

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

January 2020

Department of Medicine establishes Division of Hospital Medicine!

Applies to All Clinicians

A message from Dr. Housam Hegazy, Division Chief of Hospital Medicine...

The Department of Medicine established the Division of Hospital Medicine on December 20, 2019 as its 12th division covering both the Community and Downtown campuses. Our division's mission is to improve the health status of the communities we serve by providing the best medical care for every hospitalized patient and advancing hospital medicine through education and research. We strive to provide our patients with high-quality, evidence-based care that is safe, innovative, effective, efficient, equitable, and most importantly, patient and family-centered. Our division plays an integral role in providing efficient care through the involvement in many of the hospital's operations. One of the essential parts of our mission is to shape future medical professionals through education. Our hospitalists are the primary educators on the inpatient medicine services. We provide training, mentorship, and supervision for different learners, including our College of Medicine students and Internal Medicine and Family Practice residents.

Behavioral Restraints

Applies to All Clinicians



As a reminder, Upstate was cited by DNV in August 2019 for lack of documentation of one-hour face-to-face assessments after behavioral restraint placement. Great news...through your hard work our compliance for the month of January to date is **100%** for documentation of the face-to-face evaluations! Thank you for your work!

As a reminder, face-to-face reassessment of necessity for behavioral restraints must be documented by the physician within an hour of placement.

In addition to documenting the time of the encounter, the elements required for 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.

ALERT —
ADVISORY —
UPDATE —

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

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Reporting Allegations of Patient Abuse or Neglect

Applies to All Clinicians

A message from Mark Kearsing, Manager, Patient Relations Department...

Please help us maintain a safe healing environment. If an allegation of patient abuse or neglect is ever reported to you, or if you witness any such conduct, please take the following actions right away:

- **Contact the Administrative Nursing Supervisor / Administrator On-Call:**
 - Administrative Nursing Supervisor - Downtown Campus (315-464-6158)
 - Administrative Nursing Supervisor - Community Campus (315-492-5803)
 - Administrator On-Call (please refer to Amion or contact the hospital operator)
- **Create an occurrence report using the Safety Alert System (Safety Intelligence); and**
- **Contact Risk Management (315-464-6166 and/or Patient Relations (315-464-2271)**

Clinical Documentation Improvement

Applies to All Clinicians

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

Mortality Risk Adjustment Matters – Every patient counts when it comes to mortality scores.

Upstate's Hospital Officer Leadership Team (HOLT) has made reduction of unexpected mortality one of the three Hospital Quality Goals for 2020 and will continue using Vizient as the benchmark tool to assess our progress. Upstate Clinical Documentation Improvement (CDI) specialists risk adjust each patient using Vizient Mortality Risk Models and can help you make sure you have complete documentation to ensure accurate mortality scores. Stay tuned for more tips!

Please call the CDI Hotline with questions at 315-464-5455. Thank you to all providers for your strong work in improving documentation!

Outstanding Physician Comments

Applies to All Clinicians

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

Family Medicine: Dr. Kaushal Nanavati is a class act all the way!

Multi-Disciplinary Programs Cancer Center: Dr. Jason Wallen is beyond excellent!

Pediatric Multi-Specialty Clinic: Dr. Christopher Fortner – very professional and nice!

University Internists: Dr. Sarah Lappin is better than a 10!

Urology: Dr. Natasha Ginzburg – superb care and attention, patience, compassion, reliably professional and accommodating.



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