

## Michelle Endresz

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**From:** Heidi Chapman on behalf of Amy Tucker  
**Sent:** Wednesday, May 29, 2024 4:38 PM  
**To:** Amy Tucker  
**Cc:** Heidi Chapman; Gregory M. Meola; Joyce S. Mackessy; Scott Murray; Stacey E. Keefe; Kerri Swart  
**Subject:** CMO Report - May 29, 2024  
**Attachments:** CMO REPORT\_05 29 2024.pdf; CDI Tip of the Month - Classification of Heart Failure MAY 2024.pdf; MAY 2024 Exceptional Teacher flyer[82].pdf  
  
**Importance:** High

Attached please find the CMO Report and referenced attachments for May 29, 2024.

Best,  
Amy

Amy Tucker, MD, MHCM  
Chief Medical Officer  
Associate Dean for Clinical Affairs, Norton College of Medicine

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# CMO REPORT

FROM THE DESK OF

Amy Tucker, MD, MHCM, Chief Medical Officer, Upstate University Hospital  
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UPSTATE  
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May 29, 2024

## Pharmacy Shortage and Backorder Updates

By Greg Meola

Recent pharmaceutical supply chain disruptions have increased national drug shortages dramatically, which can compromise or delay medical treatment and increase the overall risk of medication errors. Raw material shortages, manufacturing and quality problems, transportation delays and low profit margin product discontinuations have become routine.

The Chief Medical Officer and Upstate Pharmacy leadership are seeking to keep our Upstate clinicians informed about the most critical drug shortages affecting our organization and offer substitutions whenever possible. Please see information below. We will provide updates as they are available.



Drug	Current Status	Possible Product Alternative Recommendations/Contingency Planning
CURRENT BACKORDERS		
Diazepam injection	Current Inventory: ~220 vials  Next shipment: Unknown	Alternative messaging placed in EPIC for providers to urge utilization of oral options or IV midazolam if injectable therapy is necessary.  Pharmacists educated in dose equivalency for IV midazolam.  Alternative alcohol withdrawal (GMAWS) utilizing injectable midazolam available in EPIC
Lorazepam injection	Current Inventory: ~54 vials  Next shipment expected in June.	Alternative messaging placed in EPIC for providers to urge utilization of oral options or IV midazolam if injectable therapy is necessary.  Pharmacists educated in dose equivalency for IV midazolam.

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		Alternative alcohol withdrawal (GMAWS) utilizing injectable midazolam available in EPIC
Penicillin intramuscular injection (BICILLIN-LA)	39 syringes (19 full adult doses)	All doses being reserved for pregnant patients with syphilis.  All other indications require ID input prior to dispensation
Acyclovir for Injection	Current Inventory: 220 x 500 mg vials  Next shipment expected: Unknown, possible early June.  Current utilization: 6 vials per day (1 active patient)	After the first doses, ID approval will be required during shortage period.  Alternative message placed in EPIC to urge oral therapy, when possible, IV ganciclovir if IV acyclovir if unavailable
Epinephrine emergency syringe	Current Inventory: 169 syringes  Next shipment expected: Unknown, possibly June-July	Adult crash carts are being stocked with 3 emergency syringes, 3 “emergency syringe kits” to make “code epinephrine” concentration at bedside.  Pediatric crash carts remain unaffected
Dextrose 50% emergency syringe	Current Inventory: Zero	Pharmacy IV Lab is batching refrigerated syringes of D50 – no immediate impact on patient care
BCG Vials	Current Inventory: 57 vials	Open line of communication between Cancer Center Pharmacy/Urology as planning is fluid – no immediate impact on patient care

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## New York State Department of Health Advisories – May 2024

By Joyce Mackessy

Please take a moment to read the following New York State Department of Health Advisories regarding:



- [Spring 2024 MPOX Update: Morbidity, Vaccination, and Treatment](#)
- [New York State Hepatitis C Screening Requirements for Pregnant People](#)
- [Dear Colleague Letter Third – Trimester Syphilis Screening](#)

## Admission Medication Reconciliation Navigator Training in EPIC

By Scott Murray

Medication reconciliation is a CMS requirement. We must ask admitted patients what home medications they take, document it in the EMR, and the practitioner MUST decide which medications will be continued, held, changed, and/or discontinued. Medication reconciliation is completed with the best information that we have at that time. We repeat this process throughout the transitions of care and/or as new home medication information becomes available.

All hospitals utilizing EPIC EMR demonstrate medication reconciliation compliance via **Navigators** (Admission, Transfer, Discharge). Practitioner education is located in Brightspace and can be accessed by:

- Going to Upstate's [iPage](#)
- Clicking on the "[Brightspace](#)" easy button → 
- Clicking on the waffle icon at the top of webpage → 
- Selecting "**EPIC Order and Medication Reconciliation Workflow**" from course list.

The education will take approximately 15-minutes to complete. You must correctly answer 15 out of 15 questions in order to pass the course, with infinite attempts.

Please note that due to the EPIC upgrade implemented on Saturday, May 18, some of the EPIC screenshots in the video will look different, but the workflow remains the same. The Brightspace course videos are currently being updated to match the new views. The EPIC [Admission Navigator: Provider Workflow Tip Sheet](#) is current with the recent EPIC upgrade.

## Saliva COVID PCR Test Discontinuation

By Stacey Keefe

Due to increasingly low demand, the reference laboratory that provides the saliva swab COVID PCR testing for Upstate Pathology is no longer providing this service. Therefore, the saliva COVID order was discontinued on May 9, 2024.

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The following are options for patients unable to tolerate, or whose anatomy precludes nasopharyngeal collection:

- Combined nares / throat swab
  - Most sensitive option
  - With a flocked swab, sample both external nares and place in a viral transport tube. Using a second swab, sample the oropharynx and place in the same viral transport tube.
- Nares only swab (both nares)
- Throat only swab

☒ COVID-19 PCR Restricted Specimen Sources Only ✓ Accept ✗ Cancel

Process Instructions: Tier 1 (all credentialed providers)

Combined nares/throat: With a flocked swab, sample both external nares and place in a viral transport tube. Using a second swab, sample the oropharynx and place in the same viral transport tube.

Frequency: **ONCE**

At  
5/8/2024 Today Tomorrow 0844

Reference Links: [Tiered Categorization](#)

Specimen Type: **Throat Swab** Nares Combined nares/throat

This testing is for: **Symptomatic** Known Exposure Asymptomatic

Indication of Use (multi-select)

☐ Pediatric Patient ☐ Nasal Precautions ☐ Anatomic Defect

☐ Medical Contraindication to nasal instrumentation ☐ Combative or uncooperative

☐ Patient Refusal to deep nasopharyngeal swab

Release to patient: **Immediate** Manual Release Only

Comments: [+ Add Comments](#)

✓ Accept ✗ Cancel

These alternatives should be used judiciously only for appropriate patients. Turnaround time for these tests is up to 72 hours, and this service is not available on weekends. Please contact Microbiology (4-4459) with questions.

## Clinical Documentation Improvement (CDI) Tip for May 2024

By the CDI Physician Advisory Group



Heart failure documentation requires at least 3 components to ensure accurate reporting: Acuity, Type, and Etiology. Please see this month's CDI Tip (attached) to ensure heart failure diagnoses are reported with accuracy! For questions or additional information, please email the CDI Team at [CDI@upstate.edu](mailto:CDI@upstate.edu).

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## Exceptional Teacher Recipient for May 2024

By Dr. Lawrence Chin



Syed M. Ovais Hasan, MD, an Assistant Professor of Family Medicine at the Norton College of Medicine at Upstate Medical University is the May 2024 recipient of the Exceptional Moments in Teaching recognition.

The Norton College of Medicine recognizes exceptional teachers with the monthly “Exceptional Moments in Teaching” program. Honorees are selected via student assessments from courses and clerkships. Recognized teachers – including medical faculty, residents, nurses and other educators – are those who challenge students and provide an exceptional learning experience.

Comments from Dr. Hasan’s students:

*“Dr. Hasan is an amazing teacher and mentor for medical students. He truly cares about medical student success and genuinely wants us to be the best physicians we can be. From the first day of working with him, he challenged me by asking about my understanding of big concepts. If I did not know the answer or only knew parts of concepts, he would take the time out of his busy schedule to go over topics and ensure I had a good understanding, then come back to those topics throughout the clerkship. I always felt comfortable asking for help or going to Dr. Hasan with questions, and he created an environment that encouraged questions. He was also interested in my future and gave me advice based on what I mentioned my interests were. I felt like he really cared about what I wanted and whether I succeeded, which was a nice feeling.”*

*“Dr. Hasan was one of the best attendings to work with. He was enthusiastic when it came to teaching, provided a great learning environment, and was instrumental in my journey through medical school. I gained so much from this rotation. He helped me grow as a person and as a future physician. His care for his patients was phenomenal, and I can only hope to practice the way he does in the future. Overall, he is a fantastic physician and even better person. Any student who rotates with him is lucky to have the opportunity.”*

## Welcome New Clinicians!

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



### ANESTHESIOLOGY

Bryan Houck, CRNA  
Bethany Kowalewski, CRNA  
Peter Ma, MD  
Robert Martinucci, MD  
Maura Schaefer, CRNA  
Lyea Shine, CRNA  
Srinivasa Thota, MD

### DENTAL SURGERY

Stephanie Chan, DMD

### EMERGENCY MEDICINE

Dillon Ransom, PA  
Amanda Russo, DO

### GERIATRICS

Chany Ozuna Corporan, MD

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## MEDICINE

Marylin Buckley, NP  
Eleni Harris, PA  
Marija Kalas-Lukic, NP  
Sharon Kelly, NP  
Emilia Peluso, PA  
Kathryn Romano, NP  
Christopher Torell, PA  
Kaleigh Young, PA

## NEUROSURGERY

Simone Betchen, MD

## OB/GYN

Chantell Dalpe-Fung, MD

## PEDIATRICS

Kayla Delmar, DO  
Kimberly Wise, NP

## RADIATION ONCOLOGY

Jenna Grossman, NP

## RADIOLOGY

Blake Carlson, MD  
Kavi Devulapalli, MD  
Mark Ellis, MD  
Thomas Kavic, MD  
Brittany Morgan, MD

## NEUROLOGY

Brenna Eisenberg, PA  
Brittany Gauthier, NP

## PHYSICAL MEDICINE & REHAB

Peter Allen, PA

## PSYCHIATRY

Joann Liberta, NP

## SURGERY

Scott Albert, MD  
Clinton Ingersol, MD  
Javid Saifi, MD

## Outstanding Physician Comments

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



**Adult Hematology Oncology:** Dr. Rinki Agarwal – love! Dr. Sam Benjamin – kind, down to earth, thoughtful. Dr. Allison Roy was so kind and informative. She was able to answer all of my questions and put me at ease.

**Breast Care Center:** Dr. Daniel Thomas was excellent and inspired great confidence that he would take care of me and knew exactly what needed to be done.

**Community Hospital ED:** Dr. Joseph Heath was very nice and seemed to really care about my hospital experience. Dr. William Paolo was kind, thorough, and attentive to my needs and questions. He explained my lab and imaging results clearly, and he even sat down in the chair at my bedside to create space and comfort for questions. I am very grateful for his care.

**Family Medicine:** Dr. Kaushal Nanavati continues to go above and beyond, allowing patients to participate in their own health & well-being. My only selfish wish is that he was available as my primary care physician. I am eternally grateful to have him as my integrative physician. He has seen me through several challenging life events, never judging, always 100% supportive and kind. Dr. Kaushal Nanavati will always be number 1! When he treats me, it is never about him. He is humble, compassionate, listens, gives his time without looking at his watch, the door. He focuses 100% on the patient. I know how lucky I am and gratefully aware that quality care shouldn't rely on luck. His care for his patient's physical, emotional and spiritual Wellbeing is a blessing. Dr. Kaushal Nanavati is the best doctor. Listens and talks to you like a person.

**Gamma Knife:** Excellent care and concern from Dr. Khalid Sethi and Dr. Anna Shapiro.

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**GYNONC MI:** From my surgery to my full recovery, **Dr. W Douglas Bunn** and staff showed great care and compassion. **Dr. Mary Cunningham** is very knowledgeable and explained everything well. **Dr. Mary Cunningham** gives out such a vibe of competence that I couldn't help but feel that I was in good hands and able to finally take a breath. **Dr. Brittany Simone** has always been pleasant, informative, and concerned about my care. Thank you.

**Heart and Vascular Center:** **Dr. Jamal Ahmed** was AMAZING! Upfront, real professional, and engaged! I was totally impressed with the courtesy and skill of **Dr. Debanik Chaudhuri**. **Dr. Debanik Chaudhuri** made me feel confident the procedure would go smoothly. He was extremely gentle while inserting the catheter. I felt no pain. He explained the results thoroughly. **Dr. Kiran Deveraj** and **Dr. Srikanth Yandrapalli** – excellent! **Dr. David Joseph** was knowledgeable, thorough, and personable.

**Inclusive Health Services:** **Dr. Angana Mahapatra** is amazing! Very caring, knows me and my medical history very well, keeps me in the loop about all decision making. **Dr. Joseph Valentino** – awesome!

**Joslin Center for Diabetes:** **Dr. Jason Sloane** gives excellent care. He goes above in addressing areas to get me help. **Dr. Jason Sloane** seems concerned about my health issues. **Dr. Jason Sloane** was excellent. He is very, very knowledgeable about my illness. **Dr. Jason Sloane** explained information about my illness in a very clear and concise manner and showed a genuine sense of concern and empathy not only for my illness, but my overall health (physical, mental, and emotional). His staff was friendly and knowledgeable – just like **Dr. Jason Sloane** himself. I left my appointment feeling confident that my health was in the best hands. Many thanks to **Dr. Jason Sloane**. **Dr. Jason Sloane** is hands down one of the best doctor's I have ever seen. He truly cares for his patients and takes the time to listen to your concerns. **Dr. Jason Sloane** is wonderful. I am so grateful for his guidance and care. **Dr. Jason Sloane** is a great doctor. **Dr. Jason Sloane** is amazing! **Dr. Jason Sloane** explained many things that had been glossed over by previous positions when treating my chronic condition. I learn more from him in 15 minutes than all of the previous doctors in the past 30 years. **Dr. Jason Sloane** was excellent. I felt totally involved in the decisions for my care. I would follow **Dr. Jason Sloane** anywhere. He's excellent! **Dr. Roberto Izquierdo** is a very kind, attentive, and caring physician. He takes the time to explain every aspect of his treatment plan for me. I have been seeing **Dr. Roberto Izquierdo** for many years. He is always great. He is friendly, knowledgeable, personable, and listens. He also remembers me year to year and we make small talk. That is something I really appreciate. **Dr. Ruth Weinstock** works so hard to take care of me. Thank you.

**Multidisciplinary Programs Cancer Center:** **Dr. Michael Archer** and his team – phenomenal! **Dr. Michael Archer** and his team are thorough and attentive to your needs. **Dr. Mashaal Dhir** is on the top of my list. He's very professional and knowledgeable. His personality is easy and pleasant. I'm very satisfied with being in his care. I'm very pleased with having **Dr. Mashaal Dhir** as my oncologist surgeon. He's very thorough in explaining what you need to know, and he's respectful and kind. I have confidence in his ability to meet my medical needs. I am so happy to have **Dr. Kristina Go** as my doctor. She is kind, caring, and I feel I can ask her anything. My husband and I have so much respect for her. I feel blessed to have **Dr. Kristina Go** and her team. They made my difficult situation so much better, turning my fears into calming my nerves, and a happy outcome! She is nothing more than outstanding!! **Dr. Mark Marzouk** is always understanding, kind, and thorough. **Dr. Jesse Ryan** – exemplary care as always. After 6 years of experience with **Dr. Jesse Ryan**, the consistency, compassion, and ease of navigating very complex cases is a blessing to me. I did advise the Resident Physician accompanying him on my examination that **Dr. Jesse Ryan** was a great man. I have lived to contribute to and care for others in part because of his great work. It is always a very pleasant experience when we visit **Dr. Joseph**

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**Valentino's** office. He is always very thorough and takes the time to answer all of my questions. I trust his decisions and believe they are always in my best interest. **Dr. Joseph Valentino** and his staff have all been great and helpful with any questions, paperwork, etc. He even helped my wife get an appointment for a colonoscopy. **Dr. Joseph Valentino** is very informative and down to earth and tries to make the best decisions for my welfare.

**Nephrology Clinic:** I am VERY satisfied with **Dr. Haris Mobeen**. He's thorough and explains in understandable words.

**Pulmonology Clinic:** **Dr. Phillip Gary** – great doctor! **Dr. Phillip Gary** – thorough with questions. **Dr. Dragos Manta** is the best. **Dr. Birendra Sah** always, not just this visit, takes time to listen to all my concerns regarding my Sarcoidosis. He goes into detail about the medicine I am taking and why it is still necessary. I am so grateful that I am his patient. **Dr. Birendra Sah** always amazes me with the time and care that he gives me. He never rushes and makes sure when I leave, I have completely understood all medical steps going forward. He always reviews my records with me to make sure he has covered all medicine and issues prior and going forward.

**Radiation Oncology:** **Dr. Jeffrey Bogart's** whole radiation crew was awesome! Everyone I dealt with was great – can't name them all, because everyone was super to me. **Dr. Jeffrey Bogart** – amazing! **Dr. Jeffrey Bogart** – great explanation of the treatment plan and what to expect during and after treatment. **Dr. Jeffrey Bogart** and his staff were always willing to answer questions. They are a cheerful team I enjoyed! Both **Dr. Allison Roy** and **Dr. Brittany Simone** impressed me with their clear explanations and interest in my concerns and needs. **Dr. Anna Shapiro** is the one doctor that I trust with my care!

**Regional Perinatal Center:** **Dr. Robert Silverman** is amazing and healthcare needs more providers like him who are knowledgeable and caring and genuine! Thank you so much for your care and making me very comfortable during a high-risk pregnancy! I absolutely love **Dr. Robert Silverman** and feel very fortunate that he was the doctor I saw for both of my pregnancies. He always put my mind at ease, very down to earth, and great bedside manner. I could go on and on but bottom line is he is a wonderful doctor and I wish there was more of him in healthcare.

**Rheumatology Clinic:** **Dr. Christian Geier** is incredible. I switched to his practice after a horrible experience at another practice and the care I have gotten in the year I have been at this practice has been much better than the care I received at a previous practice in 4 years. The whole staff here has been amazing and my health has been better for it. It was the first time I met **Dr. Sara Khalil** and she truly impressed me with her kindness, her knowledge, and her calmness. She listened to my concern (having problems walking longer distance due to pain in my hips) and **Dr. Sara Khalil** immediately told me I have bursitis of the hip and that she could start treatment right away. I was and am so thankful for that. My first impression of my 'new' doctor, **Dr. Sara Khalil**, is excellent! **Dr. Hom Neupane** is the best doctor. He listens and he works with you to help. **Dr. Hom Neupane** always treats me well.

**SUNY Upstate – Virtual:** **Dr. Emily Albert** listens to me and has helped me with my health issues. **Dr. Sherif Elwan** shared his findings with my x-ray and what he would like to do going forward. **Dr. Elizabeth Ferry** is always very helpful and listens to my concerns. **Dr. Kaushik Govindaraju** helped me with getting accommodated with my living situation after I had a stroke. **Dr. Roberto Izquierdo** is wonderful, patient, explains everything, and is very caring. I would highly recommend **Dr. Roberto Izquierdo** to all diabetics. **Dr. Jason Sloane** is compassionate and highly educated.

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**Surgery – UH:** Dr. Michael Archer - #1! Dr. Michael Archer – ten stars, fantastic provider! Dr. Michael Costanza was very good explaining everything.

**Surgery – UH LL022:** Dr. Moustafa Hassan was terrific all around!! Dr. Joseph Valentino is astute and direct about my care. He also has very good 'bedside manners' that puts me at ease. He doesn't hesitate to answer any questions. Dr. Joseph Valentino – amazing! Dr. Joseph Valentino has been great with helping me understand my condition, and what can be done about it. Explains everything and answers any questions I have.

**UHCC – Neurology:** Dr. Sara Ali answered all my questions. Dr. Nicole Brescia is very knowledgeable. Dr. Nicole Brescia is always very thorough with her exam and takes the time to answer any questions we may have. Dr. Anuradha Duleep is a very informative and compassionate doctor. Dr. Anuradha Duleep has great bedside manner and knows her area of expertise. Dr. Anuradha Duleep explained everything, answered all questions, seemed concerned for my well-being. Dr. Anuradha Duleep is so kind and compassionate. She explains everything clearly and treats her patients with respect and dignity. Dr. Anuradha Duleep would be an excellent choice for primary care. Dr. Anuradha Duleep – care, concern, time spent response to questions (even those not related to neurology). Dr. Sherif Elwan was instrumental in referring me to a vascular surgeon who diagnosed my problem that I have had for over a year. Were it not for Dr. Sherif Elwan, I finally have answers and a treatment plan in place. I will definitely recommend him. Dr. Sherif Elwan has earned a 10-star rating out of 5. I'm so fortunate my PCP referred me to him. I believe Dr. Sherif Elwan went far above in completing a thorough physical and in his compassionate caring for me. Dr. Sherif Elwan was wonderfully attentive, thoroughly understood my issues, was understanding and compassionate. Dr. Kimberly Laxton went into detail regarding my medical condition and helped me pick a medication when I asked her what she would recommend. I was having issues with my brain and Dr. Kimberly Laxton explained test results and a drug interaction I had that made my symptoms less scary. Dr. Dragos Mihaila took ample time to explain his recommendations. I felt that he LISTENED to my concerns. Dr. Dragos Mihaila was very helpful on programming my DBS device.

**University Cardiology:** I love Dr. Robert Carhart. He is so empathetic and knowledgeable and kind. Dr. Robert Carhart – very caring and great medical provider. Dr. Robert Carhart – kind, willing to work with you, listens to what you say. Dr. Srikanth Yandrapalli is very caring and professional.

**University Center for Vision Care:** I really like the care I received from Dr. Samuel Alpert. Excellent physician and consummate professional. Dr. Samuel Alpert performed a very difficult surgical procedure on my left eye. He has been very patient in assisting me throughout, explaining to me exactly what I should do so that I would have a positive recuperation period and total outcome, and in the end to be able to save my eyesight. Dr. Preethi Ganapathy – best in the business and you are lucky to have her. Dr. Katharine Liegel has always given me the straight scoop and asks often if her suggestions are acceptable or what my opinion is of my care routine. I followed Dr. Katharine Liegel to this practice from another organization and would recommend her highly. Dr. Stephen Merriam – thorough, pleasant demeanor, and willing to listen and fully explain any questions I had. Dr. Stephen Merriam is very thorough and takes time to listen as well as explain any questions. Dr. Stephen Merriam is an excellent provider. Dr. Stephen Merriam was very professional and empathetic. Dr. Robert Swan was excellent on finding root cause of my problem. He made me feel like he really cared about my problem, was informative, and answered all my concerns and questions. Dr. Robert Swan makes you feel like a friend rather than a patient while still attending fully to medical issues. Dr. Robert Swan takes time to thoughtfully consider causes of eye problems and treatment.

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May 29, 2024

**University Geriatricians:** **Dr. Andrea Berg** is very good with her patients! I am very pleased with **Dr. Andrea Berg**. Even though we meet once every six months, I am comfortable with her and of her care and concern. **Dr. Andrea Berg** is one of a kind – compassionate, wonderful listener, and a wonderful problem solver. **Dr. Andrea Berg** listened, suggested, and made connections. **Dr. Andrea Berg** – very professional. **Dr. Jeanne Bishop** showed compassion. **Dr. Dona Varghese** is always amazing, insightful, and kind. **Dr. Dona Varghese** is amazing.

**University Internists:** **Dr. Vincent Frechette** has always been an excellent listener and caregiver. When my husband was hospitalized earlier this year, he even called me at home in the evenings to reassure me and make sure I was doing OK. I had easy access to him for advice and reassurance. It was my first physical visit with **Dr. George Gluz**. He was very thorough, asked good questions, and showed caring throughout. **Dr. George Gluz** is amazing with my mom. Very patient and ensures she understands. **Dr. George Gluz** is a very good listener. I appreciate the fact that he takes his time answering all of my questions. **Dr. George Gluz** is a super good doctor. I love him to death. He takes good care of me. **Dr. Kaushik Govindaraju** always impresses me. I find **Dr. Kaushik Govindaraju** so comforting and supportive as I deal with complicated medical issues. **Dr. Kaushik Govindaraju** both listened and more importantly heard what I had to say. I am thrilled to be under the care of my new PCP, **Dr. Kaushik Govindaraju**. He seems very caring, supportive, intelligent, and he's easy to speak with. Maybe most importantly, he's a very good, active listener. I have great confidence in **Dr. Danielle Kochen's** medical acumen and care. **Dr. Matthew Hess** was very patient and caring. **Dr. Matthew Hess** is an excellent communicator. **Dr. Matthew Hess** – professional, caring, and listens to his patient's concerns. **Dr. Sarah Lappin** is amazing. She is a star at Upstate. She listened to all of my concerns and was empathetic. She always gives good care. **Dr. Sarah Lappin** – excellent! **Dr. Sarah Lappin** is always kind and courteous. **Dr. Sarah Lappin** is the absolute best and an asset to the hospital. She is efficient, smart, insightful, professional, and detailed oriented. She follows through with her orders and quickly gets back to you with results and explanations. **Dr. Sarah Lappin** is excellent. She listens and answers all questions. Highly recommend. **Dr. Jessica Mayer** was great as always. Very understanding of our son's situation, very helpful, and easy to talk to. She does a great job with my son and have gotten to know him. Excellent work. **Dr. Jessica Mayer** is the most compassionate and caring doctor. **Dr. Catherine White** really understood how I was feeling physically and emotionally. She asked the right questions and the discussion was very good. **Dr. Catherine White** is a good listener and very reasonable in her recommendations.

**University Pediatric & Adolescent Center:** **Dr. Anne Sveen** always goes above and beyond the call of duty for my son. We really appreciate her. She is a huge asset to the company. We loved **Dr. Karen Teelin**. She was kind, took her time and validated all of our concerns. She seemed genuinely focused on finding a diagnosis and making a plan.

**4North at Community Hospital:** **Dr. Joseph Jacob** – excellent!

**6thFloor at Community Hospital:** I received multiple visits from **Dr. Jeffrey Albright** and independent members of his awesome surgical staff. Sometimes 2 or 3 would come in at a time. I've never seen such a caring, empathetic, intelligent and highly skilled staff, in my entire life, and unfortunately, I've had way too many hospital stays! Can't say enough good things about **Dr. Jeffrey Albright** and his team.

**10G:** **Dr. Adaora Udekwu** was amazing! She checked on me often and she listened to what I had to say.

**ALERT —**  
**ADVISORY —**  
**UPDATE —**

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



# CMO REPORT

FROM THE DESK OF

Amy Tucker, MD, MHCM, Chief Medical Officer, Upstate University Hospital  
Associate Dean for Clinical Affairs, College of Medicine

UPSTATE  
UNIVERSITY HOSPITAL

May 29, 2024



**Thank You!**

*Amy*

**ALERT —**  
**ADVISORY —**  
**UPDATE —**

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**CDI Tip of the Month**  
**Classification of Heart Failure**

When documenting a diagnosis of heart failure, it is important to note all of the following

**Acuity**  
**Type**  
**Etiology/Cause**

and note clinical evidence for diagnosis, as well as treatment.

**Acuity can be specified as**

Chronic/Compensated	Acute on Chronic/Exacerbated	Acute, meaning new onset
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**Examples of Type specification**

Systolic	Diastolic	Combined	Mid-range	Right sided	Left sided
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**Examples of Etiology/Cause**  
(state *Heart Failure* due to)

Valve disease	Cardiomyopathies	Infarction	Hypertension	CAD
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When a condition meets Stage D or NYHA Functional Class IV, consider documenting

**End Stage Heart Failure**

Stage D – Refractory HF requiring specialized interventions. This stage includes patients in NYHA functional class IV with refractory HF. May succumb to disease despite treatment.

Class IV – Patients with heart disease resulting in inability to carry on any physical activity without discomfort. Symptoms of HF may occur even at rest.

-Colucci, W. 2022, “*Determining the etiology and severity of heart failure and cardiomyopathy*”, UptoDate.

## FACULTY EXCEPTIONAL MOMENTS IN TEACHING



The Norton College of Medicine recognizes exceptional teachers with the monthly “Exceptional Moments in Teaching” program. Honorees are selected via student assessments from courses and clerkships. Recognized teachers—including medical faculty, residents, nurses and other educators—are those who challenge students and provide an exceptional learning experience.

**Syed M. Ovais Hasan, MD**, an assistant professor of Family Medicine at the Norton College of Medicine at Upstate Medical University, is the **May 2024** recipient of the **Exceptional Moments in Teaching recognition**.

### COMMENTS FROM HASAN’S STUDENTS:

*“Dr. Hasan is an amazing teacher and mentor for medical students. He truly cares about medical student success and genuinely wants us to be the best physicians we can be. From the first day of working with him, he challenged me by asking about my understanding of big concepts. If I did not know the answer or only knew parts of concepts, he would take the time out of his busy schedule to go over topics and ensure I had a good understanding, then come back to those topics throughout the clerkship. I always felt comfortable asking for help or going to Dr. Hasan with questions, and he created an environment that encouraged questions. He was also interested in my future and gave me advice based on what I mentioned my interests were. I felt like he really cared about what I wanted and whether I succeeded, which was a nice feeling.”*

*“Dr. Hasan was one of the best attendings to work with. He was enthusiastic when it came to teaching, provided a great learning environment, and was instrumental in my journey through medical school. I gained so much from this rotation. He helped me grow as a person and as a future physician. His care for his patients was phenomenal, and I can only hope to practice the way he does in the future. Overall, he is a fantastic physician and even better person. Any student who rotates with him is lucky to have the opportunity.”*