

MORNING CMO REPORT

11.05.2014

FROM THE DESK OF:

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UPSTATE
UNIVERSITY HOSPITAL

Quality Report Cards

[Applies to All Physicians](#)

Quality Report
Informational

Last week, we received two separate reports regarding the overall quality of care here at Upstate. The news is not good.

- ❖ According to UHC, a consortium of over 100 academic medical centers, we are now a 1-star hospital out of a possible 5 stars.
- ❖ According to Leapfrog, a nationally recognized organization representing the interests of large employers, we received a grade of D.

Whatever the measurement flaws of these two ratings, these marks are unacceptable. We can, and will, do better. To accomplish this will require everyone's fullest participation, as we focus particularly on improving our observed-to-expected mortality and our patient experience scores; areas of great importance where we rank near the bottom nationally. More to come...

Access to Pediatric MRI with Anesthesia

[Applies to All Physicians](#)

Pediatric MRI
Informational

This past spring we had a crisis in Pediatric MRI, in that the average wait time for a child to receive an MRI with anesthesia was at 96 days and there was a back-log of 163 cases awaiting scheduling. To manage this crisis, several groups came together, including the departments of Radiology, Anesthesia and Nursing, to identify and develop an improved schedule that would meet the needs of the volume of referrals to Upstate.

I am happy to report, the current wait time is down to 12 days and we now have zero patient back-log of cases. Patient and clinician satisfaction have improved. I mention this as an example of what can be accomplished at Upstate when groups work together and a persistent focus on the issue is maintained. I personally want to thank Dr. Thomas, Dr. Feiglin, and Dr. Smallman as well as Jen Caldwell, Steve McClintic and Sarah Fries for their efforts, as well as all staff that made this possible.

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. Below are this week's comments from grateful patients receiving care on the units at Upstate:

8F – “Dr. Dunton came in several times each day and was always patient to answer my questions.”

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.