

**AUGUST 2018**

## **Dr. Housam Hegazy Appointed as Chief & Medical Director, Section of Hospital Medicine** **Applies to All Physicians**

I am pleased to announce the appointment of Dr. Housam Hegazy as Chief and Medical Director of the Section of Hospital Medicine at Upstate Medical University Hospital's Downtown and Community Campus. Hospital medicine is a medical specialty dedicated to the delivery of comprehensive medical care to hospitalized patients. Practitioners of Hospital medicine include physician and non-physician providers. In addition to managing the clinical problems of acutely hospitalized patients, hospital medicine practitioners work to enhance the performance of hospitals and healthcare systems. Dr. Hegazy will be working closely with the Internal Medicine Division Chief, Dr. Vincent Frechette, on managing issues related to the hospitalist group. Please join me in congratulating Dr. Hegazy on this appointment.

## **Clinical Documentation Improvement (CDI) Monthly Tip** **Applies to All Physicians**

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

Respiratory Failure: Remember to document acuity (acute, chronic or acute on chronic) and type (hypoxia, hypercapnia or both). Please see the tip sheet for details on the specific criteria and remember to document additional signs and symptoms such as tachypnea, accessory muscle use, cyanosis, etc.

Any questions or comments, please contact the CDI Team at extension 4-5455 or visit:  
<http://www.upstate.edu/ihospital/intra/cdi/index.php>

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## **2018 DNV GL Healthcare Accreditation Survey Applies to All Physicians**

### **A message from Joyce Mackessy, MS, MBA, RD, CDN, FACHE; Associate Administrator for Patient Support / Regulatory & Accreditation...**

DNV GL is authorized by the US Centers for Medicare & Medicaid Services (CMS) to deem hospitals in compliance with the Medicare Conditions of Participation (CoPs) for Hospitals (42 C.F.R. §482) using their NIAHO\*accreditation standards. (NIAHO stands for National Integrated Accreditation for Healthcare Organizations)

The NIAHO standards integrate CoPs with recognized ISO 9001 standards. ISO 9001 is an international quality management standard that applies to all types of organizations to help both product and service organizations achieve standards of quality that are recognized and respected throughout the world.

For ISO 9001 we are required to develop our own Quality Management System (QMS) and establish our own quality goals. We are then expected to 1) document our organization's QMS and 2) implement our organization's QMS to promote and meet our quality goals and to communicate our quality data.

This year's survey we had 5 surveyors who showed up unannounced August 7<sup>th</sup> for 3.5 days. They surveyed both campuses and many of our clinics and reviewed open and closed medical records. They inspected our physical environment for fire and safety which meant they were going into the mechanical rooms and looking in our ceilings and construction areas. They reviewed employee and provider files for proper credentials, job descriptions, required training and performance review documentation.

DNV while here reviewed us against the new ISO 9001 2015 ISO standards as well as the NIAHO accreditation standards. DNV looked at us closely in terms of how our departments and managers throughout the organization demonstrated responsibility for meeting our quality objectives by engaging, directing and supporting effective quality activities that resulted in measurable improvement outcomes. They looked to see that everyone was engaged and using the QMS across all settings to improve our provision of care, and our operational processes so as to drive improvements in patient safety as well as effective and efficient operational performance.

As an outcome of this survey we will be ISO recertified by DNV but like any good surveying agency they also found opportunities for us to be better.

For this year we had a total of 4 NC 1 nonconformities and 2 NC 2 nonconformities. NC 1 indicates the absence of at least one or more required system elements while a NC 2 finding indicates that they only found a lapse or system breakdown while here but that our overall system requirements were compliant.

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# CMO REPORT

FROM THE DESK OF

Amy Tucker, MD, MHCM, Interim Chief Medical Officer, Upstate University Hospital  
Associate Dean for Clinical Affairs, College of Medicine  
Vice President, Ambulatory Services and Population Health, Upstate Medical University

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UNIVERSITY HOSPITAL

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2018 DNV Findings:

NC 1-1: Surgical Services / Infection Control: issues found with immediate use sterilization processes and the need for more Infection Control oversight of this process.

NC 1-1: Quality Management System: found need for improved process for documented management reviewed of quality data and documented action being taken on quality data and improved flow of information to the Governing Body.

NC 1-2: Life Safety / Physical Environment: multiple fire safety improvement areas identified that will need fixing by October 9<sup>th</sup>.

NC 1-3: Physical Environment: need for battery operated lights for emergency power back up in OR's at 550 Harrison Center.

NC 2-1: Nursing Services: found that pain reassessment was not being documented per policy after medication intervention.

NC 2-2: Physical Environment: safety issues noted with electrical panel breakers not all properly labeled and ground fault issue at 550 Harrison Center.

**DNV also found an opportunity for improvement at the Community Campus as some H&P notes were missing.**

Please let me know if you have any questions or would like to have an accreditation review or audit done for your service. I can be reached by phone at 315-464-4253 or email at [mackessj@upstate.edu](mailto:mackessj@upstate.edu).

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## Outpatient Pharmacy Meds-to-Beds Program (M2B)

Applies to All Physicians

**A message from Luke Probst, Pharm.D., BCPS; Executive Director of Pharmacy Services...**

Up to 40% of patients who are discharged from a hospital do not get post-discharge medications filled in a timely fashion, filled at all or take their medications incorrectly. These lapses in care often lead to complications in care and/or hospital readmissions. Hospitals that coordinate the availability of medications to be delivered to a patient's bedside before they leave the hospital have demonstrated fewer readmissions and increases in patient understanding, compliance and satisfaction regarding their medications. Upstate's Outpatient Pharmacy, located in the hospital lobby and which had a grand opening in late June 2018, offers this service. The meds-to-beds (M2B) program facilitates the delivery of discharge medications ordered in advance to a patient's bedside before leaving the hospital. This improves patients' understanding of their intended medication plan, assures acquisition of critical medications without delay and makes the transition to home more convenient. Our outpatient pharmacy team can work with inpatient pharmacists, providers and nurses to coordinate medication plans at the transition from hospital to home. Additionally, our team offers Prior Authorization and Patient Assistance programs for patients of Upstate providers.

As we continue to refine our efficiencies as part of any new service, it is important for providers to recognize that we can deliver optimal service with sufficient advance issuance of discharge prescription orders. Providers should plan to issue discharge prescriptions to the **SUNY Upstate Outpatient Pharmacy** 24 hours in advance of the intended discharge time. This allows pharmacy staff to review benefits coverage and troubleshoot prior authorization, formulary restriction, medication supply or other factors that sometimes complicate the prescription filling process. Unexpected or last minute **prescriptions require at least 2-hours advance issuance in order to avoid patient delays and dissatisfaction.** Refer to the Epic System Update on this subject, updated June 2018.

Our outpatient pharmacy services are available to patients, employees and the general public.

We are focused on providing a valuable service to patients and staff; and we welcome your constructive feedback if there are opportunities for us to improve those services. The outpatient pharmacy can be reached at 315-464-DRUG (3784) and e-prescriptions should be issued to "SUNY Upstate Outpatient Pharmacy". Please contact Eric Balotin ([balontine@upstate.edu](mailto:balontine@upstate.edu), 315-464-4215) with any additional questions.

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## **Did You Know You Can Access HealtheConnections at Upstate?**

**Applies to All Physicians**

### **A message from Dr. Jef Sneider, Medical Director, HealtheConnections...**

HealtheConnections is the Regional Health Information Organization (RHIO) of Central New York. As a Qualified Entity of the State Health Information Network of New York (SHIN-NY), HealtheConnections brings together patient medical information from hospitals, medical practices, labs, imaging centers, and other health care providers to enable increased efficiency and overall quality of healthcare for patients across the state.

HealtheConnections makes this information available and more easily accessible to the health care community; and as patients move from one healthcare setting to another, providers can view the patient's medical records from other healthcare professionals beyond what is available through EPIC's CareEverywhere. The electronic medical records include histories, labs, diagnostic-quality images, reports, diagnostic tests and other vital information. Veterans Administration, Department of Defense (active military) medical records are available as well. Health information from Upstate's systems is shared to the portal, making transitions to providers outside Upstate and Epic networks much easier.

A patient must give consent for Upstate to access their available information. That consent is usually obtained at check-in -- 96% of patients have consented affirmatively at Upstate! -- which then allows access by authorized users throughout the entire hospital system.

To become an Authorized User, complete the training on Blackboard UH:3421 RHIO. Submit the completed forms as directed in the training to receive your HealtheConnections account credentials.

Please contact Tamie Kiniry, HIE Community Engagement Specialist, at 315-671-2241 (extension 350) or at [tkiniry@healtheconnections.org](mailto:tkiniry@healtheconnections.org) if you have any questions.

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## Expected Date of Discharge

Applies to All Physicians

**A message from Dr. Jeremy Joslin, Associate Chief Medical Officer, Upstate University Hospital – Downtown Campus...**

Hospital capacity improvement is on all of our minds as we continue to work towards our goals of reducing patient delays and improving the quality of our performance.

One tool that we are using to maximize capacity, given our current number of staffed beds, is called Estimated Date of Discharge (EDD). *Since the discharge process begins at admission, providers are asked to estimate the date of discharge based on the admitting diagnosis when writing admission orders.* We can use the EDD to predict hospital census, and better understand estimated discharge volumes for any given day. With hospital occupancy consistently >95% knowing every bed available for turnover is important for planning each day. This knowledge will help us make real-time decisions on patient placement at admission. Another benefit is that we know that patients are more engaged with their goals of care when an EDD is identified.

Thanks to many concurrent efforts we are already making strides with improving hospital capacity; however, the EDD is one additional tool that will help us with the tactic of managing our system's status as part of our strategy to improve capacity. Every hour of every patient's hospital stay counts.

Towards our united aim of hospitalizing the right patient in the right bed at the right campus for the right number of minutes/hours/days, **please add an EDD for every patient on whom you write admission/observation orders. If you are unsure of the EDD, please use the linked cheat sheet available within the admission order box.** Finally, the EDD should be reviewed and revised every day of the patient's stay.

Thank you for your attention to this, and please contact me by phone at 315-464-4239 or email: [joslinj@upstate.edu](mailto:joslinj@upstate.edu) for any opportunities to explain further or assist you with this request. I will be reviewing the utilization of the EDD and reaching out to teams that need assistance adapting this new practice.

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## **CORRECTION: Pager Number for Newly-Diagnosed HIV patients**

**Applies to All Physicians**

**Immune Health Services (IHS) and Pediatric Infectious Disease would like to highlight the following important news related to HIV Testing and HIV Care:**

- 1. Rapid treatment initiative improves short term and long term outcomes for people living with HIV. Patients who have at least 2 positive tests on the HIV diagnostic algorithm and are newly diagnosed should be referred immediately for HIV care and treatment, with a goal to start HIV medications within 72 hours of diagnosis.**
  - a. For newly diagnosed patients aged 26 and older, referrals can be called into the Immune Health Services Retention and Adherence team pager **315-213-0225** during business hours. These specialists can arrange expedited appointments and may be able to meet with patients at the location of diagnosis. Referrals for previously diagnosed patients should go through the main line at **315-464-5533**.
  - b. For patients up through age 25, referrals should be called into Pediatric Infectious Disease at **315-464-1996**, and priority will also be given to rapidly initiate care and treatment for newly diagnosed patients.
  - c. IMT is finalizing the pop up alert of a new positive result with instructions regarding contacting IHS.
- 2. Offer of HIV testing is mandated for all individuals aged 13 and up** receiving primary, hospital, or emergency care at least once in their lifetimes; testing should be done at least annually for those with new sex partners or blood exposures (e.g. injection drug use).
- 3. Opt-out testing *can* be offered** (as in, “we’re going to do several tests today including HIV, ok?”)

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## **REMINDER: Clinical Laboratory Services at Community Campus** Applies to All Physicians

As of Monday, July 23, 2018 Clinical Laboratory Services at Community Campus are now being provided by Upstate Clinical Pathology Laboratory. The lab location and phone numbers have not changed.

*Here's what you need to know:*

### **Ordering Lab Tests**

- Epic trainers provided Tip Sheets to explain any changes that providers need to know.
- **Reminder: if patients go to a draw site that isn't affiliated with Upstate (an External Lab), test results do NOT automatically file in Epic. Lab results from External Labs need to be manually entered into Epic. Please refer to Epic Tip Sheets for information on entering external lab results.**

### **Test Changes**

There are some tests with descriptions that vary slightly from the test names you are used to. Most of these have a very low volume history. The following are examples of more substantial test changes that you should be aware of:

- Upstate offers Troponin T. Troponin I is no longer available (exception: iSTAT results are Troponin I)
- Upstate offers ProBNP-NT only. BNP is no longer available.
- Heparin Protocol was previously based on PTT results. Upstate uses anti-Xa unfractionated heparin level
- Drugs of Abuse Panel does not include Urine Alcohol. Urine Alcohol needs to be ordered separately

### **Specimen Collection**

There are a number of changes in blood tubes and culture media. Blackboard training was provided to all Nursing staff in June.

### **Test Results**

- REFERENCE RANGES MIGHT BE DIFFERENT...please check ranges in Epic or on lab reports

### **CC Patient Blood Draw Sites**

- An Upstate Blood Draw Site opened on July 23<sup>rd</sup> in room 1257 (behind Patient Registration)
- Hours: Monday – Friday 8:00 am – 5:00 pm
- Some patients might have higher co-pays since this draw site is located within a hospital

More information is available at [update.edu/pathology](http://update.edu/pathology) in the Provider Quick Links sidebar. If you have any questions or concerns, please call the main laboratory number **315-492-5531**.

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## Outpatient / Observation Notice

Applies to All Physicians

### **A message from Dr. Housam Hegazy Utilization Management Medical Director...**

Patients who are hospitalized under observation level of care will likely have a higher out of pocket payment compared to inpatient level of care.

Patients have certain rights and protections related to financial liability and appeals. These financial liability and appeal rights and protections are communicated to beneficiaries through notices given by providers.

There are two laws in New York State related to these notices, the first is a federal law (MOON) and the second is a state law.

### **Medicare Outpatient Observation Notice (MOON)**

The MOON is a standardized notice to inform Medicare beneficiaries including managed Medicare enrollee, who receive observation services for more than 24 hours, that they are outpatients receiving observation services and are not inpatients of a hospital or critical access hospital (CAH). The notice must be delivered no later than 36 hours after observation services begin.

The MOON is mandated by the Federal Notice of Observation Treatment and Implication for Care Eligibility Act (NOTICE Act), passed on August 6, 2015. The NOTICE Act requires all hospitals and CAHs to provide written and oral notification for beneficiaries under outpatient/ Observation status beginning no later than March 8, 2017.

Hospitals must use the Office of Management and Budget (OMB)-approved MOON (CMS-10611). Hospitals must type or write the following information in the corresponding blanks of the MOON:

- Patient name;
- Patient number; and
- Reason patient is an outpatient.

### **NY Public Health laws in regard to patient under observation status**

The provisions of a new section of Title 10 regulations, 405.32, which were promulgated to implement NYS Public Health Law 2805-v and 2805-w became effective November 4, 2015, held that a Written and oral notice must be provided to the patient or the patient representative within 24 hours of assignment to observation status.

**The hospital is finalizing a form that includes both the MOON and the NY public health law in regards to observation status. All notices must be delivered to patients within 24 hours**

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## Outstanding Physician Comments

Applies to All Physicians

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

**Adult Emergency Department:** *Dr. Eric Hojnowski - friendly, caring and forthcoming. Dr. Deborah Mann is exceptional! Dr. Deborah Mann is extremely caring and helped me tremendously.*

**Adult Hematology Oncology:** *Dr. Sam Benjamin – very good. Dr. Rahul Seth – awesome! Dr. Rahul Seth – great! Dr. Rahul Seth takes time with me and my family to address questions. He is compassionate, a genius, and I thank god he is my doctor. He is the best!*

**Breast Care Center:** *Dr. Jayne Charlamb – excellent! Dr. Jayne Charlamb took her time with me and made me feel like I was the only patient she had. Dr. Lisa Lai – priceless! Dr. Lisa Lai - caring and compassionate. Dr. Lisa Lai remembered everything related to my illness and spoke to me with respect and concern. Dr. Prashant Upadhyaya – pleasant to work with. Dr. Prashant Upadhyaya explained in detail about my upcoming surgery and never rushed; answered all my questions and concerns.*

**Center for Children’s Surgery:** *Dr. Timothy Damron – attentive and informative every step of the way during our son’s surgery.*

**ENT:** *Dr. Sherard Tatum – always a great experience; he’s the best! Dr. Sherard Tatum – the best of the best!*

**Family Medicine:** *Dr. Kaushal Nanavati – wonderful! Dr. Kaushal Nanavati is an incredible doctor! He is very kind, professional and shows care for his patients. He has good insight and advice. He is always consistent and I would highly recommend him. Dr. Kaushal Nanavati is an exemplary practitioner. I am confident that I am getting the best care possible from him and feel like we are in a partnership to achieve the optimal health possible for me. He is an excellent doctor and stellar human being. I am grateful to be in his care. Thanks to each of you providing front line care for our patients. We appreciate the work you are doing...Amy Tucker*  
*Dr. Kaushal Nanavati is a compassionate doctor who really cares about his patients and is a good listener. Dr. Kaushal Nanavati has always impressed me with his kindness, understanding, gentleness, and not giving up until he finds the answer to the problem. Dr. Kaushal Nanavati is wonderful, takes his time to listen to and show care for his patients. Dr. Kaushal Nanavati is caring, concerned, and empathetic. Dr. Clyde Satterly is very caring and helpful, so glad he is my doctor! Dr. Clyde Satterly is an excellent doctor. Dr. Clyde Satterly is professional, courteous and compassionate. I consider myself fortunate to have him as my primary care physician.*

**Interventional Radiology:** *Dr. Tomas Mujo – excellent, congenial, approachable, and made a comfortable atmosphere.*

**Joslin Center for Diabetes:** *Dr. Sadia Ashraf listened to my own explanations and formed her plan around my input. Dr. Marisa Desimone is fantastic. Dr. Ruban Dhaliwal is impressive. I know she wants the best for*

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*me. **Dr. Ruban Dhaliwal** is wonderful. **Dr. Ruban Dhaliwal** – excellent! **Dr. Ruban Dhaliwal** – understanding, interested, genuinely caring, and superior in every way. She has always taken the time with me and explained everything very well. I admire her wisdom and respect the fact that she does much research with clinical trials and is so dedicated to those who participate. She is one of a kind in her field and is a valuable asset to Upstate in her quest to combine both the academic and the medical components of patient care. **Dr. Ruban Dhaliwal** – exceptional physician! **Dr. Ruban Dhaliwal** is not only impressive but a stand-out in a field where patients at times feel like a number and feel like they are just being ‘processed’. As soon as she walks in the exam room, a patient realizes she is different, a genuinely caring person who possesses exceptional knowledge and exudes confidence and positivity. **Dr. Barbara Feuerstein** is very caring. **Dr. Barbara Feuerstein** is personable, caring, thorough, and helpful. **Dr. Rachel Hopkins** always impressed me as being very caring and compassionate. **Dr. Rachel Hopkins** is always very nice and easy to talk to. **Dr. Rachel Hopkins** is always professional and kind during my visits with her. She spent a considerable amount of time with me during my last visit which I appreciated. **Dr. Roberto Izquierdo** – fabulous! **Dr. Roberto Izquierdo** is a very knowledgeable doctor. He treated me with the utmost respect and care, is highly professional and knew my medical concerns. I had a very good experience and have always felt that way. **Dr. Roberto Izquierdo** did a good job following up on a request. I have been going to **Dr. Roberto Izquierdo** for several years and am very satisfied with his care. **Dr. Roberto Izquierdo** was excellent, very knowledgeable, kind and compassionate. **Dr. Roberto Izquierdo** is a very good doctor. He always answers any questions I have and I feel he knows my medical condition well. **Dr. Roberto Izquierdo** is always kind, pleasant, gives as much time as needed, very caring and thoughtful! The two best days of my health life were when a doctor friend recommended **Dr. Roberto Izquierdo** and when I became a patient of his. **Dr. Prashant Nadkarni** is very good! I feel like he really listens to me and is open minded. **Dr. Beth Anne Piper** – great doctor! **Dr. Beth Anne Piper** – very pleased. **Dr. Beth Anne Piper** – awesome! **Dr. Beth Anne Piper** is a genius. **Dr. Beth Anne Piper** is impressive, took time and was thorough. **Dr. Beth Anne Piper** is informed, takes her time, offers advice, listens to my concerns, and is so very personable. **Dr. Beth Anne Piper** – very good! **Dr. Beth Anne Piper** is amazing. She really understands what she treats. **Dr. Beth Anne Piper** is always friendly and caring. She takes the time to listen to my concerns, ideas I have, and gives me the feedback that is needed. She is always available to spend time with me and explain any and all aspects of my health. **Dr. Beth Anne Piper** – terrific! **Dr. Beth Anne Piper** – impressive. **Dr. Beth Anne Piper** – great doctor! **Dr. Beth Anne Piper** is very concerned about getting my diabetes under control. **Dr. Angela Mojica Sanabria** is caring, compassionate, and professional! **Dr. Angela Mojica Sanabria** is very kind, caring, and patient. I would highly recommend her!! I am always amazed at how helpful my appointments with **Dr. Ruth Weinstock** are. I never feel rushed and had time to ask all my questions and get all of my concerns addressed. **Dr. Ruth Weinstock** is the most knowledgeable, talented, caring, dedicated and amazing physician I have ever met. I consider it an honor to be under her care and look forward with optimism to what the future holds for me – thank you! **Dr. Ruth Weinstock** showed a real concern for my health and well-being. **Dr. Ruth Weinstock** is very good at making sure you understand your medical conditions.*

**Medicine Subspecialties:** ***Dr. Eduardo Bonilla** is punctual, thorough, and kind. He was honest but not insensitive and really listened to my concerns and answered every question. I can't say enough about **Dr. Eduardo Bonilla** and how much I like him. **Dr. Eduardo Bonilla** is a very attentive person. He always makes sure to explain everything to me and addresses any concerns I may have. **Dr. William Elliott** was excellent and made me feel at ease. **Dr. William Elliott** – impressed with him since my first visit. He speaks frankly, does not insult my intelligence, is friendly, and imparts knowledge that helps me better understand. **Dr. Anil Ghimire** – extremely nice. **Dr. Stephen Knohl** is one of the BEST!!! **Dr. Stephen Knohl** makes you feel like part of the*

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family. His direct approach but concern he has as well as comprehensive explanation makes the appointment one you don't mind returning for in the future. **Dr. Carlos Martinez – Balzano** was so sweet to me. He has such a nice bedside manner! **Dr. Hom Neupane** is the best rheumatologist we have seen. **Dr. Hom Neupane** is the greatest in my opinion! **Dr. Hom Neupane** – excellent experience and expertise. Total confidence in **Dr. Hom Neupane**. **Dr. Hom Neupane** – impressive, my HERO! **Dr. Hom Neupane** - excellent and caring physician. **Dr. Andras Perl** – exceptional physician. **Dr. Andras Perl's** knowledge, concern, empathy, diagnostic skill, and demeanor gave me great confidence in him. I would highly recommend him to others. I was fortunate to have the referral to **Dr. Andras Perl**. He is well respected and I expect he will continue to keep my best interests in mind when seeing and treating me. **Dr. Andras Perl** - compassionate. **Dr. Andras Perl** is excellent. I am very happy and feel confident being under his care. **Dr. Sheetal Rayancha** is wonderful, kind, and considerate! **Dr. Birendra Sah** makes me feel as if I am his only patient the day of my appointment. He made sure I completely understood a change in my medicines and why before I left. He took time prior to my appointment to call me when I called with a problem I was having and informed me of my test results the following day. He is such a caring doctor and I feel very fortunate to be under his care.

**Neuropsychology Assessment Program:** **Dr. Dominc Carone** – kind and knowledgeable. **Dr. Rebecca Gavett** – friendly, informative. **Dr. Lauren Warren–Faricy** – helpful.

**Pediatric Urology:** We continue to be amazed with **Dr. Jonathan Riddell's** level of care and compassion. We are so fortunate to have **Dr. Jonathan Riddell** as part of our daughter's medical journey. **Dr. Jonathan Riddell** is great! My husband and I are both very happy with the care **Dr. Jonathan Riddell** has provided and find him to be very personable and professional. He has consistently taken time to fully explain any changes or concerns. **Dr. Jonathan Riddell** is always impressive in his demeanor, expertise, professionalism, and optimism. He is amazing at what he does and brings so much more than his knowledge and research to each interaction with us. He clearly knows our family and our daughter's medical path and we are so blessed to have her in his care. **Dr. Jonathan Riddell** is amazing. He seems to genuinely care about his patients and listens to any and all concerns and questions we have. **Dr. Jonathan Riddell** – love! **Dr. Jonathan Riddell** – impressive, would recommend him to everyone, thank you! **Dr. Jonathan Riddell** – warm hearted, caring, listens, best surgeon!

**Radiation Oncology:** **Dr. Jeffrey Bogart** was top of the line. It is a pleasure to be under his care. He is very concerned, informative and responsive to my partner. **Dr. Jeffrey Bogart** was very informative and pleasant. I felt very comfortable with him.

**Surgery – UH:** **Dr. Kwame Amankwah** is always pleasant, professional, and easy to talk to. **Dr. Taewan Kim** – great.

**Surgery – UH LL022:** **Dr. Joan Dolinak** is a very caring and extremely knowledgeable physician about burns. She is one of a kind and I cannot say enough about how great she is. I would highly recommend **Dr. Joan Dolinak** to everyone. I couldn't ask for a better surgeon to take care of my needs. She is the best!!! **Dr. Joan Dolinak** was amazing. I have never felt so comfortable with a physician before. **Dr. G. Randall Green** - impressive! **Dr. G. Randall Green** has the most caring and concerned bedside manner that I have ever seen. **Dr. G. Randall Green** is caring, understanding, and professional. **Dr. Moustafa Hassan** listens and communicates very well. **Dr. Moustafa Hassan** is an exceptional physician. **Dr. Taewan Kim** – very good. **Dr. Jason Wallen**

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*is very informative and thorough. He has made my visits very comforting knowing he will do his best and take his time to fix my issues during surgery.*

**The Surgery Center – CG:** *Dr. Dean DeRoberts* was wonderful as always. *Dr. Jesse Gutnick* – excellent! *Dr. Jesse Gutnick* was very nice and made me feel at ease. *Dr. Matthew Scuderi* – impressive! *Dr. Howard Weinstein* – thank you for taking good care of me and for performing a successful surgery.

**Transplant Center:** *Dr. John Leggat* is great. *Dr. Oleh Pankewycz* explained things clearly.

**UHCC – Neurology:** *Dr. Robert Beach* listened to my concerns, explained why I am experiencing the symptoms I have and the options that are available to me to improve / eliminate them. I appreciate that he works with a collaborative neurology team that communicates about the best / recommended course of treatment for me. He is very pleasant and takes the time to explain things to me in a way that I understand. I do not feel rushed during my appointments with him and always have a positive experience with him. I am glad and thankful to have *Dr. Deborah Bradshaw* on my team of physicians! *Dr. Deborah Bradshaw* is a true leader that everyone learns from. She impresses me every time that I see her. I have been going to *Dr. Deborah Bradshaw* since 2005, and I absolutely trust that she is the very best neurologist available. I absolutely love her. Her intelligence always amazes me, and she is very kind and loving. She absolutely is the best friend and caregiver for me. *Dr. Anuradha Duleep* is one of the best medical providers I have ever had. She is always prepared for my visits and does research to see if there is possibly a more effective treatment available. She is patient and listens. *Dr. Ahmed El Dokla* – excellent! *Dr. Ahmed El Dokla* is great, with a warm sense of humor and great bedside manner. He made me feel very comfortable in a new medical environment. *Dr. Shahram Izadyar* answers all questions with thoughtfulness. *Dr. Shahram Izadyar* is one of the best doctors my son has ever had. *Dr. Burk Jubelt* is the best. Not only is he a bright doctor, he is also compassionate and treats people with respect. *Dr. Burk Jubelt* is knowledgeable and kind. I have been *Dr. Burk Jubelt's* patient for over 10 years and have no complaints. *Dr. Melissa Ko* is an exceptional physician who is knowledgeable, caring and compassionate. I definitely refer her to friends and family. *Dr. Melissa Ko* is an excellent doctor. I have recommended her to many people. *Dr. Melissa Ko* is a very personable doctor. She spends all the time talking with you, personally and professionally. *Dr. Melissa Ko* is a very knowledgeable and compassionate physician. I feel very lucky and confident in her care. We are extremely impressed by *Dr. Melissa Ko's* professionalism, while at the same time being very personable and patient in explaining things. *Dr. Luis Mejico* is the best doctor I know. I have full confidence in *Dr. Luis Mejico's* knowledge, compassion, and follow-through; I feel extremely fortunate to have him as a health care partner. I have seen *Dr. Luis Mejico* for 6 years. His concern and care are exemplary. I have referred friends to him. *Dr. Luis Mejico* is a super physician who listens carefully, remembers details over time and takes a helpful, consultative approach. That he combines this with being at the top of his specialty is amazing! *Dr. Luis Mejico* always impresses me. He is so caring, knowledgeable and always looks out for me. He is a wonderful talented doctor and compassionate man. *Dr. Luis Mejico* has been extremely attentive to my health issue. I am grateful for the care and also for the amount of time he spent with me exploring surgical options. *Dr. Luis Mejico* takes charge of any health issues, finding the correct path to navigate the health system. *Dr. Luis Mejico* remembers my history, talks in depth about my medications and any changes. *Dr. Michael Vertino* is the BEST. He takes time to listen to me and always has a positive attitude. *Dr. Micheal Vertino* is an exceptional doctor. Out of a 10, I rate *Dr. Michael Vertino* a 20! *Dr. Eufrosina Young* is excellent in

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## FROM THE DESK OF

Amy Tucker, MD, MHCM, Interim Chief Medical Officer, Upstate University Hospital  
Associate Dean for Clinical Affairs, College of Medicine  
Vice President, Ambulatory Services and Population Health, Upstate Medical University

## AUGUST 2018

explaining my condition. **Dr. Eufrosina Young** is very thorough. **Dr. Awss Zidan** shows concern, took my case a step further, helped me get on track, and created a better plan for me and helping to manage my pain.

**University Cardiology:** **Dr. Luna Bhatta** is a true medical professional. **Dr. Luna Bhatta** is a true healer. Upstate is privileged to have her on staff. **Dr. Robert Carhart** is the best! I have been a long time patient of **Dr. Robert Carhart's** and always feel very comfortable at each office visit. He doesn't rush the appointment and is very informative with questions. **Dr. Debanik Chaudhuri** is the kindest and most considerate doctor I've ever had. He takes all the time needed to give the best care and diagnosis. **Dr. Sakti Pada Mookherjee** was exceptional in his knowledge. I felt very confident in his abilities. **Dr. Avneet Singh** is always friendly and professional. **Dr. Tamas Szombathy** saved my life! **Dr. Tamas Szombathy** is the best and I have recommended him to others many times!

**University Center for Vision Care:** **Dr. Jamin Brown** – excellent and would recommend to anyone! **Dr. Robert Swan** has an extremely wonderful personality that makes you feel at ease with the problems at hand - thank you. I am thankful to being working with **Dr. Robert Swan**; he is great! **Dr. Robert Swan** – exceptional! **Dr. Robert Swan** – provider of the year! **Dr. Robert Swan** is always a pleasure; I couldn't ask for a better doctor. **Dr. Robert Swan** is easily the best doctor I have had. He is the standard all doctors should strive for when it comes to empathy, general concern, and care for his patients.

**University Geriatricians:** **Dr. Andrea Berg** was outstanding in providing professional and personal care to me. **Dr. Andrea Berg** is the most kind, caring doctor. She takes the time to listen and shows compassion in the way she treats you. **Dr. Andrea Berg** – very caring, thorough in explanations and clear. **Dr. Andrea Berg** – she's as good as they come. She's knowledgeable, witty, and warm.

**University Internists:** I really like **Dr. George Gluz**. He took the time to listen to my problems and speak to me about all of my concerns. **Dr. Barbara Krenzer** as always listened to me and provided excellent advice regarding my issues. **Dr. Barbara Krenzer** always listens carefully to my concerns and is proactive in trying to help. **Dr. Barbara Krenzer** is a wonderful, caring doctor!! I am truly satisfied with her. **Dr. Barbara Krenzer** has always been great to me. I have great confidence in her. **Dr. Barbara Krenzer** – the best! **Dr. Barbara Krenzer** –courteous and attentive. **Dr. Sarah Lappin** – kind, considerate of my feelings and concerns. She REALLY listens to me and I trust her explicitly! She's great! **Dr. Sarah Lappin** always stays to answer all my concerns. I truly appreciate that she cares. **Dr. Suman Swarnkar** – impressive! **Dr. Suman Swarnkar** – love! I have been seeing her for many years. She always seems to be familiar with my history and main issues, orders tests' appropriately and makes referrals as needed. Thank you! **Dr. Suman Swarnkar** is the kind of physician who cares deeply about her patients and it shows in everything she does! **Dr. Suman Swarnkar** is a very compassionate and good hearted provider. She goes an extra mile to accommodate patients and works with their schedules. **Dr. Suman Swarnkar** is the best doctor I have ever had. She is kind, compassionate, knowledgeable and spends time listening to my concerns and being responsive. Amazing! **Dr. Suman Swarnkar** cares deeply about me and she shows it! She asks questions about me, my family, and my health. She wants to know what's going on in my life and cares about my quality of life. She is genuine, authentic and holistic in her approach and she respects my concerns as well as understands my fears. **Dr. Vincent Frechette** is the best. We all look forward to seeing **Dr. Vincent Frechette**. **Dr. Vincent Frechette** is always friendly and nice. He makes going to the doctors' office a nice thing to look forward to. **Dr. Vincent Frechette** – excellent. **Dr. Vincent Frechette** is

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*an excellent doctor and diagnostic. He is very knowledgeable, kind, and spends a great deal of time with me. He has been fantastic with my wife and I, and we feel very safe having our health care in his hands! **Dr. Vincent Frechette** – love! **Dr. Vincent Frechette** always has time for my questions and makes me feel as though I am his priority. He is a very smart and caring physician. **Dr. Vincent Frechette** is an excellent primary care provider with a wealth of clinical knowledge and experience. **Dr. Vincent Frechette** is the best doctor that I have ever had. He spends his time listening to you and voices his concerns where appropriate. I appreciate **Dr. Vincent Frechette** and that he has the time for me to be his patient. **Dr. Vincent Frechette** is a great doctor, is very down to earth and listens to what you have to say! **Dr. Lubna Wani** is the best primary care provider I could have in Central NY. She does a great job of taking care of all my needs and makes referrals appropriately.*

**Upstate Pediatrics:** ***Dr. Travis Hobart** always answers my questions. **Dr. Tobey Kresel** went out of her way to see me in waiting room to discuss my daughter. **Dr. Jaclyn Sisskind** is always so friendly and knowledgeable.*

**Upstate Urology:** ***Dr. Gennady Bratslavsky** is always professional, courteous, and personable. **Dr. Gennady Bratslavsky** is very patient and easy to talk to. **Dr. Gennady Bratslavsky** is amazing, he saved my life! I am very fortunate to have **Dr. Gennady Bratslavsky** as my surgeon for my cancer treatment. **Dr. Stephen Blakely** was beyond my expectations – very friendly, knowledgeable, caring, concerned, and listened to me very well. **Dr. Timothy Byler** – caring and compassionate. **Dr. Timothy Byler** is by FAR the Urologist demonstrating the HIGHEST standards of professionalism. I have great respect for him and his practice! **Dr. Timothy Byler** was personable and quite professional at the same time, with a sense of humor as well. I wish I could have someone like **Dr. Elizabeth Ferry** for all my health concerns! **Dr. Elizabeth Ferry** is easy to understand, very personable, and has great bedside manner. **Dr. Natasha Ginzburg** – very pleased! I like **Dr. Natasha Ginzburg's** approach and attention. **Dr. Natasha Ginzburg** is a great, caring doctor. I am very grateful to have found **Dr. Natasha Ginzburg**; she is an excellent physician, kind, caring, and always willing to research whenever I bring questions to her – lucky us to have her in Syracuse! **Dr. Joseph Jacob** – professional and caring. **Dr. Joseph Jacob** – listens! **Dr. Dmitriy Nikolavsky** is a gem, as good as it gets. **Dr. Dmitriy Nikolavsky** deeply impressed me. **Dr. Oleg Shapiro** knows his stuff and is friendly, helpful and concerned about my well-being. **Dr. Oleg Shapiro** is the best; he made me feel like family and that he cared. **Dr. Oleg Shapiro** explains diagnosis and procedures to us in detail and answers all our questions – we like him very much! **Dr. Oleg Shapiro** is pleasant and I appreciate his skills as a surgeon. **Dr. Oleg Shapiro** has been an excellent doctor. He is professional, informative, and a very caring person. I feel very fortunate to have him as my doctor. **Dr. J. Trussell** is such a great professional, very easy to talk to, takes time to explain everything, makes you feel like you are his only patient and shows genuine concern. My health is always **Dr. J. Trussell's** number one priority. I trust **Dr. J. Trussell** with my health and my life. He is an amazing doctor and I am glad to have him on my team. **Dr. J. Trussell** is caring and understanding. **Dr. Zahi Makhuli** is an excellent urologist and fine person. **Dr. Zahi Makhuli** is a gentleman and relates well to patients. **Dr. Zahi Makhuli** is an outstanding clinician as per his knowledge base and his ability to relate to others.*

**Urology at Community Campus:** ***Dr. Rakesh Khanna** has my trust and confidence. **Dr. Rakesh Khanna** is caring and competent. **Dr. Rakesh Khanna** is an excellent MD for his expertise and patient care involvement! **Dr. Rakesh Khanna** is the best! **Dr. J. Trussell** shows concern and has a thoughtful approach to the care he provides.*

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# CMO REPORT

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Amy Tucker, MD, MHCM, Interim Chief Medical Officer, Upstate University Hospital  
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**Vascular Surgery Clinic:** *Dr. Palma Shaw was an absolute pleasure to speak with, is very competent, and spent a good amount of time with me. Dr. Scott Surowiec – knowledgeable.*

**Wellspring Breast Center:** *Dr. Rebecca Swan – gentle manner and thorough explanations.*

**3W @ Community Campus:** *Dr. Scott Surowiec – love, wonderful!*

**4North @ Community Campus:** *Dr. Andres Madisoo - very pleased with care and treatment provided.*

**05A:** *Dr. Jiri Bem is spectacular.*

**05B:** *Dr. Amit Dhamoon and Dr. Mashaal Dhir took very good care of me. Dr. Amit Dhamoon is kind and caring. He went an extra step in making sure I was getting what I needed. Very professional also.*

**05 West Inpatient Psychiatry – CG:** *Dr. Muslim Khan gave me the right medication to feel better. Dr. Muslim Khan – very happy with results.*

**06A:** *Dr. Vincent Frechette was extremely courteous and knowledgeable as well as attentive and compassionate. Dr. Ashraya Karkee was comforting, informative and understanding. Dr. Bhaskara Reddy Madhira – great experience! Dr. Bhaskara Reddy Madhira – a fabulous, thorough, and very clear doctor.*

**6<sup>th</sup> Floor @ Community Campus:** *Dr. Jesse Gutnick – very pleased, listened to me. Dr. Robert Sherman was great, very down to earth.*

**08G:** *Dr. Emily Albert was wonderful; went above and beyond to explain everything even on her “off” time; understood our needs and desires and worked very hard to accommodate. Dr. Mark Crye was outstanding! I would recommend Dr. G. Randall Green to anyone who needs heart surgery.*

**10G:** *Dr. Kevin Gaskin was a pleasure to work with. Dr. Ajay Jain – the best! Dr. Ajay Jain – awesome!*

**12E:** *Dr. John Andrade – fantastic bedside manner.*

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