

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

September 26, 2019

Applies to All Providers

Save the Date

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.

Clinical Documentation Improvement

Applies to All Providers

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

“Severe Sepsis in September” is in full swing at Upstate - see attached CDI tip sheets that illustrate how your documentation helps our patients in Surviving Sepsis!

Cleaning and Disinfecting Stethoscopes

Applies to All Providers

Emergency Care Research Institute (ECRI) Alert:

- Stethoscopes can become contaminated with infectious agents which contributes to the spread of healthcare-associated infections (HAIs).
- Approximately 85% of stethoscopes foster bacteria
- For use in any healthcare setting, stethoscopes should be cleaned between each patient.

Cleaning Procedure:

- Wear protective gloves
- Wipe device surfaces and accessories with hospital approved equipment disinfectant wipes (includes headset, stem and chest piece)
- Equipment used on multiple patients needs to be wiped down after each use
- For visibly soiled stethoscopes use disinfectant wipe and then disinfect again using a new wipe
 - Bleach wipes: PDI wipes: surface must remain visibly wet for 3-minutes
 - PDI wipes: surface must remain visibly wet for 2-minutes



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Best Practice Advisory for Creutzfeldt-Jakob Disease

Applies to All Providers

Effective September 2019, a new **BestPractice Advisory (BPA)** will display when an Inpatient Clinician clicks Sign for the **Creutzfeldt-Jakob Disease (LAB8883)** order. The BPA alerts the ordering provider that they or a designee must contact the Laboratory to inform of "Special Pathogen." The ordering provider **must acknowledge the BPA in order to sign** the order.

The lab order for **Creutzfeldt-Jakob Disease** contains **Process Instructions** as well as a link to [Policy CM P-58: Guidelines for the Care of Patients with Known or Suspected Prion Disease](#).

Procedures

Subtype	Name	Type	Code
Labs Shared	Creutzfeldt-Jakob Disease	Lab	LAB8883

Creutzfeldt-Jakob Disease [Accept] [Cancel]

Process Inst: The Provider will contact the Infection Control Office (Downtown: 315-464-5258, Community: 315-492-3907) if a suspect Prion disease is identified on screening.
Off Hours: Call Clinical Pathology Downtown (315-464-4460) or Community (315-492-5531).

Frequency: [Once] [STAT] [AM Draw] [Daily] [Add-On] [Pend D/C] [Code]

Starting: 9/19/2019 [Today] [Tomorrow] At: 2101

First Occurrence: Today 2101

Scheduled Times: 09/19/19 2101

Reference Links: 1. Guidelines for the Care of Patients with Known or Suspected Prion Disease Policy CM P-58.

Comments: + Add Comments (F6)

Next Required [Link Order]

BestPractice Advisory -

Provider Compliance (1)

*****ALERT: Known or Suspected Prion Disease requires Laboratory notification from physician or designee (NP/PA) to inform of "Special Pathogen" alert*****

Call Clinical Pathology:
- Downtown at 315-464-4460
- Community at 315-492-5531

- OR -

Call Infection Control:
- Downtown at 315-464-5258
- Community 315-492-5907

Off hours:
- Call Clinical Pathology at above phone numbers

[CM P-58: Guidelines for the Care of Patients with Known or Suspected Prion Disease](#)

Acknowledge Reason -

I acknowledge to call the Laboratory [Accept] [Cancel]

Acknowledge Reason -

I acknowledge to call the Laboratory [Enter Comment] [Accept] [Cancel]

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2019 Community Giving Campaign

A message from Dr. Gennady Bratslavsky and Dr. Mark Schmitt, Community Giving Campaign Co-Chairs...

We are pleased to announce Upstate's 2019 Community Giving Campaign. More than 500 agencies benefit from your support.

The generosity of Upstate's employees has made our campaign one of the most successful in the SUNY system and in Central New York. Last year, Upstate employees raised \$548,810.

New this year! If you are a first-time donor and you pledge by December 1st you will have 10 opportunities to win \$50!

Those who make a year-long pledge of \$2,000 or more are members of the Elizabeth Blackwell Society, named in honor of the 1849 graduate of our College of Medicine and first woman MD.

If you have any questions, please contact Zanette Howe at 315-464-4836 or howez@upstate.edu or Linda Veit at 315-464-6303 or veitl@upstate.edu

We hope you will join us in participating in this important initiative and help us reach our goal to increase employee participation!

Outstanding Physician Comments

Applies to All Providers

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




Breast Care Center: Dr. Mashaal Dhir was excellent in his explanations.

Family Medicine: Dr. Clyde Satterly – treated me with respect. Dr. Clyde Satterly is down to earth, easy to talk to, genuine and attentive. He is truly gifted and it shows he loves his job and cares for his patients. I trust Dr. Kaushal Nanavati completely. He listens to you and will answer any questions. He includes you in your own healthcare decisions and gives suggestions to improve your health. I am most fortunate to have Dr. Kaushal Nanavati as my primary care physician. He addresses new problems and tends to each one of them to more than my satisfaction. I feel I am in the best hands possible. Dr. Kaushal Nanavati is

BE A HERO.

Choose 1 of 4 ways to give:



- 1. Give to the United Way of Central New York.**
Support 87 health and human services programs that help our local community. *No fee.*
- 2. Give to other community agencies.**
Support other local, national or international agencies. *Small administrative fee to the United Way.*
- 3. Give to the Upstate Foundation, Advocates and/or Upstate Alumni funds.**
Support fund(s) that benefit patient care, research and community health programs at Upstate Medical University. *Small administrative fee to the United Way.*
- 4. Give to a variety of agencies.**

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the best! So thankful for **Dr. Kaushal Nanavati!** Great care with **Dr. Kaushal Nanavati.** **Dr. Kaushal Nanavati** is beyond compare and is exemplary in every way. **Dr. Kaushal Nanavati** is always kind, respectful and helpful. Thankful to have found him.



Immune Health Services: I would be lost without **Dr. Elizabeth Asiago Reddy** and am grateful she is treating me. **Dr. Patrick Smith** is very caring and very detailed. **Dr. Lubna Wani** is very efficient, caring and quick at responding to questions in MyChart.

Joslin Center for Diabetes: I have been a patient of **Dr. J. Kurt Concilla's** for years and I have thought very highly of him. **Dr. Ruban Dhaliwal** always shows accurate empathy and sincerity without rushing the appointment. **Dr. Barbara Feuerstein** always spends a lot of time evaluating my health and troubleshooting problems and calls me at home! Love **Dr. Rachel Hopkins!** Sweet, kind, compassionate, smart, listened to me, made me feel safe. **Dr. Rachel Hopkins** – kind and warm. **Dr. Roberto Izquierdo** is always fabulous, takes the time to listen to you, explains results of tests and decisions regarding our care and makes sure the children and their caretaker both understand and are comfortable with any changes to medication! **Dr. Lauren Lipeski** is great to work with. She is very thorough with explaining everything. **Dr. Prashant Nadkarni** – best doctor around. Feels like you are his only patient! **Dr. Prashant Nadkarni** never rushes, always listens, asks if there are any other concerns before he walks out, and is an amazing doctor. **Dr. Ruth Weinstock** – top notch care! **Dr. Ruth Weinstock** is a gem! She is well educated and really knows her stuff.

Medicine Subspecialties: **Dr. William DiFilippo** – professional! **Dr. Dragos Manta** – wonderful!

Multi-Disciplinary Programs Cancer Center: **Dr. Leslie Kohman** – professional, sincere and kind. I was very impressed with **Dr. Gloria Morris.** **Dr. Jason Wallen** is a great physician. He is so caring and gives you his full attention. He makes you feel relaxed and that everything will be OK. His calming demeanor, concern for patients and knowledge of the issues are so comforting.

Pediatric Gastroenterology: **Dr. Aamer Imdad** was informative, courteous and personable. **Dr. Prateek Wali** took the time needed, didn't rush, and my daughter loves him.

Transplant Center: **Dr. John Leggat** is a very good doctor, would recommend him.

UHCC – Neurology: **Dr. Shahram Izadyar** – friendly, kind and understanding. **Dr. Emily Langan** – breaks things down so I understand the care I received. **Dr. Emily Langan** is absolutely wonderful. **Dr. Luis Mejico** is always sure to spend the time needed discussing my care. **Dr. Luis Mejico** – very good! **Dr. Jenny Meyer** was 100% interested in what I had to say, made eye contact and connected with me making me believe she cared. I know that she is the doctor for me. Wish all were like her! **Dr. Dragos Mihaila** – patient. **Dr. Dragos Mihaila**

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– extremely knowledgeable, patient and personable. I have great respect for **Dr. Laura Simionescu**.

University Cardiology: **Dr. Robert Carhart** epitomizes what a cardiologist should be. He enjoys his work and it shows. **Dr. Tamas Szombathy** is friendly, courteous and quite knowledgeable. He has my complete trust. **Dr. Tamas Szombathy** – knowledgeable and thorough.

University Geriatricians: **Dr. Andrea Berg** was outstanding in every respect. **Dr. Andrea Berg** – very friendly, concerned about how I feel and very thorough.

University Internists: **Dr. Vincent Frechette** is an amazing provider. He is smart, understanding, incredibly knowledgeable and empathetic. He is the finest internist I have ever known! **Dr. Vincent Frechette** is an excellent provider. **Dr. Barbara Krenzer** – professional, smart, friendly. Love **Dr. Lubna Wani**. She is personable, shows genuine concerns, asks questions to get to root cause, explains procedures, testing and medications in detail and takes time to answer follow-up questions. **Dr. Lubna Wani** – professional, never feel rushed, takes time to answer questions and discusses treatment with genuine concern.

University Pediatric & Adolescent Center: **Dr. Karen Teelin** – responsive.

Upstate Urology: **Dr. Gennady Bratslavsky** is an amazing, positive and very caring physician who sets an exemplary example for everyone at Upstate University Hospital. **Dr. Natasha Ginzburg** – very attentive. **Dr. Natasha Ginzburg** was sensitive, informative, approachable and respectful. Very happy with her care. **Dr. Joseph Jacob** – excellent doctor, very professional, knew history, and explained all the options. **Dr. Joseph Jacob** was excellent, didn't rush, explained everything thoroughly and was very kind. We felt very comfortable. **Dr. Zahi Makhuli** is a very caring and concerned doctor.



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CDI Tip of the Month - Severe Sepsis in September

Identification and Diagnosis

Below organ dysfunction(s) must be stated as “due to sepsis” and cannot be attributed to any other disease process to qualify for severe sepsis

<p style="text-align: center;">Hypoperfusion</p> <ul style="list-style-type: none"> • POC (iSTAT) or Serum Lactic Acid ≥ 2.0 • Capillary refill > 3 seconds • Skin mottling • Cold extremities 	<p style="text-align: center;">Acute Kidney Injury</p> <ul style="list-style-type: none"> • Healthy Kidney: Serum creatinine > 2.0 mg/dL • CKD with baseline creatinine > 2: Serum creatinine increase ≥ 0.5 mg/dL above baseline • Urine output < 0.5 mL/kg/hr for at least 2 hours with documented monitoring
<p style="text-align: center;">Hypotension</p> <ul style="list-style-type: none"> • SBP < 90 • MAP < 65 • Decrease in SBP > 40mmHg 	<p style="text-align: center;">Encephalopathy</p> <ul style="list-style-type: none"> • Acute metabolic encephalopathy • Altered mental status • Confusion
<p style="text-align: center;">Acute Respiratory Failure</p> <ul style="list-style-type: none"> • P/F Ratio < 300 • PaO₂ < 70mmHg • SaO₂ $< 90\%$ • Requirement of high flow oxygen evidenced by a new need for invasive or non-invasive mechanical ventilation 	<p style="text-align: center;">Coagulopathy</p> <ul style="list-style-type: none"> • INR > 1.5 • aPTT > 60 seconds • Thrombocytopenia < 100
<p style="text-align: center;">Hepatic</p> <ul style="list-style-type: none"> • Jaundice • Hyperbilirubinemia > 4mg/dL • Transaminitis (increase LFTs) • Coagulopathy (increased PT) 	<p style="text-align: center;">Ischemic Bowel</p> <ul style="list-style-type: none"> • Splanchnic circulation (absent bowel sounds)
<p>Shock</p> <ul style="list-style-type: none"> • One organ dysfunction present AND persistent hypotension evidenced by: In the hour after the conclusion of the target ordered volume of crystalloid fluid administration, two consecutive documented hypotensive blood pressure readings <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> • One organ dysfunction present AND tissue hypoperfusion evidenced by initial lactate level result ≥ 4 mmol/L 	

Sepsis bundle, including targeted fluid resuscitation of 30 mL/kg, must be initiated and documented. Re-evaluation and repeat lactic acid required at 3 and 6 hour mark from recognition of Lactic Acidosis > 2 and/or organ dysfunction(s) identified.

CDI Tip of the Month - Severe Sepsis in September

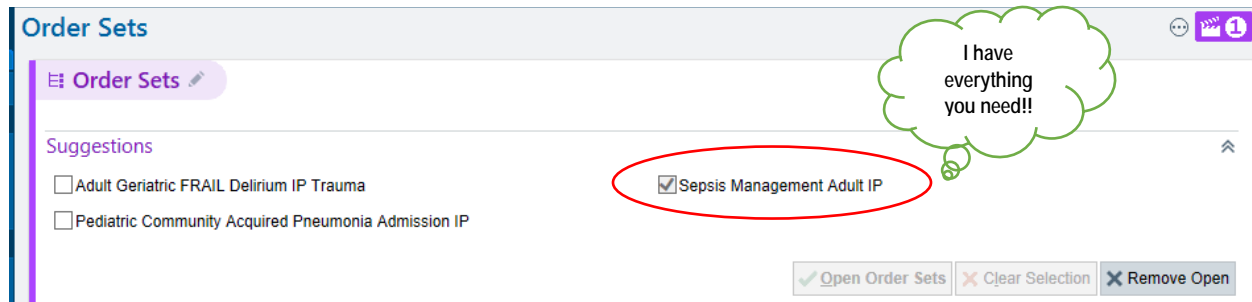
Protocolized Treatment: The Sepsis Bundle

Targeted fluid resuscitation of 30mL/kg must be ordered and initiated when severe sepsis is identified

Lactic Acid measurement every 3 hours from initial until normalized (serum or iSTAT)

Blood cultures must be obtained prior to antibiotic administration

Broad spectrum antibiotics ordered and administered within one hour



Patients require reassessment within one hour after severe sepsis identification and initiation of sepsis bundle protocol management

Documented reassessment every 3 hours is required for sepsis with organ dysfunction as defined by the NYS DOH

- after identification of sepsis -and-
- initiation of sepsis bundle -and-
- until severe sepsis resolves

Document progression of care, status improvement or decline, physical exam findings, vital signs, signs of organ dysfunction