

# MORNING CMO REPORT

02.28.2018

**FROM THE DESK OF:**

Anthony P. Weiss, MD, Chief Medical Officer,  
Associate Dean for Clinical Affairs,  
Upstate University Hospital

**UPSTATE**  
UNIVERSITY HOSPITAL

## REVISED CIWA Protocol and Order Panel – Effective 3/1/2018

Applies to All Physicians

A message from Dr. David Lehmann, Chair, Pharmacy & Therapeutics Committee...

The revised CIWA protocol for the management of alcohol withdrawals will replace the current one effective March 1.

The process to revise the protocol took place under the aegis of the Pharmacy and Therapeutics Committee via a working group from Medicine, Surgery, Addiction Medicine, Neurosurgery, Neurology, Trauma, Hepatology, Nursing and Clinical Pharmacy Staff/Faculty. All wards excluding the ICU's and the ED are affected at both campuses.

The overall goal was to optimize pharmacotherapy by front-loading the most appropriate benzodiazepine for patients to receive in the first critical hours of care. This included diazepam over lorazepam, except for those patients with significant underlying liver disease and those over 65 years of age. The current protocol takes advantage of active diazepam metabolites, generated by the patient's own liver, that circulate over the ensuing 24 – 48 hours.

Critical to this strategy is an attempt to decrease the total benzodiazepine burden while providing prophylaxis for delirium tremens. In addition to benzodiazepine front-loading for a CIWA score of 13 or greater, the protocol also includes antiepileptic adjuncts of either valproic acid or gabapentin for providers to choose, depending on the presence of underlying renal or hepatic disease. Furthermore, the protocol does not include prn lorazepam dosing for preset CIWA scores, as this practice increases the risk of over-sedation and amnesia following the initial 12-24 hours of care.

Given that prn lorazepam is not included in the revised protocol; it is expected that providers will need to promptly re-evaluate the patient for evidence of worsening alcohol withdrawal, hepatic encephalopathy, sepsis, or other findings, requiring adjustment in pharmacotherapy when contacted by our nurses for elevated CIWA scores following the initial loading dose of the benzodiazepine.

An updated alcohol withdrawal order set has been created in EPIC that will reflect this updated protocol. The following documents are attached for your reference:

- CIWA Educational Presentation
- CM A-22 (Policy)
- CM A-22C (Protocol)
- Alcohol Withdrawal Orders

The P&T Committee recognizes that enacting a hospital-wide alteration in such an entrenched practice may generate issues. Therefore, do not hesitate to contact Dr. David Lehmann at 315-464-5365 or [LehmannD@upstate.edu](mailto:LehmannD@upstate.edu) with any questions or concerns.

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## Serum Cortisol Levels

Applies to DT Physicians

Memo from Katalin Banki, MD, Director of Core Laboratory and Stephen Gwilt, Supervisor, Core Laboratory

Starting March 1, 2018, serum cortisol levels can be ordered as either Cortisol AM or Cortisol PM. The old Cortisol code is discontinued. The ACTH stimulation test and 24-hour urine cortisol are unchanged.

The reference range for Cortisol AM is valid only for 6 a.m. – 10 a.m. morning samples and the Cortisol PM only for 4 p.m. – 8 p.m. afternoon samples. Normal values for samples drawn outside these time periods have not been established.

Cortisol AM

Normal range: 6.0-18.4  $\mu\text{g/dL}$  (Valid for 6-10 a.m. samples)

Cortisol PM

Normal Range: 2.7-10.5  $\mu\text{g/dL}$  (Valid for 4-8 p.m. samples)

## Podiatry Consults Now Available!

Applies to All Physicians

I rarely mention new additions to the medical staff but am excited to announce the onboarding of 2 new podiatrists which provides us with inpatient consultation for the 1<sup>st</sup> time in years.

Ryan L. D'Amico, D.P.M and Payel Ghosh, D.P.M are available for routine inpatient consultation for pathology and conditions related to the foot and ankle.

- They specialize in reconstructive surgery of the foot and ankle and the medical and surgical management, including wound care, specific to diabetic foot complications.
- Specific pathologies include:
  - Ingrown toenails
  - Cellulitis of the foot/ankle
  - Ulcerations of the foot/ankle
  - Osteomyelitis of the foot/ankle
  - Trauma of the foot/ankle
- Routine toe nail debridement can be referred to them for outpatient treatment.
- Consults can be called 24/7 at 315-446-3668 and will be listed on Amion.

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## Cancer Center Lab Announcement

Applies to DT Physicians

The Department of Pathology and Laboratory Medicine is pleased to announce the opening this Spring of our new state-of-the-art Clinical Laboratory on the 5th floor of the Cancer Center.

This new laboratory and the anticipated remodeling of the laboratory sections remaining in University Hospital position our department to support our clients' current and future laboratory testing needs.

The transition to the Cancer Center will begin as soon as construction is completed. We will make every effort to minimize any disruption in laboratory testing services during the move.

Sections moving to the Cancer Center include Blood Bank, Core Lab, Microbiology, Special Chemistry, Special Hematology, Acid Fast Testing, Specimen Receiving, and Customer Service. All other Clinical Pathology sections and Anatomic Pathology will remain in the Hospital. Phone and fax numbers will not be affected by the move.

When the Specimen Receiving area moves, specimens will continue to be sent to the lab via pneumatic tube to the new location. Hand delivered specimens will be brought to the 5th floor of the Cancer Center. More details will be provided in the near future.

We will keep you advised as this move progresses. If you have any questions or concerns, please contact Carol Barnett at 4-3281.

## Community Campus Lab Announcement

Applies to CC Physicians

Upstate Pathology and Laboratory Medicine is pleased to announce that we will begin providing Clinical Laboratory testing services to providers and patients at University Hospital - Community Campus later this year.

Laboratory space previously used by Laboratory Alliance of CNY is being converted to a new Upstate Clinical Pathology laboratory and will be staffed by Upstate employees.

We are working closely with the EPIC staff to ensure that physicians' preference lists will be converted automatically from LACNY order codes to Upstate's order codes to minimize changes in the ordering of lab tests.

An Upstate patient blood draw site will also be opened within University Hospital. The location for our draw site has not yet been determined.

Laboratory personnel will provide updates as this transition progresses. Questions or concerns should be directed to Carol Barnett at 4-3281.

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## Complex Patient/Escalation Meetings

Applies to All Physicians

Maintaining appropriate capacity in the Hospital is perhaps the most critical issue facing us at this time. As part of a multi-pronged effort to address this challenge, a new twice-weekly meeting was implemented to help address the challenges posed by complex long-stay patients within our hospital. These intense conversations have already led to better coordination and timelier/safer discharges for these complex patients. Thanks to Diane Nanno for her efforts in getting this off the ground.

## Physician Profile Reports

Applies to All Physicians

As part of the quality review process, physician profile reports have been emailed out to all Physicians and Credentialed Providers. If you have not received one, please reach out to Jim Legault, Director of Clinical Practice Analysis at 315-464-4132 or [LEGAULTJ@upstate.edu](mailto:LEGAULTJ@upstate.edu).

## Outstanding Physician Comments

Applies to All Physicians

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

**Interventional Radiology:** Dr. Jonathan Latzman – gentle and talked to me.

**05W Inpatient Psychiatry at CC:** Dr. Riaz Syed – very helpful and compassionate of my needs.

**Center for Children's Surgery:** Dr. Zulma Tover Spinoza – very knowledgeable and actually cared.

**Gamma Knife:** Dr. Walter Hall and Dr. Michael Lacombe – very professional.

**The Surgery Center at CC:** Dr. Gary Wishik – informative! Dr. Prashant Upadhyaya was phenomenal!

**Breast Care Center at CC:** Dr. Rebecca Swan – awesome! Dr. Rebecca Swan – very encouraging, patient, friendly, and informative.

**05B:** Dr. Housam Hegazy always had good spirits and tried to support me.

**Medicine Subspecialties:** Dr. Hiroshi Kato – excellent care, kept me informed all of the way, did follow-up calls at home to go over any lab work and to see how I was doing. Dr. Hiroshi Kato – professional, knowledgeable, thorough, and caring. Dr. Hom Neupane – wonderful!

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**University Internists:** **Dr. Vincent Frechette** - competent and caring physician. **Dr. Vincent Frechette** took the time to listen and answer all my questions. The answers were thorough and very easily understood. **Dr. Vincent Frechette** – always impresses me because of his expertise and empathy. **Dr. Vincent Frechette** is always prepared for each visit. **Dr. Vincent Frechette** is a superb and caring doctor. **Dr. Vincent Frechette** answered all my questions and addressed my concerns in a way that was easy to understand and never made me feel rushed or foolish for asking. **Dr. Vincent Frechette** made me feel that I had nothing to worry about with my health because he would take care of me. **Dr. Vincent Frechette** always impresses me – from my first encounter and continuing to date. **Dr. Ritu Garg** – very thorough, addresses all concerns, and does not make you feel rushed. **Dr. Ritu Garg** – really cares about her patients. **Dr. Sarah Lappin** – very caring doctor, concerned of all my medical problems and addresses them with me, follows me in the best of care.

**Pediatric Urology:** **Dr. Jonathan Riddell** has wonderful bedside manner and truly cares about the well-being of the whole child (and the family too). **Dr. Jonathan Riddell** impresses us more and more each time we meet with him. He is willing to take the time to listen, yet be assertive in his direction of care, showing us the confidence and reassurance we need in times of uncertainty.

**UHCC – Neurology:** **Dr. Rosamma Joseph** – wonderful doctor who truly cares about the mental and physical health of her patients. So blessed to have her as my doctor. **Dr. Rosamma Joseph** – awesome! **Dr. Eufrosina Young** – extremely satisfied with her care. **Dr. Eufrosina Young** – very attentive, thorough, and caring. **Dr. Anuradha Duleep** is very thorough, has an awesome memory, and made me feel like she really wants to figure out what is wrong with me.

**Joslin Diabetes Center:** **Dr. Roberto Izquierdo** – always caring and gentle. **Dr. Roberto Izquierdo** – always kind and caring. **Dr. Barbara Feuerstein** – love! **Dr. Barbara Feuerstein** – the best! **Dr. Susan Stred** – amazingly thorough, very kind, and supportive. **Dr. Marisa Desimone** – always pleasant and down to earth. It is a pleasure to have her as my doctor. She talks to me on my level which is refreshing. **Dr. Rachel Hopkins** – my favorite!

**Surgery – UH LL022:** **Dr. Randall Green** really put me at ease regarding my current condition.

**Family Medicine:** **Dr. Heather Finn** – nothing but positive experiences, shows genuine interest in what I have to say and could not be nicer. **Dr. Heather Finn** always impresses me, seems to genuinely care about me and listens to what I have to say. **Dr. Cynthia Elkins** – brilliant, knowledgeable, empathic, informative, exacting, well-mannered and kind.

**Upstate Urology:** **Dr. Natasha Ginzburg** – really nice! **Dr. Natasha Ginzburg** – nice, pleasant, caring, concerned. I am glad I have her for a doctor. She explains to me in details about my condition and in terms that I understand. She goes beyond the call of duty to help me and I appreciate her very much. **Dr. Elizabeth Ferry** – very attentive, listened to my concerns, talked to me, explained all options and procedures, answered all my questions. **Dr. Stephen Blakely** – very good doctor.

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**Dental Service:** Dr. Jean Diflorio – cares about what she does and is great all around.

**University Cardiology:** Dr. Avneet Singh – very personable. Dr. Tamas Szombathy – always takes the time to explain items/issues and always takes the time to answer my questions so I can understand my issues.

**Transplant Center:** Dr. John Leggat – very happy with the care I received.

**Urology at CC:** Dr. Rakesh Khanna – took the time to explain what would happen during procedure, was comprehensive and caring.

**11E:** Dr. Jonathan Riddell – amazing!

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