

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
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MARCH 9, 2020

COVID 19 Readiness

Applies to All Clinicians

Upstate's COVID-19 team has setup a link on the Upstate homepage to provide information for all staff on how Upstate will manage patients with suspected COVID-19. To get the latest information on COVID-19, triage information for Ambulatory, Adult ED, Pediatric ED and inpatient please visit: <https://www.upstate.edu/ipage/intra/>

Dragon Voice Recognition is Coming Soon!

Applies to All Clinicians

A message from Mark Zeman, Chief Information Officer, and IMT Team...

Dragon (Voice Recognition software) implementation has begun, and we anticipate it will be made widely available in early-May 2020.

To ensure success of this project, we solicited Epic Providers and Clinical Chairs to help identify voice recognition Super Users. I am glad to report that we had a great response and have signed up approximately 75 potential Super Users. The IMT training team will reach out to these providers to set up Super User training for the weeks of March 30th and April 6th.

Super Users will be the FIRST to be trained in Dragon and will be given early access to use Dragon during a pilot starting on April 18th. Other clinicians who wish to use this product in May will receive instructions on how to gain access to Dragon. Our training team is working on a plan to grant access with minimal training. Additional details will be released soon.

New Interventional Radiology Consult Service

Applies to All Clinicians

A message from Dr. Mohammed Jawed, Director of Vascular and Interventional Radiology...

The clinical management of patients undergoing interventional radiologic procedures is an essential component of a successful radiology practice. After many months of planning, and team work, Interventional Radiology has officially opened up an outpatient clinic on February 25th! In this way, interventional radiologists are able to clinically manage their patient before and after the performance of an interventional procedure which is crucial for the overall care of the patient.

The Interventional Radiology clinic will be open to new patients, as well as, follow-up visits with Interventional Radiology physicians that is thoughtfully designed to foster an effective and compassionate physician-patient relationship. The clinic will serve to manage and provide consultation to patients who need endovascular intervention, tumor management (including renal cancer, liver cancer, lung cancer, uterine fibroids, and many other conditions) through

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minimally invasive procedures. The clinic will also have the availability to see and evaluate patients with current drains, stents, vascular access, and other concerns.

The Interventional Radiology clinic is located in the Surgical Sub-Specialties Unit on the 4th Floor of Upstate University Hospital. Clinic hours will be held on Tuesday, Wednesday, and Thursday from 10 am – 2 pm. For questions or scheduling, please call 315-464-8035.

Nappi Longevity Center Update

Applies to All Clinicians

A message from Marilyn Galimi, Assistant Vice President of Planning...

As we continue with the foundation and site work preparation, we are also finalizing the final bid documents for the building. The design team met with the various clinics, this week, to confirm the intent of the design. The teams are reviewing the equipment list and IMT support for the clinics. Moving forward we will focus on operations and how the building will flow.



Upstate Grateful Patients Celebrate National Doctor's Day

Applies to All Clinicians

As part of the Grateful Patient and Family Program, Upstate Foundation is celebrating National Doctor's Day on March 30, 2020 by inviting patients at Upstate University Hospital to pay tribute to our doctors for the extraordinary and compassionate care we provide 365 days-a-year. Doctor's Day letters which include tribute cards are sent to Upstate patients served in the previous year and hundreds are returned each year in honor of our doctors. In addition to a celebratory banner and signage throughout both the downtown and community campuses, on March 25 – 27, Upstate Foundation staff hand-deliver hundreds of compelling handwritten thank you notes from grateful patients with a certificate of appreciation honoring our doctors. Thank you all for making a difference in the lives of our patients.

Clinical Documentation Improvement

Applies to All Clinicians

Your monthly tip from Dr. Emily Albert and Dr. Ali Khan, Dr. Mark Laftavi, and Dr. Jeffrey Albright, Co-Directors, Clinical Documentation Improvement...

Acute Kidney Injury (AKI), Acute Tubular Necrosis (ATN), and Chronic Kidney Diseases (CKD) contribute greatly to your patient's severity of illness and mortality risk adjustment. To ensure capture of the diagnosis as an ICD-10 code, please validate with the baseline Creatinine (SCr), as well prescribed treatment for the condition and clinical picture gained

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from evaluation and monitoring of your patient. Also remember to include in your documentation the underlying cause of your patient's kidney disease. Your well-defined documentation will give Upstate the opportunity to continue the best care to our community. Please refer to the attached Tip Sheet for more information.

Outstanding Physician Comments

Applies to All Clinicians

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

Breast Care Center: Dr. Jesse Gutnick is awesome! Dr. Jesse Gutnick – impressive! Very caring, knowledgeable and kind. Dr. Lisa Lai is really good and caring.

Cardiac Rehab: Dr. Sakti Pada Mookherjee – fantastic, informative and reassuring which helped me regain my confidence!

Family Medicine: Dr. Joseph Cincotta was very informative and thorough. Dr. Clyde Satterly always times his time and addresses all concerns. He is the best! Dr. Clyde Satterly always impresses me with his thorough visits.

Immune Health Services: Dr. Angana Mahapatra was very caring. I feel that she actually listened and genuinely cared about what I had to say and felt like it allowed me to be more open and trusting of her. She explained the practice and all it had to offer which was way more than I expected. It made me feel very comfortable in my decision to choose this office as opposed to other options. I look forward to working with her.

Joslin Center for Diabetes: Dr. Rachel Hopkins enabled me to share honestly and provided a treatment plan which meets my needs. Dr. Rachel Hopkins has been most understanding of my personal needs and provided treatment options that address them. Dr. Roberto Izquierdo is the best! He communicates very well, is patient, and thoroughly explains everything. Dr. Roberto Izquierdo – answers every question you have in a way you can understand it. Dr. Yanping Kong – helpful, listened to my questions and cleared up some issues that I did not previously understand. Dr. Angela Mojica Sanabria is friendly, caring, knowledgeable and patient. Dr. Angela Mojica Sanabria is the best!!! She takes her time, listens to us and explains everything in detail. She always calls me with my daughter's test results right away and always answers my messages in MyChart so quickly. I highly recommend Dr. Angela Mojica Sanabria! I wish more providers took pride in their work as she does. Dr. Ruth Weinstock is always willing to listen and help me with any problem or questions I have. Dr. Ruth Weinstock – professional and caring.

Multi-Disciplinary Programs Cancer Center: Dr. Leslie Kohman is a very thorough and caring doctor.

Pediatric Gastroenterology: All doctors should be as understanding and compassionate as Dr. Prateek Wali. His level of knowledge on multiple health ailments is helpful. Dr. Prateek Wali gets back to us quickly when I call or send e-mails!

Pediatric Multi-Specialty Clinic: Dr. Zafer Soultan offered options for my child's care. Dr. Zafer Soultan always listens and tries to come up with solutions pertaining to my child's health.

Surgery – UH: Dr. Mark Crye was extremely informative and thorough with his explanation of my condition and upcoming surgery. I didn't feel rushed.



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Surgery – UH LL02: Dr. Jiri Bem – respectful and caring. Dr. Jiri Bem – personable and caring.

The Surgery Center – CG: Dr. Kevin Setter was great! Explained everything to us and took his time.

UHCC – Neurology: I have been with Dr. Deborah Bradshaw for 27 years and there is no one better for me. Dr. Corey McGraw is the best! Honestly, I have never had a more empathetic and engaging provider who takes the time to offer many explanations/options to my questions and genuinely cares about what I'm experiencing in my life (personal and medical). This happens at every visit, and shows me he is truly compassionate and really enjoys his neuro specialty. I always suggest Dr. Corey McGraw to everyone! He is very kind and patient. He listens to me, and explains everything in very clear terms to me. Dr. Luis Mejico is fantastic. He listens and talks in a way that puts me at ease, while teaching other doctors.

University Cardiology: Dr. Amy Tucker takes awfully GOOD CARE of him!

University Center for Vision Care: Dr. Preethi Ganapathy was very approachable and friendly. She put me at ease and was willing to listen to what I had to say. Dr. Robert Swan – competent.

University Internists: Dr. Vincent Frechette is a fantastic physician and a great person. Dr. Barbara Krenzer is the best – what a great asset for Upstate!

University Internists: Dr. Sarah Lappin – took the time to explain stuff to me.

Univ Pediatric & Adolescent Center: Dr. Karen Teelin was impressive. She made time to do an emergency visit and was very thorough. Dr. Karen Teelin – caring, helpful, and treats patients with respect and dignity.

Upstate Pediatrics: Dr. Tobey Kresel is our favorite! Dr. Ellen Schurman is the BEST!!

Upstate Urology: I was there for a consult and Dr. Stephen Blakely came in and talked to me even though I was there to see someone else. Overall, I felt like my concerns were taken very seriously and am very grateful for the care I received, very professional as well. Dr. Natasha Ginzburg is a very wise physician and she makes me feel comfortable and a part of the decisions about my healthcare. Dr. Natasha Ginzburg is an excellent doctor. She always has my best healthcare interests in mind. I have recommended her to many of my friends and family. Dr. Zahi Makhuli is always warm and encouraging. Dr. Zahi Makhuli is the most outstanding urologist and person.

05B: Dr. Barbara Feuerstein – nice!

10H: Dr. Brittany Simone took time to explain options and answer questions.

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Clinical Documentation Improvement

Tip of the Month – Renal Failure

Applies to all providers

Acute Renal Failure (AKI) is defined by:

• Increase in Serum Creatinine by > 0.3 mg/dl (> 26.5 mmol/l) above the baseline within 48 hours
• Increase in Serum Creatinine to > 1.5 times the patient's baseline level, which is known or presumed to have occurred within the prior 7 days
• Urine volume < 0.5 ml/kg/h for 6 hours

Baseline creatinine is defined as the lowest creatinine value recorded for that patient in the preceding 3 months and must be documented to support your diagnosis.

Acute Tubular Necrosis

Causes of ATN

Contrast nephropathy (following CT scan, cardiac catheterization)	Medications (Antibiotics, Antifungals, Immunosuppressive agents, etc.)
Prolonged ischemia, hypotension and/or shock	Rhabdomyolysis
Sepsis	Hypovolemia

When to consider documenting Acute Tubular Necrosis:

- Acute Kidney Failure lasts for > 3 days after fluid resuscitation
- Your patient's urinalysis demonstrates significant proteinuria, muddy brown casts, or epithelial cell casts
- Your patient's Fractional Excretion of Sodium (FeNa) is $> 2\%$

Chronic Kidney Disease

Renal function is categorized based on estimated GFR.

CKD Stage 1	GFR > 90 ml/min
CKD Stage 2	GFR 60-89 ml/min
CKD Stage 3	GFR 30-59 ml/min
CKD Stage 4	GFR 15-29 ml/min
CKD Stage 5	GFR < 15 without dialysis
End Stage Renal Disease (ESRD)	Chronic hemo or peritoneal dialysis

- Documenting Chronic Kidney Disease without a corresponding stage does not accurately reflect how sick your patients are
- "Chronic Renal Failure" or "Chronic Renal Insufficiency" will not accurately report your patients' severity of illness

CDI Hotline – 464-5455

for help with anything
documentation related