

# MEDSTAFF NEWSLETTER

## UPSTATE UNIVERSITY HOSPITAL

2013 Elections for Members-At-Large ended on October 18, 2013. The successfully elected candidates will begin their terms on the Medical Executive Committee (MEC) as your elected representatives on January 1, 2014, and will remain on the MEC through December 31, 2016.

Those representatives are:

Dr. Howard Weinstein, Dr. Zulma Tovar-Spinoza, Dr. Leslie Kohman

Please reach out and congratulate them if you see them around the hospital!

The committee wishes to thank all of those who offered their time and talents as Members-At-Large for the coming term.

The 2013 DNV Healthcare survey is over. DNV Healthcare accredits hospitals using their NIAHO (National Integrated Accreditation for Healthcare Organizations) standards, reviewing whether hospitals comply with the Conditions of Participation (CoP) as a prerequisite for reimbursement of Medicare-qualified services. Hospitals that do not meet the COPs are not reimbursed for care provided to Medicare patients. The NIAHO standards merge the CoP with ISO 9001 Standards for quality management in service industries, including healthcare. For those who might not have been here, four surveyors from DNV visited us earlier in October to check our compliance with these standards. Preliminary reports indicate all 2012 non-conformities were closed. These reports also list fewer than a dozen NC2 (non-conformities requiring a plan of correction, to be surveyed for correction in 2014), and less than a handful of NC1 (non-conformities requiring a corrective action plan and shortened time period for addressing and correcting the concern). The issues related to Medical Staff standards included:

1. A need to have data on file for NP, PA, CNM, CRNA, Psychologist, Chiropractor and other credentialed health professionals.
2. The need to consistently have the H&P present, updated, legible and timed/dated in the patient's record.

There were other preliminary findings that may impact the Medical Staff as well. Once a final report is released, an update will be provided.

### **EMPLOYEE FLU CLINICS**

#### **Downtown Campus:**

October 31, 2013  
8:30am -3:30pm  
Widewaters Parkway

November 5, 2013  
7:30am -3:30pm Small Cafeteria

#### **Community Campus:**

October 30, 2013 11am-2pm  
Dining Room 2

Employee Health:  
Monday – Friday 7:30am-4pm  
(no appointment needed)

**Other:** bring your flu shot documentation to Employee Health to receive an ID Badge Flu Sticker.

# THE PATIENT EXPERIENCE

John McCabe, MD and David Duggan, MD

We write to invite you to attend a discussion with fellow members of the UH community regarding how we can improve the experience of our patients when they are under our care. When someone is sick, vulnerable, scared or in pain, they deserve the most thoughtful care we can provide, and this includes the interactions they have with everyone they encounter, from the registration clerk who signs them in, to the parking attendant who gives them directions, to the professional staff, including physicians and nurses, who work together to make them better, to the people on finance who explain their bill, and everyone else who cleans, builds, engineers, serves, gives therapy, counsels, or works at Upstate in a thousand other ways. A single miss-communication by any of us can cause unnecessary concern; a single smile or thoughtful gesture can ease the anxiety and discomfort.

A team from Upstate recently learned how they approach this at the Cleveland Clinic, and all UH staff have been required to attend a session. We recently attended a session with 28 UH staff from numerous departments and felt the discussion to be reaffirming and positive. Many of your colleagues have also attended.

We invite you to join them by signing up for a session at <http://www3.upstate.edu/hr/training/> - enter in KEYWORD: Human. Select "A Patient Experience: The Human Connection". There are several times and places offered for your convenience. Your residents are also welcome and encouraged to join us. We are all in this together for our patients.

Thank you,

John and Dave

## FLU SHOT REMINDER!

**The Flu season is upon us and there is a new regulation for 2013-2014.**

NYS Department of Health regulation effective July 31, 2013 requires personnel NOT vaccinated against influenza (flu) **must wear a mask** (surgical or procedural) when working in areas where patients may be present.

The mask requirement will begin and remain in effect during the period when the NYS Commissioner of Health determines that influenza is prevalent or the hospital epidemiologist determines that this measure is required.

**Further information: Employee Student Health Website:**

[http://www.upstate.edu/health/flu\\_vaccinations.php](http://www.upstate.edu/health/flu_vaccinations.php).

**NYS Department of Health Website:**

[http://www.health.ny.gov/diseases/communicable/influenza/seasonal/providers/prevention\\_of\\_influenza\\_transmission/frequently\\_asked\\_questions.htm](http://www.health.ny.gov/diseases/communicable/influenza/seasonal/providers/prevention_of_influenza_transmission/frequently_asked_questions.htm)

# TRANSITIONAL CARE MANAGEMENT

## TRANSITIONAL CARE MANAGEMENT (TCM)

According to the AAFP, Transitional Care Management (TCM) can be defined to include those services provided to a patient whose medical or psychosocial problems require moderate or high complexity medical decision making when transitioning care from an inpatient hospital setting to the patient's community setting, whether that is a home, rest home, or assisted living facility.

As of January 2013, there are two CPT codes that may be used to report TCM:

99495 Transitional Care Management Services with the following required elements:

- Communication (direct contact, telephone, electronic) with the patient and/or caregiver within 2 business days of discharge
- Medical decision making of at least moderate complexity during the service period
- Face-to-face visit within 14 calendar days of discharge

99496 Transitional Care Management Services with the following required elements:

- Communication (direct contact, telephone, electronic) with the patient and/or caregiver within 2 business days of discharge
- Medical decision making of high complexity during the service period
- Face-to-face visit within 7 calendar days of discharge

Additional information about Transitional Care Management can be found at:

[http://www.aafp.org/dam/AAFP/documents/practice\\_management/payment/TCMFAQ.pdf](http://www.aafp.org/dam/AAFP/documents/practice_management/payment/TCMFAQ.pdf)

## IMPORTANT MEDICAID PRESCRIPTION INFORMATION

Effective October 1, 2013, a pharmacy cannot fill any prescription written for an individual with Medicaid coverage where the prescriber is not enrolled in NYS Medicaid. This applies to both new prescriptions and refills. Therefore, all prescribers failing to enroll in NYS Medicaid may impact their patient's ability to obtain medications.

Prescriptions written to Medicaid patients by prescribers who are not enrolled in NYS Medicaid will be denied at the point-of-service. Pharmacists cannot override a rejected transaction if the prescriber is not enrolled.

Medicaid is focused on ensuring that the ordering of services or prescriptions for Medicaid patients is only done by enrolled providers. There is a separate enrollment form for those who will not be billing Medicaid, and only wish to order / prescribe / refer. To enroll and assure your patients can fill the orders and/or prescriptions you are writing, go online to

<https://www.emedny.org/info/ProviderEnrollment/physician/index.aspx>.

## Welcome New Medical Staff & Advanced Practice Clinicians!

## WOUND CARE - CELLUTOME MARVIN HEYBOER, MD

Jeffrey Ascenzo, MD  
Ruban Dhaliwal, MD  
Matthew Hess, MD  
Raghu Ramaswamy, MBBS  
Jennifer McBlane, CNM  
Jodi Wallis, DO  
Gila Reckess, PhD  
Jane Prendergast, NP  
Jean-Paul Dym, MD  
Joseph Kavanagh, MD

Medicine  
Medicine  
Medicine  
Neurosurgery  
OB/GYN  
OB/GYN  
PM&R  
Psychiatry  
Radiology  
Radiology

Cellutome is a new product that will be of great assistance to patients with recalcitrant non-healing wounds. Upstate WCC has received one of only three currently available in Western New York. It can be done safely and effectively in an outpatient setting. It will allow the wound care physician to harvest and apply a 5cm x 5cm sheet containing islands of epidermal tissue taken from the patient's own thigh. It can be used in all types of wounds including venous stasis ulcers, diabetic foot ulcers, and pressure ulcers. For more information see: [http://www.upstate.edu/medstaff/forms/pdf/US Cellutome Procedure Chart.pdf](http://www.upstate.edu/medstaff/forms/pdf/US_Cellutome_Procedure_Chart.pdf)

## MEC MEMBERS

**Bettina Smallman, MD**; Medical Staff President, Chair, Medical Executive Committee (Pediatric Anesthesiology)  
**Mitchell Brodey, MD**; Medical Staff Vice-President (Medicine)  
**Robert Kellman, MD**; Medical Staff Vice-President (Otolaryngology)  
**Satish Krishnamurthy, MD**; Medical Staff Treasurer (Neurosurgery)  
**Colleen E. O'Leary, MD**; Medical Staff Past President (Anesthesiology)

### MEMBERS AT LARGE

**Sharon Brangman, MD**; (Medicine)  
**Tamer Ahmed, MD**; (Pediatric Surgery)  
**Timothy Creamer, MD**; (Medicine)  
**David Halleran, MD**; (Colo-rectal Surgery)  
**Leslie Kohman, MD**; (Thoracic Surgery)  
**Kara Kort, MD**; (Surgery)  
**Guillermo Quetell, MD**; (Plastic Surgery)  
**Irene Sills, MD**; (Pediatric Endocrinology)  
**Mike Sun, MD**; (Orthopedic Surgery)  
**Zulma Tovar-Spinoza, MD**; (Neurosurgery)

### APC ELECTED MEMBER

**Lisa Cico, NP**; (Surgery)

## EX-OFFICIO, NON VOTING MEMBERS

**Nancy Daoust, MS, FACHE**; Interim Chief Administrative Officer, Upstate University Hospital at Community General  
**Beth Erwin, CPCS, CPMSM**; Director, Medical Staff Services  
**Sarah Fries, NP**; Associate Director of Nursing for Advanced Practice Services  
**William Grant, EDD**; Interim Associate Dean for Graduate Medical Education  
**Bonnie Grossman, MD**; Associate Medical Director (Emergency Medicine)  
**John McCabe, MD**; Chief Executive Officer (Emergency Medicine)  
**Regina McGraw, JD**; Senior Managing Counsel  
**Katie Mooney, RN, MS, NEA-BC**; Chief Nursing Officer  
**Paul Seale, FACHE**; Chief Operating Officer  
**David Smith, MD**; President, SUNY Upstate Medical University (Pediatrics)

## AD HOC, NON VOTING MEMBERS

**Robert Carhart, MD**; Chair, Credentials Committee (Medicine)  
**David Duggan, MD**; Medical Director and Dean, College of Medicine, SUNY Upstate Medical University; (Medicine)  
**Louise Prince, MD**; Chair, CQI Committee & Chief Quality Officer (Emergency Medicine)

Do you have information that you think the Medical Staff needs to know about? If so, please contact us at <mailto:askmec@upstate.edu>