

MEDSTAFF NEWSLETTER

UPSTATE UNIVERSITY HOSPITAL

ANNUAL MEDICAL STAFF MEETING WAS HELD ON APRIL 30, 2013 @5:30PM WEISKOTTEN HALL. THE FOLLOWING PRESENTATIONS WERE GIVEN



Dr. Bettina Smallman: introduced herself and gave some background information. The role and goals of the Medical Executive Committee were reviewed. She mentioned the new newsletter, the new e-mail address to reach MEC (AskMEC@upstate.edu) and the need for a new set of knowledge and skills and reminded members of the upcoming leadership education opportunity in May. She reviewed two complex issues MEC is working on; late career practitioners and the staff complaint process. She closed with a quote from Alvin Toffler, and stated that staying engaged in Medical Staff issues gives members a voice.

Dr. John McCabe: discussed his role as a member of the Medical Staff, and as the CEO. He reviewed budget information, the need to decrease costs and increase revenue, the impact of the State budget and SUNY Downstate Hospital problems on the bottom line. He gave a list of five ways the Medical Staff can help the hospital to meet the fiscal needs while providing high quality care at a cost-effective price: volume; increase volume through referrals, and by keeping cases at our campuses rather than taking them outside the system, attention to detail; including paperwork and e-mails requiring action, good behavior, quality value care, and two way communication with the MEC, Senior Leadership, and Medical Staff Services.

Ms. Meredith Price: reviewed the many changes and accomplishments at the Community Campus: the addition of the bariatric, thoracic and general surgery offices, the planned cord blood bank, the breast care center, the urology office in the POB, the partnership with the Syracuse Community Health Center, the new midwifery office, the upcoming MRI suite, and the use of Epic in the outpatient clinics at that campus. She discussed transfers between campuses – an ongoing effort to put the right patient in the right bed.

News & Noteworthy

The **I-STOP** bill became law on 8/27/2012 Beginning August 27, 2013, prescribers have a duty to consult a real time prescription tracking system prior to prescribing Schedule II, III, and IV controlled substances. Read more about this requirement from MSSNY: http://www.mssny.org/mssnycfm/mssnyeditor/File/2013/Home/I-STOP_010813/I_STOP_ME_MO.pdf.

DO YOU HAVE A QUESTION FOR MEC?

<mailto:askmec@upstate.edu>

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From the Blog of Dr. McCabe: The Scourge of Email

Many of us, whether we are in administrative positions or not, spend a good portion of every day in front of the computer, the iPad, or the Smartphone submerged in our email. While we would argue that email has created a new level of efficiency and an ability to easily communicate in both our personal and professional lives, it certainly also comes with a cost.

We can all think back to the pre-email days when communication was often through a face to face meeting, a casual conversation, a phone call, or a more formal written document. We would often think for a little bit about what we wanted to say, compose it in a hand-written note, or a typed or dictated message. We had the opportunity to review our thoughts once more when the document was actually produced before we put our own signature on the document. The document then took some time to arrive to its intended audience. In those days, I had always maintained a folder in my desk for items that had been written, that needed to mature “for a few days” before they were sent. Many of these communications, after a few days of thoughtful review, remained in the file forever, unsent. These days, we don’t have the same luxury with email.

We often find ourselves fiercely typing at email, instantly communicating, and then sometimes regretting what we sent. It is all too easy to send an email message to many, many recipients. It is all too easy to take out our anger or frustration of the moment at the keyboard.

We also spend time communicating things through email “because we can”, rather than because it is important. How often are we carbon copied in an email on something that really doesn’t pertain to us? How often do we banter back and forth unnecessarily with others?

For this week’s blog, I’d like to have us all consider the following:

- Everyone should have time each day where the email program is not open, where the iPad or the Smartphone is not constantly refreshed or looked at. Wouldn’t it be interesting if we all had a two or three hour block per day where we simply didn’t look at, read, or respond to email? Those who really needed us would be able to find us regardless.
- Let’s commit to the following set of rules for efficient, effective, and courteous use of email. (These were given to me by folks in other leadership positions in the hospital, and I present them with my own modifications.)

Before you click “send”:

- Be sure there is a greeting and closing, the message should always be polite. (Follow-up communications may be less formal.)
- Write using proper grammar, punctuation and spelling and make sure your message is clear.
- Eliminate needless words and sentences—keep the message brief and to the point, this is respectful to the time of others.
- **DO NOT USE ALL CAPITALS AS THIS IS CONSIDERED SHOUTING IN AN E-MAIL.**
- Be sure that the message is appropriate for an e-mail—avoid counseling or reprimanding by e-mail, gossip or highly personal subject matter.
- Ensure that it is not aggressive, venting, or could be perceived as offensive.
- Be sure it’s sent only to those who need to know, and avoid blind copying.
- Do not forward others’ emails without permission if there is sensitive information or the sender intended the message to be private.
- Don’t “reply to all” when a reply to only the sender is more appropriate.
- Be sure it is professional and not a personal attack.
- Be sure that you do not react to an offensive e-mail in an e-mail, ask to speak or meet. Responding in kind only escalates the problem and causes more damage.
- Don’t say something in email that you would not be willing to say in a face to face conversation.
- Be careful about patient specific information in email...remember HIPAA .

In a busy hospital and clinical world, where we all ought to be focused on patient care, effective family **communication**, good inter-personal relationships, interdisciplinary support, wouldn’t it be nice if we were a little less distracted by email? Perhaps we should all recommit to more attention to actual job performance, and in-person communication, and reserve email communication for, important and critical communication.

Good to Know!

Bedtime / HS (Hour before Sleep) Snacks Change

As a combined effort to improve patient care, Morrison Management and the Joslin Diabetes Center have mutually agreed to eliminate automatically generated evening snacks for diabetic inpatients at both campuses. The inpatient dietitians will continue to assess patients and provide a meal plan tailored to them, one that if a patient desires may include individualized evening snacks. The nursing staff will monitor evening fingersticks and based upon pantry items available, provide carbohydrates in amounts specific to the patients' blood glucose levels.

Please refer any questions to:

Heidi Charland, Director Nutrition Systems at Upstate
CharlanH@upstate.edu or (464-4304) or
Kristi Shaver, Diabetes Educator with the Joslin
Diabetes Center Shaverk@upstate.edu or via Vocera
(464-1400).



Welcome New Medical Staff & Advanced Practice Clinicians!

Rakesh Chaudhari, MD Radiology
Dani Choufani, MD Anesthesiology
Chaudhury Davuluri, MD OB/GYN
Lesli Warren, CNM OB/GYN

Attention APCs!

Do you need to obtain CEU credits? Remember that in order to be reappointed at Upstate University Hospital you must show evidence of 25 CEUs over a 2 year period. [Please click here](#)

Need Infection Control?

Dr. Mitchell Brodey and Sue Chamberlain will be holding “live” education presentations for you to complete your NYS Mandatory Infection Control Training for Licensure on May 30, June 13 and June 27 (attend one session only) in the Cafeteria at the Community Campus from 5:30pm – 7:30pm. Registration is required via the web at: <http://www3.upstate.edu/hr/training/enter> in KEYWORD: Infection. Attending one of these sessions is an alternate way to complete the NYS Mandated Infection Control education (which is required every four years) as it continues to be on the web at: http://www.upstate.edu/medstaff/forms/inf_control.php. If you are not sure if your infection control is in need of updating, you can call Medical Staff Services offices at (464-5733 or 492-5552) and ask for the expiration date on your current certificate. For questions, please contact Sue Chamberlain at (492-5907) or email <mailto:suechamberlain@cgh.org>

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Ms. Price talked about the vision for the Community Campus, and then reviewed the changes yet to be made, including the moving the wound care center to the Downtown campus where hyperbaric medicine is available, the planned rollout of the Upstate Women's Health Network in June 2013, the plan for dedicated Geriatric Emergency Medicine, the move and expansion of the sleep center to Medical Center West this summer, the new CT scanner, and the plan to go live with EPIC hospital-wide next spring. Ms. Price asked for the support of the Medical Staff in four ways: a greater orthopedic presence, more general surgery referrals, and support in the hospital's efforts to expand women's services, and the need for continued access to consultations and referrals between campuses.

Feedback regarding the 2013 meeting was collected and overall was positive. Additional feedback regarding the annual Medical Staff meeting is welcome and can be submitted via AskMEC@upstate.edu or via [SurveyMonkey](https://www.surveymonkey.com/s/JP9WQVQ) until 5/31/2013 at: <https://www.surveymonkey.com/s/JP9WQVQ>

MEC MEMBERS

Bettina Smallman, MD; Medical Staff President,
Chair, Medical Executive Committee
(Pediatric Anesthesiology)
Mitchell Brodey, MD; Medical Staff Vice-President
(Medicine)
Robert Kellman, MD; Medical Staff Vice-President
(Otolaryngology)
Satish Krishnamurthy, MD; Medical Staff Treasurer
(Neurosurgery)
Colleen E. O'Leary, MD; Medical Staff Past President
(Anesthesiology)

MEMBERS AT LARGE

Sharon Brangman, MD; (Medicine)
Tamar Ahmed, MD; (Pediatric Surgery)
Timothy Creamer, MD; (Medicine)
David Halleran, MD; (Colo-rectal Surgery)
Leslie Kohman, MD; (Thoracic Surgery)
Kara Kort, MD; (Surgery)
Guillermo Quetell, MD; (Plastic Surgery)
Irene Sills, MD; (Pediatric Endocrinology)
Mike Sun, MD; (Orthopedic Surgery)
Zulma Tovar-Spinoza, MD; (Neurosurgery)

APC ELECTED MEMBER

Lisa Cico, NP; (Surgery)

EX-OFFICIO, NON VOTING MEMBERS

Beth Erwin, CPCS, CPMSM; Director, Medical Staff Services
William Grant, EDD; Interim Associate Dean for Graduate Medical Education
Bonnie Grossman, MD; Associate Medical Director (Emergency Medicine)
Sarah Kantak, NP; Associate Director of Nursing for Advanced Practice Services
John McCabe, MD; Chief Executive Officer (Emergency Medicine)
Regina McGraw, JD; Senior Managing Counsel
Katie Mooney, RN, MS, NEA-BC; Chief Nursing Officer
Meredith Price; Chief Administrative Officer, Upstate University Hospital at Community General
Paul Seale, FACHE; Chief Operating Officer
David Smith, MD; President, SUNY Upstate Medical University (Pediatrics)

AD HOC, NON VOTING MEMBERS

Robert Carhart, MD; Chair, Credentials Committee (Medicine)
David Duggan, MD; Medical Director and Dean, College of Medicine, SUNY Upstate Medical University; (Medicine)
Louise Prince, MD; Chair, CQI Committee & Chief Quality Officer (Emergency Medicine)