

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

June 12, 2023

Anaplasma Cases

By Dr. Elizabeth Asiago-Reddy

Our ID team has noted an increase in cases of Anaplasmosis in recent weeks, at least one of which went undetected for a long period of time while the patient went from hospital to hospital and became progressively sicker.

We wanted to highlight the following:

Anaplasmosis (*Anaplasma phagocytophilum*) is transmitted via the same tick which transmits Lyme (*Ixodes scapularis*) but is a different organism with a different syndrome. After a 7-14 day incubation period, Anaplasmosis presents as a mild, moderate or severe generalized febrile illness (fevers, myalgias, malaise with possibility of septic-like picture with shock). It rarely causes rash. It often causes low white blood cell count or pancytopenia.

Doxycycline is the treatment; this does not respond to beta-lactam antibiotics. Most patients will respond quickly with reduction in fever and clinical improvement within 24-48 hours after starting doxycycline.

Most patients will have negative serology at the time of symptoms and will often have a positive PCR, but this result does not return for several days.

As such, is critical for us to have a low threshold to treat undifferentiated febrile illness with any outdoor exposure with doxycycline.

Fortunately, doxycycline will also cover less commonly encountered cases of other tick-borne febrile syndromes such as Ehrlichiosis and Rocky Mountain Spotted Fever, both of which are in NY but are infrequent due to tick vectors being less endemic.

Please also have a low threshold to consult ID in cases where tick-borne illness is a concern.



Important Update for Prescribers Caring for Medicaid Patients

By Joe Burczynski

On April 1, 2023, Medicaid members enrolled in mainstream Managed Care, Health and Recovery, and HIV-Special Needs plans began to receive their pharmacy benefits through the Medicaid Pharmacy Program (NYRx). To smooth that transition, NYRx implemented a transition fill period from 4/1/23 to 6/30/23 that allowed one-time prescription fills for a 30-day supply for medications without prior authorization. This period is ending June 30th.

Upstate prescribers should review the [NYRx Preferred Drug List \(PDL\)](#) and consider prescribing preferred products for Medicaid patients. Preferred medications generally do not require prior authorization for FDA labeled use. Otherwise, prior authorization for non-preferred prescriptions should be sought.

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After July 1, 2023, all claims will be subject to NYRx pharmacy program criteria listed on the [NYRx website](#). Existing active and valid prior authorizations issued previously by Medicaid Managed Care plans will still continue to be honored by NYRx.

For more information, please refer to the attached NYS DOH Notification on 30-Day Countdown – NYRx Transition Fill Period Ending.

Glucomander Education

By Sara LaPointe

Glucomander SubQ Go-Live is set for June 5, 2023. The Provider Order Set Education is attached and is also posted on the [Glucomander iPage website](#). Please reach out to Marie Osborne at osbornem@upstate.edu with questions, for more information, or to schedule a presentation for your department.

Nappi Wellness Institute Education

By the Nappi Wellness Institute Education Initiative

Included in final preparations for the exciting opening of the Nappi Wellness Institute is relevant training. Working with Administration and Stakeholders, we have identified a core training module for all workforce in the new building.

This training is designed to both acclimate staff to the services and populations within the Nappi Wellness Institute, but also the *critical cultural components of how we care* to ensure all patients and families feel welcomed and valued.

Please see the attached presentation and tip sheet for details. We are also requesting everyone completing the education, to first review the following video entitled “Empathy: The Human Connection to patient Care.”

For questions or more information, please reach out to Naquia Lacey at LaceyNaq@upstate.edu.

Clinical Documentation Improvement (CDI) Tip for May 2023

By the CDI Physician Advisory Group



Effective Documentation – clinical documentation translates into codified data, reflecting severity of illness, quality of care, and medical necessity for hospital inpatient admissions. Please review this month’s tip sheets regarding general documentation opportunities, as well as effective documentation related to Myocardial Infarct and Injury, also available on the CDI website! For questions, please contact the CDI Hotline at 315-464-5455.

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Upcoming Education Opportunities for Primary Care Providers

By Darcy DiBiase

Please mark your calendars and share with your colleagues these upcoming education opportunities:

PRIMARY CARE EDUCATION SESSION

Wednesday, June 14, at 12:15 pm

[Update on Addiction Medicine Resources at Upstate](#)

Presented by Theresa Baxter, RN, FNP-C

Learn more about the resources available to you for patients with Substance Abuse Disorder, including latest buprenorphine guidelines.

These sessions are held virtually on the second Wednesday of the month, from 12:15 pm – 1 pm, specifically designed for Upstate Primary Care Providers. Presenters offer a short clinical presentation with opportunities for questions and discussion. In addition, we review when and how to make the most efficient referral to improve patient care. These are not CME credit-bearing activities but are vital opportunities to connect with your Upstate colleagues and expand your knowledge as a patient care provider.

All sessions are recorded and posted online for later viewing [here](#).

Future presentations include:

- July 12: [Dermatology in the Primary Care Setting](#)
- October 11: [PSA Testing and Treatment Options](#)
- November 8: [Connect Care at the Nappi Wellness Institute for Primary Care Providers](#)
- December 13: [Advanced Treatment Options for Urinary Incontinence](#)

Please reach out to Darcy DiBiase at DiBiaseD@upstate.edu if you have any questions or suggestions for future education or engagement opportunities.

Exceptional Teacher Recipient for June 2023

By Dr. Lawrence Chin



Karan Philip, MD, PGY4 Resident in Neurology is the June 2023 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. Philip’s students:

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"Dr. Philip was an amazing teacher. He was always willing to explain something that I didn't understand as well as make sure I was prepared for the shelf. He also would give me a lesson on a neuro topic every day of my NAR week. Dr. Philip would make his lessons interactive, engaging me in the learning and helping me find ways to make the information stick. Overall, Dr. Philip was an exceptional teacher and a fantastic resident to work with."

"Dr. Philip took every opportunity available to teach us practical knowledge about neurology. When we had some free time in the consult room, he would write down the topics of the day on the whiteboard related to the patients we saw and start teaching us. Even in between seeing patients on the floor, when something came to his mind, he would write it down on a piece of paper and teach us while walking to the next patient. He also showed us multiple times how to read CT and MRI then he would test how well we read them. I really appreciated all of his teachings!"

Outstanding Physician Comments

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



Adult Hematology Oncology: Dr. Alina Basnet – concern for me is overwhelming. Couldn't find better care anywhere. Dr. Stephen Graziano and his team are concerned and care about your health. I trust them with my health care. Dr. Rahul Seth truly cares. Dr. Rahul Seth has always been blunt and honest (which I appreciate in a physician). He has always taken time to listen to my concerns and answer my questions. Dr. Rahul Seth has always been great with keeping me informed.

Boards: I was very pleased with Dr. Kristina Go. Wonderful!

Breast Care Center: Dr. Daniel Thomas was excellent from beginning to end. He took the time to explain the procedure, answered my questions, and then again answered all my questions during the post-op follow up. He is very personable, approachable, with a great bedside manner. He's an example for others to follow. Already made a recommendation for a family member to ask for Dr. Daniel Thomas. Dr. Daniel Thomas was excellent in explaining everything in terms we could understand. Dr. Daniel Thomas – excellent!

Breast Care at CC POB: Dr. Jayne Charlamb is knowledgeable and respectful. Dr. Jayne Charlamb is an excellent doctor – she was prepared for the visit, professional, and informative.

Community Campus – Virtual: Dr. Walter Hall was personable and listened to what I had to say, as well as making sure I understood everything.

ED at Community: Dr. Bradley Middleton provided exceptional care and showed genuine concern for my comfort/pain. Dr. Bradley Middleton was very knowledgeable and kept me well informed of what was going to happen. He showed genuine concern for my comfort and pain throughout treatment. I appreciated his bedside manner greatly.

ENT: Dr. Mark Arnold saved my daughter's life when he performed surgery. He is definitely a hero in my eyes!!

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Family Medicine: Dr. Edgardo Arrazola took the time to listen and explained in a manner that I could easily follow in regard to caring for my injury in which I was seen. I'm very pleased with his attentiveness. Dr. Kaushal Nanavati provided exceptional care as always without fail. Dr. Rupali Singla gives my husband and myself plenty of time for our visits. We never feel rushed along and we both feel that she listens carefully to our concerns.

Family Medicine at Community: I have treated with Dr. R Eugene Bailey for many years and he truly cares for my physical and mental well-being, more so than any other doctor I have treated with. He has a great sense of humor and I can always expect a laugh or two at my appointments. He always explains what I may not understand and informs me of treatment and testing I should have. Great doc in my opinion. Dr. R Eugene Bailey is the most kind-hearted person I have ever met. Dr. R Eugene Bailey – super knowledgeable, listens, takes care of not just the physical problem, but truly cares for the whole person. Dr. Paula Brooks was wonderful. Dr. Paula Brooks was so easy to talk to and I am glad that she is my doctor now. It's hard to find a doctor that takes the time to listen. It showed me that she truly cares about my health needs. Dr. Marc Iqbal was very kind and caring. Dr. Kyrsten Wallace is the best physician I have ever had. She truly listens and includes my thoughts and needs into the care plan for my conditions. Dr. Sana Zekri didn't act rushed or in a hurry, had a conversation with me.

GEM: I have undergone several surgeries with Dr. Timothy Damron over the past 10 months at Community General. I've been very pleased with this hospital. Everyone has always been extremely helpful.

GYNONC MI: Dr. W Douglas Bunn was wonderful. He was informative, gave his opinion where needed, was kind, and very friendly. My husband and I both felt we had received the best treatment possible and were very comfortable with the decisions we made as a result of that visit. Dr. W Douglas Bunn was very informative, put us at ease, and was very easy to communicate with. I would highly recommend Dr. Mary Cunningham and staff to anyone! I am convinced my life was saved by the wonderful care I received. Dr. Mary Cunningham instills confidence and offers comprehensive care and information. I think Dr. Mary Cunningham is absolutely brilliant. I feel I am most fortunate to be cared for by Dr. Mary Cunningham and her staff. I have, and will continue to, recommend them to anyone in need of their care. Dr. Mashaal Dhir was calling my husband during my hospital stay and updating him on my condition! Then, he was calling me at home after I was discharged. Dr. Mashaal Dhir and Dr. Mary Cunningham – excellent communicators, exceptional professionals, and skilled surgeons. Dr. Allison Roy – the best!

Joslin Center for Diabetes: Dr. Barbara Feuerstein is absolutely wonderful. She is very caring and very easy to get along with. Dr. Barbara Feuerstein – always has an actionable and agreed upon plan. Dr. Barbara Feuerstein is always full of energy and spends the time to discuss and review my medical needs. Dr. Barbara Feuerstein is excellent! I have recommended Dr. Barbara Feuerstein to other people. Dr. Rachel Hopkins – great! Loved Dr. Rachel Hopkins! I just love Dr. Rachel Hopkins and appreciate that she found time to see me. Dr. Roberto Izquierdo – very patient with me, always explains his concerns and tries to get me to do more about my diabetes and deals with my resistance reluctantly with patience. He always listens to my health concerns and if it's not his field will refer me to another doctor who can help. My visit with Dr. Roberto Izquierdo was thorough and nice. Thank you! Dr. Jason Sloane is outstanding, knowledgeable, understanding, and top of his field. Dr. Jason Sloane has an excellent attitude and overall concern for my needs. Dr. Jason Sloane started off our visit by saying he had done a lot of reading about me. That immediately impressed me and put my mind at ease that he was going to provide me with information about my osteoporosis. From Dr. Jason Sloane, I learned more about osteo than I have from any of the doctors I have seen. He discussed my bone

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density test results, other options available since Prolia is no longer working, reviewed my calcium intake and gave me suggestions on how to add more to my diet, plus exercise (yoga). I left the office feeling positive and wanting **Dr. Jason Sloane** to manage my osteo care. I have also since recommended him to two of my friends dealing with thyroid issues. **Dr. Jason Sloane** is a very kind, caring, and capable doctor. I feel very fortunate to be under his care. He takes the time to listen to any concerns I might have and explains everything fully. **Dr. Jason Sloane** impressed me because he is such a good doctor. **Dr. Jason Sloane** was amazing. He talked to me on my level insuring we understood everything he said. He explained all the risks and gave me three options and explained each and the risks and benefits of each. He helped us make an informative decision that would best benefit my health. **Dr. Jason Sloane** is truly a caring gentleman. I would truly recommend him to anyone I know. **Dr. Jason Sloane** is the best endocrinologist I have ever seen.

Joslin Pediatric Center: **Dr. David Hansen** is soooo nice!

Multidisciplinary Programs Can. Ctr: **Dr. Michael Archer** made my first visit and concerns about my issues very personal and gave me lots of information about my condition and in a manner that I was able to understand and was very compassionate. He made me feel comfortable and I left with a very good frame of mind. **Dr. Michael Archer** gave us plenty of time. He explained everything very well, showed us scans and discussed options for treatment. He was warm and understanding. I feel confident in choosing him for my care. I would recommend him to anyone in need of similar care. **Dr. Michael Archer** impressed me the most during my visit – excellent physician. He performed my surgery in 2020 and it went very well. I was treated with kindness and respect and my recovery was quick. **Dr. Kristin Kelly** – wonderful! **Dr. Gloria Morris** exceeds expectations! Excellent! **Dr. Jesse Ryan** always explains so well that I always have a clear understanding of my treatment and condition. I appreciate the opportunity to see him teach. **Dr. Jason Wallen** is a wonderful physician. He explains in detail what procedures can be done in words that anyone can understand. He tells of the pros and cons of those procedures. He is a great asset to Upstate. I am so thankful I was referred to him and to Upstate.

Nephrology Clinic: This was my first visit and I already love **Dr. William Elliot**! He was so kind and patient. He explained things in a way I could understand and was never in a hurry.

Orthopedic Surgery: **Dr. Richard Tallarico** is wonderful!

Pediatric After Hours at Community: **Dr. Mitchell McKinnon** listened to our concerns and included us in shared decision making regarding diagnostic testing. He also got us a popsicle.

Pediatric Cancer Center: We love **Dr. Kathryn Scott**. My daughter has to come here for blood treatments and that is why she sees **Dr. Kathryn Scott**. We absolutely love her. **Dr. Kathryn Scott** is just amazing! **Dr. Jody Sima** – level of knowledge and experience is beyond exceptional. **Dr. Jody Sima** was excellent in her interactions. She was able to pick up on his interests and have a conversation that he is still talking about.

Pediatric Gastroenterology: **Dr. Aamer Imdad** is the best, kind, compassionate, goes above and beyond, no other words to describe his greatness!

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Pediatric Multispecialty Clinic: Dr. Robert Hingre always explains what is going on with our child and always listens to what we have to say. I have the upmost respect for Dr. Zafer Soultan. He always explains everything to our understanding. He has been a patient of Dr. Zafer Soultan's for many years and he is a great doctor. We make the trip from Binghamton every 6 months because we are very pleased with his care.

Pulmonology Clinic: In addition to having a holistic approach, Dr. Mitra Ghasemi is very knowledgeable, up-to-date, kind, and warm. Dr. Markus Gutsche is always professional and courteous. He respects my opinions and I have a sense that I am being well cared for while under his care. Very happy with Dr. Dragos Manta. Dr. Dragos Manta was excellent!

Rheumatology Clinic: Dr. Hom Neupane is excellent. He always listens to my concerns, gives excellent advice and care. He always tells me if I need anything to call. Dr. Hom Neupane shows that he cares about your help and listens. Dr. Jianghong Yu is a very special MD – caring, explains things, remembers you & your issues! Dr. Jianghong Yu is an excellent clinician.

SUNY Upstate – Virtual: Dr. Gennady Bratslavsky is the best! I know he has many patients, but he always makes you feel that you are his only patient. He has the very rare qualities of competency, kindness, and compassion. There is no one I trust more with my health. He is more than a great doctor, he is a kind human being. Dr. Andrea Dvorak is absolutely amazing. Dr. Andrea Dvorak and her staff are hands down the best. Good luck, Dr. Leslie Kohman. Enjoy your retirement! I would recommend anyone to Dr. Jason Sloane.

Surgery – UH: Dr. Michael Archer – great manner, kind, knowledgeable. Dr. Michael Archer – very thorough, reviewed info from referring doctor, gave good info, very happy with appointment. Dr. Michael Costanza is an excellent doctor. He saved my life back in 2016. I used to work with him in the operating room. He is very professional and knowledgeable about his job. I can't say enough kind words to describe him. He is a very good doctor. Dr. Michael Costanza – caring and compassionate when it comes to my care.

Surgery – UH LL022: As I mentioned before, Dr. Kristina Go was exceptional! I am a Nurse Practitioner and was impressed with her professionalism, competence, compassion, and the treatment plan that we worked on together. I was very impressed with Dr. Kristina Go. She helped me resolve a medical issue that I have struggled with for 2 months and that two other doctors put off treating. I am very grateful to her. Dr. Moustafa Hassan was excellent and very caring. Appreciated his referral to Dr. Natasha Ginzburg. Dr. Moustafa Hassan – amazing!

Surgical Subspecialties at CC: Dr. Jeffrey Albright – wonderful provider. Dr. Lauren Rabach explained the procedure very straightforward and explained the problems with the procedure also. Dr. MacKenzie Trovato – very caring and understanding of my needs, as well as genuine well-being.

UHCC – Neurology: Dr. Nicole Brescia has been so great to us this entire year. She responds quickly via MyChart and the office was very easy to get a hold of. Dr. Antonio Culebras – very good with patients and is very nice. Dr. Anuradha Duleep was extremely helpful. I felt much better when I left just because she listened and gave me straight up answers after a very thorough exam. Dr. Anuradha Duleep – very attentive. Dr. Kimberly Laxton is the first neurologist I have seen in about 7 years that allows me to leave appointments not feeling traumatized. She makes you feel heard and

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provides ideas and recommendations for not just my MS by my symptoms from MS. She never shows or acts like she is in a rush to leave the room. She is a rare and one of the best doctors I've had in my life. **Dr. Luis Mejico** is extremely knowledgeable and very easy to understand diagnostic techniques. **Dr. Carlos Muniz** impressed me because he was concerned for me and very friendly. **Dr. Victoria Titoff** – very professional, nice, and knowledgeable as always! Thank you! **Dr. Eufrosina Young** – listened to me. Have no complaints about **Dr. Xiangping Zhou**.

University Cardiology: **Dr. Robert Carhart** – consistently world class for the last 10-20 years. I asked how **Dr. Hani Kozman's** schedule was running and was promptly told he was on time; shortly after, I was called into the exam room. Super! **Dr. Hani Kozman** – thoughtful, caring, service at every point of contact! **Dr. Saktipada Mookherjee** makes my health improve and tells me things that will improve it. **Dr. Daniel Villarreal** is an exceptional and I would say "brilliant" physician. His thoroughness, care, and genuine care for my health and well-being is always evident. He's a great teacher and listener. I feel I'm getting excellent care.

University Center for Vision Care: **Dr. Samuel Alpert** – outstanding despite what appears to be an ever-increasing workload. Keep up the good work! **Dr. Samuel Alpert** is a professional and good at his job. **Dr. Samuel Alpert** – friendly and professional. Love **Dr. Stephen Merriam!!** **Dr. Stephen Merriam** is great! He truly seems to care about my vision health and is easy to talk to. **Dr. Robert Swan** has been very caring and patient with me regarding my vision concerns. I feel like I am being taken care of very well. **Dr. Robert Swan** – kind, patient, and caring. **Dr. Robert Swan** is very friendly and always answers my questions and concerns. He is very professional. **Dr. Robert Swan** had a positive bedside manner plus full of information. **Dr. Robert Swan** was fantastic. **Dr. Robert Swan** was very informative.

University Geriatricians: **Dr. Andrea Berg** was very easy to talk with and she is very compassionate. **Dr. Andrea Berg** is excellent and has patience with any of your concerns or questions. Everyone in the practice has been extremely wonderful, especially **Dr. Andrea Berg**. **Dr. Vikrant Tambe** is a caring, knowledgeable, provider.

University Internists: **Dr. Tingyin Chee** – extremely caring. **Dr. Vincent Frechette** is always inviting and explained anything that may be a concern. Very encouraging in his approach. **Dr. Vincent Frechette's** empathy is unique and to be shared and cultivated. I never feel rushed by **Dr. Vincent Frechette**. **Dr. Vincent Frechette** is beyond an angel, he actually listens and tries to help find the cause not just cover the cure with a pill. I feel very blessed being under the care of **Dr. Vincent Frechette**. **Dr. Vincent Frechette** – always great! **Dr. Kaushik Govindaraju** is exceptional in understanding the problem and providing solutions. **Dr. Matthew Hess** was professional, pleasant, and thorough. **Dr. Matthew Hess** exceeded all my expectations. I felt comfortable talking to **Dr. Matthew Hess**. Would strongly recommend this care provider to others. **Dr. Danielle Kochen** is good at explaining conditions with medical illustrations. This provides better understanding towards my health. She also is willing to take the time to research into my past health records, tests, etc. to formulate a present direction of care. I appreciate this as being a relatively new patient of hers, and I feel like a team when I have questions towards improving my health. **Dr. Danielle Kochen** – a patient had trouble with getting to and into the clinic. She met the patient in the parking lot to help make sure the visit would happen. **Dr. Sarah Lappin** is extremely professional and knowledgeable. All of my questions were answered. She followed up with what she said she would. I respect her and feel that I am receiving the best care. **Dr. Sarah Lappin** is an asset to the practice and the best. She is compassionate and knowledgeable. I respect her. **Dr. Sarah Lappin** has always been very attentive to my concerns and takes action when needed. I feel fortunate to have her as my primary. I am very satisfied with my PCP, **Dr. Sarah Lappin**. **Dr. Sarah Lappin** – excellent! **Dr. Sarah Lappin** is always friendly,

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caring, and willing to listen to our concerns. We love **Dr. Jessica Mayer**. It is so obvious she truly cares for her patients and relates well with them. **Dr. Jessica Mayer** is genuinely concerns and very competent. Very pleased with **Dr. Catherine White** as my provider. **Dr. Catherine White** is awesome. She listens, is caring, and thorough. Very comfortable to talk to.

Upstate Brain & Spine Center: **Dr. Timothy Beutler** was very professional and friendly. **Dr. Timothy Beutler** discussed with me in detail and made it very clear. **Dr. Ali Hazama** took a lot of time with me to thoroughly explain my condition and my options. **Dr. Satish Krishnamurthy** is the BEST! **Dr. Zulma S Tovar-Spinoza** was kind, compassionate, patient and really took the time to present options, as well as ensure to offer support for any future treatment that he would need.

Upstate Pediatrics: **Dr. Ellen Schurman** – phenomenal! **Dr. Jaclyn Sisskind** is such a wonderful and caring doctor. She knows my boys and is very knowledgeable of their history and always goes above and beyond to help! **Dr. Jaclyn Sisskind** was amazing, very kind, making my son feel comfortable with her.

Vascular Surgery at Community: **Dr. Palma Shaw** was very thorough explaining the change in my numbers. **Dr. Scott Surowiec** was thorough and answered all my questions. We didn't feel rushed at all. **Dr. Scott Surowiec** has been fantastic from the start. I was even calm before the actual carotid procedure. Follow up visits have been thorough and he has taken the time to answer questions and review scans so I understand everything. I greatly appreciate everything he has done for me. I feel very comfortable having **Dr. Scott Surowiec** take care of me. His thoroughness and confidence are very reassuring. **Dr. Scott Surowiec** is truly a fine, caring, physician and is very knowledgeable and skilled in his care. Highest recommendation possible. **Dr. Scott Surowiec** is so professional, pleasing, and have satisfied my health concerns.

Wound Care Center: All through my treatment plan, **Dr. Monica Morgan** and her group were fantastic! Never discourteous, always answered my questions, just a joy to deal with.

4North at Community: **Dr. Dinesh Kumar** was very friendly and informative. **Dr. MacKenzie Trovato** – great bedside manner. Told it like it was but gently and with compassion. **Dr. Thomas Weidman** – friendly and caring.

06K: **Dr. Amar Suryadevara** was very kind, thorough in his explanation, even called me at home to see how I was. **Dr. Sana Zekri** was very kind, explained what he wanted me to do and the good side of the medication and the bad side. Even called my cardiologist to get his opinion. Made me feel he cared for me as a person. Tole him I wished he was my family.

05B: **Dr. Joseph Jacob** – professional and caring.

09E: **Dr. Grahame Gould** for all his professional help in helping me.

11E: **Dr. Eric MacMaster** was attentive to all concerns, kind, gentle, and affectionate with my baby, and did a great job explaining things in a way I could understand. **Dr. Eric MacMaster** was the best one out of all of the doctors we had

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seen, and had done a great job explaining things in a way I could understand. Also, he was very compassionate and kind towards my baby. **Dr. Kim Wallenstein** provided exceptional care! **Dr. Kim Wallenstein** – excellent!

12E: Dr. Matthew Egan was wonderful, very patient and explained everything that was happening and going to happen.

Best,
Amy



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30-Day Countdown – NYRx Transition Fill Period Ending

May 30, 2023

What Pharmacy Providers and Prescribers Need to Know

As of April 1, 2023, Medicaid members enrolled in mainstream Managed Care (MC) plans, Health and Recovery Plans (HARPs), and HIV-Special Needs (SNPs) began receiving their pharmacy benefits through NYRx, the Medicaid Pharmacy Program.

To ensure a smooth transition for members, NYRx instituted a transition fill period from 4/1/23-6/30/23. During the transition period, members were provided a one-time transition fill for up to a 30-day supply of a drug that would normally require prior authorization (PA) under the NYRx Preferred Drug Program (PDP). This allowed additional time for prescribers to review the [NYRx preferred drug list \(PDL\)](#) and seek prior authorization or change to a preferred drug. In most cases, preferred drugs do not require prior authorization.

The one-time transition fill does not mean that a PA will not be required for future fills. Beginning on July 1, 2023, all claims will be subject to NYRx pharmacy program criteria listed on the [NYRx PDL](#).

PAs issued by Medicaid Managed Care plans prior to April 1, 2023 (that are active/valid after April 1, 2023) will continue to be honored by NYRx. This includes clinical PAs that may also require PA under NYRx.

What Prescribers Need to Do

- Prescribers should review the [Preferred Drug List \(PDL\)](#) and prescribe preferred products. Preferred products generally do not require prior authorization when prescribed according to FDA labeling.

What Pharmacy Providers Need to Do

- Pharmacies should become familiar with the [PDL](#) and incorporate this information when discussing the need for PA with prescribers. In most cases switching to a preferred drug will eliminate the need for prior authorization.
- Pharmacies should refer to the [NYRx Top Edit Resource](#) for detailed information on claim edit denials and resources.

Resources

- [Preferred Drug List](#)
- [NYRx Education & Outreach Website](#)
- [NYRx Top Edit Resource](#)

Contact Information

The NYRx Education and Outreach Call Center is available at 833-967-7310 from 8:00 AM to 5:00 PM EST, Monday through Friday, excluding holidays.

For NYRx program-related questions and non-member-specific questions, email the NYRx Education and Outreach team at NYRxEO@magellanhealth.com.

The Education and Outreach team hosts virtual office hours every week for stakeholders to ask questions related to NYRx and care coordination. Visit the [NYRx Education & Outreach Website](#) for office hour drop-in zoom links.

Days	Audience
Monday and Wednesday 12:00 PM – 1:00 PM EST	Managed Care Plans
Tuesday and Thursday 12:00 PM – 1:00 PM EST	<ul style="list-style-type: none"> • Pharmacy Providers and Prescribers • Office of Mental Health • Office of Addiction Services and Supports (OASAS) • Office of Medicaid Inspector General (OMIG) • New York Blood Center • Foster Care • AIDS Institute and Stakeholders

Office hours are also available by appointment. For more information, email NYRxEO@magellanhealth.com.

CDI Tip of the Month – This or That? Outlining Effective Documentation

Clinical documentation translates to codified data, reflecting the severity of patient illness, quality of care, and supporting hospital inpatient admission.

Patient acuity and severity does not translate using when non-specific language. Language may also have unintended effects that could inaccurately reflect the quality of care provided to our patient populations.

When appropriate, use terms below and document known or presumed causes of all conditions to accurately reflect severity of illness and justification for inpatient admission.

Instead of this..	Use that! (<i>when applicable</i>)
Respiratory <i>Insufficiency/Distress</i>	Acute Respiratory Failure
Renal <i>Insufficiency</i>	Acute Kidney Failure or Injury
Troponinemia/Troponin Leak	NSTEMI, Type 2 MI, Myocardial injury
Transaminitis	Ischemic hepatitis, Shock Liver
Abnormal Coags/Elevated PT/INR	Coagulopathy due to
Urosepsis	Sepsis due to UTI
Sepsis <i>Syndrome</i> /Septicemia	Sepsis/Severe Sepsis due to
Uncontrolled Hypertension	Hypertensive Urgency, Emergency, or Crisis
‘Post Op’	‘Following surgery’
“Sharp” Debridement	Excisional Debridement
‘History of’	Chronic or Active diagnosis
‘Stable’	Fair, Guarded, Serious, Critical
Delirious/AMS	Acute, Chronic, Static Encephalopathy
‘vs’	Multifactorial
Low/Poor nutritional status	Undernutrition, Malnutrition
Deconditioned	Frail, Impaired mobility, Complete immobility
Covering for/Empiric treatment	Possible, Probable, Likely, Suspected
‘Appears’	‘Is’

CDI Tip of the Month

Effective Documentation: Type 2 Myocardial Infarction and Myocardial Injury

Historically, providers were taught that a Type 2 MI should be reported as an NSTEMI. This direction came from a now obsolete Coding Clinic, first published in 2017, and has led providers to consider the terms NSTEMI and Type 2 MI as interchangeable.

What's Out

The terms “Type 2 NSTEMI” and “troponinemia” are ineffective and should not be used.

What's In

Documenting Type 2 MI

- State: Type 2 MI
- Link: *symptom* causing concern & underlying etiology

Example:

Type 2 MI due to demand ischemia from rapid afib
Presents with anxiety/impending doom with troponin rise and fall

Documenting Myocardial Injury

- State: Myocardial Injury
- Link: underlying etiology

Examples:

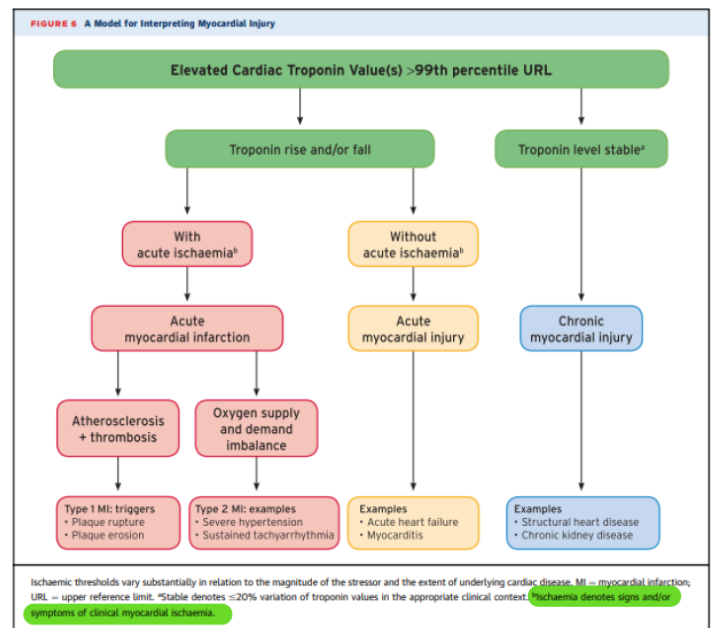
Chronic Myocardial Injury

Myocardial injury due to (eg: CKD, CAD, Heart Failure)

Acute Myocardial Injury

Myocardial injury due to (eg: COVID, Acute Heart Failure)

Reference: <https://www.jacc.org/doi/10.1016/j.jacc.2018.08.1038>



UPSTATE

MEDICAL UNIVERSITY

ALAN AND MARLENE NORTON
COLLEGE OF MEDICINE

EXCEPTIONAL MOMENTS IN TEACHING



Karan Philip, MD, a PGY4 resident in Neurology at Upstate Medical University, is the **June 2023** recipient of the **Exceptional Moments in Teaching Recognition**.

COMMENTS FROM DR. PHILIP'S STUDENTS:

"Dr. Philip was an amazing teacher. He was always willing to explain something that I didn't understand as well as make sure I was prepared for the shelf. He also would give me a lesson on a neuro topic every day of my NAR week. Dr. Philip would make his lessons interactive, engaging me in the learning and helping me find ways to make the information stick. Overall, Dr. Philip was an exceptional teacher and a fantastic resident to work with."

"Dr. Philip took every opportunity available to teach us practical knowledge about neurology. When we had some free time in the consult room, he would write down the topics of the day on the whiteboard related to the patients we saw and start teaching us. Even in between seeing patients on the floor, when something came to his mind, he would write it down on a piece of paper and teach us while walking to the next patient. He also showed us multiple times how to read CT and MRI then he would test how well we read them. I really appreciated all of his teachings!"

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.

UPSTATE

UNIVERSITY HOSPITAL

Ambulatory Services

How *We* *Care*

Upstate Nappi Wellness Institute

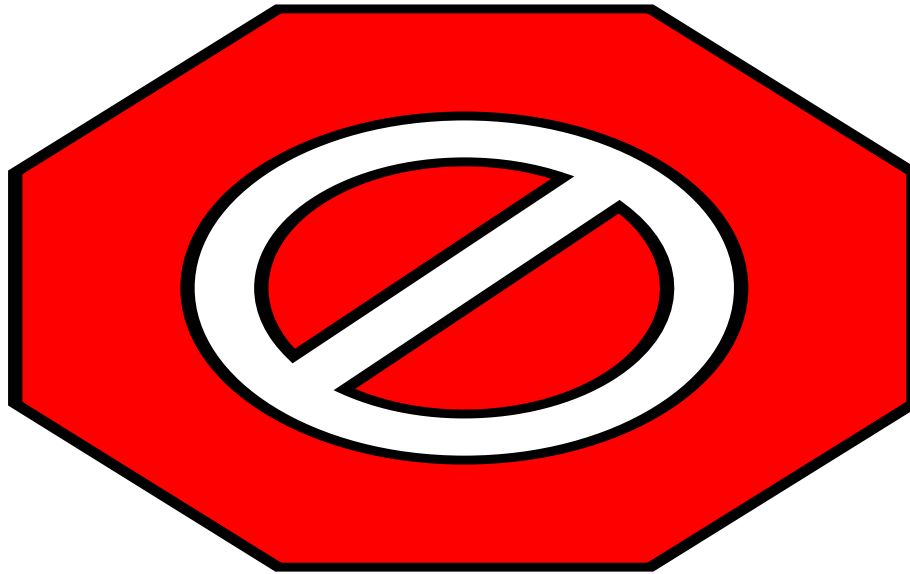
Created: 4/2023 Naquia Lacey

Course Introduction and Objectives

- *How We Care* goes beyond what we **do**, it's about **who we are**. It's about **how we treat** our patients, families, guests and each other in a way that makes everyone feel **welcomed, valued**, and that they ***Belong at Upstate.***
- The Culture of Ambulatory Services is in our hands...and language...and behaviors...and in *How We Care!*
- The information contained in this presentation is intended to identify the clinical services offered in the Nappi Wellness Institute and basic information about the population(s) served there, including:
 - Key Terminology
 - How to Help

“Empathy: The Human Connection” Video

Click here to watch “[Empathy: The Human Connection](#)” video before proceeding.



The link to this video is embed within the NWI How We Care Training Brightspace course.



A COMMITMENT TO DIVERSITY IS ESSENTIAL for Upstate Medical University to fulfill its mission



UPSTATE'S MISSION: To improve the health of the communities we serve through education, biomedical research, health care and service.



WE ARE UPSTATE: We embrace diversity and inclusion.



WE ARE UPSTATE

WE ARE UPSTATE: We drive innovation and discovery.



UPSTATE
UNIVERSITY HOSPITAL

UPSTATE
MEDICAL UNIVERSITY

OUR MISSION

To improve the health of the communities we serve through education, biomedical research, and patient care.



UPSTATE
MEDICAL UNIVERSITY

OUR VALUES

We drive innovation and discovery by empowering our university family to bring forth new ideas and to ensure quality.

We respect people by treating all with grace and dignity.

We serve our community by living our mission.

We value integrity by being open and honest to build trust and teamwork.

We embrace diversity and inclusion to state that all are welcome here.

The Building Blocks for Culture at Upstate

Upstate Medical University Strategic Plan



The image shows the cover of the Upstate Medical University Strategic Plan for 2023-2028. The title 'UPSTATE MEDICAL UNIVERSITY' is at the top, followed by 'THE STRATEGIC PLAN OF UPSTATE MEDICAL UNIVERSITY | 2023-2028'. Below this is the main theme 'EXCELLENCE & ACCESS' in large, bold letters. The central part of the page lists six strategic priorities, each with a number in a blue circle and a title in bold. The first three priorities are grouped under the heading 'EXCELLENCE' and the last three under 'ACCESS'. Each priority includes a brief description and a list of measures of progress. At the bottom, the mission and vision statements are provided, along with a list of values.

UPSTATE
MEDICAL UNIVERSITY

THE STRATEGIC PLAN OF UPSTATE MEDICAL UNIVERSITY | 2023-2028

EXCELLENCE & ACCESS

WE HAVE IDENTIFIED SIX STRATEGIC PRIORITIES AND THE MEASURES OF PROGRESS NEEDED TO ACHIEVE THEM.

EXCELLENCE

1 IMPROVE QUALITY AND ENHANCE PATIENT, STAFF AND LEARNER EXPERIENCE
Across missions, programs and services will be designed, promoted and evaluated according to accepted standards and agreed-to quality goals. Upstate will be known for its consistent excellence in patient care, education, research and employment.

MEASURES OF PROGRESS:

- Improve quality of care and patient safety ratings
- Retain and improve Upstate's reputation as a preferred place to work, receive care, learn and conduct research
- Improve wellness of faculty, staff and learners

2 ENHANCE INNOVATION
Foster a climate of innovation across the missions and establish mechanisms to allow innovative ideas to cascade upward from all levels of the institution.

MEASURES OF PROGRESS:

- Increase Hospital at Home services for appropriate patients
- Optimize time to successful completion of training and certification
- Increase research funding, clinical trials established, and patents filed and commercialized

3 IMPROVE EFFICIENCY, SUSTAINABILITY AND FISCAL RESPONSIBILITY
Continuously improve operational and administrative efficiencies, resulting in improved cost management and delivery of services, while reducing waste in all areas.

MEASURES OF PROGRESS:

- Improve timely discharge
- Increase revenue
- Increase percentage of total waste that is recycled or composted

ACCESS

4 INCREASE DIVERSITY, EQUITY, ACCESS AND INCLUSION
The student body and workforce reflect the community in terms of race/ethnicity, gender, sexuality, religion, disability, nationality and other dimensions of diversity.

MEASURES OF PROGRESS:

- Increase recruitment of URM faculty, staff and learners, particularly from the immediate community
- Increase retention and improve personal and professional success of URM faculty, staff and learners
- Increase minority and women business enterprise (MWBE) contracts

5 GROW PROGRAMS AND COMMUNITY PARTNERSHIPS
Grow programs in research, education and clinical care by continuous evaluation of market need and mission objectives.

MEASURES OF PROGRESS:

- Growth in clinical volume and in strategic clinical initiatives
- Increase enrollment in targeted and collaborative academic programs
- Increase contributions to the Upstate Foundation and Medical Alumni Foundation

6 OPTIMIZE TECHNOLOGY, FACILITIES AND SUPPORT SERVICES
Promote efficient use of core facilities and technology supporting research, teaching and clinical care.

MEASURES OF PROGRESS:

- Implementation of a new master facility plan
- Increase use of autonomous machines
- Optimization of telehealth services

MISSION To improve the health of the communities we serve through education, biomedical research and patient care.

VISION United in expertise, compassion and hope in the creation of a healthier world for all.

VALUES • We drive innovation & discovery • We respect people • We serve our community • We value integrity • We embrace diversity & inclusion

January 2023

Excellence and Access are the key goals of the institution

The Nappi Wellness Institute directly aligns with both of these goals

Office of Diversity, Equity & Inclusion (ODEI)

We **appreciate** and **value** the **diversity** of our patient populations we serve at Upstate.

We **recognize** OUR **diverse** and **inclusive** workforce **challenges** each of us to contribute within our collective workplace in creative and innovative new ways.

Embracing diversity and **supporting inclusivity** brings out the **best** in **everyone** as we work **together** to achieve our **mission** to provide excellent education, research, healthcare and outreach.



Key Terminology: DEI

Diversity: Recognition and appreciation of uniqueness of each individual person.

Equity: Constantly and consistently recognizing and redistributing power.

Inclusion: Thoughts, ideas, and perspectives of all individuals matter.

Belonging: An organization that engages full potential of the individual, where innovation thrives, and views, beliefs and values are integrated.

D.E.I. IN Action

DEI message:

- Create an environment of belonging for all patients and care team members.
- Treat all people with dignity and respect.
- Welcome new ideas, perspectives, talents and abilities.
- Embrace diversity of all patients and care team members including gender, ethnicity, race, national origin, age, religion, marital status, disability status, veteran status, sexual orientation.
- Bring out the best in everyone.
- When in doubt treat others the THEY want to be treated.



RESOURCES

DIVERSITY, EQUITY, AND INCLUSION

[Upstate Office of Diversity, Equity, and Inclusion](#)

[Upstate's Commitment to Diversity](#)

[Equal Opportunity and Non-Discrimination policy # UW E-01](#)

[The Upstate Code of Conduct policy # UW C-02](#)

[New York State Executive Law Article 15- Human Rights Law](#)



*“Let Your Passion and Your
Purpose Be the People You Serve”*

-Kaushal B. Nanavati, MD

Kaushal B. Nanavati, MD FAAFP, ABOM, ABIHM - Upstate Medical University - Assistant Dean of Wellness; Director, Integrative Medicine and Survivorship at Upstate Cancer Center; Assistant Professor, Family Medicine



Ambulatory Care Service Sites

INTRODUCING:
Nappi Wellness
Institute at Upstate
University Hospital



What is the Nappi Wellness Institute

- New, innovative, WELL certified outpatient services building
- Five floors, 200,000 sq. foot
- Medical Practices within Nappi:
 - Adult Medicine
 - Connect Care
 - Family Medicine
 - Geriatrics
 - Inclusive Health Services (IHS)
 - Integrative Behavioral Health
 - Joslin Diabetes Center, Endocrinology, and Osteoporosis: Adult & Pediatrics
 - Pathology
 - Radiology
 - Upstate Center for International Health
 - Upstate Pediatric and Adolescent Center (UPAC)
 - Upstate Outpatient Pharmacy
 - Upstate University Internists

Environment of Nappi Wellness Institute

Designed with the wellness of our patients, their families, and our providers and staff in mind.

Designed to prioritize and improve:

- Patient experience
- Providers' efficiency
- Everyone's wellness

Dedication to wellness:

- Design elements align with WELL Building Standards, developed by the International WELL Building Institute.

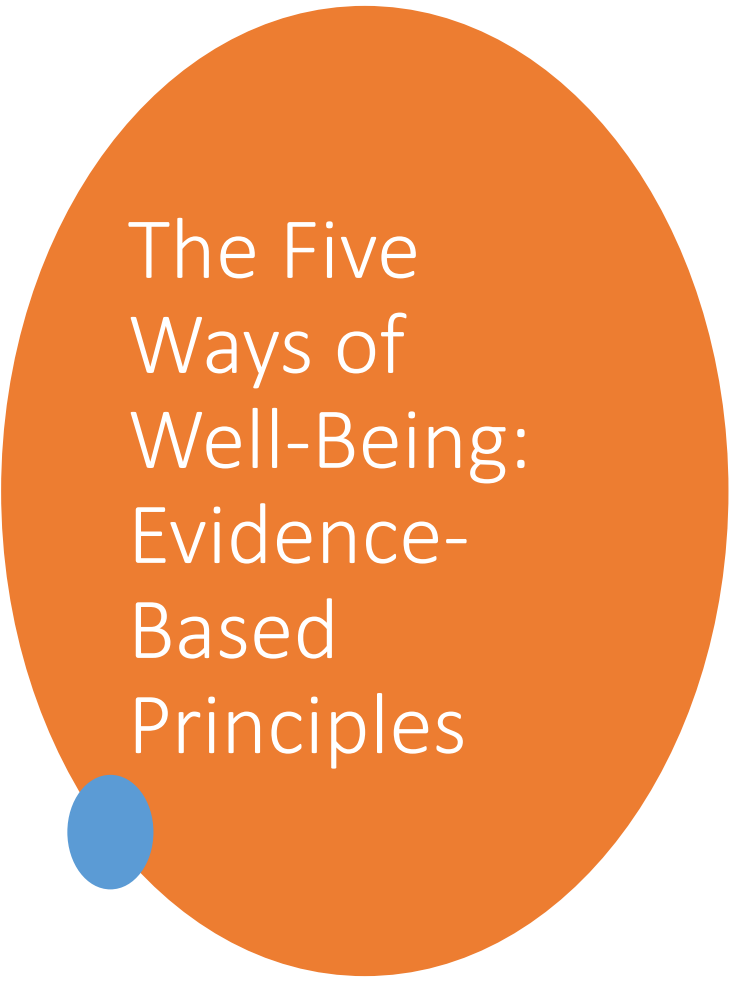
First WELL Certified building in CNY

Optimization of health and wellbeing in seven areas:
air, comfort, fitness, light, mind, nourishment and water.



Wellness and Well-Being

- **Wellness**: Think of this as what a system provides/offers to help optimize the user experience. Systemic wellness is the foundation for individual well-being.
- **Well-being**: Think of this as what people do for themselves to optimize their own health in multiple domains (financial, emotional, physical, spiritual, social, sexual, environmental, intellectual, occupational).
- **Well-being**: Broader concept than moment to moment happiness. It includes happiness and:
 - How satisfied people are with their lives
 - Autonomy (a sense of control over your life)
 - Purpose (having a sense of purpose in life)



The Five Ways of Well-Being: Evidence-Based Principles

Connect

- Strengthening relationships with others and feeling close to and valued by others, including at work, is critical to boosting well-being.

Be Active

- Being physically active, including at work, improves physical health and can improve mood and well-being and decrease stress, depression and anxiety.

Give

- Carrying out acts of kindness, whether small or large, can increase happiness, life satisfaction and general sense of wellbeing.

Take Notice

- Paying more attention to the present moment, to thoughts and feelings and to the world around, boosts our wellbeing.

Keep Learning

- Being curious and seeking out new experiences at work and in life more generally positively stimulates the brain.

The Diverse Communities We Serve



Belong at Upstate

CENTER FOR INTERNATIONAL HEALTH (CIH)

UPSTATE

NAPPI WELLNESS INSTITUTE

*Center for
International Health*

WHAT IS CENTER FOR INTERNATIONAL HEALTH (CIH)?

Provides Primary Care to
Refugee families (Adults &
Children)

Patient referrals come
through Community
Resettlement Agencies

Community involvement
through Catholic Charities,
Interfaith Works, and
RISE- Refugee Immigrant
Self-Empowerment

DID YOU KNOW?

IN 2022

New York State was #3 in the nation, after California and Texas, for resettling 1,775 refugees that came to America in 2022.

Onondaga County is #2 in the state, resettling 407 (almost 25%) of the refugees coming to New York State in 2022.

Local health care facilities that care for refugees:

- Upstate University Medical
- St. Joseph's Hospital
- SCHC
- Compassionate Family Medicine
- Liberty Resources

Most Refugees come from :

- Sudan
- Ukraine
- Guatemala
- Burma
- Afghanistan
- Syria
- Dem. Rep. Congo

KEY TERMINOLOGY:

Refugee population

Choice

Immigrant: is a person living in a country other than that of his or her birth.


International migrant: is someone who changes his or her country of usual residence, irrespective of the reason for migration or legal status.

No Choice

Asylum-seeker: An individual who is seeking international protection. "Seeking" because the claim has not yet been finally decided on by the country in which the claim is submitted.

Refugees: are people who have fled war, violence, conflict or persecution and have crossed an international border to find safety in another country.

Special Considerations for the Refugee Population



Language barriers

- Need for interpreter services

Low Health Literacy

- May experience difficulties navigating through health care system

Social and economic struggles

Cultural differences

Fled TRAUMA

1

Use language
line/interpreters

2

Understand your
“norm” may be
very different
from their
“norm”.

3

Pause to ensure
YOU understand
the patient’s
perception of the
medical encounter
and plan

4

Kindness,
patience, and
empathy can be
felt through our
mannerisms and
actions.

What Can WE Do To Help?

RESOURCES

Upstate University Hospital Interpreters

Video Remote Interpreting

Phone interpreters

In-person interpreters

Upstate Interpreter Line: **315-464-1454**
for 24/7 assistance

Click here for: [UH Interpreter Contact Information](#)

Click here to review: [Policy # I-07-](#) Interpreter Services for Patients with Limited-English Proficiency (LEP), Deaf/Hard of Hearing, or Speech Impairments

INCLUSIVE HEALTH SERVICES (IHS)



WHAT IS INCLUSIVE HEALTH SERVICES (IHS)?

Population served:

- Folks within the LGBTQ+ community
- People living with :
 - HIV/Aids
 - Hep C

Examples of care provided:

- HIV Care
- Hep C treatment
- Pre & Post Exposure Prophylaxis
- Primary Care
- Hormone Replacement Therapy.

Community involvement:

- Outreach and education to Upstate and the community regarding the populations served.



DID YOU KNOW?

Gender Expression Non-Discrimination Act

Covers discrimination based on gender identity or expression.

- Employment, housing, places of public accommodation (hospitals), and schools.

Prohibits unlawful discrimination on the grounds of gender identify or expression by a hospital and other identified locations.

- Denying equal access to services based on gender identity or expression.
- Refusing to refer to an individual by stated name and/or pronouns.
- Denying an individual access to rest rooms or other facilities that are consistent with the individual's gender identity or expression.
- Teasing, name-calling or bullying based on a person's gender identity or expression.
- Refusing to treat an individual because they have made a discrimination complaint.
- Complaints can be made to the Division of Human Rights (DHR).
- For more information, visit: <https://dhr.ny.gov/genda>.

KEY TERMINOLOGY- IHS

Gender Expression:

External appearance of one's gender identity, usually expressed through behavior, clothing, body characteristics or voice.

May or may not conform to socially defined behaviors and characteristics typically associated with being either masculine or feminine.

Gender Identity:

One's innermost concept of self as male, female, a blend of both or neither –

How individuals perceive themselves and what they call themselves. One's gender identity can be the same or different from their sex assigned at birth.

Outing:

Exposing someone's lesbian, gay, bisexual transgender or gender non-binary identity to others without their permission.

Outing someone can have serious repercussions on employment, economic stability, personal safety or religious or family situations.

U=U

Undetectable= untransmittable.

Patients cannot transmit the virus if they are undetectable.

90% of our HIV positive patients are suppressed, which surpassed NYS's goal

Sex Assigned at Birth:

The sex, male, female or intersex, that a doctor or midwife uses to describe a child at birth based on their external anatomy.

Sexual Orientation:

An inherent emotional, romantic or sexual attraction to other people. Note: an individual's sexual orientation is independent of their gender identity.

Queer:

A term people often use to express a spectrum of identities and orientations that are counter to the mainstream

This term was previously used as a slur and should only be used when someone explicitly states that they identify as queer.

KEY TERMINOLOGY- IHS (continued)

Asexual

- A person who has a complete or partial lack of sexual attraction or lack of interest in sexual activity with others.

Bisexual

- A person who is attracted to more than one sex, gender or gender identity though not necessarily simultaneously, in the same way or to the same degree.

Cisgender

- A person whose gender identity aligns with those typically associated with the sex assigned to them at birth.


Non-Binary:

- A person who does not identify exclusively as a man or a woman.
- Non-binary can also be used as an umbrella term encompassing identities such as agender, bigender, genderqueer or gender-fluid.

Transgender

- A person whose gender identity and/or expression is different from cultural expectations based on the sex they were assigned at birth. Being transgender does not imply any specific sexual orientation.

Special Considerations for Public Health Law, 27-F:



Protects confidentiality and privacy for persons that have been:

- Tested for HIV
- Exposed to HIV
- Diagnosed as living with HIV or HIV/Aids related or
- Treated for HIV

No person who obtains confidential HIV-related information may disclose or be compelled to disclose such information.

Requires a signed release from the protected individual or legal representative for disclosure of HIV-related information.

Requires all individuals 13 and older to be offered HIV testing at least once during routine care.

Familiarize self with Article 27-F before disclosing any HIV-related information. For more information, [Click Here: Article 27-F legislation](#)

1

Protect:

- Sensitive information for **ALL** patients/clients/guests.

2

Impact vs Intent:

- Acknowledge the offense, apologize, & **MOVE ON!!**

3

Be Inclusive.

- Be positive and non-judgmental.

4

Mirror Language:

- **ALWAYS** follow the lead of the patient.

5

Update forms and policies:

- Forms should reflect consistent, gender inclusive language.

6

Additional Education Opportunities:

- Contact Inclusive Health Services.

What Can WE Do To Help?

RESOURCES

Inclusive Health Services

[NYS Confidentiality Law & HIV: Public Health Law, Article 27-F](#)

[NYS Section 2782](#)

[NYS GENDA Law](#)

[TransStudent Educational Resources-Gender Pronouns](#)

[LGBTQIA Resource Center- Pronouns and Inclusive Language](#)

[Human Rights Campaign-Glossary of Terms](#)

[UCSF- General Definitions](#)

[Ten Strategies fo Creating Inclusive Healthcare Environments for LGBTQIA+ People \(2021\)](#)

[HIV Undetectable=Untransmittable \(U=U\), or Treatment as Prevention](#)



Joslin Diabetes

Affiliate at SUNY Upstate Medical University

Joslin Diabetes Center, Endocrinology, and
Osteoporosis

WHAT IS JOSLIN DIABETES CENTER?

Adult and Pediatric
Endocrinology practices:

- Cares for the patient from birth to end of life.

Provides multidisciplinary Endocrinology care for complex diagnoses:

- Diabetes
- Osteoporosis
- Transgender care
- Other endocrine

Community Involvement:

- School Nurse Teach Day
- Peds Off to College Education Event
- Peds Off to Work Education Event (launching Fall '23)
- Peds Channel on Joslin website with Education Videos
- Adult Education Videos and Heathlinks Podcasts on Joslin website.

DID YOU KNOW?



Joslin Diabetes Center Endocrinology and Osteoporosis is an affiliate to Joslin Diabetes Center in Boston, MA.

Provides educational services for Peds and Adult patients:

- RN Diabetes Care and Education Specialists (DCES)
- RD DCES
- Pharmacist DCES
- Endocrine RNs (injection teaches)

Provides support services:

- Peds and Adult Social Workers
- Child Life Specialist
- Peds and Adult Behavioral Health Providers

Provides access to multiple services for the convenience of our patients:

- Podiatry
- DEXA Imaging
- Ultrasounds and Fine Needle Aspirations of the thyroid
- Infusions, injections, and other endocrine testing

KEY TERMINOLOGY: People Living with Diabetes

Patients are NO LONGER
referred to as:

Diabetics



Patients are NOW referred to
as:


People living
with Diabetes

Non-compliant



Patients that
have difficulties
with adherence

Special Considerations for Patients Living with Diabetes:



Patients are NOT their
diagnosis; they are a
person FIRST!

Persons living with
Diabetes may be on
several life-saving devices
(i.e. Continuous insulin
infusion pump).

1

Aim

- Aim to meet the patients where they are currently at.

2

Know signs of hypoglycemia

- Irritability/Confusion
 - Shaking
 - Sweating
 - Nervousness or anxiety
 - Dizziness
 - Hunger

3

Use

- Use preferred names and pronouns to promote inclusivity.

What Can WE Do To Help?

Nappi Wellness Institute
Primary Medicine Clinics

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Adult Medicine

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Family Medicine

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NAPPI WELLNESS INSTITUTE

Internal Medicine

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Pediatrics

KEY TERMINOLOGY:

Caring for the Adult & Pediatric Patient

Residents

Multidisciplinary Team

Doctors in training

Our goal is to treat the whole patient by providing support from pharmacy, case managers, care managers, and social workers

Continuity of care

Scheduling patients with their Resident – leads to better patient care and optimal learning for the Resident.

PCMH Accreditation

Patient Centered Medical Home- (we have met certain quality driven criteria)

Primary Care Provider

Provider who is trained to comprehensively prevent, diagnose, and treat a broad array of illnesses; both chronic and acute.

WHAT ARE THE ADULT & INTERNAL MEDICINE CLINICS?

Primary Care
Services

Providing Care to
the Adult
Population

Most patients
reside in
Onondaga County

DID YOU KNOW?

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Adult Medicine

Adult Medicine Clinic is a **Resident** Based Clinic!
We have over **100 Residents** that rotate once
a week every month for 3 years in our clinic.

We are a
PCMH (Patient Centered Medical Home)
and **have obtained accreditation** for
the past several years!

Approx 60% of our patients are of
diverse backgrounds.

We provide a **multidisciplinary approach**
to care for our patients including a
Pharmacy Team, Care Managers, Social Workers
and Case Managers, Registered Dietitians and
Bridge Therapists.

Special Considerations for Adult Medicine patients:

We screen for SDOH (Social Determinants of Health)

- Many of our patients struggle with social, personal, economic and environmental factors which influence their health status.

Food insecurities

- We screen our patients for “food insecurities” and connect them with food resources both in our clinic and with the community to assist with meeting this basic need.

Transportation

- Many of our patients rely on public transportation to get to their appointments.

Medication management

- Many of our patients require one on one care from our pharmacy team to oversee their medications and provide education.

Diverse patient population

- Use of interpreter services is ideal as we do care for many Non-English-speaking patients.

DID YOU KNOW?

UPSTATE

NAPPI WELLNESS INSTITUTE

Internal Medicine


We are a **PCMH** (Patient Centered Medical Home) and **have obtained accreditation** for the past several years!

Internal Medicine does **outreach for patients** that have been seen in the Emergency Department and/ or have been admitted to hospital.

Our **doctors work** with the Residents in **Adult Medicine** and **rotations in Upstate University Hospital**.

We are **proponents of "Health Maintenance"** meaning we **encourage preventative treatment** (vaccines, cancer screening, yearly physicals, etc.).

Special Considerations for Internal Medicine patients:



Health Literacy

- We care for a wide range of patients – from various educational backgrounds.

Age of population

- Over half of the patients, we care for are over the age of 50.

New setting for long standing patients

- Many of our patients have been coming to Internal Medicine at 550 Harrison for many years, they may need additional guidance when coming to Nappi Wellness Center.

Technology Struggles

- Some patients may struggle with the changes that come with newer technology and the impact to their care.

WHAT IS FAMILY MEDICINE CLINIC?


Primary Care Services

Providing Care across
the spectrum of life
(birth to end of life).

Cares for a variety of
groups:

- Refugee
- LGBTQ+
- Geriatrics

Special Considerations for Geriatric Patients:



We are sensitive to those who may appear:

- Confused
- Lost
- Agitated
- Hard of hearing

May have difficulty with ambulation.

May have assistive devices such as walkers, canes, and wheelchairs.

WHAT IS UPSTATE PEDIATRIC & ADOLESCENT CENTER (UPAC)?

Primary Care Services

Providing care from birth
to 21 years old

Cares for a variety of
pediatric patients:

- Refugee/Immigrant
- LGBTQ+
- Children in foster care services

DID YOU KNOW?

UPSTATE

NAPPI WELLNESS INSTITUTE

Pediatrics

We have an in-office diaper bank
allowing us to supply free diapers to our
patients in need

We are a Reach out and Read site
All patients get a book at their well visit
through age 5

We offer **Integrated Behavioral
Health Services**

We provide specialty services
ENHANCE primary care for children in
foster care
Adolescent Medicine Consultation Clinic
serving 19 counties

Special Considerations for Pediatric Patients:

Patients and families may experience:

Diverse family structures

Low health literacy

Difficulty accessing care & resources

Language Barriers

Seeking care for stigmatized conditions

All Pediatric patients are:



Great Kids!!

1

Have patience
with
our patients!

2

Treat everyone
with common
courtesy
and **respect**.

3

Don't make
assumptions of
what the patient
knows or doesn't
know.

4

Uphold the
"**Patient's Bill of**
Rights".

5

If you see a patient
that appears to
need assistance,
please offer help.

What Can WE Do To Help?

RESOURCES

Primary Care Services

Medication Management and Assistance Program from our Upstate Outpatient Pharmacy Team

pharmacymapp@upstate.edu

Care Managers/Case Managers/Social Workers/Bridge Therapy/Registered Dietician on site for support

Click here to visit the: [UH Interpreter Services Website](#)

Key Points to Remember When Caring for Our Patients



Final Thoughts

'...people will forget what you said, people will forget what you did, but people will never forget how you made them feel.' ~ Maya Angelou

Thank YOU for how you provide care and care about our patients, families, guests, and each other!



NWI: How We Care



WATCH THIS VIDEO

entitled, "Empathy: The Human Connection". Scan the above QR code or follow this link:

[Empathy: The Human Connection to Patient Care](#)



For more information about the **patient populations served** through NWI, **SCAN HERE**

What We Can Do to Help

Thank YOU for how you provide care and care about our patients, families, guests, and each other!



Glucommander SubQ



Provider Education

Glucommander

Glytec is an insulin management software company for healthcare providers focused on improving the quality and cost of care.

Transitions hospitalized patients from a sliding-scale to basal-bolus insulin.

Results have included reductions in hypoglycemia, hyperglycemia, lengths of stay, readmissions, A1C levels and costs of care.

Glucommander Website

Glucommander and Order Set and workflow education is included in our [Glucommander website](#)

Once education is completed on the website, complete Attestation.

Required Education

Phase 2: Glucommander SQ

SUNY Provider & Pharmacy Education

Click to review the **SUNY Provider & Pharmacy Education** in PowerPoint and/or Video format below before completing your attestation form.

[SUNY PROVIDER & PHARMACY EDUCATION POWERPOINT](#)

[SUNY PROVIDER & PHARMACY EDUCATION POWERPOINT VIDEO](#)

Provider Attestation of Training Materials

After reviewing the **SUNY Provider & Pharmacy Education**, please complete the attestation using the button below.

[I HAVE COMPLETED THE TRAINING](#)

June 5th: Go-live

Glytec- onsite support (7a-11p / ~5 days)

Glucommander Core Team members will round

Superusers (physician champions, ANMs, trainers, PDL, and other designated trained staff)

Vocera – Glucommander Command Center assistance

Command Center- Downtown and Community