

CMO REPORT

FROM THE DESK OF

Amy Tucker, MD, MHCM, Chief Medical Officer, Upstate University Hospital
Associate Dean for Clinical Affairs, College of Medicine
Vice President, Ambulatory Services and Population Health, Upstate Medical University

UPSTATE
UNIVERSITY HOSPITAL

October 16, 2020

Dr. Leslie Kohman named Chief Wellness Officer at Upstate!

by Dr. Amy Tucker and Dr. Luis Mejico



We are delighted to announce the appointment of Leslie Kohman, MD, FACS as Upstate's first Chief Wellness Officer! Her appointment is effective October 6, 2020.

Dr. Kohman currently serves as the President of the Medical Staff, Physician Advisor for the Department of Information Management & Technology, and Director of Outreach for the Upstate Cancer Center.

Dr. Kohman earned her medical degree from Pennsylvania State University in Hershey, PA and went on to complete her General Surgery residency training at Robert Packer Hospital / Guthrie Clinic in Sayre, PA. She came to Upstate Medical University for her Thoracic Surgery Residency training and rose to the rank of Professor.

Dr. Kohman has a distinguished record of professional accomplishment and service at Upstate. She was a practicing Thoracic Surgeon for many years, prior to transitioning into Palliative Care. She has a strong track record in leadership, previously serving as the Interim Chair for the Department of Surgery in 2001-2002 and in 2009, and as the Vice Chair from 2002-2009. Additionally, Dr. Kohman served as the Interim Chair for Urology from 2007-2008. Dr. Kohman was Medical Director for the Cancer Center 2010-2015 and for Ambulatory Palliative Care 2017-2018. She has a longstanding commitment to education and to promoting career development for junior faculty. From 2003-2007, she served as the Director of Thoracic Surgery Residency program and between 2006-2007 as the Assistant Dean for Faculty Development. Dr. Kohman has been a leader on the national stage. She has numerous scholarly publications, honors and awards, has served on review groups for the National Cancer Institute, and has had leadership positions in multiple professional societies. In recognition of the myriad ways in which Dr. Kohman has served her profession and Upstate Medical University, she has received the Upstate President's and the SUNY Chancellor's Awards for Faculty Service and has been named a SUNY Distinguished Service Professor.

Dr. Kohman is certified by the American Board of Thoracic Surgery and American Board of Surgery in Hospice and Palliative Medicine.

Dr. Kohman's passion for service has remained strong. Over her tenure as the President of the Upstate Medical Staff, Dr. Kohman has been a tenacious advocate for practitioner well-being. She has been active on the Upstate Medical University Wellbeing Council, led the development of the medical staff workspace/lounge (the Cube), and worked tirelessly to improve the medical staff EMR experience. Additionally, she has been instrumental in Upstate's participation in the Clinician Peer Support Program – Central New York (CPSP-CNY), a New York State Health Foundation

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grant-supported peer support network between Bassett Healthcare, Upstate Medical University, Mohawk Valley Health System, Oneida Healthcare, and Auburn Community Hospital.

In her new role as Chief Wellness Officer, Dr. Kohman will report jointly to the Chief Medical Officer and President of UUMAS. She will be responsible for creating and maintaining a system-wide culture of wellbeing by prioritizing, promoting, supporting and improving the Upstate workplace as a source of joy and fulfillment for its medical staff.

Dr. Kohman brings a wealth of healthcare experience and unparalleled dedication to her new role. Please join us in congratulating her as our inaugural Chief Wellness Officer!

Relocation of Water Street COVID-19 Testing Center by Dr. Jeremy Joslin

In order to continue providing COVID-19 testing to patients during the winter months, the drive through Upstate COVID testing clinic will relocate from 800 Water Street to the Horticulture building at the New York State (NYS) Fairgrounds starting October 20th. Additional testing options will be available for those unable to travel to the Fairgrounds.

Teams are in place to contact all patients who are scheduled for a COVID-19 test at Water Street on October 20th and later to make them aware of the new location. Patients will be provided the following address and instructions:

Upstate COVID Testing Clinic at Fairgrounds
581 State Fair Boulevard
Enter through Gate 2
Follow signs to Horticulture Building

As with Water Street, patients will need to be registered and have an order in advance or they may be turned away. Last week, 67% of individuals testing at Water Street who were pre-op/pre-procedural/IR did not have an order for their test on arrival.

Thank you for partnering with us to make sure we are providing the best and most efficient access to COVID testing for our patients.

Universal Eye Protection by Paul Suits

In efforts to curb the spread of COVID-19 and protect health care workers, the New York State Department of Health (NYS DOH) has revised guidance on what is considered an exposure. Staff members wearing masks, without eye protection, spending time in a room with a patient who was not wearing a mask and the patient subsequently tests

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positive for COVID-19 is now considered an exposure and will require the staff member to be tested twice a week for COVID-19 if considered an essential worker.

In order to provide a safer environment for our staff and patients, the Infection Prevention and Infectious Disease teams at University Hospital will be implementing the use of universal eye protection (hospital provided face shield or eye wear) for all patient care regardless of duration of patient interaction. This applies to all Hospital and Ambulatory areas, and all staff working in clinical areas/patient rooms whether there is direct patient contact or entering an environment where patients are being cared for.

Also, we are strongly recommending that patients wear a mask for all health care interactions if they are able to do so,

GO-live is Monday 10/19/2020

Managers: Please coordinate eye protection supplies with distribution.

Distribution:

Day Shift: Tyler Fogus 315-464-6443 (*office*) or 315-708-7134 (*cell*)

Evening Shift: Sandy Bassett 315-464-6346 (*office*) or 315-937-8192 (*cell*)

Night Shift: Chuck Johnstone 315-464-6441 (*office*) or 315-317-9853 (*cell*)

Distribution Inventory - Nutritional, UHCC and 550: Cheri Lofft 315-464-6423 (*office*) or 315-427-3134 (*cell*)

Community – Materials Management: Lisa Temple 315-492-5674 (*office*) or 315-481-7293 (*cell*)

New / Revised COVID-19 Policies of Special Interest for Clinicians

New / revised / deleted policies of special interest for clinicians include:

Revised Policies:

- [Visitor Restriction During Prevalence of COVID-19](#) (COV V-08): pediatric visitation changed to 24/7.
- [Infection Control for Aerosol Generating Procedures During COVID-19](#) (COV A-02): added EPPE worn for CODE Blue regardless of COVID status.
- [Novel Coronavirus 2019 Care of the Patient in the Family Birth Center](#) (COV F-01): deleted negative pressure room assignments, added readmission of newborn recommendations, deleted “rapid” testing from testing statements, added statement regarding support person leaving hospital and returning next day only.
- [Discontinuation of Transmission Based Precautions of Patients with COVID-19](#) (COV D-04): updated the number of days required for a COVID-19 positive patient to remain on isolation prior to removal of isolation using test-based strategy, added high-risk algorithm and changed the isolation requirements for asymptomatic populations to

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droplet, patients from high-risk populations will now require testing upon admission and on day 3, added COV T-08 to related documents and updated reference.

- [Chest Tube Management During COVID-19 Response](#) (COV C-01): updated to utilize viral filter only with portable suction.
- [Guidelines for COVID-19 Testing of Asymptomatic Pediatric Patients](#) (COV T-10): removed enhanced precautions for high risk or if patient will wear a mask with pending COVID-19 test to match COV D-04.

Clinical Documentation Improvement (CDI) by Dr. Emily Albert and Dr. Ali Khan, Co-Directors, CDI

It is Shoctober – shocking that your patient is on pressors...wouldn't you agree? Shock is a vaso-pressing condition requiring immediate intervention. Document etiology, physical findings, specific treatment, and treatment response.

Please refer to the attached tip sheet for more information and contact the CDI Hotline with questions at 315-464-5455.

Outstanding Physician Comments

Comments from grateful patients receiving care on the units and clinics at Upstate:

Breast Care Center: Dr. Jayne Charlamb is an amazing doctor (and person)! She is by far, the best in her field and I am so fortunate to be her patient. Dr. Lisa Lai is the absolute best. I am going through a stressful time, and she is a very caring and compassionate physician. In this particular appointment, she spent a great deal of time – as much as I needed, explaining things to me and my sister who is my support person. I feel I am in the best hands under her care and would not want to go anywhere else. I will definitely be recommending Dr. Lisa Lai, and the rest of the Upstate team, if anyone I know needs a breast specialist. Thank you!



Dental Service: Dr. Patrick Smith – competent and personable.

ENT: Dr. Sam Woods – great doctor!

Family Medicine: I always enjoy going to see Dr. Kaushal Nanavati. Dr. Kaushal Nanavati – great job. Dr. Kaushal Nanavati is the poster child for what a physician should be! Dr. Kaushal Nanavati is the best, supportive, and has a positive energy about him. Nothing is an inconvenience when I know I will be taken care of with Dr. Kaushal Nanavati. I feel most honored that in spite of his work load he will take adequate care of me. Dr. Kaushal Nanavati – great! Dr. Kaushal Nanavati is caring, compassionate, and thorough.

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Immune Health Services: Dr. Elizabeth Asiago-Reddy is one of the best providers I've ever seen – grateful. Dr. Elizabeth Asiago-Reddy is a true treasure to Upstate. Dr. Elizabeth Asiago-Reddy is so fast at connecting with other providers to ensure that I am getting the best treatment.

Joslin Center for Diabetes: Dr. J Kurt Concilla always tends to my needs and listens to everything I say. Dr. Kurt J Concilla – friendly, knowledgeable, and a pleasure to have as my foot doctor. Dr. Robert Izquierdo carefully read my medical history form, medication list, and past history.

Multidisciplinary Programs Can. Ctr: Dr. Michael Archer was wonderful, great bedside manner, and made me feel at ease during a very stressful time. Dr. Mashaal Dhir is a very good doctor/surgeon. Dr. Mashaal Dhir did a great job on my surgery – would recommend.

Nephrology Clinic: Dr. Ramya Bhargava is wonderful. She explained everything so I could understand and was sensitive to all my questions and needs. I am so glad I was referred to her.

Peds Neph, Rheum, Integrative Medicine: Loved Dr. Caitlin Sgarlat and will definitely recommend her to friends and family. Dr. Caitlin Sgarlat was awesome. She spoke to my child and really listened to her concerns.

Pulmonology Clinic: Extremely happy with Dr. Sumendra Joshi. He is very thorough. Dr. Sumendra Joshi – listens, does not hurry you, and seems genuinely interested in getting you as well as possible. Dr. Manju Paul is a very nice doctor. She patiently explains to me the treatments that I should follow. Thank you! Dr. Dana Savici is the best doctor I ever had in my life.

Rheumatology Clinic: Dr. Eduardo Bonilla is so wonderful! Love him! Dr. Eduardo Bonilla took time to find where he could download my x-ray disc. Dr. Hiroshi Kato is very conscientious and lets me know why we are doing things to determine a prognosis. Dr. Zainab Shahnawaz – listened, took time to set my mind at ease, and her follow up was excellent. Dr. Zainab Shahnawaz was excellent. She spoke clearly and asked me if I understood my options. Dr. Zainab Shahnawaz explained issues in a clear and comprehensive manner. She listened to me and made me feel very comfortable.

SUNY Upstate – Virtual: I could understand Dr. Robert Beach as well as he could me no problem getting connected. I felt as a patient of Dr. Robert Beach's for 13 years you are still able to receive the attention you would get in an office setting – he was very thorough as always and had time for questions. Dr. Jeffrey Bogart was knowledgeable and caring. Dr. Timothy Byler is down to earth and very compassionate, the best! Dr. Timothy Byler is terrific! It was great to talk to Dr. Lisa Lai when I couldn't get into the office to see her. I have been seeing Dr. Zahi Makhuli for 45 years. Dr. J Trussell was easy to talk to and he was very attentive. He is a wonderful physician and a wonderful person. Always a good visit with Dr. Ruth Weinstock.

Surgery – UH LL022: I had emergency surgery, was a little nervous, and Dr. Jeffrey Albright put me at ease.

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UHCC – Neurology: Dr. Anuradha Duleep has a very caring way about her – never feel rushed in an appointment. She always gives us her undivided attention and listens to us. Always a good appointment with her. Dr. Anuradha Duleep is a wonderful physician – brilliant, knowledgeable, approachable, understanding, supportive and compassionate. Dr. Hesham Masoud – informative and kind. Dr. Dragos Mihaila knew my case and knew what to do to remedy the situation. Dr. Dragos Mihaila is well versed in the treatment of Parkinson’s Disease and applies that knowledge remarkably well to benefit his patients. Dr. Awss Zidan was very caring and understanding.

University Cardiology: Dr. Robert Carhart – amazing and always gives 100%! My high regards to Dr. Robert Carhart.

University Center for Vision Care: Dr. Samuel Alpert – helpful and friendly. Dr. Robert Fechtner is an outstanding doctor. He listens carefully, explains thoroughly, and clearly has a lot of experience and knowledge that he brings to each visit. Dr. Robert Fechtner makes me look forward to visits, even surgical procedures. Dr. Robert Swan is by far the best eye doctor I have ever had. Dr. Robert Swan is the first doctor to understand and acknowledge my symptoms. I am so grateful for his professionalism as well as compassion. I truly appreciate all he has done for me. Dr. Robert Swan – helpful and personable. I really enjoyed meeting with Dr. Robert Swan. He strikes me as very good and engaging.

University Internists: Dr. Amit Dhamoon is an outstanding medical provider, great listener, and always a great communicator. Dr. Vincent Frechette is very knowledgeable. Dr. Vincent Frechette is an excellent doctor who also excels at communication. Dr. Timothy Izant shares medical advice with clarity and compassion. I trust his wisdom. I had a wonderful experience with Dr. Barbara Krenzer. She is a wonderful physician and I have enjoyed having her for close to 40 years. Dr. Barbara Krenzer has always been very good with me. I would certainly recommend her to any of my friends. I have so much respect for her and I will never forget how good she was with my care. Dr. Sarah Lappin has a very good way of treating me every time I see her. She talks “with” me and not “to” me. I always recommend her service. Dr. Sarah Lappin – calming and concerned. Dr. Sarah Lappin is my favorite doctor. She has a warm and friendly presence, is always upbeat and smiling, and is genuine when she is concerned about you. She is also very knowledgeable and you can count on what she says as being accurate. She is just a wonderful doctor all the way around.

Upstate Urology: Dr. Stephen Blakely – comforting, took his time, never rushed, and listened to all my concerns. Dr. Joseph Jacob explained the situation and the potential approach to the treatment of my problem. He was also very responsive to my questions and answered clearly and succinctly. Dr. Joseph Jacob – intelligent, professional, put me at ease. Dr. Joseph Jacob – treats me well, warm, compassionate, genuine, and carries a deep sense of empathy. Dr. Joseph Jacob – great demeanor. Dr. Joseph Jacob – competent and professional. I feel very fortunate to be a patient of Dr. Dmitriy Nikolavsky. He has been attentive and helped immensely with my issues. I believe he is the best possible choice I could have made. I would recommend him unconditionally and without any reservations. Dr. Dmitriy Nikolavsky – great!

Thanks for all you do,

Amy

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Face Shields and Eye Protection: What to wear?

To best protect our staff and meet Department of Health mandates for preventing primary COVID exposures, eye protection will be required. **Upstate will provide you with approved eye protection.** This document will provide a review of the types of eye / facial protection that are available. As a general statement, better coverage is better protection. The image to the right demonstrates clinician exposure when exposed to a cough.



April 3, 2020 N Engl J Med 2020; 382:1957-1958
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Not all work environments are the same. Using the protective barrier that provides the greatest coverage while not interfering with safe delivery of care is the safest practice. **All of the materials presented below do meet standards for eye protection. If any of the below are worn with a face mask, COVID positive contacts are NOT considered a primary exposure.**



The Face Shield: This large protective surface provides excellent coverage. Foam padding is available and **STRONGLY** suggested. Extended wear without foam will cause discomfort. The mask issued to you is yours. Use a permanent marker to discretely label with your name. Appropriately decorating/personalizing these is acceptable.

For routine use, the face shield will not need to be cleaned between patient encounters, unless that patient is on isolation (any type). These also tend to be more immune to fogging, though may pose a challenge during a sterile procedure as lower portion of the shield may contact sterile gown. Use of a surgical mask with a built-in face shield would be appropriate for those situations. Face shields are the only approved choice for aerosol generating procedures.

Goggles, Safety Glasses, & Eye Shields: All are available. Early in our COVID experience, staff on COVID dedicated units bore the marks of extended wear of goggles. The lighter eye shields may be the most comfortable option, though the smaller area of coverage and open area above the eyes do not offer as great a level of protection as the larger face shields or closed goggle options.

Cleaning: PDI Sani-wipe and other ammonium-based cleaners are appropriate to use. Wipe thoroughly and let remain wet for a minimum of 2 minutes, then let air dry. It is appropriate to wipe with a soft, damp paper towel following drying to remove any residual streaks.

Chlorine bleach-based wipes should be used if **Contact+** precautions are indicated (*clostridium difficile*). In this case ensure face shield remains wet for a minimum of 3 minutes. Then allowing to air dry. It is appropriate to wipe with a soft, water dampened paper towel following drying to remove any residual streaks and remove residual chlorine.

Administration, Employee Health, Infection Prevention, Supply Chain and your leadership ALL understand that this is yet an additional thing to manage. Collectively, we recognize and deeply respect the efforts and adaptability that all staff have demonstrated. We thank you for your engagement and willingness to protect your peers and our patients.



**PLEASE WEAR A MASK
WHEN ANY STAFF
MEMBERS ARE
IN THE ROOM.**



UPSTATE
UNIVERSITY HOSPITAL

LET'S WORK TOGETHER.

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UPSTATE
HEALTH SYSTEM

LET'S WORK TOGETHER.

CDI Tip of the Month – *SHOCKTOBER*

Applies to all providers

Physical Exam Findings of Shock

Consistent with evidence of hypoperfusion

Hypotension	Gray or pale skin	Urine output <30cc/hr
Encephalopathy	Delayed cap refill	Irregular respiration
Cool or clammy skin	Weak, rapid pulse	Perioral cyanosis

Low blood pressure should not be a prerequisite for defining shock: patients can compensate through vasoconstriction. Also, review lab results for lactic acidosis.

Conditions Associated with Shock

The cause, or etiology, of shock must always be defined and discussed.

Sepsis	Septic Shock
Acute MI/Post Cardiac Arrest	Cardiogenic Shock
Trauma	Traumatic Shock
Volume Depletion	Hypovolemic Shock
Hemorrhage/Blood Loss	Hemorrhagic Shock
Allergic Reaction	Anaphylactic Shock
Spinal Cord/Brain Injury	Spinal/Neurogenic Shock

Review documentation of hypotension, taking into consideration any additional signs of hypoperfusion and whether they are associated with any of the above conditions.

Shock Treatment

Treatment varies based on the etiology and type of shock you are treating please document what you are treating with your treatment.

IV fluid resuscitation	Vasopressors	Inotropes
Transfusions	Volume Expanders	Antibiotics
Positioning	Trauma/MAST Pants	IABP

Examples

Severe sepsis with septic shock due to gram negative pneumonia
Cardiogenic shock due to demand ischemia secondary to sepsis
Hemorrhagic shock due to acute blood loss secondary to GI bleed
Hypovolemic shock due to dehydration secondary to DKA

CDI Hotline – 464-5455

for help with anything
documentation related