

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

April 13, 2022

COVID Update

# Positive	# ICU	# Vent
30	4	2

UHCC ILI Infusion Process

By Nancy Walklett

UHCC Clinic Hours: Monday – Friday, 8:00 am – 4:30 pm
24/7 Scheduling and Information: 315-464-5955

With volume increasing and the uncertainty of monoclonal availability, there is a need to limit scheduling to 30 patients per week.

If your patients qualify, please consider prescribing oral antivirals (Paxlovid or Molnupiravir). Paxlovid is as effective as monoclonal antibodies' infusions. Molnupiravir is an alternative but it is not as effective as either Paxlovid or Monoclonal antibodies' infusion. Both must be given within the first 5 days of symptom onset. Please use the following links to explore COVID-19 treatment options and locate antivirals in your area:

- <https://aspr.hhs.gov/COVID-19/Therapeutics/Pages/default.aspx>
- <https://aspr.hhs.gov/COVID-19/Therapeutics/Documents/COVID-Therapeutics-Decision-Aid.pdf>
- <https://aspr.hhs.gov/COVID-19/Therapeutics/Documents/side-by-side-overview.pdf>
- [COVID-19 Therapeutics Locator](#)

Patient Criteria for Infusions:

- Accepting Risk Groups 1A-1D as categorized by NYSDOH
https://coronavirus.health.ny.gov/system/files/documents/2021/12/prioritization_of_mabs_during_resource_shortages_20211229.pdf
- CDC link – medical conditions associated with higher risk <https://www.cdc.gov/coronavirus/2019-ncov/hcp/clinical-care/underlyingconditions.html>
- Patients must have a positive Covid test (home test are accepted)
- Symptoms < 7days (first day of symptoms is designated as day zero)
- Have not received Paxlovid

Monoclonal Currently Being Used:

- Bebtelovimab, started 3/29/22 – EUA link <https://pi.lilly.com/eua/bebtelovimab-eua-factsheet-hcp.pdf>
(Given IV over 30 seconds, patient monitored for 1 hour.)

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Clinic Workflow:

- Patient or provider call to inquire about infusion
- RN asks screening questions, reviews medications and allergies
- If patient qualifies, encounter is routed to covering APP for orders and review (referring provider does not need to enter orders at this time)
- APP coverage for any concerns or questions
- RN staff wear Vocera for communication if needed

Primary Care Task Force Educational Session – April 14

By Darcy DiBiase

Upstate's Primary Care Task Force will host an educational session on Thursday, April 14, at 8 am, via zoom.

Dr. Carlos Muniz and Dr. Anuradha Duleep will present "Managing Seizures in the Primary Care Setting."

Please see attached flyer for details and registration information.

End of Life, including DNR and MOLST – Further Guidance in Withdrawal and Withholding Care for Patients Identified to be Connected with OPWDD Services

By Sarah Vienne

The attached provider education PowerPoint is a review of the current process and to provide further clarification and guidance regarding Withdrawal and Withholding Care for patients identified to be connected and receiving services through the Office of People with Developmental Disabilities (OPWDD).

As described in policy [CM E-17](#) and policy [C-07](#), there are specific laws related to consent and legal requirements for notifying various authorities of decisions to forgo life-sustaining treatment for patients with a developmental disability regardless of age. This education, in addition to the current policies, is to review and provide clarification and guidance when a decision to withhold or withdrawal care is to be made. The Social Work Department is available to assist with the process and required notifications.

For questions, please reach out to Sarah Vienne at 315-464-6168 or viennes@upstate.edu.

Pediatric COVID Vaccinations

By Michelle Jeski

Beginning Monday, April 4th, nursing will start screening all patients ≥5 years old admitted to the 11th and 12th floors for eligibility and interest in receiving the COVID-19 vaccine. If the patient is interested in receiving it

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prior to discharge, the attending for the patient will receive an in-basket message notifying you of this request. If you approve your patient to receive the vaccine, please discuss any questions with the family and confirm acceptance prior to placing an order. If you do not want your patient getting it while hospitalized, just simply click "Done" in the message and the process will be complete! Discussion with the family can be done by any physician or advanced practice provider, it does not need to be done by the attending of record. If you need assistance with COVID-19 vaccine counseling you may place a consult to Pediatric Infectious Disease who will be happy to answer any questions that the family may have (please consult at least 24 hours prior to discharge).

Please reference the attached PowerPoint presentation and [Tip Sheet](#) for more information. For questions, please reach out to Michelle Jeski at 315-464-1480 or jeskim@upstate.edu.

Enzymatic Spray Education

By Paul Suits

This is a reminder that all dirty instruments placed in the red bin in the dirty utility room must be sprayed with Prepzyme enzymatic to start the decontamination process. Only instruments that need to be reprocessed by the Sterile Processing departments should be added to the red bins. No stethoscopes.

Used/Dirty Instruments

1. Place in **red biohazard** container in dirty utility room
2. Spray with **Prepzyme** – coat entire instrument
3. Sterile Processing will come pick up instruments weekly.
 - * Call Sterile Processing if you need the instruments picked up sooner (Vocera or x5501)
4. Prepzyme can be obtained from materials.
 - a. Lawson ID# 34577



PREPZYME FOREVER WET:

- PRE-CLEANER FOR SOILED INSTRUMENTS LEFT FOR AN EXTENDED PERIOD OF TIME
- NEUTRAL-PH, MULTI-TIERED ENZYMATIC HUMECTANT SPRAY THAT PROMOTES:
 - LONG-LASTING MOISTURE RETENTION ON SOILED INSTRUMENTS
 - HELPS TO PREVENT THE ADHESION OF BIO-BURDEN

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Clinical Documentation Improvement (CDI)

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

Upstate's Clinical Documentation Improvement (CDI) program is here to support Upstate providers. The CDI teams' efforts are important because they support evidence-based medicine by capturing patient care from admissions (often before admission) to discharge, including diagnoses, treatment and response to treatment. When the documentation is complete, detailed, and accurate it prevents ambiguity and improves data capture; optimizing quality scores and improving financial integrity. Perhaps even more importantly, documentation integrity ensures quality communication between healthcare providers, which leads to better care of our patients. We are very thankful for our team of physician advisors and it is our pleasure to introduce each of them to you!



DR. EMILY ALBERT – ADULT, NON-SURGICAL

Dr. Emily Albert has been working as a hospitalist at Upstate since 2013. She completed medical school in 2007, Internal Medicine residency in 2010 and a Chief Resident year in 2011—all at SUNY Upstate. She received her Masters in Public Health while working as a hospitalist at The Ohio State Wexner Medical Center from 2011-2013. She has been engaged as a CDI medical director since 2018. She is married to Scott Albert, a surgical oncologist at St. Joe's Hospital and has 3 daughters- Claire, Julia and Evelyn. She enjoys family time, running, Syracuse basketball and skiing when outside of work.

Dr. Albert has been dedicated to the CDI program and it's staff since the beginning. She has shown the most impact in her interactions with fellow providers, especially those who have a difficult time seeing the value of CDI, by giving them space to have frustration and validating those feelings, while never losing sight of helping them understand that we are here to help ensure that they get the credit for the great care they are giving their patients each day.



DR. JEFF ALBRIGHT – ADULT SURGICAL

Dr. Jeff Albright has been working as a colorectal and general surgeon at Upstate since 2017. He completed medical school in 2000 at the University of Iowa College of Medicine, general surgery residency in 2005 at Iowa Methodist Medical Center, and colorectal surgery fellowship at the University of Texas—Houston in 2007. After a year of clinical and bench research at the Mayo Clinic—Florida, Dr. Albright worked in private surgical practice from 2007-2017 in Los Angeles, San Diego, and Birmingham, AL. During that time, he also obtained a Masters of Business Administration from the University of Alabama in Birmingham. He has been engaged as a CDI medical director since 2019. He is married to Karen Albright, Ph.D., D.O., M.P.H, a stroke neurologist and clinical researcher at Upstate Medical University.

Dr. Albright has been involved with the CDI program since July, 2019. He views his role in CDI as an educator for colleagues and contact person for input in the surgical realm of clinical documentation. Recognizing that

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Upstate's reputation in the community and region and the ability to provide state of the art facilities are impacted by how clinical documentation relates to publicly reported quality metrics and facility reimbursement, Dr. Albright works to share the value of good documentation to accurately reflect the efforts all providers make.



DR. ABHA HARISH – ADULT, NON-SURGICAL

Dr. Abha Harish has been working as a Hospitalist at Upstate since 2017. She did her medical school at the prestigious All India Institute of Medical Sciences, and went on to get her Masters in Public Health at University of Massachusetts. She did her Internal Medicine residency in Omaha, Nebraska and her Nephrology Fellowship in Birmingham, Alabama. She joined the Utilization Management department at SUNY Upstate in 2018, and currently serves as a Medical Director in Utilization Management and Clinical Documentation Improvement. Her strong interest in the business side of medicine encouraged her to get additional certifications. She is a ABQAURP Diplomate and is Certified in Health-Care Quality and Management designation (CHCQM). She also holds a certification in Clinical Documentation (CCDS). Her professional goal is to build a strong and focused curriculum in UM and CDI for residents and staff, and facilitate a deeper understanding regarding the importance of appropriate and thorough documentation for a stronger clinical and financial impact. Being extremely approachable, her goal is to make the medical staff feel supported and help find balance between their clinical and administrative work. She is also part of several UM related committees, and always excited to bring in new ideas for process improvement.

Dr Harish is married to Dr Upadhyaya, a plastic surgeon who works at SUNY Upstate and has 1 son. Their small family spend their free time traveling and enjoying the outdoors.



DR HOUSAM HEGAZY – MEDICAL DIRECTOR

Dr. Hegazy is specialized as a hospitalist who serves as the chief and medical director of hospital medicine at SUNY Upstate. He is also a hospital administrator overseeing the UM and CDI department.



DR ANDREW OSTEN – PEDIATRICS

Dr. Andrew Osten has been a pediatric hospitalist at Upstate since Aug 2019. He completed his medical school at Tufts University School of Medicine in 2012 and his pediatric residency training in 2015 at Tripler Army Medical Center in Honolulu, HI. He served in the Army as a pediatrician for 7 years including residency, a chief resident year, an academic medicine

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fellowship (at the University of Hawaii), a combat deployment, and time as both a general pediatrician and a pediatric hospitalist.

After leaving the Army, he and his family settled down in Upstate NY. He is married to Kerry Biggs - another pediatric hospitalist at Upstate - and the two of them have 4 young children.

Dr. Osten joined the CDI team in 2021 and has helped strengthen the reach of the CDI program to the Children's Hospital. He sees CDI as a bridge between clinical language and coding and is excited when he sees the fruits of our educational efforts reflected in quality data!

Exceptional Moments in Teaching Recipient – April 2022

By Dr. Lawrence Chin



Dr. Nekpen Ekure, Psychiatry Voluntary Faculty at the Binghamton Clinical Campus is the April 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. Ekure!

Outstanding Physician Comments

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



Breast Care Center: My follow up appointment with **Dr. Lisa Lai** had all questions answered, my concerns were addressed, and her recommendations for future decisions in regard to my care were highly appreciated. **Dr. Lisa Lai** was exceptional in explaining everything, listening and caring, making comfortable I am in good hands.

Dental Services: Very happy with **Dr. Jean DiFlorio** in all aspects. **Dr. Jean DiFlorio** is so knowledgeable and takes her time to ask questions on my health. I am completely totally satisfied with her care. I am confident she will continue to take good care of me.

Family Medicine: **Dr. Kaushal Nanavati** truly puts 'Health' back into healthcare. **Dr. Kaushal Nanavati** is one of a kind. I am grateful to have him in my corner. I would wait as long as it took no matter how long for **Dr. Kaushal Nanavati**. He gives each patient as much time as they need. I appreciate that and him.

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Joslin Center for Diabetes: I am thrilled to be a patient at Upstate and **Dr. Ruban Dhaliwal**. I live in South Florida and most of my other medical needs are provided by University of Miami Health System, another teaching hospital. To them I am always bragging on **Dr. Roberto Izquierdo** and the Joslin Clinic in Syracuse and I let them know those are the standards I set for my healthcare team. **Dr. Roberto Izquierdo** – amazing! **Dr. Roberto Izquierdo** is the best doctor I ever had. So intelligent, patient, and answers all my questions so well. **Dr. Ruth Weinstock** is thorough, knowledgeable and clear. **Dr. Ruth Weinstock** – excellent as always.

Joslin Pediatric Center: **Dr. David Hansen**, as always, is caring, and available to me and my son, during the visits, but also in between through the patient portal.

Multidisciplinary Programs Cancer Center: **Dr. Michael Archer** was up front. He answered all our questions in easy to understand language. **Dr. Michael Archer** is very thorough and a great listener. **Dr. Mashaal Dhir** – very assuring! **Dr. Kristina Go** – caring, educational. **Dr. Kristin Kelly** – very good experience through my whole procedure. From start to the recent appointment, I felt comfortable, cared for, and well taken care of. **Dr. Mark Marzouk** has been very good to us. He is a trusted friend and confidant who has helped us so much on this journey with cancer. We hold him in highest regard and are very grateful for the role he has played in the decision making and healing process. There were others – **Dr. Sherard Tatum** and **Dr. Stephanie Rice** who were above and beyond also. **Dr. Jesse Ryan** could not have been more concerned, informative, and caring. **Dr. Joseph Valentino** was very understanding of my hearing difficulty and made sure I could hear him at all times. Also allowing my niece to listen in on the phone. He very clearly explained everything I needed to know. **Dr. Jason Wallen** is easy to talk to, easy to understand, answers any of my questions. **Dr. Jason Wallen** is exceptional. He is personable, patient, and thorough. I have the utmost confidence in his abilities and recommendations. I would feel very uneasy if he were not my provider.

Nephrology Clinic: **Dr. Syed Bukhari** was very thorough and it was just as informative as being in person but much more convenient as I live in Oswego – very pleased! **Dr. Kriti Devkota** – very personable. **Dr. Stephen Knohl** was honest and straight forward in discussing my issues. He offered options and solutions. He asked for feedback and gave me opportunity to ask questions. I have the utmost confidence in **Dr. Stephen Knohl**.

Pediatrics: **Dr. Nienke Dosa** is great and listens extremely well and offers solutions within her ability to aid with behaviors, etc.

Pediatric Gastroenterology: **Dr. Prateek Wali** – I can't say ENOUGH good things. Just the way he listened and explained EVERYTHING was so outrageous. He's so knowledgeable and presents everything in a caring way. I haven't stopped recommending him. Just so amazing.

Pediatric Multispecialty Clinic: **Dr. Zafer Sulttan** ALWAYS goes above and beyond for all his patients. All I hear is a very good reputation throughout the North country. I appreciate his knowledge, empathy, trust, and

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listening ear more than I think he will ever realize! He's a humble man, with tremendous respect. Job well done **Dr. Zafer Soutan!!**

Peds Neph, Rheum, Integrative Med: **Dr. William Hannan** – thorough, straightforward, caring, and wonderful doctor.

Pulmonology Clinic: **Dr. Dana Savici** takes her time with her patients which I am very acceptable to.

Rheumatology Clinic: **Dr. Jihad Ben Gabr** is always kind and compassionate. She listens to my concerns and develops a plan of care with this in mind. She is amazing!! **Dr. Jianghong Yu** is a great doctor. I like **Dr. Jianghong Yu** a lot. Always a pleasure to meet with **Dr. Jianghong Yu**.

Surgery – UH: **Dr. Michael Archer** was very concerned about meeting my need for diagnosis and treatment. **Dr. Mark Crye** takes time to explain all treatments available in plain language. It seemed like he was trying to get to know my wife and myself. **Dr. Mark Crye** fully explained the procedure and we agreed on course of treatment. **Dr. Mark Crye** took all the time needed to make sure we were all on the same page.

Surgery – UH LL022: **Dr. Moustafa Hassan** provided excellent care, is very personable and took time, does not rush thru appointment. **Dr. Moustafa Hassan** is the best! **Dr. Moustafa Hassan** – best in the medical business in the area by far. **Dr. Moustafa Hassan** – ultimate professional!

Transplant Center: **Dr. Brian Gallay** is exceptional at answering any questions I have regarding my transplant situation. **Dr. Brian Gallay** – excellent! **Dr. Brian Gallay** – knowledgeable and caring.

UHCC – Neurology: I needed to change my in-person appointment to a telehealth appointment due to my travel schedule being changed and **Dr. Deborah Bradshaw** was able to accommodate this request. **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. Deborah Bradshaw** is a wonderful provider. Our experience with **Dr. Tinatin Chabrashvili** is always excellent. She is outstanding and thorough on every level. Appreciated all the effort **Dr. Antonio Culebras** put forth to make the consultation complete and comprehensive. I feel that having access to **Dr. Anuradha Duleep** by video is wonderful! **Dr. Anuradha Duleep** is one of the most professional and dedicated physicians I have ever worked with. She knows when you have an appointment scheduled and is prepared to answer your questions or make changes to your medication as necessary. **Dr. Shahram Izadyar** is very kind and competent. I was very impressed with **Dr. Kimberly Laxton** – smart and caring. **Dr. Luis Mejico** – concerned for me and offered explanations. **Dr. Jenny Meyer** is always very thorough and listens well.

University Cardiology: **Dr. Robert Carhart** is a very caring person and you are lucky to have him. I loved my appointment with **Dr. Robert Carhart**. I wish he was my first cardiologist. **Dr. Robert Carhart** – professional

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and courteous. **Dr. Robert Carhart** – very pleasant and volunteered information I could understand. **Dr. Kiran Devaraj** went into detail about managing my condition and the need for additional information. His expertise and training stand out in my interaction with him. Expertise and experience, and a foundation in the most recent research is what I look for in a teaching hospital and **Dr. Kiran Devaraj** provides those assets. **Dr. Amy Tucker** – shows concerns about your problem.

University Center for Vision Care: **Dr. Preethi Ganapathy** – nice, professional, excellent doctor who cares about my condition and is an asset to your business. I recommend her to everyone. **Dr. Robert Swan** has been a very big part of keeping my eye in a good state. **Dr. Robert Swan** was very attentive, multiple tests and bloodwork, called me at home with questions he had and also to give results. I was referred to him for a second opinion and he ordered a CT which turned out positive after an x-ray was negative and ultimately found the problem. **Dr. Robert Swan** – thorough, professional, and all of my questions and concerns were addressed. I have already recommended **Dr. Robert Swan** to others.

University Geriatricians: **Dr. Andrea Berg** and her staff are wonderful. We couldn't ask for a better doctor for my mom. **Dr. Andrea Berg** was excellent. **Dr. Sharon Brangman** – right on target with her diagnosis and the reasons why. I'm so glad we found her! As the main caregiver, I SO appreciate my visits with **Dr. Sharon Brangman**. She not only cares for my husband but gives me a tremendous amount of emotional support and guidance through the different stages of dementia. I value her advice – excellent! I have the highest regard and respect for **Dr. Sharon Brangman**. She goes above and beyond caring for patients and families. I just pray she never retires! **Dr. Vikrant Tambe** – I liked his knowledge.

University Internists: **Dr. Vincent Frechette** was outstanding as usual. Very passionate, knowledgeable, friendly, and courteous. **Dr. Vincent Frechette** – excellent care, recommended to my brother who recently relocated back to Syracuse. **Dr. Vincent Frechette** is the best physician I have ever had the pleasure of knowing. **Dr. Vincent Frechette** kindly squeezed me in with minimal waiting. **Dr. Sriharsha Gowtham** is super. **Dr. Sarah Lappin** is always so attentive and thorough. **Dr. Catherine White** was so caring and patient. I really can't say enough about **Dr. Catherine White** and when I tell others they echo the same.

University Pediatric & Adolescent Center: **Dr. Joshua Bonville** was gentle and kind with my child. He was able to make her feel comfortable and alleviated her concerns.

Upstate Brain and Spine Center: **Dr. Lawrence Chin** is my second opinion and I am grateful that he and his physician assistant listened to me. **Dr. Grahame Gould** is an outstanding doctor. **Dr. Grahame Gould's** explanations were very clear and understandable. He truly put my mind at ease. He was kind, concerned, listened, answered my questions and what any patient needs from a medical professional. He was excellent!

Upstate Urology: No delay, **Dr. Gennady Bratslavsky** called early. **Dr. Gennady Bratslavsky** is the best! **Dr. Joseph Jacob** is the best!! **Dr. Oleg Shapiro** is a very smart and straight forward guy. I like him a lot for that!

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Dr. Oleg Shapiro is a very competent doctor. He has a good sense of humor and allows me 3 questions per visit. **Dr. Scott Wiener** 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.

Wound Care Center: **Dr. Marvin Heyboer** always stops and answers all questions I have in a thorough way. He is awesome. My experiences at the Wound Clinic and with **Dr. Marvin Heyboer** has been very good. **Dr. Marvin Heyboer** is a very kind, passionate, and excellent listener. He is very knowledgeable in his field and able to explain to the patient very well.



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PRIMARY CARE TASK FORCE Education Session

Join Us
Thursday, April 14, 2022
8 AM via Zoom

MANAGING SEIZURES IN THE PRIMARY CARE SETTING

Carlos Muniz, MD, MSc
Anuradha Duleep, MD
Upstate Department of Neurology

Learn more about the approach to seizures in adult patients, and when a referral is your best course of action.



CONTENT WILL INCLUDE:

- diagnosis and practical management
- how to refer to Upstate Neurology
- Q&A

RSVP FOR ZOOM LINK: DIBIASED@UPSTATE.EDU

UPSTATE
HEALTH SYSTEM

The Primary Care Task Force Education Sessions are focused on connecting Upstate primary and specialty providers with the intent to educate, network and improve our referral processes. Sessions will be regularly recorded and archived for later viewing.

EXCEPTIONAL MOMENTS IN TEACHING



The Alan and Marlene 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.

Nekpen Ekure, MBBS, Psychiatry and Behavioral Science voluntary faculty at the Binghamton Clinical Campus, is the **April 2022** recipient of the **Exceptional Moments in Teaching Recognition**.

COMMENTS FROM DR. EKURE’S STUDENTS:

“Dr. Ekure was an exceptional teacher and person. She went out of her way to explain every patient interaction to me and exposed me to unique presentations I would not have seen otherwise. She tested my MSE on multiple patients to help me develop this exam, and then also showed me that she actually used my assessment in her patient charts. This was a really rewarding feeling as a student. She answered all of my questions thoughtfully and helped me think through other patients I was assigned to follow who were outside of her care. She was welcoming and cheerful every single day and always asked how I was doing.”

“Dr. Ekure was one of the best attendings that I have had the pleasure of working with. She was constantly teaching, involving us in patient care, giving us feedback, and explaining her reasoning behind her treatment plans. In addition to everything she actively did to be a fantastic teacher/mentor, I learned so much from observing her interactions with patients and other members of the team.”

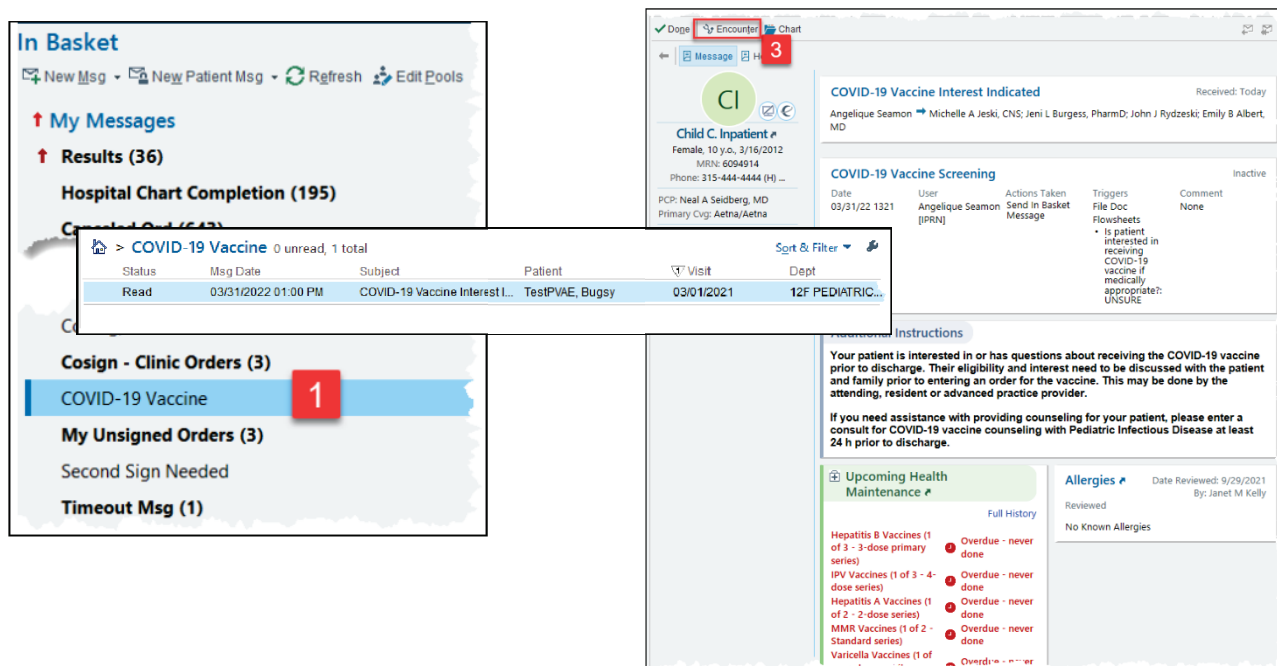
“She is so friendly, professional, caring, and loves to teach. Dr. Ekure made time to teach us and made us truly feel as members of the team. She served as an excellent role model of how to talk to patients while getting the necessary information in a respectful manner.”

Attending Providers: Pediatric Covid Vaccine

Effective Monday, April 4th, 2022: Pediatric Patients at UH on 11th and 12th floors who are **5 years old and older**, indicated by nursing to have a response of **yes or unsure** to interest in a Covid vaccine will prompt an **Inbasket** message to **Attending Providers**. The provider will then discuss vaccination options with the responsible party. If authorization for vaccination is given, the provider will write the order as outlined below.

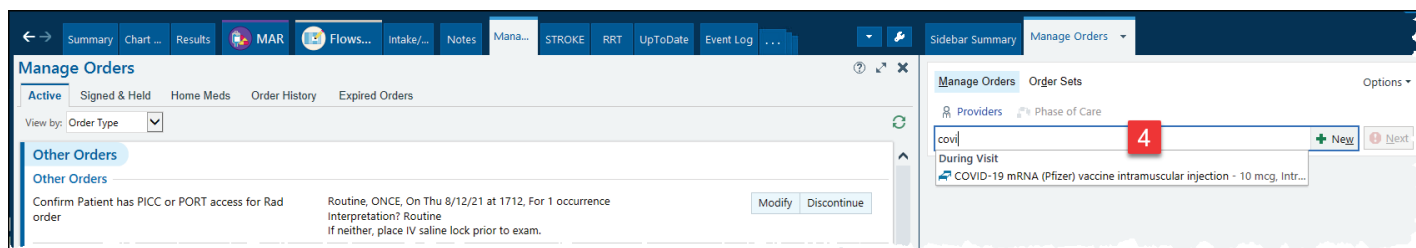
Try It Out

1. Attending Providers will receive an **Inbasket** message, in the **COVID-19 Vaccine** folder.
2. The Attending Provider will follow up with the responsible party. After confirmation the responsible party approves of the Covid vaccine, return to the **Inbasket** message.
3. Click **Encounter** to jump into the patient's encounter to review the chart.



The screenshot shows the Epic Inbasket interface. On the left, the 'In Basket' pane displays 'My Messages', 'Results (36)', and 'Hospital Chart Completion (195)'. A 'COVID-19 Vaccine' folder is highlighted with a red '1'. The main pane shows a patient encounter for 'Child C. Inpatient', a 10-year-old female. A 'COVID-19 Vaccine Interest Indicated' message from Angelique Seamon is shown, dated 03/31/22. The 'COVID-19 Vaccine Screening' section shows the patient is 'Interested in receiving COVID-19 vaccine if medically appropriate? UNSURE'. The 'Upcoming Health Maintenance' section lists various vaccines, many of which are 'Overdue - never done'.

4. From Manage Orders, write the **Covid** order and **Sign**.



The screenshot shows the 'Manage Orders' interface. The 'Manage Orders' pane is active, showing a list of orders. A 'COVID-19 mRNA (Pfizer) vaccine intramuscular injection - 10 mcg, Intr...' order is highlighted with a red '4'. The 'Order Sets' pane on the right shows the details of the selected order, including the provider 'covl' and the phase of care 'During Visit'.

5. The Order will be updated in Inbasket.

Note: Nurses will see the **Covid vaccine order on the Brain** as a **Required Task** for **Nursing** to administer.

Attending Provider: Pediatric Covid Vaccine Upstate Tip Sheet

TCOE Created: 03.24.2022 AKH AC Approved: 04.01.2022 JR

TCOE Revised: 03.31.2022 AKH*TMP

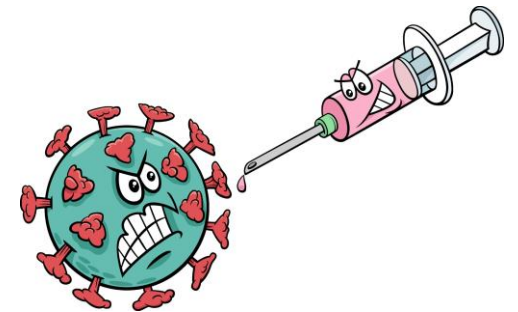
Go Live April 4th!

COVID-19 Inpatient Pediatric Vaccination Process for UGCH

March 2022

Why Vaccinate Children?

- Children are as likely to be infected with COVID-19 as adults
- Children can get very sick from COVID-19
- Children can have both short and long-term health complications from COVID-19
- Children can spread COVID-19 to others, including at home and at school



AVAILABLE VACCINES

- Pfizer-BioNTech (COVID-19 mRNA vaccine) is the only vaccine for COVID-19 approved for children ≥ 5 years of age
- Upstate will only offer Pfizer-BioNTech for patients in UGCH

Authorized For	Pfizer-BioNTech	Moderna	J&J / Janssen
4 years and under	No	No	No
5-11 years old	Yes	No	No
12-17 years old	Yes	No	No
18 years and older	Yes	Yes	*

Pfizer-BioNTech COVID-19 Vaccine (also known as COMIRNATY)

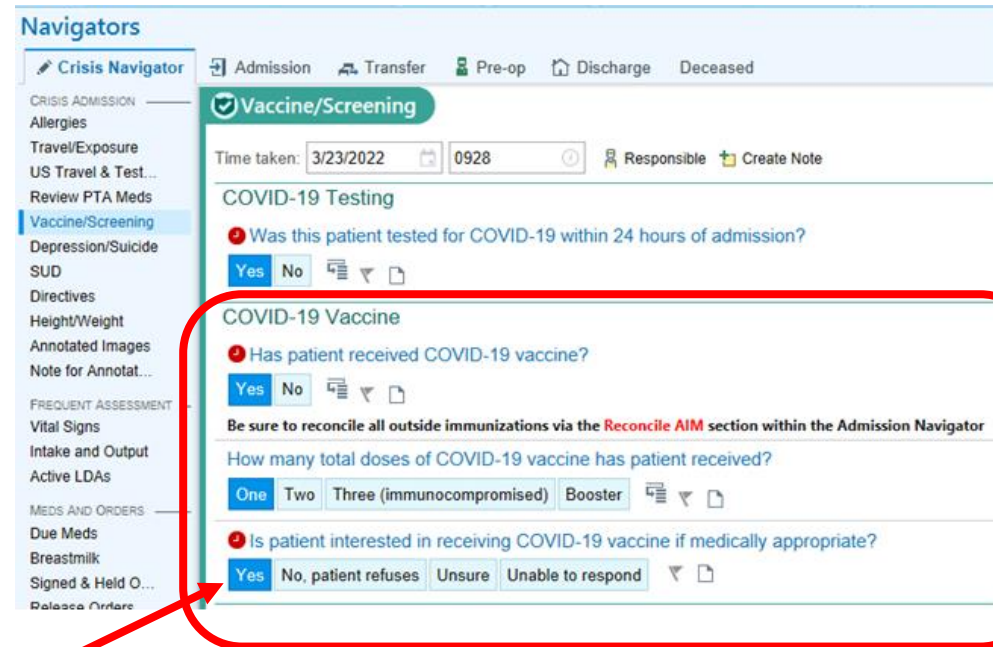
- **Manufacturer:** Pfizer, Inc., and BioNTech
- **Number of Shots:** 2 shots, at least 3 weeks apart
- **Booster Shot:** Recommended for everyone ≥ 12 years old at least 5 months after completing their Pfizer-BioNTech primary series.
 - Ages 12-17 years old can only get a Pfizer-BioNTech COVID-19 vaccine booster.
 - Ages ≥ 18 years a booster dose of either Pfizer-BioNTech or Moderna (mRNA COVID-19 vaccines) is preferred in most situations.
- **Type of Vaccine:** mRNA
- **How Given:** Shot in the deltoid muscle of the upper arm
- **Does NOT Contain:** Eggs, preservatives, latex, metals
- **Name:** BNT162b2
- **Brand name:** COMIRNATY

Process

- This process will apply to all patients ≥ 5 years old admitted to Upstate Golisano Children's Hospital (11E, 11G, 12E or 12F)

- Upon admission, the RN will ask the patient if they have had a COVID-19 vaccine. If yes, ask how many doses they've received.

ADMISSION RN's RESPONSIBILITY



Navigators

Crisis Navigator

CRISIS ADMISSION

- Allergies
- Travel/Exposure
- US Travel & Test...
- Review PTA Meds
- Vaccine/Screening**
- Depression/Suicide
- SUD
- Directives
- Height/Weight
- Annotated Images
- Note for Annotat...

FREQUENT ASSESSMENT

- Vital Signs
- Intake and Output
- Active LDAs

MEDS AND ORDERS

- Due Meds
- Breastmilk
- Signed & Held O...
- Release Order

Admission Transfer Pre-op Discharge Deceased

Vaccine/Screening

Time taken: 3/23/2022 0928 Responsible Create Note

COVID-19 Testing

Was this patient tested for COVID-19 within 24 hours of admission?

Yes No

COVID-19 Vaccine

Has patient received COVID-19 vaccine?

Yes No

Be sure to reconcile all outside immunizations via the **Reconcile AIM** section within the Admission Navigator

How many total doses of COVID-19 vaccine has patient received?

One Two Three (immunocompromised) Booster

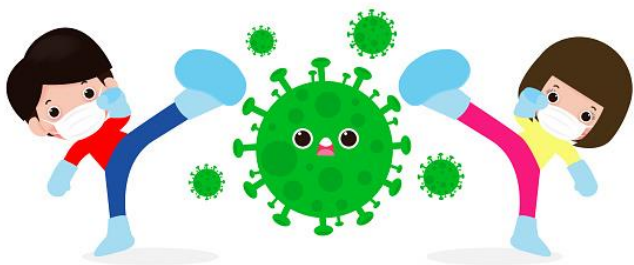
Is patient interested in receiving COVID-19 vaccine if medically appropriate?

Yes No, patient refuses Unsure Unable to respond

- If "Yes" is selected for the final question, a message will be sent to the attending of record to assess eligibility and confirm interest in the vaccine

CONTRAINDICATIONS & PRECAUTIONS

CONTRAINDICATION TO COVID-19 VACCINATION	PRECAUTION TO COVID-19 VACCINATION	MAY PROCEED WITH COVID-19 VACCINATION
<p>History of the following:</p> <ul style="list-style-type: none"> Severe allergic reaction (e.g., anaphylaxis) after a previous dose or to a component of a COVID-19 vaccine*† Known (diagnosed) allergy to a component of a COVID-19 vaccine* 	<p>Among people without a contraindication, a history of:</p> <ul style="list-style-type: none"> Any immediate allergic reaction† to other vaccines (non-COVID-19) or injectable therapies§ Non-severe, immediate (onset <4 hours) allergic reaction† after a previous dose of COVID-19 vaccine# <p>Note: people with a contraindication to mRNA COVID-19 vaccines have a precaution to Janssen COVID-19 Vaccine, and vice versa¶</p>	<p>Among people without a contraindication or precaution, a history of:</p> <ul style="list-style-type: none"> Allergy (including anaphylaxis) to oral medications (including the oral equivalent of an injectable medication) History of food, pet, insect, venom, environmental, latex, etc., allergies, including anaphylaxis Family history of allergies
<p>Actions:</p> <ul style="list-style-type: none"> Do not vaccinate Consider referral to allergist-immunologist Consider other vaccine alternative if age appropriate*¶ 	<p>Actions:</p> <ul style="list-style-type: none"> Risk assessment 30-minute observation period if vaccinated (see footnotes 5 and 6 for information on vaccination setting) Consider referral to allergist-immunologist 	<p>Actions:</p> <ul style="list-style-type: none"> 30-minute observation period: people with history of anaphylaxis (due to any cause) 15-minute observation period: all other people



WHEN TO GIVE THE COVID-19 VACCINE

- Administer prior to discharge*. Once the order is entered, “Administer COVID-19 Vaccine” will be added to the Before Discharge Required Documentation
- This can be seen from the Brain Sidebar, Brain Activity, & the Required Doc report on Patient Lists

The screenshots illustrate the integration of the COVID-19 vaccine order into the EHR workflow. The top section shows the 'Before Discharge' list in the Brain Sidebar and Brain Activity, where the 'Administer COVID-19 Vaccine' item is highlighted. The bottom section shows the 'Required Documentation' report, which also lists the 'Administer COVID-19 Vaccine' item under the 'Before Discharge' category.

*Should not be administered during acute illness
 *Patients who are positive for COVID-19:
 Administer at least 10 days following onset of symptoms or positive test, whichever comes first

Provider
(Attending, Resident, NP, PA)

- Review in basket message (below)
- Discuss vaccination with patient and caregiver
- Enter order for COVID-19 vaccine
- Select “Done” to remove from in basket

The screenshot displays a medical software interface with a left sidebar, a central message view, and a right sidebar. The left sidebar lists various message categories, with 'COVID-19 Vaccine' highlighted. The central area shows a message titled 'COVID-19 Vaccine' with a status of '0 unread, 1 total'. A table lists the message details, and a 'Done' button is circled in red. The right sidebar contains patient information for Eugene P. Willow and a detailed view of the COVID-19 vaccine interest message, including screening status and instructions.

In Basket

My Messages

Results (3)

- Hospital Chart Completion
- Canceled Ord (172)
- Reminders (1)
- Hospital ADT (2)
- My Incomplete Notes (1)
- Overdue Results (546)
- Chart Cosign (1)
- Cosign Notes (8)
- Addendum Notification
- CC'd Charts (2)
- Coding/CDI Queries (1)
- Deficiency Notification Let
- Cosign - Clinic Orders (21)
- COVID-19 Vaccine**
- Message Routing (6)
- My Unsigned Orders (3)
- Post Mortem (2)

COVID-19 Vaccine 0 unread, 1 total

Status	Msg Date	Subject	Patient	Visit
Read	03/25/2022 10:37 AM	COVID-19 vaccine interest I...	Willow, Eugene Peds	01/18/2017

Read Dept: 12E3 PEDIATRICS GENERAL UH

Done Encounter Complete BPA Chart

Eugene P. Willow
Male, 12 y.o., 1/12/2009
MRN: 6058065
Phone: 315-437-9955 (H)
PCP: Raymond R Holt, MD
Primary Cvg: Medicaid/Medicaid

COVID-19 Vaccine Interest Indicated Received: Today
John J Rydzeki, MPH → Michelle A Jeski, CNS; Jeni L Burgess, PharmD; Neal A Seidberg, MD

COVID-19 Vaccine Screening Active

Date	User	Actions Taken	Triggers	File Doc	Flowcharts	Comment
03/25/22 1037	John J Rydzeki, MPH [00109454]	Send in Basket Message	is patient interested in receiving COVID-19 vaccine if medically appropriate: YES			None

Additional Instructions

Your patient is interested in or has questions about receiving the COVID-19 vaccine prior to discharge. Their eligibility and interest need to be discussed with the patient and family prior to entering an order for the vaccine. This may be done by the attending, resident or advanced practice provider.

If you need assistance with providing counseling for your patient, please enter a consult for COVID-19 vaccine counseling with Pediatric Infectious Disease at least 24 h prior to discharge.

Upcoming Health Maintenance Full History

Vaccine	Status
Hepatitis B Vaccines (1 of 3 - 3-dose primary series)	Overdue - never done
IPV Vaccines (1 of 3 - 4-dose series)	Overdue - never done
Hepatitis A Vaccines (1 of 2 - 2-dose series)	Overdue - never done
MMR Vaccines (1 of 2 - Standard series)	Overdue - never done
Varicella Vaccines (1 of 2 - 2-dose childhood series)	Overdue - never done
COVID-19 Vaccine (1)	Overdue - never done

Allergies Date Reviewed: 2/16/2021 By: Janet M Kelly
Reviewed
High: Carbohydrate: Glucose

PHARMACY

- Confirms any previous doses in NYSIIS prior to order verification
- Tracks patients eligible for vaccine and determining when to draw up doses.
- Will Vocera bedside nurse once dose is ready to be administered.
- Will deliver vaccine*, vaccination record card, Vaccine Information Fact Sheet, paper consent form, nursing instructions, and follow up dose card to bedside RN when RN is ready to administer dose
- Bedside RN can also pick up dose at pharmacy when ready to administer (within the time frame).
 - Other floor staff can pick up the dose but it MUST be hand delivered to the bedside RN
- If dose is not picked up/delivered in approximately 3 hours, pharmacy will recontact the RN

*Please note vaccine preparation and delivery may take up to 90 minutes. If administration is time sensitive, unit staff should pick up vaccine from Pharmacy.

BEDSIDE RN

- Will Vocera pharmacy when ready to administer dose if they cannot do so when they receive the first call from pharmacy.
- Complete consent form
 - It is important to complete the bottom with Brand, Lot # and expiration date.
 - Place signed consent in patient chart in consent section.
- Provide patient with Vaccine Fact Sheet, vaccination record card, follow up dose card, and sticker 😊
- Complete DOH online form (link in MAR-see tip sheet)
- If adverse reaction occurs, notify provider and document in EPIC.



Scheduling your next dose


Location: _____

Date & Time: _____

Your next dose may be scheduled through your pediatrician, pharmacy, or community vaccination site. Scan the QR code below to find sites near you.


Additional Sites:
Update Pediatric & Adolescent Center 315-464-4357
Update Pediatrics 315-422-6595





COVID-19 Vaccine Schedule

Your next dose is due after: _____




Scan the QR code for current guidance from the CDC.

Common Side Effects

Common side effects include: injection site pain, swelling or redness; tiredness, headache, muscle pain, fever, chills, vomiting, diarrhea.

Contact your child's healthcare provider if your child has any side effects that bother your child or do not go away.



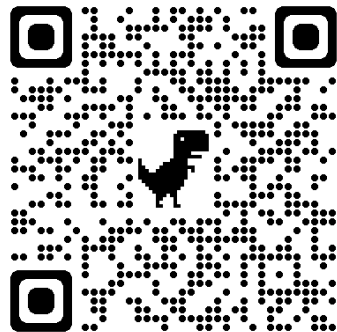
OBSERVATION PERIOD AFTER VACCINATION

- CDC recommends the following observation periods after COVID-19 vaccination:
- **30 minutes:**
 - People with a contraindication to a different type of COVID-19 vaccine (for example, people with a contraindication to mRNA COVID-19 vaccines who receive Janssen vaccine)
 - History of non-severe, immediate (onset within 4 hours) allergic reaction after a previous dose of COVID-19 vaccine
 - History of an immediate allergic reaction of any severity to non-COVID-19 vaccines or injectable therapies
 - History of anaphylaxis due to any cause
- **15 minutes:** All other people

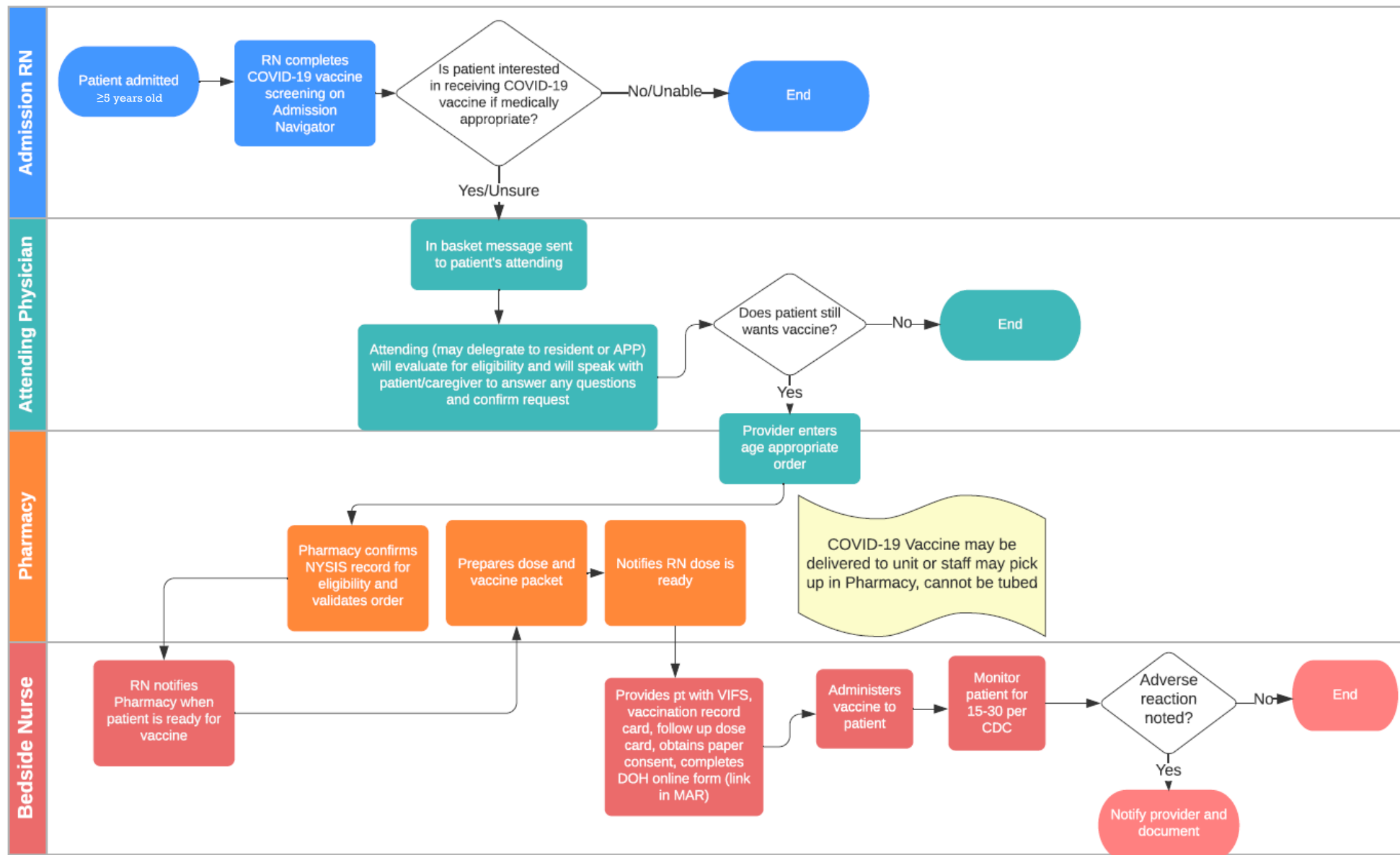
NEXT STEPS & FOLLOW UP DOSES

- Offer to make next dose appointment, give *follow up dose card* to family
- Instruct family to call primary care provider if any concerns following discharge specific to vaccine
- CDC guidance is frequently being updated.
 - As of 3/2022:
 - Dose 2 is due ~21 days after 1st dose for all children ≥5 yrs old
 - Dose 3 (immunocompromised patients only) is due ~28 days after 2nd dose
 - Booster doses are given ≥5 months following 2nd dose or ≥3 months after 3rd dose if immunocompromised

Access the QR code with your phone
for the most up to date CDC guidance



PROCESS FLOWCHART



The background is a gradient from deep red at the top to dark blue at the bottom, speckled with small white dots. Overlaid on the left side are several concentric circles and a large circular scale with degree markings from 40 to 260. Some circles have arrows indicating a clockwise direction.

OFFICE OF PEOPLE WITH DEVELOPMENTAL DISABILITIES

WITHDRAWING OR WITHHOLDING CARE FOR THE PATIENT RECEIVING SERVICES THROUGH
OPWDD

L. MINNOE, MSN RN

MARCH 2022

DETERMINING CAPACITY

Adult patients with disabilities are presumed to have capacity

If determined that a patient lacks capacity, it must be decided and documented by physicians who meet certain qualifications

The list of qualifications can be found in Appendix 2 of Policy C-07 (link below)

[Informed Consent/Refusal](#)

Capacity determination must be documented in the medical record.

VERIFICATION OF OPWDD CONNECTED/SERVICES

- If your patient has a documented developmental disability and/or cognitive impairment, determination eligibility of services through OPWDD and current/past service connection.
- Contact Social Work to assist with verification
 - **Social Work will then contact the eligibility office at 315-473-6978**

IDENTIFY THE DECISION MAKER

- Determine if the patient has a valid Health Care Proxy
 - If the patient resides in a group home one of the witnesses **MUST** be certified by OPWDD for capacity determination
 - The second witness **CANNOT** be a group home staff member
 - Identify the appropriate 1750-b surrogate decision maker
 - Used for patients without a health care proxy
 - The list of allowable surrogates is also found in policy C-07 (Appendix 2) Informed Consent/Refusal

DECISIONS MADE BY SURROGATE

- MOLST Legal Checklist is completed. Social worker will assist physician to obtain documentation and completion of forms.
- Social work will submit completed MOLST Legal Checklist.
- *****The patient must meet one of three criteria in order to proceed. The reason to withdraw or withhold care cannot be as a result of the patient's disability but MUST be the result of an objective medical criteria*****
- The links to the DNR policy as well as the checklist are below.
- End of Life, Including DNR and MOLST
- MOLST Legal Requirements Checklist

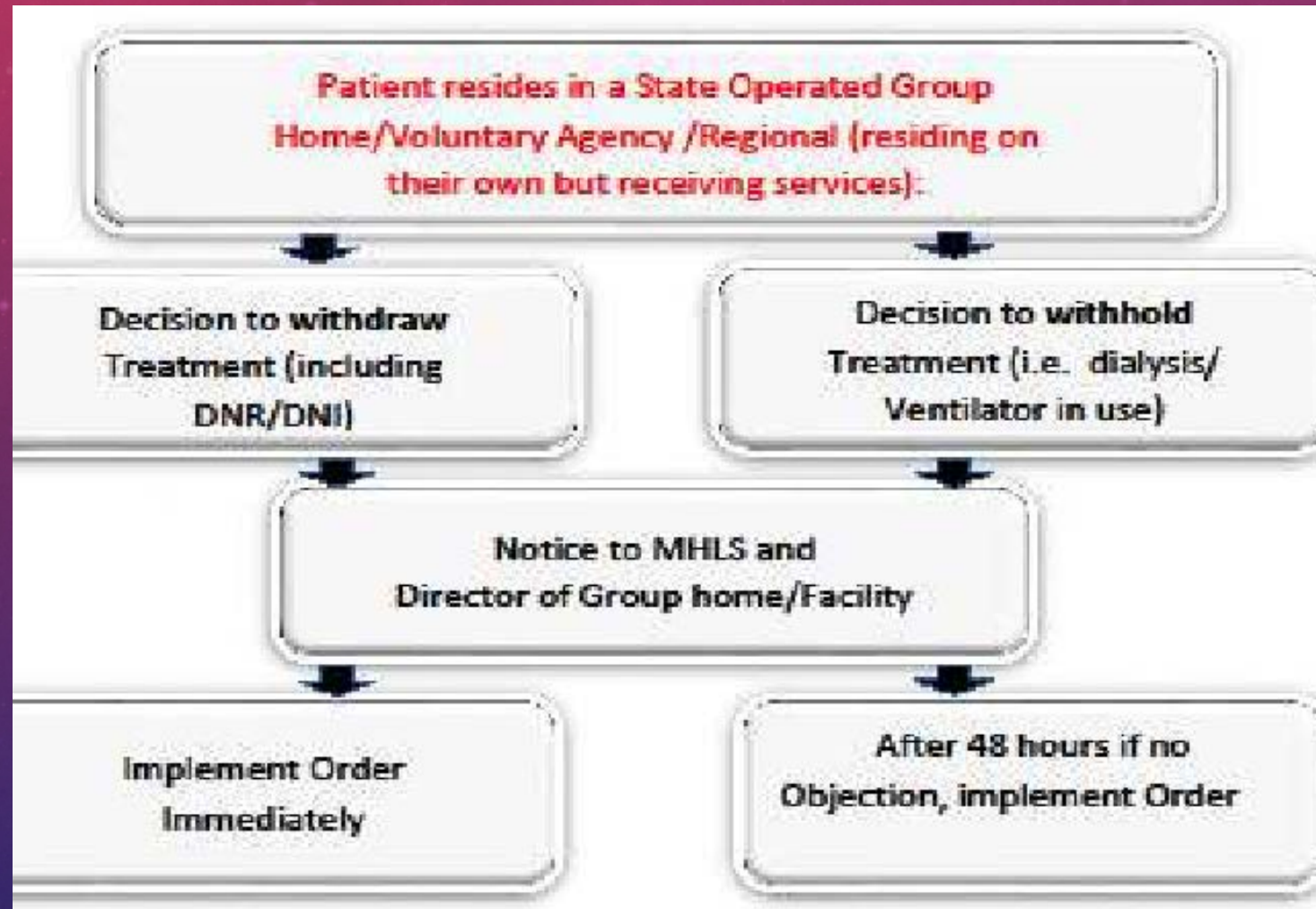
WITHDRAWING OR WITHHOLDING CARE

- With a valid Health Care Proxy, the health care agent can make decisions
- No MOLST legal checklist is required no matter the patient's place of residence

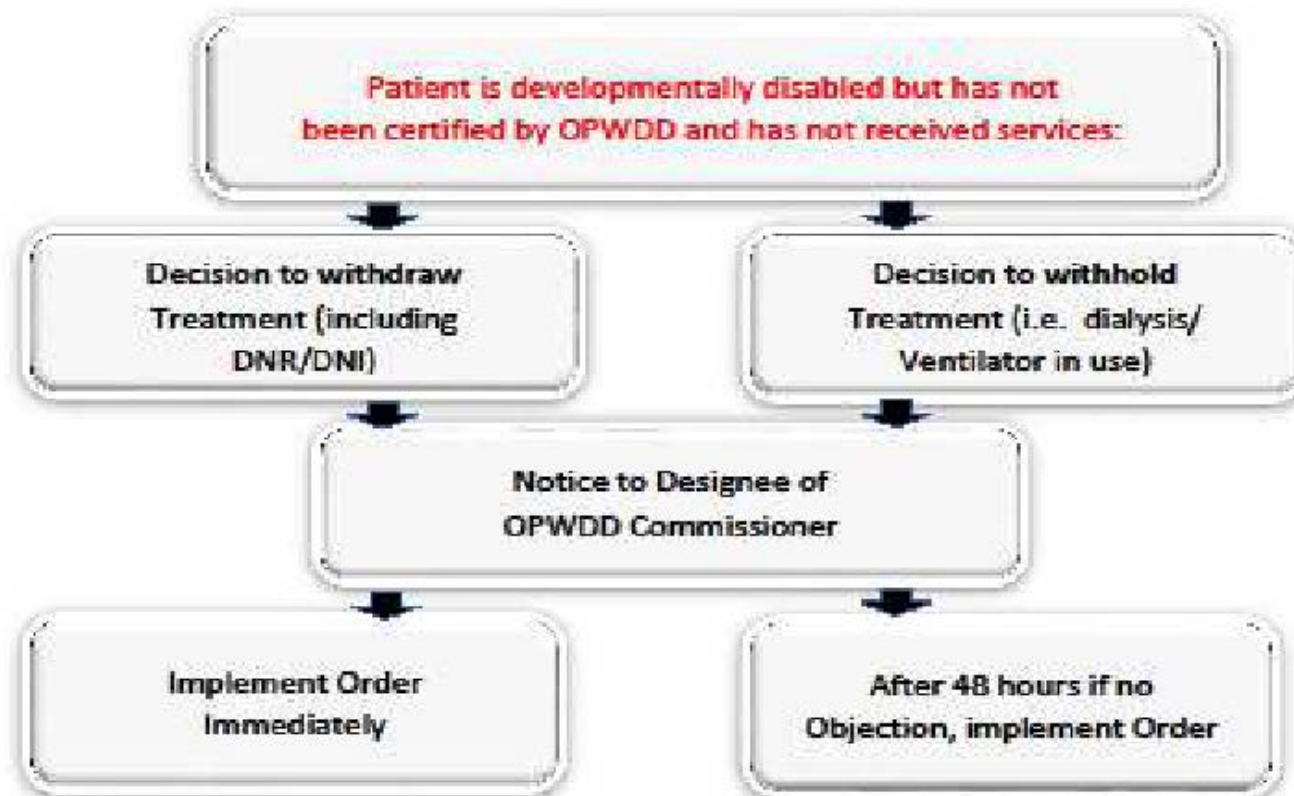
WITHHOLDING VS. WITHDRAWING TREATMENT

- Making the patient a DNR for example or holding other life sustaining treatment (**WITHHOLDING treatment**)
- In the absence of a legal HCP, the MOLST Legal Check List must be completed and sent and confirmation of notification has been made, the order may be implemented.
- Social Work will assist to make the notification.
- To **WITHDRAW** treatment (ventilator support for example)
- In the absence of a legal HCP, the MOLST Legal Check List must be completed. You must have received withdraw verification letters of non-objection from OPWDD and MHLS prior to doing so.
- OPWDD and MHLS have up to 48 hours to review documentation and respond to the request.

PATIENT RESIDING IN GROUP HOME OR LIVES AT HOME AND RECEIVES SERVICES



PATIENT WHO HAS NOT BEEN CERTIFIED BY OPWDD AND DOES NOT RECEIVE SERVICES



QUESTIONS??

- If you have any questions regarding this process or your role, please reach out to the Social Work Department.
- 464-6161