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



October 18, 2021

COVID Update

# Positive	# ICU	# Vent
50	19	12

Hospital Chief Operating Officer Announcement

by Dr. Robert Corona



Please join me in congratulating Ms. Marylin Galimi, MS, BS, our new Hospital Chief Operating Officer (COO), effective October 14, 2021.

Marylin joined the Upstate family in 2016 as the Associate Administrator for Hospital Planning and quickly accelerated to the Assistant Vice President of Facility and Planning, a position she has held since 2019. She has over 24 years' experience in the design operations field including 15 years of progressive health systems administration.

Marylin holds a Master of Science from Rochester Institute of Technology and holds a certificate of specialized education and training from Cornell University –

Johnson Graduate School of Management and Syracuse University's Whitman School. She holds the DNV Advanced Healthcare Operations Professional Certification. Marylin is a member of the Syracuse Rotary Club, has served as its past president and is a Rotary International Paul Harris recipient.

Marylin brings a broad range of skills, exceptional personal and professional leadership and extensive knowledge of hospital operations to this position. Her SUNY regulatory and compliance experience is significant. She is known as positive, team-oriented, kind but strong and decisive individual. I am thrilled to welcome her to our team.

PICC Team Coverage Downtown Nightshift

by Anne Snowdon

Due to significant staffing limitations, the PICC team will no longer be able to be on-site from 2230-0600 downtown UH starting on Thursday, October 14th. Coverage will be provided for urgent or emergent PICC insertions by an ONCALL PICC nurse. The name of the ONCALL nurse is located in AMION. The nightshift radiology nurses can be called directly for TPA instillation. Please bear with us as we recruit and train a significant number of new nurses. I anticipate this may impact for 6-8 weeks. An email will be sent out when we are able to resume normal coverage operations. Thank you for your support.



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Connect Care Clinic

by Tiffany Bell, Dr. Sakshi Dutta, and Dr. Timothy Creamer

We are pleased to announce our new Connect Care Clinic, which has been established to help patients transition from hospital care to the outpatient setting in a safe, efficient, and timely manner. Often patients that are discharged from the hospital are unable to follow up with their primary care providers for an extended period of time. The Connect Care Clinic will provide care to these patients who need medical care after discharge from the hospital or emergency department and before they can see their outpatient providers. Some of the anticipated benefits of this clinic include improved patient outcomes, reduced period of hospitalization, and prevention of subsequent Emergency Department (ED) visits or hospital readmissions.

To schedule appointments for discharged patients, who need follow up while waiting to establish or follow up with their primary care provider, call 315-464-4842, option 2. The Connect Care Clinic began accepting patients Tuesday, October 12th. The clinic is located at University Hospital, Downtown Campus, 4 West, and is open Monday – Friday, 8:00 am – 4:30 pm.

For questions, please contact the Connect Care team: Tiffany Bell, Dr. Sakshi Dutta, or Dr. Timothy Creamer.

Urgent Blood Supply Update

A message from the American Red Cross...

The American Red Cross is experiencing widespread and persistent staffing challenges which is limiting their ability to collect blood products and restock hospital inventories. As a result, the need for increased conservation is vital, as significant and sustained nationwide blood and platelet shortages are anticipated for the remainder of the year.

In an effort to maintain our hospital's blood supply inventory and reduce operational impact, the American Red Cross is asking providers for their support to reduce blood transfusions by approximately 10%, recommending providers coordinate with the hospital blood bank to confirm blood product availability prior to scheduling procedures that require blood (please be especially cautious regarding high-risk procedures that may further stress already limited hospital inventories) and prioritize blood product ordering for immediate patient need.

The American Red Cross is committed to improving our nation's future blood supply and has taken aggressive measures to recruit and retain staff by investing in hiring and retention and doubling talent acquisition to stabilize their workforce.



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Clinical Documentation Improvement (CDI)

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

SHOCK! Shock is a vaso-pressing condition requiring immediate intervention. Document cause, diagnostic criteria including physical findings, specific treatment (vasopressors or large volume resuscitation), and treatment response. Please see attached tip sheet for more information and contact the CDI Hotline with questions at 315-464-5455.

Outstanding Physician Comments

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

Adult Hematology Oncology: Dr. Mijung Lee – excellent! I requested **Dr. Rahul Seth** for myself as a result of his excellent treatment of my wife.

Breast Care Center: Dr. Jayne Charlamb – pleasant, funny and professional. Dr. Jayne Charlamb was so nice, professional and knowledgeable. I felt very comfortable with her and her decisions about my care. Dr. Jayne Charlamb has always done an excellent job explaining the various tests, my risk level, and next steps. I am very grateful to have access to a doctor with Dr. Jayne Charlamb's expertise. Dr. Mashaal Dhir has been extraordinarily responsive and attentive to my case. Dr. Lisa Lai – amazing! I would and have recommended Dr. Lisa Lai to anyone needing this type of care. Dr. Ranjna Sharma was very caring. She is excellent, love her. I will recommend Dr. Prashant Upadhyaya to anyone who will listen. Dr. Prashant Upadhyaya is personable and a brilliant surgeon. He restored myself with the surgery giving me back incredible quality of life. He is the only one who is qualified in this county to do my surgery. Now I have function where I didn't have it before. I consider myself very fortunate to have found this doctor and he is an asset to myself as well as our community. Dr. Prashant Upadhyaya was straightforward with a computer program that outlined my surgery with diagrams and explanations. He then answered all my questions. He was very experienced. Dr. Prashant Upadhyaya – lovely.

Family Medicine: I love Dr. Kaushal Nanavati! There is no better doctor than Dr. Kaushal Nanavati. Dr. Kaushal Nanavati always listens to my concerns. Dr. Kaushal Nanavati always goes above and beyond to take care, to listen and provide the information to meet my needs. He is very professional and always listens to what is important to me. Dr. Kaushal Nanavati – pleasant and knowledgeable. Dr. Clyde Satterly has always included me in decisions regarding my care and has always told me in words I can understand. Dr. Clyde Satterly takes time with each patient and understands the stressors each person is facing and how these stressors affect physical health issues. Very kind, compassionate and competent. I'm very happy with Dr. Clyde Satterly. Dr. Rupali Singla is a wonderful clinician and personable.

Family Medicine at Community Hospital: Dr. R. Eugene Bailey is amazing. Dr. R. Eugene Bailey is a caring and compassionate physician. I am fortunate that he is my doctor. Dr. Sana Zekri – absolutely wonderful in treating me this summer. Dr. Sana Zekri – careful and attentive. Dr. Sana Zekri was excellent.



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Inclusive Health Services: Dr. Elizabeth Asiago-Reddy was perfectly the practitioner I was hoping for, for ongoing care and consultation. **Dr. Elizabeth Asiago-Reddy** is the epitome of caring, listening, knowledgeable.

Joslin Center for Diabetes: Dr. Roberto Izquierdo – personable. Dr. Robert Izquierdo has been my doctor at Joslin for over 20 years. He has always listened to me and has been very responsive to my concerns. I feel that he is a real partner in my healthcare. Dr. Roberto Izquierdo is so very kind and thorough. He is a dedicated doctor and never rushes. I feel Dr. Roberto Izquierdo is the best endocrinologist. He is why I keep coming back after 20 years of diabetes. When he retires someday, I am not sure what I will do. Dr. Roberto Izquierdo is a fantastic doctor, always taking the time to explain and answer any questions or concerns. Dr. Roberto Izquierdo is the best. He is a great doctor. He listens to you and is an all-around fine human being.

Joslin Pediatric Center: Dr. David Hansen is caring, informative and knowledgeable. Dr. David Hansen is excellent!

Multidisciplinary Programs Cancer Center: Dr. Michael Archer's assessment of me was right on and he advised me of the best treatment for me. Dr. Mashaal Dhir gave me all information about the diagnosis and an overview of the future possibilities. Dr. Kristin Kelly – the best! Thank you for all you did for me. Dr. Kristin Kelly is a kind, caring, and compassionate physician! She always takes the time to listen to your concerns and never makes you feel rushed. Dr. Kristin Kelly is amazing. Dr. Kristin Kelly took the time out to explain what our goal was going to be. Dr. Ruham Alshiekh Nasany – very good communication and at my level of understanding. We liked Dr. Joseph Valentino. Dr. Thomas Vandermeer is one of the most caring and kind doctors I have ever met. Not only is he an incredibly skilled surgeon but also possesses wonderful people skills. I will be forever grateful to him for all he has done for me. Dr. Jason Wallen explained everything to my daughter and myself to our satisfaction.

Peds Neph, Rheum, Integrative Med: Dr. Dongmei Huang was very knowledgeable. She took time and explained why certain tests were being ordered.

Pediatric After Hours at Community Hospital: Dr. Timothy Bright was wonderful! I wish Dr. Timothy Bright was a general pediatrician. He was by far the most informative, gentle, and caring pediatrician we have interacted with in our child's 2 ½ years. Fantastic interaction! Dr. Marissa Smith – great! Dr. Marissa Smith was awesome! We would definitely see her again.

Pediatric Multispecialty Clinic: Dr. Christopher Fortner – attentive to our concerns and shows true compassion. Dr. Robert Hingre always goes out of his way to make our son's visits feel very important. He listens, he answers questions, and talks to you like another parent would. He has been one of the best doctors from Upstate that we have seen and we would highly recommend him to any others needing a pulmonologist. Dr. Zafer Soultan is amazing.

Pediatric Surgery: Dr. Michaela Kollisch-Singule did a great job of communicating what we needed to know, answering questions, and putting her full attention to us when we were in the room.

Pulmonology Clinic: Dr. Dragos Manta – very nice, took his time with me, seemed compassionate as well. Dr. Dragos Manta – patient and compassionate. Dr. Manju Paul explained the results of the CT scan in words I could understand. Dr. Manju Paul also explained future tests she wanted me to have. My experience with Dr. Manju Paul was very good.



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We were impressed by **Dr. Birendra Sah's** level of detail, his review with us of the CT scans, his line of questioning, and his resolve to tread carefully before proceeding with a high-risk lung biopsy. We also like the lab tests he ordered and his prescriptions for devices to potentially relieve symptoms. We also like **Dr. Birendra Sah's** intent to review her case with a panel of physicians. I was impressed by how quickly **Dr. Birendra Sah** completed his detailed Progress Notes. **Dr. Birendra Sah** clearly understands his practice and did a good job of explaining critical issues to us.

Radiation Oncology: Dr. Michael Lacombe – the best!

Regional Perinatal Center: Dr. John Nosovitch is excellent in his field and very good at helping us understand what he is talking about by using images.

Rheumatology Clinic: I hold **Dr. Jianghong Yu** in the highest esteem. She is caring and always listens to my concerns and has indeed offered very good advice for a resolution. In the times I've been in **Dr. Jianghong Yu's** office I've never had to wait long. **Dr. Jianghong Yu** called me at the time scheduled. **Dr. Jianghong Yu** is excellent, so personable, easy to communicate with, and congenial.

SUNY Upstate – Virtual: I am very happy with **Dr. Stephen Blakely**. **Dr. Stephen Blakely** – great! **Dr. Shahram Izadyar** is the best! **Dr. Hiroshi Kato** listens well and is always willing to discuss whatever issues of concern I have. **Dr. Birendra Sah** is a great doctor.

Surgery – UH: Dr. Michael Costanza took the time to explain my issues at hand. Great bedside manner. Great all around experience with **Dr. Michael Costanza**. **Dr. Tomas Mujo** spent over an hour making sure all was understood.

Surgery – LL022: Dr. Moustafa Hassan – friendly, professional, and cares about the patient and their care. Dr. Crystal Whitney is an excellent doctor!! Dr. Crystal Whitney is very knowledgeable and personable. I always feel at ease when I see her.

Transplant Center: Dr. Matthew Hanlon is an amazing doctor, who truly cares and tries to relate to his patients. He was super comforting and caring toward me during my entire transplant process. I will be forever grateful to him. **Dr. Matthew Hanlon** is one of the best doctors I've ever seen.

UHCC – Neurology: Dr. Robert Beach - excellent and gave us all the time we needed. Dr. Nicole Brescia has been great from the time we met her in the NICU to the follow up. At one point, we had a medicine related question and the Upstate nursing line contacted her directly and she immediately called back and discussed our concerns. Dr. Nicole Brescia is great! Dr. Anuradha Duleep cared for me this visit. My expectation went well beyond what I expected. Dr. Anuradha Duleep goes through any work related paperwork question by question and makes sure the information reflects most accurately my condition and needs. Dr. Anuradha Duleep has helped me in so many ways. I have managed to keep working because of her help and guidance. She went well above and beyond to get me accommodations at work and make sure I was okay emotionally as well as physically in the work environment. I can't imagine where I would be without her help dealing with a very difficult disease. And I trust her as a doctor, she is so smart and has helped me understand myself better. Dr. Corey McGraw was very thorough and understanding of my issues. Dr. Corey McGraw is such a personable physician. He made me feel that he really cared for me and genuine regarding plan of care for me in the

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future. **Dr. Corey McGraw** – for 2 years he is always detailed in reviewing and explaining MRIs, addressing my concerns and being proactive with his communication with other doctors involved with my overall health and wellness. I am very pleased with **Dr. Corey McGraw**. I am beyond grateful for **Dr. Luis Mejico** and his patience. I would absolutely recommend **Dr. Luis Mejico**. **Dr. Louis Mejico** is an amazing doctor!! **Dr. Jenny Meyer** is the most thorough doctor I have ever been to. Concerned and caring. Bless her. **Dr. Jenny Meyer** is a wonderful MD. She included my input on my care/treatment decisions. She gave me her input and expertise also. She answered my questions about my care/choices and explained to me outcomes about what might happen if I chose this one option versus another option. I had never thought about some of these outcomes. I am grateful for her and her expertise. **Dr. Dragos Mihaila** exhibited a high degree of expertise and was courteous and caring. **Dr. Dragos Mihaila** – terrific! **Dr. Eufrosina Young** is a wonderful doctor. Very kind and knowledgeable. **Dr. Eufrosina Young** – always listens and is kind.

University Cardiology: Dr. Robert Carhart is the best.

University Center for Vision Care: Dr. Samuel Alpert was and has always been professional and has explained my condition very well. Friendly and knowledgeable. **Dr. Robert Fechtner's** world-class care and caring were far beyond the 'very good' choice that your survey offers. He paid very close attention to my write-ups and Excel plot on the new double vision problem. **Dr. Robert Fechtner** – thorough and caring. **Dr. Robert Swan** – very responsive, explains things in normal language, helpful and direct, willing to listen to both mind and other doctor's options. **Dr. Robert Swan** always impresses me; he is thorough and always takes the time to talk to me regarding his findings subsequent to the exam of my eyes. **Dr. Robert Swan** truly cares about me as a patient and I trust his knowledge and expertise.

University Geriatricians: Dr. Andrea Berg cares for me as a patient. She explains to me and is looking out for what is best for me. I respect her. Dr. Vikrant Tambe was excellent. Found Dr. Dona Varghese's care to be excellent. Dr. Dona Varghese was kind and compassionate with my father and me. She listened to our needs and concerns and gave us guidance on mitigating some of my father's symptoms. We felt Dr. Dona Varghese cared about us. Dr. Dona Varghese spent a great deal of time with us and we found her to be wonderfully caring and compassionate. Dr. Dona Varghese made me feel at ease, easy to talk to, I trust her. Dr. Dona Varghese is very professional in her practice. She makes sure that her patients get the best of care and that they understand about medicine before she prescribes it.

University Internists: Dr. Vincent Frechette – wonderful! Dr. Vincent Frechette is a knowledgeable, caring, thorough and engaging doctor. It is a pleasure to visit with him. Dr. Vincent Frechette – the best! Dr. Vincent Frechette is an excellent listener and answers all my questions with clarity and thoughtfulness. He is the best doctor I have ever had and I have always appreciated the respect he has given me as his patient. Dr. Vincent Frechette – caring, concerned, bed side manner was outstanding. Dr. Vincent Frechette takes his time to explain his thought process and listens to mine. He provides the proper care to explain my issues in plain language without patronizing me. He is an excellent clinician. Dr. Vincent Frechette is great. Dr. Vincent Frechette discussed everything and answered all questions. Dr. Vincent Frechette is always thorough and kind. He's an excellent doctor. This was my first visit with Dr. Sriharsha Gowtham and I was extremely impressed. His knowledge, demeanor and communication skills were exceptional. I even learned some things about previous conversations with other providers regarding certain drugs that I did not know. Very pleased. Dr. Jessica Mayer – attentive and I felt like I was in wonderful care. Dr. Catherine White was helpful to me by explaining how my illness affected my test results. This was my first in person visit. I was very happy to meet her and feel very comfortable with



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her. **Love Dr. Catherine White** – she is caring and respectful of my needs. I am so happy to have **Dr. Catherine White** as my new doctor. I feel safe in her care.

University Pediatric & Adolescent Center: We've only had positive experiences with **Dr. Karen Teelin's** office. **Dr. Winter Berry** is amazing and she cares about us and our child.

Upstate Pediatrics: Dr. Jaclyn Sisskind was very patient and caring with my scared daughter. My daughter had to have a COVID test and was so scared. **Dr. Jaclyn Sisskind** explained the process in a fun, silly way and calmed my daughter down. **Dr. Jaclyn Sisskind** was wonderful and obviously truly cares about kids. **Dr. Jaclyn Sisskind** – simply the best, cares about patients, and is very thorough. **Dr. Jaclyn Sisskind** always exceeds expectations. My children love her.

Vascular Surgery at Community Hospital: I loved **Dr. Scott Surowiec.** I've had a lot of care providers in the past 10 years, he's at the top with the best. Easy to communicate with, listened, and answered questions. I never felt rushed. I felt like I was his patient, not a chart full of information.

2East at Community Hospital: Dr. Alfredo Lopez – wonderful job during my c-section.

4North at Community Hospital: Dr. Savio John and **Dr. Catherine White** provided outstanding care. They allowed us to ask questions and always took the time to answer questions so we felt at ease. They really took amazing care of me and I fully trusted their expertise to provide a full recovery.

4West: Dr. Zachary Shepherd was outstanding – gave me info and even a few laughs!

O5A: Dr. Moustafa Hassan was wonderful. He is kind, professional, and made me feel at ease throughout the entire process starting with his initial consultation to discharge from the hospital.

05B: God bless **Dr. Stephen Blakely**! I wish I had a urologist like him at home in Florida.

08E: Dr. Matthew Hanlon – wonderful!

08G: Dr. Timothy Ford came in, took charge, and was confident.

O9E: Dr. Grahame Gould helped to calm me and took the time to talk to me and answer my questions.

12F: Dr. Neal Seidberg was amazing. He explained everything to us and acted like he had time to talk to us. He made our time there much easier.

Thanks to each of you for the contributions you make every day! ~Amy

CDI Tip of the Month

SHOCTOBER

Applies to all providers

If your patient is hypotensive and looking **GHOULISH** (pale, diaphoretic, cyanotic) consider **SHOCK! Shock** is a vaso-pressing condition requiring immediate intervention. Document cause, diagnostic criteria including physical findings, specific treatment (vasopressors or large volume resuscitation), and treatment response.

Physical Exam Findings of Shock

Consistent with evidence of hypoperfusion

Hypotension	Gray or pale skin	Urine output <30cc/hr
Encephalopathy	Delayed cap refill	Irregular respiration
Cool or clammy skin	Weak, rapid pulse	Perioral cyanosis

Low blood pressure should not be a prerequisite for defining shock: patients can compensate through vasoconstriction. Also, review lab results for lactic acidosis.

Conditions Associated with Shock

The cause, or etiology, of shock must always be defined and documented.

	J	
Sepsis	Septic Shock	
Acute MI/Post Cardiac Arrest	Cardiogenic Shock	
Trauma	Traumatic Shock	
Volume Depletion	Hypovolemic Shock	
Hemorrhage/Blood Loss	Hemorrhagic Shock	
Allergic Reaction	Anaphylactic Shock	
Spinal Cord/Brain Injury	Spinal/Neurogenic Shock	

Review documentation of hypotension, taking into consideration any additional signs of hypoperfusion and whether they are associated with any of the above conditions.

Shock Treatment

Treatment varies based on the etiology and type of shock you are treating, please document what you are treating with your treatment.

IV fluid resuscitation	Vasopressors	Inotropes
Transfusions	Volume Expanders	Antibiotics
Positioning	Trauma/MAST Pants	IABP

Examples of improved documentation

Severe sepsis with septic shock due to gram negative pneumonia
Cardiogenic shock due to demand ischemia secondary to sepsis
Hemorrhagic shock due to acute blood loss secondary to GI bleed
Hypovolemic shock due to dehydration secondary to DKA