

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

August 22, 2023

Coffee with the CMO

All Upstate physicians, APPs, and clinical staff are invited to join me for “Coffee with the CMO” at 7:30 am on the following dates:

- Friday, September 29: Nappi Wellness Institute (NWI 2153)
- Tuesday, October 24: Cancer Center Conference Room (C1076 A/B/C)
- Tuesday, November 28: Community Hospital Classroom A & B (CC0256)

The format is Q&A. Coffee and breakfast snacks will be provided.

Mark your calendar and email Darcy DiBiase, Primary Care Liaison, at DiBiaseD@upstate.edu to reserve your spot!



Celebration of Life in Memory of Dr. Bradley Middleton

By Dr. William Paolo



The Upstate community is invited to attend a Celebration of Life in memory of Dr. Bradley Middleton, Emergency Medicine Resident, on **Sunday, September 10, 2023**.

The event will be held at the **Marriott Syracuse Downtown** located at 100 East Onondaga Street, Syracuse, NY 13202 from **3 pm – 7 pm**. A receiving line will run from 3 pm – 4 pm and speeches will begin at approximately 4:30 pm. Brad’s family welcomes everyone. No RSVP is required.

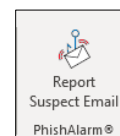
EMAIL Safety Reminder

By the IMT Cybersecurity Team

The phishing attempts seem to be coming to Upstate at a rapid pace and our security software blocks most of them. At this time, our IMT Cybersecurity Team would like to remind you to be very vigilant when reading email and visiting websites.

If you do click a link and are requested to enter your Upstate credentials, please give some thought as to the legitimacy of the site you are on. It is extremely rare that you would ever need to enter your Upstate username and password after clicking a link/button within an email message.

Always remember that the use of the Phish Alarm button is there to report suspect email.



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Change to High Dose Heparin Infusion Protocol

By Christopher Miller, PharmD., BCPS

Issue: There has been a change in heparin anti-Xa level upper limit reporting. This requires a modification to the high dose heparin infusion order set and nursing dose calculator.

Summary of change: Heparin anti-Xa levels previously reported out to a level of 1.4. As such, the existing order set and nursing dose calculator provided dose modification instructions that differed if the level was between 1.0 and 1.4 versus >1.4. Now that levels are only reported up to 1.1, the dose modification instructions have been consolidated so that all levels >1.1 are treated the same. There will no longer be different dose modification instructions if the level is between 1.2 to 1.4 versus greater than 1.4.

This change does not affect the low dose heparin protocol since that protocol uses a level of 1.0 as the highest level for dose modifications.

Screen shots of how the new orders will read are shown below:

High Dose Anti-Xa 0.71-0.80 Instructions (cont.): Next anti-Xa unfractionated heparin level 6 hrs after dose adjustment
High Dose Anti-Xa 0.81-0.99 Maintenance Dose Adjustment (units/hr): -150
High Dose Anti-Xa 0.81-0.99 Bolus Dose (units/kg): 0
High Dose Anti-Xa 0.81-0.99 Additional Instructions: Decrease by 3 mL/hr (150 units/hr)
High Dose Anti-Xa 0.81-0.99 Instructions (cont.): Next anti-Xa unfractionated heparin level 6 hrs after dose adjustment
High Dose Anti-Xa 1.0-1.1 Maintenance Dose Adjustment (units/hr): -200
High Dose Anti-Xa 1.0-1.1 Bolus Dose (units/kg): 0
High Dose Anti-Xa 1.0-1.1 Additional Instructions: Stop infusion for 1 hour (Comment: then decrease by 4 mL/hr (200 units/hr))
High Dose Anti-Xa 1.0-1.1 Instructions (cont.): Next anti-Xa unfractionated heparin level 6 hrs after dose adjustment
High Dose Anti-Xa >1.1 Maintenance Dose Adjustment (units/hr): -300
High Dose Anti-Xa >1.1 Bolus Dose (units/kg): 0
High Dose Anti-Xa >1.1 Additional Instructions: Stop infusion for at least 2 hours and notify HO. Obtain Heparin AntiXa level every 2 hours until level is less than 0.70
High Dose Anti-Xa >1.1 Instructions (cont.): Resume infusion after decreasing the dose by 6 mL/hr (300 units/hr)

heparin in NaCl 0.45 % HIGH DOSE WITH BOLUS infusion 50 units/mL ☐ Dose: 700-3,000 Units/hr : 14-60 mL/hr : Intravenous : Continuous

Additional Instructions:
High Dose Anti-Xa 0.81-0.99 Next anti-Xa unfractionated heparin level 6
Instructions (cont.): hrs after dose adjustment
High Dose Anti-Xa 1.0-1.1 -200
Maintenance Dose
Adjustment (units/hr):
High Dose Anti-Xa 1.0-1.1 0
Bolus Dose (units/kg):
High Dose Anti-Xa 1.0-1.1 Stop infusion for 1 hour (Comment: then
Additional Instructions: decrease by 4 mL/hr (200 units/hr))
High Dose Anti-Xa 1.0-1.1 Next anti-Xa unfractionated heparin level 6
Instructions (cont.): hrs after dose adjustment
High Dose Anti-Xa >1.1 -300
Maintenance Dose
Adjustment (units/hr):
High Dose Anti-Xa >1.1 Bolus 0
Dose (units/kg):
High Dose Anti-Xa >1.1 Stop infusion for at least 2 hours and notify
Additional Instructions: HO. Obtain Heparin AntiXa level every 2
hours until level is less than 0.70
High Dose Anti-Xa >1.1 Resume infusion after decreasing the dose by
Instructions (cont.): 6 mL/hr (300 units/hr)

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Clinical Documentation Improvement (CDI) Tip for August 2023

By the CDI Physician Advisory Group



Respiratory Failure – Identification and treatment of respiratory failure is rooted in medical decision making. There is no minimum oxygen requirement or method of oxygen delivery for respiratory failure. Support for the condition is based on provider documentation. Please see this month's CDI Tip (attached) for examples! For questions, please contact the CDI Hotline at 315-464-5455.

Welcome New Clinicians!

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

ANESTHESIOLOGY

Justin Gurses, DO
Gabriel Makenzie, NP
Murui Ren, MD
Taylor Underriner, MD

DENTAL SURGERY

Danny Kang, DDS

EMERGENCY MEDICINE

Marcus Kolber, MD
Guillermo Negrete Arriaga, MD
Melissa Plis, NP
Erin Underriner, MD

FAMILY MEDICINE

Reza Hosseini, MD

MEDICINE

Ryan Butzko, DO
Jorge Davidenko, MD
Phillip Gary, MD
Wynn Htun, MD
Radhika Mehta, MD

MEDICINE (cont.)

Alyson Prunier, NP
Rachel Sperber, PA
Justin Wintman, DO

NEUROLOGY

Aravind Reddy, MD
Nicole Wedzina, NP
Kara Woodard, NP

OB/GYN

Marissa Hakes, LM

ORTHOPEDICS

Nicholas Cronin, DPM

OTOLARYNGOLOGY

Alexandra Quimby, MD

PATHOLOGY

Li Chen, MD, PHD

PEDIATRICS

Danielle Daniels, MD
Ahmed Eltayeb, MBBS

PEDIATRICS (cont.)

Colleen Feeney, MD
Jenny Taylor, MD

PSYCHIATRY

Sarah Bartnicki, MSW
Brooke Donatone, LCSW, PHD
Ardena Garner, LMSW
Dara Yastrzemski, NP

RADIATION ONCOLOGY

Jared Deck, MD

RADIOLOGY

Nicholas Dickson, DO
Terence Hamel, MD
Kristin Hostetter, NP
Anunita Khasgiwala, MD

SURGERY

Sophia Avery, PA
Searles Quinn, PA

UROLOGY

Elizabeth Berrick, MD

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Outstanding Physician Comments

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



Adult Hematology Oncology: **Dr. Alina Basnet** – her encouragement, positive attitude, and personal connection are exemplary. **Dr. Alina Basnet** has been and continues to be an excellent doctor and person to me. I am in excellent hands with her.

Boards: **Dr. Matthew Sullivan** did an excellent job with the surgery. He quickly addressed my allergy to nickel and requested special hardware for my elbow and listened to and addressed my concerns. **Dr. Richard Tallarico** is an EXCELLENT communicator and I felt entirely safe in his hands.

Breast Care at CC POB: **Dr. Jayne Charlamb** was exceptional! She explained the need for genetic testing and MRI for my risks. **Dr. Jayne Charlamb** was so caring and attentive to my needs.

Dermatology Clinic: **Dr. Ramsay-Sami Farah** explained to me exactly why I had Porokeratosis on my legs and he found it on the back of my upper arms. He suggested adding a nicotinamide supplement to add to my treatment along with the Fluorouracil I have used for years.

ED: **Dr. Derek Cooney** was a very kind and caring physician. His calm and friendly demeanor was reassuring after such a long and unpleasant wait.

Family Medicine: **Dr. Rupali Singla** – very helpful.

Family Medicine at Community: **Dr. Bushra Atta ur Rehman** is wonderful. **Dr. Bushra Atta ur Rehman** has been the best doctor I've ever had. I started seeing her when she was in residency and I'm THRILLED that she stayed on as a permanent part of the practice. I have never experienced a doctor who truly listens and never rushes through visits as she does. **Dr. Paula Brooks** – very engaged and knowledgeable with regard to my situation. Very patient.

Gamma Knife: **Dr. Walter Hall** is very patient oriented, considerate, and kind. **Dr. Satish Krishnamurthy** and everyone that was there were absolutely amazing. **Dr. Michael Mix** is bright and reassuring. I cannot adequately express my gratitude for the deep, kind, and compassionate care I received from **Dr. Michael Mix** and **Dr. Walter Hall** during this extremely stressful procedure. Everyone was amazing. **Dr. Michael Mix** and **Dr. Grahame Gould** – the best! **Dr. Harish Babu** and **Dr. Seung Shin Hahn** were very nice and explained the steps in the process of treatment.

GYNONC MI: **Dr. W Douglas Bunn** – excellent in taking care of me. **Dr. Mary Cunningham** always kept my family on top of my treatments. Very kind women. I really feel that I wouldn't be here if it wasn't for **Dr. Mary Cunningham**. I have recommended **Dr. Mary Cunningham** to many of my friends, which three of them have gone to see her. **Dr. Mary Cunningham** – very professional, she saved my life from 23 years ago with my treatment of uterine cancer. She is a great doctor. I would recommend her to anyone.

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Heart and Vascular Center: Dr. Jamal Ahmed – performed excellent and procedure went very well and no complications noted. Dr. Michael Costanza is top notch. His explanations were extremely informative. I have dealt with Dr. Michael Costanza and his team a few times and each time has been good. They are always professional and willing to help. Dr. Kiran Devaraj – we talked on the phone and he explained very well what he's going to do. That was the first time meeting him. I was impressed by his care and didn't ever feel anything at all during the procedure. Dr. Anthony Feghali – great!! Dr. Michael Fischi – very personable. Dr. Michael Fischi explained every step of the cath procedure. Dr. Michael Fischi – great! Dr. Michael Fischi – wonderful! Dr. Michael Fischi – incredible individual who went to great lengths explaining the procedure. Dr. Timothy Ford – caring, explains everything, he is the best! Dr. Andrew Weinberg was very caring!

Inclusive Health Services: First physical visit with Dr. Angana Mahapatra. She was wonderful! Dr. Courtney Myers is an excellent therapist, has very delicate treatment and with a lot of caring. She has special charisma to encourage and lift up.

Joslin Center for Diabetes: I have been a patient of Dr. Barbara Feuerstein for over 20 years and have recommended her to so many people. She is the best doctor you have. Dr. Barbara Feuerstein – she's always been my favorite provider. She listens and is attentive. Dr. Barbara Feuerstein always listens and I appreciate her so much. Dr. Barbara Feuerstein always is kind and takes time to listen to my concerns. I'm so thankful for her. Everyone was kind and supportive as well. I was particularly impressed by Dr. Roberto Izquierdo because of the understanding and care he showed for my child. Dr. Jason Sloane was informed when he walked into the door, his nurse was amazing. Followed Dr. Jason Sloane from New Hartford because he is a caring and knowledgeable doctor. Dr. Jason Sloane is such an approachable, caring, great, listening doctor. This practice was highly recommended but now it is a step above due to his presence. As I stated previously, Dr. Jason Sloane is the best physician I've had in 50 years. Very knowledgeable and caring. Have to travel from Utica to see him. MDs like him are few and far between today! Dr. Jason Sloane is the best doctor. Excellent!

Joslin Pediatric Center: Dr. Angela Mojica Sanabria is a great doctor and I am glad to have her take care of both of my daughters.

Multidisciplinary Programs Cancer Center: Dr. Kristin Kelly – personable and knew how to communicate with us. Dr. Kristin Kelly – helpful and confidence booster. We were surprised at the time Dr. Kristin Kelly gave to us. Have never had such a positive experience. We left with confidence. Dr. Thomas VanderMeer – very trusting care.

Nephrology Clinic: Dr. Syed Bukhari is an excellent care physician. Very detailed and cares!

Neurology CC: Dr. Victoria Titoff was just as concerned as I am about my problems and hopes to get this figured out soon.

Pediatric Gastroenterology: Dr. Marcus Rivera is amazing. My son looks forward to seeing him at every appointment. He says Dr. Marcus Rivera is awesome and wishes every doctor was nice and caring like him. At his appointment last week, he said he wishes Dr. Marcus Rivera could be his doctor for everything. Dr. Prateek Wali is excellent! Dr. Prateek Wali is the best! We love Dr. Prateek Wali!

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Peds Neph, Rheum, Integrative Med: Dr. Heather Wasik is the absolute best! Dr. Heather Wasik – outstanding!

Regional Perinatal Center: Dr. Robert Silverman was great! He seems genuine and caring but gives it to you straight and I like that. I was very scared when I was first told my ultrasound results but he came in the room and I felt much better and more at ease that I was in good hands. Really like Dr. Robert Silverman. He is to the point and down to earth. He made me feel very comfortable in a stressful situation hearing about abnormalities on my OB sono.

SUNY Upstate – Virtual: Dr. Kristina Go is very caring and I was lucky to be in her care.

Surgical Subspecialties at CC: Dr. MacKenzie Trovato is an impressive MD.

Surgery – UH LL022: Dr. Moustafa Hassan is the best. Operation was very successful!

UHCC – Neurology: I appreciate Dr. Deborah Bradshaw very much. She was very concerned about discussing my condition with me in terms I could understand. I'm always impressed by Dr. Deborah Bradshaw. Dr. Anuradha Duleep was great in explaining things and answering all my questions as well as addressing my concerns. Dr. Kimberly Laxton is incredible. She is very caring and thorough. I never feel rushed. She answers all my questions and never makes me feel unimportant. Very kind and friendly. I never feel dismissed about even the smallest concern I have. She is my favorite specialist I see. Dr. Jenny Meyer has been very helpful with explanations about his care and offering solutions. Dr. Dragos Mihaila is always attentive and helpful when we meet. Dr. Dragos Mihaila was very friendly and caring about my concerns.

University Center for Vision Care: Dr. Samuel Alpert is outstanding. He is technically competent and communicates very well to the patient. Dr. Preethi Ganapathy – great! Dr. Preethi Ganapathy is a concerned, caring, professional. Dr. Preethi Ganapathy always seems to genuinely care about my condition. I saw Dr. Katharine Liegel many times. Usually had an appointment every week for my newborn twins. I have never had a more positive experience with a doctor and I work in the healthcare field for a living. She answered every question I asked and made sure I understood. Very patient and empathetic and even asked how I was doing as she was examining my babies. Watching while your baby is screaming is very difficult but Dr. Katharine Liegel made sure to educate me on what to expect before it was done, during and after. I felt very comfortable with her taking care of my babies and would recommend her to anyone I know. Dr. Stephen Merriam always goes above and beyond to administer excellent eye care treatment.

University Geriatricians: Dr. Andrea Berg was great. She listened and spent a lot of time with me. Dr. Andrea Berg was very kind and responsive to our needs with great follow through after the appointment. Dr. Dona Varghese was very nice and concerned about my concerns. I felt much better after my appointment. Dr. Dona Varghese is exceptional in her empathy, kindness, and understanding. Dr. Dona Varghese connects with the caregiver and the patient and she explains everything clearly and with patience. She is kind and understanding and we are confident our loved one is in the best hands with her care.

University Internists: Dr. Vincent Frechette – brilliant and beyond caring every single time. Dr. Vincent Frechette – excellent, very caring, takes the time to explain and is genuinely concerned. Excellent visit each and every time. I

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wouldn't want to ever see anyone else. **Dr. Vincent Frechette** is the most caring and genuine physician I've ever had! **Dr. Catherine White** is extremely knowledgeable and very caring and respectful of all my questions!

University Pediatric & Adolescent Center: **Dr. Jessica Mayer** is a great doctor. Very understanding and helpful. **Dr. Jessica Mayer** is awesome! **Dr. Jessica Mayer** – great! Thanks to all the staff for their kind concern and support especially **Dr. Jenica O'Malley**.

Upstate Brain & Spine Center: **Dr. Harish Babu** is a very personable man and helps a person feel at ease.

Upstate Pediatrics: We love **Dr. Travis Hobart**. He is always so caring.

Vascular Surgery at Community: **Dr. Ankur Chawla** seems quite knowledgeable and I would recommend him and use him again.

2East at Community: We especially appreciated **Dr. Kenneth Rhee's** ability to form a relationship with us that we felt comfortable, safe, and like family.

4North at Community: I hold your hospital in my highest regard, with the 4North staff, and **Dr. MacKenzie Trovato** and her team at the very top. **Dr. MacKenzie Trovato** and her team, the entire staff on 4North, every single person I encountered was impressive! **Dr. MacKenzie Trovato** and the surgical team was really fabulous. I feel so very grateful for the care they provided me. From my first encounter, through surgery, and post-op they provided me with realistic and honest expectations and listened to me patiently and answered all of my concerns expertly. Just awesome!

4West at Community: **Dr. Parth Desai** – great! **Dr. Adaora Udekwu** – wonderful, outstanding, compassionate.

05A: **Dr. Moustafa Hassan's** care team was extremely helpful in my operation and care. **Dr. Crystal Whitney** – kind, compassionate, and wonderful doctor.

06B: **Dr. Crystal Whitney** and **Dr. Roseanna Guzman-Curtis** are both excellent surgeons who took excellent care of me. They also resolved my problem when another hospital could not.

6thFloor at Community: Enjoyed some repartee with **Dr. Lucien Catania** who made the time before surgery less painful. **Dr. Robert Sherman** is very confident, competent, and compassionate when needed. Even though I saw him the day of the surgery and one other time pre-discharge, I was comfortable because of his ortho staff that came in his stead. **Dr. Robert Sherman's** visit was especially helpful. **Dr. Robert Sherman** came twice and explained a number of things that I did not understand in a very good way. **Dr. MacKenzie Trovato** is pretty amazing!

06K: **Dr. Richard Beers** did a great job making me feel comfortable with anesthesia process.

07A: **Dr. William Lavelle** and his team of doctors were excellent.

08E: **Dr. Emil Azer** did rockstar job, walking within hours, incredible job!

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08F: Dr. Debanik Chaudhuri is outstanding! Dr. Debanik Chaudhuri is an excellent teacher for his rookie doctor team. Very good bedside manner. Make sure he stays.

08G: Dr. Kristin Kelly, Dr. Thomas Vandermeer, and Dr. Joseph Valentine were wonderful as were their residents and PAs. Dr. Jason Wallen and Dr. Michael Archer and their staff of doctors and interns were very informative and considerate of our concerns.

09G: Dr. Timothy Beutler and support staff were always checking up on me and helping me to progress each day.

10E: Dr. Teresa Gentile - best physician at Upstate! I felt like her family member when she was with me.

11E: Dr. Nisha Patel was amazing in caring for my child.

12E: Dr. John Andrade was very diligent. He informed us of the risks of certain treatment options in very easy to understand terms.

Best,
Amy



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Clinical Documentation Improvement Tip of the Month – Respiratory Failure

Acute Respiratory Failure must always include documentation by a provider of the underlying cause, with symptoms and treatment to support. Please include subjective and/or objective clinical assessments used to formulate the diagnosis in your diagnostic statement.

Acute respiratory failure may be present in the absence of hypercapnia or hypoxia when there is a CNS or mechanical mechanism of failure. Acute respiratory failure may also be present with various forms of treatment – nasal cannula, high flow nasal cannula, CPAP, BiPap, or invasive mechanical ventilation.

Hypoxic Respiratory Failure

OBJECTIVE	pO ₂ < 60 mmHg on room air, or SpO ₂ < 91% on room air, or P/F ratio (pO ₂ /FIO ₂) < 300 on oxygen, or Baseline pO ₂ decrease by > 10.
SUBJECTIVE	cyanosis, dusky appearance, respiratory distress, airway occlusion, apnea, respiratory arrest, shortness of breath, dyspnea, stridor, tripoding, inability to speak in complete sentences

Hypercapnic Respiratory Failure

OBJECTIVE	pH < 7.35, pCO ₂ > 50, serum bicarb > 30 in absence of other metabolic cause
SUBJECTIVE	Somnolence, hyper or hypoventilation, anxiety, encephalopathy, low GCS, asterixis, myoclonus, seizure, papilledema, superficial venous dilation

Documentation Examples

Patient presented from OSH intubated for acute hypoxic respiratory failure – intubated and sedated, maintain on vent

- *Acute hypoxic respiratory failure secondary to airway obstruction – respiratory distress, tachypnea, and stridor present prior to intubation. No desaturations noted, reported perioral cyanosis indicates presumed hypoxia from upper airway obstruction. Maintaining oxygen saturations > 92% on 30% FiO₂.*

Intubated for airway protection secondary to CNS compromise from alcohol intoxication - must make the distinction if this is for prevention or due to acute failure and the patient has lost the ability to maintain their airway

- *Acute respiratory failure secondary acute toxic encephalopathy causing CNS depression – patient with persistent hypoventilation, periods of apnea, snoring respirations. Intubated for airway protection because the patient lost the ability to maintain their airway GCS 6. No hypoxia noted. Possible component of hypercapnia, will check ABG.*

Patient intubated during RRT, transferred to ICU for respiratory failure and vent management

- *Acute hypercapnic respiratory failure secondary to presumed opiate overdose – patient initially with GCS of 9, and lost their airway, no hypoxia. Asterixis present, minimal response to sternal rub prior to intubation. Per nursing, patient was agitated, encephalopathic prior to becoming obtunded. Serum bicarb 47 with no identifiable metabolic cause. No ABG prior to intubation, ordered.*

CDI Tip of the Month – The Medical Record as a Quality Communication Tool

The medical record serves as a tool, communicating diagnoses, treatment, outcomes, and barriers to care to various providers and services within the organization.

Each note in the record plays an important role in communication and progression of care for our patients.

Documentation in each of these note types should be addressed individually.

History & Physical	Guides patient care, work up, and treatment <ul style="list-style-type: none">• Document all confirmed & suspected conditions at the time of admission• Link conditions to known or suspected sources• Document patient's Goals of Care and Health Care Proxy
Progress Notes	Shows progression of treatment and care, medical decision making <ul style="list-style-type: none">• Document diagnoses for lab abnormalities and link known or suspected sources• Update documentation for each condition daily (improving, worsening, unchanged, etc.)• Document new findings, nursing reported findings, change in events• Document known or presumed health and social barriers to discharge
Discharge Summary	Provides summary of hospital conditions & care <ul style="list-style-type: none">• Document all conditions confirmed or that remain suspected at time of discharge• Note health & social barriers to community-based providers and services

Documentation is the way hospital providers reflect the severity of patient illness & care given. It also helps ensure our patients receive consistent, high-quality care, prioritizing patient outcomes in the hospital and community.