

# MORNING CMO REPORT

08.19.2015

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

**UPSTATE**  
 UNIVERSITY HOSPITAL

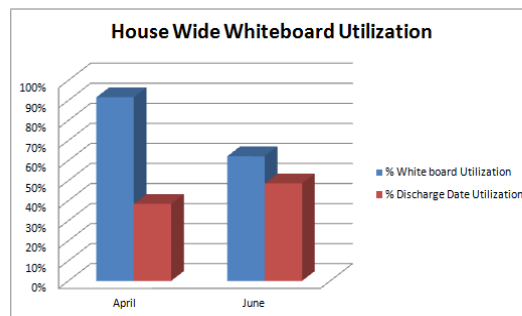
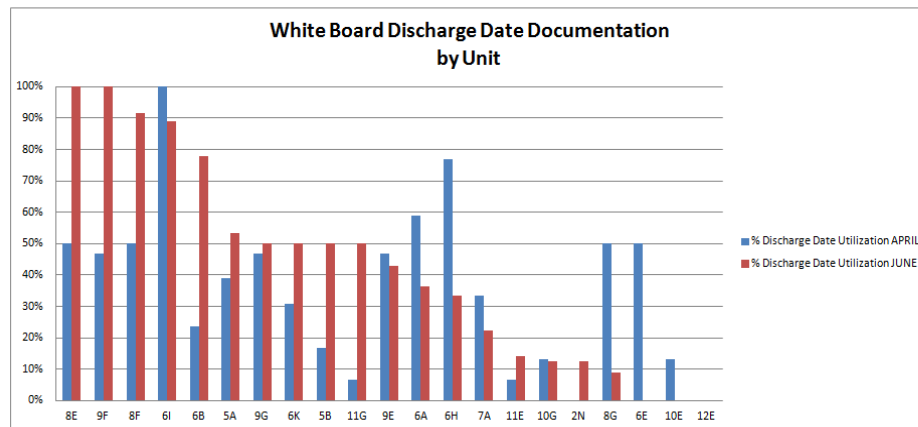
## Anticipated Date of Discharge Documentation

Applies to All Physicians

ADOD  
 Informational

We continue to work on improving the overall efficiency of patient flow throughout the hospital in an effort to accommodate patients who need access to our beds. One component of this effort has been to document the anticipated date of discharge utilizing the whiteboards in patient rooms. Below you will see the most recent audit of our hospital-wide utilization of these whiteboards for this purpose. Relative to April, we have seen a general reduction in the use of the whiteboard (from 85% to 60%). There has been some slight improvement in the specificity of usage with an increased percentage actually documenting a specific anticipated discharge date.

Please work with our nursing colleagues to estimate an anticipated date of discharge for each of your patients in an effort to improve communication and patient flow.



**ALERT**-Highest priority emergency communication; warrants immediate action or attention by the recipient.

**HIGH ADVISORY**-High priority does not warrant immediate action but recipients should be aware.

**ADVISORY**-Provides very important information for a specific incident or situation that does not require immediate action.

**UPDATES TO ALERTS AND ADVISORIES**-Provides updated information regarding an incident or situation; unlikely to require immediate action.

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## Fecal Microbiota Transplantation

Applies to All Physicians

Fecal Transplant  
Informational

Fecal microbiota transplantation for refractory *Clostridium difficile* infections is now available at Upstate. This therapy is available through Gastroenterology for adult patients with active *C. difficile* infections who have failed conventional therapy. "Stool transplantation," as it is often referred to, has been employed throughout the US for some time now, and is gaining popularity. As *Clostridium difficile* infections have become more widespread, virulent and antibiotic-resistant, this approach may restore "normal flora" within the colon, and allow patients to heal. As always, the best approach to *C. difficile* is to prevent the infection in the first place with isolation, decontamination of soiled surfaces and, above all, diligent hand washing. However, when faced with a sick patient who has proven infection, and who has failed the antibiotics that usually work, we can now offer fecal microbiota therapy as a potential option.

I would like to thank Dr. David Heisig for helping to bring this important treatment to our campus.

## Document Cloning

Applies to All Physicians

Cloning  
Informational

I want to bring to your attention a recent article:

[http://www.syracuse.com/crime/index.ssf/2015/08/oswego\\_hospital\\_to\\_pay\\_14m\\_to\\_settle\\_fraudulent\\_billing\\_case.html#incart\\_river](http://www.syracuse.com/crime/index.ssf/2015/08/oswego_hospital_to_pay_14m_to_settle_fraudulent_billing_case.html#incart_river)

regarding a significant fine imposed on a neighboring hospital related to Medicare and Medicaid fraud. While I am unaware of the specific findings related to this case, this incident should serve as an important lesson to all of us as to the importance of accurate documentation in the medical record. In particular, we need to pay close attention to our usage of the copy-paste functionality (also known as "document cloning"). The use of copy-paste functionality can improve efficiencies and can assure continuity of a plan of care over several days of the hospital stay. However, without careful attention, the use of the copy-paste functionality can lead to inappropriate data being repeated in the medical record and may also poorly reflect any changes in the patient's status over the course of their stay.

In the coming weeks, I will be working to better understand our current use of this functionality and closely examining alternatives to be certain our medical record accurately reflects the care provided.

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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

**Adult Emergency Department** – Dr. Ko was very compassionate and approachable during his physical assessment of me. I felt he really listened to me.

**University Geriatricians** – Dr. Berg has been wonderful; she is knowledgeable but her human compassion is what makes her such a great doctor. Dr. Berg is so comfortable with my elderly aunt and was also very supportive of my concerns/stresses as her primary caretaker; really appreciate her time and patience!  
Dr. Bishop listened closely, gave direct orders for actions to be taken, attentive, explained well, and took positive action.

**Radiation Oncology** – Dr. Shapiro and all the staff were so very caring!

**12F** – Dr. Tatum was great!

**11G** – Dr. Simpson came and spoke with me; he made us feel better about our situation at hand.

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