



Bridging the Gap

Construction crews installed the framework for the pedestrian walkway over E. Adams Street Sept. 25. The walkway connects the new parking garage structure to the new two-story hospital lobby, which is still under construction. While the pre-

cast concrete installation on the parking garage has been completed, much work related to electrical services, elevator installation and caulking remains. The garage is set to open in spring of 2005.



Note: Contact the Human Resources Department for address corrections.

You have done an incredible job supporting the last two blood drives. We hope we can count on you again!



Thanks in advance for your donation!

Tuesday, October 26
12 noon - 5 pm

Wednesday, October 27
7 am - 12 noon

NEW LOCATION:
University Hospital,
second floor cafeteria

To help us use your time effectively, please make an appointment for your donation:

Make an appointment::
Call Health Connections at **464-8668**

Upstate Update Production Schedule

Issue	Deadline
Dec. 1 to 15	Nov. 15
Dec. 15 to 29	Nov. 29

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.

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U P S T A T E update

A publication for the SUNY Upstate Medical University Community

OCTOBER 20 THROUGH NOVEMBER 3, 2004

In the Calendar

First Annual John D. Halverson, MD, Bariatric Teaching Day. 10/22. 10 a.m. to 5 p.m. Institute for Human Performance *See Update Calendar inside.*

Take Note

Ethics Symposium is Oct. 20

SUNY Upstate will hold its 12th Annual President's Ethics Symposium, "Questioning Authority: Individual and Institutional Conscience in Health Care" Wednesday, Oct. 20, from 3 to 6 p.m. in the Weiskotten Hall Medical Alumni Auditorium. The symposium is free and open to the public. For more information, call 464-8668.



SUNY Upstate self-assessment praised by accrediting commission

The Middle States Commission on Higher Education, the accrediting agency for colleges and universities in the Mid-Atlantic region, has commended



Paul Grover, PhD

SUNY Upstate Medical University on the process it used to conduct a voluntary self-assessment survey and on the resulting Periodic Review Report (PRR) it presented to the Commission in June.

The process entailed an 18-month review of the institution's four colleges that focused on organization and administration; educational programs and assessment; students, student life and student services; faculty; library and information management; research; and facilities, financial resources, resource allocation and planning.

Under the direction of a broadly representative steering committee chaired by SUNY Upstate President Gregory L. Eastwood, MD, the committee and subcommittees collected data, then

reviewed and critiqued SUNY Upstate operations. The findings were contained in the 200-page PPR, authored by SUNY Upstate Vice Provost Paul Grover, PhD, a member of the Steering Committee.

The Middle States Commission particularly commended SUNY Upstate for successfully addressing challenging areas identified when the university received Middle States' accreditation in 1999. SUNY Upstate will be evaluated for re-accreditation in 2009.

"With five years left before re-accreditation, we wanted to take a critical look at how effective we are in meeting our mission and in addressing the areas that needed attention," said Dr. Grover.

According to Middle States' Reviewer Dr. Robert A. Saporito, SUNY Upstate was successful in addressing challenging areas. "The PPR was extremely well organized and documented," he said. "Its findings not only provided a comprehensive update on SUNY Upstate's

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University Hospital hires hospitalists

University Hospital has joined dozens of academic hospitals throughout the country in adding hospital medicine to its delivery of care, using a hospitalist model.

Hospitalists are internists or medical subspecialists who work exclusively in the hospital setting. They assume the care of adult general medicine patients who typically are admitted



Karabanow



Prayaga

through the Emergency Department and oversee and manage their care throughout their hospital stay, offering them a continuum of care. These patients do not have a primary care physician (PCP) or have a PCP who does not have admitting privileges to the hospital.

University Hospital currently employs two hospitalists, Anthony Karabanow, MD, and Sastry Prayaga, MD, with plans to hire two more in the near future. Drs. Karabanow and Prayaga also supervise resi-

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Wednesday, Oct. 20

Anesthesiology Grand Rounds. 7 a.m. Wsk. Hall Auditorium.

Otolaryngology Grand Rounds. Brian Alpert, MD. 7 a.m. 6500 University Hospital.

Orthopedic Grand Rounds. “Bone Densitometry, Osteoporosis and Such.” Joseph Spadaro, PhD, Upstate Medical University. 8 a.m. 6500 University Hospital.

Surgery Grand Rounds. “Importance of the Autopsy.” Mary I. Jumbelic, MD, O.C. Medical Examiner Office. 8 to 9 a.m. 2231 Wsk. Hall.

Surgery Basic Science Lecture. “Hemostasis/Transfusion/Bleeding.” Michael Costanza, MD. 9 to 10 a.m. 2231 Wsk. Hall.

Pediatric Grand Rounds. “Stein-Leventhal, PCOS or ??” Richard Wu, MD, Upstate Medical University. 9:15 a.m. 6500 University Hospital.

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

President’s Ethics Symposium. “Questioning Authority: Individual and Institutional Conscience in Health Care.” 3 to 6 p.m. Wsk. Hall, Medical Alumni Auditorium.

NIH Director’s Lecture. Michael Rout, PhD, Rockefeller University. 3 to 4 p.m. 318 Wsk. Hall. Call 464-5476 for more information.

Nursing Excellence Recognition Dinner. Cash Bar: 5:30 p.m. Buffet: 6:15 p.m. Oncenter, downtown Syracuse.

Thursday, Oct. 21

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

Ninth Annual Central New York Psychopharmacology Update. 8 a.m. to 3:30 p.m. Oncenter, downtown Syracuse.

Medical Grand Rounds. “The Osteoporosis Paradigm Shift: Role of Bone Turnover.” David W. Dempster, PhD, Helen Hayes Hospital. 8:30 a.m. Wsk. Hall, Medical Alumni Aud.

Workshop. “A Guide to Obtaining Great Employees.” 9 to 11 a.m. 205 Jacobsen Hall.

Urology Grand Rounds. “Management of BPH.” Richard Harkaway, MD, Albert Einstein Medical Center. 9 to 10 a.m. 6500 University Hospital.

Workshop. “Understanding Quality Management and Outcome Measurement.” 10 to 11 a.m. 1328B University Hospital.

NPA Medical Alliance Grand Rounds (organization of nurse practitioners and physician assistants.) “Radiofrequency Ablation of Lung Tumors.” Ernest Scalzetti, MD. Noon. 6500 University Hospital.

Sidelines Lecture. “Moz’s Apple Pie.” Michaele Wendell, SUNY Upstate Medical University. Noon to 1 p.m. C.A.B., West Lounge.

Mindfulness Meditation. 3:30 to 4:15 p.m. University Hospital Chapel, first floor.

Friday, Oct. 22

Annual Regional Perinatal Symposium. Registration: 7:30 a.m. Program: 8:30 a.m. to 4:30 p.m. Genesee Inn Hotel, 1060 E. Genesee St., Syracuse.

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

First Annual John D. Halverson, MD, Bariatric Teaching Day. 10 a.m. to 5 p.m. Institute for Human Performance.

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

Film. “Bourne Supremacy” with Matt Damon. 7:30 p.m. Wsk. Hall, Medical Alumni Aud. \$2 Admission.

Saturday, Oct. 23

Film. See 10/22 Calendar listing.

Monday, Oct. 25

Pediatric Housestaff Teaching Conference. “Case Study: A Three-month Old Infant with Anemia.” George J. Dover, MD, Johns Hopkins University School of Medicine. 8 a.m. 5342 University Hospital.

“Women in Medicine Professional Development Day.” Diane Magrane, MD, American Association of Medical Colleges. 8 a.m. to noon. PBS Bldg., 713 Harrison St.

Parking Registration. Madison Towers (9 to 11 a.m.) and University Hospital Cafeteria (1 to 4 p.m.)

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.

NYSUT/UUP Defensive Driving Class. 4:30 to 7:30 p.m. 6500 University Hospital.

Tuesday, Oct. 26

Pediatric Housestaff Teaching Conference. “Case Study: A One-year Old with Anemia.” George J. Dover, MD, Johns Hopkins University School of Medicine. 8 a.m. 5342 University Hospital.

Parking Registration. Jacobsen Hall (8 to 11:30 a.m.) and 550 Harrison (1 to 3 p.m.)

Sixth Annual Critical Care Nursing Symposium. “Innovations in Care.” 8 a.m. to 4 p.m. Drumlins Country Club, Nottingham Rd., Syracuse.

Fourth Annual Teaching Day for Teachers. Diane Magrane, MD, American Association of Medical Colleges. 8 a.m. to 12:30 p.m. Marley Education Ctr.

Blood Drive. Noon to 5 p.m. University Hospital, second floor cafeteria.

Workshop. “Ethics Forum: Codes of Ethics.” 3:30 to 4:30 p.m. 6408 University Hospital.

Department of Medicine Infectious Disease Conference. “Pediatrics.” 4 p.m. 118 University Hospital.

Mindfulness Meditation. 5:15 to 6 p.m. University Hospital Chapel, first floor.

Onondaga County Pediatric Society Dinner Meeting. “Pediatric Medicine in the 21st Century.” George J. Dover, MD, Johns Hopkins University School of Medicine. 6:30 p.m.

Wednesday, Oct. 27

Blood Drive. 7 a.m. to noon. University Hospital, second floor cafeteria.

Anesthesiology Grand Rounds. 7 a.m. Wsk. Hall Auditorium.

Otolaryngology Grand Rounds. CDU. 7 a.m. 6500 University Hospital.

Workshop. “Ethics Forum: Codes of Ethics.” 7:30 to 8:30 a.m. 1328B University Hospital.

Parking Registration. 250 Harrison (8 to 11 a.m.) and University Hospital Cafeteria (1 to 4 p.m.)

Orthopedic Grand Rounds. “Rotator Cuff Repair 2004: Where Are We Today?” Kevin Setter, MD, Upstate Medical University. 8 a.m. 6500 University Hospital.

Surgery Grand Rounds. Carol Baldwin Breast Cancer Research Lecture. “Clinical Significance of Axillary Metastasis in Breast Cancer.” Patrick I. Borgren, MD,

Memorial Sloan Kettering Cancer Center. 8 to 9 a.m. 2231 Wsk. Hall.

Workshop. “All About Payroll and Employee Time and Attendance.” 9 a.m. to 12:30 p.m. 115A C.A.B.

Workshop. “Purchasing Procedures 101.” 9 to 11 a.m. 1328B university Hospital.

Pediatric Grand Rounds. “Sickle Cell Disease—No Longer a Single Gene Disorder.” George J. Dover, MD, Johns Hopkins University School of Medicine. 9:15 a.m. 6500 University Hospital.

Health Sciences Library Tour. See 10/20 Calendar listing.

NIH Director’s Lecture. Rod MacKinnon, MD, Rockefeller University. 3 to 4 p.m. 318 Wsk. Hall. Call 464-5476 for more information.

Neuroscience Grand Rounds. “Advanced Neuroimaging in Epilepsy.” Andrew Cole, MD, Harvard Medical School. 4 p.m. 6500 University Hospital.

Thursday, Oct. 28

ClearChannel Radiothon for the CNY Children’s Hospital. 6 a.m. to 6 p.m. 570 WSYR, B104.7 and Y94.

Parking Registration. C.A.B. (8 to 11:30 a.m.) and IHP (1 to 3 p.m.)

Medical Grand Rounds. Winkleman Lectureship. “Host-Microbial Interactions in Sepsis: An Evolving Perspective.” John C. Marshal, MD, Toronto General Research Institute. 8:30 a.m. Wsk. Hall, Medical Alumni Aud.

Workshop. “Culture and Infrastructure: The Processes and Politics of Getting Things Done at University Hospital.” 10 a.m. to noon. C.A.B., East Lounge.

Psychiatry Grand Rounds. “Aging Well: The Promise and

the Problems.” Eugene Kaplan, MD, Upstate Medical University. 12:30 to 2 p.m. PBS Bldg., 713 Harrison St.

Mindfulness Meditation. See 10/21 Calendar listing.

Friday, Oct. 29

Obstetrics/Gynecology Grand Rounds. “Urinary Incontinence.” Ghias Rana, MD, Upstate Medical University. 7:30 a.m. Marley Education Ctr.

Workshop. “Just Your Type: Myers-Briggs Personality Type Indicator.” 9 a.m. to noon. 1328B University Hospital.

Workshop. “MEDLINE on the Web.” Noon to 1 pm. Health Sciences Library, meet at Reference Desk. Call 464-4581 to register.

Monday, Nov. 1

Workshop. “Administrative Support Staff Development.” 9 a.m. to 3:30 p.m. IHP.

Parking Registration. Silverman Hall (9 to 11:30 a.m.) and Wsk. Hall (1:30 to 4 p.m.)

NPA Medical Alliance Town Meeting (organization of nurse practitioners and physician assistants.) 4 p.m. 6500 University Hospital.

AA Open Meeting. See 10/25 Calendar listing.

Tuesday, Nov. 2

Parking Registration. University Hospital cafeteria (7 to 11 a.m.) and University Health Care Center (1 to 3 p.m.)

Workshop. “Introduction to GroupWise Email (COM 103).” 1 to 3:30 p.m. IHP, Room D.

Department of Medicine Infectious Disease Conference. 4 p.m. 118 University Hospital.

Mindfulness Meditation. See 10/26 Calendar listing.

Wednesday, Nov. 3

Parking Registration. University Hospital Cafeteria. 7 to 11 a.m. and 1 to 3 p.m.)

Class. “Basic Life Support CPR for Healthcare Providers.” Every hour on the hour. First class: 6 a.m. Last class: 9 p.m. 1328B and 1401C University Hospital.

Anesthesiology Grand Rounds. 7 a.m. Wsk. Hall Auditorium.

Otolaryngology Grand Rounds. Jack Hsu, MD. 7 a.m. 6500 University Hospital.

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

Surgery Grand Rounds. 8 to 9 a.m. 2231 Wsk. Hall.

Pediatric Grand Rounds. 9:15 a.m. 6500 University Hospital.

Health Sciences Library Tour. See 10/20 Calendar listing.

NIH Director’s Lecture. Gerald Reaven, MD, Stanford University. 3 to 4 p.m. 2231 Wsk. Hall. Call 464-5476 for more information.

Neuroscience Grand Rounds. 4 p.m. 6500 University Hospital.

Spiritual Care Grand Rounds. 4 to 5:15 p.m. 5303 Wsk. Hall.

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

Thursday, Nov. 4

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

Fall Meeting of the Society of Clinical Research Associates. 8 a.m. to 3:15 p.m. Vassar Brothers Medical Center, Poughkeepsie.

Medical Grand Rounds. Annual Max Kutzer Lectureship. Steven K. Galson, MD, Food and Drug Administration. 8:30 a.m. Wsk. Hall, Medical Alumni Aud.

Parking Registration. University Hospital Cafeteria. 10 a.m. to 2 p.m.

Sidelines Lecture. “Skin Care for Your Face.” Cherie Nash, SUNY Upstate Medical University. Noon to 1 p.m. C.A.B., West Lounge.

Psychiatry Grand Rounds. 12:30 to 2 p.m. PBS Bldg., 713 Harrison St.

Mindfulness Meditation. See 10/21 Calendar listing.

Friday, Nov. 5

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

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

Workshop. “Conflict Resolution and Crisis Response Team.” 10 to 11 a.m. 1328B University Hospital.

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

SUNY Upstate

Medical University

ART GALLERY

Health Sciences Library

Nov. 1 through Dec. 3

Featured artist:

Joan Applebaum



Kiwanis pancake breakfast a success

Two hundred people attended the Kiwanis' annual pancake breakfast, raising almost \$4,000 for University Hospital pediatric services and the CNY Children's Hospital. The breakfast, held Sept. 12 at the Empire Room at the New York State Fairgrounds, was sponsored by the Ontario Division of Kiwanis. The event included a raffle for two bicycles and a motorized car, magic by Scott Deming and visits by Clear Channel radio and WIXT personality Rick Gary and WIXT's Christie Casciano and Tim Fox.

The breakfast was organized by Kiwanis members Melanie Ziel, Arnie Bitterman, Donna Curtin, and Bob Cudworth.

Volunteers needed

The Children's Miracle Network Office needs volunteers to assist in a variety of capacities during the ClearChannel Radiothon. To volunteer, e-mail dimiccod@upstate.edu or call 464-4284.

Sounds of the Season concert Nov. 26 to benefit CARE

Mark Nov. 26 on your calendar for the 2004 Sounds of the Season concert to benefit the McMahon/Ryan Child Advocacy Site and University Hospital's CARE program. The event will be held at the Landmark Theatre, beginning at 8:15pm. The concert is followed at 9:15 p.m. by a VIP reception. The VIP ticket is included with your reserved seat.

Tickets are \$10, children 12 and younger are free. Raffle tickets for a variety of prizes will be sold at the concert.

For more information or to purchase tickets, contact Debbie Supensky at the McMahon Ryan Child Advocacy Site at 701-2985.

ClearChannel Radiothon

for the CNY Children's Hospital



**Thursday, Oct. 28
Beginning at 6 a.m.**

**Listen to NewsRadio 570 WSYR, B104.7
and
Y94FM and make your pledge.**

For details, call 464-KIDS.

Last year's radiothon raised more than \$60,000 for the children's hospital.

APPOINTMENTS



Amankwah

Kwame Sarpong Amankwah, MD, has been appointed assistant professor of surgery, with a dual appointment in the

Department of Interventional Radiology. Dr. Amankwah previously served as a teaching assistant in the anatomy and physiology department at the University of Toronto. He completed a fellowship in vascular surgery at Yale New Haven Hospital in 2004, a residency in surgery at SUNY Health Science Center at Brooklyn in 2002 and earned his medical degree at Albany Medical College in 1997.



Carney

David E. Carney, MD, has joined the Department of Surgery's section of pediatric surgery as an assistant professor. Dr. Carney previously served on the department's Faculty Research Review Board and as an adjunct assistant professor. He completed a fellowship in pediatric surgery at Indiana University's J.W. Riley Hospital for Children in 2004. He

completed his residency in 2002 and earned his medical degree in 1995, both at SUNY Upstate.

Michael J. Costanza, MD, has joined University Hospital as assistant professor of surgery. Dr. Costanza completed a fellowship in vascular surgery in 2004, a resi-

dency in general surgery at University of Tennessee Medical Center in 2002 and earned his medical degree at Ohio State University College of Medicine in 1996.

Taewan Kim, MD, has been appointed assistant professor of surgery. Dr. Kim recently served as a clinical instructor of surgery at SUNY Upstate. He completed a fellowship in minimally invasive surgery this year, a residency in general surgery in 2001 and earned his medical degree in 1996, all at SUNY Upstate.

Margaret A. Tandoh, MD, has been appointed assistant

professor of surgery. Dr. Tandoh completed a critical care/trauma fellowship at MetroHealth Medical Center, Cleveland, Ohio, this year. She completed a residency in general surgery at Akron (Ohio) General Medical Center in 2002 and earned her medical degree at Meharry Medical College in Nashville, Tenn., in 1997.

Anne Barash, MD, Pediatrics, **Nienke Dosa, MD**, Pediatrics, **Herbert Schneiderman, MD**, Pediatrics, and **Joel Potash, MD**, Center for Bioethics and Humanities, have been appointed as members of the Medical Advisory Board for Enable. **Carl Crosley, MD**, Neurology, serves as the board's medical director. Formerly known as the Cerebral Palsy Center, Enable has been providing services to over 2,000 children and adults in the Central New York Community for over 55 years.

Third-year medical student **Kathleen Morrell** was elected to a one-year term as the Northeast Regional Chair of the Organization of Student



Tandoh

Representatives (OSR), the student section of the Association of American Medical Colleges (AAMC). She will begin her term following the national meeting of OSR, to be held Nov. 4 through 7 in Boston. As chair, Morrell will represent the concerns of 26 medical schools in the Northeastern United States, traveling to Washington, D.C. to attend board meetings with other chairs and national delegates. She is also charged with coordinating the Northeast Regional

Conference to be held this spring in Pittsburgh. Morrell, who has served as president of her class at SUNY Upstate for the past three years, received her undergraduate degree in psychology from Georgetown University.



Morrell

FACULTY ROUNDS



Badawy

Shawky Badawy, MD, professor and chair of the Department of Obstetrics and Gynecology, was invited in September to Cairo, Egypt, for two scientific meetings. At the International Meeting of the Middle East Fertility Society, Dr. Badawy presented a lecture on the historical, histopathological and surgical aspects of tubal disease and infertility. Dr. Badawy discussed the history of the development of the birth control pill, the contraceptive, and non-contraceptive uses of the birth control pill to staff in the Department of Obstetrics and Gynecology at Zagazig University as part of a yearly symposium on reproductive health.

Kamal Khurana, MD, professor of pathology and medical director of cytopathology and cytotechnology, spoke at the 35th Annual Fall Meeting of the Upper New York State Society of Cytology in Seneca Falls Oct. 2. He and **Roberto Izquierdo, MD**, clinical asso-

ciate professor of University Hospital's Joslin Center for Diabetes, presented cases of thyroid lesions with Fine Needle Aspiration diagnoses. At the same meeting, **Sue Stowell**, associate professor and chair of the Cytotechnology Department, presented a talk on "Thyroid Aspiration Cytology: What We Can and Cannot Do." Pharmacy Aide **Megan Healy** has successfully completed her National Pharmacy certification technician test.

Kris Waldron, medicine service line administrator, recently passed the American College of Healthcare Executives (ACHE) Board of Governors Diplomate examination and is now board-certified in health care management as a Certified Healthcare Executive (CHE).



Kris Waldron



Outpatient surgical clinics relocate to 550 Harrison Center

Seven outpatient clinics at University Hospital have relocated to Suite 330 at 550 Harrison Street. The new site, called the Surgical Specialties Center, provides the clinics with more space for patient care and room for patient amenities, such as a patient education room.

Relocating from University Hospital are the following surgical specialty clinics: General Surgery, Thoracic Surgery, Cardiac Surgery, Hand Orthopedics, Pediatric Orthopedics, Spine Orthopedics and Urology Clinic.

Patients are seen at these clinics for their pre- and post-operative appoint-

ments. Officials estimate the clinics will serve about 70 patients a day in the new location.

The new location houses 10 exam rooms and four consultation rooms, a room for minor surgical procedures, two cast rooms, a lab and X-ray services. A patient education room includes various resource materials, a computer and internet access.

The surgical specialty clinics remaining at the hospital are Wound Care, Neurosurgery, Vascular Surgery and Trauma

To contact the Surgical Specialties Center, call 464-1800.

Diversity Forum well-received: plan of action report is next

The President's Sixth Diversity Forum, held Sept. 14 at the ONCENTER, was positively and enthusiastically received by nearly 500 employees, faculty, students and volunteers who attended the program. SUNY Upstate President Gregory L. Eastwood, MD, and members of his Diversity and Affirmative Action committee who planned the event thank everyone for their participation.

One question that appeared frequently on the comment cards was: "Now that the Diversity Forum is over, what kind of follow-up plan is in place?"

There are four immediate answers:

- The Office of Diversity and Affirmative Action has asked the Diversity Forum Planning Committee to analyze the feedback that was received following the event and to make specific recommendations as to what the next steps will be. A report summarizing these data and outlining a plan of action will be submitted by November 2004.

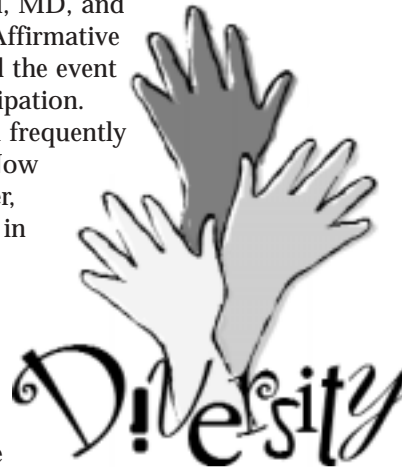
- The Office of Diversity and Affirmative Action has also recently established a Diversity Council, charged by Dr. Eastwood to address pertinent and vital issues. The Council will develop a comprehensive and definitive statement articulating the vision of diversity for our institution. It will encompass its value for Upstate Medical University and it will delineate specific actions that Upstate can take to achieve the goal of establishing a truly inclusive environment.

- The Diversity Council will be instrumental in developing and implementing the action plan that will result from the data and ideas generated at the Diversity Forum.

- In response to many comments from participants, a "Diversity Initiatives Update" article will appear in upcoming issues of *Upstate Update* and will include written summaries highlighting each of the workshops that were presented at the President's Diversity Forum. The Diversity Initiatives Update column will be a regular feature in the newsletter, serving as a means to facilitate communication with Upstate employees regarding the work of the Council and other diversity initiatives.

Once the action plan is finalized, there will be many opportunities for all SUNY Upstate employees to become involved in one or more activities, projects or events related to diversity.

For more information, call 464-5234, or visit www.upstate.edu/affirmativeaction. Your support is encouraged in making SUNY Upstate a welcoming and inclusive place for everyone.



Medical Staff Services Week is Nov. 2 through 8

In recognition of *Medical Staff Services Week, Nov. 2 through 8, Upstate Update offers this profile of University Hospital's Medical Staff Services Department.*

Medical Staff Service professionals are important members of the healthcare team, dedicated to investigating and verifying the credentials of healthcare practitioners to assure that only highly qualified and competent physicians treat you and your family.

The Medical Staff Office is part of the protection the hospital gives its patients, assuring them that the physicians and health professionals at University Hospital are appropriately educated, trained, and competent to perform their responsibilities.

Medical Staff Services staff must verify the following for every physician and health professional applying for privileges at University Hospital:

- Competency of the physicians and health professionals to perform procedures.

- The medical background of every health professional applying for a position, even if they already have privileges to practice in another area hospital or office.
- Malpractice cases; pending & settled.
- Medical education, residency and fellowship training, and board certification.
- Prior and current employment.
- All hospital affiliations from residency to the present.
- Current health status.
- Continuing medical education credits.
- Past medical experience in other countries.
- Licensure and disciplinary actions for every license held by the practitioner; and
- National Practitioner Data Bank query.

Following this assessment, every two years, verification of competency, licensure and insurance must again be completed.

It takes a minimum of three months to thoroughly check the credentials of a physician and costs more than \$600 to process an application for each health care professional.

Other duties of the Medical Staff Office include insurance credentialing, resident procedural credentialing and annual education credentialing.

Members of University Hospital's Medical Staff Office are Mary Ann Merklein, director; Michele Smelkoff, credentialing coordinator; Elyse DeLawyer, participating insurance credentialing coordinator; Chris Lamanna, health professional credentialing coordinator; Gerry Dawson, resident credentialing coordinator; and Beth Erwin, education credentialing coordinator.

For more information about the hospital's Medical Staff Office, call 464-5733.

Teaching Day honors Halverson

The Surgical Bariatric Program of the Department of Surgery will present the "First Annual John D. Halverson, MD, Bariatric Teaching Day" Friday, Oct. 22, from 10 a.m. to 5 p.m. in the Institute for Human Performance. The program will provide an educational experience for surgeons and health care professionals involved in the care of bariatric patients and



John D. Halverson, MD

specifically will identify the nutritional and psychological needs of the bariatric surgical patient; identify and manage complex bariatric surgical problems; and recognize the valuable services provided by a Center of Excellence. The teaching day features vendor information and exhibits, panel discussions and a question and answer session.

CME credit is available. The teaching day honors Dr. Halverson, a national leader in bariatric surgery and director of SUNY Upstate's Center for Bariatric Surgery.

To register or for information on registration fees, call 464-6242.

Mary Waters looks at the plaque commemorating her late husband, Dr. William Waters, as her son Dr. Peter Waters (right) and Dr. Ronald Dubowy look on during a ceremony last month. The Center for Children's Cancer and Blood Disorders was renamed in honor of Dr. William Waters, who was one of the first Syracuse area physicians to specialize in treating children with cancer and blood disorders. The recognition of Dr. William Waters is made possible by contributions to the Central New York Children's Hospital at University Hospital from Syracuse pediatric orthopedic surgeon Dr. Robert Cady and Dr. Peter Waters, a physician at Children's Hospital Boston, and their families.



CARDS FOR

Kids

We're ready to take your order!

To get everyone in the holiday spirit, we're taking orders for our 2004 holiday cards. We hope you enjoy our cheery holiday selection created by pediatric cancer patients, their families and friends to benefit the Center for Children's Cancer and Blood Disorders.

To place your order, download our brochure and mail in your order form from our web site www.upstate.edu/events or you can contact Mandy Trudell, 464-6133 or e-mail trudella@upstate.edu to have a brochure mailed to you.

Thank you for your continued support. Have a healthy and happy holiday season!



SUNY Upstate Commended continued from page 1

activities since the 1999 Evaluation Team visit, but also document that focused attention has been paid by the University's leadership to areas of concern identified at that time, with substantial progress resulting in most areas.

The 1999 report by Middle States' evaluators found that SUNY Upstate was successfully fulfilling its mission and mentioned particular strengths in leadership, faculty commitment, educational outcomes and student satisfaction. Noted, however, were a few areas that needed to be strengthened, such as planning and budgeting processes, formal evaluation systems for faculty and administrators, space for the student affairs office, the representation of women and minorities in administrative and faculty positions and the need to update the medical school curriculum.

SUNY Upstate has since implemented a 24-point strategic plan. A Mission-Based Management (MBM) model that links institutional planning and the budgeting process to direct resources toward the attainment of strategic priorities has been introduced in the colleges of Medicine and Graduate Studies. The offices and support spaces for Student Admissions have been enlarged.

A space management system is being used to improve the use of scarce resources and a new facilities plan includes an academic building as its centerpiece that will house a Clinical Skills Assessment Center, classrooms, and offices for faculty and the Medical Alumni Association.

In addition, SUNY Upstate has focused successfully on increasing its revenues from research and the clinical enterprise.

An updated curriculum has been implemented in the College of Medicine, resulting in a contemporary approach that integrates basic and clinical sciences, while continuing to emphasize humanistic medicine in its ethical, legal and social contexts. The College of Medicine received full accreditation last fall from LCME (Liaison Committee on Medical Education), the nationally recognized accrediting authority for medical education programs, following a self-study coordinated by Dr. Grover.

"While we have made many inroads, we are now focusing our attention on incorporating a formal, comprehensive evaluation system and on meeting the challenge of further diversifying our senior staff and faculty positions," said Dr. Grover. "We are an institution on the rise. It is a pleasure to tell the SUNY Upstate story."

Subcommittee chairs included Kenneth Barker, PhD; Gregory Keating, PhD; Howard Weinberger, MD; Lynn Cleary, MD; Kathleen Beney; Brenda Engbretson, PhD; John Lucas, PhD; and Margaret "Margy" Bourke who served as committee secretary.

Hospitalist Model continued from page 1

dents on the general internal medicine consult service and serve as assistant professors of medicine in the College of Medicine. They have attending responsibilities on Team 6, a general medicine service run by the hospitalists, which includes residents and medical students.

"We are very excited about this new initiative and of having Drs. Karabanow and Prayaga on staff," said University Hospital Administrator Kris Waldron.

According to Dr. Karabanow, hospitalists are a growing national trend intended to improve the quality and continuity of hospital based patient care and medical education. Studies by academic medical centers indicate that the implementation of a hospitalist program generally leads to a 10 to 25 percent decrease in the length of hospital stay and hospital cost. One study conducted at the Western Penn Hospital documented about a 50 percent decrease in readmissions.

"Because we practice exclusively in the hospital, we visit with our patients often and are immediately available to meet their needs," said Dr. Karabanow. "We assess their clinical needs and coordinate all diagnostic treatments and processes," he said. "Our frequent visits allow us to see first-hand the patient's day to day family dynamics that can have a direct bearing on their recovery process, allowing us to adapt our care accordingly."

When requested, hospitalists will work with the Emergency Department to make triage decisions as they may be more familiar with home care or skilled nursing facilities or other outpatient resources that may be more in line with the patient's medical needs than acute care hospitalization.

Drs. Karabanow and Prayaga work with an interdisciplinary team that includes social workers and case managers and provide education to residents who accompany them during patient visits and who also perform clinical care under their supervision.

Dr. Karabanow received his medical degree from the University of Connecticut Health Science Center and trained in internal medicine at the University of Wisconsin Hospital and Clinics. Prior to joining University Hospital, he was employed at the Dartmouth-Hitchcock Clinic in Concord, N.H.

Dr. Prayaga received his medical degree from Guntur Medical College in India and trained in internal medicine at St. Vincent Medical Center, Ct. Prior to joining University Hospital, he was a staff physician at Reading Convenient Care in Reading, Pa.

There are more than 3,000 hospitalists in the United States, many of whom are represented by the National Association of Inpatient Physicians.

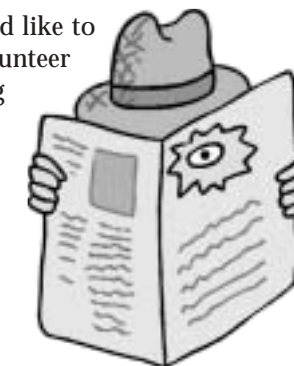
Upcoming Fundraisers

- **Help Roxanne Sutton**, Neurosurgery, and Dawn Rood, Orthopedics, each raise \$1,800 to participate in Avon's 39-mile walk for breast cancer by bidding on their crafts at the "Bid for the Cure" craft auction Sunday, Nov. 7, beginning at 1 p.m. (preview at noon) at the Greenview Country Club, Rt. 49 in West Monroe. Crafts include handmade quilts, fall and winter holiday wreaths, wooden items and more. Individuals who would like to contribute craft donations to Roxanne and Dawn should call 676-1034 or 298-6540.

- **The Kidney Transplant Department** is selling raffle tickets for a birdhouse, donated and handcrafted by a transplant patient. Tickets are \$1 each and are available at the Transplant Clinic, 2418 University Hospital. The drawing will be held Oct. 29. Proceeds benefit the Kidney Walk 2005. Call Lisa Donovan 464-5413 with questions.

Share your magazines with others

If you have magazines that you would like to share with others, bring them to the Volunteer Express office for distribution to waiting rooms. The Volunteer Express Office, located in 1500 University Hospital, is open from 9 a.m. to 3 p.m., Monday through Friday.



Service of Installation

Oct. 24 at 3 p.m.

Interfaith Chapel at University Hospital

University Hospital will officially install the newest members of its spiritual care team: Rev. David James, Chaplain Monica Czechowicz and Rev. Louise Shepard. All are welcome to attend.

2004 gala

Upstate Medical University Foundation

friday, december 3, 2004

8 pm to midnight | convention center at oncenter patron party for special guests from 6:30 to 8 pm



proceeds will benefit

the central new york
Children's Hospital
at university hospital

Save the Date!

For sponsorship opportunities and reservations, contact the Upstate Medical University Foundation at 315.464.4416

Oct. 21. 8 a.m. to 3:30 p.m. Oncenter, downtown Syracuse. Ninth Annual Central New York Psychopharmacology Update. Focuses on the psychiatric aspects of psychopharmacology, including the current therapeutic challenges of Alzheimer's disease, clinical application of antipsychotic therapy in bipolar disorder; polypharmacy of anxiety. CME credit, and contact hours available. To register or for more information, call 464-3104 or thorpl@upstate.edu.

Oct. 21. 10 to 11 a.m. 1328B University Hospital. **Workshop.** "Understanding Quality Management and Outcome Measurement." Provides managers with overview of University Hospital's organization quality, management and improvement plan. To register, visit www.upstate.edu/hr/training.

Oct. 21. Noon to 1 p.m. C.A.B., West Lounge. **Lecture.** "Moz's Apple Pie." Michael Wendell of SUNY Upstate demonstrates the basics of making an apple pie. Participants will learn shortcuts, modifying a handed-down family recipe. Part of the Sidelines "brown bag" lunch program. Register at www.upstate.edu/hr/training or call 464-5463.

Oct. 22. Registration: 7:30 a.m. Program: 8:30 a.m. to 4:30 p.m. Genesee Inn Hotel, 1060 E. Genesee St., Syracuse. Regional Perinatal Symposium. "Advances in Clinical Perinatal Medicine." Covers new developments in the care of high risk mother and infant, overview of recent studies relating to high-risk pregnancy and complicated neonatal situations, perinatal care in the changing medical environment and identifies new techniques for genetic screening of obstetric patients in the first

trimester of pregnancy. CME credit offered. Call 470-2676 for more information.

Oct. 25. 8 a.m. to noon. Psychiatry & Behavioral Science Bldg., 713 Harrison Street (Grand Rounds Area, second floor). "Women in Medicine Professional Development Day. Diane Magrane, MD, of the Association of American Medical Colleges, will keynote. Contact Sandy Jarvis at jarviss@upstate.edu for more information.

Oct. 25 through 27. Times and Locations: Vary **George J. Dover, MD,** Given Professor of Pediatrics at Johns Hopkins University School of Medicine, will deliver four lectures as the Department of Pediatrics' Frank A. Oski, MD, Distinguished Visiting Professor. He will discuss two case studies at the Pediatric Housestaff Teaching Conferences, Monday and Tuesday, Oct. 25 and 26 at 8 a.m. in 5342 University Hospital. Dr. Dover will discuss pediatric medicine in the 21st century at the Onondaga County Pediatric Society Dinner Meeting, Tuesday, Oct. 26 at 6:30 p.m. and "Sickle Cell Disease - No Longer a Single Gene Disorder" during Pediatric Grand Rounds, Wednesday, Oct. 27 at 9:15 a.m. in 6500 University Hospital.

Oct. 26. 7:30 a.m. to 12:30 p.m. Marley Education Center. Fourth Annual Teaching Day for Teachers. Covers "Teaching Spirituality at the Bedside;" "Surgeons Pushing the Envelope;" Integrating the Basic Science Curriculum;" and "Web/CD ROM-based Learning Modules for Medical Personnel." Workshops include "Giving Bad News to Patients;" "Enhancing Presentations with

Multimedia;" "Use of Simulated Patients for Teaching Clinical Skills;" "Implementing Programs for Direct Observation in Resident Education;" "Blackboard: a Hands-on Introduction Workshop;" and "Integrating the Basic Science Curriculum: What Should We Teach and How Should We Teach It." CME credits offered. For more information, call 464-5387.

Oct. 26 (3:30 to 4:30 p.m. 6408 University Hospital) and Oct. 27 (7:30 to 8:30 a.m. 1328B University Hospital). **Workshop.** "Ethics Forum: Codes of Ethics." Explores the need for and meaning of codes of ethics for nurses and other health professionals and ways to ethically practice the profession in the hospital and ambulatory care services. To register, visit www.upstate.edu/hr/training.

Oct. 27. 9 a.m. to noon. C.A.B., East Lounge. **Workshop.** "All About Payroll and Employee Time and Attendance." Covers introduction to payroll, all about reporting employee work time and time accruals and how to complete a timesheet. E-mail "STATEPR" to register.

Oct. 27 9 to 11 a.m. 1328B University Hospital. **Workshop.** "Purchasing Procedures." Overview of State procurement regulations for transactions within specific dollar limits; as well as bidding and advertising requirements; ordering techniques; how/where to source goods, services and capital equipment. To register, visit www.upstate.edu/hr/training.

Oct. 26. 8 a.m. to 4 p.m. Drumlins Country Club, Nottingham Rd., Syracuse. Sixth Annual Critical Care Nursing Symposium: Innovations in Care. RADM Kenneth P. Moritsugu, MD, MPH, deputy

surgeon general of the United States for the Department of Health and Human Services, is among the presenting speakers. Topics include forensics in critical care, experiencing supportive and non-supportive environments with organ donation, and treatment of patients with severe sepsis and high risk of death, among others. CEUs will be awarded and exhibitors will be present. Fee \$45 (University Hospital employees are free, their check will be returned at the door.) Call 464-6141 to register.

Oct. 27. 8 to 9 a.m. 2231 Wsk. Hall. **Carol Baldwin Breast Cancer Research Lecture.** Patrick I. Borgen, MD, chief of breast surgery at Memorial Sloan Kettering Cancer Center, will discuss the clinical significance of axillary metastasis in breast cancer. Dr. Borgen's research interests include the development of the therapies that conserve the breast, breast cancer in younger women and breast cancer in males.

Oct. 28. 10 to noon. C.A.B., East Lounge. **Workshop.** "Culture and Infrastructure: The Processes and Politics of Getting Things Done at University Hospital." Focuses on the clinical and operational decision-making structures, how implementation teams are used to accomplish change and managerial expectations related to process and politics. To register, visit www.upstate.edu/hr/training.

Oct. 29. 9 a.m. to noon. 1328B University Hospital. **Workshop.** "Just Your Type: Myers-Briggs Personality Type Indicator (MBTI)." Explore your personality type through the MBTI. Confidential results are distributed at the session. To register, visit www.upstate.edu/hr/training.

Nov. 1. 9 a.m. to 3:30 p.m. IHP. Workshop. "Administrative Support Staff Development." Covers communicating across generations, understanding your personal style, emotional intelligence and new customer service realities. To register, visit www.upstate.edu/hr/training.

Nov. 2. 1 to 3:30 p.m. IHP, Classroom D. . **Workshop.** "Introduction to GroupWise Email (COM 103)." Training to use GroupWise to create, send, read, reply, delete messages, send and receive attachments, using GroupWise calendar and accessing GroupWise via a web browser. To register, visit www.upstate.edu/hr/training.

Nov. 3, 9, 15. Every hour on the hour. First class: 6 a.m. Last class: 9 p.m. 1328B and 1401C University Hospital **Workshop.** "Basic Life Support CPR for Healthcare Providers." Required annually for licensed nursing staff and clinical technicians. To register, visit www.upstate.edu/hr/training.

Nov. 4. Noon to 1 p.m. C.A.B., West Lounge. **Lecture.** "Skin Care for Your Face." Cherie Nash of SUNY Upstate discusses skin care tips that help balance and restore moisture to the skin and tools for the maintenance and healing of skin tissue. Part of the Sidelines "brown bag" lunch program. Register at www.upstate.edu/hr/training or call 464-5463.

Nov. 4. Vasser Brothers Medical Center, Poughkeepsie, NY. Fall Meeting of the New York State Society of Clinical Research Associates (SoCRA). Two workshops will be offered: "So You Want to be a Clinical Research Coordinator," led by Martha Nelson, RNMS of the United Health Services Hospitals (8 a.m. to noon) and

"Responsibilities in Clinical Trials: Who's in Charge Anyway?" led by L. Glenn Massimilla, PharmD, investigator for the Bioresearch Monitoring Team, FDA, New York District Office (1:15 to 3:10 p.m.). The Chapter meeting will be held 12:45 to 1:15 p.m. No registration fees required. E-mail durdonk@upstate.edu for more information.

Nov. 5. 10 to 11 a.m. 1328B University Hospital. **Workshop.** "Conflict Resolution and Crisis Response Team." Assists new supervisors and managers with resolving conflicts while nurturing the growth and development of staff in a highly structured and hierarchal environment. To register, visit www.upstate.edu/hr/training.

Nov. 9. 1 to 3 p.m. 205 Jacobsen Hall. **Workshop.** "What Every Supervisor Needs to Know About Employee Absence." Addresses policy, contractual and legal constraints, and time and attendance counseling/discipline. To register, visit www.upstate.edu/hr/training.

Nov. 10. 9 a.m. to noon. C.A.B. 115 A & B. **Workshop.** "The FISH! Philosophy: Catch the Energy: Release the Potential." If you're looking to bring back passion, playfulness, commitment and a positive attitude to work every day, this is the program for you. To register, visit www.upstate.edu/hr/training.

Nov. 10, Dec. 8 and Jan. 12. 3 to 7 p.m. 9299 Wsk. Hall Addition. Train the Trainer Workshop. "End of Life Care: Critical Aspects." Covers the skills needed to offer support for the diverse needs of end-of-life patients and their families. To register, visit www.upstate.edu/hr/training and click "register for training classes online."

Nov. 10. Lunch: 11:45 a.m. Lecture: Noon to 1 p.m. IHP, Classrooms A, B & C. **Lecture.** David H. Feiglin, MD, of Upstate Medical University will discuss cutting-edge imaging modalities in breast disease at the Clinical Trials Office's "Hot Topics in Research" lecture. R.S.V.P. to Anita Carroll at 464-5476 or carrolla@upstate.edu at least one week prior to program.

Nov. 12. Noon to 1 p.m. 1541 University Hospital. **Workshop.** "Computer Skills for PSLs." Learn GroupWise, Microsoft Word and Internet skills. Open to any level of ability with computers. Evening classes can be arranged by calling 464-6124. To register, visit www.upstate.edu/hr/training.

Nov. 12. 9 a.m. to noon. 1328B University Hospital. **Workshop.** "Customer Service -Priceless." Trainer Holly Haines McCurdy of SUNY Upstate offers customer service models, theories and techniques. To register, visit www.upstate.edu/hr/training.

Nov. 15 (9:30 to 11 a.m.); Nov. 22 (Noon to 3 p.m.); Nov. 29 (Noon to 3 p.m.) C.A.B., East Lounge. **Workshop.** "The Leader Within." Covers emotional intelligence/assessment; managing across generations; and Ernest Shackleton's voyage to the Antarctic, respectively. To register, visit www.upstate.edu/hr/training.

Nov. 15. 1 to 2:30 p.m. 205 Jacobsen Hall. **Workshop.** "Using Performance Improvement Tools When Working with Ideas." Offers better understanding of various tools to use when looking at performance improvement initiatives. Call 464-4178 to register.

Nov. 16 and 17. 8:30 a.m. to 4:30 p.m. C.A.B., East Lounge. **Workshop.** "Train the Trainer." Explores adult learning theory, the roles of good trainers, curriculum design and delivery and dealing with challenging participants. Limited to 12 participants. To register, visit www.upstate.edu/hr/training.

Nov. 16. 9 to 11 a.m. 205 Jacobsen Hall. **Workshop.** "A Guide to Obtaining Great Employees." Participants work on reviewing a resumé for an open position. Participants will screen the resumé, prepare for the interview, identify strategies for developing questions that will elicit screening for emotional intelligence, practice asking the right questions and review how to conduct reference checks. To register, visit www.upstate.edu/hr/training.

Nov. 18. Noon to 1 p.m. C.A.B., West Lounge. **Lecture.** "Building for the Future at Upstate." Dick O'Shea of SUNY Upstate discusses the construction and plans for SUNY Upstate sites, including the vertical expansion, new garage, lobby, pharmacy, and academic building. Part of the Sidelines "brown bag" lunch program. Register at www.upstate.edu/hr/training or call 464-5463.

Nov. 23. 7:30 to 8:30 a.m. and 3:30 to 4:30 p.m. 1328B University Hospital. **Workshop.** "Ethics Forum: Problems with DNR Orders." Discussion of problems with obtaining and following Do Not Resuscitate orders. To register, visit www.upstate.edu/hr/training.

Malicious Software and Viruses

The HIPAA Security Rule requires SUNY Upstate to establish procedures for guarding against, detecting, and reporting malicious software. Before any procedures can be established, all SUNY Upstate users must be aware of the various malicious programs that can impact computer resources on campus.

Background on Malicious software and the Internet

Computers that have access to the Internet, like most SUNY Upstate computers, are susceptible to various forms of attack. Some of these attacks are meant to disable the computer while others are meant to bombard the user with advertising. Still others are even more malicious. Some attacks are meant to destroy data or steal data directly from the user's computer.

Unsolicited e-mails, commonly referred to as spam, pop-ups, or tool bars, are types of attacks, and some are more subtle than others. Unfortunately, within the confines of today's technology, it is not possible for IMT to prevent users from being exposed to these attacks without strictly limiting their access to the Internet. IMT has taken some steps to combat the worst offenders like spam and the spread of viruses, but for the most part we have to rely on the users for protection. If users are fully informed as to the types of attacks and how they occur, they will be better prepared to ward off these types of attacks when exposed to them. This article provides a basic overview the malicious types of software and recommendations for prevention.

What is a virus?

A virus is a computer program that can spread across computers and networks by making copies of itself, usually without anyone's knowledge. Similar to human viruses, computer viruses can have harmful effects without any protection or vaccination. Computer viruses can cause a computer to slow down, display irritating messages, steal information from computers, delete files, or allow others to take over the computer. A virus can take many forms from a Trojan horse to a worm.

A Trojan horse is a computer program that appears to be a legitimate program, but actually contains a hidden or harmful program or function. These types of programs are typically distributed with free games that can be downloaded from the Internet. A worm is similar to a virus, however it uses a computer program to spread. Worms spread from one computer to another by taking advantage of unsecured components on any computer connected to a network.

Recommendations to prevent viruses, Trojans, and worms:

- Ensure the McAfee anti-virus software is installed and running on you computer. IMT updates this software on a regular basis to protect Upstate from the latest virus threats.
- Keep backups of all your data by storing it in your personal network server folder. If a system is infected with a virus, IMT can replace your computer programs with clean copies, but not your data files.

- Never open any e-mail messages if you don't know the sender. Sometimes e-mail can contain a virus that damages the computer when the e-mail is opened. Delete these e-mails immediately.

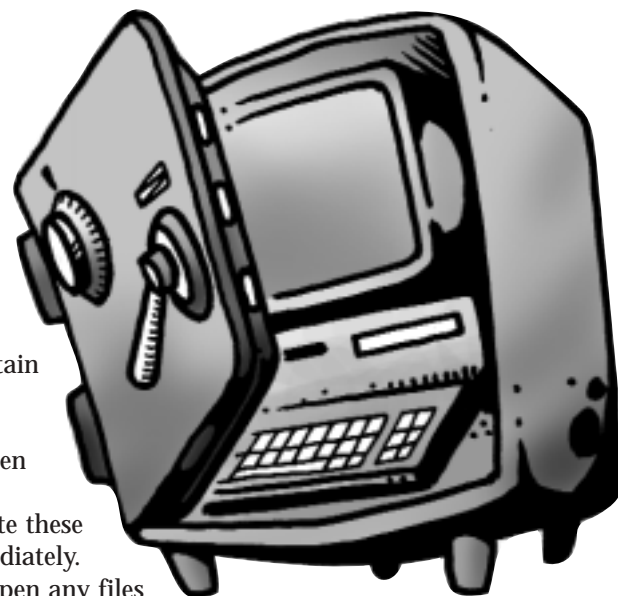
- Never open any files or programs attached to an e-mail from an unknown or untrustworthy source. Delete these e-mails immediately.
- Never download files from unknown or suspicious sources.

What is Spam?

Spam is any unsolicited or unwanted e-mail that is usually sent out in bulk and is generally used for advertising questionable offers. Links within a spam message can also install viruses and Trojans. Spam e-mail consumes network resources and affects staff productivity by cluttering mail-boxes.

Recommendations to prevent and manager spam:

- SUNY Upstate uses anti-spam software to reduce unwanted e-mail by identifying potential spam with the words POSSIBLE SPAM in an e-mail subject line. Occasionally, this software does misidentify legitimate messages.
- Write a rule in GroupWise to automatically route spam to a junk mail folder. This will reduce clutter in your inbox. You can then occasionally check the junk mail folder for legitimate messages.
- Never make a purchase from unsolicited e-mail. When you make a purchase, you are funding future spam. Your e-mail address may also be added to lists that are sold to other spammers, so that you receive even more junk e-mail. Worse still, you could be the victim of a fraud or identity theft.
- Never respond to spam or click on links in it. By replying to spam, even to unsubscribe from the mailing list, you are confirming that your e-mail address is valid and you will continue to receive more spam.
- Opt out of further information or offers. When filling out forms on websites, look for the checkbox that lets you choose whether to accept further information



What is spyware?

Spyware is software that collects demographic and usage information from your computer, usually for advertising purposes. Some of these programs can be malicious and capture passwords or track what sites you visit on the Internet. Spyware is usually installed as a part of free programs like screen savers, games, music sharing, and browser toolbars. It can also be installed by clicking on buttons and links in popup messages from different sites on the Internet.

Recommendations to prevent spyware:

- Never download software if a pop-up message prompts you to install software. Don't click on any links in pop-up windows – even clicking on a button that is labeled "exit" or "no" can install software. Pop-ups windows should always be closed using the X in the upper right hand corner of the window or using the Use Alt-F4 keys to close the messages.
- Visit only those websites deemed legitimate for University-related business – this will greatly reduce the risk of corrupting a SUNY Upstate computer with malicious software.

What is phishing?

Phishing is a technique used by hackers and scam-artists to capture personal information about you including passwords, bank account information and credit card numbers. Often the e-mails include official looking company logos and appear to come from a legitimate e-mail address. The e-mails may direct you to a bogus website that will ask for personal information and could lead to identity theft or financial theft. A recent scam involved requests for donations to the current presidential campaigns.

Recommendations for phishing and other Internet scams

- Never provide any personal information about yourself as a result of an unsolicited e-mail. No legitimate business would ever send random e-mails asking for this type of information.

How can I get more information on malicious software and virus protection?

The Information Security Coordinator, Shawn O'Reilly can be contacted at 464-4093 or by e-mail at Oreillys@upstate.edu with any questions related to these topics. In addition, Administrative Policy V-09 - Virus/Malicious Software documents the procedures associated with minimizing the exposure of SUNY Upstate's systems from viruses or other malicious software programs.

Be a part of the Community Giving Campaign!

Upstate employees know the value of giving...



SUE GRAHAM SUPPORTS THE GIRL SCOUTS

I was a girl scout and a troop leader. The Scouts offer girls a supportive, accepting environment in which they can try new things. Scouting creates a solid connection between kids. It's gratifying when troops get together and girls from very different backgrounds meet each other and instantly "bond." Girl Scouts provides a safe haven and empowers young women.



...committed to supporting our community!



October Upstate Magazine highlights Sarah House and the ROC

The October edition of Upstate Magazine, produced by Educational Communications, features segments on Sarah House, a valuable resource for patients and their families and the renovation of the Regional Oncology Center (ROC). The ROC segments spotlight the new infusion stations and feature interviews with patients and staff about the ROC's new look.

Upstate Magazine presents up-to-date information on University Hospital initiatives. It is telecast every half-hour on StaffConnect 62 (channel 62 on the University Hospital television system), and is also available on the web at <http://www.upstate.edu/edcom/upstatemag/>.

Online resource for clinical researchers/study teams available

A Standard Operating Procedure for Budgeting is available online to SUNY Upstate clinical researchers and study teams by visiting www.upstate.edu/research/clintrial. The site, maintained by SUNY Upstate's Clinical Trials Office (CTO), offers information on how to prepare and review budgets for patient charges. In addition, the CTO retains the most current edition of the Technical Fee Budget Guide. To request a copy, contact durdonk@upstate.edu.

Computer skills courses offered

A New York State Department of Health grant has allowed for on-site computer skills training for 250 University Hospital clinical and support staff. The training sessions, taught by Onondaga County BOCES staff, will be held in the Institute for Human Performance. Classes include "Introduction to Microsoft Word" and "Introduction to Microsoft Excel" to be offered in early 2005. A list of classes, registration information and eligibility criteria can be obtained by visiting www.upstate.edu/hr/training/bocescompclasses.shtml or by calling Lauren Brady at 464-4407.

Annual parking re-registration begins this month

The annual re-registration for all employees who park in SUNY Upstate lots and the garage begins Monday, Oct. 25. Registrants should bring their Upstate Medical University ID and their vehicle registration (or a copy) for all vehicles needed to be registered. Parking stickers will not be issued without a current vehicle registration. No registrations will be issued at the Parking office during these times. For information, call parking at 464-4801.

Registration schedule:

Monday, Oct. 25: Madison Towers, 9 to 11 a.m. and University Hospital cafeteria: 1 to 4 p.m.

Tuesday, Oct. 26: Jacobsen Hall Lobby, 8 to 11:30 a.m. and 550 Harrison, 1 to 3 p.m.

Wednesday, Oct. 27: 250 Harrison, 8 to 11 a.m. and University Hospital cafeteria: 1 to 4 p.m.

Thursday, Oct. 28: C.A.B., 8 to 11:30 a.m. and Institute for Human Performance, 1 to 3 p.m.

Monday, Nov. 1: Silverman Hall, 9 to 11:30 a.m. and Weiskotten Hall, 1:30 to 4 p.m.

Tuesday, Nov. 2: University Hospital cafeteria, 7 to 11 a.m. and University Health Care Center, 1 to 3 p.m.

Wednesday, Nov. 3: University Hospital cafeteria, 7 to 11 a.m. and 1 to 3 p.m.

Thursday, Nov. 4: University Hospital cafeteria from 10 a.m. to 2 p.m.



Public Officers Law: A Guide for State Employees

Every officer and employee in State service is bound by the provisions of the State ethics laws, which establish specific standards of conduct, restrict certain business and professional activities — both while in State service and after leaving. No paid State officers or employees may engage in any outside activity that interferes or is in conflict with their duties. State officers and employees should endeavor to pursue a course of conduct that will not raise suspicion among the public.



To avoid conflicts of interest and the appearances of such conflicts, State employees may accept reimbursement of travel expenses or honoraria only under certain circumstances. (Refer to Public Officers Law for the circumstances.) Gifts of any value that are substantially in conflict with the employee's official duties, or those that could potentially influence patient referrals or business decisions, are always prohibited.

Violators face serious penalties. In addition to criminal prosecution and civil penalties, individuals who violate Public Officers Law may also be subject to disciplinary action, including suspension or dismissal.

More information about Public Officers Law can be found at <http://www.dos.state.ny.us/ethc/eisg.html>. Hospital Policy E-11, Hospital Code of Ethics, provides additional guidance. The State Ethics Commission offers advice on applications of the law in individual circumstances. Individuals with questions may contact the Commission by letter or telephone. The phone number is

800-87-ETHICS. The address is 39 Columbia Street, Albany, New York 12207. The Commission's assistance is always confidential. Individuals with questions or concerns may also utilize the Compliance Hotline at 464-6444.

Contest

The Hospital Compliance Office invites staff to participate in a contest to guess the correct answer to the question: Is it appropriate to use a V diagnosis code for an outpatient who comes in for a routine physical and is evaluated and treated for unexplained weight gain? The answer is found in one in the series of "Compliance Chat" articles that have appeared in Upstate Update. Readers who submit the correct answer will be entered in a drawing to win a prize. Entries must be received no later than November 3 and should contain:

- The date of this Upstate Update issue.
- The answer to the question: Is it appropriate to use a V diagnosis code for an outpatient who comes in for a routine physical and is evaluated and treated for unexplained weight gain?
- Your name, title, department, and location.
- Your supervisor's name and location.

Entries may be sent through interoffice mail to Audrey Sardino, Institutional Compliance Office, Madison Towers Suite 210; e-mailed to sardinoa@upstate.edu or faxed to 464-4787, attention Audrey Sardino. To view past issues of Upstate Update, visit <http://www.upstate.edu/hr/update/>

Congratulations to Janet Zimmerman from Firm C on winning the last contest. Janet won an insulated lunch bag.

Mystery and Merlot

Thursday, February 3

Sheraton Syracuse University Hotel & Conference Center

801 University Avenue, Syracuse, NY 13210

Featuring Ted Long and Amy Robbins of 93Q

For more information, call 464-5610



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