

MORNING CMO REPORT

03.09.2016

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

UPSTATE
UNIVERSITY HOSPITAL

Privacy and Security of Patient Information

[Applies to All Physicians](#)

In light of a few recent privacy incidents, both locally and nationally, I wanted to take a moment to remind everyone of the key practices which are central in maintaining the trust of our patients.

Privacy & Security
Informational

- Your access to patient information is granted in order to permit you to carry out your role responsibilities. Look at and share only the minimal amount of confidential information necessary to do your job.
- When entering a patient's room, **ALWAYS** ask the patient if it is OK for his or her visitor to be present for discussion about care.
- A healthcare proxy is entitled to patient information for healthcare decision-making only if the patient is incapacitated and can't make his or her own decisions.
- When someone inquires about the patient verify that the **patient** has given permission to talk with the individual.
- Limit discussing patients in hallways and other open areas, by lowering your voice volume, moving away from other patients and visitors and using minimum patient identifiers.
- When having discussions with patients or families minimize the chance of others overhearing by closing the door, and lowering your voice volume, and ask visitors to step out of the room.
- Use the designated consult rooms in surgical waiting areas to discuss the patient's status with his/her family.
- Do not discuss or reveal patient information on social networking sites even if you are the only one who can identify the patient..
- Respect the privacy rights of employees who come here for care by affording their information the utmost confidentiality it deserves.
- If you are not a member of the care and treatment team for a specific patient, you may not access information without the Attending Physician's consent.
- Photographs and other media recordings of patients require patient consent unless they are taken for care and treatment purposes.
- Passwords are the most common form of authentication at Upstate and are often the only barrier for access to our sensitive and/or confidential information. Passwords must remain confidential to protect the security of our information.

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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- It is important to not disable the anti-virus and/or anti-spyware software on Upstate computer system. There is potential risk for viruses and other malware programs that can affect the performance of your computer, the effectiveness of our network.
- Log-off your computer when you walk away from it. Even if you only step away from your computer for a few minutes.
- Users should not transmit and/or store sensitive and/or confidential information on file sharing or text messaging applications. As a result, you may be giving unauthorized individuals access to Upstate's patient information.
- Follow general guidelines for protecting portable devices, including iOS devices, Blackberries, and Laptops:
- Password-protect your device - Make sure that you have to enter a password to log in to your mobile device;
- Keep your valuables with you at all times - When traveling or at home, keep your device with you. Additionally, device left in unattended and locked vehicles is **not** considered a secure protection mechanism;
- Be aware of your surroundings - If you do use your laptop or mobile device in a public area, pay attention to people around you. Make sure that no one can see you type your passwords or see any sensitive information on your screen;
- Back up your files to avoid losing all of the information. Make backups of any important information and store the backups in a separate location, preferably on Upstate systems. Not only will you still be able to access the information, but you'll be able to identify and report exactly what information is at risk.
- Be wary of downloadable software - There are many sites that offer games and other software

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Phlebotomy Draw Station Hours

Applies to All Physicians

The Upstate University Hospital Patient Blood Draw Site is changing its office hours.

Phlebotomy
Informational

Beginning on Monday, April 4, 2016 the new hours will be Monday through Friday from 7:30 a.m. to 5:30 p.m. We will continue to provide service on Saturdays from 8:00 a.m. to 1:00 p.m.

For a complete list of our Patient Blood Draw locations, including addresses, office hours, and contact information, please visit our website at www.upstate.edu/pathology

2016 Compassion in Action Webinar Series

Applies to All Physicians

Webinars
Informational



“Conversations Without Words: Using Nonverbal Communication to Improve the Patient-Caregiver Relationship”

March 15, 2016

4:00–5:00 PM ET

Presented by Judith A. Hall, university distinguished professor of psychology, Northeastern University.

How a clinician behaves through nonverbal signals and style has an impact on patients and is considered an important component of patient-centeredness. Similarly, the clinician's skills in accurately perceiving the patient (for example, the patient's emotions, health experiences, needs, expectations, or personality) are important for diagnosis, decision making, and creating a wholesome relationship. Nonverbal skills can be improved through practice, insight, and training interventions. This webinar will review research on these topics.

Learning Objectives

At the end of this webinar, participants will:

- Value the importance of nonverbal communication in clinical and personal interactions
- Be able to describe some of the research evidence from social psychology and medicine regarding the impact of nonverbal communication
- Apply some tips for improving their interpersonal perception skills in the clinical situation

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"Active Listening: Lost
Art or Learnable Skill?"

April 19, 2016
4:30-5:30 PM ET

Presented by Abraham
Fuks, MD, professor,
Department of Medicine,
Pathology and Oncology,
McGill University.

[Register Now](#)



"The Alchemy of Empathy
and Compassion:
Transforming Stress into
Meaning at Work"

May 16, 2016
4:00 - 5:00 PM ET

Presented by Eve Eckman,
PhD, MSW, post doctoral
student, Osher Center for
Integrative Medicine,
University of California San
Francisco.

[Register Now](#)

Everyone is invited to attend a *Compassion in Action* webinar.
Please share this email with your friends and colleagues!

[Learn more about the 2016 *Compassion in Action* webinar series](#)

The Schwartz Center for Compassionate Health Care
617.724.4746 | theschwartzcenter.org | info@theschwartzcenter.org

To register, please contact Rev. Virginia K. Lawson, PhD, coordinator of
Schwartz Center Rounds at Upstate at 464-4687

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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

Inpatient Pediatrics – Dr. Kistler was wonderful. We can't thank him enough.

Medicine Subspecialties – Drs. Perl and Chaparella are two very special and outstanding people.

UHCC Neurology – Dr. Jubelt was very caring and informative.

Joslin – Dr. Weinstock always provides not only EXCELLENT CARE but treats you as you are the only patient; no rush, listens and is the best-of-the-best doctor I've ever had!

Dr. Mols is very caring.

Surgery, Harrison Center – Dr. Dolinak and her staff! I loved the way they put me at ease before, during and after surgery!

Adult Medicine – Dr. Dutta impressed me.

University Geriatricians – Dr. Berg is compassionate, explained things, listened, took time with us.

The Surgery Center @ CC – Thank you Dr. Marziale and her surgical team for their care, courtesy and professionalism.

Dr. Keeney is great!

Dr. Simon did a great job!

Center for Children's Surgery – Dr. Rivera is wonderful with children and has an outstanding bedside manner!

Dr. Mason was very helpful.

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