

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

November 18, 2022

Annual Education Reminder

By Beth Erwin

This is a reminder that the Upstate 2022 Annual Education for credentialed Medical Staff is available online: https://www.upstate.edu/medstaff/forms/annual_education.php.



The updated syllabus and post-test are both housed on this site; a score of 80% or greater is required to pass. This education must be completed by all licensed and credentialed medical staff at Upstate no later than 12/15/22.

This education contains all of the licensed practitioner-required education we are able to consolidate into one vehicle. If you have questions about the education content, would like to leave feedback, or need your test reset to try a second time, please call 315-464-5733 or email us at medstaff@upstate.edu. Thank you for your time in completing this.

Flu Vaccine Reminder

By Beth Erwin

All members of the Upstate Medical Staff are required to have and provide proof of flu vaccination prior to December 1, 2022. Employee/Student Health offers influenza vaccine to everyone with a valid Upstate ID. Walk-ins will be accepted but priority will be given to appointments. To make an appointment or upload your proof of vaccination, please visit the [Employee/Student Health Portal](#). Questions? Please email Employee/Student Health at ESHealth@upstate.edu.

Pharmacy Purchasing Backorder Updates

By Peter Aiello and Joe Burczynski

DRUG	DESCRIPTION
Albumin 5%	National shortage, small quantities arriving weekly, pharmacy continues to compound product from 25% albumin
Valproic acid IV vials	National shortage, currently unable to obtain from any source
Remifentanyl	Standard 2mg vials are currently on national shortage, replacing with 1mg vials
Lidocaine with epinephrine	All strengths are on national shortage, small sporadic backorder releases on an inconsistent basis. Supply is short and alternatives are being explored.
BCG vials	National shortage, small sporadic backorder releases on an inconsistent basis. Currently have enough to meet demand.
Albuterol 20mL vials	National shortage, currently unable to obtain from any source, substituting 2.5mg/0.5mL nebs for continuous administration

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NYS Department of Health Alert

Please read the attached NYS Department of Health Alert regarding respiratory viruses and RSV.

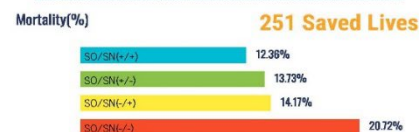
Sepsis Update

By Dr. Harvir Singh Gambhir

Using the sepsis order set and note for appropriate patients is associated with lower mortality and length of stay. Please see the data below. Clinicians are reminded to please use the sepsis order set and note when appropriate.

Sepsis Committee Report

Aim: Early Recognition & Utilization of Standardized tool: Sepsis Order Set(SO) & Sepsis Note(SN)



Committee Highlights

Goal: Increase compliance with standardized tools
Decreased Mortality & O/E

- Education & Awareness
- GEMBA WALK: Walk the Talk
- Process Mapping: DOM & ED
- Sepsis Champions
- Retrospective Case Reviews

Opportunities for Improvement:

- Implementation of standardize tools(SO/SN)
- Sepsis Clock: System Improvement
- Team approach/Sepsis Code Team

SUNY UPSTATE MEDICAL UNIVERSITY

Sepsis Data 2021

Total Number of Sepsis Cases: 2999



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New Education – Epinephrine for Anaphylaxis “New Adult Auto-Injectors”

By Scott Murray

Epinephrine 0.3 mg auto-injectors “Pens” will replace epinephrine vials in ALL Adult anaphylaxis kits (Inpatient and Outpatient) in mid-November 2022. ***Pediatric anaphylaxis kits will remain unchanged at this time.***

This was a recommendation from the Medication Safety Committee pursuant to numerous medication errors (2022) related to the administration of epinephrine for anaphylaxis and is in response to a Department of Health (DOH) plan of correction.

The above change built upon our quality improvement last year (2021) with the Anaphylaxis Kit, which included:

- Making Adult and Peds kit
- Both included:
 - Epinephrine 1 mg/ml 1 ml vial
 - Diphenhydramine 50 mg vial
 - Methylprednisolone 125 mg vial
 - Enhanced labeling
 - Bolded route **IM**
 - Specific dosing (Adult **0.3 mg** and **0.01 mg/kg** Peds)
 - Adult kit included EpiRite slip tip syringe (0.3, 0.15, 0.1 ml calibrations only)
 - Pediatric kit included 1ml slip tip syringe

Review of Institute for Safe Medication Practices (ISMP) recommendations and literature in this matter, were applied to our institutional practice. Neither source recommend specifically to utilize a Epinephrine vial or autoinjector. They state, regardless of which Epinephrine source utilized, that there is clear labeling and education. There are advantages to both, for example, autoinjectors are the best for ensuring **IM** route and vials are more adaptable for Adult and Peds dosing. The converse, autoinjectors do not facilitate Pediatric specific dosing below 10 kg and vials allow for overdose and do not delineate IM route.

That said, Medication Safety Committee (MS) was the conduit for the multidisciplinary discussion, in conjunction with Quality and Risk Management, to globally serve our Adult and Pediatric populations, with least moving parts. The result are the two kits below that include consideration of national and our institution input. MSC will continue to review any report of issues regarding the use of these kits for Anaphylaxis and recommendations therein.

Anaphylaxis Kit “ADULT”:



“NEW” AUTO-INJECTOR

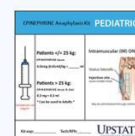
1- DIPHENHYDRAMINE 50MG/ML VIAL
1- EPINEPHRINE AUTOINJECTOR (1MG/ML)
1- METHYLPREDNISOLONE 125 MG VIAL



Anaphylaxis Kit “Pediatrics”: **NO CHANGES**



1- DIPHENHYDRAMINE 50MG/ML VIAL
1- EPINEPHRINE 1:1000 (1mg/1ml)
1- METHYLPREDNISOLONE 125 MG VIAL
1- 1 ml Syringe
1- IM needle



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Physician Dictation – New Location

By Andrea Bleyle

The Physician Dictation Room at Upstate University Hospital is now located in room 1118 UH. This is on the first floor, behind the main elevators.

Peer Supporter Training

By Dr. Leslie Kohman

Bassett Healthcare Network will host their next peer supporter training with Dr. Jo Shapiro on Thursday, December 8th, from 9 am – 11:30 am. Please email clinicianpeertopeer@bassett.org with the names and email addresses of anyone interested in participating. The training is for people who are interested in volunteering as a peer supporter. Leaders and others interested in learning important supportive skills are welcomed and encouraged to attend.

988 Suicide and Crisis Lifeline

By Joe Ziemba

This past Summer, the United States activated “988” – the nationwide phone number to connect directly to the Suicide and Crisis Lifeline. As a result, Telecommunications made changes to the Downtown Campus phone system to ensure users could dial this new service directly. Making this change, however, now requires anyone dialing a toll-free number starting with 888 – to dial a 1 before the telephone number. For example, you will need to dial 9-1-888-xxx-xxxx to reach a toll-free number starting with 888. Leaving out the 1 would connect you with the Suicide and Crisis Lifeline. No changes were needed on the Community Campus phone system since that system has always required a 1 for all toll-free and long-distance calls. Dialing 988 from any Community Campus phone will connect you with the Lifeline as well.

For more information on the Lifeline, please visit the FCC web site at: <https://www.fcc.gov/988>

Please contact Telecommunications at 315-464-5444 with any questions.

Revised COVID-19 Policies of Special Interest for Clinicians

- [Discontinuation of Transmission Based Precautions of Patients with COVID-19 \(COV D-04\)](#): Updated after hours contact protocol for Infection Prevention.
- [COVID-19 Exposure Protocol \(COV P-01\)](#): Updated protocols for staff with positive SARS-CoV-2 tests and high-risk exposure protocol per CDC guidance. Reference updated.

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Clinical Documentation Improvement (CDI) Tip for November 2022

By Dr. Emily Albert and Dr. Abha Harish; Co-Directors, CDI

Mortality Risk and Optimization: The CDI Team provides a service to bridge the gap between clinical and ICD-10 coding language, ensuring accurate representations of severity of illness and mortality risk in patients at Upstate. Please review the attached CDI Tip of the Month tip sheets for common documentation opportunities that exist within your patient populations. CDI staff and Physician Advisors are available for any assistance.

Welcome New Clinicians!

Please join me in offering a warm welcome to the following new clinicians at Upstate Medical University as of May 2022:

ANESTHESIOLOGY

Ashoor Howil, DO
Jeri Poor, CRNA
Nicolas Tautiva, MD

DENTAL SURGERY

Arthur Bigsby, DDS

EMERGENCY MEDICINE

Syed Adnan, MD
Ahmed Alsakha, MBBS
Peter Christiano, MD
Julianne Crisafulli, NP
Jerome Hoke, MD
Kenneth Kling, NP
Meghan Leary, MD
Sarah Mahonski, MD
Jenica McMullen, MD
Demetrio Munoz, MD
Lindsay Nausin, DO
Kelsey Nolan, NP

FAMILY MEDICINE

Edgardo Arrazola, MD
Bushra Atta ur Rehman, MBBS
Paula Brooks, MD
Payton Hannon, NP
Rahila Iftikhar, MBBS
Dainelle Kich, NP
Mary Powers, MD

FAMILY MEDICINE (cont.)

Kyrsten Wallace, MD

MEDICINE

Sumera Ahmed, MD
Kumar Ashutosh, MD
Vidya Balkishun, PA
Maha Bayya, MD
Rakesh Bhan, MD
Anna Collins, NP
Anish Desai, MBBS
Marijo DiMora, NP
Mahmoud Elbermawy, MD
Mark Emerick, MD
Michael Fisch, MD
JoAnn Gillette, NP
Sang Hwa Himchak, MD
Joshua Ray Jimenez, MD
Sara Khalil, MBBS
Hafiz Khan, MD
Danielle Kochen, MD
Bader Madoukh, MD
Susan Manson, MD
Marino Mauro, PA
Martina Milcevic, MD
Julia Munteanu, PA
Courtney Myers, MD
Mahesh Nepal, MD
Gabriela Palacio, MD
Trish Pedrosa, NP

MEDICINE (cont.)

Rebecca Quigg, MD
Ronald Russo, MD
Monica Caroline Silva dos Santos, MD
Kelita Singh, MD
Jill Steidl, PA
Jennifer Torres, NP
Sara Vincent, PA
Rajeev Yalamanchili, MD

NEUROLOGY

Devin Burke, MD
Stephanie Garland, NP
Corey LaBounty, NP
Molly McCarthy, NP
David Poliner, DO
Katherine Wojcicki, DO

OB/GYN

Timothy Bussert, MD
Kristina Byrne, DO
Kristen Kelly, NP
Jennifer MacBlane, LM
Renee Mestad, MD
Kathleen Rogers, DO

OPHTHALMOLOGY & VISUAL SCIENCES

Edita Abazaga, OD
Mark Breazzano, MD

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ORTHOPEDICS

Kevin Albanese, MD
Ricardo Lundi, DPM
Saeed Mohammad, MD
Devon Ryan, MD

PATHOLOGY

Corey Broehm, MD
Diandra Perez, MD

PEDIATRICS

Galen Hartman, MD
Stefanija Murgoska, PA
Jessica Phillips, PA
Donald Schuessler, MD
Shauna Thariath, MD
Cara Treece, LMSW
Elizabeth Wood, NP

PM&R

Meghan Klawonn, MD
Victoria Kordovski, PhD
Kathlin Wolfe, MD

PSYCHIATRY

Fairouz Ali, MD
Edward Bach, DO
Christopher Botash, MD
Emma Brown, NP
Alden Bush, NP
Walter Chang, NP
Cariann Coward, PSYD
Andrew Curtin, NP
Nekpen Ekure, MBBS
Stacy Ellenberg, PhD
Vanessa Gachette, LCSW
Denise Gomolak, NP
Kelsey Irvin, PhD
Ashley McDuffee, PSYD
Brianna McGraw, NP
Gabriella Pietropaolo, PSYD
Subhra Rath, LMSW
Alyne Rodrigues, PhD
Paula Sanz, NP
Joseph Schmidt, DO

RADIOLOGY

Ashish Gandhe, MBBS, MD
John Haines, MD

RADIOLOGY (cont.)

Sonya Kella, MD
Matthew Klumpp, MD
Sarah Muth, NP
Michael Rachun, MD

SURGERY

Richard Alexander, MD
Neha Datta, MD
Alex Helkin, MD
Mark Ilko, MD
Kristen Koenig, PA
Bruce Leavitt, MD
Yuk Ming Liu, MD
Brittany Murphy, NP
Madelyn Reilly, NP
Jessica Scarfone, NP
Daniel Thomas, MD
MacKenzie Trovato, MD

UROLOGY

Jason Elyaguov, MD
Ladislava Kulikova, NP
Garrett Smith, MD

Exceptional Teacher Recipient for November 2022

By Dr. Lawrence Chin



Hesham Masoud, MD, an Associate Professor of Neurology and Neurosurgery is the November 2022 recipient of the [Exceptional Moments in Teaching](#) recognition. The 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.

Comments from Dr. Masoud’s students:

“I enjoyed Dr. Masoud’s style of teaching. His passion for the field ignited my excitement to learn more every day. He was always respectful and managed to make an intense and at most times sad environment, somewhat lighter. I admired how he interacted with each patient and connected with them on a personal level, causing them to feel all the more comfortable in their current situation. Dr. Masoud wants his students and residents to learn all they can and does not hesitate to provide constructive feedback on site. He made my stroke week one of the best experiences I’ve had so

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far, hands down. I aspire to be a similar doctor in how he treats each patient with compassion and empathy and how much he enjoys his career.”

“Dr. Masoud was uniquely effective in gauging our current knowledge and pushing us with questions on the edges of that knowledge. This created in us a drive to rise to the challenge, which overcame the fear of possibly being wrong in the process. In particular, he took advantage of one unusually slow morning to discuss at length with us the possible mechanisms and etiologies of stroke in such a way that stepwise we figured it out for ourselves, but according to his guidance.”

Outstanding Physician Comments

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



Adult Hematology Oncology: Dr. Rahul Seth is an excellent doctor! Dr. Rahul Seth has helped me with my cancer for the past 5 going on 6 years now and has gone way beyond what I feel to be the most caring and compassionate doctor. He is without a doubt in my opinion the best cancer doctor!

Breast Care Center: Wait time for my visit was very minimal. I was called back quickly by the nursing staff and after my intake Dr. Jayne Charlamb was in to see me within 5-10 minutes. Everything flowed very well and easily. Dr. Jayne Charlamb is excellent and I always have a good experience with her. She explains everything and addresses my questions fully. She's wonderful! Dr. Jayne Charlamb was very reassuring and informative about my concerns.

Boarder: Dr. Kevin Setter showed me Center for Devel., Behavior and Gen.: Dr. Joan Pellegrino is always awesome with my little guy! She clearly explained what we should do next moving forward.

Community Campus – Virtual: Dr. Grahame Gould is very good answering questions during these telemedicine appointments. I appreciate the time he does take.

ED at Community Hospital: Dr. Jenica McMullen is outstanding. Dr. Jenica McMullen – fabulous and thorough with my care. Dr. Mackenzie Trovato was an excellent surgeon and provided wonderful care. Dr. Thomas Weidman was great! Dr. Thomas Weidman was impressive, never saw him before, paid attention to detail and worked quickly and efficiently.

Family Medicine: Dr. Clyde Satterly always takes time, listens, and finds answers. Excellent doctor. Dr. Rupali Singla is very thorough, patient, and kind. Dr. Rupali Singla impressed me with her patience in explaining the drug therapy I am receiving. She answered all of my concerns and was kind and caring.

Family Medicine at Community: Dr. R. Eugene Bailey has been with me through the highs and lows in my life for over 25 years. Dr. Kyrsten Wallace is doing a great job as an Attending, and I'm happy to have her as my PCP! Dr. Sana Zekri – phenomenal, thorough, professional, and excellent. I would highly recommend him as a PCP. Dr. Sana Zekri is very thorough and thoughtful. He listens to his patients and provides EXCELLENT care to them. I would highly recommend him. He is very smart and highly educated on evidence-based practice. I strongly value his input and recommendations.

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GYNONC MI: I have been very happy with **Dr. Douglas Bunn**. He is the best and makes you feel like you are the only person he has to take care of that day. **Dr. Mary Cunningham** took time to listen to me. My trust in **Dr. Mary Cunningham** is a result of her excellence in my cancer surgery and that all her recommendations have worked in my particular case. **Dr. Mary Cunningham** – wonderful! **Dr. Mary Cunningham** – professional, kind, and always helpful.

Inclusive Health Services: I can never say enough about how much I like and respect **Dr. Elizabeth Asiago-Reddy**. I've been seeing her now for roughly five or more years since I moved to the area. She has always been kind and concerned for my well-being. There have been a number of times she has gone beyond the call of duty. I have found **Dr. Elizabeth Asiago-Reddy** to be very compassionate, often taking more time with me than I know she has available. She always has a way of just stopping to listen. She is not just a good doctor, but she is a good person. For me, medical prowess is only half of what makes a good doctor. The other half is having a wise and compassionate character, which **Dr. Elizabeth Asiago-Reddy** has. **Dr. Angana Mahapatra** is a very great physician.

Joslin Center for Diabetes: **Dr. Barbara Feuerstein** is the absolute best. I have been with her for 32 years. **Dr. Barbara Feuerstein** is my favorite MD of all time. She is very understanding, totally non-judgemental, friendly, and a pleasure to work with. **Dr. Barbara Feuerstein** always takes the time needed to address all concerns. **Dr. Barbara Feuerstein** always makes me feel like I'm her only patient. She takes time to listen and help me with any concerns! **Dr. Roberto Izquierdo** – very knowledgeable about FMTC.

Medicine: **Dr. Ian Pinto** reviewed past history and any new concerns.

Multidisciplinary Programs Cancer Center: **Dr. Mashaal Dhir** – kudos! **Dr. Kristin Kelly** was very thorough and detailed. No rush to surgery, but plenty of preparatory planning. **Dr. Mark Marzouk** – kind, knowledgeable, and gave me good news! **Dr. Jesse Ryan** was kind, intelligent, a great doctor. He made us feel at ease. I would always recommend **Dr. Jesse Ryan**. **Dr. Jesse Ryan** – brilliant, caring and has healed me. **Dr. Jesse Ryan** has always been excellent.

Pediatric Cancer Center: **Dr. Gloria Kennedy** is an outstanding provider with a kind heart and exactly who we needed during a difficult time. **Dr. Kathryn Scott** shows so much love, care, and concern for my grandson. He loves her so very much. He said when he grows up, he wants to be a doctor like **Dr. Kathryn Scott**. Love **Dr. Jody Sima** – wonderful at coordinating care, addressing concerns, and assuring patients have the tests and information they need to make educated health decisions.

Pediatric Gastroenterology: **Dr. Aamer Imdad** – no words to describe the care he gives to our child. Beyond amazing! Our child calls him by name and he's 3 years old. This is how much he is adored! **Dr. Aamer Imdad** was excellent, amazing, and compassionate towards our child and his needs. **Dr. Christopher Justinich** is always happy, talkative, friendly and makes my daughter very comfortable with him. **Dr. Marcus Rivera** is wonderful and always takes the time to explain everything and answer all of our questions.

Pediatric Multispecialty Clinic: **Dr. Robert Hingre** – kind, understanding, compassionate. **Dr. Robert Hingre** gives our son excellent care. He explains everything in depth so all information is understood. **Dr. Robert Hingre** is an excellent doctor. He is very patient and kind. **Dr. Robert Hingre** takes his time and is understanding.

Peds Neph, Rheum, Integrative Med: **Dr. Scott Schurman** really cares about his patients.

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Pulmonology Clinic: Dr. Sumendra Joshi is awesome. He explains everything carefully and answers all questions.

Regional Perinatal Center: Dr. John Folk was very reassuring to these first-time parents. He was wonderful and we appreciate his time and perspectives.

Rheumatology Clinic: Dr. Hiroshi Kato was able to accommodate my availability to be seen on a Friday. Dr. Hiroshi Kato is an exceptional provider who thoughtfully and comprehensively is helping me with my health concerns. Dr. Hiroshi Kato – thorough and I felt cared for. Dr. Hiroshi Kato listens and keeps current on new treatments and options. I know when it is my turn Dr. Hiroshi Kato will address and answer any of my questions. He is one of the best doctors I have ever seen. Dr. Hiroshi Kato always impresses me by treating my many infirmities. I have recommended Dr. Hiroshi Kato to my friends. He is an excellent doctor, knowledgeable, and thorough. I really appreciate his kind manner. I have been with Dr. Hom Neupane for a long time, and he is always very patient and shows a lot of concern for your issues. Dr. Hom Neupane is kind and compassionate. He includes you in the plan of care. He is also a good listener. I always recommend Dr. Jianghong Yu. She has been a lifesaver for me.

SUNY Upstate – Virtual: Dr. Stephen Knohl is the best kidney stone doctor. I thought we were never going to get those under control and he taught me different. Anything is possible, but you have to be patient.

Surgical Subspecialties at Community: Dr. Jeffrey Albright – I loved his demeanor, concern, and it was important to me to have him keep my son in the loop as I'm a widow and he is my everything. I have been to Dr. Jeffrey Albright's office a couple of times and his staff and him are very kind and helpful. I stayed with Dr. Jeffrey Albright after my ER visit because he took time with me and with my son who lives out of state with regard to answering his questions and availability. Dr. Lauren Rabach is an exceptional healthcare provider who deserves recognition for her exceptional care that shows in everything she does.

Surgery – UH LL022: Dr. Mohamed Sa Elfar is very good at what he does.

TCU: Dr. Anthony Malvasi – excellent, loved him!

UHCC – Neurology: Dr. Deborah Bradshaw is awesome. Dr. Antonio Culebras is 'the' resource in the Central New York region and in fact the US for sleep disorders. Dr. Anuradha Duleep discussed everything and was very responsive to my questions. Dr. Anuradha Duleep was very thorough and informative. Dr. Sherif Elwan made everything understandable, listened to my concerns and family history, and assured me on so many issues. He also told me if I need any neuro follow-up he would see me again. Dr. Kimberly Laxton was very warm and compassionate. I felt that she took me seriously and did not judge me. Dr. Corey McGraw always takes time to provide feedback to assist with decision making on treatments. He answers every question with interest and honesty. Dr. Jenny Meyer is always very informative and listens to any of my concerns. She also explains side effects of any new prescriptions.

University Cardiology: Dr. Robert Carhart is an excellent cardiologist. Took exceptional care of both myself and my husband. Highly recommend Dr. Robert Carhart – very compassionate with all concerns. I had a good experience with Dr. Robert Carhart. Dr. Robert Carhart talked to me and explained things in terms that I could understand. Dr. Robert Carhart is great and always very concerned about my overall care and wellness. Dr. Sakti Pada Mookherjee displays genuine concern and kindness. Dr. Sakti Pada Mookherjee explained to me the real reason for my rapid heartbeat. Dr.

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Sakti Pada Mookherjee is the best. He's sharp, very thorough, and caring. **Dr. Sakti Pada Mookherjee** is one of the best doctors I have. **Dr. Daniel Villarreal** – makes me feel at ease and is approachable.

University Center for Vision Care: As always, **Dr. Robert Fechtner** was attentive, positive, and engaging. An outstanding doctor. I recommend **Dr. Preethi Ganapathy** many times in conversations with people that have a problem with their eyes. **Dr. Robert Swan** is very engaged during my time with him and has very good recall/note referencing about previous appointments not only with him but the Cleveland Clinic too. I highly recommend him to others. **Dr. Robert Swan** walked into the room and I didn't even realize he was the doctor at first. He came in so friendly while interacting and joking. That made me feel very comfortable, it was a very friendly environment. He also seemed interested and concerned in his patients. He dedicated time to thoroughly explain my diagnosis better and the possible treatments. From the beginning, **Dr. Robert Swan** was very friendly and polite, he also showed much concern to my diagnosis and explained everything thoroughly, as well as, when I asked questions too. I felt like everything that needed to be covered from better explaining my diagnosis to going over treatment and risk factors. I would highly recommend **Dr. Robert Swan**. **Dr. Robert Swan** is very caring. **Dr. Robert Swan** consulted with my eye specialist and collaborated on my problem. It's nice to hear two specialists can work together to benefit a patient. **Dr. Robert Swan** – very good.

University Geriatricians: **Dr. Andrea Berg** is absolutely wonderful! Caring, understanding, and listens to everything. **Dr. Andrea Berg** is an excellent provider. Always caring and yet professional! **Dr. Andrea Berg** always impresses us with her professionalism, quality of care, compassion, and time spent truly listening and addressing concerns.

University Internists: **Dr. Tingyin Chee** continues to impress me with her knowledge, professionalism, and concern for my health. **Dr. Tingyin Chee** listens carefully and explains any need for further evaluation. She is a pleasure to speak with and discuss medical issues. Her medical management has been excellent with great results. **Dr. Tingyin Chee** is an excellent physician. **Dr. Tingyin Chee** – compassionate and sensitive. **Dr. Vincent Frechette** is a model of what an ideal GP looks like. Thank you, **Dr. Vincent Frechette**! **Dr. Vincent Frechette** is an outstanding doctor! **Dr. Vincent Frechette** was very thorough and explained question very well. **Dr. Vincent Frechette** is the BEST! **Dr. Vincent Frechette** – knowledgeable, professional, approachable, and genuine! **Dr. George Gluz** is always trying to help me. I'm a caregiver for my husband and **Dr. George Gluz** helps me to stay optimistic, but don't forget about myself. Thank you to him and the whole team. I have been very pleased with **Dr. Kaushik Govindaraju**. **Dr. Danielle Kochen** went over everything with me. **Dr. Sarah Lappin** is just amazing. She is a great listener and gives good medical care. **Dr. Sarah Lappin** is an excellent physician. **Dr. Catherine White** is very thoughtful and helpful. Very pleased with **Dr. Catherine White**! **Dr. Catherine White** offers a high level of care and I felt as though she had my interests at heart that day. **Dr. Catherine White** is a compassionate doctor and very knowledgeable. She helped to encourage me with what I had been through with this hospital discharge appointment. I had a sense of confidence after seeing her and she was pleasant to talk with. One can tell that **Dr. Catherine White** truly cares about the health and mental wellbeing of her patients. She has a great level of expertise and utilizes this well with her care at the appointments. She diagnosed my sinus condition and helped with other things I had on my mind. I was pleased that she reminded me to get my flu shot so I didn't have to go to a pharmacy for it. **Dr. Catherine White** is a friendly doctor and a physician of high caliber. I'm truly blessed to have her as my Primary Care Physician. She was willing to stay just about up to 5 pm to see me that day and address my concerns. **Dr. Catherine White** listened well and took time to listen to my concerns without seeming rushed. Excellent care!

University Pediatric & Adolescent Center: We love **Dr. Jenica O'Malley** – very kind, excellent knowledge, and great care.

ALERT —
ADVISORY —
UPDATE —

IMMEDIATE ACTION REQUIRED
PRIORITY BUT NOT FOR IMMEDIATE ACTION
FOR INFORMATION; UNLIKELY TO REQUIRE ACTION

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

November 18, 2022

Upstate Brain and Spine Center: Dr. Ali Hazama is a perfectly delightful man. Very caring and plainly knowledgeable and skilled in his specialty.

Upstate Pediatrics: Dr. Tobey Kresel always goes above and beyond to help make our trip to the doctors easy. She always loves seeing her! She is so kind. Dr. Tobey Kresel is amazing. We love her. She's so kind and always seems to care about us. Dr. Jaclyn Sisskind is incredibly warm, patient, and kind on top of being a knowledgeable doctor who I trust completely with my children. The way she is able to help a toddler through an exam is so impressive. She is in the right profession. Dr. Jaclyn Sisskind is wonderful.

Vascular Surgery at Community Hospital: I find Dr. Palma Shaw a credit to your hospital.

4North at Community Hospital: Dr. Zachary Shepherd had the best communication and was very informative. Dr. Zachary Shepherd was amazing, attentive, advocated, talked to me about procedures and timeframes.

4West at Community Hospital: Dr. Mark Emerick and Dr. Ilona Chepak – explained to me very clearly their rationale.

9G: Dr. Ilona Chepak was excellent. She took her time and is very knowledgeable.

11E: We felt a world of difference once Dr. Jennifer Stanger was involved.

Thank you for all that you do!

~Amy

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Department of Health

KATHY HOCHUL
Governor

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

KRISTIN M. PROUD
Acting Executive Deputy Commissioner

October 31, 2022

Attention Pediatricians and Family Medicine Clinicians:

As you are likely aware, there is increased circulation of several respiratory viruses in recent weeks, including RSV, the Flu and COVID 19, especially among our pediatric population. The Department of Health is monitoring regional hospital capacity and is engaging hospital and health care systems that may be seeing larger than normal patient volumes in their emergency departments and inpatient units.

Care is best delivered to children from their medical home and it is in everyone's best interest for sick children to be evaluated in their medical home prior to sending a child to an emergency department. Hospital emergency departments and inpatient capacity are best maintained for those children in need of this level of care. Parents are being reminded to contact their pediatricians if their child is sick and exhibiting symptoms of a respiratory virus. We are reminding pediatricians to do their part at preserving hospital capacity for those children in need of hospital level of care.

UPSTATE

MEDICAL UNIVERSITY

ALAN AND MARLENE NORTON
COLLEGE OF MEDICINE

EXCEPTIONAL MOMENTS IN TEACHING



Hesham Masoud, MD, an associate professor of Neurology and Neurosurgery at the Norton College of Medicine at Upstate Medical University, is the **November 2022** recipient of the **Exceptional Moments in Teaching Recognition**.

COMMENTS FROM DR. MASOUD'S STUDENTS:

"I enjoyed Dr. Masoud's style of teaching. His passion for the field ignited my excitement to learn more every day. He was always respectful and managed to make an intense and at most times sad environment, somewhat lighter. I admired how he interacted with each patient and connected with them on a personal level, causing them to feel all the more comfortable in their current situation. Dr. Masoud wants his students and residents to learn all they can and does not hesitate to provide constructive feedback on site. He made my stroke week one of the best experiences I've had so far, hands down. I aspire to be a similar doctor in how he treats each patient with compassion and empathy and how much he enjoys his career."

"Dr. Masoud was uniquely effective in gauging our current knowledge and pushing us with questions on the edges of that knowledge. This created in us a drive to rise to the challenge, which overcame the fear of possibly being wrong in the process. In particular, he took advantage of one unusually slow morning to discuss at length with us the possible mechanisms and etiologies of stroke in such a way that stepwise we figured it out for ourselves, but according to his guidance."

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.

CDI Tip of the Month – Adult Mortality Risk Adjustment

Mortality risk adjustment is most often based on conditions and circumstances present at hospital admission (POA). Conditions commonly affecting mortality risk adjustment:

DNR	Cannot be captured unless hospital DNR form is signed and complete, including date and time on any patient who has a DNR order, comfort care, or undergoing compassionate extubation (POA status does not matter and is dependent on other circumstances)
Coagulopathies	<ul style="list-style-type: none"> • <u>Acquired hypercoagulable states</u> secondary to mechanical nature of acute or chronic arrhythmias, heart failure, cancer, trauma, or other risk factors that increase risk for clotting and subsequent DVT, PE, stroke, etc. • <u>Effect of Antiplatelet/Antithrombotic/Anticoagulant on bleeding</u> in patients presenting with various forms of bleeding – GI, brain, hemoptysis, hematuria, trauma, etc. – while on any of these medications bleeding may be enhanced
Pulmonary Hypertension	Consider documenting when identified on Echo or CT, or presumed present due to chronic underlying conditions – OSA, COPD, Heart Failure, Class 3 Obesity
Thrombocytopenia	May be acute or chronic, consider documenting when monitoring labs and patient is, or is at risk for, bleeding due to low platelet counts and link to underlying cause, when known
Cerebral Edema, Brain Compression & Hydrocephalus	‘Midline shift’, ‘mass effect’, and ‘ventriculomegaly’ are radiology findings and do not translate to ICD-10 codes
Disorders of Fluid & Electrolytes	Dehydration, hyper/hypovolemia, hyper/hyponatremia, hyper/hypokalemia, acute acidosis, alkalosis are common and heavily weighted diagnoses that contribute to mortality risk adjustment
Malnutrition, Cachexia & Failure to Thrive	Not required to be identified by a dietician and providers may utilize any diagnostic criteria. Document condition responsible as well as treatment provided and response to treatment.
Impaired Mobility & Chronic Fatigue	Consider when patients have acute or chronic conditions that are impairing function, they are getting PT/OT in hospital, recommended for or discharged to STR, new or baseline requirement of assistive ambulation devices. Relate to underlying cause, if known.

Ensuring documentation is both present and complete for any of the above scenarios will help mitigate query volume and optimize mortality risk in all patients.

CDI Tip of the Month – Pediatric Optimization

The key to reflecting the severity of illness (SOI) within the pediatric population is providing documentation related to diagnoses. Common diagnoses that impact pediatric optimization of SOI include:

Sepsis	Consider when patients meet SIRS criteria and have source of infection – this can be viral or bacterial – rather than documentation of SIRS and infection. If SIRS are not related to the infection, please specify the cause in your notes to clarify.
Acute Respiratory Failure	Consider when patients receive supplemental oxygen at minimum of 3 liters with an underlying pathology – this could be pulmonary or cardiac related, sepsis, neurologic related, etc. ‘Acute respiratory distress’ is a symptom that does not clearly reflect the severity of illness, especially when children are receiving oxygen or respiratory support.
Disorders of Fluid & Electrolytes	Consider when patients have acute or chronic electrolyte abnormalities – especially acute metabolic acidosis – and link to underlying cause.
Malnutrition	Co-signature of the Dietician’s note is sufficient to code a malnutrition diagnosis. Best practice is to ensure provider documentation reflects etiology of the condition, treatment provided, and response to treatment.
Chronic Conditions	Chronic conditions, especially behavioral or psychiatric in nature (ie: Autism, Tourettes, etc.), are relevant to hospitalizations in that special considerations may be made or treatment may be tailored to meet individual needs. Document the chronic conditions in the Assessment and Plan, noting contribution to medical complexity or decision making.

Documentation Tips

When any diagnosis is made by other providers earlier in admission or in the Emergency Department, ensure the diagnosis is carried through the record, reflecting treatment and response to treatment, or clarify you have ruled the condition out. Inconsistency will result in query.

Ensure all diagnoses are carried into the Discharge Summary to ensure completeness of the record and to allow the Discharge Summary to serve as a communication device to outpatient providers. There is a difference in a patient being admitted for Sepsis and Acute Respiratory Failure secondary to infection, rather than an infection with respiratory distress.

Ensuring documentation is both present and complete will help mitigate query volume and optimize severity of illness in all pediatric patients.