

# 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 31, 2019

## Behavioral Restraints

Applies to All Providers

Face-to-face reassessment of necessity for behavioral restraints must be documented by the physician **within an hour of placement**. In addition to documentation of the time of the encounter, the elements required in face-to-face documentation include:

- Patient's immediate situation (event):
- Patient's reaction to the intervention:
- Patient's medical and behavioral condition (diagnosis):
- Plan (need to continue or terminate restraint for seclusion):

EPIC has built a note containing each of the elements required for compliant face-to-face documentation. Use

•PostrestraintF2F to access the note template.

## Voice Recognition Software Update

Applies to All Providers

There has been progress in acquisition of voice recognition software. Upstate and Nuance have agreed on terms for the acquisition of Dragon software and a contract signed by both parties has been forwarded to the Attorney General's (AG) office in Albany for review. The AG review is expected to take six weeks or more. After approval by the AG, the contract will be sent to the Office of State Comptroller (OSC) for a final review, which can take several weeks.

## Clinical Documentation Improvement

Applies to All Providers

Your monthly tip from Dr. Emily Albert and Dr. Ali Khan, Co-Directors, Clinical Documentation Improvement...

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 responses.

## Outstanding Physician Comments

Applies to All Providers

Passage from letter sent to Dr. Mantosh Dewan, President, Upstate Medical University...



*I've been a patient at Upstate Medical Hospital for the last few months. I recently had surgery at your hospital while under the care of **Dr. Oleg Shapiro** and your Urology Department. I wanted you to know that I've received the utmost care from **Dr. Oleg Shapiro** and all of your nurses, aides and staff. Also, a special thanks to **Dr. Moustafa Hassan** and **Dr. Alon Tatsas**. I've been truly blessed to have their help. The professionalism, medical skill and care at your hospital are definitely in a league of their own.*

**ALERT —**  
**ADVISORY —**  
**UPDATE —**

IMMEDIATE ACTION REQUIRED  
PRIORITY BUT NOT FOR IMMEDIATE ACTION  
FOR INFORMATION; UNLIKELY TO REQUIRE ACTION