

**Michelle M. Endresz**

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**From:** Heidi D. Chapman on behalf of Amy Tucker  
**Sent:** Wednesday, August 11, 2021 5:43 PM  
**To:** Amy Tucker  
**Subject:** CMO Blast: Workforce Staffing and Support

**A message on hospital staffing**

Hospital leadership has created a dedicated team to address staffing issues and potential solutions.

Some of the initiatives under discussion are:

- Expanding student roles to include hospital work to support frontline staff
- UUP titles working expanded roles—clinical and non-clinical
- Extensions for time accruals or buy-back offers
- Shorter job application process
- Incentives for preceptors and charge nurses working overtime
- Receive overtime pay sooner than four weeks post work

Additionally, the team is looking at:

- Increasing the safe areas for breaks, meals, and work spaces
- Increasing staff resources like runners and labor pool
- Shifting staff to cover inpatient/ED areas by reducing elective ambulatory services, procedures and surgeries if necessary
- Exploring a walk-in clinic to decompress the ED and expansion to provide care for lower acuity patients in the UH ED
- Increasing telemedicine visits
- Establishing criteria for patient transfers

More information on these, and additional, initiatives will be forthcoming. Thank you for all you are doing to help keep Upstate's workforce strong.

Amy Tucker, MD, MHCM  
Chief Medical Officer  
Associate Dean for Clinical Affairs, College of Medicine  
Vice President, Ambulatory Services & Population Health

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