

CMO REPORT

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

UPSTATE
UNIVERSITY HOSPITAL

October 26, 2021

COVID Update

# Positive	# ICU	# Vent
50	18	10

Changes to 8G Beds

by Scott Jessie

Based on ongoing staffing challenges, we are reducing 8G to a capacity of 13 beds on a temporary basis. We will re-evaluate this on a regular basis to assess when we can add beds back into service.

Connect Care COVID Transitions Service

by Tiffany Bell

The new ambulatory Connect Care Clinic has been established to help patients transition from ED and hospital care to the outpatient setting in a safe, efficient, and timely manner. Patients can be discharged safely with timely follow up at Connect Care until they can be transitioned to primary care. The Connect Care Team will also provide post-discharge support to COVID-positive patients transitioning to recovery at home.

To support a safe and progressive recovery, COVID-positive patients will be offered visits through the use of telemedicine and telephone encounters. In line with the mission of Connect Care, this service will provide a continuum of care and access for patients at a vulnerable time, with a goal of improving their outcomes, reducing the need to access the ED for low-acuity care, and reducing subsequent hospital admissions.

To schedule appointments for discharged patients with Connect Care, call 4-4842, option 2. The clinic is located at University Hospital, downtown campus, 4 West, and is open Monday- Friday 8:00 am-4:30 pm.

Telemetry Services

by Dr. Christopher Tanski

One of the ways we are trying to improve throughput and optimize safety in the hospital is by ensuring we reserve telemetry for those who will benefit most. We have a finite telemetry capacity available. Indications for telemetry are by class and taken from recommendations from the AHA and ACC. Class I indications include things like arrhythmias, acute MI, unstable angina, pressor support, etc. Telemetry is also indicated for overdoses, defined electrolyte abnormalities, stroke, and certain surgical procedures. There are class 2 and 3 indications as well; however, use of telemetry for these may be limited based on the availability of telemetry units.

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The implications for requesting telemetry on patients who do not meet criteria is that the patients will board in places such as the ED if a telemetry bed isn't available. It has been the case, recently, that we have open beds but they are not telemetry-capable and so patients cannot be matched to those beds. Throughput and bed management will be looking closely at all telemetry orders going forward and reaching out to the team for clarification if indications aren't clear.

For more information, please reference policy [CM T-34](#).

Booster Clinics

Pfizer COVID booster clinics, offered by Kinney pharmacy will continue in November 2021. Stay tuned, a full schedule will be forthcoming.

There will be a booster clinic on November 1 at the Kinney Performance Center on the 11th floor in the Golisano Children's Hospital between 7 am and 3:30 pm.

Staffing for Medical Staff Services

by Beth Erwin

Like many of you, Medical Staff Services is facing COVID-related staffing challenges. We ask for your patience over the coming months as we continue to work diligently to credential and privilege your new medical staff members as quickly as possible.

Reminder: Annual Medical Staff Education Due October 31

by Nicole Cormier

The Medical Staff 2021 Annual Education is available online at:

https://www.upstate.edu/medstaff/forms/annual_education.php

Both the syllabus and the post-test are located on this page. This education is due by October 31, 2021. An 80% or higher score is required for this education to be accepted. Issues regarding resetting the test should be sent to medstaff@upstate.edu.

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Contaminated Ultrasound (US) Gel Notification

A message from the Department of Infection Prevention...

Burkholderia cepacia complex (Bcc) is a group of multidrug-resistant gram-negative bacteria often found in soil and water. Generally, Bcc is not common in healthy individuals and presents minimal risk to this population. However, individuals with weakened immune systems and underlying lung disease may be more susceptible to Bcc infections.

Recently, Bcc was found in some types of Ultrasound (US) gel (see link below), which was subsequently recalled by the FDA. After the recall, several patients at Upstate were found to have Bcc present in either blood or sputum cultures following admission. After reviewing charts and performing environmental cultures, US gel matching the recalled products were found.

As of October 20, 2021, the products were removed from clinical areas. The full number of patients exposed is unclear. The Bcc incubation period is 1-21 days with a median of 9 days. Given the recent uptick of Bcc for inpatients at the UH downtown campus, inpatients or discharged patients returning with signs and symptoms of a bloodstream or respiratory infections should be evaluated for Bcc. Common symptoms seen with bloodstream infections include: fever, chills or shivering, clammy or sweaty skin, confusion or disorientation, shortness of breath, increased heart rate.

As a reminder, **use sterile US gel packets whenever possible and clean the US sensors after every use with a hospital approved disinfectant**. If multi-use US bottles are used, clean lid after every use or discard if contamination is suspected.

Additionally, review inventory of US gels in your clinical setting and compare with the list found on the FDAs website and follow the guidance found.

<https://www.fda.gov/medical-devices/medical-device-recalls/all-ultrasound-gels-and-lotions-manufactured-eco-med-pharmaceutical-inc-recalled-due-risk-bacteria>

Contact the Infection Prevention Department with any questions. 315-464-5258

Clinical Documentation Improvement (CDI)

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

SHOCTOBER – 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

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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. Alina Basnet** presents exceptional compassion and encouragement in addition to her solid clinical skill sets.

Breast Care Center: **Dr. Mashaal Dhir** impressed me in the way he included me and my daughter who was with me in all of the visit. He drew a diagram of what he would be doing during the surgery and explained in detail what he might encounter and how that would affect the length of the surgery and the recovery. He was very pleasant and informative taking special care to ease my concerns when he saw I was getting anxious about something he was explaining. The next day I received a notice in MyChart saying that I had some new test results. I had a question about what I was seeing – or not seeing – in this report and I wrote a message to **Dr. Mashaal Dhir** with a question about this. He himself returned my phone call the very next day. I truly appreciated this. **Dr. Lisa Lai** was amazing! She answers all my questions, even when I asked her twice the same question. I felt I was in the best hands I could be in.

Center for Devel, Behavior and Gen: **Dr. Nienke Dosa** is the best. She listens to us and explains stuff so we know what is going on. Love her! **Dr. Robert Roger Lebel** is truly a top-quality physician, very knowledgeable and very easy to discuss matters with. I would highly recommend him to anyone with a genetics question.

Dental Service: **Dr. Jean Diflorio** has always worked with me very diligently to help me.

ECLS: **Dr. Christopher Tanski** saved his life by allowing him to be a candidate for ECMO. He listened to all of my concerns and gave me his cell phone to call any time. We are forever grateful he took a leap of faith. He saved his life. We are so thankful for **Dr. Christopher Tanski**.

ENT at Community Hospital: **Dr. Mitchell Gore** treated me with respect. He examined me with care and explained the situation to me.

Family Medicine: I am grateful for this ongoing treatment and have the utmost confidence in **Dr. Kaushal Nanavati**. **Dr. Kaushal Nanavati** took care of me. As always, he listened to my concerns and recommended a plan of action. **Dr. Kaushal Nanavati** is very caring, listens to my health issues and recommends a plan that will hopefully help me. **Dr. Kaushal Nanavati** has been my primary for many years. He is dearly loved and my idea of what a physician should be. When **Dr. Kaushal Nanavati** comes in the room you have his full attention and

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you get as much time as you need. **Dr. Clyde Satterly** – all around great guy. **Dr. Rupali Singla** somehow knows how to connect with my position as a patient. I feel comfortable with her because she asks questions that encourage me as a patient to express myself. She listens and sometimes asks helpful questions. I receive kind, compassionate, and very thorough care from **Dr. Rupali Singla**.

Family Medicine at Community Hospital: **Dr. R. Eugene Bailey** is the best! **Dr. R. Eugene Bailey** has been my doctor since my daughter was born in 2010. I have followed him everywhere he's been ever since! **Dr. Heather Finn** took the time to truly listen to me.

Gamma Knife: **Dr. Harish Babu** was pretty impressive. **Dr. Walter Hall** and **Dr. Michael Lacombe** are great! I have the utmost respect and confidence in them. They speak to you as a person and you know they truly have your care and well-being in mind. **Dr. Walter Hall** and **Dr. Michael Mix** always make me comfortable.

Heart and Vascular Center: **Dr. Debanik Chaudhuri** thoroughly explained the pending procedure, including a tour of the procedure area, to me and my son. Thank you, **Dr. Timothy Ford!**

Joslin Center for Diabetes: **Dr. J Kurt Concilla** is always good with answering any and all of my questions. **Dr. Barbara Feuerstein** is the most compassionate doctor I have ever encountered. Been her patient for 30 years. I hope she never retires. **Dr. Barbara Feuerstein** – professional, caring, inspires confidence. Love **Dr. Barbara Feuerstein** – always willing to take the time to discuss any concerns. **Dr. Barbara Feuerstein** is the reason I keep coming to Joslin. She is attentive, caring, and an excellent provider. **Dr. Barbara Feuerstein** – I have been a patient of hers for 31 years as a T1d and with her care, compassion, dedication, knowledge and support I have been complication free with my diabetes. I couldn't ask for or have a better provider. **Dr. Barbara Feuerstein** took time by calling me after the appointment. I love **Dr. Roberto Izquierdo**. I've been seeing him for many, many years and he has always been great.

Multidisciplinary Programs Cancer Center: **Dr. Mashaal Dhir** took time to explain procedure diagnosing verbally and understandable with hand drawn pictures of problem and procedure. I have a great respect for **Dr. Mashaal Dhir's** judgement and expertise. I feel very comfortable with his opinions. **Dr. Kristin Kelly** genuinely cares. **Dr. Thomas Vandermeer** was very special and understanding.

Nephrology Clinic: **Dr. William Elliott** – always professional and answers questions.

Pediatric Cancer Center: **Dr. Andrea Dvorak** got my daughter in the next day. She was very polite, nice, and understanding. She made sure my questions were answered and I understood what things were and she already got my next set of lab sheets ready. I couldn't ask for a better lady to oversee my daughter's iron deficiency. I have no loss hope anymore. Very good at what she does and eased my mind so much!! She helped me understand everything and gave me advice she personally would do with her own children. Very, very satisfied.

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She's amazing! She is on top of things and as a momma bear I like that! A very special thank you to her!! **Dr. Philip Monteleone** was wonderful. He was very good, patient, thoughtful and just seemed to be genuine.

Pediatric Gastroenterology: **Dr. Aamer Imdad** – I was impressed with his approach in clinical care and future treatment recommendations for my daughter whom is on the spectrum. As a professional that works with many special needs families, I will surely recommend. **Dr. Prateek Wali** has an amazing bedside manner and a sense of humor. He really went out of his way to talk to my daughter, make her laugh, and feel like she is part of the process. He is definitely top notch in his chosen specialty and I would recommend him to anyone. **Dr. Prateek Wali** was amazing and he really made my daughter feel at ease. **Dr. Prateek Wali** is awesome!

Pediatric Multispecialty Clinic: **Dr. Christopher Fortner** is the best.

Pediatric Surgery: **Dr. Jennifer Stanger** was extremely welcoming and very informative of all steps/plans of care for my son. She made our first experience in this office a pleasant one and she made my son feel very comfortable throughout the whole appointment.

Pulmonology Clinic: I initially saw **Dr. Dragos Manta** in 2012 when I was admitted to Crouse ICU with an unknown illness. Many practitioners wandered into my room/life during that experience and a myriad of tests were performed on me. I became weaker and weaker and sicker and sicker. **Dr. Dragos Manta** refused to give up on me and performed a bronchoscopy which confirmed his suspicion of sarcoidosis. At that point my systems were so far impaired, my full recovery looked very slim. By the grace of GOD who placed doctors like **Dr. Dragos Manta** in my life, I have been able to recover and enjoy a full life. Since then, **Dr. Dragos Manta** has followed my case and made the necessary adjustments to my care, even when the sarcoidosis progressed to neurosarcoidosis and I lost hearing in my right ear. **Dr. Dragos Manta** has worked closely with all my providers to insure my continued success in managing this horrible disease. Upstate is fortunate to have doctors like **Dr. Dragos Manta**. **Dr. Dragos Manta** is a great provider. **Dr. Birendra Sah** is such a caring doctor and so interested in his patients' cares and problems. Also, any time I have called into the office with a medical question or problem he is so quick to make sure he calls back that very same day. **Dr. Birendra Sah** is an amazing doctor. He makes me feel as if I am his only patient and never rushes through an appointment. Most important, he never leaves the appointment until he is sure I have no other questions and/or problems.

Rheumatology Clinic: As always, **Dr. Rayancha Sheetal** explained my disease process to me, fully answers my questions and respects decisions. **Dr. Rayancha Sheetal** – always professional. **Dr. Rayancha Sheetal** – good experience.

SUNY Upstate – Virtual: Had a very good experience talking to **Dr. Michael Archer**. He answered the questions we had and explained what would be going on during the appointment I have. **Dr. Brian Gallay** is well versed in my particular medical history and has always given helpful answers to my questions and being responsive to any issues I experience as a long-term kidney/pancreas transplant recipient.

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Surgery UH LL022: **Dr. Moustafa Hassan** is a class act! Kudos to him for helping make Upstate University Hospital the consummate hospital in Syracuse, NY!

The Surgery Center – CG: **Dr. David Halleran** is #1! **Dr. David Halleran** – pleasant, caring, and nice. **Dr. Ranjna Sharma** – always exceptional. **Dr. Prashant Upadhyaya** is excellent, explains everything, and has a great bedside manner. **Dr. Scott Wiener** made me feel very comfortable about the surgery.

UHCC – Neurology: **Dr. Deborah Bradshaw** – love! **Dr. Corey McGraw** was SO caring and very easy to talk to. We (my wife and I) came to this appointment very worried and concerned, but he answered every question and thoroughly explained everything. We left the office feeling reassured and cared for. We appreciate **Dr. Corey McGraw**. **Dr. Corey McGraw** listened to me and answered every single question or concern I had. He was amazing and informative. **Dr. Ioana Medrea** is very thorough and professional. She got to the bottom of my health issues and I've been very satisfied with her recommendations. **Dr. Luis Mejico** – excellent! **Dr. Jenny Meyer** has really been exceptional to me. **Dr. Carlos Muniz** is one of the most efficient doctors I have seen in a very long time! I will highly recommend him to others and continue care with him.

University Center for Vision Care: **Dr. Robert Fechtner** is wonderful. **Dr. Robert Swan** – concerned about my condition and takes whatever time that is necessary to treat me and assure I understand my condition and options. If all doctors were more like **Dr. Robert Swan** the world would be a healthier happier place. He is kind and yet professional, brilliant yet speaks to you in terms you can understand. He is amazing.

University Geriatricians: Very impressed with **Dr. Andrea Berg**. Treated me with MUCH respect. We really liked **Dr. Andrea Berg**.

University Internists: I met **Dr. Tingyin Chee** for the first time. I am very happy to have her as my doctor. **Dr. Tingyin Chee** – knowledgeable and thorough. Very impressed with **Dr. Tingyin Chee**. Sensitive to my needs and really listened to my concerns. Thank you! **Dr. Tingyin Chee** is very nice and takes time to explain things. **Dr. Tingyin Chee** was very professional yet accessible, took the time to go through all of my questions, and adapted my care plan to fit my needs. **Dr. Vincent Frechette** is always caring when we meet. My situation is not normal and he has worked hard to find ways to make my situation more livable. **Dr. Vincent Frechette** – his attentiveness, kindness, and active concern for your wellbeing is exemplary. I have received good care from **Dr. George Gluz**. **Dr. George Gluz** shows concern about his patients. **Dr. George Gluz** – knowledgeable, professional, and caring. **Dr. Sriharsha Gowtham** – knowledgeable, helpful and sensitive to my needs. **Dr. Sarah Lappin** is an extremely kind and caring person. I appreciated her patience and overall compassion for me as a patient. This was my first appointment with **Dr. Catherine White**. She was excellent during my visit and promptly responded to my questions that were submitted via MyChart. **Dr. Catherine White** was very professional, friendly, and a good listener. She made appropriate suggestions to my concerns and I am very glad that she is my new primary provider. **Dr. Catherine White** was amazing!

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Upstate Pediatrics: Thus far **Dr. Travis Hobart** has impressed by showing his knowledge, on treating my children, and is easy to communicate with.

Wound Care Center: **Dr. Monica Morgan** is always willing to listen and explains things thoroughly. She is always willing to help. **Dr. Deepali Sharma** is wonderful! While I was being seen for another wound, she saw a different wound (which was cancer) and made sure it was taken care of. She explains everything, asks me how I feel about it, and tells me so I can understand!

4North at Community Hospital: **Dr. Aart Geurtsen** and **Dr. Helga Herold** - amazing, knowledgeable, kind, compassionate and caring.

Thank you for all that you do!

~Amy

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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.

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