

CMO REPORT

FROM THE DESK OF

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UPSTATE
UNIVERSITY HOSPITAL

September 8, 2020

2020 DNV-GL Hospital Accreditation Survey

Upstate University Hospital's DNV survey will be held September 9 – 11, 2020. The survey will be conducted remotely and include medical record reviews, environment of care tours, and Medical Staff review.

The surveyors will do virtual (iPad) tours of facilities by Zoom, so be sure to practice social distancing and frequent hand washing. **Remember to limit the number of people in the elevators to 3—rounding groups may need to split up to go from floor to floor.**

We expect DNV will focus their attention on how we have responded to the COVID-19 pandemic and to infection control. It is important to know the COVID-19 policy manual can be found at:

<https://upstate.ellucid.com/manuals/binder/477>.

Some providers will be scheduled to meet with DNV and could receive a Zoom invitation in advance. Others could be asked to join a session at the last minute if possible. If you are asked to join a Zoom meeting, please try to connect with video so that you are able to have a face-to-face interaction with the surveyors.

Please refer to the attached document on 2020 DNV-GL Hospital Accreditation Readiness for details.

Microsoft Outlook 360 Migration

We are excited to announce that Upstate Medical University is migrating from GroupWise to Microsoft Outlook.

Key points include:

- IMT pilot migration is scheduled on **September 14, 2020**
- Migration will be completed in waves beginning late September through November (schedule to be released soon)
- You will receive several emails two weeks prior to your scheduled transition
- All GroupWise email and GroupWise archives will be migrated, along with past calendar appointments, contacts, reminder notes and tasks
- Future calendar appointments through **December 31, 2020** will be migrated
- After migration, help / assistance / troubleshooting will be available through the Outlook Command Center

Please refer to the attached tip sheet on [Preparing for Outlook Migration](#). Also visit the [Office 365: Migration to Outlook](#) website for updates, frequently asked questions, timeline, training resources, helpful links, tip sheets and webinars. Please contact Kim Gailor, IMT Program Manager, at GailorK@upstate.edu with questions.

Thank you for all you do! ~Amy

ALERT —
ADVISORY —
UPDATE —

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

DATES: September 9 – 11, 2020

DETAILS: We will have 4 remote surveyors and 2 additional DNV observers. This will be a remote survey including medical record reviews, the usual environment of care tours and Medical Staff review.

OFF-SITE SURVEY LOCATIONS AND SCHEDULE:

Wednesday, September 9th and Thursday, September 10th

- *Hutchings Outpatient Psychiatric Clinic*
- *550 Harrison Upstate Specialty Services*
- *UHCC Women's Services*
- *Upstate Bone and Joint Lab and Outpatient Physician Therapy Clinic*

Friday, September 11th

- *Community Hospital*
- *Upstate Hematology / Oncology in Oswego*

GENERAL TIPS:

- All operating room/surgical suite personnel, including physicians and surgeons, need to be taught general safety practices for the operating rooms for fire prevention. Any fire safety issues should be reviewed monthly and procedures reviewed annually.
- Staff need to be aware of equipment that they take in and out of patient rooms and they need to know how to properly clean and disinfect this equipment between patients.

TIP: Assess if equipment (ie. computers or tablets) is being cleaned between patients for infection control and safety.

- How long should you wash your hands with soap and water?

ANSWER: See [Hand Hygiene Policy / Procedure \(IC D-01\)](#) which follows CDC guidelines. The CDC recommends vigorous rubbing together of all lathered surfaces for at least 15 – 20 seconds, following by rinsing in a flowing stream of water. If hands are visibly soiled, more time may be required.

- Staff should know what the dwell times are for Clorox wipes and PDI wipes used for unit/clinic cleaning.

ANSWER: Clorox wipes require a 3-minute dwell time before wiping dry. PDI wipes require a two-minute dwell time before wiping dry.

IMPORTANT NOTES:

- Some providers will be scheduled to meet with DNV and could receive a Zoom invitation in advance. Others could be asked to join a session at the last minute if possible. If you are asked to join a zoom meeting with DNV please try to connect so your face can be seen by the surveyors.
- We expect DNV will focus their attention on how we have responded to the COVID-19 pandemic and infection control. It is important that staff know the COVID-19 policy manual is located at: <https://upstate.ellucid.com/manuals/binder/477>
- Be aware of the CMS (1135) waivers that are in place here at UH during the pandemic. These may be terminated after the pandemic and include:
 - Audio Only Telehealth for Certain Services: allowed for the expansion of telemedicine, including some telephone (audio only) telehealth services.

- Temporary Expansion Locations: allowed for new sites not on our operating certificate to be used and to change the status of our current provider-based department locations to the extent necessary to address the needs of hospital patients as part of the state or local pandemic plan.
- Physical Environment: allowed increased flexibility for surge capacity and patient care or quarantine including non-facility space being used (e.g, Water Street testing site).
- Use of Swing Beds: allowed for patients who qualify for alternate level of care to be placed in swing bed status which does not count against our census.
- Care for Excluded Inpatient Rehabilitation Unit Patients in the Acute Care Unit of a Hospital: for COVID positive patients we were able to perform rehabilitation services on units outside of 2N.
- Sterile Compounding: allowed the use of face masks to be removed and retained in compounding areas to be re-donned and re-used during the same shift in compound area.

KEY WEB-LINKS:

- Accreditation/Regulatory Resources: <https://www.upstate.edu/ihospital/intra/accreditation/index.php>
- Safety Data Sheets: <http://www.dolphinrtk.com/frame.asp>
- Clinical Nutrition Manual: <http://www.upstate.edu/nutrition/intra/>
- Patient Handbook: <https://upstate.ellucid.com/documents/view/6577>
- Policy Management System (available even from off-site locations with internet): <https://upstate.ellucid.com/>

KEY POLICIES:

- [Patient Rights: Parents' Bill of Rights, Breast Feeding Mothers' Bill of Rights](#) (B-01)
- [Interpreter Services](#) (I-07)
- [Electronic Death Registry Sign Up for Each Campus](#)
- Autopsy Management:
 - [Post Mortem Care / Patient Expiration](#) (CM P-08 A-C)
 - [Autopsy / Post-Mortem Examination Authorization Policy](#) (A-11)
- Emergency Preparedness Expectations: Incident Command
 - [Disaster Plans](#)
 - [Emergency Recall & Staffing Plan for Credentialed Providers](#) (DIS P-09): outlines the process in which clinical staff members, such as physicians, are called upon to return to Upstate Hospital during a critical incident in which staffing levels are essential to the successful resolution to the event.
 - [Incident Command Emergency Communications Plan & Capabilities](#) (DIS J-00)
 - Emergency Codes:
 - [Emergency Medical Response Teams: Code Blue/Code White/Code C/Code Pink/EMS](#) (CM E-15)
 - Emergency Response Codes – see [DNV-GL Healthcare Survey Information Guidebook 2020](#) (page 30)
- [EMTALA](#) (E-13)
- Advance Directive:
 - [End of Life, Including DNR¹ and MOLST²](#) (CM E-17)
 - [Advance Directives, Management of](#) (CM A-25)
- Quality Policies:
 - [Quality Management System – QM.2, ISO 9001 4.4](#) (QM S-01)
 - [Patient Safety System](#) (QM S-09)
- [Event / Occurrence and Injury Reports, Patients and Visitors](#) (I-03)
- Documentation: [Rules and Regulations Medical Records](#) (MSB R-03)
- History and Physical: [Rules and Regulations Medical Records](#) (MSB R-03)
- Operative Reports Documentation: [Rules and Regulations Medical Records](#) (MSB R-03)
- [Pain Assessment and Management](#) (CM P-26)
- [Informed Consent / Refusal](#) (C-07)
- Restraints (DNV will be following up on our compliance with restraint policies this year)
 - [Restraints Standards for Non-Psychiatric Patient Care Units](#) (CM R-13)
 - [Restraint and Seclusion Standards for Inpatient Psychiatric Units](#) (PSY R-06)
- [Anesthesiology Services](#) (A-03): required pre, intra and post anesthesia documentation/sedation responsibilities

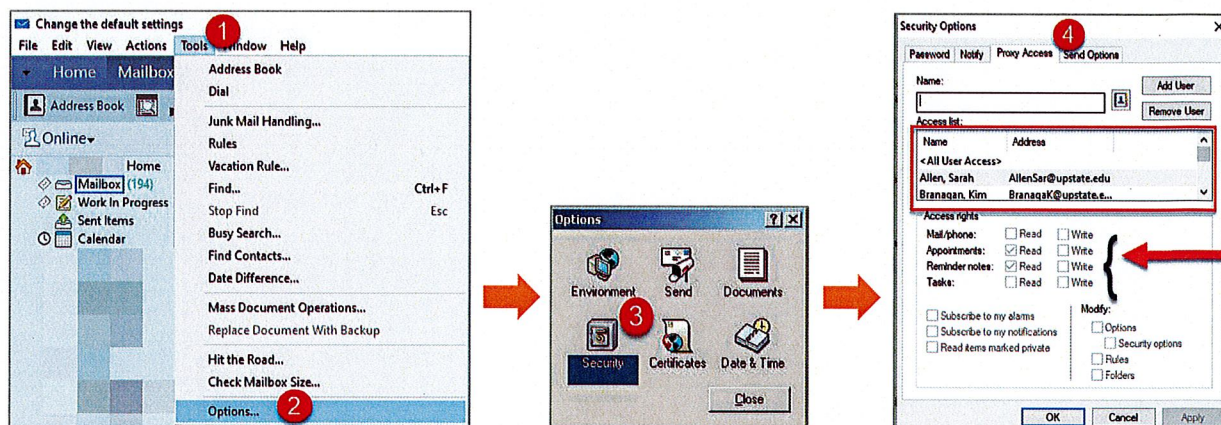
Preparing for Outlook Migration

As you prepare for your transition from GroupWise to Outlook, take the time to complete the following pre-migration tasks.

Identify who has Proxy Access in GroupWise

Proxy rights will have to be re-established in Outlook. To view Proxy rights you have granted to others, for yourself or as a Resource owner, follow the directions below:

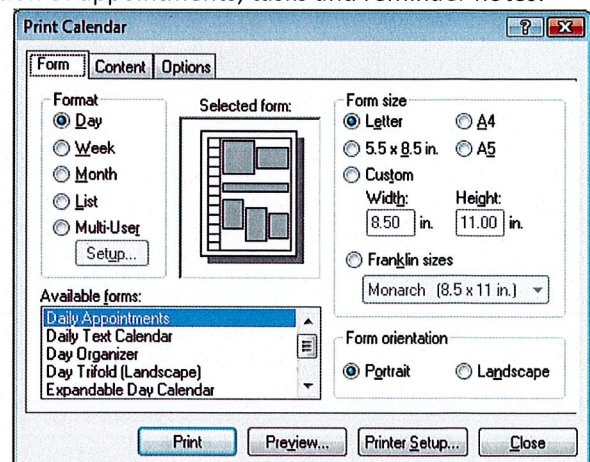
1. In GroupWise, select **Tools**.
2. Click **Options**.
3. Click **Security**.
4. In the **Security Options** window, select **Proxy Access**. For each user in the Access list, click on the name and record their Access rights. **READ** access allows the user to see those items. **WRITE** access allows the user to make changes to those items.



Save your Calendar as a pdf

Saving your calendar as a pdf file will allow you to confirm the migration of appointments, tasks and reminder notes.

1. Click **File > Print Calendar**.
2. Click a calendar format in the **Format** group box.
3. Click a paper size in the **Form size** group box.
4. Click a calendar view under **Available forms**.
5. Click **Portrait** or **Landscape**.
6. Click the **Content** tab, type a starting date, then choose other options, as desired.
7. Click the **Preview...** button to see how the page layout looks with the selected options. If necessary, modify the options.
8. Click **Printer Setup**.
9. Select **Adobe PDF** or **Microsoft Print to PDF**> click **Print**.



Record Existing Rules

Rules exist to streamline your data. You'll need to capture existing Rules in order to re-create them in Outlook.

1. Select Nav Bar Options.
2. Click **Tools**.
3. Click **Rules**.
4. Click on the **Rule**.
5. Click **Edit**.
6. Document the steps of the rule.

*Outlook will automatically accept or decline conference room calendar appointments based on calendar availability. You do not need to record these GroupWise rules.

