

# MORNING CMO REPORT

05.28.2014

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

**UPSTATE**  
UNIVERSITY HOSPITAL

## Medical Director Incident Command Training

Applies to All Physicians

### Incident Command Training

### Advisory

In an effort to increase University Hospital's ability to respond to a disaster or critical incident, I would like to ask for volunteers to be trained in the Incident Command System (ICS) role of Medical Director during incident command activations in the event that I am unable to fill that role (ie. vacation or other unforeseen event).

The expanded duties during an Incident Command Activation would include organizing and directing the overall delivery of medical care in all areas of the hospital, and the prioritization and assignment of physicians to areas where medical care is being delivered. The position of Medical Director would report directly to the Incident Commander on all issues related to the medical staff. This critical position would assist in the coordination of resources and medical care for patients currently located at our hospital, as well as patients who arrive because of a specific event that occurred within our geographic area.

Initial training for this position would include four online, self-study FEMA developed classes (ICS 100, 200, 700 & 800), and a one hour training class with the Director of Emergency Management that can be scheduled based on your availability.

Please let me know if you are interested in participating, or if you have any questions Christopher Dunham, Director of Emergency Management here at University Hospital is available to meet with you to discuss the Medical Director position and/or the training. Chris can be reached at 464-4180.

**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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## Patient Experience Summit

Applies to All Physicians

**Patient  
Experience**

**Informational**

Last week I joined 18 other Upstate employees in attending the 5<sup>th</sup> annual Patient Experience Summit at Cleveland Clinic. This is the premier venue to learn about best practices related to improving the care we provide. While there were several sessions on the use of innovative technology to achieve this, the overarching message was back to basics: the importance of empathy and active listening as core skills of being a doctor or nurse.

Over the next few weeks we will convene a planning session to discuss next steps toward improving patient experience here at Upstate, including the role of physicians in this effort. Look forward to further discussions of this topic in the weeks ahead.

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