

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 30, 2022

COVID Update

# Positive	# ICU	# Vent
14	4	1

Thank You, Doctors!



Happy Doctor's Day! We are proud of the world-class clinical care, outstanding medical education, and cutting-edge research that you, our physicians, engage in every day.

And we are grateful for your dedication, compassion, expertise and leadership.

We appreciate and value you every day.

Thank you so much for all you do!

~Amy

Congratulations to the 2022 Gold Standard Award Winners!

By Dr. Ann Botash

The Office of Faculty Affairs and Faculty Development is pleased to announce the 2022 Gold Standard Award Winners. This year's winners will be honored at a virtual Celebration of the Faculty, to be held on April 5th at 4 pm – 6 pm. All faculty and staff, as well as families of the winners are invited to attend.

Please join us via zoom: <https://upstate.zoom.us/j/96420478447> or in-person in room 1159 Weiskotten Hall.

This year's winners include:

- ★ **Tamer Ahmed, MD**, Assistant Professor, Department of Surgery, Norton College of Medicine
- ★ **Kathleen Beney, MS, RT, RRT-NPS**, Associate Professor, Respiratory Therapy, College of Health Professions



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- ★ **Vince Calleo, MD**, Assistant Professor, Department of Emergency Medicine, Norton College of Medicine
- ★ **William Hannan, MD**, Associate Professor, Departments of Pediatrics, Divisions of Pediatric Intensive Care Medicine and Rheumatology, Norton College of Medicine
- ★ **Housam Hegazy, MD, MBA, MLS, CPE, SFHM, FACP, CHCQM**, Associate Professor, Departments of Medicine and Public Health and Preventive Medicine, Chief, Division of Hospital Medicine, Norton College of Medicine
- ★ **Fenghua Li, MD, FASA**, Professor and Vice Chair of Quality Assurance, Department of Anesthesiology, Norton College of Medicine
- ★ **Zsuzsa Szombathyne Meszaros, MD, PhD**, Associate Professor, Department of Psychiatry and Behavioral Sciences, Psychiatry Residency Program Director, Norton College of Medicine
- ★ **Jennifer Myszewski, DO, PhD**, Assistant Professor, Department of Pediatrics, Division of Hospital Medicine, Pediatric Hospitalist Medicine Fellowship Director, Norton College of Medicine
- ★ **Vandana Sharma, MD, FASA**, Associate Professor, Department of Anesthesiology, Director of Pain Medicine and Acute Pain Service, Associate Program Director of the Pain Medicine Fellowship, Norton College of Medicine
- ★ **Karen Teelin, MD, MEd**, Associate Professor, Department of Pediatrics, Director of Adolescent Medicine, Norton College of Medicine
- ★ **Karen Thrasher, MS, RPA-C**, Assistant Professor, Physician Assistant Studies, College of Health Professions
- ★ **Kim Wallenstein, MD, PhD**, Assistant Professor, Department of Surgery, Division of Pediatric Surgery, Medical Director of Upstate's Level 1 Pediatric Trauma Center, Norton College of Medicine
- ★ **Heather Wasik, MD, MHS**, Assistant Professor, Department of Pediatrics, Division of Nephrology, Associate Pediatric Residency Program Director, Norton College of Medicine

Pfizer – BioNTech COVID Vaccine for Inpatients / ED Adults

By Chris Miller

Pfizer-BioNTech COVID Vaccine will now be the preferred COVID vaccine used for all inpatient and emergency department adult COVID vaccinations on both campuses. This replaces the Janssen (J&J) COVID Vaccine, which

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was previously utilized. All mechanisms for ordering, delivering, and administering vaccine have been updated to accommodate this change.

Ortho CoCare at Upstate Hospital!

By Lia Fischi

We are pleased to announce that we will be implementing the American Geriatrics Society (AGS) CoCare®: Ortho program (named Ortho CoCare) at both campuses this May!!

AGS CoCare®: Ortho is a geriatrics-orthopedics co-management model with an interdisciplinary approach to coordinate and improve the perioperative care of older adults with hip fractures. Ortho CoCare is a national model that is being used in hospitals across the country, and has been shown to improve patient care and quality measures while being cost effective for the hospital. Patient inclusion to this program includes low velocity fragility fractures of patients aged 65 and older. Trauma patients will be excluded from the Ortho CoCare program. Our six-month success measurements include: decreasing ED to OR time, decreasing 30-day readmissions (Vizient target), decreasing overall LOS for this population, and maximizing our DRG billing for higher complexity.

The program champions are Dr. Sharon Brangman (Geriatrics), Dr. Emil Azer (Orthopedics), and Lia Fischi, MSN, RN, ONC, clinical nursing lead. Our interdisciplinary team from both campuses will track our progress and ensure compliance with the program model and geriatric principles. We will also be working closely with the diverse departments involved in our new co-management model to ensure a smooth transition to this new way of approaching care, and to keep the lines of communication open so we can be sure the program works for Upstate Hospital.

Should you have any questions, please feel free to reach out to Dr. Sharon Brangman (Chair of Geriatric Medicine) at BrangmaS@upstate.edu Or Lia Fischi, MSN, RN, ONC at fischil@upstate.com

Wellness Update

By Dr. Leslie Kohman

Bassett Healthcare Network will host a virtual multi-organizational wellbeing conference entitled "Leadership Use of Human Factors / Ergonomics (HFE) Science to Reduce Burnout" on Thursday, March 31, from 12 pm – 1 pm and 5:30 pm – 6:30 pm. Please see attached flyer for details and share with anyone with interest.

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New / Revised / Deleted COVID-19 Policies of Special Interest for Clinicians

Deleted

- Emergency Code Carts During COVID-19 Pandemic (COV E-02)

Revised

- [Blood Administration During Prevalence of COVID-19 \(COV B-01\)](#): Revised Title. Added under A 'based on nursing discretion during COVID-19 prevalence'.
- [High Alert Medication Administration During Prevalence of COVID-19 \(COV M-01\)](#): Added 'based on nursing discretion during COVID-19 prevalence' in paragraph 3 under Policy section.
- [Specimen Collection for COVID-19/SARS-CoV-2 Testing \(COV S-01\)](#): Updated use of ID NOW/specimen collection. Updated who the policy applies to.
- [COVID-19 Testing at Upstate University Hospital Locations \(COV T-08\)](#): Updated use of ID Now in Labor & Delivery and availability at Fairgrounds.
- [Visitor Restriction During Prevalence of COVID-19 \(COV V-08\)](#): Updated general visitation hours to 12 pm to 8 pm. Patients can have up to 4 visitors per admission but only 1 at a time. Expanded visitation for Behavioral Health.

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,
- 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.

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Outstanding Physician Comments

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



Adult Hematology Oncology: Dr. Merima Ramovic is very personal and proactive.

Adult Medicine: I've been a patient with Dr. Lynn Cleary for about 25-30 years. She is amazing, kind, professional, and never rushed. I'm so lucky to have her.

Breast Care Center: Dr. Lisa Lai is always wonderful. She gives me the feeling that I am important and that I matter to her personally. Her explanations are excellent and she is always receptive to questions and concerns and gives advice that I can act on. Dr. Lisa Lai is amazing and I love her. I believe what she tells me and I don't get the feeling that she's lying just to experiment on me and do a surgery that doesn't need to be done. Dr. Jayne Charlamb is excellent, always. Dr. Ranjna Sharma has provided excellent care to me throughout my time with University Hospital and she always kept me informed of the next step in my treatment and options that were open to me. Dr. Ranjna Sharma is excellent. She takes her time with you and lets you know she cares. I would definitely recommend her to anyone with breast cancer.

Community Campus Emergency Department: Dr. Patrick Adcock was great, addressed issues, above and beyond! Dr. Christine Courtney was very thorough and took time to explain testing, results, and made sure there was a plan before I left. Her bedside manner is fantastic and was sympathetic and very understanding! Dr. Thomas Lavoie was very helpful, professional, and compassionate. He also explained things in a way I could understand.

Community Campus – Virtual: Dr. Grahame Gould was a delight to talk to in plain, understandable terms. Dr. Ali Hazama took his time, and explained things clearly. Dr. Walter Hall is a great communicator with good interpersonal skills. I never feel rushed when I talk with him. Dr. Walter Hall is very kind and caring. Dr. Leonard Weiner is one of the only doctors I've had that says "what else". It's simple, but really makes me feel like I have a say in the flow of our appointment.

Dental Service: Dr. Patrick Smith – very good!

Emergency Medicine: Dr. Samantha Jones – patient with questions.

Family Medicine: Dr. Rupali Singla is wonderful! From the minute she walks in the room, I feel that I am getting very personal and attentive care. Dr. Rupali Singla, first and foremost, ALWAYS asks how I am doing. She knows where I am in my treatment, what medications I am on, and she shows great concern for how I feel. Dr. Rupali Singla knows that my family members are my support system, and she always asks about them as well, which I greatly appreciate. She always takes time with me, and allows me to ask any questions I have. Her explanations are in terms I can understand. I have and will continue to recommend Dr. Rupali

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Singla to others! **Dr. Rupali Singla** was very nice as usual. **Dr. Rupali Singla** is a very kind, caring, and knowledgeable practitioner. She listens carefully to my concerns and questions. **Dr. Rupali Singla** really listens to me and addresses all of my concerns and questions. I feel that my input is considered in all discussions and decisions.

Family Medicine at Community: **Dr. Igor Kraev** spent a significant amount of time with me discussing my ongoing back pain issues. We went through the timeline and previous courses of treatment as well as my scheduled back injections and potential future treatment options. **Dr. Igor Kraev** demonstrates sincere compassion and caring. **Dr. Sana Zekri** listens to you, hears you, and pays attention to you.

GEM: **Dr. James Mangano** was amazing and went above and beyond to treat my condition and set me up with follow up care!

Inclusive Health Services: **Dr. Elizabeth Asiago-Reddy** is fantastic! **Dr. Angana Mahapatra** is outstanding, caring and smart. My physician, **Dr. Angana Mahapatra**, is such a blessing to me.

Joslin Center for Diabetes: **Dr. Rachel Hopkins** was thorough and personable. She was awesome! **Dr. Rachel Hopkins** was great, warm, smart, and comfortable. **Dr. Barbara Feuerstein** is the best, always super friendly, and very professional. I absolutely trust and love her! **Dr. Barbara Feuerstein** is the most approachable physician I've ever encountered. Great person! **Dr. Roberto Izquierdo** was extremely thorough and kind. He took his time evaluating me and I trust his judgment very much. He deserves high praise in the medical field. He is an asset in this changing world and health care. **Dr. Roberto Izquierdo** is always the most kind and caring doctor. He is the best. **Dr. Roberto Izquierdo** is always wonderful. He's very knowledgeable and kind. **Dr. Roberto Izquierdo** is a great person and a great doctor. **Dr. Vishwanath Pattan** was also very kind and informative.

Multidisciplinary Programs Cancer Center: **Dr. Emily Albert** is knowledgeable and caring. **Dr. Jeffrey Albright** was very knowledgeable, very well prepared, and very willing to listen compared to other surgeons I've met in the past. **Dr. Michael Archer** was amazing in explaining in words I could understand. I left having the utmost trust in him. **Dr. Mashaal Dhir** is an excellent doctor. **Dr. Mark Marzouk** is an excellent, compassionate, and very professional surgeon. **Dr. Joseph Valentino** is very easy to converse with and very likeable.

Neurosurgery: **Dr. Ali Hazama** - impressed me, took time to explain every step of my procedure, and thoroughly answered all of my questions. Wonderful doctor who cares about his patients.

Pediatric Cancer Center: **Dr. Andrea Dvorak** is an amazing person. She really cares about the patient and family of the patient. She's genuinely excited to hear how your child's life is going and is a great communicator and listener. We rave about her to everyone we know.

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Pediatric Gastroenterology: Dr. Prateek Wali is always outstanding.

Peds Neph, Rheum, Integrative Med: Dr. William Hannan – wonderful! My grandchild and I always look forward to these appointments because Dr. William Hannan is thorough, kind, and funny. We feel comfortable and confident with the high quality of care she receives.

Pulmonology Clinic: Dr. Markus Gutsche listened, explained to understand my issues, and made recommendations for better well-being. Dr. Birendra Sah was, as he always is, attentive to my care and made the time to see me at an Internist's short-term request for a moved up appointment.

Regional Perinatal Center: Dr. John Folk always does a great job taking my concerns into consideration. He is very reassuring, and I feel very comfortable asking him all my questions. He always goes into great detail when answering my questions.

Rheumatology Clinic: Dr. Hom Neupane was amazing. He showed that he cares for my health. Dr. Hom Neupane is my favorite doctor. Dr. Patrick Riccardi is the best!

SUNY Upstate – Virtual: Dr. Emily Albert is exceptional. She knows how to relate to me as a person, remembers details about me from one appointment to the next, checks in on me between appointments if my situation changes and always spends as much time with me as I need. She is my favorite of my many good doctors at Upstate. Dr. Michael Archer was very concerned about meeting my need for diagnosis and treatment. Dr. Deborah Bradshaw provides a very open and caring approach to patient care and she is always very engaged in our conversations and discussions about proposed changes or modifications to my ongoing medical care. Dr. Caitlin Sgarlat DeLuca was amazing. She was kind, informative, and very concerned. When we got admitted to Upstate, she visited and answered every question we had. We look forward to our future appointments with Dr. Caitlin Sgarlat DeLuca. She was simply amazing with our daughter. Dr. Nienke Dosa is great and listens extremely well and offers solutions within her ability to aid with behaviors. Dr. Brian Gallay has always been kind and considerate. He truly shows concern for me. Dr. Brian Gallay is an excellent doctor that explains everything clearly and precisely! I would recommend him to everyone! Since I am unable to visit the ALS clinic in-person, I like this way of communicating with Dr. Eufrosina Young. She is very accommodating and I appreciate all she does for me. I have only good experiences with Dr. Eufrosina Young. Dr. Jianghong Yu is a great doctor.

Surgery – UH: Always look forward to talking to Dr. Michael Archer. Very encouraging to talk to him about my condition. Dr. Anthony Feghali has been consistently professional and caring from my hospital stay through my aftercare. He answered my questions patiently and thoroughly. I feel that he has taken very good care of me.

Surgery – UH LL022: Very impressed with Dr. Crystal Whitney.

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Surgical Subspecialties at Community: Excellent communication from **Dr. Timothy Shope**.

Transplant Center: **Dr. Brian Gallay** has always shown professional care and concern. Would recommend him to anyone.

UHCC – Neurology: Every year, seeing **Dr. Deborah Bradshaw** helps my condition. **Dr. Deborah Bradshaw** is the best! **Dr. Deborah Bradshaw** is someone who truly cares. She even called me when I was admitted to the hospital for COVID to see how I was doing. **Dr. Deborah Bradshaw** has always been great in the 30 years I have seen her. **Dr. Deborah Bradshaw** has been our hero since 1998. We have complete confidence in her. She is exceptional at what she does. **Dr. Anuradha Duleep** is hands down, the BEST doctor I have EVER had or will ever have!!! I love and adore her!! She is so genuine and caring! **Dr. Sherif Elwan** – knowledgeable. **Dr. Corey McGraw** was very good, he explained everything about my diagnosis and what to expect. I couldn't have asked for a better doctor. He took his time, answered all my questions, and I didn't feel rushed. **Dr. Corey McGraw** listens attentively and provides thoughtful responses to my concerns and treatment plan. I appreciate his candor and trust him. **Dr. Corey McGraw** was caring, easy to talk to, explained some of the new tests he was going to order and actually ordered a lumbar puncture so that we can officially rule out MS. He also ordered a few other tests that the other doctors never mentioned. I feel like I am in very competent hands now, no matter what the tests reveal. **Dr. Eufrosina Young** – best doctor I have ever had!

University Cardiology: **Dr. Robert Carhart** is wonderful and very caring. **Dr. Sakti Pada Mookherjee** has always been straight forward and factual with me regarding my health condition and my responsibility to do my part in staying as healthy as possible. He tells it like it is and that's what I look for in a physician. He is an asset to the Upstate Hospital community.

University Center for Vision Care: **Dr. Samuel Alpert** explained thoroughly the tests, results, and what they look at. He took time to check everything and was very patient. **Dr. Robert Fechtner** is phenomenal. He listens, is attentive to concerns, and tries to work with you to find solutions. He's brilliant! Highly recommend a thousand times over. **Dr. Robert Fechtner** provided me with highest level of care. He performed all the necessary tests and explained everything clearly. And, he directed his excellent staff to provide me with test results. **Dr. Robert Hill** was amazing, informative, and made me feel comfortable right from his first introduction. I'm looking forward to my surgery with him. **Dr. Katharine Liegel** is the best! Absolutely trust in her. Always professional, knowledgeable, and explains all options. Total support for the patient. Thank you! **Dr. Preethi Ganapathy** takes the time to discuss and talk to me about options and concerns. Very impressed! **Dr. Robert Swan** is fantastic. I'm moving to another state and he already sent a referral letter to a new physician.

University Geriatricians: **Dr. Andrea Berg** – extremely knowledgeable, attentive, and sensitive to my concerns and needs.

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University Internists: **Dr. Tingyin Chee** really listened to me and read the notes I brought with me and addressed all of my concerns. She was able to reassure me that some of the symptoms I was having either would not necessarily be permanent or would be possible to treat. She took the time to care. **Dr. Tingyin Chee** was great, very understanding, and willing to take the time necessary to fully address my concerns and start working on a solution. **Dr. Vincent Frechette** and the nursing staff has taken care of our family for over 30 years. The care and compassion for in particular my 89 year old mother was like it was part of their family. I recommend your office any time someone is looking for a new doctor. Thank you for caring. **Dr. Vincent Frechette** is very knowledgeable, willing to listen, and converses in a friendly and caring manner. **Dr. Vincent Frechette** was very responsive to my questions, answered thoroughly, and did not rush me out the door. **Dr. Vincent Frechette** is the best. My experiences at **Dr. Vincent Frechette's** office are always positive. **Dr. Kaushik Govindaraju** – listens well, addresses questions clearly, and explains issues in a way that can be understood. **Dr. Kaushik Govindaraju** has always been exceptional. **Dr. Sarah Lappin** is a very good doctor. She discusses everything with me and really listens to me if I have any concerns with my health. **Dr. Sarah Lappin** also when she talks to me about my medical issues she makes eye contact with me all the time. I know she is really listening to me and cares about my well-being. I tell everyone that asks me about a provider, they should see **Dr. Sarah Lappin**. **Dr. Sarah Lappin**, as usual, was very professional. She listens and shows real concern. If she makes a decision, she clearly explains her reasons. I am very grateful that I have **Dr. Catherine White** as my PCP. She is intelligent, competent, concerned, and caring.

University Pediatric & Adolescent Center: **Dr. Karen Teelin** was very considerate and informative. She made us feel safe and reassured us when we had questions and concerns.

Upstate Brain and Spine Center: **Dr. Timothy Beutler** listened, and heard what I had to say. I feel extremely satisfied with his care and concern about my condition.

Upstate Pediatrics: **Dr. Tobey Kresel** was great and my daughter enjoyed being seen by her. **Dr. Jaclyn Sisskind** – we followed her from her last location, and am happy with our decision to do so after almost 8 years.

Vascular Surgery at Community: It's so important to have a good doctor/patient relationship and I felt that with **Dr. Ankur Chawla**. **Dr. Ankur Chawla** took time with me and answered any questions. He LISTENED to any concerns I had.

2East at Community: **Dr. Jennifer Marziale** is outstanding!

08E: **Dr. Matthew Hanlon** – part 'House', part 'Patch Adams', and the surgeon I trust and feel most comfortable with.

Boards: **Dr. Mashaal Dhir** gave me sense of confidence in my care.

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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

The Activity Sign-In Code which Expires on Apr 30 @ 12:00 PM is:



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Sign-in Methods

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One Atwell Road
Cooperstown, NY 13326-1394

Multi Organizational Wellbeing Leadership Use of Human Factors/Ergonomics (HFE) Science to Reduce Burnout and Error in Healthcare

Date: Thursday, March 31, 2022

Time: 12:00 PM - 1:00 PM and 5:30 PM - 6:30 PM

Location: Virtual Conference Room

Learning Format: Online

Watch this Lecture Remotely: <https://bassett.zoom.us/j/94729929553?pwd=UjBoK2dnTGZ4Mm53cTI0TkZpaW8zUT09>

Presentation and Speaker Information:

- Leadership Use of Human Factors/Ergonomics (HFE) Science to Reduce Burnout and Error in Healthcare
 - Michael Privitera, MD, MS

Learning Objectives:

At the conclusion of this activity, participants should be able to:

- At the conclusion of this presentation participants will be able to define and give examples of extraneous cognitive load.
- Explain rationale of why reducing extraneous cognitive load burden may be more impactful in improving patient safety than education alone.
- Give two examples of application of cognitive ergonomics that can reduce the risk of clinician burnout and latent medical error.

Accreditation Statement:

- The Bassett Medical Center is accredited by the Medical Society of the State of New York to provide continuing medical education for physicians.

Credit Designation:

The Bassett Medical Center designates this live activity for a maximum of 1 *AMA PRA Category 1 Credit™*. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Series Disclosures:

: Bassett Medical Center relies upon planners and faculty participants in its CME activities to provide educational information that is objective and free of bias. In this spirit and in accordance with the guidelines of MSSNY and the ACCME, all speakers and planners of CME activities must disclose any relevant financial relationships with commercial interests whose products, devices or services may be discussed in the content of a CME activity, that might be perceived as a real or apparent conflict of interest. Any discussion of investigational or unlabeled uses of a product will be identified. The planners do not have any financial arrangements or affiliations with any commercial entities whose products, research or services may be discussed in these materials.

Event Disclosures:

Speakers:

Michael Privitera, MD, MS has no relevant financial relationship(s) with ineligible companies whose primary business is producing, marketing, selling, re-selling, or distributing healthcare products used by or on patients to disclose.

Commercial Support:

This activity is not commercially supported.

Other Comments:

This program is funded by a generous grant from the NYS Health Foundation. Co-sponsored by the New York Chapter of the American College of Physicians.

Zoom Passcode: 689803