

# 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 26, 2020

## Centers for Medicare and Medicaid Services (CMS) Star Ratings

Applies to All Clinicians

### A message from Jim Legault, Director, Clinical Practice Analysis and Support...

CMS recently updated their Overall Hospital Quality Star Rating on Hospital Compare using their 2019 methodology. Upstate University Hospital received a 2-star rating with CMS. This star rating ranges from 1 star to 5 stars. The overall rating is a summary of quality measures that are outlined on Hospital Compare (CMS's website for consumers). These measures include the following components:

- \* **Mortality (weighted 22%)** – consists of Medicare claims-based inpatient outcome measures on 30-day death rates for heart attack, CABG, COPD, CHF, PN, stroke and post-surgical complications
- \* **Patient Experience (weighted 22%)** – consists of patient satisfaction measures related to nurse and doctor communication, responsiveness of hospital staff, communication about medicine, discharge information, cleanliness and quietness of hospital environment, care transitions, willingness to recommend hospital and overall rating of hospital
- \* **Readmission (weighted 22%)** – consists of Medicare claims-based inpatient and outpatient measures and includes rates of unplanned admissions as well as excess days in acute care for heart attacks, CABG, COPD, total hip arthroplasty, HF, PN and all-cause conditions.
- \* **Safety of care (weighted 22%)** – consists of a combination of Medicare and all payer claims-based inpatient outcomes measures and includes rates of infections from CLABSI, CAUTI, SSI Colon, SSI abdominal hysterectomy, MRSA, C-diff, Total Hip/Knee Arthroplasty and Patient Safety Indicator composite measures
- \* **Effectiveness of care (weighted 4%)** – consists of all payer process of care measures for both inpatient and outpatient related to influenza immunization, leaving ED unseen, ED Brain scan, colonoscopy recommendation and follow up, early delivery, sepsis early management, external beam radiotherapy and VTE prevention
- \* **Imaging Efficiency (weighted 4%)** – consists of efficiency Medicare claims-based outpatient efficiency of care measures for utilization of MRI for back, CT scans for chest and abdomen, cardiac stress tests, brain CT and sinus CT.
- \* **Timeliness of care (weighted 4%)** – consists of all payer process of care outpatient measures related to the time in ED preadmit, time in ED post-intent to admit and preadmit, time to transfer, time to ECG and overall time in ED.

Upstate has improved its star rating from 1 to 2 stars, and by focusing on the metrics above we look forward to continued improvements in our star rating.

**ALERT —**  
**ADVISORY —**  
**UPDATE —**

IMMEDIATE ACTION REQUIRED  
PRIORITY BUT NOT FOR IMMEDIATE ACTION  
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## Reminder: Behavioral Restraints

Applies to All Clinicians

As a reminder, Upstate was cited by DNV in August 2019 for lack of documentation of one-hour face-to-face assessments after behavioral restraint placement. Currently, in February we are **82%** compliant with our documentation. Thank you for your work on this. We really want to achieve 100%.

Face-to-Face reassessment of necessity for behavioral restrains must be documented by the physician within an hour of placement. In addition to documenting the time of the encounter, the elements required for face-to-face documentation include:

- Patient's immediate situation (event):
- Patient's reaction to the intervention:
- Patient's medical and behavioral condition (diagnosis):
- Plan (need to continue or terminate restraint for seclusion):

EPIC has built a note containing each of the elements required for compliant face-to-face documentation: use

•**PostrestraintF2F** to access the note template.

## Clinical Documentation Improvement (CDI)

Applies to All Clinicians

### Your monthly tip from Dr. Emily Albert and Dr. Ali Khan, Co-Directors, CDI...

Respiratory & Heart Failure – At Upstate, failure is not an option!

Both respiratory and heart failure are serious conditions, requiring clear documentation of acuity and specificity, as well as patient specific exams and treatment. It's essential that conditions are documented correctly and accurately reflect severity of illness. This impacts mortality, quality, value-based purchasing, and hospital financial integrity – ensuring Upstate can continue providing the best care to our community!

Please call the CDI Hotline with questions at 315-464-5455. Thank you to all providers for your strong work in improving documentation!

## Reconciling Outside Information through Epic's Care Everywhere

Applies to All Clinicians

### A message from Jennifer Curry, Senior Training Coordinator, Clinical Applications...

Reconciling a patient's outside information is an important step in providing **safe and effective patient care**. Information from medical records outside of Upstate's local medical record is available through **Care Everywhere**.

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Reconciling a patient's outside **Allergies, Medications and Problems** is a CMS regulatory requirement and part of the **Promoting Interoperability** (formerly Meaningful Use) program.

Please refer to this [Tip Sheet](#) (also attached) for details on how to access and reconcile this information in Epic.

## Loan Repayment Programs

Applies to All Clinicians

A message from Cynthia Jaconski, Health System Program Coordinator, Health System Grants...

Did you know that working at Upstate allows you to potentially qualify for several student loan repayment programs? These programs also assist with recruitment and retention of clinicians. Current loan repayment programs include:

### National Health Service Corps (NHSC) Loan Repayment Program:

- Upstate's Adult Medicine, Dental, and Child and Adult Psychiatry Clinics have the NHSC designation. Primary care medical, dental and mental/behavioral health clinicians who work at these clinics can apply to receive up to \$50,000 to repay their student loans in exchange for a two-year commitment.
- Eligible disciplines are: physicians, nurse practitioners, physician assistants, certified nurse-midwives, dentists, dental hygienists, psychiatrists, health service psychologists, licensed clinical social workers, psychiatric nurse specialists, marriage and family therapists, and licensed professional counselors.
- Applications are being accepted through April 23, 2020. More information on the application process and qualifications can be found at: <https://nhsc.hrsa.gov/loan-repayment/index.html>

### Doctors Across New York Physician (DANY) Loan Repayment Program:

- Physicians can apply for \$40,000 per year for three years for loan repayment who agree to work in an underserved area during the three-year period.
- Applications will be accepted from March 5-April 2, 2020. More information can be found at: [https://www.health.ny.gov/professionals/doctors/graduate\\_medical\\_education/doctors\\_across\\_ny/](https://www.health.ny.gov/professionals/doctors/graduate_medical_education/doctors_across_ny/)

## Outstanding Physician Comments

Applies to All Clinicians

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

**AP-1:** Dr. Rajiv Mangla explained everything.

**Center for Children's Surgery:** Dr. David Kanter – thank you! Dr. Anthony Mortelliti saved my sons lives.

**Family Medicine:** Dr. Kaushal Nanavati always makes you feel better than when you came in – the best!



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**Dr. Kaushal Nanavati** makes you feel like family. **Dr. Kaushal Nanavati** – great doctor, knows his stuff, listens, responds with real knowledge and is a great human being. **Dr. Kaushal Nanavati** – exceptional! **Dr. Clyde Satterly** gave me the extra time needed to discuss a difficult issue and saved my husband's life by expediting care with various specialists and surgeons.

**Multi-Disciplinary Programs Cancer Center:** **Dr. Mark Marzouk** – outstanding!

**Pediatric Gastroenterology:** **Dr. Marcus Rivera** explained things well. Due to transportation we arrived a couple of hours early and **Dr. Prateek Wali** saw us early instead of making us wait. He always listens and seems to have a good rapport with children.

**Pediatric Multi-Specialty Clinic:** **Dr. Joseph Domachowske** – outstanding! **Dr. Christopher Fortner** – thank you!

**Peds Neph, Rheum, Integrative Med:** **Dr. Caitlin Sgarlat Deluca** – great! **Dr. Caitlin Sgarlat Deluca** – talks to our daughter on her level, listens, cares and understands.

**Radiology:** **Dr. Dara Lifschutz** and **Dr. Jay Rosenblum** – grateful for all that they did for me. **Dr. Katherine Willer** – informative, prepared and knowledgeable. I felt confident with her during my biopsy. **Dr. Katherine Willer** – patient, thorough, went above and beyond to make me feel as calm and comfortable as possible. **Dr. Katherine Willer** – awesome, respectful, professional, efficient and comforting.

**Regional Oncology Center:** **Dr. Alina Basnet** and **Dr. Michael Lacombe** are both very kind and caring people.

**The Surgery Center - CG:** **Dr. Mary Ellen Greco** – thank you! **Dr. Jesse Gutnick** – personable and great explaining everything that he did. **Dr. Lisa Lai** for her deep concern, sensitivity and time to inform us; exceeding typical doctoral practice. **Dr. Warren Wulff** is a very good surgeon.

**UHCC – Neurology:** **Dr. Luis Mejico** is wonderful. **Dr. Luis Mejico** is my favorite doctor. He is always friendly, thorough and shows concern about me and my feelings. I am very confident he has my best interests in mind.

**University Cardiology:** **Dr. Robert Carhart** – very good to me. **Dr. Robert Carhart** always takes his time and answers all questions. **Dr. Debanik Chaudhuri** was very understanding and very helpful. **Dr. Avneet Singh** seemed to genuinely care about my overall health.

**University Geriatricians:** **Dr. Andrea Berg** – very caring. **Dr. Andrea Berg** – covers all the bases, plus some I had not even considered. **Dr. Andrea Berg** is an exceptional, caring, thoughtful and intelligent physician. You are blessed to have her on your staff as she is the epitome of the medical professional. **Dr. Sharon Brangman** gave me very good information. **Dr. Sharon Brangman** – excellent!

**University Internists:** **Dr. Vincent Frechette** is the most compassionate physician I have ever had. **Dr. Vincent Frechette** is my favorite doctor ever. I always have a good experience when coming to see **Dr. Lubna Wani**.

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**Upstate Pediatrics:** Dr. Travis Hobart – thank you! Dr. Ellen Schurman – amazing! Dr. Jaclyn Sisskind is so gentle, loving, caring, understandand knowledgeable. She is the best and so easy and comfortable to talk to.

**Upstate Urology:** Dr. Gennady Bratslavsky – impressed me with his knowledge and manner. He is extremely informative while being down to earth. Dr. Gennady Bratslavsky – very good and upbeat. Dr. Gennady Bratslavsky – professional and courteous. Dr. Natasha Ginzburg is remarkably familiar with details and history of patient's overall condition. She renders the feeling that you are her most important patient. Her demeanor and concern are unique and appreciated. Dr. Joseph Jacob – great! Dr. Joseph Jacob – impressive! Dr. Zahi Makhuli – professional. Dr. Zahi Makhuli – helpful and compassionate. He is an outstanding medical professional and I am very fortunate and privileged to have him so actively involved in my care! Dr. Zahi Makhuli – professional and wonderful to work with. Dr. Oleg Shapiro – extremely knowledgeable. I appreciated the warm welcome from Dr. Dmitriy Nikolavsky.

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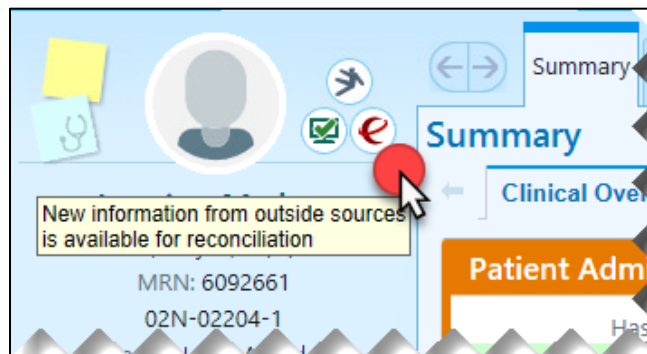
## Inpatient Providers: Reconcile Outside Info

Reconciling a patient's outside information is an **important step in providing safe and effective patient care**. Information from medical records outside of Upstate's local medical record is available through **Care Everywhere**. Reconciling a patient's outside **Allergies, Medications, and Problems** is a **Centers for Medicare and Medicaid Services (CMS) regulatory requirement** and part of the **Meaningful Use (Promoting Interoperability)** program. The following tip sheet provides guidance for reconciling outside information for a patient.

## Recognize When Outside Info is Available

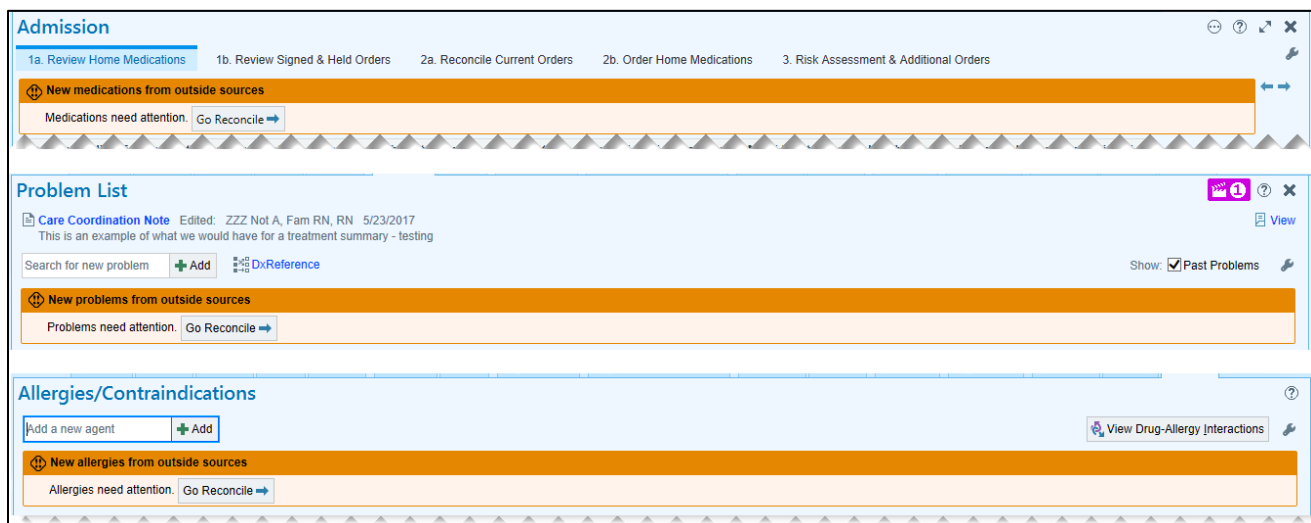
### Storyboard

- An icon will display in **Storyboard** to indicate new information from outside sources is available for reconciliation. **Click the icon to visit the Reconcile Outside Info activity** to complete the task. **Note:** *The icon disappears when outside info reconciliation is complete.*



### Banners

- Banners will display at the top of **Order Reconciliation** activities (i.e., Admission), the **Allergies** activity, and the **Problem List** activity. Click **Go Reconcile** to be directed to the **Reconcile Outside Info** activity.



## Reconcile Outside Information – Basics

1. Use the **green plus sign** to add the item to the patient's chart.
2. Use the **trash can** to discard the item.
  - a. *Using the trash can to discard an item will remove the information from the Reconcile Outside Info activity. Before discarding, verify with the patient that the information is not correct or that the information is already available in the local medical record. Discarded information does not re-appear in the activity unless it is updated by the external source. By default, discarded medications appear in gray text for 30 days from the date they were discarded.*
3. Use the **merger arrow** to merge an outside item with an item in the local medical record.
4. Review details including **clinical** information, **Source**, and **dates**.
5. **Efficiency Tip:** Save clicks by clicking the green plus sign to add items, then use the **Discard Remaining** button to discard items not added rather than individually discarding items.
6. Use the **Next** (or **Accept/Next**) option to work through each tab --or-- use the **tabs** to navigate.
7. The **note** at the bottom of each tab indicates whether there is information available for reconciliation on the other tabs.
8. Click **Accept** when finished to accept changes and close the activity.

## Reconcile Allergies

Reconcile Outside Info

Allergies

Medications

Problems

+

✕

+

✕

↑

✕

↑

✕

Agent	Reaction	Severity	Reaction Type	Comments	Source	Noted	Updated on
e Piperacillin Sod-tazobactam So New	Other (See Comments)		Contraindication		St. Joseph's Hospital Health Center	6/11/2019	6/11/2019
e Sulfamethoxazole-trimethoprim New	Rash	Low	Contraindication		St. Joseph's Hospital Health Center	2/2/2011	5/17/2019
Latex On chart					Local Medical Record	11/2/2011	8/7/2012
e Latex Similar	Other (See Comments)		Contraindication		St. Joseph's Hospital Health Center	10/5/2018	5/17/2019
Sulfa Antibiotics On chart	Hives		Allergy		Local Medical Record	11/2/2011	8/7/2012
e Sulfa Antibiotics Similar	Hives		Contraindication		St. Joseph's Hospital Health Center	2/2/2011	4/25/2019
Piperacillin-tazobactam In Dex On chart	Other (See Comments)	High	Intolerance		Local Medical Record	8/2/2019	8/12/2019

Discard Remaining

Note: Outside information is available for reconciliation: medications and problems

Next

Accept































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## Reconcile Medications

**Reconcile Outside Info** ⓘ ? ✕

**Allergies Medications Problems**

[Dispense Report](#) [Medication Reconciliation History](#)

Medication	Sig	Start Date	End Date	Source	Updated on
   <b>FREESTYLE TEST STRIPS</b> Add as: unknown 2 dispenses in past 10 months Dispense date: 1/21/2019 Qty: 4.00 each				External Pharmacy	1/21/2019
   <b>sterile water (bottle) SOLN 500 mL with sodium hypochlorite 0.25 % SOLN 473 mL</b> Add as: unknown	Dose: 473 mL Apply 473 mL topically 2 (two) times a day	7/15/2019		St. Joseph's Hospital Health Center	7/15/2019
   <b>CALCIUM CARBONATE ANTACID calcium carbonate (TUMS) 500 MG chewable tablet</b> New	Dose: 1 tablet Chew 1 tablet nightly			St. Joseph's Hospital Health Center	7/15/2019
   <b>DOXYCYCLINE HYCLATE (TETRACYCLINES) doxycycline (VIBRAMYCIN) 100 mg capsule</b> New	take 1 capsule by mouth twice a day	8/31/2018		Bassett Healthcare	10/5/2018
   <b>MULTIPLE VITAMIN DAILY VITE (THERAGRAN) per tablet</b> New Add as: Multiple Vitamin (DAILY VITE) per tablet	Dose: 1 tablet Take 1 tablet by mouth daily			St. Joseph's Hospital Health Center	7/15/2019
   <b>NYSTATIN NYSTOP 100,000 UNITS/GM POWDER</b> New Add as: NYSTATIN powder 1 dispense in past 13 months Dispense date: 11/5/2018 Qty: 60.00 each Pharmacy: RITE AID-250 STATE ROUTE 104 - OSWEGO, NY - 250 STATE ROUTE 104	APPLY TO AFFECTED AREAS THREE TIMES A DAY FOR ONE WEEK			External Pharmacy	11/5/2018
   <b>POLYETHYLENE GLYCOL 3350 (LAXATIVES - MISCELLANEOUS) polyethylene glycol (GLYCOLAX) packet</b> New Add as: polyethylene glycol (MIRALAX) packet	Dose: 17 g Take 17 g by mouth daily	7/16/2019		St. Joseph's Hospital Health Center	7/15/2019
   <b>ZINC OXIDE (MISC. TOPICAL) zinc oxide 20 % ointment</b> New	Dose: 1 (application) Apply 1 application topically 2 (two) times a day mixed with ketoconazole cream and hydrocortisone cream			St. Joseph's Hospital Health Center	7/15/2019
   <b>ASCORBIC ACID (WATER SOLUBLE VITAMINS) Ascorbic Acid (VITAMIN C) 500 MG tablet</b> On chart	Dose: 500 mg Take 500 mg by mouth daily.			Local Medical Record	7/21/2019
   <b>ascorbic acid (VITAMIN C) 500 MG tablet</b> Similar Add as: vitamin C (ASCORBIC ACID) 500 MG tablet	Dose: 500 mg Take 500 mg by mouth daily			St. Joseph's Hospital Health Center	7/15/2019
<b>BUDESONIDE (GLUCOCORTICOSTEROIDS)</b>					

ⓘ Note: Outside information is available for reconciliation: allergies and problems








































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## Reconcile Problems

**Reconcile Outside Info** ⓘ ? ✕

**Allergies Medications Problems**

[Problem Reconciliation History](#) Show: ☐ Past Problems ☐ Deleted

Diagnosis	Overview	Source	Noted	Resolved	Updated on
   <b>E. coli UTI</b> New		St. Joseph's Hospital Health Center	7/3/2019		7/3/2019
   <b>Hypomagnesemia</b> New		St. Joseph's Hospital Health Center			6/26/2019
   <b>Leukocytosis</b> New		St. Joseph's Hospital Health Center	6/7/2019		6/7/2019
   <b>Liver function study, abnormal</b> New		St. Joseph's Hospital Health Center			7/4/2019
   <b>Nausea and vomiting</b> New		St. Joseph's Hospital Health Center	5/17/2019		6/26/2019
   <b>Spina bifida of lumbar region with hydrocephalus</b> New		St. Joseph's Hospital Health Center	5/18/2019		5/18/2019
   <b>Vesicocutaneous fistula</b> New		St. Joseph's Hospital Health Center	6/20/2019		6/26/2019
   <b>Anemia of chronic disease</b> On chart		Local Medical Record	10/16/2017		7/12/2018
   <b>Anemia</b> On chart		Local Medical Record	7/20/2019		9/16/2019
   <b>Anemia</b> Similar		St. Joseph's Hospital Health Center	5/18/2019		5/18/2019
   <b>Decubitus ulcer of buttock, stage 4</b> On chart		Local Medical Record	7/4/2018		8/20/2018
   <b>Left perineal ischial pressure ulcer, stage IV</b> On chart		Local Medical Record	7/22/2019		7/22/2019
   <b>Pressure injury of right ischium, unstageable</b> On chart		Local Medical Record	9/5/2019		9/18/2019
<b>Unstageable pressure ulcer</b> On chart		Local Medical Record	9/25/2019		10/24/2019
<b>Pressure ulcer due to spina bifida</b> Similar		St. Joseph's Hospital Health Center	5/18/2019		5/18/2019

ⓘ Note: Outside information is available for reconciliation: allergies and medications

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