

MORNING CMO REPORT

04.04.2018

FROM THE DESK OF:

Anthony P. Weiss, MD, Chief Medical Officer,
Associate Dean for Clinical Affairs,
Upstate University Hospital

UPSTATE
UNIVERSITY HOSPITAL

Expiring Medication Non-Renewal: Errors of Omission Cause Serious Patient Consequences

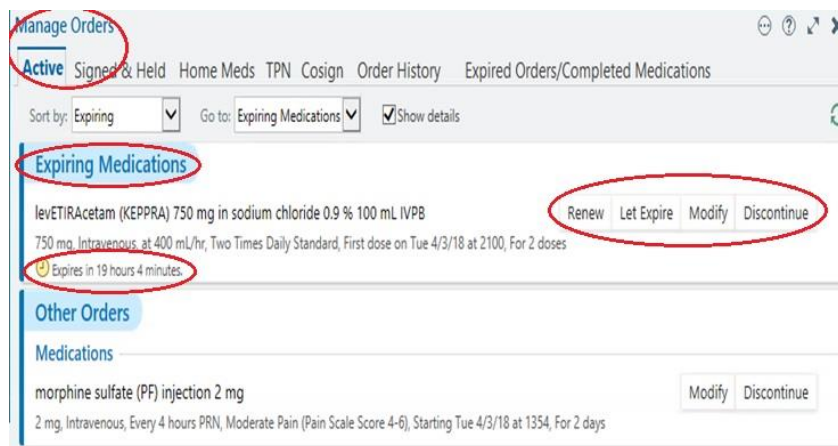
Applies to All Physicians

A special message from Dr. David Lehmann, Chair, Pharmacy and Therapeutics Committee...

The Medication Safety Subcommittee of the Pharmacy & Therapeutics Committee (P&TC) concurrently reviews all instances of significant medication events that either caused patient harm or had the potential to cause patient harm.

While the majority of such occurrences result from the administration of a drug, a significant minority occur from omissions, that is, medications that are not re-ordered, falling off the active orders list as it were. In the past four months, at least 4 such events have come to our attention. This is a serious matter.

The P&TC has taken systems steps to minimize the clinical impact of these omissions on patient care. These include extending to a 30-day duration for maintenance medications (antiepileptic drugs) that any omission would result in significant harm (unprovoked seizures). However, it is imperative to maintain a short duration of therapy for select classes of medications (opioids, antibiotics) for purposes of side effects and resistance, respectively. Further, the expiring medications have been prioritized in the Active Orders section within EPIC (see in below screenshot) to facilitate their renewal.



Attending physicians, advanced practice professionals and residents all must remain vigilant to avoid this from occurring. Please put in place a daily process to check expiring medications.

Thank you

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Extortion Scam Targeting DEA Registrants

Applies to All Physicians

The DEA is aware that registrants are receiving telephone calls and emails by criminals identifying themselves as DEA employees or other law enforcement personnel. The criminals have masked their telephone number on caller ID by showing the DEA Registration Support 800 number. Please be aware that a DEA employee would not contact a registrant and demand money or threaten to suspend a registrant's DEA registration.

If you are contacted by a person purporting to work for DEA and seeking money or threatening to suspend your DEA registration, submit the information through "[Extortion Scam Online Reporting](#)" posted on the DEA Diversion Control Division's website, www.DEADiversion.usdoj.gov.

Outstanding Physician Comments

Applies to All Physicians

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

Center for Children's Surgery: Dr. Kathryn Palomino, thank you so much, we are so appreciative for the good care you've given our dude. Dr. William Hannan always does an exceptional job.

Transplant Center: Dr. John Leggat – very good understanding of my needs.

Upstate Pediatrics: Dr. Jaclyn Sisskind is a great doctor who listens and addresses patient concerns.

Vascular Surgery Clinic – CG: Dr. Palma Shaw is so friendly, is always ready to listen to you, makes you feel like family and never makes you feel rushed.

6th Floor @ CC: Dr. Warren Wulff was wonderful!!!

06B: Dr. Amit Dhamoon – professional, respectful, one in a million, my rock in the hospital – I was there for a week and he was with me every step of my journey, amazing, compassionate, listened to me and explained everything to me and my family – that meant so much to me!! He was always checking in on me and he really touched my heart forever!! He is a great doctor and human being!!!
Dr. Ajoy Roy and **Dr. Mashaal Dhir** – great, treated me with respect, compassionate and respectful!
Dr. Amit Dhamoon and **Dr. Ajoy Roy** - incredible! I was so blessed to have them on my side! I was in great hands and could not have asked for a better team of doctors. **Dr. David Lehmann** was spectacular, kept me calm, explained everything, took his time with my family to explain everything

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in detail and make sure we understood everything and were comfortable with all decisions being made. **Dr. David Lehmann** – amazing!

11E: Dr. Neal Seidberg really helped make sure things came together and were taken care of correctly – we are very grateful. **Dr. Olamide Ajagbe** – fantastic, professional, and forthcoming on all care.

05A: Dr. Mark Marzouk came in both days on the weekend even though he was not the on-call. He did it to check on my status out of care and concern. He is a very caring doctor.

Medicine Subspecialties: **Dr. Hiroshi Kato** is fantastic! **Dr. Hiroshi Kato** is always willing to listen, doing his very best to help me and is always courteous and a complete gentleman. **Dr. Hiroshi Kato** takes time to explain disease, labs, and encourages compliance. **Dr. Hom Neupane** is very knowledgeable, friendly, takes the time to listen, and explain issues – I highly recommend him as a provider! **Dr. Eduardo Bonilla** is an excellent rheumatologist. **Dr. Andras Perl** – great doctor and very gentle person

UHCC – Neurology: **Dr. Luis Mejico** is an exceptional doctor. **Dr. Luis Mejico** is always willing to listen, never makes me feel rushed, when making new or different treatment options he takes the time to explain rationale for change - I have recommended him to many people because he has helped me so much. **Dr. Luis Mejico** always demonstrates exceptional professional competence, care, and respect. **Dr. Guojun Zhang** is always friendly, understanding, and excellent with our son. He always explains everything and answers any questions I may have regarding treatment. He never rushes us and takes the time to be sure that he knows all the facts for the best treatment possible and that we are taken care of in all aspects. Very pleased at the level of professionalism, concern, and knowledge that **Dr. Guojun Zhang** shows each time we visit his office.

Joslin Center for Diabetes: **Dr. Barbara Feuerstein** is an excellent physician. **Dr. Barbara Feuerstein** was excellent. **Dr. Rachel Hopkins** – great doctor. **Dr. Roberto Izquierdo** is amazing and an exceptional provider who cared for my son with brilliance and compassion. **Dr. Kurt Concilla** is one of the best I have ever had – he is a classy guy.

Surgery – UH: **Dr. Palma Shaw** – impressed!

Surgery – UH LL022: My entire experience with **Dr. Jason Wallen** was amazing. **Dr. Jason Wallen** – amazing.

University Cardiology: **Dr. Robert Carhart** saved my life – he has continued to provide me with excellent medical care in a thoroughly professional manner.

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Family Medicine: Dr. Kaushal Nanavati – always a pleasure to go to my appointments and have no thought of ever giving him up as long as I live. Dr. Kaushal Nanavati is the best! Dr. Kaushal Nanavati is very knowledgeable on natural and alternative medications. Dr. Kaushal Nanavati – great! We really appreciate Dr. Heather Finn who serves as our family doctor. Dr. Cinthia Elkins is very caring. Dr. Cinthia Elkins – caring and very knowledgeable.

University Internists: Dr. Vincent Frechette is amazing, he really listens and makes me feel comfortable with whatever health issues we are discussing.

Dental Services: Dr. Steven Stacey is highly competent.

Upstate Urology: Dr. Oleg Shapiro – excellent care and advice provided.

05 West Inpatient Psychiatry – CG: Dr. Sandra Barnett-Reyes – STELLAR!

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