

# MORNING CMO REPORT

04.08.2015

**FROM THE DESK OF:**

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

**UPSTATE**  
UNIVERSITY HOSPITAL

## Doctors Day Program

[Applies to All Physicians](#)

Doctors Day  
Informational

We received an overwhelming response and positive feedback from our 2015 Doctors Day Program. Since the inception of this program, 510 Upstate Physicians have been honored and nearly 50 Upstate doctors who have not been recognized in previous years, received testimonials from grateful patients! It is always a pleasure to see great colleagues like you receiving the recognition and applause you deserve so well. I am delighted to know that so many others appreciate your outstanding work as much as we do, here, at Upstate.

I would like to formally recognize those physicians receiving four or more tributes from their patients:

Gennady Bratslavsky	Urology
Robert Carhart	Medicine
Thomas Coyle	Medicine
Timothy Damron	Orthopedic Surgery
Andrea Dvorak	Pediatrics
Teresa Gentile Femia	Medicine
Vincent Frechette	Medicine
Ajeet Gajra	Medicine
Dilip Kittur	Surgery
Satish Krishnamurthy	Neurosurgery
William Lavelle	Orthopedic Surgery
Joshua Pletka	Orthopedic Surgery
Rahul Seth	Medicine
Kevin Setter	Orthopedic Surgery
Zulma Tovar Spinoza	Neurosurgery
Vaughn Whittaker	Surgery

Congratulations on this very well-deserved recognition, and please know how proud your colleagues are of your achievement. We are all fortunate to benefit from all of your contributions on a daily basis.

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## New Physician Welcome

[Applies to All Physicians](#)

New Physicians  
Informational

We are proud to introduce the following new physicians to the Upstate Medical University community for the time frame January 1 – March 31st. Please take a moment to welcome them if you happen to cross paths!

Name	Specialty	Post Graduate Training
Alexander D. Serra, MD	Diagnostic Radiology	University of Colorado – Denver
Deborah G. Longley, MD	Diagnostic Radiology	Univ of Pittsburgh School of Medicine
Harisha Kommana, MBBS	Diagnostic Radiology	University of Texas
Laura A. Hotchkiss, MD	Diagnostic Radiology	Diagnostic Radiology
Nausheen Naveed, MBBS	Diagnostic Radiology	Bridgeport Hospital
Amy S. Biondich, MD	Emergency Medicine	Orlando Health
Varun V. Reddy, MBBS	Neurological Surgery	New York University Medical Center
John F. Parker, MD	Orthopedic Surgery	Dartmouth-Hitchcock Medical Center
I. Michael Vella, MD	Orthopedics	Brigham and Women's
Haidy A. Marzouk, MD	Otolaryngology	SUNY Downstate Medical Center
Mark F. Marzouk, MD	Otolaryngology	University of Pittsburgh Medical Center

## Nursing Grand Rounds

[Applies to All Physicians](#)

Grand Rounds  
Informational

Given the recent conversation, both here and nationally, on the growth of palliative care, thought this might be of interest to many of you. Nursing Grand Rounds is pleased to present *The Evolution of Palliative Care: Improving Quality AND Quantity of Life* on Tuesday, April 21<sup>st</sup> at 1:30 pm, 11<sup>th</sup> Floor Kinney Performance Center;

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presented by Judith Setla, MD, MPH, FACP, Medical Director, Hospice and Palliative Care of CNY. The objectives of this presentation include:

1. Describe Hospice and Palliative care including which patients might benefit from referral.
2. Discuss how Hospice and Palliative Care are strongly aligned with national and local goals of improving service, improving quality and lowering costs.
3. Describe the key elements of a Hospice program.

## Local Program on Diagnostic Errors

[Applies to All Physicians](#)

A group at Syracuse University is sponsoring an interesting program that may be worth your attention. It is a 3-credit Continuing Medical Education opportunity focused on identifying the incidence of diagnostic error in healthcare, describing the cognitive and system-related causes of diagnostic error and adopting interventions to reduce the likelihood of diagnostic errors. Specifically, a **FREE 3-credit CME** focused on "**Improving Diagnostic Quality in Ambulatory and Emergency Care Settings**" is being offered on **April 15 from 8am-12pm** in the ballroom of the Central New York Community Foundation in Syracuse, NY. This CME is recommended for MD/DOs, NP/PAs, Nurses, and others operating in ambulatory or emergency care settings.

The CME will include a presentation from **Dr. Mark Graber**, professor emeritus of medicine at SUNY Stony Brook. Dr. Mark Graber is considered the 'father' of the movement to improve the safety of diagnosis. He is the founder of the Diagnostic Error in Medicine Conferences (2008), the Society to Improve Diagnosis in Medicine (2011) and the new journal DIAGNOSIS (2014). In recognition for his work on diagnostic error, he recently received the John Eisenberg Award for Individual Achievement from the National Quality Forum and the Joint Commission.

This CME opportunity is part of a [two year research study](#) conducted by Syracuse University to identify strategies for improving the way physicians and patients interact during diagnosis. In addition to the presentation on diagnostic quality, participants will have a unique opportunity to deliberate with fellow medical professionals about diagnosis and patient engagement.

Free CME  
Informational

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Participants can apply for this *free* CME opportunity online at: [jefferson-center.org/cme](http://jefferson-center.org/cme). For additional information, please see the attached flyer or contact us at 651-209-7672 or [health@jefferson-center.org](mailto:health@jefferson-center.org).

## Anticipated Date of Discharge Reminder

Applies to All Physicians

Just a reminder of the following which will roll out a week from today on April 15<sup>th</sup>:

ADOD  
Advisory

Last week there were 31 patients at outside hospital who needed the higher level of services we are able to provide here at Upstate, but were refused transfer because of lack of bed availability. In addition, our ED has increasingly needed to go on diversion (now called “partial bypass”) due to back-ups and poor access. These are critical issues that adversely impact our mission to care for those patients in the region who need our help.

In response to these issues, we are exploring the option of opening and staffing more beds – we currently staff fewer beds than we are allowed from our CON and therefore could expand, both here and at Community. Of course this would not only increase staff expense, but would also require capital to refurbish units that have been silent for a few years, capital that we do not currently have access to. So in addition to consideration of this type of access expansion, we need to consider one other potential mechanism to create more beds – by increasing the flow through the hospital.

The current length of stay for a patient here at Upstate is **over a day longer than national averages**, even after adjusting for their higher level of acuity. On our surgical services, the excess number is closer to 2 days. By bringing these numbers closer to national benchmarks, we can create more room for new patients who need our help acutely.

We are examining several options that would allow for more timely discharges, and indeed the creation of the Transitional Care Unit at Community Campus was one piece of this strategy. One important component we’d like to now implement is **the identification of an anticipated day of discharge (ADOD) at the time of admission for every patient in a bed at Upstate**. By identifying a goal date for discharge up front, the entire team (including the patient and family) are enlisted in helping to make this happen. There is a target to aim for.

Starting on April 15<sup>th</sup>, there is an expectation that every patient in a hospital bed at Upstate will have an anticipated day of discharge identified by their admitting physician. This day will be posted on the white board in the room and communicated to the patient and their family. This

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date is a guess, based on the physician's clinical judgment of their condition, and knowledge of any social or logistical barriers that may exist. This date will likely change over the course of a patient's stay, but by identifying a target we can begin to mobilize and prioritize our case management, social services, psychiatric, physical therapy, financial services and other resources to assist you in getting the patient to the next phase of care.

Please send me any questions or concerns you may have regarding this new approach. Certainly there is room for tweaks on the concept. But the overall goal will stand – we need to work smarter, not harder, and we need to work in a more coordinated manner. By setting an ADOD we begin that process.

## 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:

**8F** – Dr. Carhart and his associates; I can't say enough about them.

**University Geriatricians** – Dr. Berg and Mike the nurse are excellent.

I would recommend Dr. Berg and the staff to anyone else.

Dr. Berg listens and is very efficient.

Dr. Berg is terrific who explains things very well. She is a good listener and she makes me comfortable when she gives her opinion and what to do.

Dr. Berg – she is excellent, understanding and calm.

**Dental Service** – Dr. Patrick Smith – wonderful knowledge and personality

**University Center for Vision Care** – Dr. Platt and Dr. Zablocki are excellent

very thorough, and explained all the medications

**Breast Care Center** – Tammy Root was my care provider. She is very knowledgeable and helpful and is very caring about her patients. I would recommend her to another friend and/or family member.

Dr. Charlamb is wonderful.

**ENT** – Dr. Kellman is a top notch provider!

Dr. Tatum – he is an awesome doctor and truly cares about my well being.

Dr. Suryadevara and his staff treated me with great care.

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