

MORNING CMO REPORT

03.25.2015

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

UPSTATE
 UNIVERSITY HOSPITAL

Patient Experience

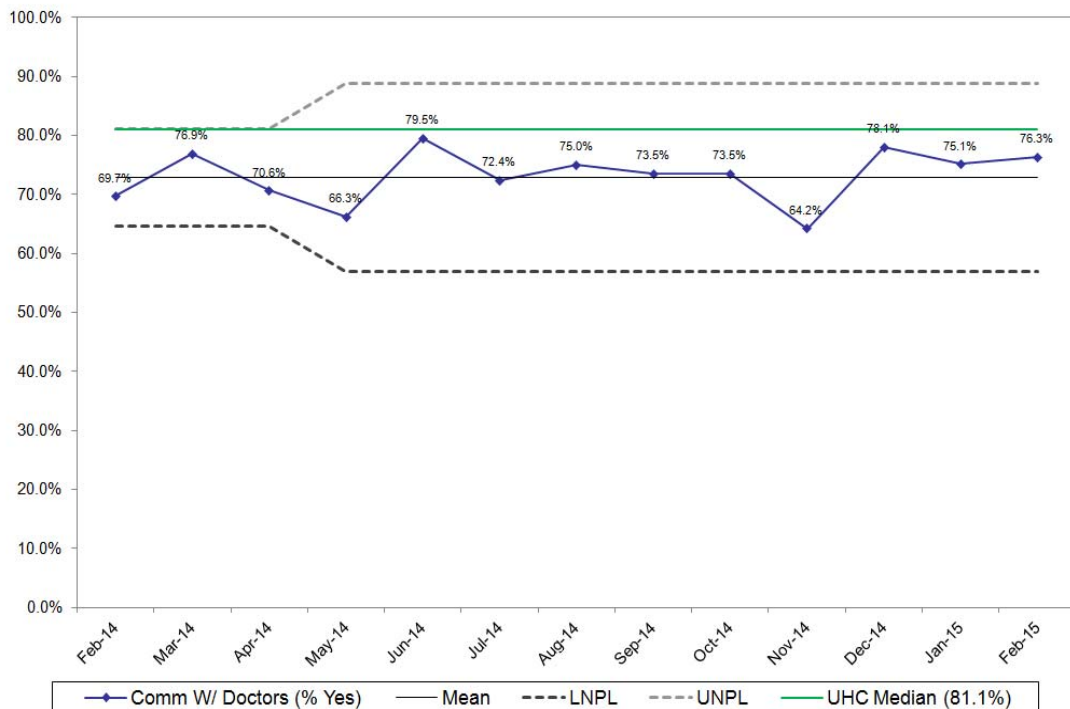
[Applies to All Physicians](#)

Patient Experience
 Informational

I want to provide an update on our performance on overall physician communication over the last 12 months as rated by our patients at both campuses. At the Downtown campus, I am pleased to say that over the past three months our performance has been above our mean; a nice early trend. In addition, the performance at our Community campus (82.5% satisfaction) is now above the UHC median benchmark. These numbers are critical as we attempt to improve the overall reputation of our Hospital and the physicians that practice within it.

Thank you for your efforts at communicating better with our patients. I will keep you posted within the coming weeks on our progress.

Communication with Doctors (UH)
 (% always)



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.

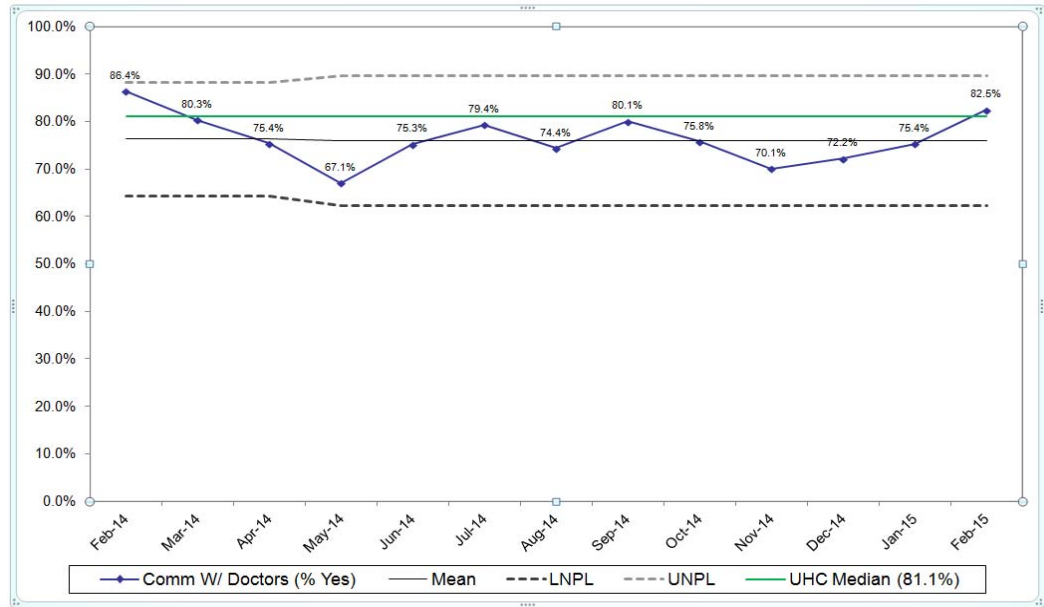
MORNING CMO REPORT

03.25.2015

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

UPSTATE
 UNIVERSITY HOSPITAL

Communication with Doctors (CC)
 (% always)



Outstanding Physician Comments

Applies to All Physicians

Physician
 Comments
 Informational

Each week we receive written comments from our patients regarding the care we provide within the Hospital. I thought it would be nice for other physicians to begin to see the positive feedback we are receiving. After a suggestion from a reader last week, we are now adding ambulatory comments as well. Below are this week's comments from grateful patients receiving care on the units at Upstate:

University Center for Vision Care - Dr. Andrews has been so wonderful.

Breast Care Center - Dr. Charlamb - was honest, thoughtful & very knowledgeable.

Dr. Charlamb is a wonderful provider. She is thorough, friendly & very good at what she does.

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.

MORNING CMO REPORT

03.25.2015

FROM THE DESK OF:

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

UPSTATE
UNIVERSITY HOSPITAL

Upstate Pediatrics - Dr. Travis Hobart. My son is 5 months old and born prematurely. Dr. Hobart was wonderful with the care he has given and shows genuine concern for my son's well being.

Dr. Schurman is always wonderful.

Geriatrics - Dr. Heagle Bahn is outstanding she takes as much time as needed. I did not feel rushed.

Dr. Berg, in a word, is awesome!

Dr. Brangman is outstanding.

Christine Heagle Bahn is the most caring medical related person I have ever dealt with. She & her staff are wonderful people. I always feel up after a visit with them.

Neurology - Dr. Mejico has been very generous with his time. I feel like he's a friend and have the upmost confidence in him. He is an asset to the Upstate Hospital.

Dr. Mejico & his nurse Liz both I feel have gone above & beyond for me. They are compassionate and take the time to listen. Wonderful people.

Dr. Mihaila. Very caring and treats you as individual, not a number. Always takes him with to make sure he can improve on my medical issues.

Dr. Jubelt is the best doctor I have ever visited. I would recommend him to anyone needing a neurologist.

Surgery - Dr. Kumar very good

Surgery – Harrison Center - My doctor, M. Hassan. He is not only a great surgeon, but also a wonderful person. Very kind, shows respect, has empathy towards his patient and I truly value his judgment. I would never hesitate to put my life in his hands.
Dr. Bem. Very professional.

Urology – Dr. Makhuli is the best!

Adult Medicine - Dr. Debra Buchan - she's just a great dr. who I always look forward to seeing

Cardiology - Dr. Liu, he is the best!

Dr. Carhart - exceptionally receptive to patients needs.

Dental - Dr. Smith has been a compassionate provider who values all types of patients.

ENT - Dr. Jack Hsu is a studied expert in ENT issues as well as a compassionate & sympathetic professional. His shoes can never be adequately filled.

Dr. Hsu. He seemed genuinely interested in my health issues.

Dr. Woods - he sat & talked to us just like a friend. He made sure we understood everything he was telling us.

Joslin Center - Dr. Barbara Feuerstein. She always takes the time to listen to concerns that are important to the patient.

Dr. Concilla and his nurse are fantastic.

Dr. Nadkarni (Prashant V.) he was concerned, helpful, thorough... did not rush me through... made me feel comfortable.

Transplant - Dr. Sriram Narsipur was very concerned and sympathetic to my condition. His response to my health options was understanding and patient. I trusted and believed every thing discussed.

Urology - Don't let anything happen to Dr. Makhuli! He is the ONLY reason I am there.

Dr. Bratslavsky, scheduling assistant, PA's and nurses all instilled confidence and were extremely friendly and supportive.

6B – Dr. Bhatta – excellent.

Entire service treating me were very professional, this includes ED doctors, Dr. Prior & Dr. Lavoie.

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.