

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

December 21, 2022

*Wishing you and yours a very
safe and happy holiday season!*



Dr. Matthew Glidden Appointed as Chief Quality Officer



We are delighted to announce the appointment of Dr. Matthew Glidden as Chief Quality Officer for Upstate Medical University Hospital, effective December 22, 2022. Dr. Glidden has served in the Interim role since June 2021. During his interim appointment, Dr. Glidden has redesigned our Quality Management System and has championed efforts to develop data-supported strategies to improve quality. He has actively championed efforts to reduce overall and sepsis-related mortality. He has also been an active partner with Dr. Housam Hegazy in Clinical Documentation Improvement (CDI) efforts. All while continuing to serve as a role model for clinical care delivery.

Dr. Glidden Chairs multiple Upstate quality committees, including the Quality Management Oversight, Weekly Event Review, and Clinical Quality Improvement Committees.

Dr. Glidden has been employed at Upstate Medical University since 2006 and has served as the Director of the Internal Medicine Clerkship, the Medical Director of Utilization Management and Clinical Documentation Improvement, and as the Associate Chief Medical Officer.

Dr. Glidden graduated with his Doctorate of Medicine in 2003 from SUNY Upstate, and completed his Internal Medicine Internship, Residency and Chief Residency thereafter. He has received numerous awards inclusive of the Faculty Gold Standard Award, Upstate President's Award, Best Hospital Award and Resident Teaching Award.

We are fortunate and delighted to welcome Dr. Glidden to his new role.

Flu Vaccine Available

By Brian Pratt

A very robust flu season is upon us. Please remember to vaccinate your inpatients if they have not yet received their flu shot. Additionally, their family members can receive a flu shot at our outpatient pharmacy. Upstate's Outpatient Pharmacy offers walk-in availability for flu vaccines at both our Downtown and Community hospital locations. **No appointment is necessary!**



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

December 21, 2022

Hours of operation:

Upstate University Hospital

- Monday – Friday, 8:00 am – 6:00 pm
- Saturday and Sunday: 9:00 am – 2:00 pm

Upstate Community Hospital

- Monday – Friday, 8:00 am – 6:00 pm

Call 315-464-3784 (DRUG) – Option 2 with any questions.

Influenza Like Illness (ILI) Clinic Changes

By Nancy Walklett

In October, the ILI Clinic began prioritizing monoclonal infusions to high risk (1A-1D) patients that **DO NOT QUALIFY FOR PAXLOVID** or molnupiravir after consultation with the NYS hotline or their PCP. We are now shifting our focus to Remdesivir infusions for the same population since the current monoclonal antibody is no longer considered effective or authorized for use by the FDA in treatment of COVID.

Remdesivir infusions

- Administered as soon as possible within 7 days of symptom onset
- Infused over 3 days
- Requires IV placement each day in OP setting
- Labs to be drawn on days 1 and 2
- Infused over 60 min with 30 min post infusion monitoring
- Nausea is a common reaction.
 - Zofran 4mg ODT available in ILI with a medication order
 - Please refer to Up to Date link below for detailed information on side effects:
https://www.uptodate.com/contents/remdesivir-drug-information?search=remdesivir%20side%20effects&source=panel_search_result&selectedTitle=1~27&usage_type=panel&kp_tab=drug_general&display_rank=1#F54340914

There are three options available for Remdesivir infusions listed below that includes the ILI clinic.

- **Upstate Home Care**-please call 315-578-4386 for availability
 - Outside group we have partnered with in the past
 - May be able to handle a low volume of infusions with limited resources
 - Will consider patients on a case-by-case basis
 - Patients able to maintain the same IV for all three days and receive the infusion in their own home
- **RN supported ILI clinic** -Please note the ILI clinic is now converting to an RN staffed clinic serving patients with an Upstate provider. *We are unable to accommodate outside providers since they cannot place epic orders for care delivered by Upstate RNs.*

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

December 21, 2022

- First infusion must be scheduled on a Mon, Tue or Wed
- Patients must have a new IV every day for three days & travel
- **Upstate referring providers only**
 - Enter med and lab orders via **AMB ILI Remdesivir** Smart Set (see attached)
 - Review labs prior to subsequent infusions
 - Be available by phone to manage patients' needs/concerns
 - **To schedule a patient**
 - Provider places **AMB ILI Remdesivir** Smart Set order
 - Call 4-5955 and leave a message to include patients name, DOB, AND the ordering provider's direct contact number
 - ILI staff will contact the patient to schedule.
- **Upstate Hospital at Home**- Patients identified by Diane Nanno's group.
Limited access due to patient requirements below.
 - Medicare Onondaga county residents only
 - Patients must be an IP or ED boarder
 - PICC preferred

2022 Community Pharmacy Holiday Hours

By Joseph Burczynski

Attached is a summary of holiday hours for local retail pharmacies. The Upstate Retail Pharmacy is open Christmas Eve and New Year's Eve from 9 am – 2 pm, closed Christmas Day and New Year's Day, then normal hours on December 26 and January 2 despite being UUP holidays.

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.

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

December 21, 2022

Current Backorders

DRUG	DESCRIPTION	POSSIBLE PRODUCT SUBSTITUTIONS AVAILABLE
Rocuronium	National shortage, able to obtain supply at this time, can continue normal use at this time	Multiple other neuromuscular blocking agents available
Cephalexin oral suspension	National shortage, unable to obtain, small supply remains available	Round doses to nearest capsule size (250mg or 500mg) – can open capsule and mix in any liquid or soft food
Albumin 5%	National shortage, small quantities arriving weekly, pharmacy continues to compound product from 25% albumin	None – pharmacy will continue to compound 5% albumin as needed
Remifentanyl	Standard 2mg vials are currently on national shortage	Substituting with 1mg vials
Lidocaine with epinephrine	All strengths are on national shortage, small sporadic backorder releases on an inconsistent basis, hospital could run out of supply at any time	Lidocaine without epinephrine, bupivacaine with epinephrine
BCG vials	National shortage, small sporadic backorder releases on an inconsistent basis	None
Albuterol 20mL vials	National shortage, currently unable to obtain from any source	Substituting 2.5mg/0.5mL nebs for continuous administration

Important Backorder Updates*

DRUG	DESCRIPTION
Valproic acid IV solution	Remains on backorder, UUH/UCH inpatient pharmacies currently have ample supply
Amoxicillin, amoxicillin-clavulanate, and cefdinir oral suspensions	Remain on backorder, may be difficult to obtain in the community pharmacy setting, UUH/UCH inpatient pharmacies able to obtain ample supply of all strengths of these suspensions for inpatient use

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

December 21, 2022

Oseltamivir suspension/30mg capsules

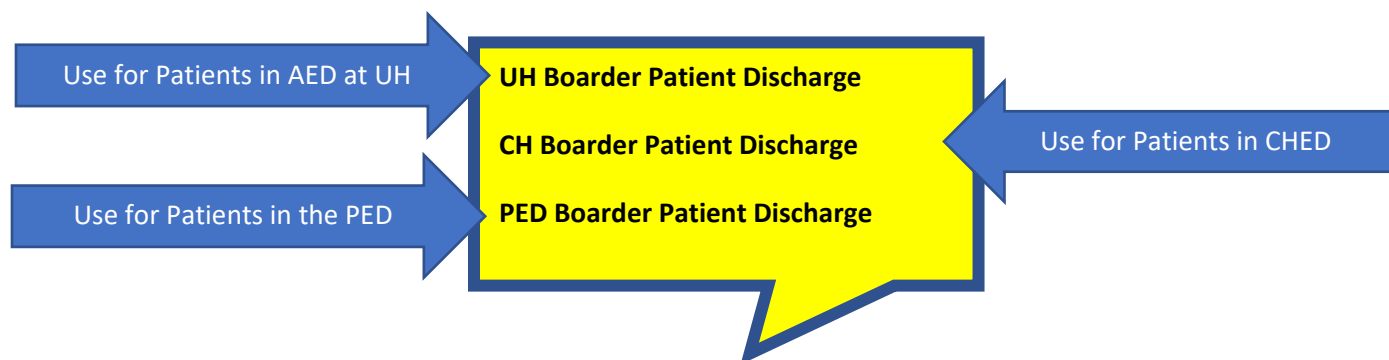
Remain on backorder, may be difficult to obtain in the community pharmacy setting. UUH/UCH inpatient pharmacies able to obtain supply of both the 30mg capsules and suspension for inpatient use at this time.

***Subject to change without warning due to supply-chain instability.**

Emergency Department Boarding Patient Discharges: The Fast-Track for Getting Your Patients to Their Bed

By Brian Pratt

There are three Epic Chat groups that are here to support the care of your patients and ensure that we can efficiently care for a greater number of patients, while reducing the distance between the care team and their patients. These chat groups will help expedite discharges from the Emergency Departments and prioritize placement of patients who will remain admitted in available beds.



Who monitors this Chat? Case management, Bed Management, ED Charge Nurse, and other operations staff who will support getting those patients ready for discharge from the emergency department to their post-care destination.

What will this Team do? They will help coordinate rides, medication pick-up, DME and other continuity of care needs.

Which patients should I push forward? Any patients that may be potential discharges should be introduced to the appropriate chat group based on location.

What happens next? Bed Management will closely monitor chat for confirmation that a patient is going to be discharged and then prioritize placing a patient that will have a longer length of stay in the now available bed. Operational efficiencies, including repeated room turns during times of reduced staffing, unnecessary handoffs and communication failures will be avoided, and improved overall patient experience will be achieved.

To access these chat groups, please refer to the directions provided below:

- Click on the Epic Secure Chat tab. In the below picture the tab to the farthest right in upper left corner.

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

December 21, 2022

- Next click on the 'My Opt-in Groups' link which is the little group of people in the upper right corner, middle icon. That will open a window where you can search and join Opt-in groups. In this case, search for "UH Boarder Patient Discharge, CH Boarder Patient Discharge, or PED Boarder Patient Discharge"

The screenshot shows the Epic Secure Chat interface. At the top, there is a navigation bar with icons for Home, Reporting Home, UpToDate, Remind Me, and Lab. Below this is a 'Secure Chat' header. The main area displays three chat groups, each with a group icon (a circle of people), a group name, a list of members, and a recent message. The first group is 'UH Boarder P..., Gallegos Dargon, Choudhury, La...' with 18 members, including Blackmon, Anthony D and Robert R Brown Jr., RN. The second group is 'UH Boarder P..., Mandava, Smith, Lang, Lovell, Nat' with 19 members, including Silverstone, Barbara J and Maggie C Smith, RN. The third group is 'UH Boarder P..., Lang, Lovell, Fuentes' with 17 members, including Maceli, John C and Robert R Brown Jr., RN. Each group shows a 'Seen by' count.

Group Name	Members	Recent Message	Seen by
UH Boarder P..., Gallegos Dargon, Choudhury, La...	18 Blackmon, Anthony D Robert R Brown Jr., RN	thank you	6
UH Boarder P..., Mandava, Smith, Lang, Lovell, Nat	19 Silverstone, Barbara J - B17/B17 - Emergency Department Uh Maggie C Smith, RN	Ok thanks will let her know	5
UH Boarder P..., Lang, Lovell, Fuentes	17 Maceli, John C Robert R Brown Jr., RN	So no d/c today?	5

Do you have any ideas on how we might make this process work better? Please send an email to Patient Flow Administrator, Tracy Briguglia (BriguglT@upstate.edu) or Interim Clinical Operations Officer Brian Pratt (Prattb@upstate.edu).

Cyber Security Reminder

By Dave Hanson

During the holidays, when people are celebrating the season, looking for extra money for the end of the year activities, and experiencing busier schedules, cybercrime actors will try their best to take advantage of our distractions. The Cyber Security group asks that you be very diligent in opening email from unknown senders, ignoring unsolicited offers of deals and employment and other phishing schemes, and not clicking on links or files in unfamiliar email messages. If you are unsure if an email is legitimate, please use the Report Suspect Email PhishAlarm button on the Outlook client, and we will check it out.

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

December 21, 2022

Clinical Documentation Improvement (CDI) Tip for November 2022

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

Respiratory Conditions & Specificity – conditions are required to be documented by a medical provider and cannot be reported based on results of diagnostic imaging reports alone. Respiratory conditions, and specificity of those conditions, can be reported based on a provider's medical judgement and do not require culture confirmation. Please document to the greatest degree of known or presumed specificity and link any manifestations of disease present. For more information, please reference the attached tip sheets and contact the CDI Hotline at 315-464-5455 with questions.

Welcome New Clinicians!

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

Family Medicine

Nicole Russell, NP

Medicine

Asad Ali, MBBS
Madalyn Dillabough, PA
Kylie Papagelow, PA
Kevin Schuller, NP
Rebecca Sweeney, NP
Kimberly Wallach, PA

Neurosurgery

Cynthia Pyrtle, NP
Natalia Voytovich, NP

OB/GYN

Catherine Bailey, MD
Christopher LaRussa, MD

Ophthalmology & Visual Sciences

Lawrence Cecchi, MD
Kenneth Novak, MD

Orthopedics

Justin Muser, DPM
Anne Louise Smith, DPM

Pediatrics

Adrienne Borschuk, PhD
Megan McGinley, NP

Pediatrics (cont.)

Cassandra Senif, NP

Physical Medicine & Rehab

Dallin Lindahl, MD

Psychiatry

Lucinda Coffin, PA
Susan George, PSYD
Kyle Groshans, NP
Sarah LaFont, PhD
Maureen Nardoza, NP
Michael Ortiz, NP

Surgery

Mohan Sarabu, MD

Exceptional Teacher Recipient for December 2022

By Dr. Lawrence Chin



Phyllis Sheriff-White, DO, an Assistant Professor of Obstetrics/Gynecology at Upstate Medical University's Binghamton Clinical Campus, is the December 2022 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. Congratulations Dr. Sheriff-White!

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

December 23, 2022

Comments from Dr. Sheriff-White's students:

"I will never in my life forget the time Dr. White had to school us on the umbilical cord. I'm not sure how it happened, but my colleague and I had come under the frank delusion there were two veins and one artery. We were so confidently incorrect that we even had nurses agreeing with us. Dr. White, instead of correcting us immediately, asked us if we were sure? We answered affirmatively several times. She said, "I may be wrong..." and told us to look it up. Well, of course she was correct! But she let us figure out our own mistake which made the lesson really stick. Her Socratic style and infinite patience with her students made the Ob/Gyn clerkship the best of third year."

"Dr. White consistently would come up with scenarios centered around our patients. On one such occasion, we were reading a non-stress test and Dr. White saw that we were struggling. She went through a pile of old NSTs she had and taught us how to read them and then tested us on our ability to interpret them. Overall, she was also very accepting of our knowledge level, especially at the beginning of the clerkship when we didn't know as much. It was nice to see her expectations grow as the weeks progressed."

Outstanding Physician Comments

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



Adult Hematology Oncology: Dr. Bernard Poiesz – knowledgeable and trustworthy. Dr. Bernard Poiesz was the person years ago who finally found out what was wrong with me. Now he keeps a close eye on me and I'm impressed by his knowledge.

Breast Care Center: This was my first-time meeting Dr. Jayne Charlamb. I found her to be very attentive to my needs and responsive and thorough in answering my questions. She treated me with respect and warmth. Dr. Jayne Charlamb inspired my confidence and made me feel like I was driving my own choices and a full partner in my care.

Community Campus – Virtual: Highly recommend Dr. Ali Hazama.

ECLS: My family and I appreciated the efforts of Dr. Birendra Sah and Dr. Christopher Tanski. Dr. Christopher Tanski was there explaining everything to us everyday. He is the best doctor we've ever had. He is a professional doctor.

ENT: I am very impressed with Dr. Sherard Tatum! I continue to appreciate Dr. Sherard Tatum and his abilities to discuss my case with frankness.

Family Medicine: Dr. Clyde Satterly is always wonderful. This appointment was at the end of the day before a holiday and he spent extra time with me. I am very grateful he was able to fit me into his schedule. Dr. Rupali Singla – very caring, takes her time, and never makes me feel rushed.

Family Medicine at Community: Dr. R. Eugene Bailey is the best!! Dr. Igor Kraev combines the rare elements of compassion, expertise, and experience with the additional rare ability to listen to the patient. He took the time to call me at home to make sure I was feeling better. Upstate is fortunate to have him. Love Dr. Kyrsten Wallace – she is the reason I switched providers. Dr. Sana Zekri is an excellent provider. I strongly recommend him to anyone who is

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

December 23, 2022

interested in finding a new provider. He always listens, answers questions, and is very knowledgeable. He actually takes the time to teach. I am extremely impressed.

Gamma Knife: Dr. Michael Mix was very nice and professional. Dr. Amar Suryadevara and Dr. Walter Hall were very kind.

GYNONC MI: Dr. W Douglas Bunn made me feel very comfortable. I was totally comfortable with Dr. W Douglas Bunn's knowledge and personal touch. I would recommend him over and over again!! I am so happy to have been referred to Dr. W Douglas Bunn for a second opinion that I decided to travel from Binghamton to Syracuse to have him do my surgery, which was totally painless! He is the best!! Dr. W Douglas Bunn was very kind, thorough, direct and took the time to listen to me as well as thoroughly explain. Dr. W Douglas Bunn was exceptional. I trust his judgement and thank him for the time he spent with me. Dr. W Douglas Bunn has the greatest attitude. Made me feel very comfortable and made it easy to talk to him. Dr. Mary Cunningham – thorough, patient, and comforting during all phases of my treatment and follow up.

Heart and Vascular Center: Very satisfied with Dr. Ankur Chawla and Dr. Anthony Feghali. Dr. Ankur Chawla is the best. Dr. Michael Costanza added me on for an urgent procedure. I really appreciate his care and concern.

Joslin Center for Diabetes: Dr. Barbara Feuerstein is very thorough and provides complete and informative answers to my questions/concerns. Dr. Rachel Hopkins apologized for our having to wait. She then took time for the exam and never made me feel rushed at all. I like her very much. Dr. Rachel Hopkins always takes her time with me and explains everything. Dr. Roberto Izquierdo – kind, efficient, thorough, and helpful. Dr. Robert Izquierdo reassured me that he will monitor my current health issues. He is extremely knowledgeable and helpful. Dr. Vishwanath Pattan is friendly, thorough, and goes through the paperwork of my tests from my other doctors. He has good suggestions and appreciates all my efforts from his suggestions are followed. Not only smart, but kind.

Joslin Pediatric Center: Dr. Nisha Patel related well to my daughter and had a calming demeanor.

Multidisciplinary Programs Cancer Center: Dr. Jeffrey Albright took the time to explain the situation in detail, options, etc. Very good! Dr. Mark Crye made sure he answered every question. Dr. Mark Crye spent a long time making sure I understood the options and making sure I understood exactly what the surgery would entail after I choose the surgery. He went over surgery, recovery, pain management, etc. Dr. Mashaal Dhir – very good bedside manner and informative. Dr. Kristina Go – truly cares about the patient as well as the problem at hand. Dr. Kristina Go went above and beyond making sure I understood what was going on and how we would go about fixing everything. I felt I was truly heard and felt more like a person than a patient. I felt that I was in great hands in a stressful situation. Dr. Kristina Go – knowledgeable, cares, thorough, supportive, receptive, and reassuring to my concerns. Dr. Kristina Go explained everything that was going on in ways that I could understand. She took the time to listen, answer, and hear all my questions and concerns. I would definitely recommend her to anyone that is in my situation. Dr. Kaushal Nanavati is exceptional. Dr. Jesse Ryan did a good job.

Neurology CC: Enjoy my visits with Dr. Victoria Titoff.

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

December 23, 2022

Pediatric Gastroenterology: Dr. Aamer Imdad – amazing! Dr. Marcus Rivera has been seeing my daughter since infancy and I trust him very much. He always gives us great advice and I get peace of mind leaving his office.

Pediatric Multispecialty Clinic: Dr. Zafer Soultan – truly cares.

Pediatric Surgery: My son and I both love Dr. Michaela Kollisch-Singule! She's a fabulous pediatric surgeon with amazing bedside manner!

Pulmonology Clinic: Dr. Markus Gutsche is the most kind and considerate person. He explains everything slowly and thoroughly and answers any questions patiently and without being condescending. And most importantly...I can tell he really cares! Dr. Dragos Manta read my history and asked pertinent questions. His explanations were clear and precise about what his thoughts were and what testing and follow up he recommended. Dr. Dragos Manta is wonderful, kind, compassionate, and very thorough. His care is excellent! Regardless of how busy the practice is Dr. Manju Paul is readily prepared, acquainted, and up-to-date with my most recent medical health. Dr. Manju Paul consults or recommends to my PCP any important information regarding my lungs and treatment medications. I am very lucky to have Dr. Manju Paul as my pulmonologist. Dr. Manju Paul is EXCELLENT, knowledgeable, has medical curiosity regarding my overall health and advises me regarding the best course of treatment for me. Absolutely great doctor!! I am grateful to have Dr. Manju Paul as my pulmonologist.

Regional Perinatal Center: I would recommend Dr. John Nosovitch. He was great, listened to me, didn't rush me out the door and actually showed care and compassion about my concerns. I am pleased with the course of action he has offered and am looking forward to working with him.

Rheumatology Clinic: Dr. Hiroshi Kato was excellent – again. Dr. Hiroshi Kato takes very good notes and explains his logic for treatment very concisely and clearly. Dr. Hiroshi Kato is very thorough, listens well, and asks good questions. Very receptive. Dr. Hiroshi Kato is a thorough, caring, and wise doctor. Dr. Hiroshi Kato is an outstanding clinician. My health problems are complex. He explains what I need to know, what I need to do and why. He helps me understand the goals and the risks of treatment. He treats me with compassion. Dr. Hiroshi Kato truly cares about his patients. His knowledge and level of expertise is exceptional. Dr. Patrick Riccardi is the best. Dr. Jianghong Yu was caring and efficient.

SUNY Upstate – Virtual: I was very satisfied with the telephone conversation with Dr. Michael Archer. He answered all my questions and he explained everything to me and I like that he shows compassion and that he cares about his patients. I felt confident and support when Dr. Sharon Brangman gave me words of encouragement and told me that I'm doing a good job providing and managing the caregiving for my mother. I felt heard and informed when Dr. Sharon Brangman responded or explained using my verbiage and couple medical jargon with layman's terms. Dr. Gennady Bratslavsky and Dr. Stephen Blakely are the best anyone could ask for. I adore Dr. Anuradha Duleep. I am very happy she takes time to answer questions. Wonderful doctor! Just outstanding discussion with Dr. Joseph Jacob. Dr. Stephen Knohl is the best at working together and makes you feel like family. Dr. Ruham Alshiekh Nasany cares about you. Dr. Jason Wallen answered and explained all my questions. Dr. Ruth Weinstock is the very best person to take care of me because she is so knowledgeable and caring! Dr. Ruth Weinstock and I have a very good rapport. She listens to any and all concerns I have, takes the time to evaluate and includes me in on the decisions. Dr. Jianghong Yu was actually a few minutes early! So nice not to have a wait time.

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

December 23, 2022

The Surgery Center: Dr. Scott Wiener – professional.

Transplant Center: Dr. Brian Gallay always takes time to listen to me and explain things in a manner in which I understand. I never feel rushed during my appointments. Dr. Matthew Hanlon is one of my favorites, along with Dr. Rauf Shahbazov!

UHCC – Neurology: Dr. Deborah Bradshaw always takes her time and is very pleasant and understanding. Dr. Tinatin Chabrashvili explained things in detail and didn't rush us out the door. She also let us ask questions. Dr. Anuradha Duleep is a great doctor. I'm very pleased to have her as my doctor. She took her time with me and answered any questions I had. Dr. Anuradha Duleep explained everything so I understood. I was extremely satisfied with Dr. Kimberly Laxton. She gave me 100% of her time and answered all of my questions explaining things and easing my worries. I did not feel rushed through my appointment. Wonderful person and doctor. Very pleased with Dr. Kimberly Laxton. I'm very happy and impressed by Dr. Kimberly Laxton. I highly recommend Dr. Kimberly Laxton. Dr. Kimberly Laxton was really good. Dr. Jenny Meyer was excellent, listened, responded clearly and well. Dr. Corey McGraw is an excellent physician. He is compassionate and knowledgeable about the disease he is treating his patients for.

University Cardiology: I was impressed with Dr. Robert Carhart who I had not met before. He was thorough and explained things well.

University Center for Vision Care: Dr. Samuel Alpert – fantastic! Dr. Katharine Liegel is great! Dr. Katharine Liegel is an all-around great doctor and caregiver. I feel so confident about my eye care with her. Dr. Stephen Merriam was very personable. He spoke to both me and my son to make sure we understand. He was very friendly and we appreciate him. Dr. Stephen Merriam was wonderful, attentive to all of our needs. Dr. Robert Swan – very thorough.

University Geriatricians: Dr. Andrea Berg is an amazing provider; clear and compassionate. I wish she was a PCP so I could see her! I really like Dr. Vikrant Tambe. Easy to talk to him. Dr. Dona Varghese is amazing! Really understands elderly and family caregiver needs.

University Internists: We are very pleased to have Dr. Tingyin Chee as our main doctor. Dr. Vincent Frechette is always pleasant and knowledgeable regarding current medical treatments and developments. He has a great bedside manner as a good listener and communicator. Dr. Vincent Frechette – thorough, professional, personable, and friendly. Dr. Vincent Frechette has been my primary physician for many years. I've always found him attentive, caring, and competent. Dr. Vincent Frechette has been my doctor for many years. As busy as he is, he never rushes. I do like Dr. Kaushik Govindaraju. He's been good so far and I like him. Dr. Kaushik Govindaraju - very attentive. Dr. Sarah Lappin always shows much care and patience to an elderly patient. Dr. Jessica Mayer was great and extremely thorough. Dr. Catherine White has been an outstanding and caring professional for all the years I have been a patient in the practice. Dr. Catherine White is my primary care physician and not only did she have concerns for my physical health, but she also had a caring approach to my mental well-being. She has an excellent approach to being a doctor for people who have been through a lot. Dr. Catherine White – kind and professional. She is an excellent doctor who has helped me with my portal concerns and has performed thorough blood work as deemed necessary. I recommend her for her proficiency and expertise in her field.

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

December 23, 2022

University Pediatric & Adolescent Center: Dr. Elizabeth Nelsen called me back herself and scheduled this appointment. Her bedside manner is very realistic, approachable, and compassionate.

Upstate Brain & Spine Center: I found Dr. Ali Hazama to be very sensitive, definitely listened because he recalled conversations later with exact memory. I immediately felt safe in his hands. Very personable, sat right next to me to show me my MRI on the laptop and explained everything he found in terms I understood. To go from chronic pain to none was remarkable and I owe that all to Dr. Ali Hazama. Dr. Satish Krishnamurthy spoke to me personally even after the PA finished her time with me.

Upstate Pediatrics: I would definitely recommend Dr. Ellen Schurman to others. Dr. Ellen Schurman always makes us feel at ease and answers all my questions during each visit. She also always remembers my son which makes me feel happy. We appreciate the time and expertise that Dr. Jaclyn Sisskind gives to us. She shows that she cares for children and helps us as parents know we are doing ok. Dr. Jaclyn Sisskind always listens to our concerns and reassures us. I loved Dr. Anne Sveen! She was excellent with my daughter!

Vascular Surgery at Community: Dr. Palma Shaw was her caring and down to earth self that I have come to respect and trust! Dr. Scott Surowiec is the salt of the earth. A great physician.

Women's Health: Dr. Maureen Burke – excellent in making me feel more comfortable!

Wound Care Center: Dr. Marvin Heyboer is a great doctor! He's concerned and listens to you and talks to you not at you. Dr. Marvin Heyboer really wants to help and he is concerned about the patient. He speaks to you so you understand.

4West at Community Hospital: Dr. Munnam sohail Jafar is a wonderful doctor. I can rest knowing he has me in his best care. He's very understanding and compassionate.

05A: I would rate Dr. Richard Tallarico's attention to me as very good.

05B: Dr. Michael Luca – top notch!

06H: Dr. Michael Fischl who performed my arterial catheterization was amazing, positive, informative, and supportive from my first encounter with him and throughout my procedure.

08E: Dr. Kristen Kelly is the best! She took time explaining things and listened well.

08G: Dr. Jason Wallen – wonderful!

Thank you for all that you do!

~Amy



ALERT —
ADVISORY —
UPDATE —

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

Company	Saturday, December 31, 2022	Sunday, December 25, 2022	Saturday, December 31, 2022	Sunday, January 1, 2023
CVS	9am-5pm	9am-2pm (Fairmount Target only)	9am-5pm	9am-2pm (Fairmount Target only)
Kinney Drugs	(8am-5pm all)(8am-8pm Electronics Parkway only)	all closed except Electronics Parkway	(8am-5pm all)(8am-8pm Eletronics Parkway only)	(8am-5pm all)(8am-8pm Electronics Parkway only)
Rite Aid	9:00am-5pm	10am-4pm (Butternut only)	(9am-6pm all) (9am-9pm Butternut only)	9am-5pm
Walgreens	9:00am-5pm	closed	9:00am-5pm	closed
Wegmans	8:30am-4pm	closed	8:30am-4pm	9am-1pm
Upstate Retail	9:00am-2pm	closed	9:00am-2pm	9am-1pm

CDI Tip of the Month – Respiratory Conditions & Specificity

Pneumonia Specificity

- **Positive cultures are not needed - conditional specificity can be determined based on professional medical judgement as it corresponds to the clinical scenario**
- **Decision making can be guided based on antibiotic choice and patient response**
- **When possible, the suspected organism should be documented**
 - *Zosyn – possible gram negative pneumonia consistent with aspiration related pneumonia*
 - *Cefepime – likely gram negative pneumonia*
 - *Vancomycin – presumed Staph aureus pneumonia*
 - *Meropenem – suspected gram negative pneumonia*

Viral Infections

- **Specify when viral pneumonia and/or superimposed bacterial pneumonia are present**
- **If bacterial pneumonia is known or suspected, specify as above**
- **Link viral pneumonia to known or presumed causal organism**
 - *H1N1 influenza with associated presumed H1N1 viral pneumonia*
 - *Human Metapneumovirus with associated HMV pneumonia and presumed superimposed gram negative bacterial pneumonia*
 - *COVID pneumonia with superimposed suspected MSSA bacterial pneumonia*

Manifestations of Disease

- **Specify when respiratory failure is present**
 - Clarify as acute, chronic, or acute on chronic, type, and link to underlying cause
 - Document acute clinical findings used for diagnosis and treatment provided
 - Update documentation with progression of condition – improving, resolving, resolved, etc.
- **Specify when sepsis syndrome is present**
 - Use Sepsis Bundle & Notewriter when SIRS criteria are met and sepsis is confirmed or suspected
 - Document acute clinical findings used for diagnosis and link any associated end organ dysfunction or failure
 - Specify responsible infection – ‘due to’ H1N1 influenza and pneumonia – and treatment provided
 - Update documentation with progression of condition – improving, resolving, resolved, etc.

CDI Tip of the Month – Pediatric Respiratory Conditions & Specificity

Pneumonia Specificity

- **Positive cultures are not needed - conditional specificity can be determined based on professional medical judgement as it corresponds to the clinical scenario**
- **Decision making can be guided based on antibiotic choice and patient response**
- **When possible, the suspected organism should be documented**
 - Documentation of possible or suspected organism is acceptable for reporting purposes

Viral Infections

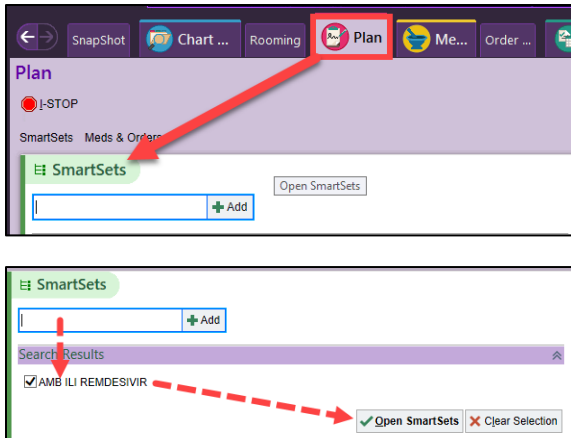
- **Specify when viral pneumonia and/or superimposed bacterial pneumonia are present or suspected**
- **If bacterial pneumonia is known or suspected, specify as above**
- **Link viral pneumonia to known or presumed causal organism**
- **Specify treatment – ie: direct pharmaceutical or supportive care**
 - *RSV bronchiolitis with presumed superimposed bacterial pneumonia*
 - *Influenza A with associated influenza pneumonia and presumed superimposed gram negative bacterial pneumonia*
 - *COVID pneumonia with superimposed suspected MSSA bacterial pneumonia*

Manifestations of Disease

- **Specify when respiratory failure is present in children:**
 - Document acuity and type (if present) and specify underlying cause
 - Document acute clinical findings used for diagnosis and specify treatment provided
 - Update documentation with progression of condition – improving, resolving, resolved, etc.
- **When SIRS are present in children with infection:**
 - Clarify known or suspected etiology, such as:
 - Infectious SIRS without sepsis
 - Infectious SIRS with sepsis
 - Non-infectious SIRS related to (please specify the cause)
 - Clarify if any associated organ dysfunction exists using linking terminology – “due to”
 - Clarify whether direct treatment is, or is not, provided

Ambulatory: Remdesivir SmartSet

The Remdesivir infusion and related nursing orders are part of a SmartSet, titled “**AMB ILI Remdesivir Infusion**”. **NOTE: This medication is administered daily x 3 days.**



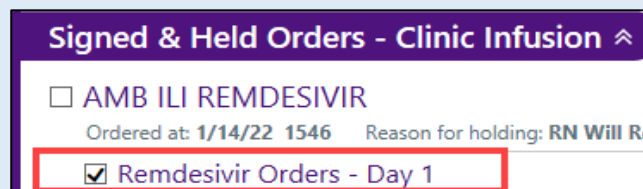
1. Open an Encounter (Orders, Office Visit, etc are okay as long the department is an Outpatient clinic)
2. Navigate to the **SmartSets** section (Plan Tab, Orders Tab, or use Chart Search to find)
3. Enter “**ILI**” or “**rem**” in search field. Press Enter
4. The “**AMB ILI Remdesivir Infusion**” SmartSet option displays with the checkbox already selected
5. Click **Open SmartSets**
6. The entire SmartSet displays (see page 2)

7. The medication and communication orders are set up to be **Signed and Held** with a phase of care of Clinic Infusion. Lab orders are **standing clinic collect** and will be available from Order Review once signed.
8. Edit any Red Hard Stops. No other changes should be necessary
9. Additional orders can be added in Additional SmartSet Orders section
10. **Sign the SmartSet** at the top or bottom
11. The nurses at ILI UHCC will release the orders into the Infusion Visit after the patient has arrived.



ATTENTION:

12. The medication is administered daily x 3 days. Orders for each day are set-up under headers for Day 1, Day 2, Day 3.
13. The nurse must release only the orders for the appropriate day by using the checkbox prior to the correct day of therapy.



14. The labs for Day 1 & Day 2 are Standing, Clinic Collect. These need to be Released from **Order Review** on Day 1 & Day 2.

AMB ILI Remdesivir SmartSet

Each day's orders are the same with the exception of the standing labs ordered for Day 1 & Day 2

AMB ILI REMDESIVIR

Manage User Versions

▼ Remdesivir Orders - Day 1

▼ REMDESIVIR 200 MG INFUSION

☒ remdesivir (VEKLURY) 200 mg in sodium chloride 0.9 % 250 mL (0.8 mg/mL) infusion
200 mg, Intravenous, Administer over 60 Minutes, Once, today at 1530, For 1 dose, Clinic Infusion,
Sign & Hold

▼ ILI LABS

☒ AST

Routine, Clinic Collect, Expires: 7/14/2022 Manual-release, Count: 2

☒ ALT

Routine, Clinic Collect, Expires: 7/14/2022 Manual-release, Count: 2

☒ Creatinine with GFR

Routine, Clinic Collect, Expires: 7/14/2022 Manual-release, Count: 2

▼ REMDESIVIR NURSING ORDERS

☒ NaCl infusion 0.9 %
at 100 mL/hr, Intravenous, PRN, flush, Starting today at 1519, For 30 days
Flush with 30 mL after each medication given intravenously
Clinic Infusion, Sign & Hold

☒ Take vital signs
Routine, UNTIL DISCONTINUED, starting today at 1520, until Sun 2/13, for 30 days
Vital Signs every 15 minutes during infusion and for 30 minutes after infusion is complete, Clinic
Infusion, Sign & Hold

☒ Place IV
Routine, ONCE, First occurrence today at 1520
Place IV, Clinic Infusion, Sign & Hold

☒ D/C Saline Lock (Specify)
Routine, ONCE, First occurrence today at 1520
Clinic Infusion, Sign & Hold

☒ D/C IV Infusion once complete
Routine, ONCE, First occurrence today at 1520
D/C IV Infusion once complete, Clinic Infusion, Sign & Hold

☒ Port access per policy
Port access per policy, Clinic Infusion, Sign & Hold

☒ Deaccess port per policy
Deaccess port per policy, Clinic Infusion, Sign & Hold

▼ OPIS ANAPHYLAXIS KIT

☒ EPINEPHrine (anaphylaxis) 1 mg/mL (ADRENALIN) injection 0.3 mg
0.3 mg, Intramuscular, Once PRN, Anaphylaxis, Starting today at 1519, For 1 day, Clinic Infusion
IV is rarely needed and should be limited to patients unresponsive to IM dosing, refractory
hypotension, signs of hypoperfusion, or anaphylactic shock.
Sign & Hold

☒ diphenhydrAMINE (BENADRYL) injection 50 mg
50 mg, Intravenous, Once PRN, Anaphylaxis, Starting today at 1519, For 1 day, Clinic Infusion, Sign &
Hold

☒ methylPREDNISolone sodium succinate (SOLU-MEDROL) injection 125 mg
125 mg, Intravenous, Once PRN, Anaphylaxis, Starting today at 1519, For 1 day, Clinic Infusion, Sign &
Hold

© 2022 Epic Systems Corporation. Confidential. | Page 2 of 2

EXCEPTIONAL MOMENTS IN TEACHING



Phyllis Sheriff-White, DO, an assistant professor of Obstetrics/Gynecology at Upstate Medical University's Binghamton Clinical Campus, is the **December 2022** recipient of the **Exceptional Moments in Teaching recognition**.

COMMENTS FROM DR. SHERIFF-WHITE'S STUDENTS:

"I will never in my life forget the time Dr. White had to school us on the umbilical cord. I'm not sure how it happened, but my colleague and I had come under the frank delusion there were two veins and one artery. We were so confidently incorrect that we even had nurses agreeing with us. Dr. White, instead of correcting us immediately, asked us if we were sure? We answered affirmatively several times. She said, 'I may be wrong...' and told us to look it up. Well, of course she was correct! But she let us figure out our own mistake which made the lesson really stick. Her Socratic style and infinite patience with her students made the Ob/Gyn clerkship the best of third year."

"Dr. White consistently would come up with scenarios centered around our patients. On one such occasion, we were reading a non-stress test and Dr. White saw that we were struggling. She went through a pile of old NSTs she had and taught us how to read them and then tested us on our ability to interpret them. Overall, she was also very accepting of our knowledge level, especially at the beginning of the clerkship when we didn't know as much. It was nice to see her expectations grow as the weeks progressed."

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.