

MORNING CMO REPORT

02.21.2018

FROM THE DESK OF:

Anthony P. Weiss, MD, Chief Medical Officer,
Associate Dean for Clinical Affairs,
Upstate University Hospital

UPSTATE
UNIVERSITY HOSPITAL

DNV NC2-1 Corrective Action Plan – Provider Education

Applies to All Physicians

Memo from Luke Probst, PharmD

During our annual DNV survey in December 2017, surveyors identified several patient records in our perioperative area containing multiple opioid orders for the same indication or criteria. Medication Management Standard MM.4 for Health Systems contain the following: All medication orders shall...include the name of the drug, the dosage and frequency of administration and the route of administration. Interpretive guidance states that elements to be included in any order include:

- Indication for use when appropriate (including orders for PRN administration and/or multiple uses of medication).
- Specific instructions (i.e. **differentiating indications for more than one medication for the same use**, e.g. pain).

In essence, it is imperative that each prn order have a specific indication or parameter for administration that eliminates clinical judgment by a nurse administering said medication. In the case of analgesic orders, the prescribing of multiple analgesics and/or multiple doses of the same analgesic **MUST** contain specific criteria for use which **DO NOT DUPLICATE** or **OVERLAP** such criteria. Please consider the following:

- Fentanyl 25 mcg iv q1hprn moderate pain (score 4-6), and Morphine 2 mg iv q1hprn moderate pain (score 4-6)
These orders overlap the same specific indication, failing the medication management standard and are therefore INVALID orders and should not be validated or acted upon.
- Fentanyl 25mcg iv q1hprn moderate pain (score 4-6) and Fentanyl 50mcg iv q1hprn severe pain (score >6)
These orders involve the same medication BUT provide different doses for different clinical parameters and are therefore VALID.
- Fentanyl 25mcg iv q1hprn moderate pain (score 4-6) and Morphine 2mg iv q1hprn severe pain (score >6)
These orders involve different medications BUT provide different clinical parameters for use and are therefore VALID.

While this nonconformity was discovered in the perioperative area, these principles of medication management and our corrective actions apply throughout the institution. Order sets are being revised by Anesthesia leadership in the adult and pediatric Recovery Phase of Care which offer structured guidance on the selection of different agents or differing doses of the same agent based on pain severity assessments. Additionally, a workgroup is reviewing all order sets to identify and establish a collaborative approach to revising any nonconforming orders such as described above. From the perspective of our regulatory agencies, nurse or patient preference from a selection list is not consistent with medication management standards. It is worth noting that providers **MAY** issue overlapping orders **as long as** added context (e.g. "if unable to take po", "if patient refuses x", or "for breakthrough pain unrelieved by x") is included. Pharmacists and nurses have been instructed not to act on non-conforming duplicate orders, which may lead to delays, disruptions in care, untreated pain and detriments to patient satisfaction.

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**Health Advisory: Syphilis, Gonorrhea and
HIV Diagnosis Increasing in Capital Region**

Applies to All Physicians

Please see attached memo from the NYS Commissioner of Health on an increase in STD's seen in the Capital Regional

Appeal to Join the Onondaga County Medical Society (OCMS)!

Applies to All Physicians

Message from the OCMS President...

The purpose of the Onondaga County Medical Society (OCMS) and the Medical Society of the State of New York is activism. Unless physicians are visible as a group, others take over. Here are two examples of issues we are working on:

1. Industries make money making people sick with drugs; tobacco, alcohol and opioids are the most important. We are trying to protect vulnerable persons.
2. The issue with health insurance and malpractice costs is not protecting doctors. It is protecting patients from the siphoning off of payments that should go to medical care into the insurance and legal systems.

The Medical Society is the force for all physicians to make initiatives to protect our patients from the many interests that see making money as more important than the health and safety of our citizens. The Medical Society does not represent all physicians. It represents the physicians who are members.

Please visit www.oncms.org and join! We need all Upstate physicians to join with us to protect our patients!

Brian Johnson, MD; President – OCMS

Sunny Aslam, MD; Upstate Representative to OCMS Executive Council

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Outstanding Physician Comments

[Applies to All Physicians](#)

Below are this week's comments from grateful patients receiving care on the units and clinics at Upstate:

Adult ED: 05A: Very impressed with **Dr. Moustafa Hassan's** skill with this surgery.

07A: Dr. William LaVelle visited me in my room after surgery a number of times to check on me. He was great! **Dr. Maashal Dhir** was extra attentive, caring, professional. Even called my wife with status if she was not in the room during his rounds.

10E: Dr. Sheila Lemke is an outstanding physician and person. So grateful for her care. **Dr. Diana Gilligan** is my primary physician and I owe her my life. She makes all of the right calls with my treatments and put my cancer into remission. I will forever be in debt to her and her team. **Dr. Diana Gilligan** was always available by phone to make sure that I'm ok. I am so thankful for her. **Dr. Katsuhiro Kobayashi** was wonderful. **Dr. Ashraya Karkee** was terrific.

10G: Dr. Ajay Jain truly impressed me.

11E: Dr. Zulma Tovar-Spinoza is the best of the best!! She is loving, caring, considerate, and brilliant in all that she does.

11G: Dr. Tamer Ahmed was excellent. **Dr. Andrea Dvorak** and **Dr. Melanie Comito** – great!

AP-1: Dr. Katsuhiro Kobayashi – great!

3West at Community: Dr. Timothy Creamer – very kind and informative.

05W – Inpatient Psychiatry at Community: Dr. Saundra Barnett-Reyes – respectful, nice lady.

Radiology at Community: Dr. Jonathan Latzman – way above duty and kindness.

Center for Children's Surgery: Dr. Jonathan Riddell was amazing, compassionate, and reassuring.

Medicine Subspecialties: Dr. Hom Neupane really knows what he is doing and treats you with kindness. **Dr. Hom Neupane** seems to me as a "household" doctor. Love to come to see him. **Dr. Hom Neupane** had me feeling excellent, so good! **Dr. Hom Neupane** always takes time to make sure I completely understand the issues with my health and always goes over the medicine I am

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taking in great detail. Excellent doctor and so blessed to be in his care. **Dr. Hiroshi Kato** is an outstanding physician and I am very lucky to be in his care. He listens, asks questions and writes down information that I need. I always know what the next step will be. I call **Dr. Hiroshi Kato** a medical detective. He really thinks about what is happening and why – a fantastic doctor. **Dr. Hiroshi Kato** is a kind, smart and hardworking doctor who makes sure I know that my health matters to him. **Dr. Eduardo Bonilla** is knowledgeable of condition and very caring to treat it. **Dr. Eduardo Bonilla** is always very helpful and friendly. **Dr. Jianghong Yu** is better than a 10! She always takes time with me and explains tests. I tell everyone how great, knowledgeable, and kind **Dr. Jianghong Yu** is. **Dr. Jianghong Yu** always reviews previous visits, test results, and up to date health status.

Joslin Center for Diabetes: **Dr. J Kurt Concilla** is helpful, knowledgeable and “just the best”. **Dr. Kurt J. Concilla** is always pleasant, knowledgeable, caring, and professional. He has a good sense of humor when appropriate but best is his professionalism and caring. **Dr. J. Kurt Concilla** is an excellent foot surgeon. **Dr. Rachel Hopkins** – I could not be happier! She was attentive, personal and supportive. She provided excellent concern and explained her concerns as well as asked relevant questions regarding my health. Very happy with **Dr. Rachel Hopkins**. **Dr. Rachel Hopkins** is very professional and caring! **Dr. Roberto Izquierdo** – genuine concern for his patients and friendly attitude. **Dr. Roberto Izquierdo** is the best doctor I have ever met. **Dr. Roberto Izquierdo** is a great doctor. Besides being brilliant, he treats everybody great. **Dr. Ruban Dhaliwal** – very thorough. **Dr. Roberto Izquierdo** – cares about the overall patient and takes time to listen and respond to the individual. **Dr. Lauren Lipeski** is wonderful, she does not rush thru the visit. I am glad she is my daughter’s doctor. As a direct result of the excellent care I have received from **Dr. Ruth Weinstock**, I have recommended her to many people. I appreciate the care I receive and can’t say how important she has been in helping me manage my health. **Dr. Ruth Weinstock** has and continues to impress me with her knowledge, professionalism, compassion and the personal attention she provides. She is a credit to her profession and your organization. **Dr. Beth Anne Piper** is exceptional! I have not had a doctor take the time and provide thorough explanations like she did at my appointment. I am very impressed and I look forward to seeing her at my next appointment. I feel confident and in good hands with her. **Dr. Beth Anne Piper** – extremely impressed with her care and the time she spent with me during my visit and asking me if I had more questions. She was terrific. **Dr. Runa Acharya** – friendly, knowledgeable, and well prepared. She spent good amount of time with me and answered all the questions I asked in a kind and professional way. I feel confident with her as my health provider.

Family Medicine: **Dr. Kaushal Nanavati** is a model, in my opinion, for what a healing physician should be. There is sufficient time allotted, he listens deeply, he educates, he is concerned about the whole person and underlying trends and causes. He is keen eyed and notices things about

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which the patient may have little awareness. He looks at the big picture and moves his patients in that direction with encouragement and education to take personal responsibility for full partnering in maintaining and building good health. **Dr. Kaushal Nanavati** – I have been with him for many years and he is like family. **Dr. Clyde Satterly** always impresses me with his caring and knowledge, both of me and of medical care. He is simply the best! **Dr. Heather Finn** is always thorough, knowledgeable, and supportive.

Adult Medicine: **Dr. Joyce Farah** is an outstanding doctor!! She cares about her patients and is very professional. I'm blessed to have her provide me with healthcare. **Dr. Joyce Farah** not only took great care of me as the patient, but actively taught two residents and involved them in a professional dialogue as a mentor. It is great to see young medical professionals working with talented and caring mentors. As a patient, it was very good to see that educational process and training are a priority at Upstate! **Dr. Joyce Farah** is excellent and understanding. She cares about my health. I have highly recommended her and will do so continuously.

Urology: Excellent experience speaking with **Dr. Oleg Shapiro**. **Dr. Oleg Shapiro** came from home to the ER to order tests and admit me. He came in early the next morning to check on me, though he was not on call. He then called me every day for the entire weekend, sometimes up to three times in one day. He cares for his patients. He was very reassuring and supportive. **Dr. Oleg Shapiro** was excellent at explaining things to us. We like him very much. **Dr. Oleg Shapiro** – attention to detail and good bedside manner. **Dr. Zahi Makhuli** is very thorough. I have great confidence in **Dr. Zahi Makhuli**. **Dr. Natasha Ginzburg** is great and explained everything to me. I could not be any happier and have total confidence in her with my upcoming surgery. More than pleased with **Dr. Natasha Ginzburg**. **Dr. Gennady Bratslavsky** is the "Best of the Best"! **Dr. Gennady Bratslavsky** – great communicator, best bedside manners, all around gentleman. I appreciate all that he has done for me. **Dr. Joseph Jacob** is very knowledgeable, was very familiar with my condition, inspires confidence, accurately address all my questions and concerns, and has a can-do attitude.

Pediatric Urology: **Dr. Jonathan Riddell** was fantastic.

University Cardiology: **Dr. Robert Carhart** is a great cardiologist. We need more like him. **Dr. Robert Carhart** provides consistently good care. **Dr. Luna Bhatta** is outstanding.

University Geriatricians: **Dr. Andrea Berg** was really wonderful. She listened well, and seemed to really care. **Dr. Andrea Berg** was new to me but made me feel very comfortable communicating with her. Very positive experience. I was especially impressed by **Dr. Andrea Berg** and the

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empathy she showed. **Dr. Andrea Berg** – she’s smart, witty, and caring. She always hugs me as we part. I leave with a smile on my face.

University Internists: I have been a patient of **Dr. Barbara Krenzer’s** for many years and have the utmost trust and confidence in her. In my mind she is one of the best practitioners and an extremely kind, considerate, and wonderful person. **Dr. Barbara Krenzer** is a caring, attentive, knowledgeable and very skilled physician. I like how **Dr. Barbara Krenzer** is able to explain reasoning behind her recommendations, how well she listens, and her overall knowledge and level of concern. **Dr. Barbara Krenzer** – competent, warm, efficient, an exceptional physician and person. **Dr. Barbara Krenzer** is always so gentle and caring. She is very attentive and responds quickly after an appointment if there is a need for follow-up via phone or MyChart. I have full confidence that she will give me the best advice and send me to specialists as needed. She is always prepared for my visit. **Dr. Barbara Krenzer** always inspires confidence. She takes the time to understand my concerns and provides clear advice. **Dr. Barbara Krenzer** has been my primary for years. She is an extremely compassionate, understanding and professional physician. I am pleased with her care whenever I visit her. **Dr. George Gluz** was excellent! This was my first visit, and he spent our visit like he had nowhere else to be. I felt like my care was individualized to me, and that he cared about my well-being. **Dr. Vincent Frechette** is excellent. He is caring and kind. I always feel like my concerns are heard and addressed appropriately. **Dr. Vincent Frechette** is excellent in all regards. **Dr. Vincent Frechette** is a caring person. I cannot say enough good things about **Dr. Vincent Frechette**. **Dr. Lubna Wani** was more than I ever could have asked for. She in my mind is one step above excellent. **Dr. Lubna Wani** was punctual and answered all my questions. **Dr. Suman Swarnkar** makes me feel safe to share my heartache and concerns. I feel she cares about my entire well-being. She is an excellent physician and I can’t imagine having anyone other than her. **Dr. Sarah Lappin** is extremely professional and knowledgeable.

Dental Clinic: **Dr. Cosmina Nolan** was excellent to my son. **Dr. Cosmina Nolan** – great dentist.

Neurology: We are very happy with **Dr. Guojong Zhang**. **Dr. Anuradha Duleep** – kind. **Dr. Anuradha Duleep** is a wonderful physician. Professional, compassionate, brilliant, approachable and kind. She is hardworking and devoted to her patients. She is extremely thorough and knowledgeable. **Dr. Michael Vertino** is one of my best health care providers. **Dr. Dragos Mihaila** – calm, patient, able to communicate on the patient’s level.

Breast Care Center: **Dr. Lisa Lai** is extremely nice to talk with. I feel very fortunate to have **Dr. Lisa Lai** in charge of my treatment. I have utmost confidence in her and value her advice. I really look forward to my appointments with her. **Dr. Lisa Lai** is so comforting, kind, and patient. She

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listens carefully and explains things very well. **Dr. Lisa Lai** is a tremendous asset for the Breast Care Center and Upstate.

University Center for Vision Care: I have seen **Dr. Robert Swan** on several occasions. EVERY single time he has been amazing. He really listens, remembers everything from my history and previous visits, and considers not only his recommendations for treatment but my concerns as well. He is smart and kind and seems to truly care. He is one of the BEST! **Dr. Samuel Alpert** – very professional and reassuring.

ENT: **Dr. Anthony Mortelliti** impressed us the most. His bedside manner, his thoughtfulness, critical thinking, and awareness of others is truly remarkable.

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