

# MORNING CMO REPORT

03.29.2017

**FROM THE DESK OF:**  
Anthony P. Weiss, MD, Chief Medical Officer,  
Associate Dean for Clinical Affairs,  
Upstate University Hospital

**UPSTATE**  
UNIVERSITY HOSPITAL

## Post Mortem Policy Education (Policy CM P-08)

Applies to All Physicians

Post Mortem  
Advisory

Just a heads up that CM P-08 has been revised to clarify the post mortem steps. Key policy changes include 1) the need to personally provide one-on-one contact with the next of kin to inform them of the death and 2) to get the consent for the autopsy signed. The death flow process is attached to give Providers a visual of the process. Please contact Kristine Brindak, OTD, at 464-6130 if you have any questions.

## Opioid Survey

Applies to All Physicians

Survey  
Informational

The Onondaga County Health Department is working with NYSDOH in conducting a survey of medical and dental providers to assess current practices related to opioid prescribing, addiction screening, and addiction treatment. Please take 5 minutes to complete the following survey:  
<https://www.surveymonkey.com/r/OCHDprovidersurvey>

A PDF version of the survey is also attached so that you may review the questions in advance. It will remain open until 4:00 p.m. on Monday, April 10th.

Your feedback will be critical to informing the development of educational opportunities for medical and dental providers related to pain management and prescription opioid addiction. We need your help!

Thank you in advance for your participation.

## Opioid Prescriber Training Program Update

Applies to All Physicians

Training Update  
Update

As an amendment to last week's message on available Opioid courses, please know the (SUNY) University of Buffalo School of Pharmacy also offers an Opioid Prescriber Training Program. While there are certainly other educational modules available to providers, this

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one is targeted to comply with NYS requirements, provides CME and is free to prescribers. The first of two parts is now available for on-line participation.

Please go to <http://pharmacy.buffalo.edu/opioid-training> this landing page will provide program information and a direct link to the registration page.

Once prescribers have successfully completed the post-test, their ACCME certificate (2 credit hours) and their letter of completion certifying that the topics covered in Part I of the program meet the mandated requirements will be emailed.

This program covers 4/8 topics of the mandated education. Part II of the program, covering the other 4 topics, should be available by April 15, 2017.

## Opioid Prescriber Training Program Update #2

Applies to All Physicians

The Medical Society of the State of New York has provided the following update. The FAQs are new and, according to the message, the attestation will be available in early April:

### **NYS Department of Health's Bureau of Narcotics Enforcement Provides FAQs for Mandatory Prescriber Education**

The New York State Department of Health's Bureau of Narcotic Enforcement has released an Frequently Asked Questions (FAQs) for the required attestation for the mandatory three hours of continuing medical education requirement. This educational requirement, issued under Public Health Law, required prescribers licensed under Title Eight of the Education Law, who hold a DEA license, to take three hours of CME in pain management, palliative care and addiction by July 1, 2017 and every three years after that.

The three-hour course work or training must include the following eight New York State statutory requirements: New York State and federal requirements for prescribing controlled substances; pain management; appropriate prescribing; managing acute pain, palliative medicine; prevention, screening and signs of addiction; responses to abuse and addiction; and end-of-life care. The NYS Department of Health's Bureau of Narcotics Enforcement has listed the Medical Society of the State of New York is listed as an accrediting organization to provide the Pain Management, Palliative Care and Addiction course.

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## Attestation Process

Prescribers must attest to the completion of a minimum three hours of course work or training in all eight topic areas.

The FAQs indicated that a prescriber with a Health Commerce System (HCS) account will attest online using the Narcotic Education Attestation Tracker (NEAT) application. Prescribers should only attest after completion of at least three hours of course work or training covering all eight topics. The prescriber will not receive a notice or certification upon submission of the attestation. Prescribers may perform a screen print or track their attestation within the NEAT applications. Prescribers are required to keep documentation of completion of their course working for a minimum of six years for audit purposes.

**There will be a separate written instruction document for accessing NEAT on the BNE web page.**

The attestation documentation should be available in the first part of April. BNE's webpage is <https://www.health.ny.gov/professionals/narcotic/>

Prescribers without an HCS account may obtain one by clicking [here](#).

[https://www.health.ny.gov/professionals/narcotic/prescription\\_monitoring/docs/hcs\\_application\\_instructions.pdf](https://www.health.ny.gov/professionals/narcotic/prescription_monitoring/docs/hcs_application_instructions.pdf)

Prescribers that do not have access to a computer can request a paper attestation form by calling the Bureau of Narcotic Enforcement (BNE) toll-free at [1-866-811-7957](tel:1-866-811-7957). They may then complete the form and return it by mail to the address provided on the form.

## Exemption Process

In certain limited circumstances the Department of Health may grant exemptions to the required course work to individual prescribers who clearly demonstrate to DOH that there is no need to complete such training. According to the FAQs, exemptions will not be based solely upon economic hardship, technological limitation, prescribing volume, practice area, specialty or board certification. There will be separate written instruction posted shortly on the BNE web page for this process.

A copy of the FAQs can be found [here](#). <https://www.health.ny.gov/professionals/narcotic/>

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## Outstanding Physician Comments

[Applies to All Physicians](#)

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:

Comments  
Informational

**5W – Dr. Khan** was amazing!

**Center for Children's Surgery - Dr Stanger** was AMAZING!! We're thankful for her care and dedication. Dr Stanger - from beginning to end took great care of our son.

**Dr Mason** - very friendly and informative

**Endoscopy - Dr Roy.** He stopped by the recovery area to explain the findings to my wife and I and what further work would be done.

**Gamma Knife - Dr. Chin, Dr. Hahn** and a Dr whose name escapes me but I believe he was a physicist.

**The Surgery Center CG - Dr. Paonessa** is a STAR!! Keep her at all costs!!

**Dr. Chacko** explained very clearly and precise what would be happening so that I could understand. Felt as if I had been in a spa.

**Stress ECHO EEG Lab** - Three great medical professional's. **Dr. Changlai**, Sara, and Jim who made a nerve wandering situation totally comfortable, easy and reassuring. Thank you!

**Stress ECHO EEG Lab - Dr. Changlai** was very clear and explanatory.

**University Internists – Dr. Frechette** – he's the best.

**University Internists - Dr. Krenzer** is great and explains everything great.

**University Internists - Dr. Frechette** - wonderful time spent explaining my health care issues.

**University Cardiology – Dr. Szombathy** is an excellent cardiologist; I trust him completely to give me the best care possible.

**Dr. Michiel** impresses me with the time he spends with me and how much he cares about me.

**UHCC Neurology – Dr. Ko** is by far the best specialist I have seen. Thorough, kind, attentive.

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**Dr Young** called me several times in the evenings and weekends to follow up with me. she was certain to make sure I was informed of test results personally and seemed very y concerned about I was doing. She has always been thorough in her exams and takes her time with me.

**Dr. Young** is diligent, well informed and caring.

**Dr. Kaur**, she is spectacular, one of the best doctors I've ever seen.

**Dr Young** always has gone above and beyond any other doctor to try and help me. she is honest, and forthright when sometimes this illness of mine has not followed the textbook rules. she calls me on weekends and evenings to follow up with me personally

**Dr. Bradshaw**. Her manner is compassionate, professional, inquisitive, thorough. Dr. Bradshaw's conversational manner is inclusive, understanding and easy to understand. Her decisional process is exemplary and lacking in many of the other specialists I have seen.

**Dr. Duleep** provides excellent care for her patients. Never, during any appointment, do I feel rushed or feel like I am annoying her with questions. She listens to you and cares about your health. She explains everything to a point where you can easily understand it and keeps trying to fight for the care you need and to get answers. Excellent Doctor!!!!

**Dr. Ko** and her nursing staff are excellent. Respectful kind knowledgeable. I have seen many different specialists. She & the office are by far the best. Thank you!

**Upstate Urology – Dr. Makhuli** – he has a very good bedside manner as well as doing his job well. I'm impressed and I appreciate it!

**Adult Medicine – Dr. Cleary** provides excellent care to me always.

**Breast Care Center – Dr. Lai** is amazing. She explains everything thoroughly and in terms that can be understood. She is very sensitive and caring. She listens. I wish there were more doctors like her. She is one in a million. I am lucky to have her as a doctor.

**Joslin - Dr. Izquierdo** has consistently provided excellent care. He is ALWAYS pleasant. He ALWAYS takes time to review all medical notes/history and explains that he is doing so. He asks pertinent questions. He reviews all medications. He always does a physical exam of thyroid/neck. He is patient and allows me to ask questions. Dr Izquierdo: Dr. Izquierdo is very thorough. He reviews all data and considers my

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entire medical history when considering treatment. Dr. Izquierdo is very intelligent. His bedside manner is impeccable. Dr. Izquierdo is patient and allows me to ask questions. He provides an answer and his reasoning on why he thinks so. I am very blessed to have such a good provider! I recommend him to friends and share how good he is to other providers so that they can refer other patients to him.

**Dr. Kelly** - she listened to my concerns, addressed them and anticipated "next questions".

**Dr. Nadkarni**, spends more time with me and any of my other doctors do. This gives me comfort knowing that we had enough time to make sure all of the doctors and my concerns are being reviewed and addressed.

**Emergency Department – CC – Dr. Adcock** – concern for my condition and making sure I knew the process every step of the way.

**3W – Dr. Creamer** was good with information about my test results and daily concern for how I was doing. **Dr. Sun's** quick response and skill saved my life. He was excellent. **Dr. Mora** gave excellent care and attention to a scared patient in crisis.

**6h Floor CC – Dr. Simon** A++

**6B – Dr. Dhamoon** showed genuine interest in my case and answered all questions. I consider him to be an outstanding physician.

**11E – Dr. Riddell** was awesome!!!! Also, the Anesthesiologist **Dr. Desai** was the sweetest man!!!!

**2N - Dr. Coates** was the best!

**Dr. Schwartz** was wonderful and helped me with working through the emotions of my traumatic injury.

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## Onondaga County Medical and Dental Provider Survey

**The Onondaga County Health Department is conducting a survey of medical and dental providers to assess current practices related to opioid prescribing, addiction screening, and addiction treatment. The survey will take approximately 5-10 minutes to complete. Your feedback will be critical to informing the development of educational opportunities for medical and dental providers related to prescription opioid addiction.**

**Thank you in advance for your participation.**

\* 1. Please indicate the number of post-graduate years that you have been a medical or dental provider.

- Currently completing residency (0-3 years)
- 4-10 years
- 11-20 years
- >20 years

\* 2. Are you a primary care physician?

- Yes
- No



## Onondaga County Medical and Dental Provider Survey

\* 3. Do you think there is a prescription opioid abuse problem in Onondaga County?

Yes

No

\* 4. Do you think there is a prescription opioid abuse problem in your practice?

Yes

No

\* 5. Do you prescribe opioids for the management of pain?

Yes

No





## Onondaga County Medical and Dental Provider Survey

\* 6. To what percentage of your patients do you prescribe opioid analgesics for pain?

- <10%
- 11-25%
- 26-50%
- >50%

\* 7. How confident are you in your ability to safely manage chronic pain with opioid analgesics?

- Very confident
- Somewhat confident
- Not very confident
- Not confident at all
- N/A

\* 8. How confident are you in your ability to safely manage chronic pain without opioid analgesics?

- Very confident
- Somewhat confident
- Not very confident
- Not confident at all
- N/A

\* 9. What approaches are utilized in your practice to support safe initiation, monitoring, and discontinuing of chronic opioid therapy (Select all that apply)?

- Documentation in patient medical records
- Patient prescriber pain agreements
- Use ISTOP
- Patient education and communication tools
- Urine testing for monitoring opioid adherence and misuse
- Opioid informed consent procedures
- Pill counts for monitoring adherence and misuse
- None
- N/A
- Other (please specify)

\* 10. What barriers have you or your practice encountered when implementing these systems (Select all that apply)?

- Not a priority, given limited time
- Lack of support staff to help make changes
- Other providers or institutional resistance to make these changes
- Patient resistance to change
- No barriers
- N/A
- Other (please specify)



**Onondaga County Medical and Dental Provider Survey**

\* 11. Do you currently screen patients for evidence of addiction?

- Yes
- No

\* 12. Do you feel comfortable prescribing Naloxone?

- Yes
- No
- N/A

13. If you have concerns related to prescribing Naloxone what are those concerns?

\* 14. Are you interested in prescribing Buprenorphine (Suboxone, Zubsolv, etc)?

- Yes
- No

15. If you have concerns related to prescribing Buprenorphine (Suboxone, Zubsolv, etc) what are those concerns?



## Onondaga County Medical and Dental Provider Survey

16. How can the Onondaga County Health Department support responsible prescribing practices?

\* 17. If a training session on opioid prescribing, screening for addiction, and treatment for addiction were offered, what topics would be most useful to you (Select all that apply)?

- Opioid prescribing
- Pain management
- Screening for addiction
- Addiction treatment
- Naloxone training
- Other (please specify)

18. How would you like to receive information on community resources about opioid addiction?

\* 19. Would you be interested in joining a private online group (i.e. LinkedIn private group) where you could engage in a discussion with other providers about around the opioid topic in Onondaga County?

- Yes
- No

**Procedure Issue Date:** 01/27/2017  
**Last Revision Date:** 01/27/2017  
**Last Review Date:** 01/27/2017

**Applies to:** Downtown and Community

**Post Mortem Flow Chart**  
(PROC\_CM\_P-08C)

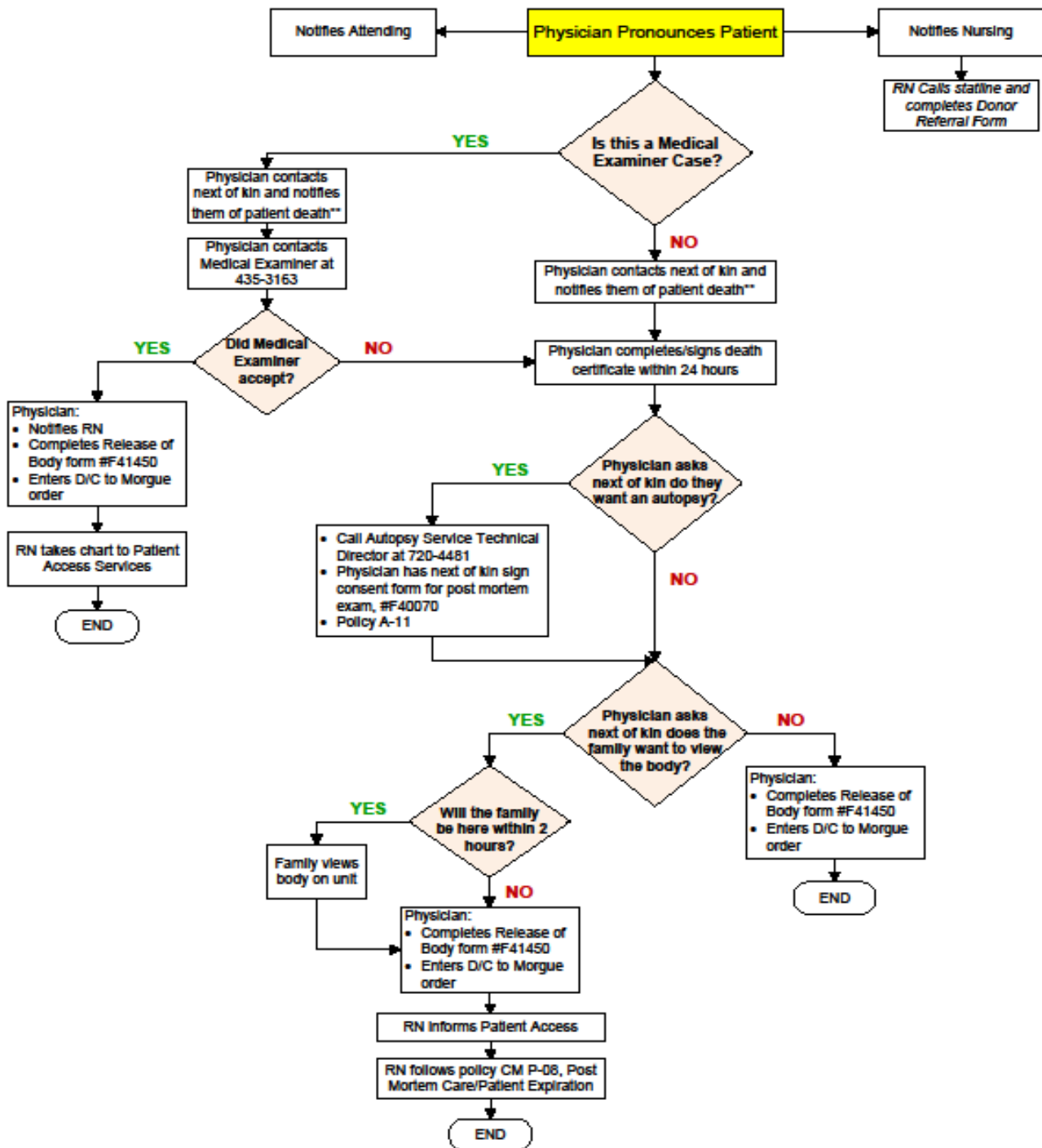
**Corresponding Policy Name and Number:**  
[CM P-08](#), Post Mortem Care

**Equipment:**  
None

**Procedure:**  
Post Mortem Flow Chart appears on next page.

Death Flow Process

October 2016



Note:  
 • Any questions call Autopsy Service Technical Director at 720-4481  
 • See Policy CM P-08 for ME Criteria

\*\*If unable to make direct contact with next of kin, call Social Worker On-Call ASAP to identify next of kin