

MORNING CMO REPORT

03.21.2018

FROM THE DESK OF:

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

UPSTATE
UNIVERSITY HOSPITAL

Free Buprenorphine Waiver Training

Applies to All Physicians

The NYSDOH AIDS Institute and Onondaga County Health Department are hosting a Free Buprenorphine Waiver Eligibility Training for Clinical Providers (Physicians, Nurse Practitioners, Physician Assistants, and Medical Residents) on Saturday, April 21, 2018 from 8:00 am to 1:00 pm at SUNY Upstate Medical University, Room 3509 – 3510 Setnor Academic Building.

For more information or to register online please visit: <http://events.eventzilla.net/e/42118-buprenorphine-waiver-eligibility-training-for-clinical-providers-onondaga-county-2138937833>

Registration closes on April 18, 2018 at 12:00 pm.

Upcoming NYSDOH Spring/Summer Waiver Trainings include:

- April 28th: Schenectedy County
- May 5th: Columbia County
- June 2nd: Sullivan County
- June 23rd: Dutchess County
- Dates TBD: Westchester County, Broome County, Long Island

For more information about NYSDOH Buprenorphine related training, mentoring, coaching, technical assistance and more, please contact 1-800-692-8528 or email: <mailto:buprenorphine@health.ny.gov>

For more information about the Clinical Education Initiative and their opioid resources, please visit: <https://ceitraining.org/resources/opioid/>.

Upstate Grateful Patients Celebrate National Doctors' Day

Applies to All Physicians

As part of the Grateful Patient and Family Program, Upstate Foundation is celebrating National Doctors' Day on March 30, 2018 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. Mr. Steven Scott, Chief Executive Officer, Upstate University Hospital and I participate in this wonderful opportunity to connect with Upstate patients by co-signing the Doctors' Day letter that is sent to Upstate patients served in the previous year. In addition to a celebratory banner and signage throughout both the Downtown and Community campuses, on March 27th – March 30th, Upstate Foundation staff hand-deliver hundreds of compelling handwritten thank you notes from grateful patients, with a certificate of appreciation honoring our doctors. Thank you all for making a difference in our patients lives.

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Coming Soon to Employee/Student Health

Applies to All Physicians

Secure remote access via portal to:

- Schedule appointments for Annual Health Assessment
- Complete Annual Health Assessment Questionnaire
- Complete optional, anonymous surveys
- Access immunization/titers records
- Upload information, such as influenza vaccine documentation, directly to your Employee/Student Health record
- Communicate securely with Employee/Student Health

As we strive to best serve our community, we ask for your

Patience during this transition
Anticipation with respect to individual compliance obligation
Cooperation with team members providing these services and
Timely feedback about your experience

Employee/Student Health looks forward to providing an optimal and efficient experience for all those we serve.

*Confidential health information is secure and distinct from Upstate's EPIC system and is only accessible to those designated in the Employee/Student Health office and the individual employee or student via a secure, encrypted password protected portal.

Outstanding Physician Comments

Applies to All Physicians

Below are this week's comments from grateful patients receiving care on the units and clinics at Upstate:

Endoscopy: Dr. Dhruv Lowe – amazing, listened to my concern, made my experience pain free, very relaxing, and I felt so informed. I want to thank him for his kindness and patience. **Dr. Dhruv Lowe** – understanding and kind.

Pediatrics ED: Dr. Tyler Greenfield checked on us in between treatment to make sure we were comfortable and discussed pain management options with us.

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Radiation Oncology: Dr. Seung Shin Hahn took the time to thoroughly explain what was happening, how he was treating, and next steps. Dr. Weidong Li was also informative and compassionate!

12E: Dr. John Andrade went above and beyond with time he spent, diagnostics, explanation, and overall concern for our baby – can't say enough good things!

Medicine Subspecialties: Dr. Eduardo Bonilla knows my history, diagnosis, has done an amazing amount of work to get my symptoms under control and I feel better than I have in years – thank you. Dr. Jianghong Yu is always pleasant and has a friendly smile, she is never in a hurry and always answers all my questions. Dr. Andras Perl is such an excellent physician, I would and do highly recommend him!! Dr. Zainab Shahnawaz – great! She did take time not only to listen but she also did spend time for counseling/education about my condition, medications, and procedure.

University Center for Vision Care: Dr. Robert Swan has always been very helpful with my eye condition, provides the best care, is always there for me, takes his time and listens to my concerns – without him I don't know what I would do, the best! Dr. Robert Swan explained everything as he examined my eyes.

UHCC – Neurology: Dr. Michael Vertino is the most caring and knowledgeable doctor I have ever worked with! Dr. Michael Vertino – very caring, very knowledgeable. Dr. Hesham Masoud is fantastic, needs to be cloned! Dr. Hesham Masoud is an incredible doctor and person, he takes the time to listen and explains everything very well. Dr. Anuradha Duleep is a very thorough human being and professional, with a lot of attention to details. The first time I visited with Dr. Anuradha Duleep, I was impressed by the medical care she offered, by her attention and explanations, she helped me a lot to understand my medical condition, pain and possible treatment – I thank her. Dr. Sulada Kanchana – open, friendly, concerned and spends as much time with my wife and I as we require. Dr. Deborah Bradshaw – very knowledgeable and very approachable.

Adult Medicine: Dr. Ramsay Farah is outstanding!

University Cardiology: Dr. Robert Carhart – superb! Dr. Robert Carhart is great, I have recommended him to several friends that were very happy. Dr. Robert Carhart – love, best doctor, listens to my concerns and best of all he laughs at my jokes. Dr. Robert Carhart is always very kind and takes as much time with you as you need. Dr. Robert Carhart – his responsibility to my care is unbelievable professional. Dr. Robert Carhart – always answers any concerns I have about my medical issues. Dr. Debanik Chaudhuri – warm, inviting, listened to my clinical concerns, took the time to explain everything to me, and is a wonderful asset to your practice. Dr. Hani Kozman – great!

University Internists: Dr. George Gluz – very caring and knowledgeable doctor, takes time to listen and is very thorough. This was my first time meeting with Dr. Dana Savici and she was GREAT! Super nice and easy to talk with and she really took her time with asking questions to figure out what was going on. I am looking forward to meeting with her again. I am very thankful for all Dr. Barbara Krenzer does to help, very confident she has my best interest when discussing issues. Dr. Barbara Krenzer is a knowledgeable and sensitive doctor

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who listens intently and responds in a most understandable way, I am fortunate to have her as my internist.
Dr. Suman Swarnkar – wonderful health care provider!!!

University Geriatricians: **Dr. Sharon Brangman** – exceptional care and always a very informative, supportive and empowering visit. **Dr. Sharon Brangman** is a phenomenal provider who delivers exceptional patient friendly care, we always leave her visit feeling cared for, heard, and full of additional information to help us help ourselves.

Family Medicine: **Dr. Kaushal Nanavati** – the best! **Dr. Kaushal Nanavati** – caring and very personable, always listens to my problems and is ready to help. **Dr. Kaushal Nanavati** always is very caring, always concerned, and always willing to give one that extra attention that a person needs. **Dr. Kaushal Nanavati** – love! He always goes out of his way to encompass all aspects of your life with regards to your overall health, and to listen and answer all your concerns and questions. **Dr. Kaushal Nanavati** is the best! **Dr. Cinthia Elkins** – thank you for all the wonderful care you provided for my entire family. **Dr. Cinthia Elkins** – impressed me from the very first visit by observing, listening, acting and caring. **Dr. Cinthia Elkins** made sure all my questions and concerns were always handled with care. **Dr. James Greenwald** has gone above and beyond in helping me care for my elderly parent! **Dr. James Greenwald** always treats me and my medical care with the greatest care and skill possible – the best! **Dr. Heather Finn** is the best provider, she always goes above and beyond to help me towards my goals.

Surgery – UH: **Dr. Palma Shaw** – concerned and professional.

Urology: **Dr. Stephen Blakely** has great bedside manners and is very competent in his practice.

05B: **Dr. Joseph Jacob** – awesome doctor and you are lucky to have him, as was I. **Dr. Rakesh Kahanna** – thank you! **Dr. Roseanna Guzman** – **Curtis** took extra time to explain everything to my wife which made her more at ease.

09G: **Dr. Hesham Masoud** – excellent, explained test results and answered my questions.

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