

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

March 11, 2022

COVID Update

# Positive	# ICU	# Vent
18	4	3

Community Hospital Meds-To-Beds Program for Outpatient Surgery

By Eric Balotin

The Upstate Outpatient Pharmacy is pleased to announce the expansion of our successful opt-out Meds to Beds program to include all one-day surgical patients at the Community Campus. This automated, opt out, program will provide all of the advantages of our Meds to Beds hospital discharge program. Our pharmacy will prepare and deliver medication to the patient's bedside during the recovery phase of their stay. This service alleviates the need for the patient to stop at their local pharmacy on the way home. No longer will the patients have to worry about prior authorizations, excessive copays, and out of stock medications. Our patients will receive a notice about the program, during the admission process, with the opportunity to change back to their home pharmacy if they choose. To speed discharge, we ask that all orders required at discharge be sent to the pharmacy prior to the procedure, note that this will allow ample time for order changes if needed. There are no other changes to the providers workflow. Our program's record of reduced readmission rates directly supports our mission to "to improve the health of the communities we serve...through patient care."

COVID Family & Friends COVID Testing at IHP

By Stacey Keefe

Starting on Monday, March 14, family and friends COVID testing at IHP will change due to low demand at that site. Family and friends will continue to be able to test at IHP via a grab and go option. There will be labeled bins at the desk in the IHP Main Lobby to pick up and drop off test kits. Tests should be dropped off Monday – Friday, 8:00 am – 4:00 pm.

EPIC Improvement Opportunity Closing Soon!

By Dr. Leslie Kohman

Be sure to give your feedback on EPIC and how it affects your well-being and daily life. Improvements are made on your suggestions. And, you will have an opportunity to win one of 10 Amazon \$100 gift cards!

Follow this link: [SUNY Upstate 2022 EHR Experience Survey \(qualtrics.com\)](https://www.qualtrics.com/survey/2022-upstate-survey/)

Thank you for your valuable participation!

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Peer Support Training Opportunity

By Dr. Leslie Kohman

Upcoming peer supporter training on **Monday, April 4th, 2022 @ 2:00 PM – 4:30 PM**. Please consider taking this training to improve your skills at helping colleagues.

Existing peer supporters: We welcome anyone who wishes a refresher to sign up for this training. Also share this opportunity with empathetic colleagues who would be interested in becoming a peer supporter.

To sign up for the peer supporter training, please email Theresa Chung at theresa.chung@bassett.org and she will send the Zoom link and pre-training materials.

Questions? Email Dr. Kohman, CWO at kohmanl@upstate.edu

UC Davis/UC Irvine Fellowship in Wellbeing – Applications Open

By Dr. Leslie Kohman

Applications are still being accepted for the fourth cohort of the UC Davis/UC Irvine Fellowship in Wellbeing. This is a six month program beginning in late April. The expected time commitment is approximately 3 hours per week and includes a mentored project done within our own system. Please see the attached flyer for details. Drs Nayla Khoury, Alina Basnet, and Asalim Thabet completed this course last year and thought it was great. If you would like to know more, please ask one of them.

Dragon Learning Opportunity

By Epic4Me Steering Committee



Provider Power Hour – hosted by a Nuance Medical One Dragon trainer

Open for any Dragon Medical One user, attendees will learn about Dragon's most time-saving productivity tools such as: **navigating the EHR** and other applications by voice, **creating custom voice commands** to perform tasks, and **creating shortcuts** to insert large blocks of commonly-used content into the patient chart.

Duration: 1 hour

Maximum class size: 8

Sessions are offered twice a week.

[Click here to register for Dragon Provider Power Hour](#). Do you have an Epic question or need more Epic training assistance? Click this link to [ASK A TRAINING QUESTION](#).

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Revised COVID-19 Policies of Special Interest for Clinicians

- [Perioperative Guidelines for Downtown and Community Hospital During Incident Command for Staffing and Capacity Crisis \(COV P-09\)](#): Added V – guidelines for scheduling surgery after COVID-19+ based on current classifications. Added addendum guidelines. Updated references.
- [Surgical / Procedural Cases During Prevalence of COVID-19 \(COV S-02\)](#): Postpone surgery / procedure for 7 weeks after COVID. Added Addendum C. Updated references.

Clinical Documentation Improvement (CDI)

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

To avoid a CDI query, consider the concept of Complete Documentation to ensure accurate reporting. Be concise and precise by including the following components for each significant condition.

- State the diagnosis,
- Include the clinical criteria used in your clinical decision making,
- What treatment or measures to monitor the condition are being done, and
- Document the response to the treatment.



Please see the attached tip sheet and refer to the [CDI website](#) for more information. For questions, please contact the CDI Hotline at 315-464-5455.

March 2022 Exceptional Teacher

By Dr. Lawrence Chin



Dr. Liliane El-Kassis, MD, Assistant Professor at the Binghamton Clinical Campus who practices obstetrics and gynecology is the March 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. Congratulations, Dr. El-Kassis!

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Welcome New Providers!

Please join me in offering a warm welcome to the following new providers at Upstate Medical University as of August 1, 2021:

Anesthesiology

Michael Loudner, CRNA
Joseph Madelone, CRNA

Emergency Medicine

Spencer Heggars, MD
Kishani Heller, MD
Mitchell McKinnon, MD
Elana Weintraub, PA

Family Medicine

Maryanne Arienmughare, MD
Karen Bertrand, MD
Makayla Flath, NP

Geriatrics

Natina Reed, NP

Medicine

Ganesh Aswath, MBBS
Laura Beattie, NP
Cassandra Bradford, NP
McKenna Burgwin, NP
Jessica Coe, PA
Erika Delisle, PA
Bridget Frontale, PA
Anil George, MD
Auyon Ghosh, MD
Kaushik Govindaraju, DO
Isobel Grover, PA
Ramiro Gutierrez-Martinez, MD
Alyssa Hurtado, PA
Ayesha Jamil, MBBS
Jacqueline Kelly, NP

Medicine (cont.)

Aisha Khaliq, MBBS
Seah Lim, MD
Irene Lough, NP
Sarah Lounsberry, NP
Ahmed Mahgoub, MD
Kaitlin McCauley, NP
Katherine McPhee, NP
Molly Minko, PA
Michaela Murphy, NP
Koh-Eun Narm, MD
Vishwanath Pattan, MBBS
Krithika Ramachandran, MBBS
Kristin Ramella, NP
Hal Roseman, MD
Fnu Sapna, MD
Apurva Shah, MD
Husna Shaik, MD
Genevieve Thomasset, PA
Victor Tung, MD
Nabil Zeineddine, MD

Neurology

Mariah Alcott, NP
Meghan Claver, NP
Sherif Elwan, MD
Kimberly Laxton, MD

Neurosurgery

Satyajit Marawar, MD

OB/GYN

Valentina Acosta-Moreno, PA
Jessica Brown, LM

OB/GYN (cont.)

Jodie Carncross, NP
Merideth Geers, LM
Kimberly Kelstone, LM
Morgan Moran, PA
Erina Myagkota, NP
Alyssa Naylor, LM
Ashley Scofield, NP

Ophthalmology & Visual Sciences

Adam Miller, MD
Matthew Weinstein, DO

Orthopedics

Keith Sherman, DPM
Riane Teagarden, DPM
Zachary Telgheder, MD

Otolaryngology

Mark Arnold, MD
Kimberly Olrich, NP

Pathology

Mohadese Behtaj, MD

Pediatrics

John Burns, PA
Rheu Crinstine Candava, MD
Shannon Colvin, NP
Kara Donato, NP
Sarah Harding, MBBCH
Kelly Hirsch, NP
Lewis Kass, MD

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Pediatrics (cont.)

Corinne Leach, MD
Allison Marakovits, PA
Sherri McMullen, NP
Nisha Patel, MD
Uzma Rani, MBBS

Physical Medicine & Rehab

HeeRak Kang, MD

Psychiatry

Tiffany Bombardo, MSW
Kristen Cominsky, NP
Danielle Davis, LCSW
Ramya Garba, PhD
Nikima Glatt, NP
Helga Herold, DO
Rachael Kuch-Cecconi, MD
Kenna LaPorte, PhD

Psychiatry (cont.)

Elyssa Max, NP
Alexandra McCarthy, LCSW
Shelbie Pidkaminy, NP
Rebecca Shields, DO
Jane Valethikov, PSYD
Rebecca Waldo, NP
Tara Wellington, NP

Radiation Oncology

Dennis Kotlove, MD
Hsin Li, MD

Radiology

Waqas Abid, MD
Stewart Bober, MD
Mayte Gierbolini, MD
Elise Hotaling, MD

Radiology (cont.)

Cierra McNair, MD
Jillian Tracy, NP
Jill Wruble, DO

Surgery

Mohamed Elfar, MD
William Graber, MD
Samir Iskhagi, MD
Ilyas Liventsov, NP
Amanda Markham, NP
Mairee McManus, PA
Jennifer Richmond, NP
Timothy Shope, MD
Kathleen Tindall, NP

Urology

Seetharam Bhat Kulthe Ramesh, MBBS

Outstanding Physician Comments

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



Adult Hematology Oncology: Drs. Alina Basnet, Merima Ramovic, and Hsin Li were positive, helpful and genuinely concerned. We have complete trust in them. **Dr. Jeffrey Bogart** – superb! **Dr. Merima Ramovic** was especially positive in her approach with her and made an effort to treat her as a person, not just a disease. She was hopeful and uplifted after her visit with **Dr. Merima Ramovic**.

Breast Care Center: **Dr. Prashant Upadhyaya** – professional, thorough with explanations, friendly, and compassionate.

Community Campus – Virtual: **Dr. Timothy Byler** is always very clear and concise in his evaluation and treatment plan.

ED at Community Hospital: **Dr. Jennifer Campoli** – excellent, kind, and listened to our concerns while also adding humor.

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Family Medicine: Dr. Clyde Satterly always takes the time to discuss my health and he seems to genuinely care.

Family Medicine at Community Hospital: It was a delight to see Dr. James Greenwald again.

Joslin Center for Diabetes: Dr. Roberto Izquierdo always spends as much time as I feel I need to keep talking. I never feel rushed by him.

Multidisciplinary Programs Cancer Center: Dr. Mashaal Dhir went over the reasons as to why my operation had to be postponed. Dr. Mark Marzouk is very clear and compassionate when conversing with me. Details were provided by Dr. Gloria Morris. I want to thank Dr. Jesse Ryan for his medical care for me since my surgery. Thank you! I find Dr. Joseph Valentino to be a great doctor. He talks straight to me. I requested this appointment with him so I could hear his opinion of my condition. He tells it like it is. I appreciate his honesty.

Nephrology Clinic: Dr. Kriti Devkota was extremely nice.

Pediatric After Hours at Community Hospital: Dr. Priyanka Kaul made us feel like we were her only patient that night, went above and beyond, and showed kindness toward us both.

Pediatric Multispecialty Clinic: Dr. Robert Hingre is amazing, caring, thoughtful, and explains things so well. Dr. Zafer Sulttan was amazing, took time to explain everything fully, truly listened, and addressed every question and concern.

Rheumatology Clinic: Dr. Patrick Riccardi – absolutely amazing doctor. Dr. Jianghong Yu is very attentive and really listens.

SUNY Upstate – Virtual: Dr. Kriti Devkota is a very caring doctor, easy to talk to, and is clear and thorough with her feedback to me about my bloodwork. I appreciate her recommendations to improve my health. Dr. Joseph Jacob is always caring, detailed, and answers any questions I have. He has called me back directly when he wants to explain something to me. My in-person times with Dr. Kristina Go and on the phone have been gracious, warm, and highly informative. I will definitely recommend Dr. Kristina Go – very knowledgeable and genuinely concerned about me. I highly recommend Dr. Zafer Sulttan! Dr. Prateek Wali is very thorough and discussed treatments available during college and transition times to the next provider. Dr. Awss Zidan is a very caring provider.

Surgical Subspecialties at Community Hospital: Dr. Matthew Hanlon exceeded expectations of mine and I will definitely recommend.

UHCC – Neurology: Dr. Karen Albright always showed compassion and concern following my stroke. Dr.

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Kimberly Laxton was informative, answered all of my questions about medication prescribed and future testing for my hands. I am so thankful I have **Dr. Corey McGraw** for my doctor. He is so kind, smart, and patient. I feel totally confident I will get the best care possible with him and his team by my side. **Dr. Corey McGraw** made me feel as comfortable as I can be with my upcoming treatment. I already recommended **Dr. Ioana Medrea** to my friends who struggle with headaches. **Dr. Ioana Medrea** – very efficient and excellent plan for migraine care that was multi-layered. **Dr. Awss Zidan** had new ideas to help improve my condition.

Univ Pediatric & Adolescent Center: **Dr. Joshua Bonville** – listened to my concerns and got paperwork that I need to get my daughter speech therapy. He gave some solutions to help my daughter sleep. My kids speak highly of **Dr. Joshua Bonville**.

University Cardiology: Would definitely recommend **Dr. Robert Carhart** to anyone. Top care always! **Dr. Robert Carhart** always impresses me with his caring attitude, knowledge, patients and love of being a doctor and caregiver. I appreciate having him as my doctor. He is always so caring and receptive to questions and provides answers. Thank you!

University Center for Vision Care: **Dr. Robert Swan** – great, concerned, and caring. Thank you!

University Geriatricians: **Dr. Andrea Berg** – very professional. **Dr. Vikrant Tambe** gets the highest score possible for his expertise (medical), empathy, ability to really listen, and made my husband and I feel like partners with my care. **Dr. Dona Varghese** was fantastic.

University Internists: **Dr. Tingyin Chee** was terrific. I was very impressed with her. **Dr. Vincent Frechette** was pleasant, patient, thorough, and took all the time necessary to answer the few questions I had. Although this was my first interaction with him as a patient, I have known him for years and always trusted and respect him, and my initial patient experience was excellent and very reassuring. **Dr. Kaushik Govindaraju** was kind and knowledgeable and I know that I have quality care. **Dr. Kaushik Govindaraju** did a good job, easy to talk to, listened, and made sure he clarified any doubts. This was our first meeting with **Dr. Jessica Mayer**. She is wonderful, very thorough, helpful and kind. My girls felt very comfortable. **Dr. Jessica Mayer** all showed concern for our needs and were kind and helpful.

Upstate Pediatrics: **Dr. Jaclyn Sisskind** is wonderful! My daughter felt very comfortable during her appointment.

2East at Community Hospital: **Dr. Jennifer Marziale** – thank you!

06B: **Dr. Munnam Sohail Jafar** is so kind.

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08E: Dr. Timothy Ford explained the procedure and used my left wrist rather than groin which made a speedier departure. He showed me the screen of the procedure.

12F: Dr. Neal Seidberg was respectful, listened to our concerns, and was very compassionate and assertive.

Thank You!

~ Amy

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Clinical Documentation Improvement Tip of the Month

Documenting to Secure Reporting

Applies to all providers

All diagnoses should be documented in completion to ensure every diagnosis that is evaluated and treated and/or monitored, and contributes to the patient's hospitalization is accurately reported.

Conditions documented in a list, or specified as a medical history only, that are not further discussed in the record, may likely result in query.

Documentation standards to ensure completeness is met include:

Statement of the diagnosis
Documentation of clinical criteria used to establish the diagnosis, including cause <i>(this cannot be assumed and must be stated by a provider)</i>
Treatment provided
Measures to monitor condition
Response to treatment <i>(this is not required, but helps to establish attention to condition)</i>

Example

#AKI

- pre-renal, r/t dehydration
- Cr 1.8, baseline 0.7-0.9
- bolus x1, maintenance IV fluids
- monitor daily labs, q4 urine output
- Improving from admission

2022 Clinician Health and Wellbeing Fellowship

Applications are now open for our 2022 UC Davis/UC Irvine Train New Trainers Clinician Health and Wellbeing Fellowship

The TNT CHWB Fellowship is a seven-month long clinical education program for trainees and providers who wish to receive advanced training in clinician health and wellbeing. **A new cohort begins April 25, 2022.**

Who Should Apply:

Clinicians in all disciplines are welcome to apply including physicians, nurse practitioners, nurses, and clinical staff interested in learning more about clinician health and wellbeing.

Curriculum:

- Bimonthly webinars held on the second and fourth Monday of each month from 12:00 pm – 1:30 pm (PST)
- One hour per month of virtual mentoring sessions
- One-day conference
- The Health and Wellbeing of Medical Providers online course

Trainees will learn:

- Solutions for burnout, depression, anxiety, and substance disorders
- Organizational and Individual clinician preventative health approaches
- How to engage, treat, and monitor impaired clinicians
- How to teach TNT principles to their colleagues

Tuition Cost:

\$7500.00 for external fellows; \$3500.00 for UC System fellows



APPLY TODAY!

**Application deadline:
March 28, 2022**

Questions?

**Contact UCD Clinician Health and
Wellbeing at:**

jbannister@ucdavis.edu

Comments from Fellowship Program Alumni:

"The CHWB Fellowship Program made me a better doctor and leader by providing me with the tools to improve my own wellbeing, as well as that of my co-residents. It has led to the creation of new programs within my department and established physician wellbeing as a focus in my future career. I am forever grateful for the opportunity to participate in this program."

- Maggie Spruce, MD, Capt. USAF, UC Davis Health General Surgery Resident

"This program provided an incredible opportunity to us as providers to help transform our work environment and foster professional well-being. The connections from this program with clinicians from all over the U.S and Canada will be instrumental as I work to promote wellness in my health system. The CHWB Fellowship Program is a vital component in helping an organization reduce burnout, foster well-being and support quality care. I am incredibly grateful for this opportunity to engage and commit to addressing clinician burnout and improve professional well-being in healthcare." -Michelle Linenberger, MSN Ed, RN, CCRN-K, NP-BC – UC Davis Health Children's Hospital

"I am so glad I participated in the Clinician Health and Wellbeing Fellowship! It provided me with so many valuable tools, resources and connections with like-minded people. Now I feel prepared to enhance the wellness offerings in my department." - Lisa Ho, MD - UC Davis Health Internal Medicine