

# CMO REPORT

FROM THE DESK OF

Amy Tucker, MD, MHCM, Interim 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

December 2018

Applies to All Physicians

## Leapfrog Scores

### A message from Dr. Hans Cassagnol, Chief Quality Officer...

Kudos to all!!! The “ship is finally making the turn...” Over the past three years you have all been relentlessly working to improve Upstate’s performance metrics. While it seemed we were making little to no progress, your actions were in fact, correcting our ship’s direction. Please look at the fruits of your efforts! In most of the indicators we report on, the performance of Upstate has improved. The Leapfrog scores are just one example of the progress our team is making to drive improvement.



Campus	Leapfrog Grade Fall 2015	Leapfrog Grade Fall 2018
Downtown	F	C
Community	F	B

We realize it is a slow moving ship, but it is turning and as facilitators / leaders of change, you are all responsible for that progress!! Please take a few minutes to celebrate as we look ahead to tomorrow’s challenges.

Thank you all for everything you do for our patients and for each other! What a great team!!

## 2018 Vizient Quality & Accountability Star Report Applies to All Physicians

### A message from Jim Legault, Director of Clinical Practice Analysis & Support...

Upstate received its annual Quality and Accountability Star Report in early October. The report is a reflection of performance at both the downtown and community campuses in aggregate. In the scorecard, our hospital was compared against other Comprehensive Academic Medical Centers throughout the country that are part of Vizient. This peer group includes 99 hospitals. Upstate University Hospital was ranked 91 out of 99 and achieved a 1 star rating out of a possible 5 stars.

Here is how Upstate performed in each of the six domains that make up the scorecard:

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

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

# CMO REPORT

FROM THE DESK OF

Amy Tucker, MD, MHCM, Interim 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

## December 2018



- Mortality: ranked 98/99 (weighted 25%) – includes observed to expected ratio
- Efficiency: ranked 72/99 (weighted 10%) – includes length of stay and direct cost
- Safety: ranked 84/99 (weighted 25%) – includes patient safety indicators, infection rates, VTE core measure and total hip and knee complication rates
- Effectiveness: ranked 67/99 (weighted 20%) – includes readmission rates, excess days, and ED core measures
- Patient Centeredness: ranked 86/99 (weighted 15%) – includes nine HCAHPS domains
- Equity: ranked 52/99 (weighted 5%) – includes ED core measure outcomes based on gender, race and socioeconomic status

Upstate requires each of you to help us improve our score in these measures. Here are the key initiatives each of you can do:

- Documenting appropriately to support the care you are providing
- Administering the correct prophylaxis at the correct times
- Removing lines, drains and airways timely
- Making personal connections with your patients and families including active listening

Overall, be the person you would want caring for your family!

**Congratulations to Dr. Ruth Weinstock - recipient of the Samuel Eichold II Memorial Award for Contributions in Diabetes** *Applies to All Physicians*

**A message from Dr. Julio Licinio, Dean, College of Medicine...**



The Board of Regents of the American College of Physicians has voted to select Dr. Ruth Weinstock as the 2018-2019 recipient of the Samuel Eichold II Memorial Award for Contributions in Diabetes. This award was established in 2008 in honor of the late Dr. Samuel Eichold II, whose lifelong passion was diabetes. The award is given to a member of the American College of Physicians or to an organization that has made important health care delivery innovations for diabetic patients resulting in improved clinical or economic outcomes; or a member of the ACP who has conducted research that significantly improves quality of care or clinical management of diabetes.

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

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

# CMO REPORT

FROM THE DESK OF

Amy Tucker, MD, MHCM, Interim 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

December 2018

Ruth's award will be presented on Thursday, April 11, 2019 at the Convocation Ceremony during ACP's Internal Medicine Meeting 2019 in Philadelphia, Pennsylvania. The ceremony will be held at 6:00 pm in the Pennsylvania Convention Center. If you plan to be at the ACP meeting, please join Ruth in Philadelphia at the time of her award presentation.

In the name of our institution, I would like to extend congratulations to Dr. Ruth Weinstock on this great achievement and exemplary career.

Please send your notes of congratulations directly to Ruth, at [WeinstoR@upstate.edu](mailto:WeinstoR@upstate.edu).

## Clinical Documentation Improvement (CDI) Monthly Tip: Documenting Anemia

Applies to All Physicians

### Your monthly tip from Dr. Emily Albert & Dr. Ali Khan, Co-Directors, Clinical Documentation Improvement (CDI)...

Documenting Anemia, especially Acute Blood Loss Anemia if present, **impacts quality, performance metrics, revenue and pay for performance and our hospital's and physicians' reputations with Vizient standings**. Some sources say **about a 20% drop in the Hgb is valid, but patients with chronic anemia or other comorbidities/risk factors may still have acute blood loss anemia even with smaller drops in H/H**. Acute blood loss, expected or not, is NOT necessarily a complication. Documenting "complication" changes the code to a quality tracking code.

**What is most important for documenting** any type of Anemia, especially acute blood loss anemia, are the following:

- Pre-surgery or **baseline** H/H (if known), and **post-surgery** or medically induced acute blood loss anemia **H/H values**.
- **Acute or Chronic or Acute on Chronic modifiers**
- **Due to** (cancer, chemo, sepsis or infection, nutritional, GI bleeding, liver disease, etc).
- **Treatments** could include: Monitoring CBC, iron supplements, and/or transfusions.
- Transfusions are not necessary to document Acute Blood Loss Anemia.

Documenting acute blood loss anemia on every patient, even people that do not meet the anemia standards, leads to unnecessary CDI queries, inaccurate coding, insurance denials and an inaccurate presentation of a patient's health status.

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

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



# CMO REPORT

FROM THE DESK OF

Amy Tucker, MD, MHCM, Interim 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

December 2018

## Results Release to Patients

Applies to All Physicians

### A message from Dr. Neal Seidberg, Chief Medical Information Officer...

Test results are released to patients after the result is finalized. Although we have tried to keep the release times consistent, there is some variation depending on where the patient was when the order for the test was placed. There are three area types that affect release timing: Ambulatory, Inpatient (after discharge) and Hospital Outpatient Department (HOD). HODs are ambulatory areas but are set up like inpatient areas because of some of the functions they do. There are a limited number of these areas (example: the infusion centers). For each type, the release times are governed by meaningful use requirements.

#### Current release schedules (after a result is finalized)

	Lab results	Radiology/Pathology
Ambulatory Orders	2 days	7 days
HOD	24 hours	7 days
Inpatient Orders	24 hours	24 hours

#### Prevent release for sensitive results

Once a result is finalized, you can block the release from occurring until you have had a chance to talk to your patient. To do so, review the result notification in your inbox and, while there, click the "Web Unrel" button.



If you are going on vacation, make sure you grant access to someone in your practice to act on your inbox.

#### Future Changes

The next set of meaningful use requirements are being finalized. Indications are that all results will have to be released at 24 hours from being finalized.

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

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

# CMO REPORT

FROM THE DESK OF

Amy Tucker, MD, MHCM, Interim 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

**December 2018**

## **Hospital Accreditation: Providers Readiness Training / Review**

*Applies to All Physicians*

### **A message from Joyce Mackessy, Associate Administrator for Patient Support/Regulatory & Accreditation...**

Every three years we are reaccredited by the Centers for Medicare and Medicaid Services (CMS). In 2019, DNV GL will be charged with doing our CMS accreditation survey for our hospital reaccreditation. The hospital accreditation surveys are always unannounced but we expect the survey will likely be between August and early October.

In preparation for the survey, medical service groups who would like to have a department review of the accreditation standards can call 315-464-4253 and schedule when they would like to have a presentation provided for their staff before August 2019. This can be done as part of any department staff meeting or PowerPoint slides can be provided for distribution that review key standards providers should be aware of in advance of this survey.

## **Loan Repayment Programs**

*Applies to All Physicians*

### **A message from Cindy Jaconski, Health System Program Coordinator, Health System Grants...**

Did you know that working at Upstate allows you to potentially qualify for several, student loan repayment programs? These programs also assist with recruitment and retention of clinicians. Current loan repayment programs include:

#### **National Health Service Corps (NHSC) Loan Repayment Program:**

- Upstate's Adult Medicine, Dental and Child and Adult Psychiatry Clinics have the NHSC designation. Primary care medical, dental and mental/behavioral health clinicians who work at these clinics can apply to receive up to \$50,000 to repay their student loans in exchange for a two-year commitment.
- Eligible disciplines are: physicians, nurse practitioners, physician assistants, certified nurse-midwives, dentists, dental hygienists, psychiatrists, health service psychologists, licensed clinical social workers, psychiatric nurse specialists, marriage and family therapists, and licensed professional counselors.
- This year only one Upstate clinician applied for this program and they received an award.
- The NHSC application opens in January 2019. More information on the application process and qualifications can be found at: <https://nhsc.hrsa.gov/loanrepayment/loanrepaymentprogram.html>

#### **Doctors Across New York Physician (DANY) Loan Repayment Program**

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

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

# CMO REPORT

FROM THE DESK OF

Amy Tucker, MD, MHCM, Interim 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

December 2018

- Physicians can apply for \$40,000 per year for three years for loan repayment who agree to work in an underserved area during the three-year period.
- This year Upstate had two physicians receive a DANY award.
- The DANY application is usually released in May. More information can be found at:  
[https://www.health.ny.gov/professionals/doctors/graduate\\_medical\\_education/doctors\\_across\\_ny](https://www.health.ny.gov/professionals/doctors/graduate_medical_education/doctors_across_ny)

## Syphilis Testing with Reverse Algorithm

Applies to All Physicians

### A message from Dr. Katalin Banki, Medical Director of Pathology Laboratory...

Effective December 13, 2018, the Upstate Clinical Laboratory began using a reverse algorithm for the serologic diagnosis of syphilis. The algorithm follows the recommendation of the CDC (<https://www.cdc.gov/std/tg2015/syphilis.htm>).

Advantages:

- Most results will be available 7 days a week.
- Untreated late/latent syphilis, early infection, and past, successfully treated infection will be detected.

In the traditional, forward algorithm, only active infection is diagnosed. Testing starts with Rapid Plasma Reagin that detects anticardiolipin antibodies produced during active infection. If this is negative, no further testing is done.

In the reverse algorithm, the first test is the **Syphilis IgG/IgM screen**, an automated, highly sensitive, electrochemiluminescence immunoassay by Roche that detects IgG/IgM antibodies against syphilis. A reactive result is suggestive of current or past exposure to syphilis. Studies show that false positive results are <0.5%.

Reactive samples are reflexed to **Rapid Plasma Reagin** (SureVue® RPR; by iNOVA Diagnostics). Reactive RPR indicates syphilis infection. RPR titer is performed to measure disease activity and allow for monitoring of treatment. An RPR titer  $\geq 1:8$  is consistent with current infection. A titer of  $<1:8$  is consistent with either current or past infection.

Non-reactive RPR samples are reflexed to the **Treponemal Antibody Test** (T. pallidum particle agglutination, TP-PA; by Fujirebio). This is a manual, semi-quantitative test detecting agglutination of the T. pallidum extract by serum antibodies. A non-reactive TP-PA test suggests a probable false-positive Syphilis IgG/IgM screen, but if the patient is at risk for recent exposure, retesting in 1 month is recommended. A reactive result indicates either: a) past, treated syphilis, b) early infection, c) late/latent syphilis in patients without a history of treatment.

**Diagnosis of Syphilis:**

Order Syphilis IgG/IgM screen with reflex.

**Monitoring:**

RPR-positive patients should be monitored with RPR to assess response to therapy. This test is available separately.

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

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

# CMO REPORT

FROM THE DESK OF

Amy Tucker, MD, MHCM, Interim 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

December 2018

Syphilis IgG/IgM Ab screen and TP-PA remain reactive after treatment and shouldn't be repeated. These tests cannot be ordered separately.

Performance:

Syphilis IgG/IgM screen:

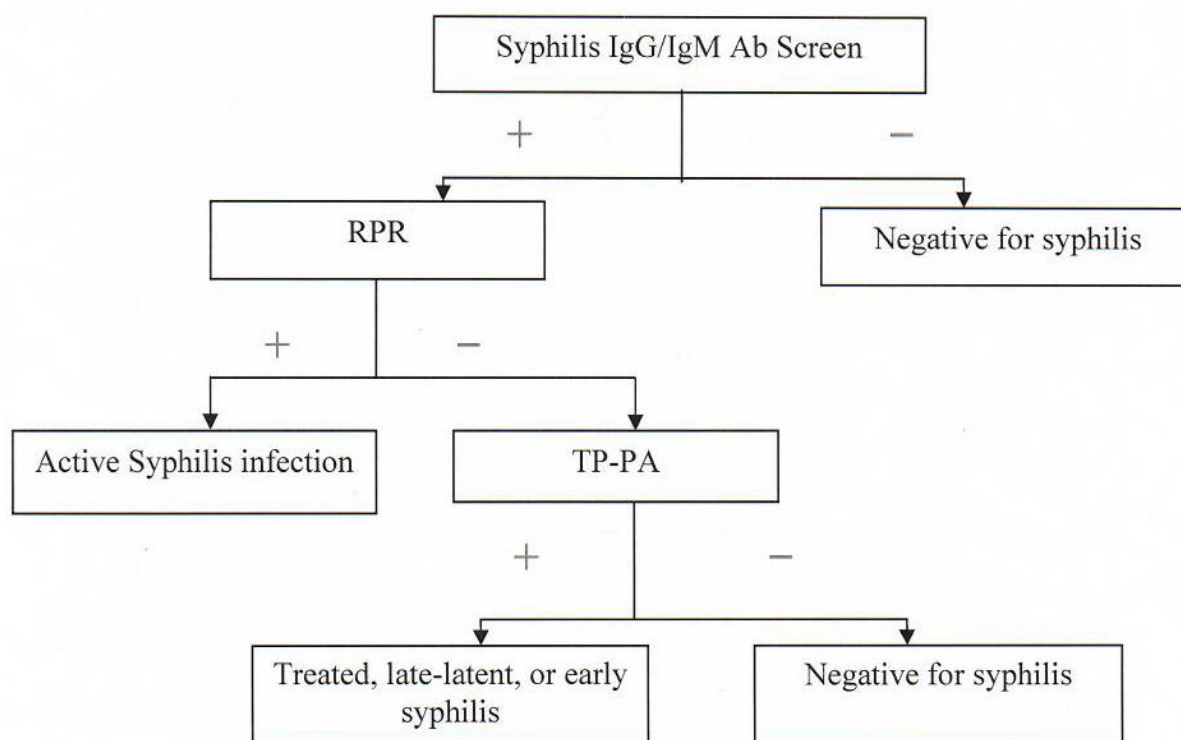
24/7

RPR:

Once a day, 7 days

Treponemal Antibody:

Monday through Friday



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

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



# CMO REPORT

FROM THE DESK OF

Amy Tucker, MD, MHCM, Interim 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

December 2018

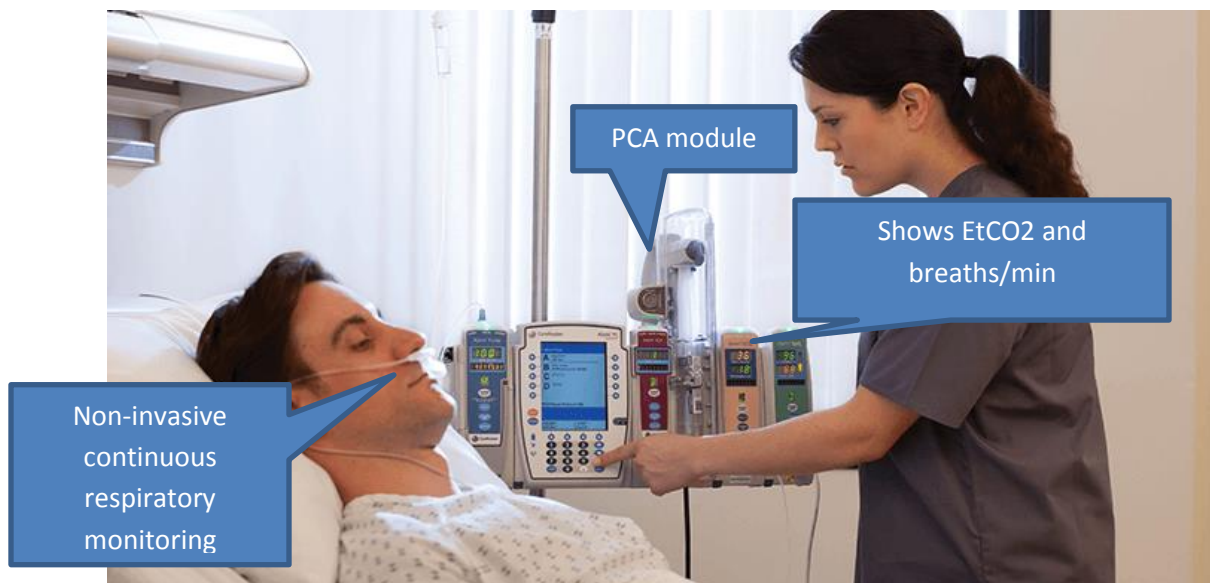
## Alaris Pump with New End Title CO2 Monitoring Applies to All Physicians

A message from Susan Mulcahey, MS, RN; Clinical Educator, Organizational Training & Development...

Effective Dec 4, 2018 **ADULT** patients on patient or nurse controlled analgesia (PCA/NCA) have End title CO2 (EtCO2) monitoring while receiving pain analgesia

- PCA/NCA will be a new addition to the Alaris IV pumps. This will allow non-invasive capnography monitoring. All adults (including ICU) will be on the Alaris EtCO2 monitor if they have a PCA.
- The PCA turns off only if no breath is detected or ETCO2 is out of range (**RN's will notify provider**)
- Ordering PCA's will look no different in EPIC
- Peds and hospice/palliative care will be excluded from EtCO2 monitoring
- Continuous drips will be on the previously used CADD pump.

**This technology adds an additional layer of protection at the point-of-care that pauses a PCA infusion if a patient falls below the hospital defined respiratory limits.**



### Alarm Settings:

	High	Low
EtCO2	60	10
Respiratory Rate	35	7

Refer to Policy CM V-07 and PROC CM V-07C

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

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



# CMO REPORT

FROM THE DESK OF

Amy Tucker, MD, MHCM, Interim 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

December 2018

## Outstanding Physician Comments

Applies to All Physicians

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

**Adult Hematology Oncology:** I am really glad **Dr. Amishi Desai** is caring for me as I can tell that she really cares. **Dr. Stephen Graziano** – thank you!

**Adult ED:** **Dr. William Paolo** was great, listened to my concerns, and discussed a treatment plan with me in addition to what type of follow-up care I would need.

**Adult Medicine:** **Dr. Monica Morgan** has been great to me. I have been doctoring with the Farah family for over 20 years and I am very pleased with **Dr. Fuad Salim Farah**, **Dr. Ramsay-Sami Farah**, and **Dr. Joyce Farah**.

**Breast Care Center:** I felt very comfortable with **Dr. Jayne Charlamb**. She was very thorough and answered any questions we had. I liked **Dr. Jesse Gutnick** very much. **Dr. Prashant Upadhyaya** is fabulous, so professional and has excellent bedside manner.

**Center for Behavior, Development and Genetics:** **Dr. Nienke Dosa** is amazing! **Dr. Nienke Dosa** is so great with us and our son. She always makes sure we understand and are comfortable with her thoughts, plans, and care.

**Endoscopy:** **Dr. Ajoy Roy** – kind, respectful, and funny.

**ENT at Community:** I have always had good experiences with **Dr. Brian Nicholas**. A+ for **Dr. Brian Nicholas**!

**Family Medicine:** **Dr. Kaushal Nanavati** provided a tremendous degree of confidence for understanding my issues and treatment. **Dr. Kaushal Nanavati** provided excellent care and understanding of my issues. **Dr. Kaushal Nanavati** is a heaven sent. I am very thankful to have him as my provider. **Dr. Kaushal Nanavati** is amazingly attentive, compassionate and caring. **Dr. Kaushal Nanavati** is by far the best doctor I have ever had. **Dr. Clyde Satterly** is truly an amazing guy. I appreciate all that he has done for me and my family. **Dr. Clyde Satterly** listens to me and you can see that he really cares and wants to help.

**Family Medicine at Community:** I continue to be impressed with **Dr. Heather Finn's** kind, compassionate and thorough care. **Dr. Heather Finn** and I discuss my conditions in such a way that I feel we are working together to address both my physical and mental conditions. **Dr. Heather Finn** is very thorough. I feel fortunate to have her as my doctor. I really like **Dr. James Greenwald**. I feel he really listens to me and my health concerns. He takes the time to answer my questions with information and detail I can understand. I really like **Dr. James Greenwald**! **Dr. James Greenwald** likes being a physician and his words and actions show this. **Dr. James Greenwald** is superb! **Dr. James Greenwald's** demeanor is one of excellence.



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

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

# CMO REPORT

FROM THE DESK OF

**Amy Tucker, MD, MHCM**, Interim 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

December 2018



**Joslin Center for Diabetes:** **Dr. Ruban Dhaliwal** – kind and competent. **Dr. Ruban Dhaliwal** is the best! Personable, professional, and a good listener. **Dr. Rachel Hopkins** listened intently and explained a new medication when I asked her about it. Great experience. **Dr. Rachel Hopkins** is awesome! **Dr. Rachel Hopkins** is excellent and I look forward to my appointments. It was a dream to work with **Dr. Roberto Izquierdo**! **Dr. Roberto Izquierdo** is always consistent with his performance and demeanor. I feel that **Dr. Beth anne Piper** is extremely thorough, always listens and is very helpful with my treatment. Very good experience with **Dr. Beth anne Piper**. **Dr. Beth anne Piper** was pleasant and professional during my visit. **Dr. Ruth Weinstock** is amazingly knowledgeable and gives me the best advice as to a care plan.

**Medicine Subspecialties:** **Dr. Eduardo Bonilla** is a marvelous doctor and human being. He is caring and knowledgeable. He knows me as a person and not just a patient with a condition. Both my husband and I, were very pleased with **Dr. Eduardo Bonilla**. He explained everything to us and listened to what I had to say. **Dr. Eduardo Bonilla** – I would never consider seeing anyone else for my condition. He is fabulous! **Dr. William Elliott** seemed interested in my well-being. **Dr. Hiroshi Kato** – very caring, personable and patient. **Dr. Hom Neupane** is always very helpful and listens to my needs. I have a lot of confidence in **Dr. Andras Perl**. **Dr. Andras Perl** is the finest doctor I know. He is very knowledgeable and kind. **Dr. Sheetal Rayancha** was very clear, caring, informative and professional. **Dr. Birendra Sah** seems very focused when he is with me, very interested in my health and condition. I can't praise him enough for his professionalism and his caring manner. I only see **Dr. Birendra Sah** once a year, but it is a memorable and pleasant time. I learn more about my health, both physical and mental, each time I am with him. **Dr. Dana Savici** listens very well and I am very confident in her ability. **Dr. Jianghong Yu** spends as much time with me as I need and always asks me lots of questions about my health and if I have any concerns or needs. I feel that I am in excellent hands with **Dr. Jianghong Yu**. I am looking forward to my next visit with **Dr. Jianghong Yu**.

**Multidisciplinary Programs – Cancer Center:** Loved **Dr. Gloria Morris**. She really listened and talked about my concerns, spent a lot of time with me, and was very thorough!! **Dr. Gloria Morris** – very pleasant, took her time explaining things and answered questions in understandable terms.

**Pediatric Multispecialty Clinic:** **Dr. Zafer Soultan** is an excellent pulmonologist! **Dr. Zafer Soultan** is an excellent provider to my son, always talks about any issues and the current medication and treatment.

**Pediatric Surgery:** **Dr. Tamer Ahmed**, from day one, has been nothing but excellent!! Amazing bedside manner and very attentive and thorough. **Dr. Tamer Ahmed** always listens carefully and takes his time. We never feel rushed or uncared for!

**Pediatric Urology:** **Dr. Matthew Mason** was great. He found what was wrong with our son and his treatment plan worked well. We are very pleased with the care our son received. **Dr. Matthew Mason** was fabulous to work with correcting our sons issue. He did a fantastic job and reassured us that he was going to do his very best to correct the issue that we were referred to him for. Excellent about listening to all of our questions and concerns regarding the care of our son. **Dr. Jonathan Riddell** made my son feel so important. He gained my son's trust and made him feel

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

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

# CMO REPORT

FROM THE DESK OF

**Amy Tucker, MD, MHCM**, Interim 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

## December 2018

comfortable. He found several common interests with my son and made the visit a very positive experience. **Dr. Jonathan Riddell** is an amazing urologist, has wonderful bedside manner and is top notch. I highly recommend him all the time. **Dr. Jonathan Riddell** gave us 100% full attention, great explanations and most of all, made my son feel better about the surgery. So glad we made this appointment with him.

**Regional Perinatal Center:** **Dr. John Folk** – thank you for listening to me, caring about my fears and wishes, and making the entire experience a much easier one. I am eternally grateful! **Dr. Robert Silverman** – absolutely wonderful! **Dr. Robert Silverman** was wonderful and sensitive.

**Surgery - UH:** **Dr. Michael Costanza** – understanding. I am HIGHLY likely to recommend **Dr. Michael Costanza**. **Dr. Vivian Gahtan** – very informative.

**Surgery – UH LL022:** **Dr. Moustafa Hassan** was very pleasant, kind and reassuring. **Dr. Moustafa Hassan** was encouraging. I am very grateful for him.

**The Surgery Center – CG:** **Dr. Kristine Keeney** - wonderful communication skills that are clear and takes excellent care of my physical needs. **Dr. Kristine Keeney** – very good!

**UHCC - Neurology:** Visiting **Dr. Deborah Bradshaw** is always an amazing experience! **Dr. Ahmed El Dokla** is a very knowledgeable and kind doctor. I am so happy to have him as my new neurologist. He was able to give me a diagnosis of my condition and I am very blessed to finally have a name for it. **Dr. Anuradha Duleep** should be commended not only for her medical expertise but also the care and concern she shows for her patients. She is truly an amazing physician! **Dr. Anuradha Duleep** is an amazing doctor. Not only did she explain the medical aspect of my diagnosis, she also demonstrated great care for me as a human being. **Dr. Burk Jubelt** – thorough and compassionate. **Dr. Melissa Ko** was great and I would definitely request her in the future, and recommend her to others! **Dr. Melissa Ko** was very professional and dressed professional. **Dr. Luis Mejico** is a caring, knowledgeable, kind man who likes to smile. **Dr. Luis Mejico** is an excellent and top notch Neurologist and headache specialist. I have been seeing him for years and have all great things to say about him. I appreciate him very much. I already have recommended **Dr. Michael Vertino** to other people. **Dr. Michael Vertino** impresses us more every time we go there with his knowledge and for remembering me.

**University Cardiology:** **Dr. Luna Bhatta** is an outstanding physician. I have already recommended **Dr. Robert Carhart** to friends who can't thank me enough for doing so. As I do, they think he is great! **Dr. Robert Carhart** is great. So down to earth and always kind. I look forward to seeing him. **Dr. Debanik Chaudhuri** always cares, is very informative, has great bedside manner, and truly cares about patients. I am thankful I was lucky enough to get him as my cardiologist. **Dr. Amy Tucker** – impressed by my first meeting with her.

**University Center for Vision Care:** **Dr. Robert Fechtner** – I am amazed at the ability of this distinguished physician to communicate with the person trusting him for their care. **Dr. Robert Swan** was very pleasant. **Dr. Robert Swan**



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

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



# CMO REPORT

FROM THE DESK OF

Amy Tucker, MD, MHCM, Interim 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

December 2018



always takes the time to answer any and all questions. He is genuinely concerned and goes out of his way to take care of patients.

**University Geriatricians:** **Dr. Andrea Berg** was warm, compassionate, and knew my history. I cannot say enough about **Dr. Andrea Berg**. She was compassionate, knowledgeable, sensitive, professional, and caring. I highly recommend her. **Dr. Andrea Berg** – easy to talk to.

**University Internists:** **Dr. Vincent Frechette** is great. Very approachable and effective. **Dr. George Gluz** was thorough, pleasant and willing to talk everything through with me. **Dr. George Gluz** – I was pleasantly surprised with the amount of time he allowed for my visit, with the thoroughness of his exam, and his attention to detail with my records and prescriptions. **Dr.**

**Barbara Krenzer** is very personable. You have her full attention and she explains everything. **Dr. Barbara Krenzer** is so excellent; knowledgeable, listens well, up-to-date and patient-centered. She is an exemplary physician. **Dr. Barbara Krenzer** is caring, intelligent and ALWAYS listens to my needs. **Dr. Barbara Krenzer** was very instrumental in the wonderful care I received in the ER and my care at Upstate thereafter. **Dr. Sarah Lappin** is very knowledgeable and most of all caring. **Dr. Sarah Lappin** is friendly and easy-going. I was blessed to have great doctors, **Dr. Sarah Lappin** and **Dr. Karl B. Simmons**. **Dr. Suman Swarnkar** is an excellent physician. **Dr. Suman Swarnkar** is fantastic! **Dr. Suman Swarnkar** is very understanding and takes however long is needed to answer my questions. She is very concerned for her patients. **Dr. Lubna Wani** is great. She is attentive, kind, and cares a great deal. **Dr. Lubna Wani** is off the charts. She goes out of her way to make you feel relaxed and comfortable discussing any medical issues. She is always courteous and polite.

**University Pediatric & Adolescent Center:** **Dr. Elizabeth Nelsen** was great with my son, very friendly, and answered all my questions. I only go to this clinic because of **Dr. Joseph Nimeh**. I will not see anyone else for my children's care

**Upstate Pediatrics:** **Dr. Tobey Kresel** is an amazing pediatrician. We feel quite lucky having secured her as our children's primary care provider. **Dr. Ellen Schurman** is the best there is. **Dr. Ellen Schurman** is a warm, caring practitioner. She is well informed and can explain complicated medical information in a clear and meaningful manner. She speaks with my teenage children with respect and concern. I appreciate that she inquires about my children's physical, emotional and social health and takes the time to listen to their responses and make the necessary treatment decisions. I have deep respect for her as a physician. I have referred **Dr. Jaclyn Sisskind** to many of my mom friends. I believe her down to earth and motherly disposition are what sets her apart from others. She is a true treasure!!

**Upstate Urology:** I always have a good visit whenever I see **Dr. Gennady Bratslavsky**. **Dr. Gennady Bratslavsky** – great bedside manner and compassion. **Dr. Timothy Byler** is the best urologist I've had. He is knowledgeable, patient with my questions, concerned for my health, and just a very good doctor. I am very happy with the care I have received from him. **Dr. Natasha Ginzburg** – I like her a lot and her help. **Dr. Joseph Jacob** has an extremely caring attitude towards his patients and I feel blessed to be under his care. **Dr. Joseph Jacob** is wonderful and I could not be more pleased by my care. **Dr. Joseph Jacob** is one of the most caring physicians I have ever

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

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

# CMO REPORT

FROM THE DESK OF

**Amy Tucker, MD, MHCM**, Interim 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

December 2018

encountered – there should be more like him! **Dr. J Trussell** made an awkward experience (for me) very comfortable. **Dr. Zahi Makhuli** – very friendly, kind, and pleasant.

**Urology at Community Campus:** **Dr. Rakesh Khanna** is very, very thorough. I really liked Dr. Rakesh Khanna. He was very nice to me. **Dr. J Trussell** – polite, thorough, and attentive during the entire appointment. **Dr. J Trussell** is the best!! He is professional, caring, intelligent and a wonderful surgeon.

**Vascular Surgery at Community:** **Dr. Robert Carlin** really impressed me. He is not only a great physician but surgeon and true gentleman. I was honored to have him as my doctor. I would recommend him to the highest!!

**Women's Health UHCC:** **Dr. Lorena Gonzalez** was excellent to deal with both while I was in the hospital and in her office. She was patient in answering my questions and is a very compassionate doctor in my opinion. **Dr. James Greenwald** – amazing, extremely informative, showed compassion and made me laugh during a stressful time.

**4 North @ Community Campus:** **Dr. Margaret Bailey** was wonderful.

**05B:** **Dr. Timothy Byler** was very cautious about my care.

**08G:** **Dr. Jason Wallen** was fantastic! He did a great job. I am very impressed. **Dr. Jason Wallen** impressed me. His overall demeanor was wonderful. He took time to listen to me and answered all my questions. **Dr. Jason Wallen** was the best part of my stay.

**09E:** **Dr. Elena Schmidt** was very informative and concerned for my situation.

**09F:** **Dr. Lawrence Chin** saved my life!

**11E:** **Dr. Michael Galgano** – amazing!



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

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