Get With The Guidelines-Heart Failure Award  

I am, again, honored to say Upstate University Hospital’s Heart Failure Program has been awarded from the American Heart Association Get With The Guidelines-Heart Failure Gold Plus & Target HF Honor Roll Award. The award is for both campuses and is the first year we have been awarded Target: HF Honor Roll. This achievement will be published in the “Best Hospitals” August issue of the US News & World Report.

I am proud to recognize all team members who have worked so hard to achieve gold standard of care for our heart failure patients!

Length of Stay  

A few weeks ago I mentioned the request to identify an anticipated date of discharge (ADOD) for all inpatients and provided some audit data on white board ADOD activity. Thought you would be interested in seeing the data that is driving this conversation – our length of stay is well above national averages. I should highlight our pediatric units, where this is not the case. I need your help, whatever service you are on, to get an ADOD on the white board, as this will serve as a conversation starter regarding discharge.
Plasma Orders

Historically, all plasma for transfusion has been referred to as “fresh frozen plasma” or “FFP”. Plasma is prepared in two ways: frozen within 8 hours of collection (FFP) and frozen within 24 hours (PF24). The only recognized difference between the two products is lower levels of Factors V and VIII in PF24, a difference which is rarely clinically significant. FFP and PF24 may be used interchangeably for the majority of patients, including liver disease and massive transfusion. Patients with isolated Factor V deficiency require replacement with FFP not PF24.

Both FFP and PF24 have been used to supply requests for plasma for years. Approximately 95-98% of our plasma inventory is comprised of PF24 units. Recently, NYS Department of Health has required that hospitals clarify when FFP is specifically requested rather than a request that may be filled with either FFP or PF24. Therefore, we are making minor changes to the plasma orders (both in Epic and downtime requisitions) as shown below which includes additional process instructions/information and product selection choices (orders for plasma by mL or by plasma units will be affected). These changes will go into effect on Monday May 18, 2015.

The selection in the prepare order will be pre-selected for “thawed plasma” and the orders will be filled with either FFP or PF24. If FFP is required instead, change the selection to “Thawed FFP” and contact the Blood Bank (464-6701). Otherwise, there are no significant changes to the plasma transfusion orders.
Department of Health - Adult Sepsis Report Quarter IV

Applies to All Physicians

We just received the New York State Department of Health Adult Sepsis measure feedback for Qtr IV 2014. Overall the performance remains very good with 6-hour bundle adherence at the 70th percentile downtown and at the 91st percentile (!) at Community campus. There has been some slippage on the 3-hour bundle adherence measure, which we will keep an eye on. This is important as CMS will begin collecting similar data beginning in October of this year and link our performance to reimbursement in FY-2017.

Downtown Campus:

![Graph showing 3-hour and 6-hour bundle adherence percentages.]

(Time Period: Year-to-Date) | Your Hospital | Statewide Benchmarks
--- | --- | ---
3-Hour Bundle Adherence | | 25th Percentile | 75th Percentile
Your Hospital | 42.7% | 37.9% | 61.4%
Statewide Benchmarks | 30.7% | 13.9% | 32.5%
Community Campus:

**Figure 5.** Three- and Six-Hour Bundle Adherence Percentages in New York State (YTD).

<table>
<thead>
<tr>
<th>Time Period: Year-to-Date</th>
<th>Your Hospital</th>
<th>25th Percentile</th>
<th>75th Percentile</th>
</tr>
</thead>
<tbody>
<tr>
<td>3-Hour Bundle Adherence</td>
<td>65.3%</td>
<td>37.9%</td>
<td>61.4%</td>
</tr>
<tr>
<td>6-Hour Bundle Adherence</td>
<td>44.6%</td>
<td>13.9%</td>
<td>32.5%</td>
</tr>
</tbody>
</table>
Transitions in Care Symposium

The 2nd Annual Transitions in Care Symposium will be held Tuesday, June 9 at 8 am – 4:30 pm at the Holiday Inn, Electronics Parkway. The year’s keynote speaker is Amy Boutwell, MD, MPP, senior physician consultant to the National Coordinating Center for the Centers for Medicare and Medicaid Services.

SYMPOSIUM OBJECTIVES

• Identify ways to adapt to changes initiated by health care reform initiatives while maintaining quality, cost effectiveness, and continuing to serve the needs of customers and patients.

• Identify opportunities to utilize new and existing services to improve the health of patients and to decrease preventable hospitalizations and ED visits.

• Identify best practices that can be implemented to improve care transitions across settings and populations.

• Identify barriers and solutions to effective care transitions

• Discuss strategies for addressing persistent barriers to progress for population health management.

REGISTRATION FEE

$125 per person. Includes conference materials, light continental breakfast and lunch.

Register online at:
www.upstate.edu/con/programs/cont_ed

Outstanding Physician Comments

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:

5A – The physicians and their teams worked like well oiled friendly machines.
9G – Dr. Chin and his residents were very good and attentive. They all explained everything extremely well.

6B – Dr. Madhira knew what treatment I needed and helped in any way will always ask for him when in hospital.

Dental Service – Dr. Malonoukos was great in making my dentures. I would recommend him to everyone.

Vision Care – Dr. Andrews is a very intelligent and experienced doctor. He also seems to care about his patients. I totally trust Dr. Andrews.

University Geriatricians - Dr. Varghese is thorough, professional, compassionate. Instills confidence.

Dr. Bishop and her nurses are excellent! Professional, caring and supportive.

Upstate Urology – Dr. Makhuli is a very considerate, friendly and knowledgeable practitioner. He has helped me for many years.

Upstate Pediatrics – Dr. Hobart sees all my children and is by far the best doctor I have brought them to. He listens to concerns with respect and explains everything clearly.

Surgery UH – Dr. Gahtan is a caring, thorough doctor.