# **CMO REPORT**

FROM THE DESK OF

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



July 12, 2023

# Physician Well-Being Update: Dr. Tait Shanafelt Returns to Upstate!



Upstate University Hospital is delighted to welcome back Dr. Tait Shanafelt, Chief Wellness Officer at Stanford Medicine and Director of WellMD and WellPhD Center, to host a virtual Healthcare Transformation Grand Rounds presentation on Thursday, July 13, from noon  $-1:30~\rm pm$ .



Dr. Shanafelt is a luminary in the field of clinician well-being. He visited Upstate in 2019 prior to the pandemic to share his insights and will return to lead to a virtual fireside chat and interactive Q&A focusing on "Organizational Efforts to Cultivate Healthcare Professional Well-Being: Before and After the COVID-19 Pandemic."

Learning objectives include:

- Discuss the current state of professional satisfaction and burnout among physicians in the aftermath of the COVID-19 pandemic.
- Recognize the drivers of physician burnout.
- Recognize individual and organizational approaches to promote clinical well-being.

CME credits are being offered and advance registration is required: <a href="https://bit.ly/3P2EIHy">https://bit.ly/3P2EIHy</a>

Participants will have the opportunity to submit a question to Dr. Shanafelt at the time of registration, and also during the event. Once registered, participants will receive a confirmation email with a unique zoom link to use to access the event.

## **DNR / DNI Paper to EPIC**

By Sarah Vienne, LMSW and Sherri Adamo-Turner BSN, RN

Effective Monday, June 26, at 0700, DNR and DNI orders transitioned from the "White Paper" form into Epic order questions. Providers will be responsible for completing them when placing the orders. The questions contain all the same information that was previously on the paper form.

A summary of system changes are listed below:

Existing DNR/DNI orders will need to be discontinued and reordered (NOT Modified) so the order questions will pull
in.





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- The order questions will appear everywhere code status orders exist order sets and order panels will update automatically.
- Urgent orders placed by residents for patients with decision-making capacity will be sent to the attending for a cosignature.
- BPA will appear on Storyboard indicating the code status is active and needs cosign.
- An Attending must co-sign within 24 hours.
- If the order isn't cosigned before 20 hours, the patient will go on a patient list DNR/DNI Patients Cosign Needed for UH or CC.
- Deficiency will file after 24 hours for providers that have not cosigned within 24 hours.
- Order can be cosigned through Manage orders by any attending physician.
- The Order can also be accessed and cosigned from the In-Basket in Hyperspace or Haiku app.

For additional information, please reference policy <u>CM E-17</u>, the attached <u>Epic Tip sheets</u>, and <u>Inpatient Provider</u> <u>DNR/DNI orders training video</u>.

## **DEA Practitioner's Manual**

## By Beth Erwin

The DEA revised its Practitioner's Manual in 2023 to assist practitioners in understanding the Federal Controlled Substances Act, including the provisions requiring one time attestation of opioid training, and implementing its regulations as they pertain to your professions.

The manual is posted on their website and can be accessed at the following link: https://www.deadiversion.usdoj.gov/GDP/(DEA-DC-071)(EO-DEA226) Practitioner%27s Manual (final).pdf

## **Clinical Documentation Improvement (CDI) Tip for July 2023**

By the CDI Physician Advisory Group



Meet our Medical Directors! To all our incoming Residents, welcome to Upstate! Our CDI Program offers access to Medical Directors to aid in diagnosis and documentation related education. Drs. Albert, Harish, Gutsche, Osten, and Valentino are a wealth of knowledge and excellent resources available to you, along with any member of the CDI Team. Please visit the <a href="CDI website">CDI website</a> and review this month's tip sheet (attached) to meet your Advisors! For questions, please contact the CDI Hotline at 315-464-5455.



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## **Pharmacy Shortage and Backorder Updates**

By Peter Aiello and Joe Burczynski

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. Sometimes substitutions are not possible due to severe supply chain constraints or sole-source manufacturers no longer producing products at all. Please ensure communication with the Pharmacy Department regarding product substitutions recommendations.

DRUG	DESCRIPTION	POSSIBLE PRODUCT SUBSTITUTIONS AVAILABLE
Lidocaine with epinephrine	Continues to be on national backorder, small sporadic shipments of various strengths/vial sizes have become available from time-to-time; however, the hospital could run out of supply at any moment.	Lidocaine without epinephrine, bupivacaine with epinephrine
	Please check with the inpatient pharmacy to determine which strength/formulations are available at the time.	
Ketamine injection	Continues to be very difficult to obtain due to a national backorder. The hospital could run out of supply at any time.	Opioids, benzodiazepines, barbiturates
	The inpatient pharmacy currently has a very small supply of multiple strengths available.	
Atropine eye drops	Backordered, unable to obtain, very low quantities across both campus pharmacies	For secretion control, can substitute glycopyrrolate oral solution as an alternative
Lidocaine patches	Backordered, currently unable to obtain additional stock. Both campus pharmacies do have ample supplies as	Lidocaine gel



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	of this writing; however, may be difficult to obtain in the community setting	•
Amoxicillin suspension	Backordered, currently have ample supplies for inpatient use, may be difficult to obtain in the community setting	Chewable tablets, alternative penicillin/cephalosporin

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.

## **Welcome New Clinicians!**

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

### **ANESTHESIOLOGY**

Maricela Soberanes, CRNA

### **EMERGENCY MEDICINE**

Joseph Heath, DO Bernard Holtman, DO Matthew Kolbeck, MD Conor Young, MD

#### **FAMILY MEDICINE**

Aimee Hillman, NP Akifa Nazim, MBBS

#### **MEDICINE**

Basel Abuzuaiter, MD Katharine Freeborn, NP Justin Martinez, DO Joshua Sweet, MD Sumrah Syed, DO Srikanth Yandrapalli, MD

#### **OB/GYN**

Carly Hornis, MD

### **OTOLARYNGOLOGY**

Nima Vahidi, MD

### **PEDIATRICS**

Denise Hiser Ruddick, NP Holly Stacey, MD

### **PHYSICAL MEDICINE & REHAB**

Beate Davis, PhD

## **PSYCHIATRY**

Colin Dauria, MD Rebecca Migenes, LCSW Sutanaya Pal, MD

#### **RADIOLOGY**

Jonathan Gromis, MD Kathleen Jacobs, MD Adam Rulnick, MD Robert Watson, MD

#### **SURGERY**

Timothy Freund, PA Marek Polomsky, MD





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## **Outstanding Physician Comments**

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



**Boarders: Dr. Moustafa Hassan** – excellent bedside manner, very professional, knew exactly what the surgery entailed.

Breast Care Center: Dr. Jeffrey Zorn and Dr. Mashaal Dhir – excellent!

Dental Service: Dr. Steven Stacey was amazing!! He made me very comfortable and was extremely helpful.

**Family Medicine: Dr. Rahila Iftikhar** is the best! Great listener and kind manner. **Dr. Rahila Iftikhar** was wonderful. Very professional, yet friendly, and a very good listener. **Dr. Rupali Singla** – very good.

**Family Medicine at Community: Dr. R Eugene Bailey** because he's a caring doctor. **Dr. Sana Zekri** consistently delivers good care with solid communication skills, balanced decision making and compassion. **Dr. Sana Zekri** – extremely caring and knowledgeable.

GYNONC MI: Dr. W Douglas Bunn - thank you for your caring. Would definitely recommend Dr. Mary Cunningham and her staff.

Joslin Center for Diabetes: I would give Dr. Barbara Feuerstein all 10s if it was offered! As a 60 year old women I have had many doctors, none of which compare to Dr. Barbara Feuerstein. I find her to be the most caring empathetic doctor I have ever had the privilege to come in contact with. I trust her completely and feel that she goes above and beyond to listen and deliver the best care possible. FIVE STAR!!!! Dr. Roberto Izquierdo is a very caring and patient doctor who does not rush you out on the appointment. Dr. Vishwanath Pattan is an excellent endocrinologist who listened very carefully to me about my health issues and concerns. He answered all my questions in a clear and understandable manner. Dr. Jason Sloane – he is kind, caring, and always wants to help me. That's why when he transferred from Slocum D, I followed him. I live in Utica. I have friends who I recommended they see Dr. Jason Sloane. They have transferred also. Joslin has added an excellent physician to its staff!! I had gotten good references about Dr. Jason Sloane. He was very good. Dr. Jason Sloane - great! Dr. Jason Sloane – excellent in every way. Dr. Jason Sloane is patient and considerate. He shows genuine concern and is very thorough. Dr. Jason Sloane – very caring about his patient. Dr. Ruth Weinstock is always very professional and thorough. She listens and offers advice as needed. Dr. Ruth Weinstock is an excellent doctor and I trust her judgement and recommendations. Dr. Ruth Weinstock is the best there is in helping and explaining my diabetes and what can be done to help control same. She talked to me about upgrades to the pump I am presently using.

Multidisciplinary Programs Cancer Center: Dr. Kristina Go and NP answered my questions and concerns. I'm very happy with the doctor and the staff. Dr. Jesse Ryan along with the oncologist and radiologist who all came into the office and spoke with me as a team. I was able to ask questions all at once. It was a comfort as well as excellent time management on everyone's part.

Nephrology Clinic: Dr. Syed Bukhari explains everything in great, understandable detail. He listens to and responds to all my questions in terms I can understand AND provides the most complete and comprehensive summaries of our visits which is GREATLY appreciated. I arrived 15 minutes early for my appointment and was in an examination room in 5 minutes. I was told Dr. Syed Bukhari would be delayed about 10 minutes, but he was there in 5 minutes and still before my scheduled appointment time!

Pediatric Gastroenterology: Dr. Prateek Wali was great as always.

Pulmonology Clinic: Dr. Dragos Manta has always listened and made me feel a part of my care plan.





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Rheumatology Clinic: Dr. Hom Neupane always spends an adequate amount of time with me for appointments. I feel like we always have a plan when I leave and never feel like I was rushed through an appointment. Dr. Jianghong Yu is always helpful. Dr. Jianghong Yu – kind, careful, and knowledgeable.

SUNY Upstate - Virtual: Dr. Jihad Ben Gabr took her time to answer any and all of my questions. I did not feel rushed at all.

Surgical Subspecialties at CC: It was evident that **Dr. Timothy Shope** took the time to review my case prior to me coming in for my first visit. I appreciated the fact that he reviewed my previous tests and charges before speaking with me. He was compassionate, listened, and most important – explained everything that he found. I have already referred him to a friend. **Dr. Timothy Shope** was clinical in his knowledge and also had personality. **Dr. Timothy Shope** – excellent!

UHCC – Neurology: Dr. Anuradha Duleep was the person who impressed me for being very caring and being able to explain the issue in an easy way. I would recommend Dr. Anuradha Duleep to family and friends. Dr. Anuradha Duleep is always very kind and understanding. I feel like she truly listens to me and is concerned about my health. First time seeing a specialist and felt at ease with Dr. Kimberly Laxton as my doctor. Very thorough. I have always felt comfortable with Dr. Kimberly Laxton. She explained and referred to the necessary physical therapy appointments I needed going forward. Dr. Luis Mejico was very attentive and thoughtful, gave clear explanations, and listened to concerns. Also, good follow up. Dr. Eufrosina Young was fantastic! Her knowledge and care are amazing!

**University Cardiology: Dr. Robert Carhart** – great! **Dr. Robert Carhart** – caring. **Dr. Hani Kozman** and all of his staff are very professional! They take the time to listen to my wife and my concerns and treat us very well. We are very pleased. Thank you!

University Center for Vision Care: Dr. Robert Fechtner was wonderful! Dr. Preethi Ganapathy is a very caring and knowledgeable person. Dr. Katharine Liegel is an excellent provider and I enjoy coming in for my visits. Dr. Robert Swan never rushed or seemed anxious about getting on to next patient. He took time to examine and explain everything. Really grateful for him taking time to see me. Every provider needs to be like Dr. Robert Swan. I just can't say enough good things about him. Dr. Robert Swan is an exceptional communicator and his listening skills exceed any doctor I have ever met and as a result he explains in more depth and clarity than other doctor I have ever met. This gentleman is a world class trophy you need to keep forever. Dr. Robert Swan is an extremely exceptional caring doctor with exceptional listening and explaining skills that people understand. Dr. Robert Swan provides excellent care!

University Geriatricians: Dr. Andrea Berg is kind, caring and compassionate. Dr. Andrea Berg is great.

**University Internists: Dr. Vincent Frechette** was very helpful and explained everything he was planning to do. **Dr. Vincent Frechette** – true caring professional. **Dr. Vincent Frechette** – personal interest, expertise.

**University Pediatric & Adolescent Center: Dr. Steven Blatt** has always been very thorough and sensitive to our concerns and questions. He is an excellent doctor and thorough gentleman. We are lucky to have him as our daughter's physician.

Upstate Brain and Spine Center: Dr. Harish Babu is amazing. Anyone who works with, for, or even knows Dr. Harish Babu is lucky.

Upstate Pediatrics: Dr. Tobey Kresel – amazing attitude and love how she's very patient with newborns.

3West at Community: Dr. MacKenzie Trovato was great.

4North at Community: Dr. Mackenzie Trovato was absolutely wonderful!





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**05A:** Cannot say enough about **Dr. Mashaal Dhir!** He not only visited every day to check in on me but sometimes twice! **Dr. Monica Caroline Silva dos Santos** listened to me and held my hand when I was upset. **Dr. Richard Tallarico** – attentive to my needs, care, and concerns. **Dr. Thomas Vandermeer** – immediate response after testing, daily visits, and explanations. **Dr. Crystal Whitney** – professional, kind, caring, and very skilled.

**05B: Dr. Harvir Singh Gambhir** from the first time we met in ER to daily visits. Great that he left his card so we could easily remember who he was and how to reach him if needed. Great doctor and person. **Dr. Joseph Valentino** checked daily and was encouraging and helpful explaining things.

6<sup>th</sup>Floor at Community: Dr. Timothy Damron – excellent, wasted no time in getting me the help and care I needed.

06K: Dr. Hayas Haseer Koya was wonderful, saw him every day.

**08E: Dr. Suman Swarnkar** provided exceptional emotional support for me and my husband and daughter.

**08F: Dr. Jason Wallen** – amazing!

10E: Dr. Thomas Vandermeer was able to pinpoint what was wrong with me after months of no answers.

Best, Amy



# Inpatient/ED Providers

# Adult Electronic DNR/DNI Orders



## **EPIC SYSTEM UPDATE**

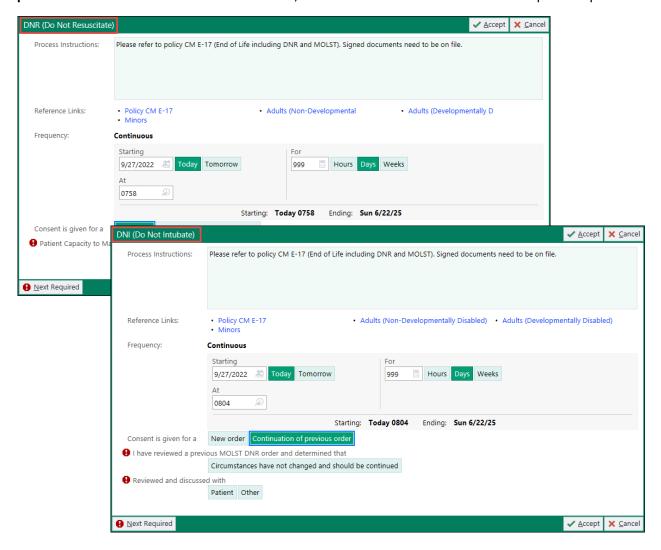
## **Overview of Feature / Changes**

**Effective June 26, 2023: DNR and DNI** orders have transitioned **from the White Paper form into Epic** for the ordering provider to complete. The patient's age will determine the required documentation needed within the orders. The implementation of the DNR/DNI orders in Epic is in accordance with the **End of Life, Including DNR and MOLST CM E-17** policy.

Important: When completed by a Resident, these orders will need to be co-signed by an Attending Provider within 24 hours of being signed.

### **DNR/DNI Orders**

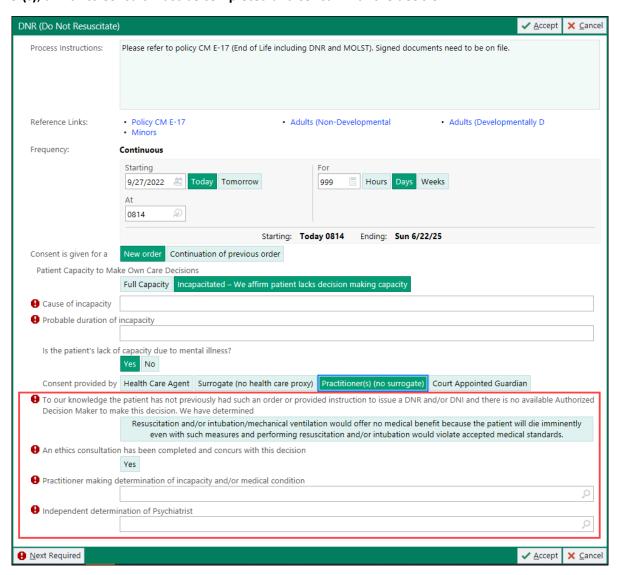
Adult DNR/DNI orders start with the determination if consent has been given for a **New Order** or **Continuation of previous order**. Based on the selections made, the order will continue to cascade to capture required information.



Adult Electronic DNR/DNI Orders Upstate System Update Bulletin TCOE Created: 09.26.2022 SEH\*JJ AC Approved: 04.08.2023 PF

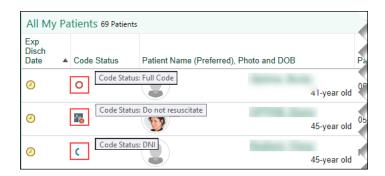
TCOE Revised: 06.26.2023 SEH\*JJ

Note: If the patient is incapacitated and the lack of capacity is due to mental illness, and the consent was given by the Practitioner(s), an Ethics Consult must be completed and concur with the decision.



## Patient List Icon

The Code Status will also be listed within the Code Status Patient List column to easily review.





## CDI Tip of the Month – Meet our CDI Medical Directors!



**Dr. Housam Hegazy**Director Hospital Administration
UM/CDI Medical Director



**Dr. Abha Harish**Physician Advisor
Adult Medicine



**Dr. Emily Albert**Physician Advisor
Adult Medicine



**Dr. Andrew Osten**Physician Advisor
Pediatrics/Pediatric Critical Care



**Dr. Markus Gutsche**Physician Advisor
Adult Medical Critical Care Services



**Dr. Joe Valentino**Physician Advisor
Surgery & Surgical Critical Care Services

July 2024

e-mail: <a href="mailto:cdi@upstate.edu">cdi@upstate.edu</a>
phone: 315-247-6920

## Inpatient Provider

## **DNR/DNI Patient List**



## **EPIC SYSTEM UPDATE**

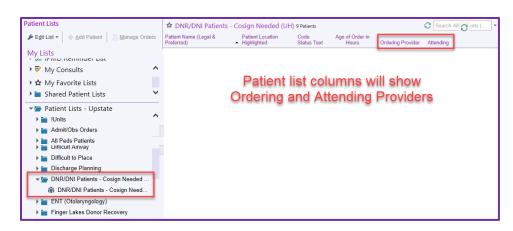
## **Overview of Feature / Changes**

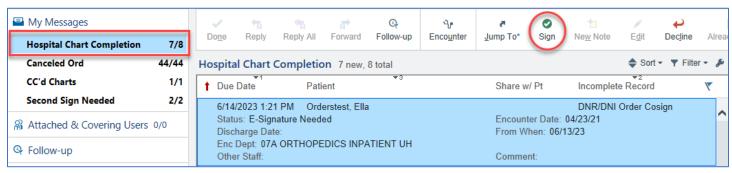
**Effective June 26, 2023:** There are 2 new patient systems lists. A patient is included on the **DNR/DNI Patients – Cosign Needed UH or CC** patient list if it has been greater than or equal to 20 hours since the order was placed by a Resident and has not been cosigned.

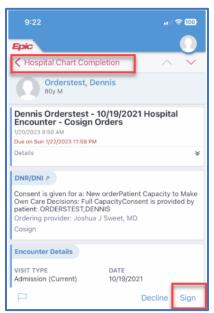
## **Updated Content**

Patient list columns will show Ordering and Attending Providers.

As a reminder, orders can be cosigned from InBasket or Haiku Hospital Chart Completion folders.







DNR DNI Order Patient List Upstate System Update Bulletin

TCOE Revised: 06.26.2023 JMJ\*AM

# Inpatient/ED Nurses

# Electronic DNR/DNI Orders



## **EPIC SYSTEM UPDATE**

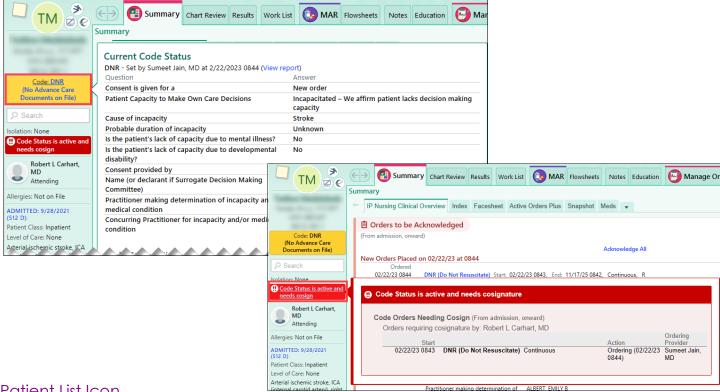
## **Overview of Feature / Changes**

Effective June 26, 2023: DNR and DNI orders have transitioned from the White Paper form into Epic for the ordering provider to complete. Once signed, the orders are considered active for the patient. The implementation of the DNR/DNI orders into Epic is in accordance with the End of Life, Including DNR and MOLST CM E-17 policy.

Important: The DNR/DNI orders will need to be co-signed by an Attending Provider within 24 hours of being signed by the Resident.

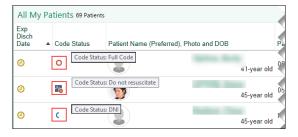
## **DNR/DNI Orders**

Once the DNR/DNI orders have been placed, the patient's Storyboard will update with the **Code Status** and a **BPA indicating the orders needs to be Cosigned**, if applicable. Hover over each section to see additional details.



## <u>Patient List Icon</u>

The Code Status will also be listed within the Code Status Patient List column to easily review.



Electronic DNR/DNI Orders Upstate System Update Bulletin

TCOE Created: 02.22.2023 SEH\*JJ AC Approved: 04.08.2023 PF

TCOE Revised: 06.26.2023 SEH\*JJ

# Virtual Healthcare Transformation Grand Rounds

## Organizational Efforts to Cultivate Healthcare Professional Well-Being: Before and After the COVID-19 Pandemic

VIRTUAL FIRESIDE CHAT AND INTERACTIVE Q&A

# Thursday, July 13, Noon - 1:30 pm.



# WITH Tait Shanafelt, MD

Chief Wellness Officer, Stanford Medicine Director of WellMD and WellPhD Center

## About the Speaker

Dr. Tait Shanafelt is an international thought leader and researcher in the field of physician well-being and its implications for quality of care. His pioneering studies are credited with helping to launch this area and he has published over 300 manuscripts on this topic, including in JAMA and the Annals of Internal Medicine. He has been a keynote speaker for AMA, ACGME, AAMC, and ABIM. His studies have been cited in CNN, USA Today, TIME Magazine, U.S. News, and the New York Times. In 2018, he was named by TIME as one of the 50 most influential people in healthcare.

### INTENDED AUDIENCE: ALL PROFESSIONS AND SPECIALTIES

### **LEARNING OBJECTIVES:**

Discuss the current state of professional satisfaction and burnout among physicians in the aftermath of the COVID-19 pandemic. Recognize the drivers of physician burnout.

Recognize individual and organizational approaches to promote clinician well-being.

**PLANNERS:** None of the planners have relevant financial relationships with ineligible companies. Dr. Shanafelt received royalties from Mayo Clinic as co-inventor of the Well-Being Index and Mayo Leadership Index.

**SPEAKER:** The speaker does not have financial relationships with ineligible companies.

**ACCREDITATION:** SUNY Upstate Medical University is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.

**CREDIT DESIGNATION:** SUNY Upstate Medical University designates this live activity for a maximum of 1.5 *AMA PRA Category 1 Credits*  $^{TM}$ . Physicians should claim only the credit commensurate with the extent of their participation in the activity.



**CME CREDITS AVAILABLE** 





# Inpatient/ED Providers

# Pediatric Electronic DNR/DNI Orders



## **EPIC SYSTEM UPDATE**

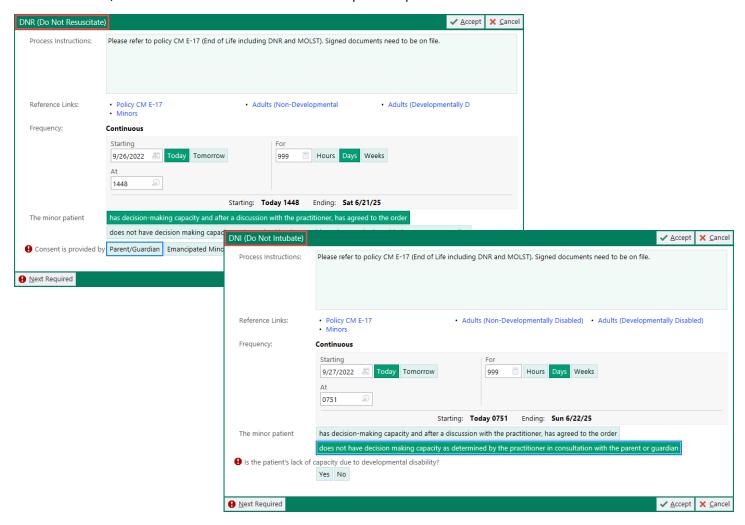
## **Overview of Feature / Changes**

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Important: When completed by a Resident, these orders will need to be co-signed by an Attending Provider within 24 hours of being signed.

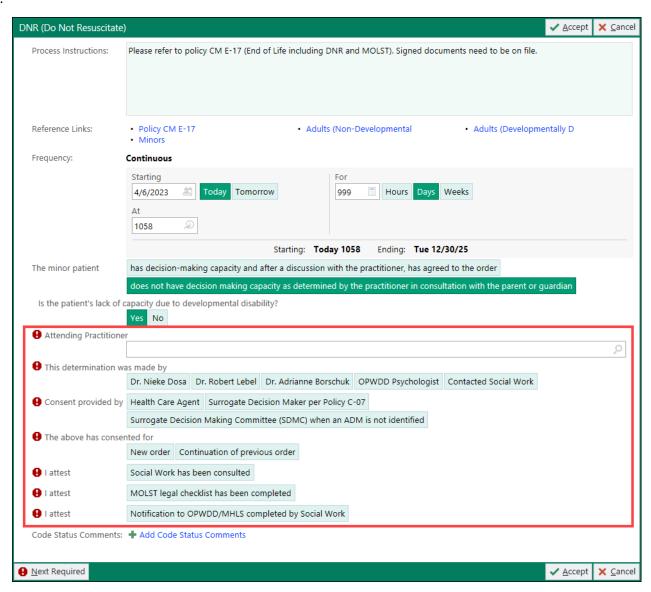
## **DNR/DNI Orders**

Pediatric DNR/DNI orders start with the determination of **Decision-Making Capacity** and **Consent.** Based on the selections made, the order will continue to cascade to capture required information.



TCOE Revised: 06.26.2023 SEH\*JJ

**Note:** If the patient **does not have decision making capacity** and the patient's lack of capacity is **due to developmental issues**, documentation of the determination needs to be completed by a designated individual from Psychology or Social Work.



## Patient List Icon

The Code Status will also be listed within the Code Status Patient List column to easily review.

