

Resident Report

A NEWSLETTER FOR SUNY UPSTATE MEDICAL UNIVERSITY RESIDENTS AND FELLOWS | SPRING 2017

For more information about the residency programs at Upstate Medical University please visit:
www.upstate.edu/gme

Drs. Caza, Ramadas Honored for Research Presentations

Dr. Tiffany Caza (Pathology) and Dr. Poornima Ramadas (Medicine) received top honors among residents at Beyond the Doctorate Research Day March 1.

Dr. Caza was awarded Best Oral Presentation, and Dr. Ramadas received Best Poster Presentation honors.

Winners were judged on their organization, originality, methodology and whether their hypothesis was well-formulated and conclusions well supported.

Dr. Caza's presentation was on the histopathology of radiation-induced urethral stricture in men with prostate cancer.

She examined specimens from membranous urethral strictures in 10 urethroplasty patients who had been treated with radiation therapy, and in 26 patients who had not had radiation exposure.

Dr. Caza's findings showed that strictures caused by radiation: had a greater amount of collagen fibrosis and spindle cell change; had lower tissue vascularity and more tissue necrosis, and had increased tissue trauma with hemorrhage, fat entrapment and fibrous connective tissue degeneration.

Dr. Ramadas' research looked at factors affecting hospital visits and length of stay among adult sickle cell anemia patients. Among her findings: patients with private insurance had

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Surgery Resident's Uganda Trip: 'Make it Work with What You Have'

Fourth-year Surgery resident Dr. Suzy Lin recently returned from two weeks in Uganda, where she was part of a surgery team that operated on 16 pediatric patients.

Dr. Lin traveled with Upstate's Dr. Jennifer Stanger, clinical assistant professor of pediatrics, and Mary Ellen Sheridan, pediatric Clinical Nurse Specialist.

The three worked primarily in the capital of Kampala (population 1.6 million) at the public Mulago Hospital and clinic, and nearby Naguru Hospital (also known as Chinese-Uganda Friendship Hospital).

"I really like traveling, and I thought this would be a good experience to see health care in different countries," Dr. Lin said. "In the U.S., we take a lot for granted. In operating rooms, we have a 'full closet' of instruments and supplies. I was able to see how they provide care with such limited resources."

Dr. Lin had made one previous global health trip, as a first-year medical student at the University of Wisconsin-Madison School of Medicine and Public Health. She traveled to Haiti a few months after the 2010 earthquake, and mostly shadowed health care providers.

In Uganda, Dr. Lin and the others handled a variety of pediatric surgeries during six full days in the OR. Patients ranged from a week-old baby to a 7-year-old in need of inguinal hernia repair, tumor resections and other abdominal surgeries.

At nearby clinics on other days, they saw additional pediatric patients. At both sites, family members brought the children from as far as eight hours away by car or hired transportation.

Dr. Lin had hoped her presence, along with Dr. Stanger and Sheridan, would result in double the number of operations the local surgeons performed. They weren't able to do so because they lacked a complete second surgical team, but their presence did free up local physicians to see other patients.

The two weeks in Uganda gave Dr. Lin a fresh perspective as a surgeon.



Dr. Suzy Lin, right front, assists Upstate's Dr. Jennifer Stanger on a Wilms tumor resection on a 3-year old girl in Uganda earlier this year. They were with a Ugandan team of a surgeon, a fellow from Mulago and an anesthesiologist at Naguru Hospital.



Dr. Suzy Lin, left, closes an incision on a pediatric patient with the help of an intern from Uganda at Naguru Hospital.

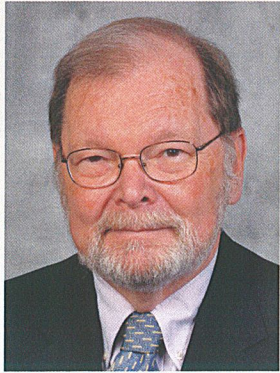
"I'm more appreciative of everything we have here," she said. "We're pampered a little more here. Everything is optimized, comfortable. In Uganda, you just have to make it work with what you have."

Family involvement is key to post-surgery outcomes anywhere, and sometimes in Uganda that support was shared.

Family members of one patient would help other patients' families, carrying belongings or even the child out to the car for the ride home.

For future global health trips, Dr. Lin said if the goal is to perform more surgeries, "a full team is the way to do it."

New Mandatory Prescriber Education in NY State



William Grant, EdD

Heroin and opioid addiction is now a major public health crisis in New York State.

According to the New York State Comptroller's Office New York's heroin overdose death rate has equaled or exceeded the national rate every year since 2006,

and ranked 19th in the nation in 2014 among the 43 states for which data were available.

While it is reported that the State's prescription opioid overdose death rate has

remained consistently below the national rate in each of the last ten years, comparing rates for 2005 and 2014, both heroin and prescription opioid overdose death rates in New York increased faster than the corresponding rates in nearly all states for which data are available.

Included in a group of state laws intended to address opioid and heroin addiction is a new mandate, now part of the Public Health Law (Section 3309-a(3), that requires education in pain management, palliative care, and addiction for all prescribers including residents.

This education must consist of three contact hours and must address eight specific topics.

- New York State and Federal requirements for prescribing controlled substances;
- Pain management;
- Appropriate prescribing;

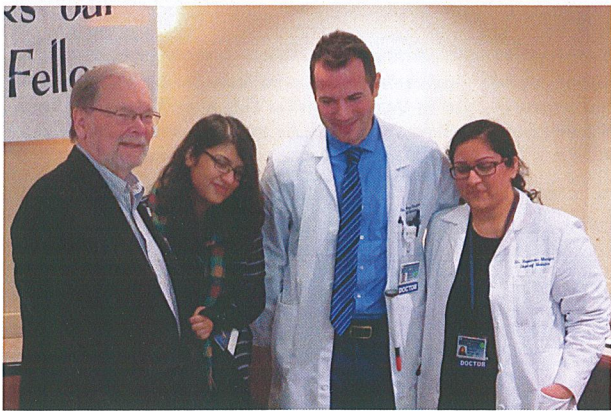
- Managing acute pain;
- Palliative medicine;
- Prevention, screening and signs of addiction;
- Responses to abuse and addiction; and
- End of life care.

All providers in New York State must complete this education prior to July 1, 2017 and will be required to complete refresher courses once every three years.

We are working with all of our educational programs to assure that all residents and fellows including those who are new to our programs as of July 1 are compliant with this mandate.

For further specifics on the program or its requirements please see:
<http://www.health.ny.gov/professionals/narcotic/>

Resident Appreciation Day



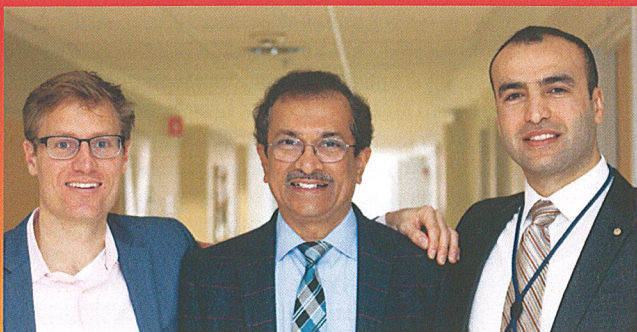
The Office of Graduate Medical Education hosted Resident Appreciation Day Feb. 9 in Upstate University Hospital. Helping GME Associate Dean William Grant cut the cake are (L-R): Dr. Naima Javaid, Psychiatry; Dr. Morteza Modaber, Medicine; and Dr. Rupj Mangat, Medicine.

Foundation Honors Doctors on their Day

In honor of National Doctors Day March 30, Eric MacMaster, MD, assistant professor of Psychiatry & Behavioral Sciences, receives a plaque from the Upstate Foundation's Bethann Kistner. The foundation honors physicians who have been singled out by patients and families for their exemplary care. (The foundation receives hundreds of letters, so it took three days to deliver them all.)

"It's really exciting to know the work I'm doing is helpful. I enjoy all the time I spend with my patients and their families," Dr. MacMaster said.

Dr. MacMaster graduated from Upstate's College of Medicine in 2011, completed a residency in Adult Psychiatry and a fellowship in Child & Adolescent Psychiatry before joining the faculty in 2016.

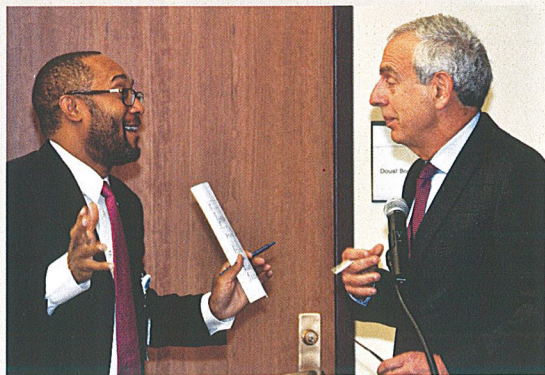


Neuro Research Day

Neurosurgery residents Dr. David Ferrone (left) and Dr. Ali Hazama (right) presented at Upstate's Neuro Research Day this month, as did their mentor, Dr. Satish Krishnamurthy (center). Dr. Ferrone's talk was titled, "Software for Optimal Access of the Ventricles," and Dr. Hazama spoke on "The effect of Keppra prophylaxis on the incidence of seizures in post Traumatic Brain Injury patients." Dr. Krishnamurthy's talk was titled, "Is Choroid Plexus the villain in Hydrocephalus?"

Photo by Jim Howe

New Performance Awards Reflect Positive Feedback



Dr. Hans Cassagnol, left, Chief Quality Officer, with Dr. Mitchell Brodey, former President of the Upstate Medical Staff, at the 2016 Outstanding and Top Performers ceremony.



Top performer Dr. Andrew Tisser

Medical residents are a key component of a new program that honors Upstate's health care providers who achieve excellent patient satisfaction scores.

"Residents need to know their voice is valued," said Dr. Hans Cassagnol, MD, Chief Quality Officer and Assistant Dean of Clinical Quality. "Everyone on the point-of-care chain needs to feel as valued as everybody else."

The Medical Quality Office took a big step in that direction last year by instituting the "Outstanding Performer" and "Top Performer" Patient Experience Awards.

Twenty providers at Upstate were honored for meeting the office's criteria based on Press Ganey patient experience scores.

"Outstanding Performers" are those in the highest 1 percent of scores nationally and within Upstate, and "Top Performers" are within the highest 5 percent of those scores. (The response rates from Press Ganey surveys are about 20 percent, Dr. Cassagnol said.)

The awards emerged from a discussion between Dr. Cassagnol and Dr. Anthony Weiss, Chief Medical Officer at University Hospital.

Dr. Cassagnol said a similar robust patient experience program was in place in the

Geisinger Health System in Pennsylvania, where he worked for more than 13 years. "I used the same model," Dr. Cassagnol said. "I didn't invent it."

The inaugural awards were presented last October at the Medical Staff's annual meeting. A new group of award winners will be determined in August, using Press Ganey scores from July 2016 through June 2017.

"Nurses and residents are two of the biggest focal points of the patient experience," Dr. Cassagnol said. "The patient sees all of them as providers. When we look at the patient experience, we put all the providers together."

Elevating the significance of the patient experience is crucial not just to the patient, but to the institution, Dr. Cassagnol said.

"Such a small amount of time can have a lasting impression for the rest of their lives," he said of patients. "A positive, long-lasting experience is good for us as well as for the patient."

In a positive interaction, Dr. Cassagnol said, the patient listens more attentively and is more adherent to treatment plans. "The patient does better and is less likely to have complications or die," he said.

Dr. Andrew Tisser, a third-year resident in Emergency Medicine, received one of 13 "Top Performer" awards. More than half of the 20

overall recipients have come through Upstate's residency program.

Dr. Tisser said he was pleased to receive such a significant honor.

"It's definitely a good affirmation," he said. "I'm happy that patients are satisfied."

Dr. Tisser said he tries to shake hands and sit down with every patient who comes into the E.D. – as many as 20 per shift – and answer each patient's questions about treatment.

"I've found my own style," he said. "It's an amalgamation of everyone I've worked with, figuring out what works and what doesn't."

Dr. Cassagnol said the Patient Experience Awards send a welcome, positive message to our health care providers.

"In the healthcare industry, we tend to engage our colleagues through negative feedback. We don't often use positive feedback," he said. "We value the people who do well. We want others to emulate them."

2016 Outstanding Performers (Top 1%)

Ruban Dhaliwal, MD
Burk Jubelt, MD
Richard King, MD
Kathryn Palomino, MD
Jonathan Riddell, MD
Patrick Smith, DDS
J Trussell, MD

2016 Top Performers (95% or better)

Ajeet Gajra, MD
David Halleran, MD
Christine Heagle Bahn, NP
Jason Wallen, MD
Scott Albert, MD
Gennady Bratslavsky, MD
Richard Cantor, MD
William Linsky, NP
Andrew Tisser, DO
Patrick Adcock, MD
Rebecca Blue, MD
Matthew McDonald, DO
Gregory Ripich, MD

Policy Management System Updated

The Policy Management System for Upstate will be revised effective May 1. Much like the current Policies/Forms website, the system will house:

- All policies and procedures
- Forms: both Medical and Non-Medical

- Disaster Plans and Scopes of Service
- Product Manuals
- Patient Education documents
- Medical Staff By-Laws and Faculty Practice Plans

To access the MCN, click on the Policies &

Forms icon on iPage (just as you do now) and then click on "MCN Policy Management System." Once in the new MCN system, you can either "Browse Manuals" or "Search" for a topic. Training on the new system can be found on the MCN Home Screen.

UPSTATE

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Drs. Caza, Ramadas Honored for Research Presentations (continued from cover)

fewer hospital visits; blood transfusions and antibiotic therapy were associated with longer hospital stays, although other factors (thromboembolic disease, chronic kidney disease, home oxygen, leukocytosis, reticulocytosis and higher creatinine) also could predict longer hospital stays.

Beyond the Doctorate Research Day is sponsored each year by the Office of Graduate Medical Education and the College of Graduate Studies. (Honorees among post-doctoral entrants are Scott Neal for best oral presentation and Nilda Alicea Velazquez for best poster presentation.)

"Once again, because of your collective hard work, you made it very difficult to identify the winners," said Sue Henderson-Kendrick, GME director. "We thank all of you for participating in the Beyond the Doctorate Research Day and look forward to your participation next year!"

Neurology resident selected for AAN leadership program



Dr. Gurmeen Kaur

Dr. Gurmeen Kaur, Neurology, has been selected for the American Academy of Neurology Enhanced Resident Leadership Program.

She is one of 10 recipients for 2017 in adult neurology, and will be recognized at the AAN annual meeting in late April in Boston.

"I feel honored to have been selected for this award," Dr. Kaur said. "It is at the end of my chief residency period, but I will share my experience with the upcoming chiefs to see if we can impart

policies from other programs across the country."

According to the AAN, the program is designed to identify, train, and nurture a highly selected group of 10 Adult Neurology Resident members who have the motivation, drive, and potential to be future Academy leaders.

Experience has shown that the best Academy leaders typically also have a record of successful leadership in their communities, practice settings, institutions, and other organizations. Leaders are developed through training that provides them with opportunities to acquire and enhance key skills while being mentored by established leaders.

Neurology Residents Take First at 'Neurostakes'

Upstate's Neurology residents tied for first place in the New York State Neurological Society's 2016 "Neurostakes" competition in New York City. Upstate shared top honors with a team from the Icahn School of Medicine at Mount Sinai.

Upstate team members are: Dr. Vishal Shah; Dr. Ruham Alshiekh-Nasany; Dr. Puneet Kapur, and Dr. Seyedali Hejazi. They were led by Upstate alumnus and coach Dr. Awss Zidan, and Program Director Dr. Deborah Bradshaw.