

CMO REPORT

FROM THE DESK OF

Amy Tucker, MD, MHCM, 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
UNIVERSITY HOSPITAL

July 30, 2019

Applies to All Providers

DNV Follow-Up

We are pleased to announce that last week we had a successful DNV survey. Many thanks to each of you who prepared and participated. In addition to the usual annual DNV survey, this year is also a CMS reaccreditation year for us, which is generally associated with higher scrutiny and more non-conformities. Our performance this year compares favorably to our last few CMS accreditation years, reflecting the work we have done in quality and safety. All of the non-conformities identified in the 2018 survey were cleared, with no additional follow-up actions required. This year, we anticipate 8 non-conformities, compared to 14 in 2016, our last CMS accreditation year. Two of the issues raised by the DNV directly involve physicians and require prompt action:

- Fire safety training in the OR is required for all OR staff, including physicians and other surgical providers. In the next day or two, we will be sending a PowerPoint training module to each surgeon, anesthesiologist and resident who participates in OR procedures. Please review the material and attest that you have read it. We will also include a link to videos on fire safety in the OR. Going forward, fire safety in the OR and surgical procedural areas will be incorporated into orientation and annual training for all medical staff. This non-conformity must be corrected in the next 60 days.
- Face-to-face reassessment of necessity for behavioral restraints must be documented by the physician within an hour of placement. We were in compliance on our Psychiatry units, but not in four of four records reviewed on our non-Psychiatry units. In addition to documentation of the time of the encounter, the elements required in face-to-face documentation include:
 - Patient's immediate situation (event):
 - Patient's reaction to the intervention:
 - Patient's medical and behavioral condition (diagnosis):
 - Plan (need to continue or terminate restraint or seclusion):

We will work with EPIC to build a note containing each of the elements required for compliant face-to-face documentation, but in the interim, will be performing weekly audits of patients in restraints to identify clinicians and/or areas requiring more education and support. We must effectively address this non-conformity in the next 60 days.

In addition, during this year's hospital accreditation survey, DNV also surveyed our Inpatient Psychiatry units for OMH re-certification. They did not find any non-conformities during this review.

Because the DNV/CMS requires documentation of prompt correction, we are not able to follow our preferred process of soliciting and incorporating input from the entire medical staff. However, going forward, we can improve or replace the processes.

Please note, there is a chance we could be selected in the next 45 days to have a CMS validation survey, which would entail a different survey team coming in to resurvey in order to validate that the DNV did not miss anything when they were here. So, it behooves us to continue to be vigilant with compliance in all areas.

Thanks again for your engagement in a successful DNV survey!

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ADVISORY —
UPDATE —

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FOR INFORMATION; UNLIKELY TO REQUIRE ACTION

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Reminder: Addendums to Notes

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This is a reminder that physicians should not addend nursing documentation. Please, instead, write an independent note.

Note: we cannot “turn off” this capability in Epic without blocking all note addendums. So, it will continue to be technically possible to addend a nurse’s note.

Clinical Documentation Improvement

Applies to All Providers

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

Did you know Upstate has a CDI team made up of 13 Registered Nurses? They are here to help ensure that the documentation of the care you provide is consistent, specific and clear. If you need help with a query or have any documentation questions please ask them, they’re here to help and can be reached at **315-464-5455**.

Save the Date

Applies to All Providers

The Annual Medical Staff meeting is on October 15, 2019 at 6 pm in the New Academic Building, 4th Floor. We are pleased to have Tait Shanafelt, MD, the Chief Wellness Officer at Stanford, as our speaker. Please mark your calendars.

Outstanding Physician Comments

Applies to All Providers

Comments from grateful patients receiving care on the units and clinics at Upstate:



Adult Hematology Oncology: Dr. Sam Benjamin is fantastic, honest, open to questions, good attitude and cares about his patients. Dr. Stephen Graziano is caring and up front about treatment and effects. I appreciate that. Gives me confidence. Dr. Rahul Seth – outstanding! Dr. Abirami Sivapiragasam is always very personable and helps me to understand anything I ask questions about. She treats me like an old friend and I feel very comfortable with her.

ED at Community Campus: Dr. David Andonian treated me and my partner with respect especially when what could be sensitive discussions were done.

Pediatric Cancer Center: Dr. Irene Cherrick – excellence personified!

Pediatric Urology: Dr. Jonathan Riddell is excellent!

Radiology: Dr. Katherine Willer - straight forward, extremely thorough, skilled and honest. She also did not mind any questions and curiosity.

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University Cardiology: **Dr. Luna Bhatta** – provided me with excellent follow up care. **Dr. Robert Carhart** – compassionate with patients. **Dr. Robert Carhart** – always listens to any medical concerns I may have.

University Geriatricians: **Dr. Andrea Berg** – sensitive, understanding, caring, and helpful. **Dr. Andrea Berg** – caring, attentive, and really paid attention to all of the details related to condition.

University Internists: I am always impressed with **Dr. Vincent Frechette's** friendliness and competence. **Dr. Vincent Frechette** – knowledgeable, excellent bedside manners, concerned. **Dr. Vincent Frechette** – knows us and is concerned for our health. **Dr. George Gluz** is excellent and listens to you. **Dr. Sarah Lappin** listens well, is very positive, helpful and great!

Upstate Pediatrics: **Dr. Jaclyn Sisskind** is wonderful with my daughter. She gets right to her level, explains the appointment and how it will go in a way she can understand so she is not nervous.

Upstate Urology: **Dr. Elizabeth Ferry** was excellent, understanding, provided great explanation of my problem, compassionate, thorough and took a lot of time with me. Great overall impression! **Dr. Natasha Ginzburg** – always concerned about my issues and continues to try and find a solution. **Dr. Natasha Ginzburg** – compassionate and professional. **Dr. Zahi Makhuli** – professional, knowledgeable, kind, concerned and really listens to his patients.

6th Floor at Community Campus: Your hospital is lucky to have **Dr. Timothy Damron**. **Dr. Matthew Scuderi** – top notch in all regards.

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