane is very good with me.

Dr. Chakravarty was just excellent. He's a great communicator, really listens and takes genuine interest in you. I've had great interaction with him over the past few years and will miss him - he's moving on in his rotation in a few months.

Dr Mana is very knowledgeable and a great provider of health care for my disease. His staff also knowledge and follow thru with his orders. I am happy with him and feel he is on top of my disease issues.

Dr. Sah took so much time with me and I cannot thank him enough... Prior to my sister and I leaving he made sure we completely understood the medical issues and how the Sarcoidosis Clinic worked. He also took the time to explain and make sure I had no questions about the new medicine he was placing me on. It was such a good visit.

Dr Leggat always kind, concerned and helpful. Awesome 'bedside' manner.

Dr. Kato was very kind.

UHCC Neurology – Dr. Prasad; I have the utmost respect for him.

Dr. Mejico is the finest, kindest, most concerned, most intelligent, most informed and helpful doctor I have ever had. He is current with the latest information on my condition. He explains any new breakthroughs and information about my never ending vertigo, keeping me up to date on new information and technology that will help me maintain a level of "normalcy." I think he deserves a raise!

Dr. El Dokla explained everything so well. He made me feel like my problem was important. I really appreciate his concern.

Dr. Izadyar...he is very caring and helpful...listens very well

Dr Duleep personable, informative, compassionate.

Dr. Young is very knowledgeable, kind, and patiently answers questions.

Dr Singh- he was thoughtful, knowledgeable, and very clear and understandable. I felt his concern regarding various health issues I face. He personally followed up after my visit.

Dr. Simionescu. She was incredible. She spent a great deal of time with me after Dr. Anwar saw me. She listened like no other neurologist has listened to me before. She gave me some information to follow up on. I would like her to become my regular neurologist.

ENT – Dr. Wood listens & advises. We have much faith in him providing the best support for our child. Excellent care!

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University Geriatricians – Dr. Berg truly worked to HELP; truly cared.

Dr. Berg is wonderful and always shows compassion for my mother. My mother always get upset when she has to go to these appointments but once Dr. Berg arrives she is all smiles and always leaves the appointment in a good mood.

Dr. C. Heagle-Bahn, she always is patient and kind while assessing my sister. She takes the time to explain any findings, invites questions, gives adequate time and attention during the appointment and provides an air of confidence and respect for my sister, her home care provider and myself.

Dr. Brangman is very impressive

University Cardiology – Dr. Bhatta is what you call a sweetheart. She is a great doctor and highly respected.

Dr. Szombathy - outstanding in all aspects of medical care.

Dr. Szombathy is outstanding medically, as a communicator, is highly intelligent, caring, the best MD I have ever had. He has saved my life

Dr Michiel- caring, concerned

Dr. Singh. He is a great doctor.

Dr. Carhart is one of the best physicians I've known.

Dr Chaudhuri is an excellent physician and an outstanding person!

Joslin Center – Dr. Kelly is a kind hearted person that genuinely takes pride in her profession.

Dr. Jennifer Kelly is a great doctor and a kind person

I love seeing **Dr. Hopkins** and have recommended her to others who visit Joslin.

Dr. Izquierdo is a great doctor and a wonderful human being.

Dr. Izquierdo always impresses me with his knowledge and caring for his patients.

Dr. Nadkarni was very thorough in explaining my blood test results and why the results may be what they were. He was also thorough in explaining my options for treatment and why he recommended what he did. He is one of very few physicians that impressed me with their level of care and kindness. I wish more doctors were like him.

Surgery Harrison Center – Dr. Dolinak - calm, friendly manner, listened, answered questions; made me feel at ease and more positive regarding my prognosis and progress.

Transplant Center – Dr. Leggat is awesome.

I went to see **Dr Vikram** with specific question and they were all answered with excellent explanations. I like his manner very much.

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Upstate Urology – Dr. Bratslavsky is a great doctor.

Dr Byler he is a great doctor

Dr Oleg is a professional and would highly recommend him/his office

Dr. Ginzburg was very friendly and professional-definitely an asset to the upstate team

Dr. Ginzberg. She never made me feel rushed and she answered every question completely and didn't make me feel I was asking foolish questions

Adult Medicine – Dr. Farah is an outstanding dermatologist in every way, he does skin checks thoroughly, he is excellent. I recommend him any time anyone I know brings up skin concerns. I'm privileged to have him as my dermatologist

Gamma Knife – Doctors Lacombe and Hall explained everything in detail and put me at ease during the procedure.

Hepatobiliary Clinic – Dr Kittur, Dr Jain and Dr Mark and the entire staff were wonderful. Explained all and listened to my concerns.

O/P Neuropsychology – I was very happy with **Dr. Carone.** I liked him a lot

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