

MORNING CMO REPORT

08.26.2015

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

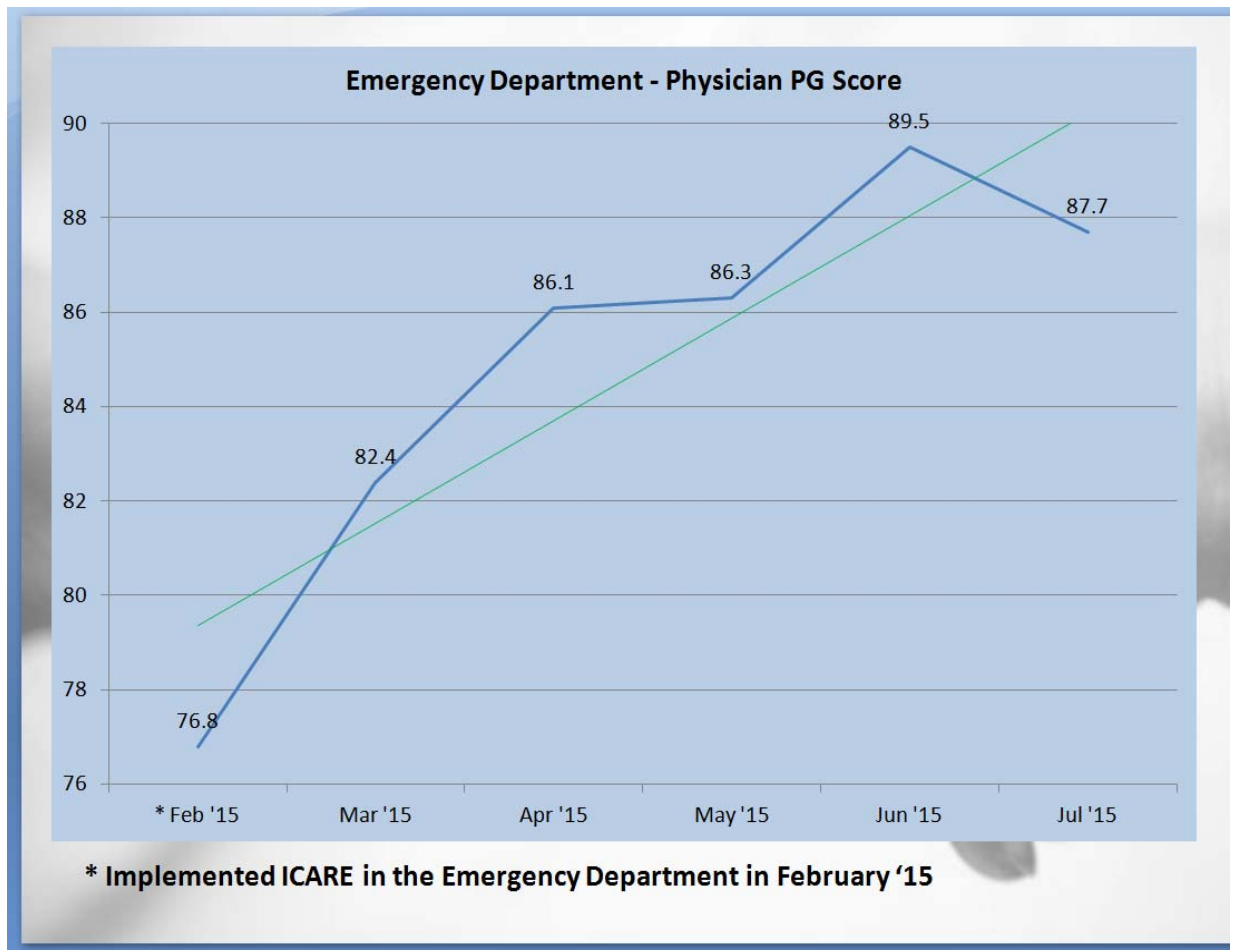
UPSTATE
UNIVERSITY HOSPITAL

PATIENT EXPERIENCE

Applies to All Physicians

Pt Experience
Informational

Wanted to share some early positive results from the Downtown Emergency Department as they implement a new communication program known as ICARE. In an environment as challenging as the ED, any positive change in patient experience is worth noting. I want to thank the ED physicians, including the residents, for this early adoption of this model. We are planning to roll out this broader education on the ICARE model house-wide in the coming months, so stay tuned.....



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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Outstanding Physician Comments

[Applies to All Physicians](#)

Comments
Informational

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:

Inpatient @ Community– Dr. Marziale and staff are always wonderful! The best!
Dr. McDonald pushed me down the hall to the operating room. He was very good and I was very impressed with him

Adult Medicine – Dr. Ramsay is excellent.
Dr. Cleary is the best.

Medicine Subspecialties – Dr. Perl was excellent.

UHCC Neurology – Dr. Beach – his time with me is not rushed and he shows a concern for me.

Joslin – Dr. Kelly is excellent!

Dr. Moses – cannot even bear the thought he might not return!

Dr. Concilla is an excellent doctor who has been very helpful.

University Cardiology – Dr. Michiel – I have driven 100 miles for appointments for years; he is the greatest and most concerned.
Dr. Carhart is an excellent doctor who truly cares about his patients.

6E – Dr. King is an excellent doctor.

Dr. Dolinak – her smile and great bedside manner, time and enthusiasm for her work.

5A – Dr. Merwin kept me informed and answered all my questions in depth.

Dr. McGrattan seemed always watching over me; I felt reassured each time he visited – often twice daily.

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