

# CMO REPORT

FROM THE DESK OF

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

# UPSTATE

UNIVERSITY HOSPITAL

January 28, 2022

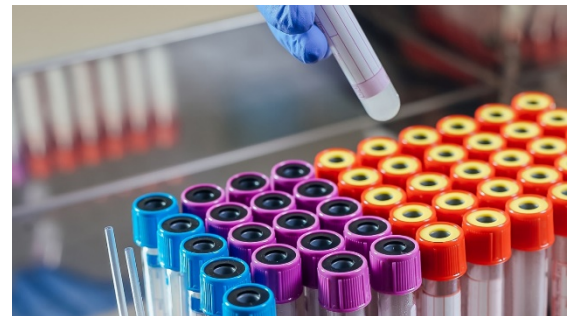
## COVID Update

# Positive	# ICU	# Vent
89	28	11

## Blood Collection Tube Supply Chain Interruption

The FDA announced that the United States is experiencing interruptions in the supply of blood specimen collection tubes. Upstate leadership asks that all are mindful of blood draws to attempt to conserve the product we have on hand.

Upstate is asking health care providers, laboratory directors, phlebotomists, and other personnel consider the following conservation strategies to minimize blood collection tube use and maintain quality and safety of patient care:



- Only perform blood draws considered medically necessary.
  - Remove duplicate test orders to avoid unnecessary blood draws.
  - Avoid testing too frequently or extend time intervals between tests whenever possible.
- Reduce tests at routine wellness visits and allergy testing only to those that target specific disease states or where it will change patient treatment.
- Consider add-on testing or sharing samples between laboratory departments if previously collected specimens are available.
- If a discard tube is needed, use a tube type that has a greater quantity available at your facility.
- Consider point of care testing that does not require using blood specimen collection tubes (lateral flow tests).
- Avoid 'rainbow' lab draws and filling extra tube for possible future lab orders.
- Use caution when transferring patients between services/units to not duplicate labs that have already been drawn and/or resulted.

In addition, we are considering Epic ordering changes to limit the number of consecutive days allowed for routine labs.

Click here for more details regarding the FDA announcement → [FDA Guidance](#)

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## Stress First Aid and Peer Support Training Opportunities

By Dr. Leslie Kohman

Three new opportunities for short trainings to enhance your ability to help your colleagues, team, and department during these tough times:

### New Peer Support Training

- Monday, February 14, 9:00 am – 11:30 am
- Register by emailing Dr. Leslie Kohman at [KohmanL@upstate.edu](mailto:KohmanL@upstate.edu) and Dr. Caroline Gomez-Cesare at [caroline.gomez-dicesare@bassett.org](mailto:caroline.gomez-dicesare@bassett.org).

### Stress First Aid Champion Training

For anyone working with patients who would like to learn about Stress First Aid and help train their peers:

- Tuesday, February 15, 6:30 pm – 8:30 pm (EST) / 12:30 pm – 2:30 pm (HST)
- Thursday, February 17, 5:00 pm – 7:00 pm (EST) / 11:00 am – 1:00 pm (HST)
- Please email Dr. Leslie Kohman at [KohmanL@upstate.edu](mailto:KohmanL@upstate.edu) if you would like to join either of these sessions.

### Refresher Peer Support Training for anyone already a peer supporter

The Medical Society of the State of New York (MSSNY) and Peer-to-Peer (P2P) Leadership will be hosting a two-hour peer support refresher for all full-trained peers on Saturday, February 5<sup>th</sup>, from 8:00 am – 10:00 am. The session will be taught by Dr. Charles Rothberg, Dr. Frank Dowling, and Dr. Jo Shapiro.

To access this session, please refer to the zoom meeting details provided below:

### Join Zoom Meeting

One Tap Mobile: US: [+19292056099](tel:+19292056099),83704930672#,,,,\*564162# or [+13017158592](tel:+13017158592),83704930672#,,,,\*564162#

URL: <https://mssny.zoom.us/j/83704930672?pwd=bzF5WFbHWlpHZnpMOWMwWHU1WG9rQT09&from=addon>

ID: 837 0493 0672

Passcode: 564162

In an effort to track attendance, please complete the [registration poll](#) and email Dr. Leslie Kohman at [KohmanL@upstate.edu](mailto:KohmanL@upstate.edu) if you plan to attend.



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## Clinical Documentation Improvement (CDI)

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



Are you thinking malnutrition? Ask a Dietician! Nutrition Consults are available for all inpatients and will be performed by Registered Dietitians. Please see attached tip sheet for more information. For questions, please contact the CDI Hotline at 315-464-5455.

\*Stay tuned for more information about a SMART Phrase. IMT will be introducing (developed in collaboration with CDI) to help improve your documentation of nutrition conditions

## Revised COVID-19 Policies of Special Interest for Clinicians

- [Physical Distancing and Masking for Training and Education \(COV D-05\)](#): Removed Appendix A. Removed statement stating room capacity is limited.
- [Personal Protection Equipment \(PPE\) Table for COVID-19 Exposure Scenario \(COV P-01\)](#): Staff member positive for COVID section of table – reordered statement on unvaccinated or partially vaccinated staff. Added KN95, KF94 respirator guidance.
- [SUNY Healthcare Facility COVID-19 Vaccination Mandate Policy \(UW C-16\)](#): Added the booster or supplemental dose requirement in amendments to 10 NYCRR Section 2.61 effective 1/21/22, described the procedure for applying for a religious accommodation and added evidence-based references.

## Outstanding Physician Comments

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



**Adult Hematology Oncology:** Dr. Alina Basnet is very caring and knowledgeable. I feel like I am in good hands.

**Breast Care Center:** Dr. Jayne Charlamb is compassionate, professional, and highly knowledgeable. I've recommended her to friends. Dr. Ranjna Sharma is an outstanding and very caring doctor who has been by my side from the beginning and I thank God I have her. Dr. Ranjna Sharma listens to you, takes notes, and asks you questions with respect and support. Dr. Ranjna Sharma is wonderful. She's a great doctor and a great leader.

**Dermatology Clinic:** Dr. Ramsay-Sami Farah is outstanding! We are fortunate to have him at Upstate.

**Family Medicine:** Dr. Kaushal Nanavati is very thorough and explains his recommendations clearly. Dr. Clyde Satterly is a very good doctor and always listens to you. I would highly recommend him. I feel that Dr. Rupali Singla is an amazing

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doctor and she is doing a great job. Every time I have spoken or been seen by her, she is caring, she listens to me, explains things to me in a way I can understand, and she knows her stuff. I am so happy she's my doctor.

**Family Medicine at Community Hospital:** Dr. R Eugene Bailey addressed my concern of weight loss. Dr. Sana Zekri – great! I would highly recommend to other individuals. Really cares about his patients and is great at what he does! Dr. Sana Zekri is very patient, knowledgeable, and has excellent bedside manner. He expressed concern for the issues I was seeking treatment for and provided treatment options that were appropriate. Dr. Sana Zekri is an excellent doctor!

**Joslin Center for Diabetes:** Dr. J Kurt Concilla taught me how to take care of a very stubborn ulcer.

**Multidisciplinary Programs Cancer Center:** Dr. Michael Archer – the best doctor I ever had. He was friendly and listened to all my questions. Great patient relationship. I was so impressed. Dr. Ruham Alshiekh Nasany has shown so much care and compassion. She makes you feel like you are her only patient. I felt at ease with her from the moment we met.

**Nephrology:** Dr. Ramya Bhargava – personable and thorough.

**Pediatric Cancer Center:** My child has special needs and Dr. Andrea Dvorak is able to communicate effectively with words he can understand – at his level – compassionately and listens attentively. My child sees this and responds well to her and because of this is not frightened at the appointment.

**Radiation Oncology:** Dr. Michael Lacombe took the time to answer my questions as this is my fourth series of aspenic cell cancer in my lungs. He gave me all the options as this is a rare type of cancer which had spread from my head. He made me feel part of the decision process for the next step and relieved my concerns about the number of times I have had treatments. Dr. Brittany Simone was excellent with questions and explanations. She made me feel comfortable with questions. Very caring for my treatment.

**Rheumatology Clinic:** I appreciate Dr. Hom Neupane's expertise. Dr. Hom Neupane is very friendly, yet professional, and I feel very comfortable with him.

**SUNY Upstate – Virtual:** Dr. Michael Archer is the best, very caring person, and it's a pleasure to have him for my doctor. I couldn't ask for anybody better. Thank you. Dr. Marisa DeSimone was very patient with my many questions which she answered thoroughly. Dr. William C Elliott is wonderful, very professional, and personable. Dr. Brian Gallay is an excellent doctor and listens to your input. Dr. Joseph Jacob had explained to me in a very good way so I was able to understand. I trust Dr. Joseph Jacob. Dr. Jenny Meyer is very easy to talk to, helpful, and beyond kind. She always responds if you email. She answers all your questions and concerns.

**Surgical Subspecialties at Community Hospital:** Dr. Jeffrey Albright was friendly and easy to talk to.

**Surgery – UH:** Dr. Katsuhiko Kobayashi took time to explain everything and made us feel good as to what was going to happen. Dr. Katsuhiko Kobayashi helped us to understand what was happening and reassured us the care we were going to get. Dr. Tomas Mujo was excellent. He spent time showing the MRI pictures and explained what we were looking at.

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**Surgery – UH LL022:** Dr. Amie Lucia and Dr. Moustafa Hassan – caring, friendly, skilled.

**UHCC – Neurology:** Dr. Sara Ali was very good explaining the MRIs and other scans that were taken in June. Dr. Robert Beach is the most caring, patient, understanding doctor I have seen in a very long time. Dr. Tinatin Chabrashvili was sensitive to the situation and intelligently outlined the diagnosis and treatment options. Dr. Anuradha Duleep was extremely attentive and helpful! Dr. Corey McGraw was just awesome. I finally found a doctor who listened and looked over all my history and came up with my diagnosis. Dr. Corey McGraw was very thorough and answered all of my questions. I especially liked him taking the time to let me know he looked through my entire medical history of MS and actually apologized that I had to deal with my MS symptoms on a public stage. He acknowledged that couldn't have been easy. It was a very enjoyable visit. My first visit with Dr. Corey McGraw was wonderful. He talked to both my husband and I about the history of my disease progression. Dr. Corey McGraw is a smart caring doctor and I feel like I'll get great care for my MS. Dr. Corey McGraw really listened to me. It didn't feel rushed. Answered my questions in an understandable way. Always a good experience with Dr. Victoria Titoff. Dr. Awss Zidan is a wonderful doctor.

**University Cardiology:** Dr. Robert Carhart is a very caring and exceptional physician. Dr. Robert Carhart has been patient and done well for me. I am grateful to him. I've already sent others to him because of his informative and kind bedside manner.

**University Center for Vision Care:** Dr. Samuel Alpert is an excellent physician. I especially value and appreciate Dr. Samuel Alpert's commitment and service in attending to my eyes and providing me with the medial information that has helped me not only to better understand my eye condition, but also how to better care for my eyes. Grace and peace to you Dr. Samuel Alpert. Dr. Robert Fechtner – world class as always! Dr. Robert Swan is a good doctor and cared for my eye.

**University Geriatrician:** Dr. Andrea Berg – extraordinary, makes visits to the clinic smooth and worry free, friendly, and professional. I would rank her a 10/10 and feel very lucky to have her as my health provider. The main reason that I go to this office is because of Dr. Jeanne Bishop. She is simply a one of a kind, caring, and knowledgeable doctor - a real asset to your hospital. Dr. Jeanne Bishop is top notch in every area that I can think of. Dr. Dona Varghese is beyond making an impression --- she is the total package; a physician of mind, body and spirit --- exactly what we (and all her patients I am sure) need, and hope for, and thank God for. Dr. Dona Varghese came right in and listened to our every word, every concern, every question and made sure we understood every response. Dr. Dona Varghese eased our anxieties the moment she entered the room, with her warm genuine caring nature, and her extreme patience in listening to our concerns, and helping us get our words out when we needed some guidance, and making sure we were understood, and without any further questions and concerns at the time. Dr. Dona Varghese has such a genuine gift with words that we felt comfortable to share our personal stories and concerns, and we never felt judged. How such a knowledgeable, professional physician comes with such a generous caring spirit is a true gift to us, to all her patients. We are very fortunate to have Dr. Dona Varghese in our community, and we are very grateful to have her on our team! She is literally a special specialist!

**University Internists:** Dr. Vincent Frechette is caring, empathetic, and genuine. Dr. Vincent Frechette was excellent and had already reviewed my records and latest lab work. Very happy to be under his care. Dr. Vincent Frechette is a wonderful physician. He is up to date on the literature, thoughtful, and kind. Dr. George Gluz was very good and very thorough. Dr. George Gluz is a very good doctor. Dr. Catherine White – extremely pleasant, efficient, and I left feeling

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cared for and happy with my total experience there. This was my first visit with **Dr. Catherine White**, I had a great experience and was very impressed.

**Vascular Surgery at Community Hospital:** I was very impressed with **Dr. Scott Surowiec**. I feel lucky to have him on my health team. **Dr. Scott Surowiec** was attentive, eased my fears, discussed options and helped me put together a conservative treatment plan.

**2East at Community Hospital:** **Dr. Jennifer Marziale** – amazing!

**07A:** **Dr. Richard Tallarico** is the best doctor. I will always trust him with any procedure I need done.

Thank you for continuing to provide the very best care for our patients each and every day.

~ Amy

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## CDI Tip of the Month – January 2022

### Applies to all providers

*Are you thinking malnutrition? Ask a Dietician! Nutrition Consults are available for all inpatients and will be performed by Registered Dietitians.*

*\*Stay tuned for more information about a SMART Phrase. IMT will be introducing (developed in collaboration with CDI) to help improve your documentation of nutrition conditions\**

- Be sure to review the Registered Dietician's (RD) Note and document findings in your Assessment and Plan
- Document if you institute the Nutrition Recommendations for management of malnutrition and, if not, address the reason in your documentation.
- Document validation of your diagnosis – this includes physical signs, symptoms, and characteristics
- Acuity and etiology of malnutrition is always important, as well as discussing a treatment plan.

### Physical Findings

Malnutrition typically results in changes to the physical exam, please ensure that your documentation does not have inconsistencies due to template usage and copy/paste. The RD may perform a physical exam and document any of exam findings below as an indicator for malnutrition.

<b>Body Fat</b>	Loss of subcutaneous fat (orbital, triceps, fat overlaying the ribs)
<b>Muscle Mass</b>	Muscle loss (wasting of temples, clavicles, interosseous muscles, shoulders, scapula, thigh, and calf)
<b>Fluid Accumulation</b>	Generalized or localized fluid accumulation evident on exam (extremities, scrotal/vulvar edema, ascites). Weight loss is often masked by fluid retention and weight gain may be observed.
<b>Reduced Grip Strength</b>	Normative standards should be documented.
<b>A minimum of two characteristics are recommended for diagnosis of either severe or non-severe malnutrition.</b>	

### Keep in Mind

- ❖ As a licensed independent provider, you have the final say. It is your patient and diagnosis.
- ❖ Height and weight should be actual and measured, rather than estimated, to determine BMI.
- ❖ Usual weight should be obtained in order to determine the percentage and to interpret the significance of weight loss.
- ❖ Basic indicators of nutritional status such as body weight, weight change, and appetite may substantively improve the refeeding in the absence of inflammation.
- ❖ Serum proteins such as albumin and prealbumin are not included as defining characteristics of malnutrition because recent evidence analysis shows that serum levels of these proteins do not change in response to nutrient intake.