

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

February 23, 2024

Congratulations, Dr. Tamer Ahmed!

By Dr. Robert Cooney



Dr. Tamer Ahmed has been appointed Chief of Pediatric Surgery and Surgeon in Chief at the Upstate Golisano Children's Hospital.

Dr. Ahmed earned his medical degree from the University of Texas Medical Branch in Galveston, Texas. He did his general surgery training at the Penn State Hershey Medical Center. Following a pediatric surgery fellowship at the Arkansas Children's Hospital, Dr. Ahmed joined the pediatric surgery faculty at SUNY Upstate Medical University in 2010. He has established himself as a caring and clinically excellent pediatric surgeon in Syracuse and in the Central New York (CNY) region.



Dr. Ahmed is excited about working with the faculty and regional pediatrics practices to develop clinical programs in pediatric surgery that meet the needs of children in the CNY region.

Please join me in congratulating Dr. Ahmed on his new leadership position in the Division of Pediatric Surgery and the Golisano Children's Hospital.

2023 SUNY Upstate EPIC Year in Review

By Dr. Leslie Kohman

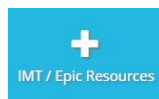
The 2023 SUNY Upstate EPIC Year in Review video is available and can be viewed at the following link:

<https://streaming.epic.com/View/yir23-753>

This video shows some of the improvements that have been made in EPIC over the last year. These data come directly from EPIC headquarters. Our goal is to improve everyone's satisfaction with EPIC and thus their well-being.

To ask a question or schedule a session with an EPIC coach, please do the following:

1. Visit the Upstate [iPage](#).
2. Click on the blue "IMT/EPIC Resources" application box.
3. Select "Training" under "EPIC Resources" to the left of page.
4. Click "Message an EPIC Coach".



One-on-one and team/group sessions are available. You may also send your pain points and dissatisfactions to Dr. Leslie Kohman and KohmanL@upstate.edu and I will assist you with appropriate help.

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Reminder: Malfunctioning / Broken Equipment Process

By Stephanie Shattuck

We are seeing an increase in medical equipment bagged in “red bags” and thrown out. This has resulted in three missing wound-vacs in the past three weeks.

Please see the attached flyer outlining the process for malfunctioning/broken equipment. If you have questions, please reach out to Equipment Services on Vocera or at extension 4-4486 and we will be happy to help!

New York State Department of Health Launches Public Campaign to Promote Expanded Hepatitis C Screenings for Pregnant People

The expanded New York State hepatitis C testing law includes universal screenings of all adults and pregnant people and aligns with recommendations by the Centers for Disease Control and Prevention (CDC), the American College of Obstetricians and Gynecologists, and the U.S. Preventive Services Task Force.

The expanded testing law also includes hepatitis C screening among persons under the age of 18 with an identified risk, such as injection drug use, the primary driver of hepatitis C infection.

Effective May 3, 2024, New York State requires a hepatitis screening test be provided to:

- Every person 18 years and older.
- People younger than 18 if there is indication of risk.
- All pregnant people during each pregnancy. Screening test results must be recorded in the pregnant person’s medical record at or before the time of hospital admission for delivery.

If the screening test is reactive, a hepatitis C RNA test must be performed on the same specimen or a second specimen collected at the same time as the initial test, to confirm diagnosis of current hepatitis C infection.

If the hepatitis C RNA is detectable, the health care provider must either offer the person follow-up hepatitis C health care and treatment or refer the person to a health care provider who can.

All health care providers, health care facilities, laboratories, and local and State health departments all share the responsibility for reporting, follow-up, and control of communicable diseases. Reporting of suspected or confirmed hepatitis C is mandated under the New York State Sanitary Code (10NYCRR 2.10). This includes patients with a positive hepatitis C screening test and/or a positive hepatitis C RNA test. Reports should be made to the local health department in the county in which the patient resides, and they need to be submitted within 24 hours of diagnosis. Information on how to report is available at: [Communicable Disease Reporting \(ny.gov\)](https://www.ny.gov/communicable-disease-reporting)

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For more information about the New York State requirement for universal hepatitis C testing, please visit: [Hepatitis C \(ny.gov\)](https://www.health.ny.gov/communicable-diseases/hepatitis-c/)

Texting of Patient Information and Orders for Hospitals

Please see the attached memorandum from the Centers for Medicare and Medicaid Services (CMS) Center for Clinical Standards and Quality/Quality, Safety & Oversight Group regarding CMS's new position on texting of patient information and orders for hospitals.

Clinical Documentation Improvement (CDI) Tip for February 2024

By the CDI Physician Advisory Group



Improving Hospital Quality Scores: Hospital acquired skin injuries are an important topic of quality and patient safety. Recognizing the skin as a major organ and identifying Skin Failure in our acutely ill and end stage disease patients is a vital area of focus to help reduce the rate of hospital acquired injuries and reflect the Upstate patient population accurately. Please review the attached diagnosis guideline available! Thank you for your current efforts in documentation improvement! Please contact the CDI Team 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:



MEDICINE

Adam Binder, MD
Jane Choi, PA
Muhammad Malik, MD

NEUROSURGERY

Stephanie Zyck, MD

PEDIATRICS

Alyssa Boland, NP
Corey Grassl, PSYD
Aimee Steiniger, MD

PSYCHIATRY

Melissa Button, LMHC
Megan Faulkner, PA
Lauren Guagenti, NP

RADIOLOGY

Mark Baesl, MD
Teresa Brown, MD
Ronald Karo, MD
James Lester, MD
Srinivas Paidy, MD
John Teixeira III, MD
Savatore Versaggi, MD
Shain Wallis, DO

SURGERY

Kaylee King, PA

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Outstanding Physician Comments

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



Adult Hematology Oncology: Dr. Sam Benjamin – very helpful! Dr. Allison Roy – the best! I wouldn't want anyone else to care for me. Dr. Brittany Simone – wonderful!

Breast Care at CC POB: Love Dr. W Douglas Bunn! Dr. W Douglas Bunn – fantastic! Dr. W Douglas Bunn was fabulous, put me at ease, easy to talk to, and explained information in a way that I could understand. Dr. Jayne Charlamb spent time explaining and discussing concerns. Dr. Jayne Charlamb was awesome. She was incredibly thorough and detailed and showed a deep level of concern. Dr. Mary Cunningham – wonderful! Dr. Mary Cunningham

was very thorough and clear with her explanations and support throughout the experience. Dr. Mary Cunningham is EXCELLENT! Very pleased with Dr. Mary Cunningham's expertise and knowledge. I was pleased that she took the time to explain everything even though I was a nurse she treated it as if I wasn't which I liked. Dr. Lisa Lai - kind, informative, and inclusive. Dr. Daniel Thomas makes us feel great with the care and attention he extended. Dr. Daniel Thomas is the best! Dr. Daniel Thomas is so kind & professional. I will recommend Dr. Daniel Thomas. He has been a blessing and a great doctor! Being post-surgery for breast cancer, and now clear of the cancer, it helped that Dr. Daniel Thomas explained what should happen for follow-up for the next five years and why it was important. Very useful!

Community Campus – Virtual: Dr. Timothy Byler is an excellent doctor. I have been going to him for years. He makes sure that I am taken care of and have all tests necessary to ensure my health is exactly where it should be.

Family Medicine at Community: Dr. Paula Brooks was awesome. I just really liked her whole persona and she personally called me when she said that she may.

Dermatology Clinic: Dr. Joyce Farah is excellent!

ED at Community: Dr. Derek Cooney – excellent, friendly and professional. Dr. Rose Solomon was courteous, professional, and took excellent care of me. Dr. Christine Courtney was also terrific. I was really impressed by Dr. Christine Courtney's empathy and attentiveness, and her clinical skills were great too.

GYNONCMI: Dr. W Douglas Bunn was an amazing surgeon and attribute his expertise to my new 10 yrs. remission! I'm happy to stay with Dr. W Douglas Bunn after 15 yrs. remission. Dr. W Douglas Bunn always goes above and beyond. Dr. W Douglas Bunn made me feel relaxed and helped me understand the prognosis. Dr. W Douglas Bunn explained everything to me and my son in a manner we could completely understand. He did not rush my appointment and answered all of our concerns.

Inclusive Health Services: Dr. Angana Mahapatra is outstanding. She is friendly, personable, and knowledgeable. I trust her completely. She actually listens.

Joslin Center for Diabetes: Dr. Roberto Izquierdo has always been very congenial and open about all procedures, etc. Dr. Roberto Izquierdo has always provided excellent care by listening, being attentive, thorough, and very importantly,

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accessible. He has always been open to hearing about and listening to any questions or concerns and responds very timely to those. It has always been a good experience when I see **Dr. Roberto Izquierdo**. **Dr. Jason Sloane** is an amazing doctor! He listens to your concerns and is a true professional. I travel from Utica to see him and believe he is the best doctor in the local area. I have recommended **Dr. Jason Sloane** to many people. **Dr. Jason Sloane** is a true professional and listens and hears what you are saying. I'm very pleased to call him my doctor! **Dr. Jason Sloane** is an excellent, caring, doctor. **Dr. Jason Sloane** was very pleasant and listened to my concerns. He explained everything to me and did not rush through my appointment. **Dr. Ruth Weinstock** is always great!

Joslin Pediatric Center: **Dr. David Hansen** quickly earned my child's trust and respect. He felt heard and respected as a participant in his own healthcare. **Dr. Nisha Patel** was patient, explained my child's condition very well, and reassured us with a treatment plan best for her.

Multidisciplinary Programs Can. Ctr.: **Dr. Michael Archer** made me feel very comfortable. **Dr. Michael Archer** did not make us feel rushed at all. He was very reassuring on my upcoming surgery. **Dr. Kelly and her staff are the best!** **Dr. Kristin Kelly** – very patient and kind. Willing to accommodate my religious beliefs. **Dr. Lisa Lai** was very professional and answered my questions in a clear, concise manner.

Pediatric Cancer Center: **Dr. Jody Sima** is always helpful, knowledgeable, and supportive. She goes out of her way to make sure her patients get the care and support they need. I always have a wonderful experience at the Cancer Center Survivor Wellness Center with **Dr. Jody Sima**.

Pediatric Surgery: We love **Dr. Tamer Ahmed!** He has always made us feel comfortable and welcome and answered any of our questions. We feel very lucky to have him as our doctor.

Radiation Oncology: **Dr. Michael Lacombe** – exceptional with explanations of my treatment and easing my worries.

Regional Perinatal Center: **Dr. Robert Silverman** – he's an amazing doctor!

Rheumatology Clinic: My experience with **Dr. Jihad BenGabr** is the best. I will always highly recommend her for anyone in need of a Rheumatologist as she is the best. She is very knowledgeable and she makes you feel comfortable. **Dr. Sheetal Rayancha** is always on my side. She doesn't rush the consultation, listens to my concerns, no matter how weird they may sound, and offers explanations and suggestions. I like that she is my advocate and wants to find treatment options. I don't feel like a number, she makes me feel like I just saw her last week for lunch, and we are seeing each other again to catch up. It has been a great experience so far. I would recommend **Dr. Sheetal Rayancha** to anyone!

SUNY Upstate – Virtual: **Dr. Emily Albert** is very thorough in her explanations and she listens carefully. I feel she respects my opinions and decisions. Thankful to have her as my doctor. **Dr. Abha Harish** has been exceptionally helpful to us over the last year. We really appreciate her. **Dr. Abha Harish's** knowledge is well respected. **Dr. Joseph Jacob** has consistently been approachable, appropriately caring, and very understandable. **Dr. Ruth Weinstock** is the best doctor I've ever had. I've been seeing her for years and am grateful every time that she's the one I get to see.

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Surgery – UH LL022: Dr. Joseph Valentino is the first doctor I've met that listened to what I had to say and didn't make me feel like I was there unnecessarily.

UHCC – Neurology: Dr. Shahram Izadyar is a very educated doctor and explains information so it is understood and takes his time in explaining everything so it is completely understood.

University Cardiology: Dr. Robert Carhart is very good at educating all heart matters and works with a pleasant and knowledgeable team.

University Center for Vision Care: Dr. Preethi Ganapathy is always the same, never changes, excellent doctor. If she had a bad day on any of my visits, I couldn't tell! Dr. Robert Swan is the man, someone needs to buy the man lunch sometime! Dr. Robert Swan is always friendly and very approachable listening to any concerns I have and is also very reassuring.

University Geriatricians: Dr. Andrea Berg – caring, kind, and professional. Dr. Andrea Berg is without a doubt the best doctor we have seen! Dr. Jeanne Bishop was wonderful. Dr. Sharon Brangman made me feel very comfortable and explained everything.

Upstate Brain & Spine Center: It was important for us to be able to have radiation at Brittonfield and Dr. Seung Shin Hahn was able to make it work. Dr. Walter Hall – top notch! I have had two disc replacements by Dr. Walter Hall, all of which were very successful! Dr. Ali Hazama was very nice. He made me feel very comfortable and confident in his ability and knowledge. Dr. Satish Krishnamurthy saved my life. He's amazing!

Vascular Surgery at Community: Dr. Scott Surowiec, with his time, concern, and explanations. Impressive!

05A: Dr. Jason Wallen was great.

05B: Dr. Michael Archer – great, one in a thousand!!

06B: Dr. Suman Swarnkar was exceptionally endearing and sympathetic to my terminal illness. Dr. Suman Swarnkar is one classy lady!

11E: Dr. Tamer Ahmed and Dr. Michaela Kollisch-Singule are the best pediatric doctors around. Dr. Tamer Ahmed and Dr. Michaela Kollisch-Singule made this procedure all worth it for my son.

12E: Dr. Joseph Domachowske – thoughtful, spent a lot of time explaining all tests, results, and treatment plan. Dr. Mitchell McKinnon was thorough and seemed genuinely concerned. He checked with us several times despite being admitted to peds.

Best,
Amy

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