

# UPSTATE update

A publication  
for the  
SUNY Upstate  
Medical University  
Community

MAY 19 THROUGH JUNE 2, 2004

## In the Calendar

**Family Medicine Faculty Development Program.** 6/3. 8 to 10 a.m. 216 Madison Irving Medical Center. See *Update Calendar* inside.

## Take Note

### Annual meeting of Faculty Organization and Medical College Assembly is May 19

Steven J. Scheinman, MD, SUNY Upstate executive vice president and dean of the College of Medicine, will discuss his goals at the combined annual meeting of the Faculty Organization and Medical College Assembly Wednesday, May 19, from 4 to 5 p.m. in the Weiskotten Hall Medical Alumni Auditorium. All SUNY Upstate individuals are invited.

**President's Employee Recognition Award recipients.** See page 13.

## Strategic Management Simulation adapted for use world-wide

SUNY Upstate Medical University's Department of Psychiatry and Behavioral Science is home to the Strategic Management Simulation (SMS) laboratory whose technology is employed in medical institutions, by industry, governments and research institutes world-wide to determine how a disease, injury or medications may affect cognitive function, to predict individual and team decision-making, to enhance competency and to assess and train decision makers.

Located in SUNY Upstate's Institute for Human Performance, the

SMS Laboratory is the only one of its kind in the world. The laboratory is directed by Usha Satish, PhD, associate professor of psychiatry, in cooperation with Professor Siegfried Streufert, PhD, who created the SMS concept more than 40 years ago. Dr. Satish has been instrumental in adapting the product for use in medicine, both to help patients and to aid physicians toward more effective decision making.

According to Dr. Satish, the SMS laboratory uses computer-assisted simulations to assess decision-making performance and



From left: Dr. Usha Satish, Dr. Siegfried Streufert and Manoj Ramachandram in the SMS Laboratory.

## SUNY Upstate participates in national study

SUNY Upstate Medical University is one of 200 sites nationwide participating in a study whose findings may result in effective relief for women who suffer from diarrhea predominant irritable bowel syndrome (d-IBS). Heading SUNY Upstate's effort is Philip Holtzapple, MD, professor of medicine and pediatrics. The study is sponsored by GlaxoSmithKline, Inc.

Women who are 18 years or older, who have had severe d-IBS symptoms for at least six months and who have failed to respond to conventional therapy are being sought to participate in the study.

According to Dr. Holtzapple, the randomized, double-blinded and placebo controlled study will test the safety of different doses of alosetron, (brand name Lotronex), a medication used to treat women with severe d-IBS whose symptoms include frequent episodes of diarrhea, severe pain/discomfort, and

# calendar

## Wednesday, May 19

**Anesthesiology Grand Rounds.** 7 to 8 a.m. Wsk. Hall Auditorium.

**Otolaryngology Grand Rounds.** Anthony Mortelliti, MD. 7 to 8 a.m. 6500 University Hospital.

**Orthopedic Grand Rounds.** 8 a.m. 6500 University Hospital.

**Surgical Grand Rounds.** "Leadership in Academic Medicine Today: Changing Demands in a Turbulent Environment." Wiley W. Souba, MD, Harvard Medical School. 8 to 9 a.m. 2231 Wsk. Hall.

**Workshop.** "Practical Skills for Supervisors." 8:30 a.m. to 4:30 p.m. C.A.B., East Lounge. To register, visit [www.upstate.edu/hr/training](http://www.upstate.edu/hr/training) and click "register for training classes online."

**Pediatric Grand Rounds.** "Child Health in the Other Third World." Ty Dickerson, MD, Upstate Medical University. 9:15 a.m. 6500 University Hospital.

**Advocates for Upstate Medical University Annual Meeting and Luncheon.** Social: 11 to 11:30 p.m. Business Meeting: 11:30 a.m. to noon. Luncheon and Program: noon. Country Club of Syracuse, 4480 LaFayette Rd., Jamesville.

**Health Sciences Library Tour.** Noon. Meet at New Book area. Call 464-7193 for details.

**NIH Director's Lecture.** Barbara Entwisle, PhD, University of North Carolina at Chapel Hill. 3 p.m. 318 Wsk. Hall. Call 464-5476 for more information.

**Workshop.** "QBQ Book and Discussion for PSLs." 3 to 4:30 p.m. E6408 University Hospital. To register, visit [www.upstate.edu/hr/training](http://www.upstate.edu/hr/training) and click "register for training classes online."

**Spiritual Care Grand Rounds.** "Clinical Pastoral Education: Chaplain Retrospect." Presenters: CNY Interfaith Chaplains Roundtable members. 4 to 5:15 p.m. 5299 Wsk. Hall.

**Neurology/Neurosurgery Grand Rounds.** Aixa Espinosa, MD, Upstate Medical University. 4 p.m. 6500 University Hospital.

**Annual Meeting of the Faculty Organization and Medical College Assembly.** Steven J. Scheinman, MD, Upstate Medical University. 4 to 5 p.m. Wsk. Hall, Medical Alumni Aud.

## Thursday, May 20

**Alcohol Awareness Day Information Displays.** Located outside of the University Hospital, Weiskotten Hall and UHCC cafeterias and the Jacobsen Hall snack bar.

**SUNY Upstate New Employee Orientation.** 7 a.m. to 3:30 p.m. C.A.B., East Lounge.

**Medical Grand Rounds.** "Educational Programs." 8:30 a.m. Wsk. Hall, Medical Alumni Aud.

**Workshop.** "The Fundamentals of PEF and CSEA Performance Evaluations." 9 to 11 a.m. 205 Jacobsen Hall. To register, visit [www.upstate.edu/hr/training](http://www.upstate.edu/hr/training) and click register for training classes online.

**Microbiology & Immunology Department Seminar.** "Brain, Behavior and Immunity: From Mice to Men." Jan Moynihan, PhD, University of Rochester School of Medicine. Noon. 2231 Wsk. Hall. E-mail [silvera@upstate.edu](mailto:silvera@upstate.edu) for more information.

**Psychiatry Grand Rounds.** "Use of Psychotropic Drugs in Pregnancy: Weighing the Risks and Benefits." Adele Viguera, MD, Harvard Medical School. 12:30 to 2 p.m. PBS Bldg., 713 Harrison St.

**Introduction of da Vinci Robot (robotic surgery).** 4 to 6 p.m. University Hospital, fifth floor Operating Room Suite.

**President's Employee Awards reception.** 4:30 to 6:30 p.m. Wsk. Hall, ninth floor cafeteria.

## Friday, May 21

**Obstetrics/Gynecology Grand Rounds.** "Ovarian Cancer: Misdiagnosis or Missed Diagnosis." Robert F. Ozols, MD, PhD, Temple University. 7:30 a.m. Marley Education Center.

**SoCRA NYS Chapter Education Program.** 8 a.m. to noon and 1 to 5 p.m. Institute for Human Performance.

**SUNY Upstate New Employee Orientation.** 8 a.m. to noon. C.A.B., East Lounge.

**Workshop.** "Conflict Management." 8 a.m. to 4 p.m. Healthlink at Shoppingtown Mall. To register, visit [www.upstate.edu/hr/training](http://www.upstate.edu/hr/training) and click register for training classes online.

**SUNY Nursing Services Orientation.** 1 to 3 p.m. C.A.B., East Lounge.

## Saturday, May 22

**Book Signing to benefit the CNY Children's Hospital at University Hospital.** "Children Courageous" by Dr. Frederick Roberts. 2 p.m. Borders, Carousel Center.

## Sunday, May 23

Rockin' to Raise the Roof. 1 to 6 p.m. NYS Fairgrounds, Empire Expo Center, Pepsi International Bldg.

## Monday, May 24

**Blood Drive.** 8 a.m. to 1 p.m. University Hospital, 2 North.

**AA Open Meeting.** Noon. 4137 University Hospital. Call 463-5011 for more information.

**SUNY Nursing Services Orientation.** 12:45 to 3:30 p.m. C.A.B., East Lounge.

**Health Seminar.** "Recognizing & Preventing Stroke." Catherine Stephens, RN, SUNY Upstate. 5 to 7 p.m. HealthLink, ShoppingTown Mall, DeWitt.

## Tuesday, May 25

**Workshop.** "Conflict Resolution and Crisis Response Team." 10 to 11 a.m. 1328B University Hospital. To register, visit [www.upstate.edu/hr/training](http://www.upstate.edu/hr/training) and click register for training classes online.

**Blood Drive.** 11:30 a.m. to 4:30 p.m. University Hospital, 2 North.

**EPC Faculty Development Seminar.** "Learning to Learn: Part II." Lynn Beth Satterly, MD, Upstate Medical University. Noon to 1 p.m. 3111 Wsk. Hall. E-mail [smithm@upstate.edu](mailto:smithm@upstate.edu) to R.S.V.P.

**Combined Infectious Diseases Conference.** 4 p.m. 118 University Hospital.

### Wednesday, May 26

**Anesthesiology Grand Rounds.** 7 to 8 a.m. Wsk. Hall Auditorium.

**Otolaryngology Grand Rounds.** Brian Park, MD. 7 to 8 a.m. 6500 University Hospital.

**Orthopedic Grand Rounds.** Richard Tallarico, Upstate Medical University. 8 a.m. 6500 University Hospital.

**Surgical Grand Rounds.** Layne Sandridge, MD, Upstate Medical University. 8 to 9 a.m. 2231 Wsk. Hall.

**Trauma Conference.** "The Fast Exam." David Reed, MD, Upstate Medical University. 9 a.m. 2231 Wsk. Hall.

**Workshop.** "All About Payroll and Employee Time and Attendance." 9 a.m. to 12:30 p.m. C.A.B., East Lounge. Deadline to register is May 21. E-mail STATEPR.

**Pediatric Grand Rounds.** "Differential Diagnosis of and Approach to the Limping Child." Danielle Katz, MD, Upstate Medical University. 9:15 a.m. 6500 University Hospital.

**Workshop.** "QBQ Book and Discussion for PSLs." Noon to 1:30 p.m. E6408 University Hospital. To register, visit [www.upstate.edu/hr/training](http://www.upstate.edu/hr/training) and click register for training classes online.

**Health Sciences Library Tour.** See 5/19 Calendar listing.

**NIH Director's Lecture.** Arthur M. Krieg, MD., Coley Pharmaceutical Group. 3 p.m. 318 Wsk. Hall. Call 464-5476 for more information.

**Neurology/Neurosurgery Grand Rounds.** "Multiple Sclerosis." Fred Lublin, MD., Mt. Sinai Medical Center. 4 p.m. 6500 University Hospital.

### Thursday, May 27

**Medical Grand Rounds.** "The Effect of the Genome Project on the Practice of Pulmonary and Critical Care in the 21st Century." Edward Sivak, MD, Upstate Medical University. 8:30 a.m. Wsk. Hall, Medical Alumni Aud.

**Microbiology & Immunology Department Seminar.** "Herpes Simplex Virus Nucleocapsid Assembly and Envelopment." Joel D. Baines, VMD, PhD, Cornell University. Noon. 2231 Wsk. Hall. E-mail [hwangc@upstate.edu](mailto:hwangc@upstate.edu) for more information.

**Psychiatry Grand Rounds.** "Influence of Pharmaceutical Companies on Physician Prescribing Behavior." Laurence B. Guttmacher, MD., University of Rochester School of Medicine and Dentistry. 12:30 to 2 p.m. PBS Bldg., 713 Harrison St.

### Friday, May 28

**Obstetrics/Gynecology Grand Rounds.** "Infections in Pregnancy." John T. Nosovitch, MD, Upstate Medical University. 7:30 a.m. Marley Education Center.

**Workshop.** "Introduction to Emotional Intelligence" 9 a.m. to noon. 205 Jacobsen Hall. To register, visit [www.upstate.edu/hr/training](http://www.upstate.edu/hr/training) and click register for training classes online.

**Workshop.** "Medline on the Web." Noon to 1 p.m. Health Sciences Library, meet at Reference Desk. Call 464-4581 to register.

### Monday, May 31

**AA Open Meeting.** See 5/24 Calendar listing.

### Tuesday, June 1

**Combined Infectious Diseases Conference.** 4 p.m. 118 University Hospital.

**Defensive Driving Course.** 4:30 to 7:30 p.m. 6500 University Hospital. Call 422-5028 for information.

### Wednesday, June 2

**Anesthesiology Grand Rounds.** 7 to 8 a.m. Wsk. Hall Auditorium.

**Otolaryngology Grand Rounds.** Roberto Garcia, MD. 7 to 8 a.m. 6500 University Hospital.

**Workshop.** "Practical Skills for Supervisors." See 5/19 Calendar listing.

**Orthopedic Grand Rounds.** 8 a.m. 6500 University Hospital.

**Surgical Grand Rounds.** Eric Jensen, MD, Upstate Medical University. 8 to 9 a.m. 2231 Wsk. Hall.

**Pediatric Teaching Day.** "Health Promotion in the Office: An Approach to the Overweight Child." 7:30 a.m. to 4 p.m. Oncenter, downtown Syracuse.

**Workshop.** "Computer Skills for PSLs." Noon to 1 p.m. 1541 University Hospital. To register, visit [www.upstate.edu/hr/training](http://www.upstate.edu/hr/training) and click register for training classes online.

**Workshop.** "QBQ Book and Discussion for PSLs." See 5/26 Calendar listing.

**Health Sciences Library Tour.** See 5/19 Calendar listing.

**NIH Director's Lecture.** Wylie Burke, MD, PhD, University of Washington. 3 p.m. 318

Wsk. Hall. Call 464-5476 for more information.

**Neurology/Neurosurgery Grand Rounds.** "Neurosurgery." 4 p.m. 6500 University Hospital.

**Burn Survivors Support Group.** 5 to 7 p.m. 6408 University Hospital. Call 464-3600 for more information.

### Thursday, June 3

**SUNY Upstate New Employee Orientation.** 7 a.m. to 3:30 p.m. C.A.B., East Lounge.

**Family Medicine Faculty Development Program.** "Conflict Resolution." Cheryl Flynn, MD, Upstate Medical University. 8 to 10 a.m. 216 Madison Irving Medical Center. AAFP CME available. Call 464-7027 for more information.

**Medical Grand Rounds.** "Gastroenterology." 8:30 a.m. Wsk. Hall, Medical Alumni Aud.

**Third Annual Central New York Psychiatry in Primary Care Conference.** 8 a.m. to noon. Sheraton Syracuse University Hotel & Conference Center, 801 University Avenue.

**Workshop.** "Tracker Training Class." 9 to 11 a.m. IHP, Computer Classroom D. To register, visit [www.upstate.edu/hr/training](http://www.upstate.edu/hr/training) and click register for training classes online.

**Workshop.** "Understanding Compliance at University Hospital." 9:30 to 11:30 a.m. 205 Jacobsen Hall. To register, visit [www.upstate.edu/hr/training](http://www.upstate.edu/hr/training) and click register for training classes online.

**Employee Recognition Day.** Begins at 11 a.m. Oncenter, downtown Syracuse.

*continued on page 4*

Calendar continued from page 3

## Friday, June 4

**Obstetrics/Gynecology Grand Rounds.** 7:30 a.m. Marley Education Center.

**SUNY Upstate New Employee Orientation.** 8 a.m. to noon. C.A.B., East Lounge.

**Fourth Annual University Rehabilitation Golf Outing.** Registration: 10 a.m. Shotgun Start: Noon. Camillus Country Club, 5690 Bennetts Corner Rd., Camillus.

**SUNY Nursing Services Orientation.** 1 to 3 p.m. C.A.B., East Lounge.

## Saturday, June 5

**Paige's Butterfly Run.** 5K Race: 9 a.m. 3K Fun Run/Walk: 10 a.m. Palmer Elementary School, Hicks, Rd., Baldwinsville.

**Children's Miracle Network Broadcast.** 1 to 1:30 p.m. WIXT-NewsChannel 9.

## Sunday, June 6

**Children's Miracle Network Broadcast.** 1 to 2:30 a.m. and 4:30 to 6 p.m. WIXT-NewsChannel 9.

### Upstate Update Production Schedule (clip and save)

**Issue** June 16 to 30  
**Deadline** Monday, May 31

**Issue** June 30 to July 14  
**Deadline** Monday, June 14

**Issue** July 14 to 28  
**Deadline** Monday, June 28

Strategic Management Simulation Laboratory continued from page 1

cognitive functioning. "The simulations present individuals or teams with scenarios that are equivalent to real-world experiences," she said. "Some of the scenarios present relatively simple day-to-day problems that are fairly easy to handle. Others are more complex and challenging and even include a moderate emergency. While the simulation is going on, the computer simultaneously measures the participant's response to each aspect of the scenario, assessing performance on 25 decision making parameters."

The parameters include critical thinking, crisis management, flexibility in thinking, use of factual knowledge, team interaction, activity level, response speed, task orientation, contextual responsiveness, initiative, information seeking and utilization, emergency responses, sustained planning, use of strategy, response to immediate context and to broader context, and breadth of approach.

Adapted for clinical measurement, SMS-based mapping is used in a \$500,000 three-year study, funded by the National Institute of Child Health and Human Development of National Institutes of Health, to explore decision making/problem-solving abilities in children. In this two-phase study, Drs. Satish, Streufert and colleagues will use computer-assisted simulation scenarios to test and measure the abilities of children with normal cognitive function to make decisions and solve problems. The measures generated by these children will provide a baseline when testing the same abilities in children who have Attention Deficit/Hyperactivity Disorder (ADHD) or Mild Traumatic Brain Injury (MTBI).

Findings from this research, which is the first of its kind to measure multiple higher order decision-making abilities in children, will particularly help educators to better understand how children assimilate and use information, and how they make decisions. The results of the research will permit the development of innovative learning techniques to help children with ADHD or MTBI and provide educators with the tools needed to ensure that no

child is left behind in their efforts to become successful students, researchers say. Drs. Satish and Streufert are joined in this study by SUNY Upstate colleagues Nancy Roizen, MD, and Margaret Turk, MD, and by faculty from Pennsylvania State University.

Drs. Satish and Streufert have used SMS for clients worldwide, including pharmaceutical companies to test medication effects on a person's ability to function. Dr. Satish is joined in these drug studies by Mantosh Dewan, MD, professor and chair of the Department of Psychiatry at SUNY Upstate. Other SMS clients include Fortune 500 companies that use the technology to predict and train individual or team performance; healthcare facilities and the military to enhance overall productivity and leadership skills among its ranks and in clinical efforts to determine how diseases or disorders, such as schizophrenia, impact cognitive function. The simulation is also used by select medical residency programs, among them at SUNY Upstate and Stanford University, to assess competency and, if needed, to provide additional training to a resident in critical decision making skills, long before he or she completes the residency program.

"The SMS premise is based on the complexity theory," said Dr. Satish. "A person's ability to perform optimally and effectively is dependent on several competencies. Those variables became our parameters for measuring a person's performance or decision making ability. Although we collaborate with focus groups and other experts to tailor scenarios that are appropriate for each SMS user, our measurements remain constant. Should the results of a person's or team's participation indicate that improvement is needed in one or more of these measures, we can, for some clients, offer training that will provide the individual or team with the skills necessary to improve their performance in any domain where their abilities are as yet limited."

To learn more about SMS or SMS based research, assessment and training, call 464-3114.

**d-IBS study seeks women** continued from page 1

frequent bowel urgency. This combination of symptoms can often have severe impact on a patient's life.

The alosetron 1 mg bid dose was originally approved in the United States in February 2000 for treatment of women with d-IBS. However, later that year the medication was withdrawn from the market because of reports of serious gastrointestinal (GI) adverse events, including ischemic colitis and serious complications of constipation. It was reapproved in June of 2002 but restricted for use only in women with severe d-IBS who experience chronic IBS symptoms, have had anatomical or biochemical abnormalities of the GI tract excluded, and who have failed to respond to conventional therapy.

"Our study will determine if a lower dose of the

## Employee Recognition Day is June 3



Chris Brandolino

WSTM meteorologist Chris Brandolino will emcee SUNY Upstate's Employee Recognition Day (ERD), Thursday, June 3, beginning at 11 a.m., at the Oncenter in downtown Syracuse. ERD honors SUNY Upstate employees who have achieved their five-year incremental milestone of service as of June 30, 2004, and SUNY Upstate retirees.

Brandolino, is an alumnus of SUNY Oswego.

### New Online Employment System

Human Resources, Nursing Recruitment, Patient Support Services and the AIS Group from IMT are projecting the implementation of an Online Employment System in early summer. The system will be entirely web based, accessible by any computer with web access and serve as a tool for hiring managers to:

- submit position requisitions (F-1's);
- screen applicants using job-specific qualification questions;
- review applicants for your position; and
- recommend a final candidate for hire.

Visit the Human Resources "Jobs at Upstate" web site for information available to applicants. More information about the system will be available in upcoming issues of *Upstate Update*.

medication could be tolerated and used to treat a more global d-IBS population to improve their quality of life," said Dr. Holtzapfle.

A minimum of six women will be enrolled in the study locally and 1,200 nationally. Volunteers will commit a maximum of 19 weeks to the study. The study involves telephone entry surveys and five visits to SUNY Upstate's Clinical Research Center, located in the Institute for Human Performance, 505 Irving Avenue, Syracuse.

The first phase of the study includes a screening period to gather baseline information such as IBS pain and discomfort levels, lower GI symptoms and disability due to IBS. It is followed by a procedure window of seven days to accommodate a colon procedure if necessary. Beginning with screening and throughout the study, volunteers will record via a telephone entry system daily self-assessments of pain and discomfort severity, disability due to IBS, diarrhea and lower GI symptoms.

Volunteers who are deemed eligible during screening are then randomized into a 12-week regimen of either placebo twice a day, 0.5 mg of alosetron once a day, 1 mg. of alosetron once a day or 1 mg of alosetron twice a day. The treatment phase is followed by a follow-up phase of four weeks of observation and information gathering. During the treatment and follow up phases, volunteers will record via a telephone entry system daily self assessments of their symptoms, weekly self assessment of adequate relief of IBS pain and discomfort and daily lower GI symptoms, and monthly self rating of IBS global improvement. They will also complete questionnaires regarding IBS quality of life and medication satisfaction at randomization and at their final visit.

Study volunteers will also have the option to participate in pharmacogenetic research where an additional blood sample will be collected to help identify genetic markers that might be predictive of ischemic colitis and to investigate the relationship between genetic markers and the absorption, metabolism, distribution and excretion of alosetron. The results of this study will be pooled with data from previous alosetron studies.

To be eligible for the study, women must be at least 18 years of age, have had severe d-IBS symptoms for at least six months, had anatomical or biochemical abnormalities of the GI tract excluded, and have failed to respond to conventional therapy and meet all other inclusion/exclusion criteria. Volunteers will be reimbursed for parking fees and travel expenses. There is no charge for the medicine or for the colon procedure.

To learn more about the study, contact SUNY Upstate's Health Connections at 1-800-464-8668.

## Alcohol Awareness

*Upstate Update is including a series of educational articles about alcohol, alcohol abuse and where to receive help to overcome alcohol dependency. This third article is titled "What Do You Know About Alcohol Abuse and Dependence?"*

Drinking becomes a problem when it harms your health, behavior or relationships or threatens your employment. Some signs of problem drinking include:

- drinking when feeling angry or sad;
- drinking in a pattern (everyday or every week at the same time);
- planning activities around drinking;
- drinking to relieve pain or stress;
- drinking more than intended or after you told yourself you wouldn't;
- drinking to get drunk;
- thinking a lot about drinking;
- feeling irritated when in a place where alcohol is not available;
- showing a change in personality when you drink.

Abstain from drinking if you:

- are pregnant or considering pregnancy;
- have a medical condition worsened by drinking, such as ulcer, liver disease or heart failure;
- have a personal or family history of alcoholism;
- are taking medications that interact with alcohol;
- planning to drive or engaging in other activities that require alertness.

Alcohol abuse is a pattern of alcohol use over the last 12 months that includes any one of the following:

- failure to fulfill major responsibilities at work, school or home;
- engaging in potentially dangerous situations such as driving a car; operating machinery, swimming

while drinking or after drinking too much;

- recurrent legal problems related to alcohol use such as driving under the influence or hurting someone while intoxicated;
- continued alcohol use despite ongoing interpersonal or social problems, such as trouble with family or friends, caused by alcohol.

Alcohol dependence is a pattern of alcohol use over the last 12 months that includes any three of the following:

- tolerance— needing increasing amounts of alcohol to get the same effect;
- loss of control —inability to stop drinking once begun;
- drinking more or longer than intended;
- withdrawal symptoms such as nausea, shaking, sweating, or nervousness as the effects of alcohol are wearing off and/or the need to take a drink or other drug to control these symptoms;
- neglect of activities that were important or enjoyable to you in the past;
- increasing amount of time drinking or recovering from drinking;
- drinking even though you know it is causing depression or anxiety.

A common method that health care providers assess for alcohol related problems are the CAGE questions.

C — Have you ever felt you should cut down on your drinking?

A — Have people annoyed you by criticizing your drinking?

G — Have you ever felt bad or guilty about your drinking?

E — Have you ever had a drink the first thing in the morning to steady your nerves or get rid of a hangover (eye-opener)?

Yes to three or four questions may indicate alcohol dependence. Yes to one or two questions may indicate

current alcohol-related problems. No to all questions may still indicate risk if drinking is being carried out at an elevated level.

If alcohol is creating difficulty in your life or the life of a family member or friend, there are many community resources available to provide information, guidance and treatment for alcohol related problems. You can view a comprehensive list of substance abuse treatment facilities in this area and any area of the United States compiled by SAMHSA (Substance Abuse & Mental Health Services Administration, U.S. Department of Health and Human Services). This listing includes information regarding services provided, type of care, and forms of payment accepted. It can be found at the following web site: [www.findtreatment.samhsa.gov/facilitylocator.doc.htm](http://www.findtreatment.samhsa.gov/facilitylocator.doc.htm)

The Employee Assistance Program and Employee/Student Health can provide confidential assistance to staff and students with questions about alcohol treatment.

Direct comments or inquiries to K. Bruce Simmons, MD, medical director of SUNY Upstate's Employee/Student Health, 464-4260.

### Upstate Medical University Alcohol Awareness Day Thursday, May 20

Look for the Alcohol Awareness Day information display tables located outside of the University Hospital, Weiskotten Hall and UHCC cafeterias and the Jacobsen Hall snack bar.

If alcohol has had a detrimental effect through irresponsible use by you, a family member or an acquaintance, being informed and knowing about the options for evaluation and treatment are essential.

## Accounting of disclosures of protected health information



The HIPAA Privacy Rule gives individuals the right to know when, why, and to whom a healthcare provider has disclosed their protected health information (PHI) for purposes other than treatment, payment, and healthcare operations for a six-year period prior to the request. The accounting, i.e. listing of disclosures, also excludes a few categories of disclosures from the requirement such as those made pursuant to an authorization signed by the patient or their personal representative, made prior to April 14, 2003, for directory purposes, to person's involved in the care of the individual or for notification purposes, for national security or intelligence purposes, to correctional institutions, and to business associates. Overall, this means that disclosure of an individual's PHI, for purposes other than the excluded categories, must be specifically documented so that the individual can be provided with an aggregate accounting of all disclosures upon their request. The challenge in implementing the accounting requirement of the Privacy Rule is that many of the disclosures for which we are required to account for are not made from a centralized department such as Clinical Data Services but rather various departments of the organization. Here are some frequently asked implementation questions that have been raised during the HIPAA Privacy education sessions.

**Do we just need to account for disclosures of just medical records?**

We are required to account for the disclosure of PHI, except for the excluded categories, made in oral, electronic, and/or written form.

**Who is responsible for documenting the disclosure?**

The workforce member making the specific disclosure.

**Where must the disclosure be documented?**

In the patient's medical record, on the Accounting of Disclosures of Protected Health Information form. This form is located in the front part of the patient's medical record.

**Where does the Accounting of Disclosures of Protected Health Information form come from?**

The form is generated automatically during the patient registration process.

**What is the process for providing the individual with a complete accounting of disclosures?**

Upon request, the Privacy Officer will access each inpatient and outpatient record of the patient maintained by University Hospital and, based on documentation on each Accounting of Disclosures of Protected Health Information form, provide a combined accounting list to the patient.

**What are some examples of the types of PHI that are included in the accounting requirement?**

Several types of disclosures require an accounting, for example, suspected abuse reporting, communicable disease reporting, to law enforcement, for reporting of birth and deaths, reporting to public health or other disease registries, disclosures to funeral homes and the medical examiner, reporting to a state or federal oversight agency, research disclosures made under a Waiver of Authorization, and to accreditation agencies such as the JCAHO.

**How can I get more information on our process and policy for accounting of disclosures?**

Refer to University Hospital Administrative Policy, P-36, Accounting of Disclosures of Protected Health Information. The Privacy Officer, Cindy Nappa, can also be contacted at 464-6135 or by e-mail at [Nappac@Upstate.edu](mailto:Nappac@Upstate.edu).

Overall, the purpose of accounting of disclosures is so that the patient is aware of those entities outside our organization to which we have made a permitted disclosed of the PHI they have entrusted to us. Providing patients with an accounting of disclosures supports their new rights under law that allow them to control the way in which their PHI is used and disclosed and how it is shared with others.

### Accounting of Disclosures of Protected Health Information

Date and Purpose of Disclosure	Description of Information Disclosed	Name and Address of Recipient	Printed Name and Title of Person Disclosing PHI

## Medical record documentation

Accurate medical records should be maintained on all services rendered, without regard of payment source. This includes making sure medical records are legible, accurate, organized, comprehensive, provide evidence of all services rendered, demonstrate why the charged services were medically necessary, support diagnosis and procedure codes assigned, meet regulatory requirements, and are completed in a timely fashion. All documentation must be filed in the paper medical record, including those that document and establish medical necessity for all charges posted.

The American Health Information Management Association and University Hospital policies offer the following guidelines:

1. **Date and Time on Entries.** Every entry in the medical record must include a complete date — month, day and year—and have a time associated with it. Charting time as a block (i.e. 7-3) especially for narrative notes is not recommended. For certain types of flow sheets such as a treatment record, recording time as a block is acceptable. For assessment forms where multiple individuals are completing sections, the date and time of completion should be indicated as well as who has completed each section. All orders must be timed.
2. **Timeliness of Entries.** Entries should be made as soon as possible after an event or observation is made.
3. **Pre-dating and Backdating.** It is both unethical and illegal to pre-date or backdate an entry.
4. **Authentication of Entries.** The author must authenticate every entry in the medical record — an entry should not be made or signed by someone other than the author. All entries must include date, time, and title, and one of the authentication methods below. Use of military time is recommended. If the author is licensed/certified, the credentials must be listed. Exception: Verbal/phone orders are written by a different practitioner and co-signed.
  - **Signature.** At a minimum, the signature should include the full name and title/credential.
  - **Countersignatures.** Countersignatures should be used as required by state law. The person who is making the countersignature must be qualified to countersign. For example, nurses may not countersign an entry for a resident. If there is a procedure or treatment involved, there should be some observation (i.e. view treatment or view dressing) to assure that it was done properly.



## Compliance Chat

- **Initials.** Any time initials are used in any part of the record for authentication of an entry there has to be corresponding full identification of the initials on the same form or on a signature legend. Initials can be used to authenticate entries such as flow sheets, medication records or treatment records, but should not be used in such entries as narrative notes or assessments.
- **Electronic/Digital Signatures.** If using an electronic signature, do not share your password with anyone else.
- **Rubber Stamp.** Signatures are not acceptable.

Some documentation tools, such as I&O sheets, are set up to be completed by multiple staff members at different times. On these tools, you must sign and date the signature area. Staff who completed sections of the assessment should either indicate the sections they completed at the signature line or initial the sections they completed.

5. **Permanency of Entries.** All entries in the medical record, regardless of format, are permanent. Only black permanent, non-erasable, non-water soluble ink is acceptable. Use of whiteout or obscuring entries is unacceptable.
6. **Addressographing.** Stamp each sheet with an addressograph stamp or label. If an error was made on a label, another label should never be placed over the original. Proper error correction procedures should be used for the entry. Labels must never be placed over other documentation in the medical record.
7. **Completeness.** Document all facts and pertinent information related to an event, course of treatment, resident condition, response to care and deviation from

### Contest Announcement

In upcoming issues, the Institutional Compliance Office will publish questions related to Compliance Chat articles published in past issues of the *Upstate Update*. Readers who submit correct answers to the questions will be entered in a drawing to win a prize. Keep this article as a reference for future contest questions.



standard treatment (including the reason for it). Make sure entry is complete and contains all significant information. If the original entry is incomplete, follow guidelines for making a late entry, addendum or clarification.

- 8. Use of Abbreviations.** Only hospital-approved abbreviations are allowed. Refer to policy A-02.
- 9. Legibility.** All entries in the medical record must be legible.
- 10. Continuous Entries.** Document entries on the next available space – do not skip lines or leave blanks. There must be a continuous flow of information without gaps or extra space between documentation. A new form should not be started until all previous lines are filled. If a new sheet was started, the lines available on the previous page must be crossed off.
- 11. Completing all Fields.** Some of the questions or fields on documentation tools such as assessments, flow sheets, checklist documents may not be applicable to the patient. All fields should have some entry made whether it applies to the resident or not. If a field is not applicable, an entry like “N/A” should be made to show that the question was reviewed and answered.
- 12. Corrections.** Draw a single line through entry (thin pen line). Make sure that the inaccurate information is still legible. Initial, date, and time the correction. State the reason for the error (i.e. in the margin or above the note if room). Document the correct information on the next available line/space documenting the current date and time and referring back to the incorrect entry.
- 13. Late Entries.** Identify the new entry as a “late entry.” Enter the current date and time. Do not try to give the appearance that the entry was made on a previous date or an earlier time. Identify or refer to the date and incident for which late entry is written. If the late entry is made more than 30 days after discharge, the entry is made on a progress note form and should be labeled “memo for the record.”
- 14. Entering an Addendum.** An addendum is another type of late entry that is used to provide additional information in conjunction with a previous entry. Document the current date and time. Write “addendum” and state the reason for the addendum referring back to the original entry. Identify any sources of information used to support the addendum. Complete it as soon after the original note as possible.

- 15. Clarifications.** A clarification is written to avoid incorrect interpretation of information that has been previously documented. For example, after reading an entry, there is a concern that the entry could be misinterpreted. Document the current date and time. Write “clarification,” state the reason and refer back to the entry being clarified. Identify any sources of information used to support the clarification. When writing a clarification note, complete it as soon after the original entry as possible.
- 16. Omissions on medication, treatment records, graphic and other flow sheets.** It is considered willful falsification and illegal to go back and complete and/or fill-in signature “holes” on medication and treatment records or other graphic/flow records in the medical record. Use the late entry procedure for missing/unclear documentation.
- 17. Records from Other Providers.** If records from other providers are used to determine treatment, a copy will be included in the University Hospital record. Providers within University Hospital that utilize records from other providers to make treatment decisions should initial those records.

Refer to UH policy M-01 or contact the Institutional Compliance Office at 464-4346 for additional information about documentation.

### Series of computer Training programs offered

The Syracuse Workforce Development Center will present a series of free computer training programs at its 404 Oak Street, Syracuse location.

Classes are on a first-come, first-served basis. Day classes will be held from 9 a.m. to 5 p.m.; evening classes will be held from 5 to 8 p.m.

The schedule includes:

**PowerPoint (May 20)**

**Word Basics (May 20, 27 and June 3)**

**Introduction to Computers (May 25)**

**Access 2 - Creating Relational Databases (June 9)**

**Excel Basics (June 9, 16 & 23)**

**File Management Mini Workshop (June 16, 9 a.m. to 1 p.m.)**

**Excel 2 - Beyond the Basics (June 24)**

To register, call 426-1383 or e-mail [director@syracusewdc.org](mailto:director@syracusewdc.org).

## NFL players to visit pediatric patients

NFL players Bill Goldberg, Scott Case, Dave Szott, Jon McGraw, Kevin Maewae, Rob Konrad, and Matt Campbell and former NFL player Tim Green will visit University Hospital's pediatric patients and bring autographed footballs Friday, May 21. They are among 40 football players who will be in town for the Tim Green Fishing Tournament, presented by Tim Green and the Children's Foundation of Central New York. The tournament will be held Saturday, May 22, beginning at 2 p.m., at the Savannah Dhu Lodge in Wayne County. Proceeds will benefit the Central New York Children's Hospital at University Hospital. For more information about the tournament, call Children's Miracle Network Director Toni Gary at 464-4264.

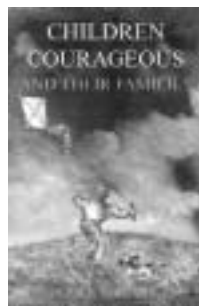
## CMN/Children's Hospital Upcoming fundraising events

- Six Central New York companies will showcase their staff's musical talent at **"Rockin' to Raise the Roof" Sunday, May 23, from 1 to 6 p.m.**, at the Empire State Expo Center, Pepsi International Pavilion at the New York State Fairgrounds. Proceeds from the event will benefit the Central New York Children's Hospital at University Hospital. Food and beverages will be available for purchase. Bands representing C&S Engineers, Cortini Brothers Shoe Store, Lockheed Martin, Robson Woese and University Hospital will perform selections from '60s, '70s, '80s and '90s favorites. Nik and the Nice Guys and the Back Alley Boys will perform before and after the corporate bands. Pre-sale tickets are \$15 and are available at all Syracuse-area Wegmans stores. Tickets are \$20 the day of the event. Parking is free. For more information, call 455-2000.
- Visit University Hospital's second floor lobby through **May 24, from 11 a.m. to 2 p.m.**, to purchase raffle tickets for prizes, including camping and outdoor gear. The raffle is sponsored by the **Department of Environmental Services to benefit the children's hospital.** Tickets are also available in the Environmental Services office, 800 University Hospital. Prizes will be awarded on Wednesday, May 26, at 3 p.m. in 800 University Hospital. Winners will be notified by telephone.
- **Two scrub sales** will be held to benefit the CNY Children's Miracle Network: **Monday, June 7, overnight to 4 p.m. on June 8** in the Crouse Hospital small cafeteria; and, **Tuesday, June 8, overnight to 7 p.m. on June 9** in the University Hospital second floor cafeteria. For more information, call 464 4283.

**BORDERS.**  
BOOKS MUSIC MOVIES CAFE

# BOOK FAIR

**BENEFIT DAY CHARITY FUNDRAISER FOR THE CNY CHILDREN'S HOSPITAL AT UNIVERSITY HOSPITAL**



### Borders at Carousel Center

Saturday, May 22 at 2 p.m.

Dr. Frederick Roberts will sign copies of his book, *Children Courageous*.

Present the coupon to the right when making any purchase at Borders May 21-23 and 15 percent of your total bill will go toward the CNY Children's Hospital. For more information, call 464-4416.

Find Out | **BORDERS.**

The Central New York Children's Hospital at University Hospital invites you to

**SHOP & CARE**

as part of a Borders Benefit Day charity fundraiser

May 21 - 23, 2004

Present this bookmark at Borders in Syracuse May 21 - 23 when you make a purchase - and the Central New York Children's Hospital at University Hospital will receive a portion of your purchase as a cash donation!

Borders Syracuse  
9777 Carousel Center Drive  
Syracuse, New York  
315.466.6100

Amount of sale (pre-tax): \_\_\_\_\_

Store #: \_\_\_\_\_ Date: \_\_\_\_\_

Customer must present this certificate to cashier at time of purchase. Valid only on scheduled day at listed locations for merchandise in stock. May not be used with corporate and educational discount or other coupons.



## Watch the Children's Miracle Network Broadcast and make your pledge of support



Featuring videotaped interviews with University Hospital pediatric patients and their families and members of the hospital's pediatric health care team.

**Saturday, June 5 1 to 2:30 p.m.**  
**Sunday, June 6 1:30 to 3 a.m. and 4:30 to 6 p.m.**

**WIXT-NewsChannel 9**

To reach a greater audience, SUNY Upstate's Foundation and WIXT have made changes to this year's CMN Broadcast by moving from its once-a-year broadcast to four, 30 minute locally produced programs seen throughout the year. These broadcasts are presented in addition to portions of the June broadcast, ensuring greater visibility for CMN, CMN sponsors and the excellent services provided by University Hospital's pediatric team.

*CNY Children's Miracle Network — Celebrating 20 years of serving Central New York's children and their families. More than \$11 million has been raised by the CNY Children's Miracle Network, all of which remains in Central New York to benefit the children at University and Crouse hospital.*

**Call 315-464-KIDS to make your pledge.**

## CNY Children's Hospital Campaign

May 19 is the lastday for SUNY Upstate employees to support the CNY Children's Hospital through payroll deduction, offered through the Foundation office as well as through departmental MSG supplement checks for SUNY Upstate physicians and faculty.

For as little as \$300 per year for five years, SUNY Upstate physicians and faculty can receive permanent recognition on the children's hospital's medical/faculty Wall of Honor and a pin. All other employees who opt for payroll deduction will have 100 percent of their gift directly deposited into the Children's Hospital Fund. Deductions begin with the first paycheck in June. Employees may spread their gift over three years. Individuals who have not received their pledge card in the mail and who would like a pledge may call 464-KIDS.

## New location for horse and pony statues

University Hospital's horse and pony statues have moved to the garden area facing the hospital's front traffic circle due to the construction project.

The horse statue, named "Miracle Champion" in honor of the Children's Miracle Network, was part of the community's "Horses on Parade" fund-raising event in 2002. The Central New York Children's Miracle Network was one of three non-profit organizations to receive funds from the event.



The pony statue is dedicated in memory of Jessica Rikki Flegal, daughter of Children's Miracle Network Director Toni Gary and WIXT NewsChannel 9's Rick Gary.

Proceeds benefit the Center for Children's Cancer and Blood Disorders at University Hospital and the Paige Yeomans Arnold Memorial Scholarship at Baldwinsville High School. For more info, contact the CNY Children's Miracle Network at 315-464-KIDS or [www.pbrun.org](http://www.pbrun.org)

## Paige's Butterfly Run



**Saturday, June 5, 2004**  
**Palmer Elementary School**  
**Hicks Rd, Baldwinsville**

**5K Certified & Timed Race** 9 a.m. start time  
**3K Fun Run/Walk** 10 a.m. start time  
**Awards Ceremony** 10:30 a.m.  
**Activities** • Food & Refreshments • Raffles • Children's Activities • Magician

## HONORS AND ACHIEVEMENTS AND APPOINTMENTS

- **Annie Smoke, RN**, a credentialed alcohol and substance abuse counselor and a registered nurse on the 4B/psychiatry unit at University Hospital, has been appointed to the Professional Assistance Board (PAP) for New York State. PAP is a confidential program for licensed professionals who abuse alcohol or drugs but have not harmed a patient. Members of this board are professionals from several disciplines who have expertise in treatment of alcohol and other drug dependencies. In 1999, Smoke became a mentor in the Statewide Peer Assistance Network for Nurses (SPAN) program established by the New York State Nurses Association. SPAN is a program for nurses who may be affected by drug, alcohol or mental health problems. Volunteers for SPAN mentor participants in the program in the areas of education, identification of problems, ongoing support, advocacy and linkage with resources.
- SUNY Upstate Medical University students **Mary Trusilo** and **Clement Yan** have been honored for academic excellence by SUNY Chancellor Robert King. Trusilo and Yan were among 245 students across the State University of New York system to receive the Chancellor's Award for Student Excellence. "These students are among the State University's best and brightest," said King. "Their commitment not only to academic excellence, but also to serving the wider community indicates they are likely to emerge as New York's future leaders. I am enormously proud of these students and very pleased to be able to recognize their accomplishments."

Trusilo received her medical degree May 16 and has served on numerous student committees while at SUNY Upstate, including as president of the Graduate Student Council. She will do her residency in anesthesiology at University Hospital. Yan received his bachelor's degree in respiratory care May 16 and has been recognized nationally for his academics and research by the American Respiratory Care Foundation and the national honorary society for respiratory care. At SUNY Upstate, Yan has served as a resident assistant and as a member of the Undergraduate Student Council and as peer tutor. He is employed at University Hospital as a respiratory therapist.



Don Zorn

- **Don Zorn**, a fundraising, sales and marketing professional whose more than 20 years experience includes service with Junior Achievement of Central New York and Syracuse University, has been named manager of the capital campaign for the Central New York Children's Hospital at University Hospital for the Upstate Medical University Foundation. Zorn most recently served as president and chief staff officer with Junior Achievement of Central New York where he introduced a successful annual "Calls for Kids" fundraising campaign targeting entrepreneurs and small business.



From left, Maxine Thompson, director of SUNY Upstate's Diversity and Affirmative Action office; James Cody, director of the VAMC; Loni Illingsworth, RN, of SUNY Upstate who served in the military; guest speakers Captain Mary Pontecorvo, medical officer who recently returned to Syracuse from Iraq, and 2nd Lieutenant Erica Feola, a physician assistant who recently returned from Afghanistan; and Carolyn Baskerville, NP of SUNY Upstate who served in the military.

## SUNY Upstate salutes female military healthcare workers

SUNY Upstate and the Syracuse Veterans Administration Medical Center (VAMC) recently saluted female health care workers who serve or have served in the military during its "Women Inspiring Hope & Possibility," event, held during Women's History Month, on March 26, at the VAMC.

More than 200 people attended the event. Approximately 80 female health care workers at SUNY Upstate have served or are currently serving in the military.

## President's Employee Recognition Awards reception is May 20

SUNY Upstate employees are invited to attend a reception in honor of the winners of the SUNY Upstate President's Employee Recognition Awards, Thursday, May 20, from 4:30 to 6:30 p.m. in the ninth floor Weiskotten Hall cafeteria.

Congratulations to the following award recipients:

### *Employee of the Year – Campus*

**Leah Caldwell**, Marketing and University Communications

### *Employee of the Year – Hospital Clinical*

**Mattie VanGlynn, RN**, Orthopedics Service Line,

### *Employee of the Year – Hospital Non-Clinical/Support*

**Fr. Alfred Bebel and Rev. Gerald Shave**, Volunteer Initiatives

### *Supervisor of the Year – Campus*

**David Scholl**, Physical Plant

### *Supervisor of the Year – Hospital Clinical*

**Charlene Hubbell**, Clinical Pathology

### *Supervisor of the Year – Hospital Non-Clinical/Support*

**Maureen Cummings, IMT**

### *Outstanding Contribution of the Year – Campus*

**Bess Collins**, Marketing and University Communications

### *Outstanding Contribution of the Year – Hospital Clinical*

**CARE Team/Pediatrics**

### *Outstanding Contribution of the Year – Hospital Non-Clinical/Support*

**IMT-Telecommunications**

### *Team of the Year – Campus*

**Banner Implementation Team**

### *Team of the Year – Clinical*

**Pediatric Transport Team**

### *Team of the Year – Hospital Non-Clinical/Support*

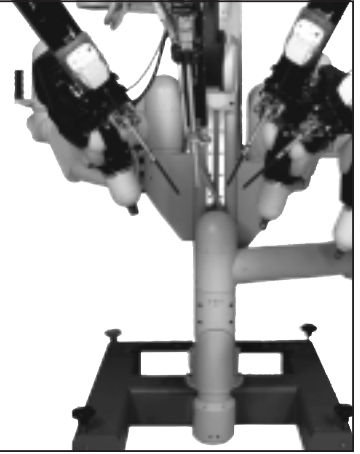
**Crisis Response Team**

### Reminder

Introducing University Hospital's da Vinci Robot. The newest member of our surgical team. Come meet da Vinci and the surgical staff, and try your hand at robotic surgery!

**Thursday, May 20**  
4 to 6 p.m.  
OR Suite, 5th floor


Free parking.



SUNY Upstate Medical University  
**University Hospital**  
MEDICINE AT ITS BEST®

## National Cancer Survivors Day® Celebration

Live Music by  
**Timeline**



Cancer survivors of all ages are invited to

# A Celebration of Life!

**Sunday, June 13, 2004 • 1 to 4 p.m.**  
**Convention Center, Holiday Inn**  
**Electronics Parkway, Liverpool, NY**

This is a free event for survivors and one guest. Additional guests \$5 (payable at the door). Three guests maximum per survivor. Children under 12 free.


To make a donation on-line, please visit our secure website at: <http://esupport.upstate.edu> or mail to:  
Upstate Medical University Foundation  
326 CAB  
750 East Adams Street  
Syracuse, NY 13210  
Make checks payable to:  
National Cancer Survivors Day Fund

This event is for a cancer survivor and up to three guests per party. **Seating is limited and reservations will be accepted on a first-come, first-served basis.\***


**RSVP by calling Health Connections at 464-8668/800-464-8668 by May 21.**

\* If you make a reservation and later find that you are unable to attend, please call 464-8668/800-464-8668 to let us know so that we may accommodate people on our waiting list.

Supported by



Buffet Lunch • Door Prizes • Live Music



LECTURES, SEMINARS, WORKSHOPS & CONFERENCES

- **May 20. 9 to 11 a.m. 205 Jacobsen Hall. Workshop.** “The Fundamentals of PEF and CSEA Performance Evaluations.” Reviews the purpose, process and timelines associated with developing PEF and CSEA performance programs and evaluations. To register, visit [www.upstate.edu/hr/training](http://www.upstate.edu/hr/training) and click “register for training classes online.”
- **May 21. 8 a.m. to noon. and 1 p.m. to 5 p.m. Institute for Human Performance. SoCRA NYS Chapter Education Program.** SUNY Upstate is the education center for the newly formed New York State Society of Clinical Research Associates (SoCRA) chapter. Carolyn Rugloski of Fairplay Consultants, Inc. will present two workshops. The morning workshop covers the relationship of standards of procedures (SOP) to the regulations, and institutional policy. The afternoon workshop covers differences in process cycles between paper case report form data capture and electronic data capture (EDC) while understanding how EDC methodology may be used to streamline data collection. Registration is available for one or both workshops at no cost. Each workshop is approved for four CE credit hours. Lunch will provided to all registrants. Call 464-5476 or e-mail [durdonk@upstate.edu](mailto:durdonk@upstate.edu) for more information.
- **May 21, 8 a.m. to 4 p.m. HealthLink at ShoppingTown Mall, DeWitt. “Conflict Management” workshop.** Offers tips on how to manage dialogue as a tool to move conflict towards positive outcomes, focuses on real life application and offers participant practice and feedback. To register, visit [www.upstate.edu/hr/training](http://www.upstate.edu/hr/training) and click register for training classes online.
- **May 24. 5 to 7 p.m. HealthLink at ShoppingTown Mall, DeWitt. Free seminar.** “Recognizing & Preventing Stroke.” Attendees can assess their individual risk factors for stroke, have their blood pressure taken and ask questions of various health professionals about decreasing their risk factors through diet, exercise and other lifestyle choices. Presented by Catherine Stephens, RN, neuroscience patient service educator at University Hospital. Call 464-8668 to register.
- **May 26. 9 a.m. to 12:30 p.m. C.A.B., East Lounge. Workshop.** “All About Payroll and Employee Time and Attendance.” Combines the “Introduction to Payroll,” “All About Reporting Employee Work Time & Time Accruals” and “How to Complete a Timesheet” workshops. Register by May 21 by e-mailing “STATEPR.”
- **My 26. Begins at 9 a.m. 2231 Weiskotten Hall.** Trauma Conference. “The Fast Exam” to be followed by a practical in the Emergency Department. David Reed, MD, of SUNY Upstate’s Emergency Department will present. Refreshments will be served. Call Maryann at 464-4774 for more information.
- **Wednesday, June 2, 8 a.m. to 4 p.m. Oncenter, Syracuse. Pediatric Teaching Day.** “Health Promotion in the Office: An Approach to the Overweight Child,” covering childhood and adolescent obesity, Type 2 diabetes in youth, management of childhood obesity, hypnosis and management of obesity, obesity and co-morbid lipid problems, how to help the overweight child, among others. Call 464-5451 or e-mail [clarryc@upstate.edu](mailto:clarryc@upstate.edu) for more information.
- **June 3. 8 a.m. to noon. Sheraton Syracuse University Hotel & Conference Center, 801 University Avenue, Syracuse. The Third Annual Central New York Psychiatry in Primary Care Conference.** Thomas Schwartz, MD, assistant professor of psychiatry, director of Adult Outpatient Services and assistant director for psychiatry’s residency training; and SUNY Upstate third year psychiatry resident Nikhil Nihalani, MD, will present. Dr. Nihalani will discuss the pros and cons of atypical antipsychotics in primary care. Dr. Schwartz will speak on a systematic approach to treating anxiety. CME credit, social work contact hours and contact hours for nurses available. Registration is due June 1. Pre registration is required. To register or for more information call 464-3104 or e-mail [thorpl@upstate.edu](mailto:thorpl@upstate.edu).
- **June 8. 6 to 8 p.m. HealthLink at ShoppingTown Mall, DeWitt. Free Nursing Forum.** “Care of the Human Spirit.” Provides a greater understanding of how spirituality relates to health. Presented by Annette Becker, RN, clinical educator of Psychiatric Services at University Hospital. Free CEUs. Refreshments provided. Call 464-8668 to register.
- **June 10. 9 a.m. to noon. C.A.B., East Lounge. Workshop.** “How SUNY Upstate’s CSEA and PEF Employees’ Paychecks are Calculated.” Covers the methods used to calculate the different types of payments made to State employee that are specific to CSE LPNs and other related positions to nursing areas. Register by June 4 by e-mailing “STATEPR.”
- **June 22. 6 to 8 p.m. HealthLink at ShoppingTown Mall, DeWitt. Free Nursing Forum.** “Gamma Knife Surgery.” Discussion about the Leksell Gamma Knife, including diagnoses that can be treated by the radiosurgical tool, treatment expectations and treatment approaches and the management and care of the patient. Presented by Lisa Mitchell, RN, patient service manager for the Gamma Knife Center at University Hospital. Free CEUs. Refreshments provided. Call 464-8668 to register.

EVENTS

- **May 20. 4 to 6 p.m. University Hospital, fifth floor Operating Room Suite. Introduction of the Surgery Department's da Vinci Robot (robotic surgery).** Refreshments will be served.
- **University Hospital's Center for Children's Cancer and Blood Disorders will hold its 7th annual maple syrup sale to benefit the Center.** Prices: \$33 (gallon); \$18.80 (half gallon); and \$9.90 (quart). The syrup will be available for pick up on **Tuesday, May 25.** To order or for more information, call 464 6133 or e-mail [Trudella@upstate.edu](mailto:Trudella@upstate.edu).
- **June 4. Registration: 10 a.m. Shotgun Start noon. Camillus Country Club, 5690 Bennetts Corner Rd, Camillus.** Golfers are invited to participate in University Hospital's Fourth Annual **University Rehabilitation Golf Outing**, featuring a Captain and Crew format. For more information, call 464-4234.

(See page 10 for separate listing of Children's Miracle Network/CNY Children's Hospital events.)

Syracuse Office Environments donates \$25,000 to SUNY Upstate Foundation



From left: John Zacharek, director of corporate development at SUNY Upstate and Joe Desantis, account manager for Syracuse Office Environments.

Syracuse Office Environments, located at 375 Erie Boulevard West in Syracuse, has donated \$25,000 to the Upstate Medical University Foundation. The donation was made through a customized five-year corporate package that included a named gift within the new Central New York Children's Hospital at University Hospital and support for the Foundation's annual Gala and Father/Daughter Valentine's Ball.

SUNY Upstate's Office of Diversity and Affirmative Action will present a series of articles highlighting aspects of various cultures represented at SUNY Upstate and within our community. The first article is titled "Multicultural Communications."

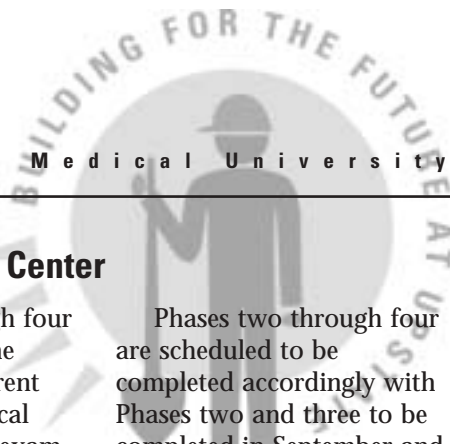
Multicultural communications may seem difficult due to differences in languages, backgrounds, customs and other aspects of life. However, learning about different cultures can lead to more effective interactions with one another and help health care professionals, in particular, deliver culturally-competent\* patient care.

Celebrate the diversity of culture, ethnicity, gender and perspective that SUNY Upstate values. A simple way to begin is to simply say "hello" in ways that make everyone feel welcomed and respected. Here are a few examples:

Language	Country	"Hello"	Language	Country	"Hello"
Bosnian	Bosnia	Merhaba	Japanese	Japan	Konnichiwa,
Chinese (Cantonese)	China	Nei hou ma			Ohayo
Chinese (Mandarin)	China	Ni hao			(and bow)
Filipino	Philippines	Mabuhay	Nigerian	Nigeria	Bawoni
Hindi	India	Namaste	Russian	Russia	Privet
		(and joining the palms)	Spanish	S. and C. America, Spain	Hola

The human voice and contact are the most powerful communication tools we have.

\* Cultural competence is having the capacity to function effectively as an individual and an organization within the context of the cultural beliefs, behaviors, and needs presented by consumers and their communities (Culturally and Linguistically Appropriate Standards or CLAS, Health and Human Services at Office of Minority Health)



## Construction Update: Regional Oncology Center

Phase one of the new Regional Oncology Center (ROC) is nearly complete. Physicians and medical staff have moved into the completed second floor addition that features offices and a conference room. Also completed is the new entrance that features a handicapped accessible



ramp and a red canopy. Still under renovation in Phase one is the new infusion area (with 14 stations and three outpatient aphaeresis beds), a physician workroom (with seven dictating stations and a new PACS system), and the ROCs new pharmacy (which includes two fume hoods allowing the ROCs pharmacy to mix of a greater volume of chemotherapy drugs). All this is scheduled for completion by the end of this May.

Phases two through four will concentrate on the renovation of the current ROC space. The clinical space will include 11 exam rooms, two assessment rooms (for taking vitals and performing pain assessments), an expanded lab, a procedure room, and a new consultation room (for

patients and families affording a soothing atmosphere for discussions with medical staff and patient education). Also included will be renovated space for an expanded medical records office (allowing the ROC to house all of its charts) and offices for the social worker, nurse manager, nurse practitioners, officer manager and medical director. Also, a new HIPAA-compliant Reception area, a more comfortable waiting room, and a new staff lounge will be added.

Phases two through four are scheduled to be completed accordingly with Phases two and three to be completed in September and the whole project to be completed by this November.

The ROC continues to provide patient care throughout the renovation process.

### Thank you from the Stevens Family

Rob (Oncology/Hematology (8-O) unit at University Hospital) and Jen Stevens and their children, Robert and Katie, thank everyone who helped their family by donating money and items following a fire that destroyed their apartment.

“Because of your generosity, we have recovered from this tragedy,” said Rob Stevens. “There wouldn’t be enough room to name everyone who generously donated. You are all truly angels. God bless each and every one of you.”

## SUNY Upstate artists invited for Everson showing

Works of art by seven SUNY Upstate individuals will be included in the On My Own Time art show, to be held Oct. 16 to Nov. 14 in the Everson Museum of Art, Harrison Street in downtown Syracuse. The works and the artists include Road Along the Lake (pen and ink with color wash drawing) by retiree **Charles DiCosimo, MD**; The Mindless (mixed media) by **Dan Dippel** of Duplicating and Printing Services; Morning Light (color photo) by **Ellen Giraud** of Microbiology & Immunology; Autumn at Hess Pond (color photo) by **George Blakeslee** of Psychiatry; Portrait of Mark (oil painting) by SUNY Upstate student **Christopher Owen**, student; Lo Ki (graphite pencil drawing) by **Adam Tripp** of Microbiology & Immunology; Destitute (color photo) by **Masako Nakatsugawa** of Cell and Developmental Biology; and Backyard Pond (oil painting) by **Maureen Barcza** of Pathology.

Note: Contact the Human Resources Department for address corrections.

**Upstate Update** is published by the Public and Media Relations Department at SUNY Upstate Medical University, Syracuse, NY. To submit news or calendar items, contact editor Doretta Royer, Fourth Floor, 250 Harrison Street, 464-4836; e-mail: royerd.

Printed by Upstate Medical University Duplicating and Printing Services.