

# CMO REPORT

FROM THE DESK OF

Amy Tucker, MD, MHCM, Chief Medical Officer, Upstate University Hospital  
Associate Dean for Clinical Affairs, College of Medicine

UPSTATE  
UNIVERSITY HOSPITAL

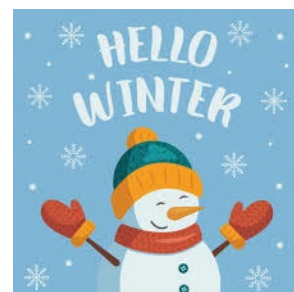
January 23, 2023

## Pharmacy Shortage and Backorder Updates

By Peter Aiello and Joe Burczynski

Recent pharmaceutical supply chain disruptions have increased national drug shortages dramatically, which can compromise or delay medical treatment and increase the overall risk of medication errors. Raw material shortages, manufacturing and quality problems, transportation delays and low profit margin product discontinuations have become routine.

The Chief Medical Officer and Upstate Pharmacy leadership are seeking to keep our Upstate clinicians informed about the most critical drug shortages affecting our organization and offer substitutions whenever possible. Please see the information below. We will provide updates as they are available.



DRUG	DESCRIPTION	POSSIBLE PRODUCT SUBSTITUTIONS AVAILABLE
Lidocaine with epinephrine	All strengths are on national shortage, small sporadic backorder releases on an inconsistent basis, hospital could run out of supply at any time	Lidocaine without epinephrine, bupivacaine with epinephrine
BCG vials	National shortage, small sporadic backorder releases on an inconsistent basis	None
Albuterol 5mg/1mL (concentrated) 20mL vials	National shortage, currently unable to obtain from any source	Substituting 2.5mg/0.5mL nebs for hyperkalemia patients in both adult and pediatric populations
Iohexol (Omnipaque) 240mg vials	National shortage (again), currently only able to obtain sporadically  Pharmacy distributes for oral administration only	Utilizing different sized vials and working with our colleagues in Radiology to conserve supply

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

By Cindy Jaconski

The application period for Cycle IX of the New York State Department of Health (NYS DOH) DANY Physician Loan Repayment Program is now open. Qualified physicians can apply for \$40,000 per year for three years (\$120,000 in total funding) of loan repayment who agree to work in an underserved area during the three-year period. NYS DOH will fund approximately 132 three-year awards on a first come, first serve, basis. Applications are due by March 5, 2023.

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Eligibility requirements, how to apply, and 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/)

## Clinician Well-Being Survey

By Dr. Leslie Kohman

Please take a moment to complete the [2023 Clinician Well-Being Survey](#). The Well-Being Team would like to know how practitioners are doing and whether they are on the right track with current program offerings including the Peer Supporter Program. Your honest input is very important for developing meaningful changes that combat burnout while improving the care of our patients.

The assessment will take less than 15-minutes to complete and is completely confidential. Your responses, along with those of your colleagues, will be analyzed and presented in aggregate to our leadership. No identifying information will be included. To access the survey, please visit: <https://redcap.bassett.org/redcap/surveys/?s=7JXTEM4K8JLDC7M7>

## Virtual Reality for Wellness

By Dr. Leslie Kohman and Todd Schuler

Please take a moment to relax, refresh, and reconnect with Healium. Healium is virtual reality with a purpose. Their nature-based VR experiences help healthcare workers self-manage stress, anxiety and sleep while enhancing performance through mental fitness. It is not just meditation. Healium is visual, immersive, and active.

Virtual Reality Headsets, pre-loaded with the Healium application, are available to be signed out at Upstate University Hospital (Room 1326) and Upstate Community Hospital (Room 1111). Each device is stored in a Cleanbox, must be signed out with an Upstate ID badge, and returned within 30-minutes to the original location.

For more information, please see the attached flyer. For questions, please contact Deb Emerson at [EmersonD@upstate.edu](mailto:EmersonD@upstate.edu).

## Peer Supporter Training

By Dr. Leslie Kohman

Bassett Healthcare Network will host their next peer supporter training with Dr. Jo Shapiro on Monday, January 30<sup>th</sup>, from 10:30 am – 1 pm. Please email [clinicianpeertopeer@bassett.org](mailto:clinicianpeertopeer@bassett.org) with the names and email addresses of anyone interested in participating. The training is for people who are interested in volunteering as a peer supporter. Leaders and others interested in learning important supportive skills are welcomed and encouraged to attend. Those who have taken this training previously are also encouraged to enroll as a refresher.

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### New Erie Boulevard Parking Lot

By Marylin Galimi

On January 3<sup>rd</sup> we opened a new parking lot on Erie Boulevard. This is a paved lot approximately 10-15 minutes to the Downtown Campus. Security is on site Monday through Friday from 5:00 am to 12:00 am.

The new location is aimed to provide safer parking accommodations. The over 400 parking spaces lot is dedicated to Upstate only, and it is isolated from unnecessary traffic. The lot is supervised by University Police Department (UPD), and the surface is in good condition. Additional improvements including a gate, booth and signage are in the works and being reviewed by the city permit office.

Shuttles will run on a continuous loop in the mornings and afternoons (5 am – 9 am and 2:30 pm – 6 pm). Between 6 pm – 11:40 pm, there will be scheduled departures to the lot at 10 and 40 past the hour. All other times, you will need to use the Shuttle on Demand through the [TransLoc app](#) on your smart phone.



### Clinical Documentation Improvement (CDI) Tip for January 2023

By the CDI Physician Advisory Group

CDI Query Practice – Congratulations to all hospital services for excellent mortality improvement in the recent months! Your engagement with CDI queries is one component of documentation and mortality improvement. Please review this month's tip sheet (attached) outlining query practice at Upstate and its alignment with industry standard guidelines as we look forward to continued success in 2023!

### Exceptional Teacher Recipient for December 2022

By Dr. Lawrence Chin



James Edinger, MD, an assistant clinical professor of Family Medicine at Upstate Medical University, is the January 2023 recipient of the [Exceptional Moments in Teaching](#) recognition. The Norton College of Medicine recognizes exceptional teachers with the monthly "Exceptional Moments in Teaching" program. Honorees are selected via student assessments from courses and clerkships. Recognized teachers – including medical faculty, residents, nurses, and other educators – are those who challenge students and provide an exceptional learning experience. Congratulations, Dr Edinger!

Comments from Dr. Edinger's students:

*"Dr. Edinger helped create a positive environment for me to confidently interview patients and ask for help when I was unsure about a physical exam. Until now all the patients I had seen were not in distress but at the clinic I began to see patients in distress with conditions such as late stages of Alzheimer's, acute pain, etc. I was able to obtain correct histories of these patients because of Dr. Edinger's frequent advice and Erie encouragement."*

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*"Dr. Edinger radiates an enthusiasm and passion for medicine that is contagious. He and his wife Loretta Edinger, who is the nurse practitioner in the practice, are both brilliant and extraordinarily caring healthcare providers, as well as teachers. They are funny, energetic and overall exemplary individuals. It was an honor to be their pupil. The staff in the office were some of the most wonderful people I have had the honor of meeting. I felt as though I had stepped into a caring family that truly loves the community it provides for. Dr. Edinger took the time to really get to know me as a student and pass on his wealth of knowledge to me, in addition to some hilarious stories. This experience has helped me to grow and develop as a medical student in ways I never imagined."*

## Outstanding Physician Comments

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



**Adult Hematology Oncology:** I am very confident with **Dr. Rinki Agarwal's** course of treatment for me. **Dr. Rinki Agarwal** saw me right away as a referral from my gastroenterologist, put a plan of treatment into action and it's working. There was no waiting to see her, or for testing, and surgery was scheduled right away. Follow treatment was put in place immediately following surgery. She is a take charge, get us well doctor! **Dr. Allison**

**Roy** – never hurried, answered all my questions and concerns, trust her for my surgery and overall care. **Dr. Rahul Seth** – keeps me well informed, discusses treatment options, and always includes me in discussions. I trust him very much and he is always willing to answer any questions I may have.

**Breast Care Center:** **Dr. Ravi Adhikary** was also exceptional. I appreciate that he took into consideration my pathology report, which showed clear margins, and this reassured me that my body is healing well.

**Community Campus – Virtual:** **Dr. Walter Hall** is amazing! Kind, compassionate and provides valuable education to me as a patient. I appreciate his knowledge and care.

**ED at Community Hospital:** **Dr. Meghan Leary** was very kind, understanding, and thorough. **Dr. Deepali Sharma** – very good!

**ENT at Community Hospital:** **Dr. Mitchell Gore** took the time to answer every question I had during my visit and the explanation was done in words I could understand.

**Family Medicine:** **Dr. Clyde Satterly** remembers all my medical issues. **Dr. Clyde Satterly** has been my doctor for 20+ years and I always receive quality care.

**GYNONC MI:** **Dr. W Douglas Bunn** is a wonderful and caring doctor. I have had a great experience at a very scary time. **Dr. W Douglas Bunn** is the best! Was very pleased with **Dr. W Douglas Bunn**. **Dr. W Douglas Bunn** – expertise and excellent manner. **Dr. W Douglas Bunn** has been readily available if and when I had questions. My condition at this point is very stable and I attribute that to the skill and knowledge of my doctor. I feel most fortunate to have **Dr. Mary Cunningham** seeing to my care. I feel I am in excellent hands and that I am receiving the absolute best care. I'm very impressed with **Dr. Mary Cunningham**. She has always been very open and upfront about my health issues, taking the time to answer questions, and ask how the other parts of my life are going. I appreciate her! A thank you **Dr. Mary**

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Cunningham for her dedication and professionalism. **Dr. Mary Cunningham** – knowledgeable. **Dr. Mary Cunningham** – respect and trust her. **Dr. Mary Cunningham** – inspired total trust and confidence.

**Joslin Center for Diabetes:** **Dr. Barbara Feuerstein** – attentive to my health and well-being. I am always impressed with **Dr. Barbara Feuerstein**. **Dr. Roberto Izquierdo** is the best doctor I've ever had. **Dr. Ricardo Lundi** did an excellent job. Very approachable, cordial, and with a sense of humor. I look forward to seeing him in the future.

**Multidisciplinary Programs Cancer Center:** Very happy with **Dr. Emily Albert**. She really listened and offered solutions to my concerns. I was very impressed with **Dr. Kristin Kelly**. **Dr. Lisa Lai** is professional, caring, and empathetic. She clearly described my health situation to me and made sure I understood the process and procedures I would be going through. **Dr. Ruham Alshiekh Nasany** impresses me as an extremely knowledgeable expert in the field of neuro-oncology, who is very willing to explain the results of MRI scans, and to discuss in terms I can understand, the possible courses my condition may take as well as possible treatment options. I feel like I am in very competent hands. **Dr. Kaushal Nanavati** and **Dr. Anna Shapiro** were outstanding in their care. **Dr. Anna Shapiro** relayed a message to me about my difficult health situation in a manner that was clear, concise, and comforting. Her clarity combined with empathy while delivering this health message will stay with me forever. I have already shared her outstanding manner of delivery of a difficult health message to a number of people. **Dr. Anna Shapiro**, **Dr. Kaushal Nanavati**, and **Dr. Lisa Lai** are all outstanding providers of care.

**Nephrology Clinic:** **Dr. Syed Bukhari** – excellent, listens well, attentive to detail.

**Pediatric Cancer Center:** **Dr. Kathryn Scott** is very patient and caring. She never rushes us. Awesome doctor. Just a great person all around.

**Pediatric Surgery:** **Dr. Jennifer Stanger** was phenomenal. She was warm, friendly, answered all questions, and was willing to accommodate us in an emergency. We appreciate her so much.

**Pulmonology Clinic:** **Dr. Markus Gutsche** was exceptional at explaining my condition, listened to our concerns and answered our questions. We never felt rushed and our questions were not dismissed but were answered in a manner we could understand. An excellent doctor.

**Rheumatology Clinic:** **Dr. Hom Neupane** is great! **Dr. Hom Neupane** is excellent! **Dr. Jianghong Yu** has the standards of practice that I expect from a physician. She is excellent. **Dr. Jianghong Yu** herself phoned me at home the day following my visit to speak further with me. **Dr. Jianghong Yu** is the best physician I have seen in years. It was an honor to have an appointment with her. **Dr. Jianghong Yu** has never made me wait, is always concerned about my issues, never seemed to be in a hurry to get to the next patient and is always concerned with my well-being.

**SUNY Upstate – Virtual:** **Dr. Ruham Alshiekh Nasany** – very helpful. **Dr. Prateek Wali** was thorough and answered all of my questions. **Dr. Prateek Wali** made suggestions to help with his dietary needs and medications. Very supportive and helpful for our family.

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**UHCC – Neurology:** Dr. Deborah Bradshaw always takes the time to listen to me and tries to come up with some things I might try to help my neuropathy. Dr. Nicole Brescia is a wonderful doctor and I would highly recommend her to anyone. Dr. Anuradha Duleep is a wonderful neurologist. She exudes competence and warmth. Because of her, I continue to survive and enjoy life. Dr. Anuradha Duleep – exceptional physician. Dr. Anuradha Duleep takes her time to answer all questions. Never feel rushed. Dr. Sherif Elwan was amazing! I would recommend Dr. Luis Mejico to anyone needing neuro eyecare. He is professional, courteous, knowledgeable and caring. Dr. Michael Vertino was the most caring, understanding, and informative doctor I have ever had care for me. Fortunately, I have a clean bill of health, so I will not be seeing him again but would recommend him to anyone who is seeking a neurologist.

**University Cardiology:** Dr. Robert Carhart takes the time to answer all my questions and never makes me feel rushed. I am always impressed with Dr. Robert Carhart because he listens to everything I say and he cares. I feel that I can trust him completely.

**University Center for Vision Care:** Dr. Preethi Ganapathy was very understanding with me being nervous about having a laser procedure. Dr. Robert Swan always impresses me. Dr. Robert Swan is one of the nicest docs I ever met.

**University Geriatricians:** Dr. Vikrant Tambe is the best.

**University Internists:** Dr. Vincent Frechette is always excellent. There should be an excellent category as this best describes Dr. Vincent Frechette in all these areas. Dr. Vincent Frechette is the best. Dr. George Gluz – very thorough, takes his time, great listener and I trust him. He truly cares about my well-being! Dr. Matthew Hess – thorough and attentive to my problems. I'd recommend to my family and friends. Dr. Catherine White is excellent!

**Vascular Surgery at Community:** Dr. Palma Shaw was wonderful and didn't rush the visit. Made me feel like I had known her for a long time and not like it was first visit. Very comfortable. Dr. Palma Shaw took the time to answer all questions I had and showed examples and websites of where to get support stockings. Explained where they would be covered by insurance.

**06B:** Dr. Tomas Mujo is truly a professional in his field. His preparation of previous scans before my procedure made it go very smoothly. He is a very calm man dealing with these intricate procedures. Very pleased with my dealings with him. Has a great demeanor.

**6<sup>th</sup> Floor at Community:** I had complete confidence in Dr. Robert Sherman.

**07A:** Dr. Richard Tallarico – great, good skills, good communication.

**09F:** Dr. Grahame Gould was excellent. He explained everything and checked in on me several times.

**11E:** Thank you Dr. Emil Azer for being amazing! Dr. Michaela Kollisch-Singule and Dr. Jennifer Stanger were absolutely great. Dr. Michaela Kollisch-Singule – amazing!

Thank you for all that you do! ~Amy

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## CDI Tip of the Month – Upstate CDI Query Practice

***Compliant query practice is guided by the 2022 American Health Information Management Association (AHIMA) and Association of Clinical Documentation Integrity Specialists (ACDIS) Query Practice Brief. Upstate CDI adopts compliant query practice under these guidelines, as below.***

Query is a communication tool or process used to clarify documentation in the health record for documentation integrity and accuracy of diagnosis/procedure/service code(s) assignment.

### **Queries may be necessary in (but not limited to) the following instances:**

To support documentation of medical diagnoses or conditions that are clinically evident and meet the Uniform Hospital Discharge Data Set (UHDDS) requirements but without the corresponding diagnoses or conditions stated

To resolve conflicting diagnostic or procedural documentation between providers

To seek clarification when it appears a documented diagnosis is not clinically supported or conflicting with the medical record documentation

To confirm a diagnosis documented by an independent licensed practitioner who does not meet the definition of a provider (ie: pathology/diagnostic imaging reports)

To clarify the presence or absence of a complication

To establish a cause-and-effect relationship between medical conditions

To establish the relevance of a condition documented as a “history of” to determine if the condition is active

### **Who is queried?**

Queries should be sent and responded to by provider(s) that are delivering direct care to the patient. It would be inappropriate to query a physician not providing direct care.

When conflicting documentation is present, the Attending provider responsible for the conflicting documentation should be queried to resolve any discrepancies.

When multiple providers, from different specialties, are involved in the patient’s care, the most appropriate provider related to the query subject should be queried.

***Query is the most common method and form of documentation education.***

***If you have questions about queries, or the query process, please contact the Clinical Documentation Improvement department, CDI representative, or your designated service line CDI Physician Advisor!***



## EXCEPTIONAL MOMENTS IN TEACHING



**James Edinger, MD**, an assistant clinical professor of Family Medicine at Upstate Medical University, is the **January 2023** recipient of the **Exceptional Moments in Teaching** recognition.

### COMMENTS FROM DR. EDINGER'S STUDENTS:

*"Dr. Edinger helped create a positive environment for me to confidently interview patients and ask for help when I was unsure about a physical exam. Until now all the patients I had seen were not in distress but at the clinic I began to see patients in distress with conditions such as late stages of Alzheimer's, acute pain, etc. I was able to obtain correct histories of these patients because of Dr. Edinger's frequent advice and encouragement."*

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## VR For Wellness



### Please take a moment to relax, refresh, and reconnect with Healium

Virtual reality headsets, pre-loaded with Healium, are available to be signed out at locations listed below.



POWERED BY:



H E A L I U M

**DOWNTOWN CAMPUS:**  
ROOM 1326

**COMMUNITY CAMPUS:**  
ROOM 1111

- PLEASE REFER TO THE DIRECTIONS FOR USE FOR A LIST OF APPROVED LOCATIONS TO USE THE HEADSETS.

### What is Healium?

- Healium is virtual reality with a purpose. Our nature-based VR experiences help healthcare workers self-manage stress, anxiety and sleep while enhancing performance through mental fitness.
- This isn't just meditation. Healium is visual, immersive, and active.

## Directions for Use



### Obtaining the Device:

Each device is stored in a Cleanbox, in the following locations:

Downtown Campus: 1326

Community Campus: 1111

Prior to leaving with the device, the device must be signed out with an Upstate ID badge, date, and time. To be respectful of others, please return the device within 30 minutes to the original location.

### Instructions for Use:

Each device is preconfigured to be used exclusively within the Healium application. There are no logins required, simply remove the headset from Cleanbox case and charger and it is ready to be used. **Headsets will only work on the Upstate network.**

### Returning the Device:

Upon returning the headset and controllers, plug in the headset and place the device in the Cleanbox, then press the button in the top left corner of the box to ensure the device is clean for the next user.

### Approved Areas for Use:

#### Downtown Campus:

- Family Resource Center -1st floor cancer ctr - C1085
- Meditation Room (i.e. Chapel) - 1st floor
- Secluded, non-patient care areas safe from visible safety hazards (ie. break rooms, etc)

#### Community Campus:

- Meditation Room (i.e. Chapel) - Room 1406 1st floor
- MD/Provider Lounge - Room 0126 in the basement
- Pastoral Care – Room 3101 Hospital 3rd floor by the elevators
- Maternity Lounge – Room 2129 located between 2E and 2W Units
- Secluded, non-patient care areas safe from visible safety hazards (ie. break rooms, etc)