

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

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March 05, 2021

Congratulations to the 2021 Gold Standard Award Winners

The Office of Faculty Affairs and Faculty Development is pleased to announce the 2021 Gold Standard Award Winners!

Samuel Alpert, MD, *Associate Professor, Department of Ophthalmology & Visual Sciences, College of Medicine*

Steven Blatt, MD, *Professor, Department of Pediatrics, College of Medicine*

Dominick DeMichele, MEd, RT(R)(CT), *Instructor/Clinical Coordinator in Medical Imaging Sciences, College of Health Professions*

Matthew Glidden, MD, *Assistant Professor, Department of Medicine, College of Medicine*

Dragos Manta, MD, *Assistant Professor, Department of Medicine, College of Medicine*

Jeanna Marraffa, PharmD, DABAT, FAAC, *Associate Professor, Department of Emergency Medicine, Upstate NY Poison Center*

William Marx, DO, *Professor, Department of Surgery, College of Medicine*

Jenica O'Malley, DO, *Assistant Professor, Department of Pediatrics, College of Medicine*

Gita Ramamurthy, MD, *Assistant Professor, Department of Psychiatry & Behavioral Sciences & Family Medicine, College of Medicine*

Jana Shaw, MD, MPH, MS, *Professor, Departments of Pediatrics & Public Health & Preventive Medicine, College of Medicine*

Abigail Smith, MS, *Senior Assistant Librarian/Magnet Librarian*

Telisa Stewart, DrPH, *Associate Professor, Departments of Public Health & Preventive Medicine, Geriatrics & Urology, College of Medicine*

Jennifer Vaughn, DNP, RN, NE-BC, *Assistant Professor, College of Nursing*

Katherine Willer, DO, MS, *Assistant Professor, Department of Radiology, College of Medicine*

Martha Wojtowycz, PhD, *Associate Professor, Departments of Public Health & Preventive Medicine & Obstetrics & Gynecology, College of Medicine*

Winners will be honored at a virtual Celebration of the Faculty on Tuesday, April 20th, at 5 pm. All faculty and staff are invited to attend.

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Upstate Foundation Celebrates National Doctors' Day by Bethann Kistner

Upstate Foundation's Grateful Patient and Family Program will celebrate its tenth National Doctors' Day on March 30. As in the past, the Foundation invites patients at Upstate University Hospital to pay tribute to *our doctors* for the extraordinary care and compassion we provide 365 days-a-year. Certainly, this year has been anything but ordinary. Throughout the Covid-19 pandemic, our doctors have gone above and beyond for our patients and their families. Doctors' 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, a celebratory banner and signage are posted in both the downtown and community campuses. As you may know, Upstate Foundation staff normally hand-deliver hundreds of compelling handwritten thank you notes from grateful patients with a certificate of appreciation honoring our doctors, but due to the COVID-19 pandemic they will be mailed again this year. Thank you all for making a difference in the lives of our patients!



Physician Suspension Practice by Andrea Bleyle

Last spring CMS announced Waivers allowing hospitals to relax the normal regulations for Provider Suspension for late documentation in the Medical Record as defined in the Medical Staff Bylaws. This allowed providers to focus on patient care and the challenges they faced during the crisis. As we are now returning to a more normal status and few COVID patients, it is necessary to restart our suspension process.

Beginning next week, we will resume the tracking and process of suspending providers. Please make sure your documentation is completed within 12 days of discharge to avoid suspension. Also, the Physician Dictation Room is open Monday – Friday from 7:00 am – 4:30 pm should you require assistance.

Please contact Andrea Bleyle, Director of Health Information Management, by phone at 315-464-7800 or email bleylea@upstate.edu if you have any questions.

SwipeSense "Dirty Dozen" Tip Sheet by Julie Briggs, RN, MSN, CPHQ



Attached please find a tip sheet "Wash Away the Dirty Dozen" for the use of swipe sense and hand hygiene. Please share and post this sheet for your staff to be able to utilize. Remember that swipe sense is currently only on the inpatient nursing units at both hospitals excluding the Operating Arena and Psychiatry. We hope to expand to the Emergency Departments and Cancer Center in late Spring of 2021. Should you have any questions please email swipesense@upstate.edu.

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Submit Your Individual Hospital Week Photo

In preparation for our National Hospital Week Celebration May 9-15, we are collecting individual staff photos to be used as part of our on-line gallery/video and printed materials.

Photo guidelines:

- Must be individual (no group photos)
- Selfies are acceptable
- Show your Upstate pride!

Due date: March 15th. E-mail photo to Megan Chase, chasem@upstate.edu (subject line: Hospital Week)

Nominations Sought for the 2021 President's Employee Recognition Awards

President's Employee Recognition Award nominations are sought through April 1. Information and nomination form available at: https://www.upstate.edu/pdl/intra/services/upstate_stars/president_award/index.php

The six award categories are:

- Outstanding Diversity Contribution of the Year (Team)
- Community Service of the Year (Team and Individual)
- Team of the Year
- Leader of the Year
- Employee of the Year
- Provider of the Year



Awards will be presented at a virtual ceremony in June. Questions - Contact Megan Chase at chasem@upstate.edu

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

Revised Policies

- [Infection Control for Aerosol Generating Procedures During COVID-19 \(COV A-02\)](#): added CPAP/BiPAP patient's to exclusion list, added #18 and #19 on page 2.
- [COVID-19: Bed Management and Throughput \(COV B-03\)](#): updated the use of ID Now platform for EDs.
- [Discontinuation of Transmission Based Precautions of Patients with COVID-19 \(COV D-04\)](#): changed policy to move to a time-based symptom strategy for isolation removal, defined test-based strategy and management of patients 10-20 days post COVID positive test.

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- [COVID-19/SARS-CoV-2 Testing Standing Order and Protocol \(COV T-07\)](#): added inpatient and COVID testing site protocols.
- [COVID-19 Testing at Upstate University Hospital Locations \(COV T-08\)](#): updated use of rapids for newly symptomatic inpatients, updated inpatient saliva test criteria.
- [Visitor Restriction During Prevalence of COVID-19 \(COV V-08\)](#): clarified visitor is the same throughout hospitalization; one unique designated individual that can visit each day, visitor cannot be different person each day.

Deleted Policies

- Speech-Language Pathology PPE Guidelines During COVID-19 Pandemic (COV S-03)

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

Acute Kidney Injury (AKI), Acute Tubular Necrosis (ATN), and Chronic Kidney Diseases (CKD) contribute greatly to your patients' mortality risk adjustment and are among Upstate's top risk variable with opportunity for improvement in capturing. Please validate with the baseline Creatinine (SCr), and include any additional evaluation, treatment and monitoring in your documentation. Also include the **underlying etiology**. Your complete documentation will give Upstate the opportunity to continue providing the best care to our community! Please refer to the attached tip sheet for more information and contact the CDI Hotline with questions at 315-464-5455.

Outstanding Physician Comments

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

Adult Hematology Oncology: Dr. Stephen Graziano is the best. If you looked up patience and caring you see his picture next to it. Dr. Dorothy Pan – concern for my understanding about what was being done and why, and what results to expect. Dr. Rahul Seth is fantastic in his knowledge, approach, and confidence he instills in his patients. Dr. Rahul Seth is exceptional!! He related to my father and gave him peace of mind. We will forever be grateful. Dr. Rahul Seth is always on top of treatment and a caring person.

Radiology: Dr. Ravi Adhikary – professional and did a wonderful job with my biopsy! Dr. Katherine Willer – great! Dr. Katherine Willer – friendly!

The Surgery Center – CG: Dr. Gary Wishik spent a lot of time explaining things and was very friendly.

3W at Community Hospital: Dr. Aart Geurtsen was very attentive to my needs, explained my situation and what was needed to rid me of it. Thank you!

4W at Community Hospital: Dr. Savio John – great, listened, answered questions.

05B: Dr. Matthew Hanlon – great!



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6th Floor at Community Hospital: Dr. Matthew Glidden – outstanding!

07A: Dr. Kristin Kelly was very caring and very devoted to my needs. She explained everything that she wanted to do for my condition and listened to my concerns. She is an excellent doctor and very passionate at what she does. I would definitely recommend her to anyone!

10G: Dr. Mashaal Dhir was amazing!

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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Wash Away the “Dirty Dozen”

Swipe Sense tip sheet

1. “Address” the soap/santizer dispenser head on
2. Watch for the green light at the base of the dispenser-the green light indicates “credit” for the washing
3. Wear your badge at shoulder height for the best result
4. Do not place your vocera and your swipe sense badge near each other on your lanyard
5. If you wear swipesense in your pocket do not put near any device with an antenna (cell phone)
6. Upstate policy you must wash when crossing “in to” and “out of” every patient room
7. Exit one room immediately enter the next room your “wash out” counts for the “wash in” in the next room
8. Swipe sense provides “credit” for a patient room entry when you remain in the room for longer than 1 minute
9. Credit when hands are washed within 60 seconds of entering or exiting a room
10. Don’t hover in the doorway..... stand at least one foot away from the door
11. Hand Sanitizer on carts does not count toward swipe sense tracking
12. Know your data.....you might be surprised



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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 |

KDIGO definition (derived from AKIN and Acute Dialysis Quality Initiative (ADQI) RIFLE criteria)

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 |

- **AKI and CKD are Vizient Mortality Risk Variables where Upstate has the biggest opportunity for improvement**

Email synborsd@upstate.edu

for help with anything
documentation related