

# 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

March 6, 2023

## Nominations Sought for the 2023 President's Employee Recognition Awards

By Megan Chase

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](https://www.upstate.edu/pdl/intra/services/upstate_stars/president_award/index.php)

We encourage you to nominate deserving employees, supervisors, providers and/or teams. This is a great opportunity recognize employees and teams for their outstanding service for the previous year (2022)!

If you have any questions, please contact Megan Chase at [chasem@upstate.edu](mailto:chasem@upstate.edu)



## Exceptional Teacher Recipient for March 2023

By Dr. Lawrence Chin



Amit Dhamoon, MD, PhD, Associate Professor of Medicine is the March 2023 recipient of the Exceptional Moments in Teaching recognition. The Norton College of Medicine recognizes exceptional teachers with the monthly "Exceptional Moments in Teaching" program. Honorees are selected via student assessments from courses and clerkships. Recognized teachers — including medical faculty, residents, nurses and other educators — are those who challenge students and provide an exceptional learning experience. <https://www.upstate.edu/ume/exceptionalteacher.php>

Comments from Dr. Dhamoon's students:

"Dr. Dhamoon's lectures are truly special. Nowhere else can a student learn the cardiovascular system, see its direct applications to patient care, and be 100% sure that the presenter desperately wants his audience to succeed. I'm very grateful!"

"Dr. Dhamoon met with me several times throughout the unit, answered as many questions as I had, and encouraged me to keep working hard. His lectures focused on clinical cases and reminded us of why we are studying — to treat patients — which made the content even more meaningful. I appreciate him making the extra effort to hold review sessions in person so that he could really connect with the class."

"I really appreciate how Dr. Dhamoon is able to explain complicated physiology in a way that emphasizes key foundational concepts and keeps students engaged. Normally, I think lectures like vascular control I & II would be the bane of medical students' existence, but somehow Dr. Dhamoon made those lectures not only tolerable but enjoyable." "Bravo, you are the first person who has explained the EKG to me in a way that made sense! A lot of professors just say, "look for this," but thank you for taking the time to actually explain why things look like they do so they can stick in my brain better!"

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## Pharmacy Shortage and Backorder Updates

By Peter Aiello and Joe Burczynski

Recent pharmaceutical supply chain disruptions have increased national drug shortages dramatically, which can compromise or delay medical treatment and increase the overall risk of medication errors. Raw material shortages, manufacturing and quality problems, transportation delays and low profit margin product discontinuations have become routine.

The Chief Medical Officer and Upstate Pharmacy leadership are seeking to keep our Upstate clinicians informed about the most critical drug shortages affecting our organization and offer substitutions whenever possible. Please see the information below. We will provide updates as they are available.

Drug	Description	Possible Product Alternative Recommendations
<b>CURRENT BACKORDERS</b>		
Albuterol-Ipratropium (DuoNeb) ampules	Backordered, possible resolution in 1-2 weeks.	<b>If necessary</b> - will roll out a linked order panel in Epic with separate albuterol + ipratropium orders and instructions to mix and give together.
Ketamine	Backorder across all strengths available. There may be times when pharmacy may not be able fulfill orders for this agent.	Benzodiazepines Barbiturates Propofol Etomidate Opioids
Albuterol 5mg/1mL (concentrated) vials and 2.5mg/0.5mL ampules	Backordered from the sole-source manufacturer, Nephron Pharmaceuticals.	Small quantity of 2.5mg/0.5mL ampules available for hyperkalemia patients. Utilize 2.5mg/3mL (standard concentration) albuterol for all other uses at this time.
BCG vials	Small sporadic releases from manufacturers on an inconsistent basis.	None

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Lidocaine with epinephrine	Backordered across all strengths available.  Please be patient when obtaining vials – currently not loaded to most Pyxis machines to conserve supply.	Lidocaine without epinephrine  Bupivacaine with epinephrine
Epinephrine 1mg/10mL bristojet syringes (emergency syringes)	Backordered, currently have supply to stock emergency carts.	<b>If necessary</b> - As has been utilized previously – epinephrine vials + 10mL syringe and diluent.
Sodium bicarbonate bristojet 50meq/50mL syringes (emergency syringes)	Backordered.	<b>If necessary</b> – Substitute sodium bicarbonate 50meq/50mL vials instead of syringes.
<b>RESOLVED BACKORDERS</b>		
Antibiotic suspensions	Pharmacy able to obtain most antibiotic suspensions (amoxicillin, amoxicillin-clavulanate, cephalexin, etc.). Some outpatient/chain pharmacies may still have supply issues for outpatient prescriptions.	If concern that patient may not be able to obtain an outpatient prescription, please contact the community pharmacy prior to sending a prescription.
Iohexol (Omnipaque) 240mg vials	Resolving, GE Healthcare allocating supply to hospitals at this point.	Utilize different vial sizes and working with our colleagues in Radiology to conserve supply.

## New Blood Borne Pathogen Exposure Order Set in EPIC

By Paul Suits

Please see the attached bulletin regarding changes to the [Blood Borne Pathogen Exposure Order Set in EPIC](#). Keyword searches were updated so it is easier to navigate the order. Essential tests needed for staff and source patient were also streamlined so Post-Exposure Prophylaxis (PEP) can be administered quickly if needed. Please email Paul Suits at [SuitsP@upstate.edu](mailto:SuitsP@upstate.edu) with any questions.

## Clinical Documentation Improvement (CDI) Tip for March 2023

By the CDI Physician Advisory Group

A major role of the CDI Specialist is to ensure documentation is clear and consistent related to all diagnoses being worked up, monitored, and treated during admission. When documentation is unclear, queries are required. Updating

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documentation to reflect conditions are improving, resolved with treatment, or ruled out can reduce the need to query! Please see the attached tip sheet for more information. For questions, please contact the CDI Hotline at 315-464-5455.

## Outstanding Physician Comments

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



**Breast Care Center:** Dr. Lisa Lai continues to impress us more and more with her expertise and also with the compassion she has for all of her patients. She is a gem!

**Cntr for Devel., Behavior and Gen.:** Dr. Robert Roger Lebel – took time and care to assess my son.

**ENT:** Dr. Adetokunbo Obayemi was wonderful. He looked thoroughly at my scans and explained everything to us. He answered all questions and we were not rushed.

**Family Medicine:** Dr. Rupali Singla is an amazing doctor. I love seeing her when I am able too. Dr. Rupali Singla – amazing, kind, compassionate. You are lucky to have her there. Dr. Rupali Singla became my doctor in 2020 and she really has helped me a lot. I lost my son and she has been nothing but supportive.

**Hyberbarics:** Dr. Deepali Sharma was excellent. She sat down and explained the benefits of the treatment and how it works, along with any future issues.

**Joslin Center for Diabetes:** Dr. Barbara Feuerstein is an excellent physician, very knowledgeable, and caring. Dr. Roberto Izquierdo was thoughtful and listened to my questions and concerns. Dr. Vishwanath Pattan was friendly.

**Multidisciplinary Programs Can. Ctr.:** Dr. Mashaal Dhir seems to really care for his patients. I believe that Dr. Mashaal Dhir wants to be sure that his patient's questions are answered and understood. Dr. Mashaal Dhir is quite knowledgeable. Dr. Jason Wallen – very helpful at explaining my treatment and answering every question and concern we had. Took time with my wife and I.

**Pediatric Cancer Center:** Dr. Andrea Dvorak – always great with my son and explaining things to myself and my husband.

**Pediatric Gastroenterology:** Dr. Aamer Imdad – incredibly kind, compassionate, knowledgeable, and professional. His demeanor made both of my girls comfortable, easing my concerns as well. We are all thankful for their help. Dr. Christopher Justinich was an answer to our prayer! My son has had a life-long battle with GI issues. We have been to specialist in the past and always left feeling/knowing that we were not taken seriously. My son is now 17 and this was the first time I felt, finally, someone who cares! Someone who is listening and taking everything we are saying along with information on my son's chart and truly trying to figure out the problem. I wanted to hug him and cry at the same time. He was very informational. I could see his "wheels spinning". I learned more in this appointment than I have searching the internet and meeting with other professionals. My son left the appointment happy and relieved knowing that he wasn't imagining all of this, that what was going on in his body is not normal. I left excited about his next appointment and relieved that finally after 17 years someone was listening and someone cared as much as I did about my son's health!!

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Forever grateful!! **Dr. Marcus Rivera** was very kind and very thorough in his assessment/plan for our daughter's health. Very pleased with our visit, thank you so much!

**Pediatric Multispecialty Clinic:** **Dr. Mariko Yabe-Gill** always takes so much time to review symptoms and history to get an accurate picture of my daughter's health in order to continue the best treatment plan. **Dr. Mariko Yabe-Gill** did a great job explaining to parents and child. **Dr. Mariko Yabe-Gill** was wonderful and explained to us everything we needed to know! Very pleased and grateful she will be overseeing my son.

**Peds Neph, Rheum, Integrative Med:** **Dr. Scott Schurman** is an incredibly kind, compassionate physician. He speaks in terms that we understand, is always willing to answer our questions, we never feel rushed. I feel that he truly cares about the patient and their best interest. I have high confidence in his decisions and trust him. **Dr. Scott Schurman** – we are so fortunate to receive care from him!

**Rheumatology Clinic:** **Dr. Hiroshi Kato** is an amazing doctor. He is very smart, so kind, and such a gentle soul! I have recommended **Dr. Hiroshi Kato** to my friends.

**SUNY Upstate – Virtual:** **Dr. Gennady Bratslavsky** has been excellent! I am very pleased with **Dr. Gloria Morris'** support and guidance. **Dr. Ruth Weinstock** is the best. She always listens and advises appropriately.

**Surgery – UH:** **Dr. Anthony Feghali** never made me feel rushed and felt like I mattered. He took the time to genuinely listen and cared about me.

**Surgery – UH LL022:** **Dr. Kristina Go** – understanding of our concerns, patient with our questions, and again went into specific details so we could understand and gave us options to decide upon.

**Transplant Center:** **Dr. Scott Schurman** is always very interactive and right on top of his progress and goals. **Dr. Scott Schurman** is as caring as the first time we met him pre-op and post-op. Thank you! **Dr. Heather Wasik** is an amazing doctor.

**UHCC – Neurology:** **Dr. Deborah Bradshaw** is an excellent doctor! She is caring, knowledgeable, and thorough with her patients. There are many reasons to praise **Dr. Deborah Bradshaw** – hardworking, committed to giving the very best care, an exceptional educator, high standards, and sees each patient as an individual. **Dr. Deborah Bradshaw** is always patient centered, thorough, and compassionate. We leave the appointment knowing that we have received the very best care. **Dr. Nicole Brescia** always makes sure we cover all the bases. Recently, I find her going above and beyond to care for them and I appreciate it. She spends the time it takes to answer all our questions and concerns, offers great advice and recommendations. Advocates for my child in all aspects as well. I was very pleased with the care we received by **Dr. Tinatin Chabrashvili**. **Dr. Anuradha Duleep** was so pleasant and took time to listen to my concerns. This was my second visit and have been extremely pleased with her. She is so easy to talk to and very knowledgeable. I have recommended her to others and will continue to do so. **Dr. Kimberly Laxton** is amazing. She never acts rushed and always shows so much kindness and concern. **Dr. Kimberly Laxton** - I couldn't say one bad thing about her. I had the best experience overall and felt very comfortable with discussion all my concerns. She never rushed me. She made me feel important as a patient. I would recommend **Dr. Kimberly Laxton** to anyone. She is one of the best doctors/specialists I have been to.

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I felt that all my concerns were addressed. She made sure to get all my questions answered, took the time to explain everything in a way I understood, and I never felt rushed. She discussed next moves and tests to be done. I felt very comfortable. She is very approachable and sincere. I'm so glad I was assigned to her as I sometimes have trouble talking openly with providers. **Dr. Kimberly Laxton listens**, shows concern, offers things to try for every problem. It is also evident that she actually takes the time to review my chart before coming in. **Dr. Jenny Meyer** is amazing and so helpful! **Dr. Luis Mejico** was thorough, knowledgeable, caring and supportive. He was down to earth and easy to communicate with. **Dr. Victoria Titoff** listened and assisted very well.

**University Center for Vision Care:** **Dr. Preethi Ganapathy** is always friendly, informative, listens, and is concerned about what I have to say and ask. She makes me feel my care is important. I feel she is giving me the best care she can. I feel good about the care I am getting.

**University Geriatricians:** **Dr. Vincent Frechette** has always been attentive to my comments – always feel my health plan is a team effort and I appreciate that. **Dr. Dona Varghese** – understanding, explained diagnosis clearly, kind and welcoming.

**University Internists:** **Dr. Vincent Frechette** always provides me excellent care. He thoroughly answers all my questions and concerns. I am extremely grateful to have him as my primary care physician. **Dr. Matthew Hess** shows genuine care, thoughtfulness, and professionalism. **Dr. Danielle Kochen** – personable and professional. Would definitely recommend **Dr. Danielle Kochen** to anyone needing a primary care physician. **Dr. Danielle Kochen** is rated very high in my opinion. **Dr. Jessica Mayer** is wonderful! She is thorough and really listens. I have been impressed with **Dr. Catherine White's** willingness to spend time talking with me. **Dr. Catherine White** because she listens and responds accordingly.

**Upstate Pediatrics:** I feel very lucky to have **Dr. Travis Hobart** as my daughter's doctor. **Dr. Travis Hobart** is the best.

~ Amy

THANK YOU!  
*so much*

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*It's Time To Nominate the Person or Team Who Goes Above and Beyond!*

# PRESIDENT'S EMPLOYEE RECOGNITION AWARDS

# 2023

## AWARD CATEGORIES INCLUDE:

- ✓ Outstanding Contribution of the Year
- ✓ Community Service of the Year
- ✓ Team of the Year
- ✓ Leader of the Year
- ✓ Employee of the Year
- ✓ Provider of the Year



*Do You Know A Person or Team That Always Goes Above and Beyond?*

Using a description and examples, share how:

- An individual/team exhibit(s) our value of innovation, respect, integrity, diversity and service
- An individual's accomplishments/achievements have impacted a department and/or Upstate or community organization
- A team has worked together to achieve a task/goal
- A leader has influenced others to maximize their efforts to achieve a goal

**UPSTATE**  
MEDICAL UNIVERSITY

### TO HONOR

Employees of our four Colleges,  
Upstate University Hospital and Shared  
Service Departments.

### NOMINATIONS DUE APRIL 1, 2023

Nominations are welcome from every  
member of the Upstate community  
including students and volunteers.

### NOMINATE TWO DIFFERENT WAYS:

Send nomination packets via  
e-mail or campus mail. Details  
on submission guidelines at  
[www.upstate.edu/  
president/awards/](http://www.upstate.edu/president/awards/)

**DATE OF EVENT:** Health and safety concerns are being monitored.  
The date for the Awards Presentation will be announced at a later time.

**PLEASE POST AND SHARE**

## EXCEPTIONAL MOMENTS IN TEACHING



**Amit Dhamoon, MD, PhD**, an associate professor of Medicine at Upstate Medical University, is the **March 2023** recipient of the **Exceptional Moments in Teaching recognition**.

### COMMENTS FROM DR. DHAMOON'S STUDENTS:

*"Dr. Dhamoon's lectures are truly special. Nowhere else can a student learn the cardiovascular system, see its direct applications to patient care, and be 100 % sure that the presenter desperately wants his audience to succeed. I'm very grateful!"*

*"Dr. Dhamoon met with me several times throughout the unit, answered as many questions as I had, and encouraged me to keep working hard. His lectures focused on clinical cases and reminded us of why we are studying — to treat patients — which made the content even more meaningful. I appreciate him making the extra effort to hold review sessions in person so that he could really connect with the class."*

*"I really appreciate how Dr. Dhamoon is able to explain complicated physiology in a way that emphasizes key foundational concepts and keeps students engaged. Normally, I think lectures like vascular control I & II would be the bane of medical students' existence, but somehow Dr. Dhamoon made those lectures not only tolerable but enjoyable."*

*"Bravo, you are the first person who has explained the EKG to me in a way that made sense! A lot of professors just say, 'look for this,' but thank you for taking the time to actually explain why things look like they do so they can stick in my brain better!"*

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# ED/IP/AMB Provider

## Blood Borne Pathogen Orders

Source Patient



### EPIC SYSTEM UPDATE

## Overview of Feature / Changes

In an event a staff member has a **Blood Borne Pathogen exposure**, providers **will place the order appropriate to location** (ED, IP or AMB) in the chart of the **source patient**. The **exposed staff** member will **proceed** for testing as outlined on page 2 of this document.

### Updated Content

#### Emergency Department Order Set

- **ED Blood Exposure/Needle Stick**
- **Additional search keywords:**  
needle, stick, needle stick,  
blood borne pathogen, ED,  
blood, bbp, exposure,  
prophylaxis, HIV

- The order opens, there are three options:
  - Employee Testing
  - Non – Employee Testing
  - **Source Patient Testing- (For patients that are in the ED only) would be used for ED Source Patient.**

#### Inpatient Order Set

- **Blood Borne Pathogen Exposure- Source Patient Testing**
- **Additional search keywords:**  
needle stick, accident

### Ambulatory Order Panel

- **Post Exposure Testing (aka bbp)**
- **Additional search keywords:**  
\*Note may need to use **database**  
blood borne, needle stick, blood

The screenshot shows the 'Order Search' window in the Epic EMR system. The search term 'BBP' is entered in the search bar. Below the search bar, there are tabs for 'Panels', 'Procedures', and 'Database'. The 'Panels' tab is selected, and a table of results is displayed. The table has columns for 'Name', 'Type', 'Code', and 'ID'. A single result is shown: 'POST EXPOSURE TESTING (aka bbp)' with the type 'Order Panel' and code 'O2106660065'. The 'Procedures' tab shows '(No results found)'. At the bottom of the window, there are buttons for 'Select And Stay', 'Accept', and 'Cancel'.

Name	Type	Code	ID
POST EXPOSURE TESTING (aka bbp)	Order Panel	O2106660065	

### After Exposure Testing

Exposed staff members will proceed ***based on location and time of exposure*** as outlined below:

#### Policy ESH B-01:

Notification:

- Upstate University Hospital:** Call Employee/Student Health (ESH) at 315-464-4260 on **weekdays** between **7:30 AM - 4 PM**.
- Upstate Community Hospital:** Call Employee Health (EH) at 315-492-5624 on **weekdays** between **7:00 AM – 3:00 PM**.
- Report to the Upstate University Hospital **Emergency Department (ED)** at the **hospital where the exposure occurred** **after hours, weekends and holidays**.

To learn more about the **ED procedure** for **After Exposure testing**, [click here](#).

## **CDI Tip of the Month – Documentation Consistency**

**Diagnoses are reported based on the documentation of providers who deliver direct patient care. A major role of the CDI Specialist is to ensure documentation related to all diagnoses being worked up, monitored, and treated during admission is clear and consistent.**

**When documentation is unclear or conflicting, a query is required.**

### **To avoid or reduce the need to query for clarification:**

- Review the Attending Attestation of Progress Notes and documentation of Consultants, updating subsequent notes accordingly.
- Update copied documentation to reflect conditions are improving, resolved with treatment, or ruled out to reduce the need to query. This also represents best documentation practice.
- If uncertain conditions remain uncertain at the time of discharge, document as “suspected, likely, probable, consistent with, or compatible with” in the Discharge Summary.
- Clinical diagnoses can be captured using “evidence of” when a diagnosis is supported by the patient’s clinical picture, symptoms, and response to treatment.

#### *Example:*

*“Sepsis work up positive” is not clear that sepsis is a confirmed diagnosis  
“Evidence of sepsis” is treated as a confirmed diagnosis*