

MORNING CMO REPORT

FROM THE DESK OF

Amy Tucker, MD, MHCM, Interim Chief Medical Officer, Upstate University Hospital
Associate Dean for Clinical Affairs, College of Medicine
Vice President, Ambulatory Services and Population Health, Upstate Medical University

UPSTATE
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JULY 2018

TIP: Clinical Documentation Improvement (CDI)

Applies to All Physicians

Your monthly tip from Dr. Emily Albert and Dr. Ali Khan, Co-Directors, Clinical Documentation Improvement (CDI)...

Spotlight on sepsis documentation. This is an IMPORTANT one. Please remember to differentiate between sepsis and local infection by documenting the clinical findings that support sepsis (more than just SIRS – include organ dysfunction, elevated lactate, etc.) and link to sepsis as the cause. Document the treatment AND the response to treatment. If your patient improves more quickly than you would expect for sepsis, it's OK to document "sepsis ruled out" in a subsequent note. Any questions or comments, please contact the Clinical Documentation (CDI) team at (315) 464-5455.

Refresher on previous tips:

MAY: Document DNR/DNI status on admission and POA if appropriate.

Nephrology without Fellows

Applies to All Physicians

A message from Dr. Stephen Knohl, Professor of Medicine, Program Director and Vice Chair for Education, Department of Medicine; and Interim Chief, Division of Nephrology...

The Division of Nephrology will be without fellows beginning July 1, 2018. While the division remains committed to full general and transplant nephrology support at our Downtown Campus 24/7/365, the division will be unable to support consult requests from our Community Campus 6 pm – 6 am daily. A synopsis of coverage for each campus is as follows beginning July 1, 2018:

- * Consults between 6 am – 6 pm for each campus should be called to the appropriate nephrology attending (as indicated on Amion)
- * From 6 pm – 6 am at the Downtown Campus, please limit calls to the night-covering nephrologist to those for urgent consults, such as a patient in need of urgent dialysis or a patient being admitted for a deceased donor transplant. Non-urgent Downtown Campus consults should be called after 6 am.
- * If a Community Campus patient is in need of an urgent nephrology consult between 6 pm – 6 am, the patient will require transfer to the Downtown Campus; all other Community Campus consult requests should be called after 6 am.

The division is working on fellow recruitment and will provide an update on coverage should staffing issues change.

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Human Trafficking Education

Applies to All Physicians

Reason for Education: New Public Health Law 2805-Y-Identification and assessment of human trafficking victims.

Start Date: 6/4/2018

Policy(s):

Hospital Administrative Manual V-11 Victims of Violence, Abuse, or Neglect
<https://upstate.ellucid.com/documents/view/1357>

Hospital/Administrative Manual P-46 Patient Consent for Photography or Other Visual or Audio Recordings by Upstate Staff
<https://upstate.ellucid.com/documents/view/1308>

Education Packet: <http://www.upstate.edu/medstaff/pdf/HumanTrafficking.pdf>

Post-Test: <http://www.upstate.edu/cgi-bin/QuizTest/quiztest.cgi?humantraffickingeducationposttest>

Education Deadline: July 31, 2018

NYSDOH Buprenorphine Waiver Trainings

Applies to All Physicians

A message from Dr. Ross Sullivan, Assistant Professor of Medicine, Director of Medical Toxicology and Dr. Housam Hegazy, Medical Director of Hospital Medicine and Utilization Management...

In the spring of 2018, the NYSDOH sponsored buprenorphine waiver training at Upstate University Hospital. Approximately 40 medical practitioners, including several faculty members from the Department of Medicine, attended and received their waiver to prescribe. All hospitalists are expected to complete the training by August 2018.

Dr. Ross Sullivan, Director of Medical Toxicology, is a state-certified buprenorphine educator, and as such, can provide training on buprenorphine to medical professionals with an interest in becoming certified.

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Clinical Laboratory Services at Community Campus

Applies to All Physicians

Effective **Monday, July 23, 2018** Clinical Laboratory Services at Community Campus will be provided by Upstate Clinical Pathology Laboratory. **The lab location and phone numbers will not change.**

Here's what you need to know:

Transition Weekend

- Sunday, July 22nd at 22:00 Community Campus will go into a Lab Downtime Ordering Mode in EPIC
- Monday, July 23rd at 00:00 Community Campus goes online with Upstate Lab
- Orders on Sunday between 22:00 and 24:00 need to be on a Lab Alliance downtime requisition (available at Nurses' stations)

Ordering Lab Tests

- You will see very few changes in ordering lab tests
- Your current preference lists will be available in the Upstate Lab system
- Synonyms will be provided where appropriate to help find tests that have different descriptions
- Standing Orders and Future Orders created before 7/23 will be available in the Upstate Lab system
- If you have any problems with test codes please call the lab or enter as a miscellaneous test

Test Changes

- Upstate offers Troponin T. Troponin I will not be available (exception: iSTAT results will be Troponin I)
- Upstate offers ProBNP-NT only. BNP will not be available.
- Heparin Protocol is currently based on PTT results. Upstate uses anti-Xa unfractionated heparin level
- Drugs of Abuse Panel does **not** include Urine Alcohol. Urine Alcohol needs to be ordered separately.

Specimen Collection

There are a number of changes in blood tubes and culture media. Blackboard training will be provided to all Nursing staff from June 1st – 30th.

Test Results

- **REFERENCE RANGES MIGHT BE DIFFERENT**....[please check ranges in EPIC or on lab reports](#)
- Results for LACNY tests ordered before 7/23 will be available in the Upstate Lab system for several months

Pre-Op Testing

After July 23rd if patients go to a LACNY draw site for pre-op testing, the test results will NOT be available in EPIC. One way to avoid this situation is to direct patients to an Upstate draw site.

CG Patient Blood Draw Site

- An Upstate Blood Draw Site will open on July 23rd in Room 1257 (behind Patient Registration)
- Hours: Monday – Friday 8:00 am to 5:00 pm
- Some patients might have higher co-pays since this draw site is located within a hospital.

More information is available on our website at upstate.edu/pathology in the **Provider Quick Links** sidebar. If you have any questions or concerns, please call 315-464-3281 before 7/22. On or after 7/23, please call the main laboratory number **315-492-5531**.

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Pager Number for Newly-Diagnosed HIV patients

Applies to All Physicians

In compliance with the New York State Department of Health AIDS Institute standard of care for rapid HIV treatment initiation, providers are asked to use the following pager number to request a rapid appointment: 315-213-0225. The pager will be answered Monday through Friday from 8 am to 4:30 pm. Retention and adherence staff are available to meet with newly-diagnosed patients across campus. Patients transferring care from another provider should continue to call 315-464-5533. Question? Call Megan Brandt at 315-464-5537.

Changes to Medical Student Documentation

Applies to All Physicians

A message from Deborah Gregoire, Compliance Officer, Faculty Practice Plan....

In March of this year, the Centers for Medicare and Medicaid Services (CMS) made changes related to the participation of medical students in Evaluation and Management (E&M) services and the use of medical student documentation for professional billing purposes.

CMS changes indicate that medical student documentation may now be used to support professional services billed by the teaching physician. However, the teaching physician must verify in the medical record all medical student documentation or findings, including history, physical exam and/or medical decision making. The teaching physician must personally perform (or re-perform) the physical exam and medical decision making activities of the E&M service being billed by may verify any medical student documentation of them in the medical record, rather than re-documenting the work.

Discussions have taken place to evaluate how we can best accommodate this change. Changes will be required in EPIC to provide medical students with the ability to use the "progress note" note type allowing their documentation to be used by teaching physicians or residents and to allow the medical student notes to be included in our legal record.

Education will be necessary for medical students, residents and the teaching physicians on their expectations and required documentation. More information to follow on an implementation time frame and available education. If you have any questions, please contact Deb Gregoire in the Faculty Practice Plan Compliance Office at 315-464-4793 or via email.

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Tissue Transglutaminase IgG Antibody Levels (TTGG) Applies to All Physicians

A message from Dr. Sylva Bem, Director of Immunology and Theresa Haven, Supervisor, Immunology Laboratory...

The Immunology Laboratory would like to make all physicians aware that there will be a change to the algorithm currently being used to determine when Tissue Transglutaminase IgG antibody levels (TTGG) will be performed. Since going live with the Celiac Testing in 2012, the Tissue Transglutaminase IgG antibody (TTGG) would only be performed when the patient's serum IgA levels measured below the technical limit of the assay which is currently 5 mg/dL.

A review of current literature and the investigation of other reference laboratory algorithms have shown that a change needs to be made to our current algorithm. A new trigger has been established to be when the serum IgA level is less than age matched reference values.

The serum IgA reference ranges are listed below for your information.

Adults	70-400 mg/dL
Children and Juveniles	
0-1 year	0-83 mg/dL
1-3 years	20-100 mg/dL
4-6 years	27-195 mg/dL
7-9 years	34-305 mg/dL
10-11 years	53-204 mg/dL
12-13 years	58-358 mg/dL
14-15 years	47-249 mg/dL
16-19 years	61-348 mg/dL

These are established reference values determined by the CRM 470 Protein Standardization in 2013 and currently being used by the Chemistry Laboratory at Upstate Medical University.

The change went into effect beginning June 18, 2018. If you have any concerns or comments, please feel free to contact the Director of Immunology, Dr. Sylva Bem, at 315-464-6715 or by email at bems@upstate.edu.

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Video Monitoring System for Patients Who are a Safety Risk to Begin July 23, 2018 at the Downtown Campus

Applies to All Physicians

Goal: To improve patient safety while reducing costs related to sitter use

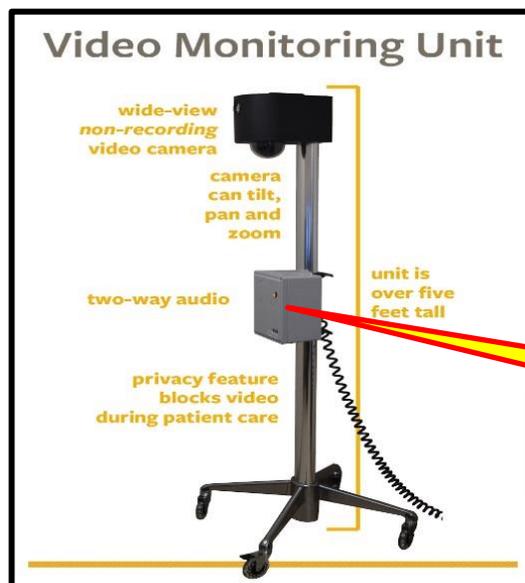
- Non-recording, wireless, Video Monitoring system to visually monitor patients who are a safety risk
- Technicians in a control room can continuously observe and talk with up to 12 patients in real time to re-direct them.
- Patients can be re-directed for a variety of safety reasons (pre-recorded messages in other languages are available).
- Monitor can be turned off for bathing, toileting, exams, other times requiring privacy.

Exclusion Criteria:

- > 85 years due to potential of causing confusion
- Suicidal patients at this time
- > 5 re-directions in 24 hours
- Behavioral problems
- Other criteria listed on workflow sheet in policy

What you need to know as the provider:

- You can turn the monitor off for exams, and private conversations. After completion of the privacy session remember to turn the monitor back on.
- There will be a sign inside/outside patient's room stating the patient is being video monitored.
- The nurse will decide if the patient needs video monitoring or if the patient requires a one-on-one sitter per policy guidelines.



Providers: When the light is on the pt is being monitored. Push this button to provide privacy. The light will turn off. Remember to turn it on again before leaving the room.

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ISO/DNV Readiness

Applies to All Physicians

Upstate University Hospital will be surveyed against the NEW ISO 9001: 2015 standards this summer 2018. Here is a short summary of what you should know and can be asked by a surveyor during the visit.

DNV-GL is Upstate's accrediting body.

- They come annually to survey us utilizing the Medical and Medicaid Conditions of Participation / NIAHO Standards and the ISO 9001: 2015 Standards.
- ISO 9001 is Quality Management System that utilizes best practice for achieving systematic high quality.

ISO 9001 has 3 "C's" as its main principles, they are:

- Provide Consistent service
- Improve patient/Customer satisfaction
- Continually improve the organization

ISO 9001 2015 has moved toward risk based thinking and supports the connection of quality management systems to an organization's process.

- Be prepared to describe how you identify, prevent, and document risk.

Upstate University Hospital's Quality Manual QM S-01:

- Is located within Medical Consultants Network (MCN), Upstate's Policy Management System
- The Quality Manual consists of the scope of our quality management system.

Upstate's ISO 9001 policies are located within MCN and includes:

- Control of Documents
- Control of Records
- Internal Audits
- Control of Non-Conforming Product
- Correction Action
- Preventive Action

Document Control

As part of ISO 9001 the "Control of Documents" policy and Hospital policy UW P-18, all policies and forms must be reviewed every 2 years except those required annually. You can always check a documents expiration in MCN under the "Approved Details".

- If a person needs to see/utilize a policy, they should always access MCN when the policy is needed.
- We should NOT have policies in binders, on bulletin boards, saved on desktops, posted in medication rooms or in lockers/desks for use at a later time.
- The most current version is only on MCN and that is the version we should always be practicing from.

Be able to describe two process/quality improvements that your area is working on. These can be referred to as: key process indicators and quality improvements.

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QUESTIONS:

1. ISO 9001 2015 is a Quality Management System that utilizes best practice for achieving systematic high quality that focuses on consistent care, customer (patient) satisfaction and continual improvement. **TRUE**
2. All areas should be clear of posted policies at all times. It is required that forms, policies and internal reference materials are to be reviewed every two years. Documents of external origin that are not being used to maintain the Quality Management System, control a process, provide instruction for direct patient care, or aid in maintaining compliance to a regulatory requirement are not considered within the scope of this document control procedure but must be kept up to date. Anything hung in a patient care area must be laminated or placed in a protective sleeve to be cleaned appropriately for infection control standards. **TRUE**
3. At University Hospital our Quality Governance Sub-Council is charged with overseeing the scope of the quality management system, however, all employees take part in the delivery of our quality management system (ISO, Quality Improvements). **TRUE**

Advanced Directives

Applies to All Physicians

Knowing our patients' wishes is paramount across all points of care. This includes the ambulatory setting for both the primary care provider and the specialist. Too many times these conversations, decisions and documents never occur prior to an acute crisis in an emergency room visit or hospitalization. The patient and their families are then left ill prepared to make timely decisions. The patient is frequently in a hospitalist based care and separated from their outpatient physicians.

The ambulatory visit is an ideal opportunity to explore in a non-urgent setting the patient's understanding of their disease, choices of treatment, prognosis and goals of care. This can occur with their long-term provider. The elements of trust and continuity allow an honest discussion with a trusted provider. This could be their primary care provider, cardiologist, oncologists, pulmonologist, nephrologist, etc. that has insight of the patient and the history of their disease. These discussions can be captured and the revisited overtime to clarify and expand information and decisions.

Advanced Directives include:

1. **Health Care Proxy** – a document that allows the patient to designate who would they want to make health care decisions if they lose capacity to do so.
2. **Living Will** – a document that gives directives and insights to the health care proxy or surrogate decision maker to interpret when making medical decisions.
3. **Medical Orders of Life Sustaining Treatment (MOLST)** – a pink form that documents physician orders based on the patient or HCP/Surrogate decision-makers' directives. These can include DNR, DNI, feeding tubes, hospitalizations and level of intervention.
4. **Power of Attorney** – document designating who can do financial matters for the patient
5. **Will** – document to assist the family after death with legal and financial matters

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Advanced Directives are scanned once completed and available in EPIC under the “Advanced Directive” tab in chart review function.

Billing for Advanced Care Planning

The two CPT codes describing advance care planning (ACP) services are:

99497 – advance care planning including the explanation and discussion of advance directives such as standard forms (with completion of such forms, when performed), by the physician or other qualified health professional; *first 30 minutes*, face-to-face with the patient, family member(s) and/or surrogate.

99498- advance care planning including the explanation and discussion of advance directives such as standard forms (with completion of such forms, when performed), by the physician or other qualified health professional; *each additional 30 minutes*. (List separately in addition to code for primary procedure).

Advanced Care Planning CPT codes took effect in January 1, 2016. The work RVU for 99497 is 2.40 with an estimated payment of \$85.99 and the work RVU for 99498 is 2.09 with an estimated payment of \$74.88 (adjusted based on geography).

Documentation

Consider adding “Advanced Care Planning” ICD-10 code Z71.89 to both inpatient and outpatient problem lists and summarize serially discussions. This makes the history and progression of discussions accessible to all. An example is below:

Overview

5/8/14 pt. has a proxy in place. Possible Hospice meeting in future if he does not have any further treatment options in regards to his liver cancer.

5/23/14 still only has defined HCP and not emotionally ready to discuss end of life issues or code status.

9/5/14 readmitted with dehydration, renal insufficiency, hyperkalemia and septic right shoulder infection with osteomyelitis. Pt agrees to allow Palliative Care following.

10/6/14: met to address goals of care – not ready yet, he states – still wants to fight. Will follow.

11/20/14 confused with hepatic encephalopathy. Family meeting including daughter who is HCP on 11/21/14 – patient has no home to go to – girlfriend can’t take him in again, daughter has no room or ability to care for him. Referred to SNFs but patient resistant.

12/19/14 patient becoming more encephalopathic. Family meeting on Monday 12/22 – decision made to proceed with comfort care.

12/26/14: Hospice meeting held – looking into Francis House and SNFs.

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Outstanding Physician Comments

Applies to All Physicians

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

Adult ED: **Dr. Rebecca Blue** – very kind and attentive to my needs the entire time I was there, amazing at keeping me informed as to having tests, explaining what they were for, telling me about results as soon as they came in, and clear on what I needed to do for home care.

Adult Hematology Oncology: **Dr. Rahul Seth** gives me hope! **Dr. Sam Benjamin** – always takes time to make sure I understand procedures and answers all my questions so I understand what is taking place. **Dr. Abirami Sivapiragasam** – the best!

AP-1: **Dr. Ernest Scalzetti** was very thorough in explaining the procedure.

Breast Care Center: I always enjoy going to see **Dr. Jayne Charlamb**. **Dr. Jayne Charlamb** was informative and made sure I understood what she was saying before moving on. **Dr. Jayne Charlamb** – wonderful! **Dr. Prashant Upadhyaya** – love, the absolute best! **Dr. Prashant Upadhyaya**, although busy with patients, stopped in to see my progress, make sure I was OK, and to say hello – he never hesitates to show he cares and offer his knowledge and assistance – very much appreciated. My experience with **Dr. Lisa Lai** has been nothing but wonderful – she is compassionate and listens to what I have to say – she explains everything so I can understand and her gentleness and respect for me is wonderful. **Dr. Lisa Lai** took her time with my visit, and she was not rushed, and she did not rush me – all my concerns were addressed and my ultrasound results were explained and discussed in terms I could understand.

Cardiac Rehab: **Dr. G Randall Green** – unbelievable care – thanks!

ED – CC: **Dr. Samantha Jones** was fantastic!

ENT: **Dr. Anthony Mortelliti** – love! **Dr. Richard Kelley** is the best – I am lucky to have him on my case!

Family Medicine: **Dr. Clyde Satterly** is excellent in every aspect as a primary care provider. **Dr. Heather Finn** – really nice, listened, the best! Glad to have **Dr. Heather Finn** as my physician. **Dr. Heather Finn** – genuine care and concern. **Dr. Heather Finn** was amazing, as per usual. **Dr. Heather Finn** is very conscientious. I found **Dr. Kaushal Nanavati's** suggestions great and he always has time to take care of my needs – I feel very fortunate to have him for my doctor. **Dr. Kaushal Nanavati** always impresses me. **Dr. Kaushal Nanavati** has been my provider for 28 years and I have found no one that comes close to his care – he is thorough and caring - #1 in my book. **Dr. Kaushal Nanavati** – takes time and really listens to me. **Dr. Kaushal Nanavati** always sees me tear up when I leave the office because I feel so fortunate that he is my primary care physician – I am emotionally grateful for his care. **Dr. Kaushal Nanavati** is absolutely the very, very best physician I have had in my lifetime – he is caring, compassionate, wise, and integrates Western and Eastern medicine skillfully and knowledgeably for total life and lifestyle care. Rather than just treating symptoms, he practices and values wellness and provides

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helpful self-help suggestions all along the way. He is a precious gem in the medical profession and in my life. He is truly a highly valued and invaluable counselor. **Dr. Kaushal Nanavati** – a credit to your company. **Dr. R Eugene Bailey** – very good care.

Gamma Knife: **Dr. Seung Shin Hahn** – wonderful – thank you!

Hyperbaric: **Dr. Monica Morgan** explained herself very well to her patients.

Joslin Center for Diabetes: **Dr. Ruban Dhaliwal** is the best of the best! **Dr. Ruban Dhaliwal** impressed me because she listened carefully to my concerns and the things that worried me about my treatment and upcoming surgery and gave me reassurance in the form of science-based information – after my discussion I felt much more comfortable with the course of treatment we had chosen. **Dr. Ruban Dhaliwal** is first class. **Dr. Ruban Dhaliwal** – courteous and friendly – took a great deal of time answering my questions and explained everything clearly and completely. **Dr. Ruban Dhaliwal** – brilliant! **Dr. Ruth Weinstock** is a diabetes specialist – I would recommend her to any diabetic I know. **Dr. Ruth Weinstock** is professional, thorough, and pleasant. **Dr. Ruth Weinstock** always impresses me – she is the best physician I have ever been to. **Dr. Ruth Weinstock** – knowledgeable, caring, and concerned. **Dr. Ruth Weinstock** always goes above and beyond with her patients. I am very happy with **Dr. Luna Bhatta**, **Dr. Suman Swarnkar**, and **Dr. Marisa Desimone** – I have been with **Dr. Suman Swarnkar** for over 17 years and I drive 75 miles to see her! **Dr. Marisa Desimone** – great! **Dr. Marisa Desimone** – great! I have every confidence in **Dr. Roberto Izquierdo** and find him sensitive to my thoughts and wishes about my care. I think **Dr. Roberto Izquierdo is exceptional** - he knows about my personal life and checks in with my mental health. My favorite person to see is **Dr. Roberto Izquierdo**. **Dr. Roberto Izquierdo** is brilliant, listens, and is very thorough, he knows about my personal life and is very supportive – I just adore him. **Dr. Rachel Hopkins** is amazing and makes visits informative, supportive, and comfortable. **Dr. Barbara Feuerstein** is a kind, compassionate doctor – she listens and hears you – she is not rushed and takes into consideration my wants and needs – you will not find a better doctor, anywhere – she is the best!

Medicine Subspecialties: **Dr. Andras Perl** is an amazing doctor – highly recommend always. **Dr. Andras Perl** is the best doctor – I feel very blessed to have him for my health care provider. **Dr. Hiroshi Kato** is a very special care provider – he shows great depth of concern for every detail of my medical situation, is personable, thorough, and a pleasure to interact with. **Dr. Hom Neupane** has always been very gentle and concerned about my pain and how to help me. Very grateful **Dr. Hom Neupane** squeezed me in so quickly! **Dr. Hom Neupane** is wonderful! **Dr. John Leggat** is always friendly, expresses care about patient/doctor interaction, and expressed Happy Birthday to me which was very nice. **Dr. Eduardo Bonilla** – awesome person! **Dr. Eduardo Bonilla** was wonderful and explained everything in detail – he was very kind, understanding, a good listener and answered all of my questions. **Dr. Eduardo Bonilla** – very nice – a great doctor! **Dr. Jianghong Yu** is outstanding in her knowledge, compassion and explanations.

Peds ED: Excellent care provided by **Dr. Asalim Thabet** with outstanding bedside manner and fantastic attention to my child. **Dr. Peter Sadowitz** is a superb doctor - thank you for all you do!

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Pediatric Urology: **Dr. Matthew Mason** is outstanding – very easily explains a complicated medical issue, great with our child, optimistic and very thorough to make sure he left no stone unturned in ensuring our child was healthy – thank you! **Dr. Matthew Mason** – outstanding!

Radiation Oncology: **Dr. Jeffrey Bogart** – a great knowledgeable man.

Radiology: **Dr. Jonathan Latzman** made my husband feel confident in his excellent care.

Surgery – UH: **Dr. Kwame Amankwah** is exceptionally qualified and he has my complete confidence – he clearly had researched and considered my clinical concerns and afforded me reasoned and complete advice – his plan to monitor and follow-up regarding my condition, status, and risks were logical and well considered.

Surgery – UHLL022: **Dr. Moustafa Hassan** – absolutely wonderful to me and my husband – I would gladly recommend him to anyone asking me. **Dr. G Randall Green** – superb service and care. Huge gratitude for **Dr. G Randall Green**. **Dr. Richard King** – incredibly knowledgeable, considerate and accurate!

The Surgery Center – CG: **Dr. Ryan Smart** – great guy. **Dr. Jesse Gutnick** was amazing!

Transplant Center: **Dr. John Leggat** – kind, courteous and makes sure to spend enough time with me to answer all my questions.

UHCC – Neurology: **Dr. Ai Sakonju** – wonderful, excellent at diagnosing my daughter's headaches, LOVED HER! **Dr. Dragos Milhaila** – good doctor. **Dr. Anuradha Duleep** – the best, most compassionate doctor I have ever met. **Dr. Anuradha Duleep** is the best! **Dr. Amy Sanders** – knowledgeable, listens, has helped my husband tremendously, and we are so thankful for her. **Dr. Luis Mejico** is such a compassionate and well-informed physician who has greatly helped both my physical and mental health. **Dr. Luis Mejico** is one of the most skilled and caring physicians I have encountered in the past five years. **Dr. Melissa Ko** truly has a gift – she is extremely intelligent, professional, caring, and has the ability to make you feel comfortably after receiving a difficult/scary diagnosis – I always feel as though I am the only patient she will see that day – she takes the time to thoroughly examine you, explain/discuss the plan of care, and listen to your questions/concerns – I always feel as though I am included on every decision related to my care – I respect her and feel confident that she always has my best interests in mind and will fight to ensure that my care is addressed in a timely manner – Upstate is lucky to have a provider like **Dr. Melissa Ko**, she is truly an asset to our community. **Dr. Melissa Ko** – love! **Dr. Melissa Ko** – MVP of neurologists. **Dr. Burk Jubelt** – very caring, pleasant, easy to talk to, and very knowledgeable. **Dr. Deborah Bradshaw** – her attention to detail was beyond expectations as well as her ability to follow-up and follow through. **Dr. Deborah Bradshaw's** attention to detail exceeded expectations – I also appreciate her willingness to communicate and coordinate with other providers.

University Cardiology: **Dr. Tamas Szombathy** is exceptional on many levels – training, knowledge of clinical studies, and genuine concern for patients. I have been very pleased with **Dr. Tamas Szombathy** and **Dr. Kaushal Nanavati**. **Dr. Hani Kozman** – friendly courteous, and down to earth. I have the greatest respect for and

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MORNING CMO REPORT

FROM THE DESK OF

Amy Tucker, MD, MHCM, Interim Chief Medical Officer, Upstate University Hospital
Associate Dean for Clinical Affairs, College of Medicine
Vice President, Ambulatory Services and Population Health, Upstate Medical University

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confidence in **Dr. Avneet Singh** – I am grateful to have him as my cardiologist. **Dr. Avneet Singh** is very knowledgeable, courteous, and takes great care to manage my condition in the best possible way for my particular situation. **Dr. Debanik Chaudhuri** picked up on my nervousness with a calm and reassuring manner – listened to my clinical concerns and took the time to explain everything to me – it is wonderful to see a physician take the time, listen to, and respond appropriately to expressed and unexpressed concerns of the patient as **Dr. Debanik Chaudhuri** has done – I think he is a wonderful asset to your practice.

University Center for Vision Care: **Dr. Robert Swan** is the best!

University Geriatricians: **Dr. Andrea Berg** is very understanding and truly listens to what is being said. I am always impressed by **Dr. Andrea Berg's** care and compassion – she is always very easy to understand and explains everything completely. **Dr. Andrea Berg** is wonderful and I go to her because I have full confidence in her. **Dr. Jeanne Bishop** treats with the utmost respect and compassion – exceptional standard of care.

University Internists: **Dr. Vincent Frechette** – comprehensive exam and quality care. **Dr. Vincent Frechette** has always taken an interest in my general health. **Dr. Vincent Frechette** is caring, smart, realistic, and talks at my level of understanding. **Dr. Vincent Frechette** is an awesome clinician, he takes time to listen to his patients, and truly cares about well-being. **Dr. Vincent Frechette** – excellent listener who explains things with great care. **Dr. Vincent Frechette** – great. **Dr. Vincent Frechette** is one of the best doctors I have ever had in my 90 years – I recommend him highly! I have been with **Dr. Vincent Frechette** for 20 years and I am pleased he is my doctor. I have recommended **Dr. Vincent Frechette** to all my family. **Dr. Vincent Frechette** – pleasant. **Dr. Vincent Frechette** is the epitome of what a good physician should be. **Dr. Vincent Frechette** has always been there for me and provided with the care I needed – love him! **Dr. Vincent Frechette** – first rate care! **Dr. Ritu Garg** – attentive and courteous. **Dr. Ritu Garg** shows interest and is very explanatory. **Dr. George Gluz** is excellent in every aspect. **Dr. Barbara Krenzer** shows great concern. **Dr. Barbara Krenzer** is very courteous, thorough, experienced, professional, and an asset to Upstate. **Dr. Barbara Krenzer** was excellent, asked the right questions, and listened before commenting. **Dr. Barbara Krenzer** is a superb physician who is dedicated to her patients and who, also, is possessed of a delightful turn of temperament. **Dr. Suman Swarnkar** – wonderful! I like **Dr. Suman Swarnkar**. **Dr. Suman Swarnkar** – standout! **Dr. Suman Swarnkar** – very professional and caring. **Dr. Suman Swarnkar** is an outstanding, knowledgeable and caring physician who takes whatever time need be with her patient. **Dr. Sarah Lappin** is very patient, kind and thorough – she listens carefully and discusses treatment options. **Dr. Lubna Wani** is wonderful! I love **Dr. Lubna Wani** – she is very attentive and informative. **Upstate Urology:** I was referred by **Dr. Howard Simon** to **Dr. Natasha Ginzburg** and **Dr. Kevin Setter** – **Dr. Howard Simon** checked on me daily while in the hospital – **Dr. Natasha Ginzburg** asked about my family history – she is compassionate and answers all my questions. I appreciated **Dr. Natasha Ginzburg's** call about the results of my ultrasound and for taking time to address any concerns/questions I had with the results. **Dr. Natasha Ginzburg** – very impressed, she is very kind, patient, listens to what you have to say, and takes the time to thoroughly explain things. **Dr. Natasha Ginzburg** listens to my concerns, is thorough and explains conditions in terms I can understand. **Dr. Natasha Ginzburg** was extremely sensitive and concerned regarding my health issue and made it very easy to speak with her. **Dr. Natasha Ginzburg** – very kind and compassionate. I have enormous trust and confidence in **Dr. J Trussel** and have not regretted my decision to place my health needs

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under his care. **Dr. J Trussell** is very good! I would recommend **Dr. Elizabeth Ferry** to family and friends. **Dr. Elizabeth Ferry** is an outstanding physician who is encouraging and resourceful in treating my issues – she has offered numerous approaches to improve my condition – her care and thoroughness are appreciated especially as we have worked through several procedures – I have already recommended her to friends. **Dr. Elizabeth Ferry** – very impressed – helpful and took time with me. **Dr. Timothy Byler** – words don't do justice to how caring this man is – he is a great human being. **Dr. Timothy Byler** – very nice! I could not begin to say how helpful and willing **Dr. Timothy Byler** has been – there are not words I can find that would show my appreciation of how he has gone above and beyond for me – he is willing to exhaust all options and not give up on my behalf – he is one of the best people I have ever known in my life – thank you for what you have done for me. **Dr. Zahi Makhuli** is an outstanding professional. **Dr. Zahi Makhuli** is one of the best doctors I have ever encountered – caring, compassionate, knowledgeable, fully professional and downright great! **Dr. Zahi Makhuli** – excellent! **Dr. Oleg Shapiro** was excellent and got me in right away – he really went above and beyond expectations. I feel comfortable seeing **Dr. Oleg Shapiro** – his confidence upon entering the room was very reassuring – he was completely up front with how he thinks that the problem should be dealt with - I was involved in every step of the appointment and was able to come to a decision that I felt comfortable with – incredibly glad I made the switch to **Dr. Oleg Shapiro**. I was impressed by **Dr. Oleg Shapiro** and his process to get to the bottom of my dilemma. **Dr. Oleg Shapiro's** confidence was very reassuring – he knows what he is doing – glad I made the switch to his care. **Dr. Oleg Shapiro** – great! **Dr. Oleg Shapiro** is extremely bright and always pursues the safest cautionary treatment. **Dr. Oleg Shapiro** showed deep concern for me during my procedure. I have seen **Dr. Oleg Shapiro** for several years and he is good. **Dr. Oleg Shapiro** is my #1 choice and I would not hesitate to recommend him to others that have urology health issues. **Dr. Joseph Jacob** was well prepared and informed about my health profile, displayed confidence in his findings and was sensitive to the patient concerning prognosis and treatment alternatives – both my wife and I were very much relieved to learn of his medical option on my case and left the clinic feeling much more optimistic about my diagnosis – I am very pleased I put forth the effort to seek a second opinion and feel emotionally much stronger in moving forward in treating my diagnosis. **Dr. Gennady Bratslavsky** truly shows concern for my well-being – I have the upmost respect and trust and feel very fortunate to have him. I feel like **Dr. Gennady Bratslavsky** truly cares about me as a person – it is very comforting as a patient. **Dr. Gennady Bratslavsky** – the best! **Dr. Gennady Bratslavsky** is the standard that you could measure any healthcare by – he led me to getting **Dr. Kaushal Nanavati** of Upstate Family Medicine as my PCP – as far as I am concerned I have the best medical team in the area. **Dr. Gennady Bratslavsky** is great, he always says hi and asks me how things are going and takes time to recognize me – he always has a smile – a great person and doctor. **Dr. Gennady Bratslavsky** is knowledgeable above and beyond his degrees.

Urology at Community Campus: **Dr. J Trussell** – gold star! **Dr. Rakesh Khanna** – very patient and thorough – took time to make certain I understood his care plan/procedures – asked me several times whether or not I had questions – very genuine sense of care – walked me to the receptionist desk and waited there with me until my follow-up appointments were scheduled and my lab tests were ordered – top notch!!

Vascular Surgery Clinic: **Dr. Lorena Gonzalez** – kind, knowledgeable, and caring. **Dr. Palma Shaw** – very efficient and professional. **Dr. Palma Shaw** is very professional – her thorough explanation and friendly demeanor showed me how much she cares.

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Wellspring Breast Center: Dr. Rebecca Swan – very professional, compassionate and caring – went above and beyond and made me feel comfortable and in good hands.

2E – CC: Dr. Kenneth Rhee – outstanding – he made me feel comfortable and did an amazing job with my surgery.

4 North – CC: Dr. David Andonian was absolutely phenomenal – he was very kind and went above and beyond to make sure both my husband and I were aware of what illnesses/issues were being ruled out/purpose for each test and what to expect next.

05B: Dr. Ajay Jain is a truly compassionate doctor – it was refreshing to see a doctor show so much care and compassion – I am blessed that he is working with me.

6th Floor – CC: I have great faith in **Dr. Kevin Setter**.

07A: Very pleased with **Dr. Richard Tallarico**.

08F: I'm extremely happy with **Dr. Mark Crye** – he was great and his bedside manner was top notch!

08G: Dr. G Randall Green – the best! **Dr. G Randall Green** – excellent! **Dr. Jason Wallen** – explained everything I needed to know, very understanding and compassionate. I was impressed with **Dr. Luna Bhatta**.

09F: Dr. Satish Krishnamurthy is an ALL-STAR!

09G: We love **Dr. Walter Hall**.

10E: Thankful for **Dr. Dorothy Pan**.

10G: Dr. Ajay Jain – outstanding – visited me several times a day which is very comforting – he explained things to me thoroughly even if I have asked question several times. **Dr. Ajay Jain** – awesome and impressive – I truly felt I was in good hands and I could rest.

12E: Dr. Roberto Izquierdo was great! **Dr. Roberto Izquierdo** has an amazing heart and understanding.

12F: Dr. Neal Seidberg helped us make decisions on how to treat our daughter. **Dr. Neal Seidberg** was very attentive and helpful in making hard decisions concerning our daughter's treatment and care. **Dr. Zulma Tover-Spinoza** was very attentive to being sure that she made wise decisions about surgery. **Dr. Zulma Tover-Spinoza** made sure that she made appropriate treatment even when others disagreed. **Dr. Michael Schreck** – kind, compassionate, helpful and showed empathy. **Dr. Matthew Egan** – concerned for my child and came in to know how things are. Thanks to him, my child is here. **Dr. Jeremy Joslin** checked on us and sped up the process in the ED.

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