

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

February 25, 2021

Second Dose Inpatient Vaccination Guidance

A few instances have arisen in which an Upstate inpatient who has received their first dose COVID vaccination through an outside provider is due for their second dose during hospitalization here. Our recommendation is that they schedule the second dose with their first-dose provider following discharge. Unfortunately, we are not able to vaccinate them while they are here.

According to New York State's vaccination plan, individuals must receive their second dose from their first-dose provider and each first dose vaccine triggers shipment of a second dose to that first-dose provider. CDC guidance states patients should proceed with their second dose even if it falls beyond 42 days. Patients should not restart the vaccination series with another first dose. The doses Upstate receives, both first and second, are specifically allocated and there is very limited ability for use outside of the state guidelines.

State Education Department Warns of Phishing Scam Targeting Licensed Professionals

On behalf of Dr. Betty A. Rosa, Commissioner of Education, New York State Education Department...

The New York State Education Department today is warning licensed professionals in New York State about a scam involving telephone calls from individuals posing as NYSED Employees or law enforcement officials to defraud and extort victims. The scam is targeting such licensed professionals as physicians and pharmacists, and is seeking the professional's social security number and an immediate bond payment under the guise that the professional's license has been suspended and payment is required to reverse the suspension and avoid further charges. The New York State Education Department will never telephone or fax any individual to request a bond fee or payments related to an ongoing investigation of professional misconduct. If you receive such a phone call, please hang up immediately and report it to the proper law enforcement authorities.

"It is truly unspeakable that during the challenges of this pandemic there are individuals intentionally seeking to defraud the nurses, pharmacists and other professionals who have been heroes through all of this," said Chancellor Lester W. Young, Jr. "I encourage anyone that receives a suspicious call to immediately contact the FBI and your local law enforcement officials to report the incident. Thank you all for everything you have done throughout the pandemic."

"The commitment of our front-line workers and licensed professionals to their fellow New Yorkers has been unwavering throughout the pandemic, which is why this scam is so reprehensible," said Commissioner Betty A. Rosa. "We will work with our partners in law enforcement in any way possible to ensure those responsible for this scam are brought to justice. New Yorkers should be aware that the Department will not telephone any licensed professional to seek a bond fee at any time and should report any such call immediately."

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The police and impacted licensees have reported to the Department that the phishing scam involves a phone call from an individual claiming to represent New York State stating that the professional's license has been temporarily suspended and in order to have their license reinstated, they must pay a bond fee via bank wire transfer, which would be refunded to them if they were cleared by an investigation. Using phone "spoofing" technology, the phone calls and faxes appeared to come from real government agencies. Numerous pages of official looking documents that appear to be from New York State, the U.S. Department of Justice, the FBI, Trans Union and the New York State Office of Professions are then sent to these licensed professionals which contain publicly available information including their license number, National Provider Identifier (NPI) number, name, address, and other personal information. To complete the documentation, licensed professionals are asked to complete a box in which their social security number is requested.

If you have lost money in such a scam, immediately notify your bank and file a report with the FBI at [Internet Crime Complaint Center\(IC3\) | Home Page](#). This must be done quickly, usually in less than 72 hours, for even a very slight chance of recovering any money sent by bank wire transfer. You should also file a report with your local police precinct. Additionally, notify the Federal Trade Commission and visit [Identity Theft Recovery Steps | IdentityTheft.gov](#) to learn how to mitigate your chances of becoming a victim of identity theft.

Should you wish to check the status of your current registration and ability to practice, please do so using the OP Website found here: [NYS Professions - Online Verifications \(nysed.gov\)](#)

Peer Support for Clinical Workers at Upstate by Dr. Leslie Kohman

Upstate is part of the Clinician Peer Support Program of Central New York CPSP-CNY Steering Committee members, consisting of Upstate, Bassett, Oneida Healthcare, Mohawk Valley Health System and Auburn Hospital. Bassett is the lead organization. The program is funded by a grant from the New York Health Foundation. You may have seen a big blue "Upstate Peer Supporter" button on some of our staff and wondered what it means. If you would like to learn more about this program and its potential in your area, there is now an opportunity, see invitation in paragraph below.

Please pass this along to clinical and administrative staff in your area. This is a high-quality training by the lead expert in the field, free to all Upstate staff.

We are pleased to offer three March training dates in support of the Clinician Peer Support Program of Central New York (CSPS-CNY) and the P2P Peer support program offered through the Medical Society of the State of NY. This 2.5-hour virtual training is developed and facilitated by Jo Shapiro MD, FACS of the Brigham and Women's hospital. The training is available to physicians, advance practice clinicians, nurses, residents, behavioral health clinicians and Respiratory Therapists. We also welcome interested administrators to observe the training to better understand the program. Please offer the training to potential peer supporters: clinicians who are respected in their area and who are good, kind and empathetic listeners for their colleagues.

We are offering the following zoom-based training sessions:

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Monday, March 8: 8 am – 10:30 am
Monday, March 29: 12 pm – 2:30 pm
Wednesday, March 31: 2:30 pm – 5 pm

Please share this training opportunity with any potential peer supporters in your institution. Please provide the following information for anyone interested in attending one of these training sessions.

Name:
Role:
Institution:
Email:
Requested Training Date:

Send to Chief Wellness Officer Leslie Kohman, kohmanL@upstate.edu.

If you have questions or would like more information, contact Dr. Kohman or Dr. Deb Bradshaw bradshad@upstate.edu.

We will send those interested a calendar invitation with the ZOOM link for the training.

New / Revised COVID-19 Policies of Special Interest for Clinicians

New / revised / deleted policies of special interest for clinicians include:

New Policies

- [Multisystem Inflammatory Syndrome in Children \(MIS-C\) Clinical Pathway \(COV P-12\)](#)

Revised Policies

- [Personal Protection Equipment \(PPE\) Table for COVID-19 Exposure Scenario \(COV P-01\)](#): updated quarantine status of employees that are vaccinated.
- [Visitor Restriction During Prevalence of COVID-19 \(COV V-08\)](#): Upstate Golisano Children's Hospital visitors may come and go.

Clinical Documentation Improvement (CDI) by Dr. Emily Albert and Dr. Ali Khan, Co-Directors, CDI

COVID-19 associated conditions are represented by a number of new ICD-10 codes. The accurate assignment of these codes depends on clear documentation of the underlying cause and associated treatments. For the most accurate

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representation of your patient's condition, and their response to treatment, please always document when something is due to COVID-19. Please see attached Tip Sheet for details.

Outstanding Physician Comments

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



08G: Excellent skill from **Dr. G Randall Green**.

10E: **Dr. Teresa Gentile** was caring and I was impressed by her.

Breast Care center: **Dr. Lisa Lai** is simply amazing with patients – she listens intently, is easy to communicate with, and I know I receive the best possible care. She's an amazing surgeon! **Dr. Prashant Upadhyaya** – caring and brilliant professional.

Family Medicine: **Dr. Kaushal Nanavati** is THE BEST. I'm thankful I have him as my doctor. I can't express enough how much **Dr. Kaushal Nanavati's** care and concern means to me. He's very easy to talk to and he LISTENS! He takes his time with his patients, and I appreciate that, and he speaks in terms that "people" understand. **Dr. Rupali Singla** gave me an extensive examination. She was very easy to talk to and took the time to listen to me and answer my questions. She was very professional along with a nice personality.

Joslin Center for Diabetes: **Dr. Roberto Izquierdo** is lovely, helpful, clear.

Pulmonology Clinic: **Dr. Manju Paul** is a wonderful doctor, easy to talk to, and you never feel rushed.

SUNY Upstate – Virtual: I absolutely love **Dr. Nidhi Bansal** – friendly, thorough, and I look forward to my appointments.

Surgery – UH LL022: **Dr. Jessica Summers** - exceptional! **Dr. Jessica Summers** is a legend in the area, where she is most highly recommended, by fellow surgeons and emergency physicians, as well. We/you are lucky to have an outstanding attending physician at Upstate University Hospital – thankful!

University Cardiology: **Dr. Robert Carhart** is great! He took my father as a patient when he moved from Ohio, and they got him in for an appointment with a month, even though he was not taking new patients at that time. A quiet spoken man, with the ability to talk on the patient's level. I have a medical background, so he speaks to me medically. My parents are lay persons, and he speaks to them at a level they can understand.

University Center for Vision Care: **Dr. Robert Fechtner** – excellent! **Dr. Robert Swan** is extremely helpful and caring towards his patients!

University Internists: This was my first visit with **Dr. Amit Dhamoon** and an annual physical. He was very encouraging and patient with me, wanting to know as much history and background from me as possible so he could establish a good

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base line going forward and provide me with better assessments of my overall health. He also included me in his decision making and asked me if I was comfortable with certain recommendations which was very helpful. **Dr. Amit Dhamoon** was excellent! Absolutely love **Dr. Amit Dhamoon**. He has been a blessing to our family. Hope he never leaves Upstate.

Univ Pediatric & Adolescent Center: Our experience with **Dr. Andrea Shaw** has been excellent. She is very thorough; her communication with us is clear and detailed. She is extremely intelligent and very compassionate. She takes time to know my children and her advice to them about their health is invaluable. She helped resolve difficult/perplexing health issues. We trust her completely and are very grateful to be her patients. **Dr. Andrea Shaw** is gentle, compassionate, intelligent, articulate, and communicates clearly and comprehensively. When she calls us with lab/test results, she takes her time to answer all our questions and concerns. She is extremely patient and has always treated us humanely and compassionately.

Upstate Pediatrics: **Dr. Tobey Kresel** is and always has made it a great experience bringing my children in for well visits or other care. She talks to my child and me and is very caring and calm. **Dr. Tobey Kresel**, who even under the circumstances and protocols with this visit, made us very comfortable.

Upstate Urology: I could not be more impressed with **Dr. Timothy Byler**. **Dr. Joseph Jacob** is always attentive and informative. He explains information thoroughly and responds to questions in a manner that is easy to understand. **Dr. Dmitriy Nikolavsky** well exceeded my expectations throughout multiple surgical procedures and complications. He listened to my concerns, explained his recommendations and the reasoning behind them, and did a good job of lightening the mood and easing my anxieties.

Thank you for all you do! Please stay safe *in here* and *out there*, and do what you can to help protect those around you.

Amy

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Clinical Documentation Improvement

February 2020 Tip of the Month

COVID related conditions

Applies to all providers

Link diagnoses & manifestations to COVID-19 when present and due to COVID-19

- When documenting a COVID infection, specify whether it is asymptomatic or linked to another manifestation.
- To link, use format: ****Diagnosis/Manifestation** due to COVID-19**

Some examples that may be caused by COVID-19:

Respiratory	Viral Pneumonia, Acute Respiratory Failure, ARDS, Pulmonary Embolism, Pulmonary Fibrosis
Neurologic	Stroke, Headache
Cardiac	Myocardial Infarction, Intracardiac Thrombus, Shock
Immunologic	Sepsis, Lymphocytopenia, MIS-C or MIS-A, Cytokine Release Syndrome
Renal	Acute Kidney Injury, Dehydration
Gastrointestinal	Viral Enteritis
Hematologic	Coagulopathy, Hypercoagulability, DIC, Thrombocytopenia
Musculoskeletal	Critical Illness Myopathy

Confirmation of COVID-19 does not require documentation of a positive test result

- The providers documentation of their validation that the individual has COVID-19 is sufficient.

Clarify if current admission is due to active COVID-19 infection or sequelae from prior infection.