

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

February 25, 2022

COVID Update

# Positive	# ICU	# Vent
28	7	2

Collection Tube Shortage Change to Gold Tubes

By Lab Formulary Committee

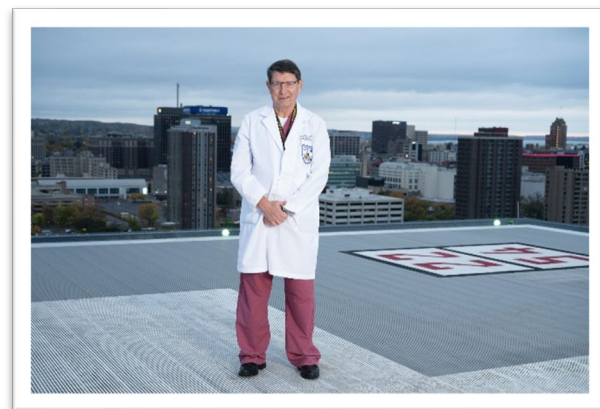
Due to a critical shortage of the Light Green Top tubes used for chemistry testing, samples for the majority of chemistry should be drawn using Gold Top tubes starting NOW. 5th Generation Troponin testing can only be performed on samples drawn in Light Green Top tubes, so Troponins must be drawn in Light Green Top tubes. Instructions for which tube to use for each assay will be updated in Collection Manager and Epic as quickly as possible. Please see the attached guidance for more information.

Dr. William Marx Endowed Lecture in Trauma Surgery

By Dr. Robert Cooney

It is with profound sadness that we mourn the passing of our dear friend and colleague, Dr. William H. Marx. Consequently, the Department of Surgery has established the Dr. William H. Marx Endowed Lecture in Trauma Surgery at the Upstate Foundation to honor and perpetuate Dr. Marx's legacy at Upstate Medical University.

The endowed lecture will provide funding for a visiting professor and nationally known trauma surgeon to visit Upstate, give a lecture on care of the injured patient, and support career development of residents/faculty as trauma surgeons.



Dr. Marx joined the faculty at Upstate Medical University in 1993. He served as division chief of trauma, burns and acute care surgery and trauma medical director and operating room director at Upstate.

Beyond Upstate, his legacy includes being the chair of the state trauma advisory committee since 2006 and chairing the verification review committee of the American College of Surgeons Committee on Trauma. He was also affiliated with the Syracuse VA Medical Center for nearly three decades. Clearly, Dr. Marx's legacy at Upstate and beyond is a profound one.

Please join us in honoring this outstanding individual, our friend and colleague, with a gift to the Dr. William H. Marx Endowed Lecture in Trauma Surgery. To make your gift, please visit the Upstate Foundation at:

<https://www.upstatefoundation.org/WilliamMarxDO>

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Trauma/ACS Leadership Announcements

By Dr. Robert Cooney

With Dr. Marx's recent passing, we need to transition several leadership positions within the Department of Surgery. Effective immediately, Moustafa Hassan, MD, FACS will become the Interim Chief of the Division of Acute Care Surgery and Roseanna Guzman-Curtis, MD will become the Interim Trauma Program Medical Director.



Dr. Hassan obtained his medical degree from Ain Shams University in Cairo, Egypt. He did his General Surgery Residency at the Polyclinic Medical Center and his Surgical Critical Care Fellowship at the University of Pittsburgh Medical Center. He joined the faculty at Upstate in 2007 and was promoted to Professor of Surgery in 2021. Dr. Hassan has held multiple leadership positions at Upstate including: Trauma Program Medical Director, Surgical Director of Critical Care, Director of Acute Care Surgery, the Hernia Center and Surgery Specialties Clinic. Dr. Hassan is well known in the Upstate community as a caring, collegial and technically gifted surgeon. Please join me in welcoming Dr. Hassan to this leadership position at Upstate.



Dr. Guzman-Curtis obtained her M.P.H from the University of Pittsburgh and her MD from the University of Rochester School of Medicine. Following General Surgery and Surgical Critical Care residencies at the University of Rochester, she joined the faculty at Upstate in 2016. Over the last five years, Dr. Guzman has held multiple leadership positions as the Surgery Clerkship Director, the Associate Trauma Medical Director and the Surgery Diversity Advocate. She is highly respected as a talented, thoughtful Trauma, ACS surgeon and surgical educator. Please join me in welcoming Dr. Guzman to this new leadership position at Upstate.

Provider Medication Holds Pilot to Begin April 1, 2022

Please see attached for information related to a new pilot to begin on April 1, 2022 on Provider Medication Holds for SQ Heparin and Enoxaparin (Lovenox).

Clinical Documentation Improvement (CDI)

By Dr. Emily Albert, Dr. Brian Changlai, and Dr. Abha Harish; Co-Directors, CDI



COVID-19 associated conditions continue to be represented by a number of specific ICD-10 codes. The accurate assignment of these codes depends on clear documentation of the underlying cause and associated treatments. For the most accurate representation of your patient's condition, and their response to treatment, please always document when something is due to COVID-19.

Please see the attached tip sheet for more information. For questions, please contact the CDI Hotline at 315-464-5455.

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Outstanding Physician Comments

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



Adult Hematology Oncology: Dr. Sam Benjamin is always concerned about how I am feeling. Overall, he is always thinking and is very aware of treatments that I may be a good candidate for. He has a great attitude. Dr. Sam Benjamin – excellent care. Dr. Bhaskara Reddy Madhira takes time to listen to my concerns/ideas and has actually used my ideas in the treatment plan. Considers me a part of the team.

Breast Care Center: Dr. Jayne Charlamb is very professional but also very personable and caring. Dr. Lisa Lai is right on target with showing true concern for her patients. Dr. Lisa Lai has a calm demeanor and expressed compassion and concern for my mental health

with the news of breast cancer. She was also able to 'read the room' and notice when my outlook on prospective surgery had changed slightly. She was supportive and positive in my decision making process, and never made me feel rushed.

Community Campus – Virtual: Dr. Lawrence Chin answered all my questions, was very nice, and explained everything.

ENT: I am so impressed with Dr. Sherard Tatum. I would not want any other doctor to take care of my sons needs or surgeries. The most professional doctor I have ever come into contact with.

ENT at Community: Dr. Mitchell Gore is an excellent doctor, I had a positive experience.

Family Medicine: Dr. Rupali Singla is great. Dr. Rupali Singla is a fantastic doctor who listens, communicates, and cares about my concerns.

Family Medicine at Community: I have never had an issue with Dr. Igor Kraev. He listens, he hears what my concerns are, and he responds in a professional and friendly manner. Dr. Sana Zekri – truly fantastic.

Gamma Knife: Dr. Lawrence Chin – spent time to explain.

Inclusive Health Services: Dr. Elizabeth Asiago-Reddy always follows up personally with a phone call or message in MyChart. She, alongside the staff at Inclusive Health Services, do their best on a daily basis and are awesome for working through the pandemic.

Joslin Center for Diabetes: Dr. Rachel Hopkins was very attentive and took the necessary time to be sure I was taken care of. This was our first visit with Dr. Nisha Patel as she will be taking over my son's endocrine care. I was impressed with her, her knowledge, her questions, her listening and assistance. Dr. Vishwanath Pattan is superb. He listened well, thoroughly discussed treatment options with me, and addressed my concerns. He was very thoughtful and knowledgeable.

Multidisciplinary Programs Cancer Center: Dr. Michael Archer eased my concerns greatly. Trust and comfort are

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essential and I am very confident under his care. **Dr. Michael Archer** was very easy to speak with. **Dr. Syed Bukhari** is a great physician and a very kind, caring person. As good of a doctor as I've ever come across. **Dr. Mark Marzouk** – excellent at all times! **Dr. Mark Marzouk** was very smart. Outstanding doctor.

Pediatric After Hours at Community: **Dr. Phillip Mackewicz** was excellent when he was speaking with us. He was fantastic with my daughter. He sat down at my daughter's level and spoke to her as much as he did to me.

Radiology: **Dr. Katsuhiro Kobayashi** is very attentive to my situation and spends all the time necessary to discuss my treatment options.

Rheumatology Clinic: **Dr. Jihad Ben Gabr** is a caring doctor that listens and explains treatment plans. **Dr. Jihad Ben Gabr** is very thorough and takes time with her patients. She also contacts the patients via patient portal and responds very quickly. I would highly recommend her! **Dr. Jianghong Yu** is very interested in my concerns and always works to address any health issues I may be having.

SUNY Upstate – Virtual: **Dr. Andrea Berg** is extraordinary! She is so dedicated and makes you feel like her only patient. **Dr. Stephen Blakely** is the best! He is awesome and always provides me with top notch care. **Dr. Sharon Brangman** is superb. Thank goodness she allows me to talk with her on the phone, as in person visits make me uncomfortable during this COVID time. She is such an excellent doctor and a wonderful person. I am so lucky. Her expert knowledge and positive, upbeat attitude, make me feel comfortable, and I know that I am in the best hands possible. I appreciate how easy it is to talk to her, and how straight forward she is in her interactions with me. **Dr. Michael Costanza** was so very helpful and caring for my triple A. He gave me the report from the CT scan and explained results. A wonderful doctor, very pleased. Thank you. **Dr. Mark Crye** was very professional, listened to any questions, explained exactly what was seen and what they would be doing in future. **Dr. Barbara Feuerstein** has been and is an excellent caretaker and always involves me in treatment decisions. I am very fortunate to have **Dr. George Gluz** as my PCP. He puts me at ease. He is attentive to my concerns. When explaining treatment, lab tests, etc. he takes the time to be thorough and answer questions. **Dr. Stephen Knohl** has been very attentive to me and has a nice manner. It is always a pleasure to speak to **Dr. Sarah Lappin**. She is always professional and caring. **Dr. Jason Wallen** was very good at explaining the treatment options regarding surgery and set me up for an appointment with another doctor to discuss radiation treatment. This was very much appreciated! **Dr. Ruth Weinstock** continues to provide excellent, intuitive, knowledgeable, thorough medical care.

Surgery – UH: **Dr. Kristina Go** was very nice and listened to my problems.

Surgery – UH LL022: **Dr. Mohammad Sa Elfar** was excellent and after examining my dad said no surgery was necessary. He explained Dad was in a wound healing stage and what would happen in the next months. We were so relieved but mostly had clear understanding of the whole situation.

Transplant Center: **Dr. Matthew Hanlon** – superb!

UHCC – Neurology: **Dr. Anuradha Duleep** impressed me because she listened to my concerns and provided a treatment plan that was clear and concise. **Dr. Sherif Elwan** listened and we discussed my concerns and possible causes. I was prepared with many questions, and did not feel rushed to ask them. I felt cared about, and that is something that is

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often missing in patient care. **Dr. Sherif Elwan** was wonderful. Having neurological issues is scary, but he helped it make sense and ordered only necessary testing to help diagnose, and didn't need to order MRI (yet) which is a test that gives me anxiety. I like how we are going to peel back layers of the onion, and only do what is necessary. He was very caring. I also sent him a message through MyChart about my blood work. He was very quick to respond. Wonderful care and wonderful doctor. **Dr. Luis Mejico** – very knowledgeable, looked at all aspects of my problem. **Dr. Eufrosina Young** - very good experience.

University Cardiology: I enjoy coming to my appointments with **Dr. Robert Carhart**. He's knowledgeable, reassuring, and thorough. I would recommend him to anyone.

University Center for Vision Care: **Dr. Samuel Alpert** seems very capable. **Dr. Preethi Ganapathy** – knowledgeable, caring, answers questions, does not rush visit. Great reply time from **Dr. Robert Swan**. I was extremely nervous regarding my personal situation and after talking with **Dr. Robert Swan** I was more at ease. He gave me options and explained things in terms I could understand which I appreciated. Overall experience was great! I would definitely recommend him. I just really like when the doctor listens which **Dr. Robert Swan** did and gave me options without being bias. **Dr. Robert Swan** is very professional and explains the treatments that he is giving me so that I understand them.

University Internists: I was grateful **Dr. Tingyin Chee** took me on as a patient. She was great, helpful, professional, personable, caring and kind. **Dr. Vincent Frechette** always cares and listens intently. He always impresses me. I like coming to this office and seeing **Dr. Kaushik Govindaraju**. He is concerned about me and my health and wanted to help me. **Dr. Kaushik Govindaraju** was very informative about my health, asked me about my health history, and seemed genuinely concerns about my condition past and present. He also did labs, and contacted me personally by phone to tell me the results of my health condition. I can't say enough about how much I appreciate that in these times of uncertainty. **Dr. Kaushik Govindaraju** impressed me because there are areas of my health history that I forgot about and he looked up the information and asked the right questions to suit my situation, concerning my health. **Dr. Sarah Lappin** – awesome!

Vascular Surgery at Community: **Dr. Palma Shaw** – great, wonderful!

06B: **Dr. Matthew O'Hern** saved my life by inserting 4 stents into my heart as I was 99% blocked and near death.

06E: **Dr. Joan Dolinak** went above and beyond.

10E: **Dr. Adaora Udekwu** and **Dr. Eposi Mbame** were beyond very good.

12E: We were very impressed with **Dr. Olamide Ajagbe**. She always very thoroughly explained the care plan for our daughter and had a way of explaining medical jargon in a way that was easy to understand. She very clearly outlined the cause for our daughters illness and the way to proceed to help her get better. In her explanations, she covered any questions we might have had without even having to ask. She was the most straightforward doctor we met with and gave us clear answers, we were confident that she had the best possible plan to help our daughter.

With gratitude,
~ Amy

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Clinical Documentation Improvement

February 2022 Tip of the Month

COVID related conditions

Applies to all providers

Link diagnoses & manifestations to COVID-19 when present and due to COVID-19

- When documenting a COVID infection, specify whether it is asymptomatic or linked to another manifestation.
- To link, use format: ****Diagnosis/Manifestation** due to COVID-19**

Some examples that may be caused by COVID-19:

Respiratory	Viral Pneumonia, Acute Respiratory Failure, ARDS, Pulmonary Embolism, Pulmonary Fibrosis
Neurologic	Stroke, Headache
Cardiac	Myocardial Infarction, Intracardiac Thrombus, Shock
Immunologic	Sepsis, Lymphocytopenia, MIS-C* or MIS-A, Cytokine Release Syndrome
Renal	Acute Kidney Injury, Dehydration
Gastrointestinal	Viral Enteritis
Hematologic	Coagulopathy, Hypercoagulability, DIC, Thrombocytopenia
Musculoskeletal	Critical Illness Myopathy

*pediatric providers, stay tuned for follow-up tip from CDI

Confirmation of COVID-19 does not require documentation of a positive test result

- The providers documentation of their validation that the individual has COVID-19 is sufficient.

Clarify if current admission is due to active COVID-19 infection or sequelae from prior infection.

cdi@upstate.edu
for help with anything
documentation related

Collection Tube Shortage

NATIONAL SHORTAGE OF ALL BLOOD COLLECTION TUBES

- Light green tubes are now **CRITICALLY LOW**
- Light green tubes are the only tube that can be used for troponin testing.



➔ **Troponin Testing only**

To conserve light green tubes for Troponin testing

- Use gold top tubes for the majority of chemistry testing.
- Collection instructions are being updated in Epic and in Collection Manager to indicate that gold top tubes should be used.



➔ **Most other chemistry testing**

For questions on which tube to use for which laboratory test, please refer to the Collection Manager instruction or contact the Chemistry Laboratory (464-6822 Downtown, 492-5531 Community)

"PILOT" PROVIDER MEDICATION HOLD ORDERS

**SUBCUTANEOUS HEPARIN &
ENOXAPARIN SODIUM (LOVENOX) ONLY**

NEW – January 2022

VICTORIA CASPER, MSN,RN, CNML

GOALS:

PILOT BEGINS 4/1/2022

- Decrease Safety Intelligence "SA" events involving Heparin & Lovenox not being restarted after being discontinued for procedure or medical reason

- Improve patient quality and safety

- Enhance Communication between healthcare providers regarding medications being placed on hold in EMR

- Track & Trend Data regarding medication holds

KEY POINTS

INPATIENT RN:

SUBCUTANEOUS HEPARIN & ENOXAPARIN SODIUM (LOVENOX) ONLY

Only Medical Providers can place an order in EPIC to HOLD or UNHOLD. ****Nurses can not accept verbal/telephone orders for medication(s) placed on hold.**

Heparin and Lovenox "Provider Holds" will remain in EPIC indefinitely until managed by medical provider or DC'd.

In EPIC, Nurses will be able to visualize "Provider Hold" in MAR, Manage orders & the Brain but it will not show up on the Worklist.

Post-operative patients will need to have Heparin or Enoxaparin Sodium reordered/reconciled if placed on hold prior to procedure. It will not automatically reorder when MAR hold is released postoperatively.

Medical Providers are expected to review medication holds during daily rounds.

Medication is resumed, the RN will be notified via Brain or work list for next dose or medication will be highlighted as overdue.

PROVIDERS

EPIC PROCESS

****ONLY Providers are able to hold and remove holds from MAR**

1

Manage Orders:

Place Lovenox or Heparin on hold with "Reason why"

2

Summary Activity Page, MAR & Manage Orders:

All provider medication holds will be listed here

3

Remove Hold:

Release medication & it will be scheduled for the next pre-scheduled dose time.

****If need earlier, one time dose needs to be ordered**

New EPIC Hold function

How it looks in Manage Orders:

Medications

enoxaparin sodium (LOVENOX) injection 40 mg40 mg, Subcutaneous, Daily Standard, First dose on Fri 11/5/21 at 0900, For 30 days

ModifyHoldDiscontinue

enoxaparin sodium (LOVENOX) injection 40 mg

AcceptCancel

Hold Duration:

Until manually unheld

This medication order will be on hold upon signing and will remain on hold until manually unheld.

Hold Reason:

Order parameters not metProcedure HoldUpcoming Procedure

Comments:

Frequency Info:

Daily Standard

For: 30 days

Starting: Tomorrow 0900

Last admin: None

Next scheduled dose: Tomorrow 0900 [Will be on hold]

Total scheduled doses: 30

Last dose: in 30 days (30 future doses remaining)

Next Required

AcceptCancel

EPIC VIEW:
" PHYSICIAN
ONLY "

Medication on Hold on the MAR:

Medications

[Provider Hold]

enoxaparin sodium (LOVENOX)
injection 40 mg

40 mg, Subcutaneous, Daily Standard, First dose on Fri 11/5/21 at 0900, For 30 days

Medication on Hold on the MAR:

enoxaparin sodium (LOVENOX) injection 40 mg

Dose: 40 mg : Subcutaneous : Daily Standard :

0

1156 Provider Hol

Product Instructions:

Ordered Admin Dose: 0.4 mL = 40 mg of 40 mg/0.4 mL

EPIC VIEW:
"ALL"
CARE TEAM

Hover view from MAR:

Future Medications

enoxaparin sodium (LOVENOX) injection 40 mg

Dose: 40 mg : Subcutaneous : Daily Standard :

1156 Provider Hol

Product Instructions:
Ordered Admin Dose: 0.4 mL = 40 mg of 40 mg/0.4 mL

Provider Hol at 11/04/21 1156

Reason: Order parameters not met

Documented By: Emily B Albert

Documented Location: 01W AP1 UH

This hold cannot be edited in the MAR and can only be taken off hold in an ordering activity.

View from Brain in the Sidebar:

1100

1200

1200 [Provider Hold] enoxaparin sodium (LOVENOX) injection 40 mg

Dose 40 mg : Subcutaneous : Daily Standard, Action: Auto Held

Doc

1300

1400

EPIC VIEW:
"ALL"
CARE TEAM

PILOT BEGINS

4/1/2022

Questions, please contact EPIC Support

Vocera Phone: 464-1400 ask for Clinical Support