

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

October 31, 2022

2022 Annual Medical Staff Meeting

The 2022 Annual Medical Staff meeting was held on Monday, October 24. The program included refreshments, a presentation by Dr. Michael C. Bush, CEO of Great Place to Work, entitled "A Great Place to Work for All: Better for Hospitals, Better for Patients", and a recognition ceremony honoring our 2022 Medical Staff Award winners.



Congratulations to the following clinician awardees:

Patient Experience Top Performer Awards

Our top performers had a percentile ranking score of 95% or above on patient experience surveys for FY 21-22.

Dr. Jeffrey Albright
Dr. John Andrade
Dr. Vincent Calleo
Dr. Catherine Fessenden
Dr. Robert Hingre

Dr. Shernaz Hurlong
Dr. Joseph Jacob
Dr. Stephen Knohl
Dr. Amie Lucia
Dr. Jennifer Marziale

Dr. Elliot Rodriguez
Dr. Victor Rodriguez
Dr. Robert Sherman

Patient Experience Outstanding Performer Awards

Our outstanding performers had a percentile ranking of 99% or above on patient experience surveys for FY 21-22.

Dr. Mark Antosh
Dr. Michael Archer
Dr. Sharon Brangman
Dr. Jayne Charlamb
Dr. Andrea Dvorak
Dr. Christopher Fortner

Dr. Grahame Gould
Dr. Isobel Grover
Dr. Eric Hojnowski
Dr. Andreea Nitu-Marquise
Dr. Marissa Paparo
Dr. Patrick Riccardi

Dr. Reza Saidi
Dr. Rebecca Schroeder
Dr. Kelsey Stack
Dr. Jennifer Stanger
Dr. Anjali Sura
Dr. Ruth Weinstock

Medical Staff Member Recognition Awards

These awards are given in recognition of the medical staff deemed exceptional for their impact to improve Upstate culture, quality, and safety.



Dr. Rauf Shahbazov

Assistant Professor of Surgery
Division of Transplant Service



Dr. Harvir Singh Gambhir

Associate Professor of Medicine
Department of Medicine

I would like to express how much we value and appreciate each of you on our medical staff. We are grateful for the dedication you show and the contributions you make to our patients, learners, staff, and one another on a daily basis. I offer a heartfelt thanks to each of you.

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2022 Annual Education Due

By Medical Staff Services

The Upstate 2022 Annual Education for credentialed Medical Staff is online. Please go to https://www.upstate.edu/medstaff/forms/annual_education.php and read the updated syllabus, then complete the post-test. A score of 80% or greater is required to pass. This education must be completed no later than 12/15/2022.

Thank you for your time in completing this; this education contains all of the licensed practitioner-required education we are able to consolidate into one vehicle. If you have questions about the education content, would like to leave feedback, or need your test reset to try a second time, please call 315-464-5733 or email us at medstaff@upstate.edu.

Clinician Education – Infection Control

By Sara LaPointe

During our recent DNV accreditation survey, Upstate University Hospital received non-conformities related to infection control. Specifically, the proper handling of instruments awaiting high level disinfection (including the appropriate use of red bins), hand hygiene, and appropriate glove use.

Re-education to policy and procedure is required. Please see the attached provider education tip sheets. You may also reference policy [CM I-21](#) and [IC D-01](#) for specific recommendations and guidance.

For questions, please contact Paul Suits at SuitsP@upstate.edu.

Clinician Education – Glucommander

By Sara LaPointe

Effective November 15, 2022, we will be implementing IV Glucommander in the Intensive Care Units and Adult EDs at Upstate University Hospital and Upstate Community Hospital.

Glucommander is an eGlycemic Management System (eGMS) by Glytec. An eGMC is a holistic solution for improving glycemic management throughout the healthcare system. Glucommander is an algorithm-driven insulin dosing software that is FDA-cleared and indicated for use in the hospital setting. This technology unites doctors, nurses, pharmacists, quality teams, hospital leadership and others around a common goal that directly aligns with Upstate's Mission, Vision, and Values to improve patient care. eGMS systems like Glucommander have been repeatedly proven to enhance patient safety, improve quality of care, and decrease costs compared to the status quo.

Two webinars will also be available for all staff to join. The demos will start with the provider order set and also show how nursing will use Glucommander. The Glucommander vendor will be available for Q and A during these webinars.

Webinar #1

Date and Time: November 7, 2022 at 8:30 pm

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Join from Meeting Link: <https://upstate.webex.com/upstate/j.php?MTID=m7155c71e3b6b0632c43e8a073e171f16>

Join by Phone: 1-415-655-0001

Webinar #2

Date and Time: November 10, 2022 at Noon

Join from Meeting Link: <https://upstate.webex.com/upstate/j.php?MTID=meb7c32127ce1cbae6bf77f6657d0d159>

Join by Phone: 1-415-655-0001

Please see the attached provider education tip sheet. For questions, please contact our physician champions: Dr. Runa Acharya (acharyar@upstate.edu), Dr. Birendra Sah (sahb@upstate.edu), Dr. Amie Lucia (luciasa@upstate.edu), Dr. Julius Latorre (latorrej@upstate.edu), Dr. William Paolo (paolow@upstate.edu), Dr. Kelsey Stack (stackk@upstate.edu), Dr. Jay Brenner (brennerj@upstate.edu), and Dr. James Mangano (manganoj@upstate.edu).

Cyber Security Awareness Month

By IMT Cyber Security Team



October is Cyber Security Awareness Month across the United States. The intention is to raise awareness of the many technology-related threats we face. Throughout the month, the IMT Cyber Security Team will give a brief email update containing tips related to certain Cyber Security topics.

This year's awareness theme focuses on topics related to human behavior and how they relate to your security at home, at work, and or at school:

Multi-Factor Authentication (MFA)

MFA is a way of saying "you are the one entering the password", so that bad actors that have obtained a person's password are prevented from getting access to your account.

- With MFA, after the password is entered, another form authentication is required
- Could be phone call or an app on a smart phone or a code sent to a smartphone or email
- Always be sure you are the one that requested the secondary authentication, do not get complacent approving access
- MFA is one of the best ways to protect your user accounts

Use of Strong Passwords/Passphrases

A strong password is important so that bad actors, using computer technology to "crack passwords", are prevented from getting your password.

- Passwords should be **more** than 10 characters, contain both UPPER and lower case, at least one number, and at least one special character
- Consider a longer password using a **Passphrase** that is easier to remember but harder to crack
- Example of a passphrase !Lovet0goshopping

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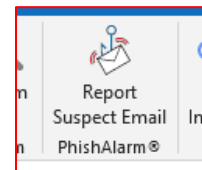
- Never post your passwords where others can see them

Recognize and Report Phishing

By definition, phishing is a form of social engineering. Phishing attacks use email or malicious websites to solicit personal information by posing as a trustworthy organization. Bad actors take advantage of stressful times and unique situations in our society to engage in phishing schemes. More recently, there have been phishing schemes using the ruse of the Healthcare Worker Bonus Program, Monkey Pox, and the World Health Organization. Below are some tips to avoid falling for phishing schemes:

- Whenever possible avoid clicking links
- If the offer or opportunity sounds too good, it most likely is a scam
- If you are being asked for username and password, or personal information, it is most likely a scam.

If you think you have a phishing email in your Upstate email account, please use the Phish Alarm  in Outlook to report it.



Updating your Software

- Software updates, which almost always contain security patches, are vital to maintaining a secure computing environment, as they prevent cyber criminals from exploiting weaknesses.
- IMT pushes software patches to Upstate-owned and -managed devices; however, you should regularly apply updates to any software that you manage on these devices.
- Your handheld devices (phones, tablets, etc.) should be updated on a regular basis, as they are a target for cyber criminals.
- The operating system, browsers, and other applications to your personally-owned computers should be updated on a regular basis.

If you have questions about cyber security, you may email ITSECURITY@upstate.edu.

Revised COVID-19 Policies of Special Interest for Clinicians

- [Novel Coronavirus 2019 – Care of the Patient in the Family Birth Center \(COV F-01\)](#): Omitted Room tracking record and updated support persons can change every 24 hours only if support person is positive then patient should be placed on rule out COVID-19 precautions. Added POCT information. Removed support person not allowed at diagnostic areas. Removed N95 masks used for one shift.

Primary Care Provider Education and Engagement Opportunities

By Darcy DiBiase

Please mark your calendars and join us for these upcoming events.

Primary Care Task Force Education sessions are held virtually on the second Wednesday of the month, from 12:15-1 pm.

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November 9: HeeRak Kang, MD, Management of Chronic Lumbosacral Pain

<https://upstate.webex.com/upstate/j.php?MTID=m59f7d318670f26f82ece3fcc747ed88d>

Future presentations include:

- December 14: Rachel Hopkins, MD, Transgender Care in the Primary Care Setting
- January 11: Robert Swan, MD, Ophthalmology in the Primary Care Setting, Part 2
- February 8: Robert Carhart, MD, Keeping Heart Failure Patients Out of the ED
- March 8: Savio John, MD, Patients with Cirrhosis

The next **Coffee with the CMO** will be held on Friday, November 11, from 7:30 am – 8:30 am, at Upstate University Hospital (room 8405A UH East Tower). All Upstate physicians, APP's and clinical staff are invited to gather with colleagues for an update from Chief Medical Officer, Amy Tucker, MD. An open Q&A to follow, coffee and wrapped breakfast treats available! RSVP requested to Darcy DiBiase, dibiased@upstate.edu

Please email Darcy DiBiase at DiBiaseD@upstate.edu with questions or if you have suggestions for future engagement opportunities.

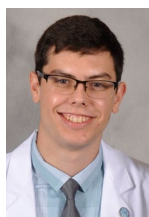
Clinical Documentation Improvement (CDI) Tip for October 2022

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

Respiratory Failure – Upstate will continue to serve a growing number of members from our community suffering with lung and airway disease in the coming months. When documenting respiratory failure, ensure the clinical criteria to support your diagnosis is stated in the Progress Notes, especially when criteria is identified pre-hospital or prior to transfer. Also, include a link to the underlying cause, treatments provided, and status of the condition as it evolves. Please review this month's tip sheets (attached) for more information. For questions, please email the CDI team at cdi@upstate.edu. Thank you to all providers for your strong work in improving documentation!

Exceptional Teacher Recipient for October 2022

By Dr. Lawrence Chin



Dr. Conor Young, PGY3 Resident in Emergency Medicine is the October 2022 recipient of the Exceptional Moments in Teaching recognition. The 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.

Comments from Dr. Young's students:

“Dr. Young is one of the most effective teachers on the clerkship. Very passionate about teaching. He is always kind and willing to involve students in patient care. He focuses on teaching students how to be effective doctors rather than just teaching differential diagnosis and treatment options. He taught me how to follow up on orders that we placed and

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provided good feedback on how to present information succinctly and effectively in the emergency department. He was one of the residents who made me consider emergency medicine as a possible career."

"Dr. Young is a very kind and gracious resident who was really invested in helping me get better in presenting patients, making differential diagnoses and making a plan for each patient. He has great bedside manner and was an exemplary example of what I would want to be like as a resident."

"Dr. Young is an excellent preceptor and instructor. He loves teaching and thoroughly explains procedures/pathophysiology to medical students so that they could truly enjoy their clerkships. He also takes care of his patients in an effective and efficient manner."

Outstanding Physician Comments

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



Adult Medicine: Dr. Danielle Kochen – always polite, attentive, and knowledgeable. She is a pleasure to have as a doctor. Dr. Samana Zaidi addressed my issues and listened to my issues.

Breast Care Center: Dr. Jayne Charlamb is always very professional, knowledgeable, and provides answers to all of my questions. Dr. Jayne Charlamb and her staff are truly fantastic.

Cntr for Devel., Behavior and Gen.: Dr. Nienke Dosa was all around very compassionate, intelligent, gentle, helpful, resourceful, intuitive and discerning about our daughter's condition.

Dental Service: Dr. Steven Stacey – concerned about my care and feelings, very courteous, and explains everything as he is taking care of me.

ED at Community Hospital: Dr. Hannah Charland – wonderful! Dr. Jordan Holliday was one of the most impressive providers I had (or worked with as an RN). He came in frequently checking in, providing results, asked if I wanted a drink and crackers and brought them himself. Thank you, Dr. Jordan Holliday, for your kindness and compassion. Dr. Deborah Mann was so thorough, responsive, and very attentive to my emergency medical needs. Dr. Deborah Mann sets the "Gold" standard for others to follow in emergency care and treatment. Dr. Deborah Mann is a very dedicated professional. Upon my release Dr. Spencer Heggers was very professional and very informative with regards to my MRI test results and the treatment plan for testing positive for Lyme infection. Dr. Ross Sullivan assisted in the coordination of my care and arrival to the ER. Dr. Thomas Weidman was thorough with the results of the x-rays and home care when discharged.

Family Medicine: Dr. Clyde Satterly took the necessary time to listen to my concerns and move the exam along efficiently. He took time to discuss my concerns and increased my confidence in his opinion and health care. Dr. Clyde Satterly – attentive and listened as I tried to explain my need, patient and understanding of my concern, did not appease me or make me feel as though I were blowing things out of proportion.

Family Medicine at Community Hospital: Dr. R Eugene Bailey went the extra mile for us. This was an introductory

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appointment with **Dr. Kyrsten Wallace** that went very well. I'm looking forward to developing a long-term patient/doctor relationship in the years ahead. I was very impressed with **Dr. Kyrsten Wallace's** bedside manner and skill as a physician. I'm very happy to have her assigned as my new Family Practitioner. Thank you!

Joslin Center for Diabetes: **Dr. Runa Acharya** was very caring and thorough. **Dr. Barbara Feuerstein** is absolutely amazing, she very clearly explains answers, is extremely knowledgeable about my illness, and a very good doctor. **Dr. Roberto Izquierdo** is never in a hurry and always listens. **Dr. Roberto Izquierdo** is one in a million! He is a fantastic doctor in every aspect. I have recommended him to several co-workers in the past. **Dr. Roberto Izquierdo** is the best. I have been seeing him for over 20 years. He's fantastic! **Dr. Roberto Izquierdo** – knowledgeable, caring, thorough, with a great personality for his position as my doctor. **Dr. Vishwanath Pattan** – caring, listened to my problems, explained my health issues and told me how to take my medicines. He was extremely helpful.

Multidisciplinary Programs Can. Ctr: **Dr. Ruham Alshiekh Nasany** – always available for any questions or concerns no matter how many times I call. I am grateful for that. **Dr. Mark Crye** impresses me because of his sincere care given, knowledge of my condition, approaches to cure, honesty, and clarity when speaking in medical terms. **Dr. Mashaal Dhir** answered all of my questions on my upcoming surgery and he put me at ease about any doubts or anxiety that I had about the procedure and my prognosis for the future. **Dr. Jesse Ryan** was very helpful and explained extremely clearly. He was compassionate, courteous and professional. **Dr. Thomas Vandermeer** – took plenty of time to answer any questions or concerns in a friendly and professional manner! **Dr. Thomas Vandermeer** was very thorough. I felt I will be in good hands and that he cared and will do all he can to save my life.

Nephrology Clinic: **Dr. Syed Bukhari** is an exceptional physician and person. Unfortunately, I've had to experience many doctors, and I'm qualified to tell you that few doctors are as dedicated and caring as he is. He stands out as a very fine example. I've been seen by him many times and EVERY TIME I'm thoroughly impressed by how well he treats me.

Pediatric Cancer Center: **Dr. Andrea Dvorak** is truly amazing! She is absolutely wonderful with my daughter. From the first time my daughter started seeing her, she has been so nice. She answers all of my questions and explains all the medication terminology where I can understand it. Plus, she makes it feel as though my daughter is number one on her priority list (which I know it's not), but to feel that it is every time she has an appointment is truly amazing. I am so very grateful for the care that she has provided to my daughter! I appreciate everything **Dr. Andrea Dvorak** and her staff does for my little girl. We love **Dr. Jody Sima**! She is always so caring and addresses any concerns I may have.

Peds Neph, Rheum, Integrative Med: **Dr. Caitlin Sgarlat Deluca** was wonderful. Love the hope she provides our little son for focus, attention, and hyperactivity along with developmental delays. That hope is so powerful. Thank you! **Dr. Caitlin Sgarlat Deluca** is awesome, so patient, excellent teaching, listens to concerns of parent and takes time to get child to cooperate.

Rheumatology Clinic: I love **Dr. Jihad Ben Gabr**. She always listens to me, helps me with any struggles I am having, explains things to me about my multiple health conditions and how to keep myself as healthy as possible. She is the best! You know she truly cares about you. **Dr. Hom Neupane** – listens. **Dr. Hom Neupane** always listens and tries for the best treatment. **Dr. Hom Neupane** is a great person and doctor. I appreciate him very much. **Dr. Hom Neupane** knows what he is doing. Very professional and busy as a bee. **Dr. Jianghong Yu** is always very thorough and has a treatment plan that she discusses and asks what I think. **Dr. Jianghong Yu** always listens and answers all of my

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questions. **Dr. Jianghong Yu** always returns my calls. I always feel better about what I'm dealing with after speaking to **Dr. Jianghong Yu**. She is the best!

SUNY Upstate – Virtual: **Dr. Andrea Berg** – wonderful! We couldn't ask for a better doctor for my mom. I am always bragging on **Dr. Roberto Izquierdo** and the Joslin Clinic in Syracuse. I let them know those are the standards I set for my healthcare team. **Dr. Oleg Shapiro** is a very competent doctor. He has a good sense of humor and allows me 3 questions per visit. **Dr. Oleg Shapiro** is a very smart and straightforward guy. I like him a lot for that!

Surgery – UH LL022: I cannot say enough good things about **Dr. Crystal Whitney**. She is knowledgeable, personable, so easy to talk to, quick, but very efficient when changing my feeding tube. **Dr. Crystal Whitney** is an EXCELLENT doctor.

Surgical Subspecialties at Community Hospital: **Dr. Jeffrey Albright** explained everything to me very thoroughly and answered any questions I had. I also feel that he is very cautious and would not do surgery on me if there was any problem whatsoever. That was very reassuring.

Transplant Center: **Dr. Brian Gallay** went over my health and lab results. **Dr. Brian Gallay** took the time to discuss tangential issues related to my health that greatly improved my understanding.

UHCC – Neurology: **Dr. Deborah Bradshaw** is outstanding, listens, and takes the time to answer all questions. **Dr. Tinatin Chabrashvili** – concerned over my health. As an emergency department physician with over 30 years of practice, I was extremely impressed and pleased with **Dr. Sherif Elwan's** care, professionalism, knowledge, and affable nature. Thank you! **Dr. Luis Mejico** is always very personable and considerate of my issues and feelings, he always makes me feel safe and comfortable during my appointment. **Dr. Luis Mejico** – great to work with, very understanding of my circumstances. **Dr. Luis Mejico** is very patient focused and a good teacher for the medical students. **Dr. Ai Sakonju** is a very open mind, well-prepared, like doctor and care management. She is explaining very clearly and professionally all about my son's illness.

University Cardiology: **Dr. Robert Carhart** is friendly, polite, patient and answers all questions. **Dr. Robert Carhart** – down to earth and very personable! **Dr. Hani Kozman** – compassionate. **Dr. Hani Kozman** is compassionate and knowledgeable.

University Center for Vision Care: **Dr. Robert Fechtner** – competent, caring, clear. **Dr. Preethi Ganapathy** fixed and improved a concern and problem I have had for 20 years that 3 other doctors could not. Her recommendation and treatment resolved the issue and put my eye problems on an improved right path. **Dr. Preethi Ganapathy** was very kind to me. **Dr. Robert Swan** had an emergency but we were well informed of time to be seen. I love **Dr. Robert Swan**. He is thorough and has helped me beyond belief! He explains so much and has always helped me. I tell many people about him! **Dr. Robert Swan** – professional, friendly and informative. I appreciate a doctor that listens and cares about my concerns and relates to me. **Dr. Robert Swan** is that kind of doctor. I never feel rushed.

University Geriatricians: **Dr. Andrea Berg** – felt like she had a personal interest in my health. **Dr. Dona Varghese** is very kind. **Dr. Dona Varghese** is so kind and gentle with Mom. She listens very well. She attempts to converse directly with Mom.

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University Internists: Dr. Tingyin Chee has been a very kind and informative PCP. Dr. Kaushik Govindaraju is very good at listening and answers all my questions with respect. Dr. Sarah Lappin provides great health care. I appreciate her compassion and concerns. Always very helpful. Dr. Sarah Lappin is a hardworking, compassionate, caring physician. She is an asset to anyone she comes in contact with. Dr. Sarah Lappin is a compassionate, knowledgeable physician. She listens and asks appropriate questions. She always quickly follows up with results and addresses all of my concerns. She is excellent!! I always feel that Dr. Dana Savici listens to me and considers my concerns when making decisions about my care. I think that is very rare in medicine and it is why I hope she never leaves. She is awesome!

Univ Pediatric and Adolescent Center: Dr. Joshua Bonville is a very intelligent, smart, nice person with expertise that he has nicely provided. We are glad that he is our primary care provider!

Upstate Brain and Spine Center: Dr. Harish Babu was extremely caring, demonstrated active listening to my concerns, validated my feelings and encouraged treatment that aligned with my lifestyle/desires. Dr. Harish Babu – nice, patient and friendly. Dr. Harish Babu is a very knowledgeable surgeon with a great bedside manner to match. He took the time to listen to my concerns and stated the possible ways that he could help me in a way I could understand. He is very kind and compassionate and considers the whole patient when discussing surgery with them. Thank you, Dr. Harish Babu! Brain and spine reached out to me. I'm not sure if my primary care reached out to them after my MRI results, but somehow, I was in Dr. Timothy Beutler's office in a week. I am very grateful however it happened. I was so grateful that I could see Dr. Lawrence Chin, whose reputation as a skilled neurosurgeon, is second to none in the Syracuse area. Dr. Lawrence Chin was very nice. I felt very comfortable and at ease with him. Dr. Ali Hazama is an excellent physician. He explains everything clearly, encourages patient involvement, and is a compassionate and caring provider. I always feel at ease discussing anything with him. Dr. Ali Hazama listened to me, answered all my many questions with patience, seemed to really care about my situation, and thoroughly explained what he planned to do.

Vascular Surgery at Community Hospital: Dr. Palma Shaw and her staff are wonderful!

Wound Care Center: Dr. Monica Morgan has my complete trust regarding my situation.

4West at Community Hospital: Dr. Kayla Dueland-Kuhn – very thorough and caring!

05B: Dr. Amie Lucia was spectacular!

10E: Dr. Mashaal Dhir and his team are wonderful.

12E: Dr. Matthew Mittiga – understanding, caring, and knowledgeable.

Thank you for all that you do!

~Amy

HAPPY
HALLOWEEN!

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Hand Hygiene & Glove Wearing

The DNV surveyors noticed that gloves are not always being worn properly by staff in all areas of the hospital and have asked the hospital to take steps to remedy this issue.

It is essential that all staff are performing hand hygiene and wearing gloves at the correct times to protect themselves, patients, and co-workers.



You should never have an idle pair of gloves on. If you have gloves on, there should be a task at hand. Put on gloves after sanitizing or washing just prior to doing a task that they are needed for, and remove when task is complete.

Wear gloves when it is anticipated that contact with blood or other potentially infectious materials, mucous membranes, non-intact skin, contaminated skin, or contaminated equipment could occur.

Be sure to change your gloves:

Between patients and anytime they are soiled
When gloves are damaged
When moving from contaminated body site to clean body site

Glove use is **NOT** a substitute for washing and sanitizing your hands. Sanitize or wash hands prior to putting on gloves and after removing gloves at the

Gloves are not worn for routine care activity – intact skin, clean clothes, clean environment unless patient on precautions. Wear gloves to protect you if risk of exposure, to prevent cross-contamination between patients, handling chemicals, and to prevent injury to you.

Gloves are not required to transport the patient (push wheelchair or stretcher). Extra gloves can be placed in the transporter's pocket to deal with any unexpected en route, direct contact with the patient.

Policies:

Contact Precautions

Hand Hygiene

Standard Precautions

Use of Enzymatic Pre-cleaner/Prepzyme after bedside Procedures

Purpose for use of Enzymatic Pre-cleaner

- Enzymatic Pre-cleaner keeps instruments moist for an extended period of time which helps to prevent the adhesion of blood clots, bioburden, & organic debris.
 - Bioburden and biofilm can accumulate on the instruments which damages the instruments and makes it more difficult for sterile processing to clean the instruments.
- Used for instruments that sit in red bins awaiting pick up and decontamination.
- Neutral pH; safe for all instruments.



Process for Caring for Instruments after a Bedside Procedure

1. Place Used/Dirty Instruments in the **red biohazard container** in the dirty utility room.
 2. Spray the instruments with **Prepzyme**.
 - Coat entire instrument
- Only instruments that need to be reprocessed by the Sterile Processing departments should be added to the red bins.
 - No other items should be placed in red bins.
 - Any instrumentation opened for the procedure should be considered contaminated, whether or not it was used.
 - Placing used instruments in a biohazard bin that will not leak and is puncture resistant protects staff from coming into contact with blood and body fluids.

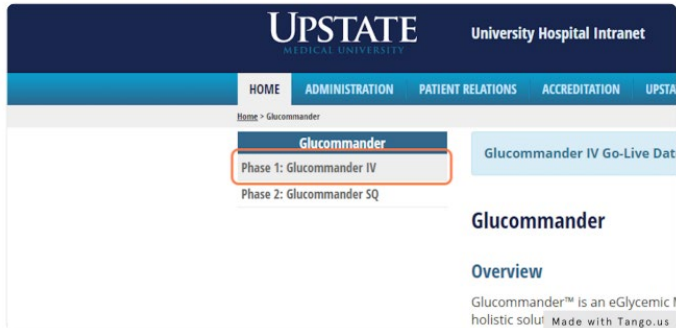
Glucommander Provider Education

STEP 1

Go to Upstate's Glucommander website: <https://www.upstate.edu/ihospital/intra/glucommander/index.php>

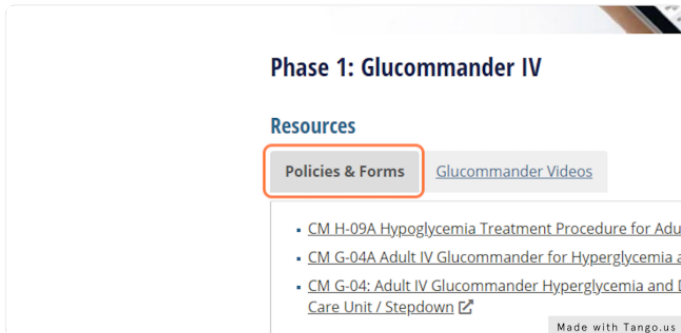
STEP 2

Click on Phase 1: Glucommander IV



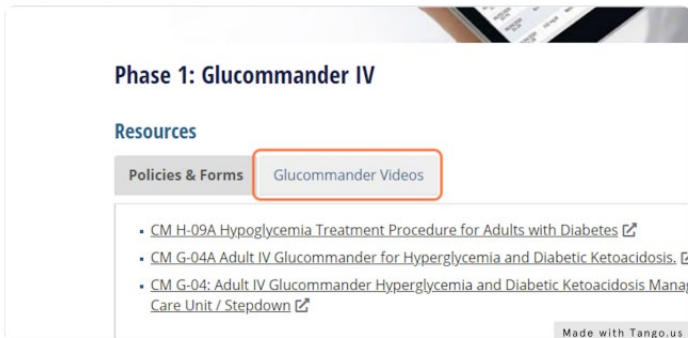
STEP 3

Click on and review Policies & Forms associated with Glucommander



STEP 4

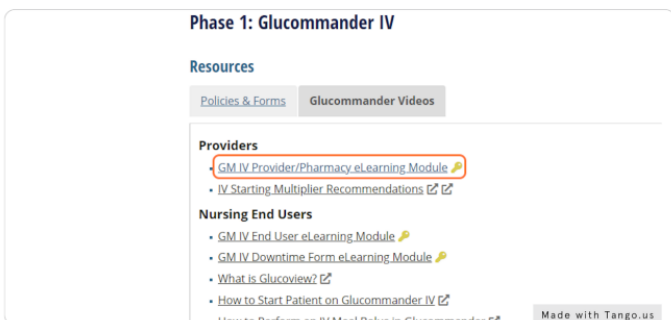
Click on Glucommander Videos



STEP 5

Click on GM IV Provider/Pharmacy eLearning Module

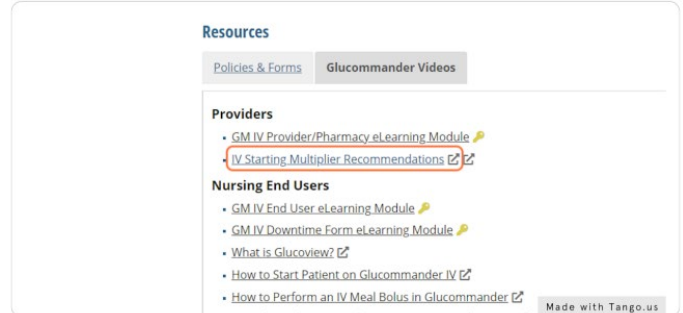
Complete all eLearning Modules included in this section.



STEP 6

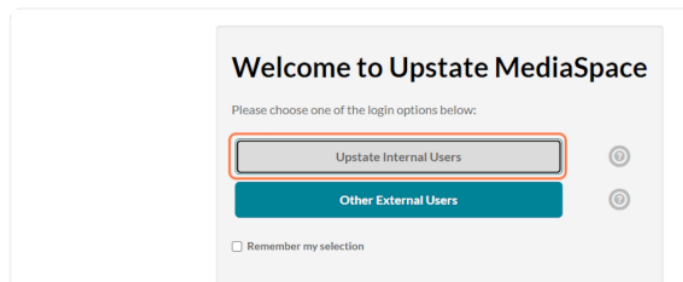
Click on IV Starting Multiplier Recommendations

Watch video about Multiplier Recommendations



STEP 7

Sign in: Upstate Internal Users



Glucommander IV Go-Live Date: November 15th, 2022

Provider Education Required on Glucommander website:

- Review Website and FAQs
- Review Policies
- Review Glucommander Videos – sign in using your Upstate username and password

Review EPIC tip sheets:

- Initiate Glucommander- [click here](#)
- Transition from Glucommander to Non-Glucommander SQ- [click here](#)
- Discontinue IV for Care in Non-Glucommander Areas- [click here](#)

CDI Tip of the Month – Respiratory Failure

Applies to all providers

Respiratory failure is a life-threatening condition with a high incidence of mortality. Standard documentation should represent the diagnosis, criteria used for diagnosis, link to underlying cause, and treatment provided.

Common causes of respiratory failure at Upstate are related to:

| | |
|---|---|
| Pulmonary pathology | <i>malignancy, COPD, pneumonia, mucus plugging, or pulmonary edema</i> |
| Airway pathology | <i>upper airway obstruction, edema, trauma, or angioedema</i> |
| Chest wall injuries or trauma | <i>bone and muscular injuries that impair respiration and/or gas exchange</i> |
| Central nervous system compromise or failure | <i>traumatic brain injuries, seizure, or stroke that impair effective respiration and/or gas exchange</i> |

Documentation of additional conditions or circumstances in respiratory failure patients to help reflect their increased risk of mortality include:

- **Debilities & Chronic Fatigue** – *consider conditions like impaired mobility, activity limitation from disability, or chronic fatigue related to underlying chronic lung diseases*
- **Fluid & Electrolyte Disorders** – *consider both acute and chronic disorders that are either treated or monitored during hospitalization*
- **Acquired hypercoagulable state** – *consider when patient has a-fib on anticoagulation, with hypercoagulable state secondary to mechanical nature of atrial fibrillation managed with long term anticoagulant therapy*
- **Pulmonary hypertension or Cor Pulmonale** – *consider when PAP/RVSP is >35 on echo, TRV >2.8 or RV dilation with associated risk factors*
- **Cardiac Arrhythmias** – *include arrhythmias managed with medication or by previously implanted permanent pacemaker or defibrillator, even if arrhythmia is not present on EKG during admission*

CDI Tip of the Month – Respiratory Failure

Applies to all providers

Respiratory failure is a life-threatening condition with a high incidence of mortality. Common causes of respiratory failure in children at Upstate are related to:

| | |
|---|--|
| Pulmonary pathology | <i>asthma, viral infections, pneumonia, mucus plugging, pulmonary edema, or congenital disease</i> |
| Airway pathology | <i>upper airway obstruction, edema, trauma, congenital malformations</i> |
| Chest wall injuries or trauma | <i>bone and muscular injuries, that impair respiration and/or gas exchange</i> |
| Central nervous system compromise or failure | <i>traumatic brain injuries, seizure, or congenital traits that impair effective respiration and/or gas exchange</i> |

Standard documentation requirements should represent all of the following:

The diagnosis, consistently carried through the record and not conflicting with previous documentation – ie: children admitted with acute respiratory failure with subsequent documentation referencing only respiratory distress

Criteria used for diagnosis – ie: provider documentation of desaturations, evidence of hypoxia or hypercapnia in the absence of SpO2 or ABG/VBG measurements, or documentation of ineffective, impaired, or absent breathing. If hypoxia or hypercapnia are not present, diagnosing Acute Respiratory Failure without hypoxia or hypercapnia specificity is sufficient when supported in documentation.

The cause, linked to the diagnosis of respiratory failure – ie: demonstrate that the patient's respiratory failure is **due to, related to, or from** asthma, RSV bronchiolitis, influenza, or CNS failure/compromise

Treatment provided and response – invasive ventilation is not required to diagnose respiratory failure. The use of supplemental oxygen, at or above 3 liters, is sufficient, or the use of HFNC or CPAP. Please use your independent medical judgement.

CDI Physician Advisor for Pediatrics – Dr. Andrew Osten

September 2022
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