

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

February 4, 2022

COVID Update

# Positive	# ICU	# Vent
62	20	9

COVID Testing for Discharged Patients

By Stacey Keefe

The supply chain for rapid (priority) COVID PCR tests has again become unreliable. We are working to identify opportunities to conserve rapid COVID tests while continuing to deliver excellent patient care.

All patients being admitted to the hospital should have a rapid (priority) COVID PCR test ordered. However, we are implementing a safety net to conserve rapid tests. If the laboratory receives a rapid COVID specimen for a patient who has already been discharged, they will run the COVID test as routine (priority = no). If you have a case in which a patient is being discharged but really should be run rapid, please notify the Microbiology Laboratory.



For questions regarding when to order rapid versus routine, please see policy [COV T-08](#) or connect with Stacey Keefe at keefes@upstate.edu

Blood Shortages

By Dr. Matthew Elkins

COVID has resulted in a drastic drop in donation of blood products (red blood cell units, platelet units, plasma units) nationally. The American Red Cross and other blood collection agencies have done their best to provide enough blood products to support the clinical needs of hospitals. However, the reserves of blood products have now been exhausted. The blood supply for each hospital is now a ration of what is collected each day, with no additional products available if that ration is not sufficient. At Upstate, we have taken as many steps as possible to ensure that the blood products that we have are used to best support patient care.

As this shortage continues, however, blood products are becoming progressively more scarce and further steps may have to be taken to ensure that blood products are available for critical patient needs. Upstate continues to partner with the American Red Cross to host blood donation drives to help support the blood product supply. We encourage all those able to donate to participate in these drives. Additionally, evaluating stable patients for interventions which can prevent the need for transfusion (e.g. iron supplementation for iron deficiency anemia patients) will help us to reserve the blood products that we have for those patients who need transfusion support (e.g. acutely bleeding patients).

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Expansion of ILI Clinic Criteria for COVID-19 Therapy

By Nancy Walklett

With decreasing infection rates, the ILI clinic is now able to expand the patients eligible to receive the monoclonal antibody or Remdesivir infusions from just 1A to 1A through 1D.

Please refer to the NYS DOH information, included below, for guidance on eligible patients and call the ILI clinic at 315-464-5955 with questions.



KATHY HOCHUL
Governor

Department
of Health

MARY T. BASSETT, M.D., M.P.H.
Acting Commissioner

KRISTIN M. PROUD
Acting Executive Deputy Commissioner

Tier 1: Prioritization Groups for the Treatment of COVID-19		
For treatment, patients must have mild to moderate symptoms, test positive for SARS-CoV-2, and be within 10 days of symptom onset for mAbs or within 5 days for oral antivirals		
Risk Groups	Recommended Therapy/Approach	Notes on Prioritization
1A. Any age with moderate to severe immunocompromise regardless of vaccine status or Age 65 and older and not fully vaccinated with at least one risk factor for severe illness or Age 65 or older that is a resident of a long-term care facility environment	Refer for monoclonal antibody therapy (mAb) or prescribe Paxlovid, ideally within 24 hours of positive test Consider molnupiravir if the options above are not available	If needed, prioritize patients based on <ul style="list-style-type: none">• Age• Number of risk factors
1B. Under 65 years of age and not fully vaccinated with two or more risk factors for severe illness or over 65 and not fully vaccinated (no risk factors)	Consider mAbs or OAVs if supplies allow	If needed, prioritize patients based on <ul style="list-style-type: none">• Age• Number of risk factors
1C. Under 65 years of age and not fully vaccinated with at least one risk factor for severe illness	Consider mAbs or OAVs if supplies allow	If needed, prioritize patients based on <ul style="list-style-type: none">• Age
1D. Over age 65 and fully vaccinated with at least one risk factor for severe illness	Consider mAbs or OAVs if supplies allow	If needed, prioritize patients based on <ul style="list-style-type: none">• Age• Number of risk factors• Receipt of booster• Time since last vaccination
1E. Under 65 years of age and fully vaccinated with at least one risk factor for severe illness or Age 65 and older and fully vaccinated with no other risk factors	Consider mAbs or OAVs if supplies allow	If needed, prioritize patients based on <ul style="list-style-type: none">• Age• Number of risk factors• Receipt of booster• Time since last vaccination

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COVID-19 Therapeutics Locator

By Dr. Jana Shaw

Please visit the following link to search for locations that have received stock of COVID-19 therapeutics under the U.S. Food and Drug Administration (FDA) Emergency Use Authorization (EUA): [COVID-19 Therapeutics Locator \(arcgis.com\)](https://arcgis.com)

New EPIC Hold Function

By Dr. Scott Murray

Here at Upstate, we are addressing the topic of withholding medication administration for a brief period of time, due to multiple reported medication events. This is a challenge all hospitals struggle with and is reported nationally, with three common pathways.

- Write a Nursing order to 'hold' an active medication on the MAR
- Discontinue and reorder the medication when wish to resume
- Formal Hold function within the EMR

None of these are perfect solutions and all have issues associated with them. Writing a Nursing order to 'Hold' an active medication on the MAR, creates conflicting tasks and can be missed. Discontinuing and reordering medications, around a procedure for example, can be missed at either point. A formal Hold function in the EMR, can result in a medication left on Hold or the function may not be available in the EMR.

Current safe practice at Upstate to temporarily withhold medication administration, is to discontinue and reorder. EPIC recently released a Hold function and we are going to trial its capabilities with anticoagulation medications, subcutaneous heparin and enoxaparin. This will be a Provider ONLY driven process, to place a medication on and off Hold. The benefit of this function:

- Visible and transparent to ALL members of the care team
- Has drop down reasons for the provider to select with a comment area
- Addresses multiple SI events regarding anticoagulation (and other medications), NOT discontinued and reordered surrounding invasive procedures
- It is available in Haiku

As stated, initial utilization will be for injectable anticoagulation, subcutaneous enoxaparin and heparin ONLY. Other medications will be considered after review of this utilization. Additional medications will be added via Medication Safety and P&T Committees. Provider education is in progress and will be distributed.

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How it looks in Manage Orders:

Medications

enoxaparin sodium (LOVENOX) injection 40 mg 40 mg, Subcutaneous, Daily Standard, First dose on Fri 11/5/21 at 0900, For 30 days

Modify Hold Discontinue

enoxaparin sodium (LOVENOX) injection 40 mg

✓ Accept ✗ Cancel

Hold Duration:

Until manually unheld

ⓘ This medication order will be on hold upon signing and will remain on hold until manually unheld.

ⓘ Hold Reason:

ⓘ

Order parameters not met

Procedure Hold

Upcoming Procedure

Comments:

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Insert SmartText

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100%

Frequency Info:

Daily Standard

For: 30 days

Starting: Tomorrow 0900

Last admin: None

Next scheduled dose: Tomorrow 0900 [Will be on hold]

Total scheduled doses: 30

Last dose: in 30 days (30 future doses remaining)

ⓘ Next Required

✓ Accept ✗ Cancel

Medication on Hold on the MAR:

Medications

[Provider Hold] enoxaparin sodium (LOVENOX)
injection 40 mg

40 mg, Subcutaneous, Daily Standard, First dose on Fri 11/5/21 at 0900, For 30 days

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Medication on Hold on the MAR:



enoxaparin sodium (LOVENOX) injection 40 mg  Dose: 40 mg : Subcutaneous : Daily Standard :    

				1156 Provider Hol			
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Product Instructions:
Ordered Admin Dose: 0.4 mL = 40 mg of 40 mg/0.4 mL

Hover view from MAR:

Future Medications

enoxaparin sodium (LOVENOX) injection 40 mg  Dose: 40 mg : Subcutaneous : Daily Standard : 

				1156 Provider Hol	
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Product Instructions:
Ordered Admin Dose: 0.4 mL = 40 mg of 40 mg/0.4 mL

Provider Hol at 11/04/21 1156
Reason: Order parameters not met
Documented By: Emily B Albert
Documented Location: 01W AP1 UH
This hold cannot be edited in the MAR and can only be taken off hold in an ordering activity.

EPIC Improvement Opportunity

By Dr. Leslie Kohman

Get ready: the 2022 KLAS Arch Epic feedback tool will open February 8 for all medical staff, residents and fellows. You will receive a link via email from your department. Suggest more changes, like last year's review of BPAs. They were reduced by more than 50% and saved practitioners 700 hours of precious time. How else can your EPIC experience be improved?

Revised COVID-19 Policies of Special Interest for Clinicians

- [Novel Coronavirus 2019 Care of the Patient in the Family Birth Center \(COV F-01\)](#): All patients will be tested not just laboring patients. Added newborn testing and pediatrician office should be notified before appointment if newborn positive.
- [Pediatric Resuscitation \(Code White\) Guidelines \(Excludes ED\) During COVID-19 \(COV R-03\)](#): EPPE for all code white team members.

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Outstanding Physician Comments

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



Adult Hematology Oncology: Dr. Bhaskara Reddy Madhira has really been a guiding light throughout this whole process. My partner and I walked in totally freaked out, expecting the worst, scared to death, and Dr. Bhaskara Reddy Madhira was sympathetic, didn't try to force us to feel cheerful, but gave us very clear information about what I could expect. He is clearly extremely skilled and knowledgeable and is always willing to break it down into layman's terms for us. He went to bat for me when insurance was trying to deny the PET scan. I miss him right now because he is in India (but Dr. Seah Lim is a lot of fun to work with). I always feel comforted after a visit with Dr. Bhaskara Reddy Madhira and I have absolute confidence in him and trust him and his recommendations. Dr. Bhaskara Reddy Madhira is AMAZING! He is very patient and kind about answering my questions and gives me a clear idea of what to expect every time I see him. I feel comforted whenever we have a visit because he tells me everything – the good, the bad, the ugly. I feel like I am in extremely skilled hands. I am also impressed with Dr. Seah Lim who is covering for Dr. Bhaskara Reddy Madhira while he's in India. Dr. Seah Lim has a great sense of humor and is very kind.

Breast Care Center: Dr. Lisa Lai is ALWAYS right on the mark! She continues to provide exceptional care to me and answers all concerns I may have. Dr. Lisa Lai is amazing! I drive the 5.5-hour drive to Syracuse one way and back home that same day because I trust my life with Dr. Lisa Lai.

Dermatology Clinic: Dr. Ramsay-Sami Farah is very gentle, kind, caring, nice and he is definitely special no doubt about it! I am pretty hard to impress but Dr. Ramsay-Sami Farah is the bomb. His kindness is what got me. I tell everyone about Dr. Ramsay-Sami Farah and how compassionate and how he is ahead of his times.

ED at Community: Dr. Kelsey Stack is a super star!

ENT: Dr. Mark Arnold has been amazing throughout this whole experience. He keeps in contact with me with any changes and seems to genuinely care about my situation.

Family Medicine: Dr. Clyde Satterly is always upbeat and caring, he always listens and helps with concerns. He is an excellent doctor. Dr. Rupali Singla was absolutely amazing. She was so kind and genuine. I generally struggle with doctor appointments and she made me feel safe and comfortable enough to disclose some difficult things. I hope she knows how wonderful she is! Dr. Rupali Singla is absolutely amazing. I appreciate her genuine demeanor and the ease/comfort I felt when disclosing something difficult. I hope she knows how much that meant to me!

Family Medicine at Community: Dr. Igor Kraev has been one of the best doctors I have ever seen. He is worth listening to and also listens well. Dr. Igor Kraev is the first doctor that has shown that he cares about my health and will take the time to listen to my concerns no matter how long it takes. I am thankful to have him as my primary care physician. I love Dr. Catherine White.

Joslin Center for Diabetes: Dr. Barbara Feuerstein is so committed to listening to me, and making a plan with me. She explains everything and is kind and caring, very responsive, and is always out in front of new technologies to help me

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manage my diabetes. **Dr. Roberto Izquierdo** is amazingly kind and knowledgeable. He is a wonderful doctor. I always look forward to seeing him. This was my first-time meeting with **Dr. Vishwanath Pattan** and I felt that he was very attentive and truly listened to what I said and worked with me to find a solution. I truly appreciated that he explained things to me and confirmed that I understood what he was saying and suggesting. I am very grateful to have been assigned to him.

Joslin Pediatric Center: **Dr. Nisha Patel** was amazing and very informative and caring.

Multidisciplinary Programs Cancer Center: **Dr. Mark Crye** and all assisting staff were excellent during my procedure and stay at Upstate. **Dr. Mark Crye** was exceptional and explained everything so I could understand. I liked him very much! **Dr. Mark Marzouk** biopsied my tongue in a painless manner. **Dr. Kaushal Nanavati** is an excellent communicator. He listens attentively and makes good recommendations. He is compassionate and kind. He is smart, funny, and puts people at ease. Wish all doctors were like him. **Dr. Kaushal Nanavati** is a real treasure. His personal style makes him an exceptional doctor. **Dr. Thomas Vandermeer** and his team were excellent!

Pediatric After Hours at Community: **Dr. Marissa Smith** was amazing! Went above and beyond. Highly recommend her. **Dr. Marissa Smith** was exceptional! She was so busy with patients, running around, but still took the time during our visit. She was knowledgeable and very nice. I couldn't recommend her any more than I already have.

Pediatric Gastroenterology: **Dr. Marcus Rivera** and everyone in his office was wonderful. **Dr. Marcus Rivera** was great. He took the time to explain the test results and next steps and to answer a lot of our questions. He was also great with my daughter and put us both at ease.

Peds Neph, Rheum, Integrative Med: **Dr. Scott Schurman** is absolutely fantastic. He's patient, kind, and explained medical terms in a way we were able to better understand.

Pulmonology Clinic: **Dr. Kartik Ramakrishna** was very knowledgeable and explained things very well, with easily understood language. He was very reassuring and seemed to have plenty of time to answer questions.

SUNY Upstate – Virtual: It was great talking to **Dr. Michael Archer**. He is a nice person to talk to and a great doctor. **Dr. Elizabeth Asiago-Reddy** is an awesome doctor, she saved my life. **Dr. Andrea Berg** is very easy to talk to. **Dr. Sharon Brangman** has been an absolute life saver to me as a caregiver to my Mom, making sure I was taking care of myself first and foremost. **Dr. Sharon Brangman** offered additional resources for me to look into to support my caregiving. I am very pleased with **Dr. Gennady Bratslavsky** and the results of my PSA are now great. He is a very fine man and very personable. Good experience with **Dr. Michael Costanza** – excellent! **Dr. Dmitry Nikolavsky** is quite thorough and provides an education about the condition as well as options. He is very caring and his expertise is appreciated.

Surgical Subspecialties at Community: **Dr. Matthew Hanlon** was incredibly kind and personable.

Transplant Center: **Dr. Brian Gallay** is an outstanding provider. He demonstrates an extremely high level of knowledge, professionalism, communication, care and treatment. Outstanding, excellent care and treatment by **Dr. Brian Gallay**.

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UHCC – Neurology: Dr. Luis Mejico is a caring doctor, patient listener, and always is genuine in talking honestly and frankly. Dr. Victoria Titoff is amazing. She is kind, considerate of my needs, and respects me, my questions, and acknowledges my mother and her experience in the medical field. When I ask a question, she explains it in a way that I can understand. Dr. Awss Zidan – very personable.

University Cardiology: Dr. Robert Carhart was a breath of fresh air. He listened, he explained, he asked me questions and then, if I had any questions and I came out of his office feeling very hopeful together we could solve my medical problem. Dr. Robert Carhart spent a lot of time with us. He was very thorough explaining the answers to our questions. Dr. Robert Carhart is the best. Dr. Robert Carhart and staff all gave me excellent care.

University Center for Vision Care: Dr. Robert Fechtner was efficient, courteous, and knowledgeable. Dr. Preethi Ganapathy herself and the staff around her were very kind to me and professional – wonderful!

University Geriatricians: Dr. Andrea Berg explained that my Alzheimer's symptoms could be slowed down with physical exercise. Dr. Andrea Berg and her staff are always a pleasure to be around. They are all very friendly. Dr. Andrea Berg is very good at explaining the problems I face and what she will ask me to do to solve them.

University Internists: I trust Dr. Vincent Frechette completely! If only all PCPs were built in his mold, patients would be much healthier and happier. There are none that even come close to his balance of bedside, knowledge base, and personability. Like his nurse, he's a gem! Dr. Catherine White is fantastic!

Urology: Dr. Joseph Jacob always does his best and shows real concern. He has earned my absolute trust.

Wound Care Center: Dr. Marvin Heyboer 110% impressed me. He is an exceptional doctor. I visit a number of doctors during a month and it's always an enjoyable special time when he attends to my medical need. He is a great and definitely dedicated doctor. He provides terrific patient care.

2East at Community Hospital: Dr. Jennifer Marziale, Dr. Kenneth Rhee, and Dr. Matthew O'Connor were incredible!

You are appreciated. Thank you for everything that you do.

~ Amy

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