

MORNING CMO REPORT

10.28.2015

FROM THE DESK OF:

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

UPSTATE
UNIVERSITY HOSPITAL

Statewide Health Information Network of New York

[Applies to All Physicians](#)

SHIN-NY
Informational

The launch of the Statewide Health Information Network of New York (SHIN-NY) this month connects Regional Health Information Networks (RHIO) across the state, enabling healthcare providers to access a patient's medical information from multiple sources across the state. This real-time connection with the SHIN-NY means that providers served by our region's RHIO, Healthy e Connections (HeC), can now electronically exchange and access medical information such as patient demographics, medications, diagnostic test results, radiology images, vitals, and other reports quickly and easily. The information from the various RHIOs is aggregated into a single virtual health record which the authorized provider can access *subject to written affirmative consent from the patient*. If the patient is incapable or otherwise not cognizant to consent AND presents with a life-threatening emergency likely to result in serious injury or death, the healthcare provider may access information as a one-time exception to treat the emergency condition. **This "break the glass" usage is carefully monitored – repeated abuses will result in removal of access.**

The SHIN-NY has the potential to improve the quality and safety of patient care by facilitating provider access to medical information where and when they need it. This may serve to reduce the risk of errors, improve the coordination and continuity of care, and improve the timeliness and efficiency of emergency care.

If you are not yet an authorized user of the HeC RHIO please complete the necessary training on Blackboard (in the Course search select RHIO) and once training completion is verified you will be sent an initial sign-on ID and quick user guide from HeC.

"EPIC Consults"

[Applies to All Physicians](#)

EPIC
Informational

I am hearing about some physicians, when consulted, to respond by conducting an "EPIC consult" – solely reviewing the EMR and providing advice without examining the patient. These modern-day curbsides cannot of course be billed for. But even if unbilled, they are still not in line with our Bylaws, which require bedside evaluation of the patient when consulted formally by a colleague. While eventually we will obtain technology to allow for real teleconsultation between campuses and other remote sites, at present any consult request from a colleague must be accomplished by more than just a review of the chart.

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.

INFORMATIONAL MESSAGE-Provides timely information, important for review or serves as a reminder for an action that should be taken.

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Center for Advanced Palliative Care

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CAPC
Informational

As a result of a generous contribution from the Upstate Foundation, and the work of Dr. Barbara Krenzer, I am excited to announce that we are now members of CAPC, the Center for Advanced Palliative Care. This is available to all staff and faculty. This includes all physicians, nursing staff, administration staff and all of our students and faculty at all sites.

Below is a description of CAPC. There are numerous webinars, tools and forums along with significant educational materials. I hope that many of us use this to help improve our skills, improve our patient care and teach our learners. There are also opportunities for free CMEs and CEUs.

I invite you to join and begin using this benefit ASAP. The membership link is below. This is available only to members of our Upstate community.

<https://www.capc.org/accounts/register-member/C3C21B3089/>

Outstanding Physician Comments

[Applies to All Physicians](#)

Comments
Informational

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:

11E - Dr. Kistler was great.

10G – Dr. Bratslavsky was very professional, concerned and friendly; very good at answering all my questions.

7A – Dr. Azer was personable; made me feel I was in excellent hands.

5A – Dr. Kistler put my wife at ease after my surgery.

9G – Dr. Pikas has a very good bedside manner; explained things well.

Dental Service – Dr. Smith is excellent!

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Medicine Subspecialties – Dr. Kato was excellent!

Dr. Neupane was the most patient doctor that I have ever encountered to date and thorough in his explanations of my condition and needs.

Dr. Bonilla is knowledgeable, caring, listens, explains, asked me what questions I have, and makes sure I understand what he is telling me. He is excellent.

University Geriatricians – Dr. Berg's attention to what you say and the sincerity of her answers has always inspired me. She is exceptional!**University Center for Vision Care – Dr. Swan took the time to explain exactly what was going on.****UHCC Neurology – Dr. Mejico is a great neurologist.**

Dr. Bradshaw because she listens to what you have to say and talks to you.

Joslin – Dr. Mols – her thoroughness and sincere care to my individualized care plan.

Additionally, her after hour care responsiveness and knowledge of my health is impressive.

Dr. Weinstock is very diligent. She explains all to me and is encouraging.

Dr. Weinstock is knowledgeable and shares her expertise with you.

Dr. Mols is a blessing to one's health recovery.

Surgery – Harrison Center – Dr. Bern really took the time to talk to me about all the possible routes of care. I felt listened to and treated with respect and care.

Dr. Kim's demeanor eases my concerns about doctors.

ENT – Dr. Suryadevara explains problems and did my procedure with great results.

Dr. Ryan is easy to understand and provided me with the information I needed.

Upstate Urology – Drs. Bratslavsky and Vourganti were excellent in all respects.

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