

MORNING CMO REPORT

08.03.2016

FROM THE DESK OF:
Anthony P. Weiss, MD, Chief Medical Officer,
Associate Dean for Clinical Affairs,
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UPSTATE
UNIVERSITY HOSPITAL

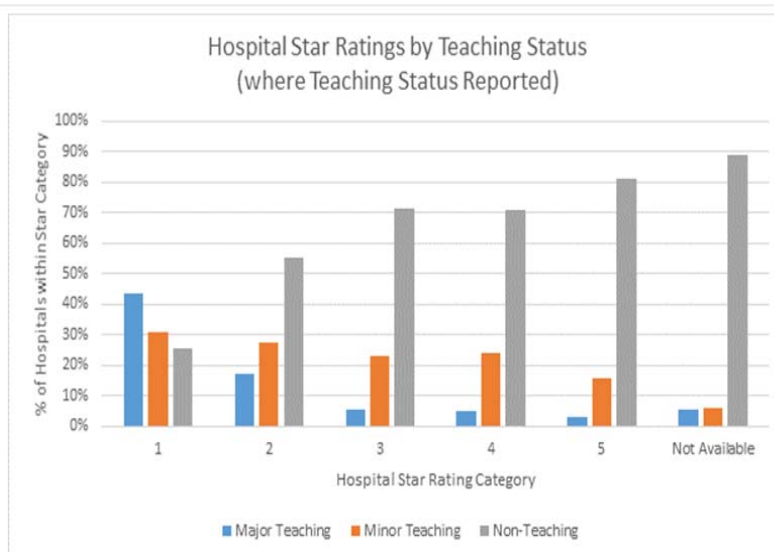
CMS Releases Hospital Compare Star Ratings

Applies to All Physicians

Star Ratings
Advisory

Last week, the Centers for Medicare and Medicaid Services (CMS) released their hospital compare star ratings. As you may have seen in the local paper, Upstate received a 1-star rating (out of a possible 5). This result may seem surprising, given our recent improvement in a number of key quality meters. I'd like to take a moment to put this into context.

The ratings were delayed in their release, in part because of vehement opposition from groups like the American Hospital Association (AHA) and the Association of American Medical Colleges (AAMC), which raised concerns regarding the validity of this star rating approach.



Key points are:

1. No one is happy with being a one star hospital, and we are identifying the key issues that would allow us to improve. Reducing our pressure ulcer rates, and improving physician communication (with each other and with patients) are important areas that need improvement.
2. Many of the areas where we were deficient have already improved, but given the data they are using dates back to 2012, it will be a couple of years before we see real change in our star number. For example, our observed to expected mortality has dropped by about 50% within the past 18 months.

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

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3. The ratings are really flawed, for two major (and many minor) reasons: the methodology of calculating the star number is opaque and the mechanism (as best as we can tell) does not risk adjust for severity of illness or SES.

4. As a result, academic centers are disproportionately low in the ratings (1 or 2 stars) and small community hospitals have high ratings. Johns Hopkins is a two-star hospital. Smaller hospitals tend to rate higher: Adirondack Medical Center in Saranac Lake is a four-star hospital. The chart from AAMC demonstrates exactly this phenomenon.

All in all, I still believe we are on the right path to improvement, though we will need to think together about how to move the needle on some measures like physician communication. More on this in the weeks and months ahead.

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:

Pediatric Emergency Department – Dr. Bennett was very courteous and always reassured me that everything will be okay. She did an excellent job with high professionalism.

5A – Dr. Hassan always took time to explain what he was going to do. Always was very caring and always had a smile and listen to me.

8F – Dr. Anghel is a wonderful doctor; he's very intelligent, caring and has an amazing bedside manner. I wouldn't be here today if it wasn't for him.

5W Inpatient Psychiatry – Dr. Khan was extremely patient and receptive to my input in regards to my treatment.

Cardiac Rehab – Dr. Carhart, Denise Pudney and Erin Pieklik. The cohesive teamwork and obvious respect these three professionals have for one another is reflected in the quality of care they provide. They are knowledgeable, very aware of each patient's subtle shifts physically and emotionally. Whatever could be done to calm an anxious patient, to encourage us to push through when we didn't think we could and to cheer us on in our accomplishments, was done. They are gracious. They are kind and

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compassionate and most of all true examples of the best in medical professionalism. Please take as good care of them as they have of us.

Surgery Center CG – Dr. Paonessa is a young star.

Dr. Paonessa is brilliant, kind, thorough

Vascular Surgery Clinic – Dr. Scott has a very nice professional manner and explains things you ask in layman terms.

Breast Care Center – Dr. Albert is very good.

Surgery – Harrison Center – Dr. Dolinak very pleased, down to earth, good beside manner.

University Geriatricians – So happy we found Dr. Berg .

I would not trade another doctor for Dr. Bishop. She is the greatest; had her for ten years. Very caring, lots of concern.

Inpatient at Community – Dr. Sherman and his team work so good together and I am well pleased. Dr. Sherman, who performed the surgery on my right hip, has to be commended on his surgical knowledge & abilities. He even took the time to explain the surgical procedure to me in a way that I could understand. Dr. Sherman & his team work together not only in the medical procedures, but to make a person comfortable & confident that all will be well.

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