

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

January 12, 2024

New Mask Requirements Due to Surge in Respiratory Illnesses

By Dr. Robert Corona, Scott Jessie, Dr. Matthew Glidden, and Dr. Amy Tucker



Upstate is experiencing a spike in the number of respiratory infections among patients and staff. We are seeing this across multiple channels that we monitor daily, including the number of positive respiratory panels, staff out of work, patient admissions, and waste-water testing. In response, to best protect our patients and staff we are making changes to our masking requirements.

Effective immediately:

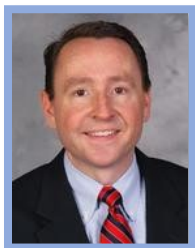
- Visitors should be screened for symptoms of respiratory illness and, if negative, will be asked to wear an ear loop mask while visiting. Those with symptoms will be asked not to visit.
- All staff should wear an ear loop mask in all clinical areas, waiting areas, and other areas where direct patient contact occurs, such as nursing stations, hallways, patient registration, and transportation. Masking is not required in administrative areas or break areas or other areas where patient encounters typically do not occur. In these areas staff can decide to mask if they choose.
- Patients should wear an ear loop mask as tolerated for encounters with Upstate staff and during transport.
- We will continue to obtain a respiratory virus panel on all planned admissions.

We will continue to monitor the burden of respiratory illness at Upstate and in Onondaga County and adjust our recommendations accordingly.

We are grateful for your support.

Leadership Curriculum Series – January 2024

As part of our leadership curriculum, Upstate University Hospital is hosting a series of talks focused on the “nuts and bolts” of healthcare management.



Our kick-off presentation is Wednesday, January 24, from 12 pm – 1 pm, with our **Chief Financial Officer, Stuart Wright**, presenting an overview of hospital finance, entitled “**The Business of Medicine**”.

As the Chief Financial Officer, Mr. Wright is responsible for all financial functions of the hospital including accounting, budgeting, billing, revenue cycle, and managed care contracting. Additionally, he is responsible for patient access areas, Health Information Management, Utilization Review, and

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Retail Pharmacy Operations. As a founding member of Upstate's Leadership Academy, he is passionate about building leadership competencies at Upstate and investing in the future of our organization.

CME and ACHE credits are being offered. Advance registration is required: <https://bit.ly/3NvoAHu>. Once registered, you will receive a unique zoom link to access this presentation.

Please see the attached flyer for details and feel free to share with anyone with interest. We look forward to "seeing" you there!

Surgery Grand Rounds – February 2024

Failure to Rescue is an important cause of unexpected morbidity and mortality in the Upstate system.

On February 7, 2024, the Department of Surgery is hosting a Grand Rounds presentation given by Dr. Daniel Holena, *Director of Research, Division of Trauma and Acute Care Surgery, Associate Professor of Surgery, Medical College of Wisconsin* entitled "Failure to Rescue in Trauma." Dr. Holena's talk will be held in Weiskotten Hall (room 2231), at 8:00 am, and will be available by Webex.

Please see the attached flyer for details and feel free to share with others you think would be interested.

Telemedicine Update

By Mary Ann Gross

It has been determined that the dialer feature, available with Doximity, is being used by patient care and administrative staff to make patient calls outside of the office, with the purpose of masking personal cell phone numbers. After much consideration, we have worked with Doximity to allow the dialer to continue to be available past year end, as to not negatively impact current operational workflows for facilitation of patient communication. IMT will partner with clinical areas to determine a permanent solution for the future. **ExtendedCare remains the enterprise video visit solution for telemedicine and for compiling data on visit volumes.** Note: The Doxy.me enterprise contract is expiring 12/31 and will not be renewed.

C.difficile Test Updated Result Comment Changes

By Paul Suits

Upstate University and Community Hospitals are working with Vizient to reduce hospital onset infections including *Clostridioides difficile*. The project team consists of experts from Infectious Disease, Pharmacy, Microbiology, Medicine, Infection Prevention, and Vizient. One goal is to increase provider awareness of *C. difficile* testing and interpretation of results.

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Microbiology uses a two-step testing process beginning with polymerase chain reaction (PCR) for toxin A and/or B genes. If the PCR is positive, an enzyme immunoassay (EIA) for toxin is performed. PCR may be positive in patients with or without active disease, while a positive toxin EIA is consistent with active disease. If the PCR is positive and the EIA is negative, the patient could be colonized or have low levels of *C. difficile* - these patients may not have active disease or require treatment. Consultation with Infectious Disease may be helpful in determining the status of these patients, but diagnosis and treatment are always at the discretion of the provider.

To improve clarity, the team has decided to update the comments attached to *C. difficile* results, effective 1/12/2024:

- Samples that are positive for both PCR and toxin EIA: "A positive toxin result is consistent with active disease."
- Samples that are PCR positive and toxin EIA negative: "A negative toxin result may indicate colonization or low level of *C. difficile* present. Consider ID consult."

Clinical Documentation Improvement (CDI) Tip for January 2024

By the CDI Physician Advisory Group



CDI Tip of the Month: Cachexia: Cachexia is a complicated metabolic syndrome associated with increased mortality. It is also a diagnosis used in many risk adjustment models that track quality outcomes. See the January CDI Tip sheet or visit the Upstate CDI website Clinical Reference library for cachexia considerations! Thank you for your current efforts in documentation improvement! Please contact the CDI Hotline at CDI@upstate.edu with questions.

Welcome New Clinicians!

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



EMERGENCY MEDICINE

Sabrina Haddad, PA
Samantha Ribeiro, MD

GERIATRICS

Gwendolyn Moore, NP

MEDICINE

Kira Block, NP
Samantha Chaderjian, NP
Carolyn Dudden, NP
Abby Hubbard, NP
Muhammad Malik, MD

RADIOLOGY

Wilfred Carey, MD

RADIOLOGY (cont.)

Michael Chang, MD
Philip Fraccola, MD
David Meis, MD
Sherwin Pollock, MD

UROLOGY

David Rollin, NP

PSYCHIATRY

Azra Osmancevic, PhD
Dwight Owens,

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Exceptional Teacher Recipient for January 2024

By Dr. Lawrence Chin



Sean Bresnahan, DO, a clinical assistant professor of Family Medicine at Upstate Medical University, is the January 2024 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.

Comments from Dr. Bresnahan’s students:

“Dr. Bresnahan went above and beyond to care for his patients and demonstrated many values that I hope to embody as a future physician. He sought to give us teaching moments whenever possible — including those beyond patient care such as the logistics of practicing as a physician. He has the best bedside manner, and he has a special knack for connecting with people and putting them at ease. He is also extremely efficient and timely on a daily basis and set a great example for how an efficient practice can be run. Thank you for a great five weeks, Dr. B!”

“The way Dr. Bresnahan speaks and interacts with his patients is incredible. You can tell he truly cares about each of his patients and their situations. A major strength of Dr. B is his ability to ask straightforward questions but also his ability to ask certain things in a more subtle and indirect manner. Dr. Bresnahan also related to so many of his patients with his own personal stories that really gave the patients a safe space. Another strength of Dr. Bresnahan is his ability to teach both me as the student and the patient.



Outstanding Physician Comments

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



Adult Hematology Oncology: Dr. Stephen Graziano is great! Dr. Thomas VanderMeer and Dr. Rahul Seth are both incredibly kind and compassionate doctors who have taken excellent care of me.

Breast Care at CC POB: Dr. Jayne Charlamb – concern, care, knowledge, thorough exam, respectful interactions. Dr. Jayne Charlamb asked me about a re-OTR that she never received; she decided to search for it herself; respect her for wanting to understand me as a whole person.

Center for Devel., Behavior and Gen.: Dr. Nienke Dosa was very patient and showed genuine concern and interest in my child. She was extremely sympathetic and reasonable with her explanation of proposed treatment options and outcomes.

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Community Campus – Virtual: Dr. Timothy Byler took the time to provide thorough answers to my questions and provide me with the information I need to make informed decisions.

Gamma Knife: Dr. Seung Shin Hahn and Dr. Harish Babu were amazing!

GYNONC MI: As always, Dr. W Douglas Bunn was kind, caring, and willing to explain my health issues. Upbeat! Dr. Mary Cunningham was excellent and helped me understand my treatment.

Inclusive Health Services: Dr. Elizabeth Asiago-Reddy has been my primary care physician since 2015, and I feel very fortunate to have her. Anytime there has been a situation she, the office, and others have always been swift in responding, and very helpful in taking care of things. I've never had complaints for the office or Dr. Elizabeth Asiago-Reddy. Everyone is always very kind, patient, and more. I feel very fortunate to have Dr. Elizabeth Asiago-Reddy as my primary care physician. She is always very personable and honest about whatever we need to talk about. The office staff have always been the same and I have no reservations whatsoever about my appointments with Dr. Elizabeth Asiago-Reddy. Dr. Elizabeth Asiago-Reddy is by far the reason I prefer Upstate. I switched my primary care provider to Dr. Elizabeth Asiago-Reddy because of her professionalism, ability to listen and communicate with me at a level I understand. She cares about what I have to say concerning my health and makes decisions based on my input. Dr. Angana Mahapatra went far out of her way to allay my concerns and reassure me. The appointment was to address an extremely personal concern. I cannot offer sufficient praise for her professionalism and bedside manner.

Joslin Center for Diabetes: Dr. Jason Sloane takes the time to be sure that we are both on the same page, answers any concerns I have, and listens to my thoughts regarding diabetic management. I 100% trust and feel confident in Dr. Jason Sloane's direction. I was seen promptly and I felt Dr. Jason Sloane took time to discuss everything. I never felt hurried. Have always found Dr. Jason Sloane took time to answer questions and explanations.

Joslin Pediatric Center: Dr. Angela Mojica Sanabria was sweet, patient, and caring despite how overwhelming doctor appointments can be.

Multidisciplinary Program Cancer Center: Dr. Jeffrey Albright – very caring. Dr. Joseph Valentino – nice and caring. Dr. Jason Wallen explained everything completely. He seems like a good guy too.

Nephrology Clinic: Dr. Haris Mobeen found a rare diagnosis. Excellent and smart doctor. Very thorough explanations from Dr. Haris Mobeen. Very professional and personable.

Pediatric After Hours at Community: Dr. Marissa Smith is caring, intelligent with children and the model for doctors in patient and family-centered care in how she listens, interacts with children and families. Dr. Marissa Smith is worth a wait on a busy after-hours evening. She is precise, thorough, kind, and makes families feel heard, cared for, comfortable, and at peace by discharge.

Pediatric Gastroenterology: Dr. Marcus Rivera provides excellent care and always explains things in easy-to-understand terms. We highly recommend him to our friends who need a pediatric GI doctor. Dr. Marcus Rivera is a great doctor

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who has helped me become healthy enough to attend school full-time and do things I love to do. He is an excellent doctor.

Pediatric Multispecialty Clinic: Dr. Christopher Fortner ALWAYS impressed me with his care and concern for our family! Dr. Christopher Fortner is AMAZING! I wish I could find a primary care doctor that would listen to me and include me in decisions like Dr. Christopher Fortner. Dr. Christopher Fortner – thorough, caring, informative.

Peds Neph, Rheum, Integrative Med: Dr. Scott Schurman has care and compassion for each of his patients.

SUNY Upstate – Virtual: Dr. Danielle Kochen listens and provides helpful guidance.

Surgery – UH LL022: Really feel comfortable and confident in the staff and Dr. Joseph Valentino. Grateful to have made the progress to date with their support. Dr. Crystal Whitney is always so personable, easy to talk to, very knowledgeable, never have to wait long for her to come into exam room.

UHCC – Neurology: Dr. Sara Ali – good, kind, helpful, thank you! Dr. Anuradha Duleep is an extremely kind, well spoken, physician. She is a role model as to how patients should be treated. Dr. Kimberly Laxton addressed all of mine and my husband's questions in a professional and understandable manner. Very nice too! Dr. Corey McGraw is very understanding. He takes time explaining prevention. He is the best! Dr. Ai Sakonju is incredibly connected to my daughter's case. We have only seen her three times in four+ years but she knows who our daughter is, what her concerns are, and actively listens. My daughter isn't just a case number. We are very pleased. Dr. Katherine Wojcicki did a wonderful job getting me a prompt appointment.

Univ Pediatric and Adolescent Center: Dr. Karen Teelin went above and beyond.

University Cardiology: Dr. Robert Carhart is the ultimate professional whether in conversation, explanation, or decision making for care.

University Internists: Dr. Vincent Frechette was especially thorough in exploring all possible causation of my particular health issue. He took appropriate time to explain mechanism of my medical issue, and the best course of action to resolve the issue. Dr. Matthew Hess demonstrated exceptional patience and guidance. Dr. Catherine White is very accommodating to her patient's needs. She was very helpful with me after a couple of hospital discharges and her positive attitude helped immensely. After September 2022, she restored my dignity by reaching out to me. A smile and kind greeting always helps. Dr. Catherine White because she's always prepared, professional, and presents a positive attitude. She has expertise with many various conditions. She helped me with my colitis, sinus infection, osteoarthritis pain management, flu shot, and some arrangement of getting to the office, as well as medical/Medicaid thresholds paperwork along with having a very capable nursing staff.

Upstate Brain & Spine Center: Once again I was so very impressed with Dr. Timothy Beutler and his team. I can't say enough good things. My care was outstanding! Dr. Timothy Beutler was extremely knowledgeable while at the same time being personable and making sure I understood everything. Also his whole team were wonderful! Dr. Lawrence

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Chin saved my child's life with a successful brain surgery, all the staff were great! **Dr. Ali Hazama** listened and responded with compassion. He explained options and was reassuring.

Vascular Surgery at Community: I never had a problem, confusion, or felt bad around **Dr. Palma Shaw**. I love that she is a straight shooter who takes her time to know and care for her patients effectively. I never doubt her as she is my most trusted doctor. Always impressed by **Dr. Palma Shaw** as she takes her time to research and gets back to me immediately. I wish all doctors were like her.

Wound Care Center: **Dr. Monica Morgan** is amazing – very knowledgeable and helpful. **Dr. Monica Morgan** is caring and knowledgeable. She listens and is open to discussion of care. I feel very confident working with her.

Best,
Amy



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Virtual Healthcare Transformation Grand Rounds

The Business of Medicine

Wednesday, Jan. 24, Noon – 1 pm



Stuart M. Wright, CPA, MBA

Chief Financial Officer, Upstate University Hospital

Stuart Wright joined University Hospital as Chief Financial Officer in 2008. He is responsible for all financial functions of the hospital, including accounting, budgeting, billing, revenue cycle, and managed care contracting. Additionally, he is responsible for patient access areas, Health Information Management, Utilization Review, and Retail Pharmacy Operations. He has been a guest lecturer at Syracuse and Cornell Universities, is a founding member and instructor of Upstate's Leadership Development Program, and provides financial training seminars for Upstate's residency program.

INTENDED AUDIENCE: ALL PROFESSIONS AND SPECIALTIES

LEARNING OBJECTIVES:

- Identify and interpret global cost trends in the US and the consequences for our economy.
- Examine and analyze hospital specific financial metrics.
- Translate various complex healthcare reimbursement mechanisms.
- Discuss and evaluate the future implications of cost, utilization and competitive trends.

PLANNERS: None of the planners have relevant financial relationships with ineligible companies.

SPEAKER: The speaker does not have relevant financial relationships with ineligible companies.

ACCREDITATION: SUNY Upstate Medical University is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.

CREDIT DESIGNATION: SUNY Upstate Medical University designates this live activity for a maximum of 1.0 *AMA PRA Category 1 Credits*™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

As an independent chartered chapter of the American College of Healthcare Executives (ACHE), the ACHE of Upstate New York Chapter is authorized to award a total of 1.0 hours of ACHE Qualifying Education credits toward ACHE advancement or recertification. Participants in this program who wish to have it considered for credit should list their attendance when they apply to ACHE for advancement or recertification.



REGISTRATION REQUIRED

<https://bit.ly/3NvoAHu>

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CME AND ACHE CREDITS AVAILABLE



Department of Surgery Presents Surgery Grand Rounds

“Failure to Rescue in Trauma”

February 7, 2024

8:00 AM – 9:00 AM

2231 Weiskotten Hall & Cisco WebEx

TARGET AUDIENCE: Faculty, Residents, Medical Students, Ancillary Personnel

LEARNING OBJECTIVES: Following this activity participants should be able to:

- To Provide a brief introduction to surgical outcomes research
- To understand the failure to rescue (FTR) metric as it pertains to trauma and emergency general surgery
- To describe the role of Nursing in FTR

SPEAKER:

Daniel N. Holena, MD, MCSE, FACS
Director of Research, Division of Trauma and Acute Care Surgery
Associate Professor of Surgery, Medical College of Wisconsin
8701 Watertown Plank Road
Milwaukee, WI 53226

Accreditation: SUNY Upstate Medical University is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.

Credit Designation: SUNY Upstate Medical University designates this live activity for a maximum of 1 *AMA PRA Category 1 Credits™*. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Planner Disclosures: None of the planners have relevant financial relationships with ineligible companies with the exception of Dr. Michael Costanza who is a speaker for Inari & Endologix.

Speaker Disclosure: Dr. Holena does not have relevant financial relationships with ineligible companies.

Mitigation: All of the relevant financial relationships listed have been mitigated.

MOC: Successful completion of this CME activity, which includes participation in the evaluation component, enables the learner to earn credit toward the CME requirements of the American Board of Surgery's Continuous Certification program. It is the CME activity provider's responsibility to submit learner completion information to the ACCME for the purpose of granting ABS credit.

Commercial Support: No commercial support is received for this activity.

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CDI Tip of the Month – Cachexia

Cachexia is a complicated metabolic syndrome characterized by muscle mass loss, or muscle wasting, with or without fat loss. It is associated with increased mortality and used in many risk adjustment models that track quality outcomes.

General Guidelines for Classifying Cachexia

Cachexia generally requires unexpected or unintentional weight loss of at least 1kg, up to >5% of body weight. In severe cases, significant weight loss may not be evident as patients enter refractory stages.

Cachexia is not a one size fits all diagnosis.

Weight loss may be masked by fluid accumulations – pleural effusions, abdominal ascites, peripheral edema or anasarca. Exercising medical professional judgement is key!

You may consider both subjective and objective data when considering cachexia.

Subjective	Reported weight loss, fatigue, weakness
Objective	Physical wasting, hypoalbuminemia, elevation of inflammatory markers, anemia, poor functional status, unintentional weight loss

When to Consider Cachexia

Malignancy	Geriatric sarcopenia
Severe or end stage heart failure	Advance stage kidney disease
Severe or end stage pulmonary conditions	Gastrointestinal malabsorption / Malnutrition
Substance abuse disorders	Psychiatric conditions
Chronic infectious disease – HIV or AIDS, Hepatitis C	Severe neurologic disease – ALS, MS, CP, Stroke, Dementia

Special Considerations

Diagnosis can be made if unable to confirm weight loss due lack of current or past measured weight based on medical professional judgement and/or objective findings

Overweight patients or patients with obesity should also be considered for cachexia when weight loss is present despite physical evidence of muscle wasting

State patient *is* cachectic or *has* cachexia – “appears” cachectic is not diagnostic