



### First Class!

The residents had their annual housestaff photo taken on 11/3. This makes just about 50 years of class photos that we have been collecting since the 1960s.

#### Class of 2022-2023:



#### Class of 1963-1964:



### Peds Patient Experience Outstanding Performer Awards

The October 31<sup>st</sup> CMO Report highlighted the 2022 Medical Staff Award winners which included several clinician awardees from Pediatrics.

Our outstanding performers had a percentile ranking of 99% or above on patient experience surveys for FY 21-22.

- Andrea Dvorak
- Christopher Fortner
- Anjali Sura
- Marissa Paparo

Our top performers had a percentile ranking score of 95% or above on patient experience surveys for FY 21-22.

- John Andrade
- Robert Hingre

The report also included several pages of additional comments from grateful patients. The following Peds Faculty were mentioned:

Drs. Dosa, Izquierdo, Dvorak, Sima, Deluca, Sakonju, Bonville, and Mittiga (see attached).

Congratulations to each of our faculty awardees, and thanks to all of our faculty for all you do!

### Our New Global Health Fellowship



We are excited to announce that our new non-ACGME-accredited fellowship in Global Emergency Medicine has been approved by GMEC and will be starting up in July, 2023. While fellows are hired through the EM department, eligible applicants include physicians trained in EM or pediatrics. The program director is Dr. Jay Brenner from Emergency Medicine and the Assistant Program Director is our very own Andrea Shaw. The fellowship will involve six months of training in Kenya, six months in Syracuse, and additional options which would include a possible second year of training that would include an MPH. Any third or second year resident who is interested can talk to Dr. Shaw for more information.

### Welcome Selah Grace!

Congratulations to Deepa Thomas on the birth of baby girl Selah Grace on 11/5, arriving at 6 lb 4 oz. We are so happy for Deepa and her husband.



Selah is our first resident baby of the new academic year. Stay tuned for more to follow.

### Sim Sim and More Sim

Thanks to the chiefs, residents, and various faculty, the residents have been having more opportunities to practice their procedures than ever before. There will be some serious competition this year for the highly acclaimed Golden Needle award. Thanks to Andrew Brooks and his team for putting on a three-hour Sim Session on Thursday, October 27<sup>th</sup> as part of their morning conferences. This was a continuation of a research project started by former resident Evan Ho (that Dr. Wratney and Dr. Myzewski are also involved in). The project includes the collection of self-directed resuscitation skills data.



And a huge thanks to the chiefs who have turned Sim practice into a nearly weekly affair using the faculties of the new Sim Center. Residents are getting credentialed in a number of various procedures through their efforts.



### In the News: Soaring GI

Peds GI was recently figured in an Upstate News article entitled, "Pediatric remission rates for chronic gastrointestinal diseases soar at Upstate's Golisano clinic". The article explains how in the last six years, the pediatric

gastroenterology inflammatory bowel disease (IBD) program at Upstate has “drastically increased the number of children who are in remission for their chronic disease. The remission rate for the children with IBD seen in the Karjoo Family Center for Pediatric Gastroenterology improved from 60 percent in 2013 to 87 percent in 2022.”



You can read the full article online:

<https://www.upstate.edu/news/articles/2022/022-11-02-ibd.php>

### PIC-UDOS!

Dr. Wratney shared a lovely thank you note that she received for the PICU's role in accommodating the visiting students from Kenya during their observership at Upstate. Tina Lupone, Director of the Center for Education at Training at the Institute for Global Health explained the importance of these kinds of experiences:

“Observerships like this one provide a bidirectional educational platform to foster cross cultural medical training and support the medical education mission of SUNY Upstate. Over the past month, the students had the opportunity to gain exposure to the US medical system and understand different models of practice. Thanks to you, the students experienced a wide range of specialties, arming them with new knowledge they will take home to Kisumu, Kenya, where they practice.”

### Interview Updates

We are just about half way through our interviews. By the end of the day on December 1<sup>st</sup> we will have interviewed 100 applicants (80 more to go) which is a record number of interviews for us to do. On almost every thank you note we receive post-interview the applicants comment on the camaraderie they see with the residents. As one put it, “Behind all the hard work and serious dedication are nice residents who are funny, helpful, and supportive. They clearly all love each other and work as a family.” Thank you to each of you (faculty, chiefs, and residents) who have invested so much in making this interview season a success!

### Beware of Santas

There will be a lot of stealth activity going on this month so don't be surprised if you hear some evil giggling and see gifts showing up in all kinds of unusual places. We have 44 secret santas sneaking around with an end game of December 15<sup>th</sup>. Ho ho ho!



### December Events: Resident Holiday Lunch

on 12/15 – 11 AM, Kinney Center. (Secret Santas will be revealed, ugly sweaters welcome, lunch provided, and possibly games, too).

### Lots of Changes; Lots of Thanks!

You don't need to read a Crier article to realize how busy things have been in the Children's Hospital these past several months. Residents, faculty, nurses, and other staff have been working like superheroes to keep up with the demand. Meanwhile, behind the scenes, others have been working hard to figure out ways to take some of the burden off, especially for the residents. Several changes have been made thanks to their efforts. It would be impossible to mention them all but special thanks to Dr. Nelsen for the many hours she put into brainstorming solutions, to Alex Ramirez and Holly Stacey who pushed for changes and then helped to implement them, for Dr. Blatt and the UPAC faculty for more help with mommy calls, for the attendings on the Karjoo rotation who offered to do notes on weekends, and for Chris Lopez and the amazing hospitalist NPs who have offered to help out with weekends and more. On behalf of the residency program thank you to each of you for advocating for our residents.

### An Upstate Mission to Ukraine



UpstateOnline reported on the very successful medical mission of our Upstate head and neck surgeon Dr. Scott Tatum who traveled to Ukraine in September to perform facial surgeries on civilians and soldiers injured in the war with

Russia. Though it wasn't mentioned in the article, Dr. Tatum is also a professor of Pediatrics and treated several children while there. He was among a team of eight surgeons, two nurses, one surgical technician, and four support staff who made the trip with Face to Face (F2F), the humanitarian arm of the American Academy of Facial Plastic and Reconstructive Surgery. You can read the full article online.

<https://www.upstate.edu/news/articles/2022/2022-11-23-tatum1.php>

### December Superhero of the Month!

Congratulations to Herman Vaughn from Food Services for being the GCH superhero of the month! See attached to read more about why Herman was so deserving on this honor! (attached)

### ACGME Program Site Visit

On Wednesday, December 7<sup>th</sup>, the residency program, along with 16 residents and 14 faculty will be participating in our day-long virtual ACGME site visit. Thank you to all the residents and faculty who have offered to help with this. Details and links should be coming shortly.

### This just in...(out)!

Congratulations to Abeir Mohamed and Ahmed Eltayeb on the safe arrival of baby boy Mohamed on 11/29. More details next month!

### DECEMBER BIRTHDAYS

12/1 Gloria Kennedy  
12/12 Ahmed Eltayeb  
12/15 Jan Bach  
12/16 Joshua Bonville  
12/23 Robert Lebel  
12/28 Jennifer Nead, Dongmei Huang

Note that the resident Christmas break is from 12/22 to 12/16 and New Year's is from 12/29 to 1/2/2023! Also note we anticipate we will be heading into the New Year with all three of our newest peds resident family members. We'll keep you posted!

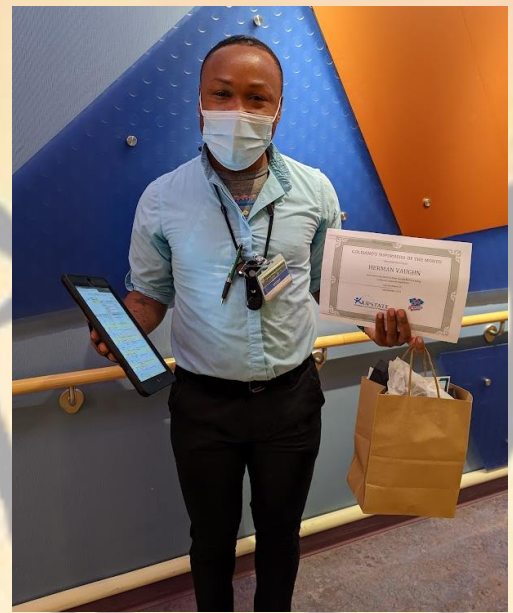


# Superhero of the Month

December 2022

**Goes above and beyond to make sure all the kids get what they ordered and want**

He is so sweet, considerate, and patient. He always remembers the foods the kids prefer



This young man has a beautiful soul.. Herman leaves a positively beautiful aura wherever he goes

**Herman Vaughn**  
**Food Services**

# 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

October 31, 2022

## 2022 Annual Medical Staff Meeting

The 2022 Annual Medical Staff meeting was held on Monday, October 24. The program included refreshments, a presentation by Dr. Michael C. Bush, CEO of Great Place to Work, entitled "A Great Place to Work for All: Better for Hospitals, Better for Patients", and a recognition ceremony honoring our 2022 Medical Staff Award winners.



Congratulations to the following clinician awardees:

### Patient Experience Top Performer Awards

Our top performers had a percentile ranking score of 95% or above on patient experience surveys for FY 21-22.

Dr. Jeffrey Albright  
Dr. John Andrade  
Dr. Vincent Calleo  
Dr. Catherine Fessenden  
Dr. Robert Hingre

Dr. Shernaz Hurlong  
Dr. Joseph Jacob  
Dr. Stephen Knohl  
Dr. Amie Lucia  
Dr. Jennifer Marziale

Dr. Elliot Rodriguez  
Dr. Victor Rodriguez  
Dr. Robert Sherman

### Patient Experience Outstanding Performer Awards

Our outstanding performers had a percentile ranking of 99% or above on patient experience surveys for FY 21-22.

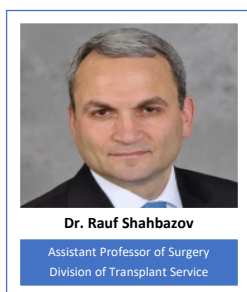
Dr. Mark Antosh  
Dr. Michael Archer  
Dr. Sharon Brangman  
Dr. Jayne Charlamb  
Dr. Andrea Dvorak  
Dr. Christopher Fortner

Dr. Grahame Gould  
Dr. Isobel Grover  
Dr. Eric Hojnowski  
Dr. Andreea Nitu-Marquise  
Dr. Marissa Paparo  
Dr. Patrick Riccardi

Dr. Reza Saidi  
Dr. Rebecca Schroeder  
Dr. Kelsey Stack  
Dr. Jennifer Stanger  
Dr. Anjali Sura  
Dr. Ruth Weinstock

### Medical Staff Member Recognition Awards

These awards are given in recognition of the medical staff deemed exceptional for their impact to improve Upstate culture, quality, and safety.



I would like to express how much we value and appreciate each of you on our medical staff. We are grateful for the dedication you show and the contributions you make to our patients, learners, staff, and one another on a daily basis. I offer a heartfelt thanks to each of you.

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*provided good feedback on how to present information succinctly and effectively in the emergency department. He was one of the residents who made me consider emergency medicine as a possible career."*

*"Dr. Young is a very kind and gracious resident who was really invested in helping me get better in presenting patients, making differential diagnoses and making a plan for each patient. He has great bedside manner and was an exemplary example of what I would want to be like as a resident."*

*"Dr. Young is an excellent preceptor and instructor. He loves teaching and thoroughly explains procedures/pathophysiology to medical students so that they could truly enjoy their clerkships. He also takes care of his patients in an effective and efficient manner."*

## Outstanding Physician Comments

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



**Adult Medicine:** Dr. Danielle Kochen – always polite, attentive, and knowledgeable. She is a pleasure to have as a doctor. Dr. Samana Zaidi addressed my issues and listened to my issues.

**Breast Care Center:** Dr. Jayne Charlamb is always very professional, knowledgeable, and provides answers to all of my questions. Dr. Jayne Charlamb and her staff are truly fantastic.

**Cntr for Devel., Behavior and Gen.:** Dr. Nienke Dosa was all around very compassionate, intelligent, gentle, helpful, resourceful, intuitive and discerning about our daughter's condition.

**Dental Service:** Dr. Steven Stacey – concerned about my care and feelings, very courteous, and explains everything as he is taking care of me.

**ED at Community Hospital:** Dr. Hannah Charland – wonderful! Dr. Jordan Holliday was one of the most impressive providers I had (or worked with as an RN). He came in frequently checking in, providing results, asked if I wanted a drink and crackers and brought them himself. Thank you, Dr. Jordan Holliday, for your kindness and compassion. Dr. Deborah Mann was so thorough, responsive, and very attentive to my emergency medical needs. Dr. Deborah Mann sets the "Gold" standard for others to follow in emergency care and treatment. Dr. Deborah Mann is a very dedicated professional. Upon my release Dr. Spencer Hegggers was very professional and very informative with regards to my MRI test results and the treatment plan for testing positive for Lyme infection. Dr. Ross Sullivan assisted in the coordination of my care and arrival to the ER. Dr. Thomas Weidman was thorough with the results of the x-rays and home care when discharged.

**Family Medicine:** Dr. Clyde Satterly took the necessary time to listen to my concerns and move the exam along efficiently. He took time to discuss my concerns and increased my confidence in his opinion and health care. Dr. Clyde Satterly – attentive and listened as I tried to explain my need, patient and understanding of my concern, did not appease me or make me feel as though I were blowing things out of proportion.

**Family Medicine at Community Hospital:** Dr. R Eugene Bailey went the extra mile for us. This was an introductory

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appointment with **Dr. Kyrsten Wallace** that went very well. I'm looking forward to developing a long-term patient/doctor relationship in the years ahead. I was very impressed with **Dr. Kyrsten Wallace's** bedside manner and skill as a physician. I'm very happy to have her assigned as my new Family Practitioner. Thank you!

**Joslin Center for Diabetes:** **Dr. Runa Acharya** was very caring and thorough. **Dr. Barbara Feuerstein** is absolutely amazing, she very clearly explains answers, is extremely knowledgeable about my illness, and a very good doctor. **Dr. Roberto Izquierdo** is never in a hurry and always listens. **Dr. Roberto Izquierdo** is one in a million! He is a fantastic doctor in every aspect. I have recommended him to several co-workers in the past. **Dr. Roberto Izquierdo** is the best. I have been seeing him for over 20 years. He's fantastic! **Dr. Roberto Izquierdo** – knowledgeable, caring, thorough, with a great personality for his position as my doctor. **Dr. Vishwanath Pattan** – caring, listened to my problems, explained my health issues and told me how to take my medicines. He was extremely helpful.

**Multidisciplinary Programs Can. Ctr:** **Dr. Ruham Alshiekh Nasany** – always available for any questions or concerns no matter how many times I call. I am grateful for that. **Dr. Mark Crye** impresses me because of his sincere care given, knowledge of my condition, approaches to cure, honesty, and clarity when speaking in medical terms. **Dr. Mashaal Dhir** answered all of my questions on my upcoming surgery and he put me at ease about any doubts or anxiety that I had about the procedure and my prognosis for the future. **Dr. Jesse Ryan** was very helpful and explained extremely clearly. He was compassionate, courteous and professional. **Dr. Thomas Vandermeer** – took plenty of time to answer any questions or concerns in a friendly and professional manner! **Dr. Thomas Vandermeer** was very thorough. I felt I will be in good hands and that he cared and will do all he can to save my life.

**Nephrology Clinic:** **Dr. Syed Bukhari** is an exceptional physician and person. Unfortunately, I've had to experience many doctors, and I'm qualified to tell you that few doctors are as dedicated and caring as he is. He stands out as a very fine example. I've been seen by him many times and EVERY TIME I'm thoroughly impressed by how well he treats me.

**Pediatric Cancer Center:** **Dr. Andrea Dvorak** is truly amazing! She is absolutely wonderful with my daughter. From the first time my daughter started seeing her, she has been so nice. She answers all of my questions and explains all the medication terminology where I can understand it. Plus, she makes it feel as though my daughter is number one on her priority list (which I know it's not), but to feel that it is every time she has an appointment is truly amazing. I am so very grateful for the care that she has provided to my daughter! I appreciate everything **Dr. Andrea Dvorak** and her staff does for my little girl. We love **Dr. Jody Sima**! She is always so caring and addresses any concerns I may have.

**Peds Neph, Rheum, Integrative Med:** **Dr. Caitlin Sgarlat Deluca** was wonderful. Love the hope she provides our little son for focus, attention, and hyperactivity along with developmental delays. That hope is so powerful. Thank you! **Dr. Caitlin Sgarlat Deluca** is awesome, so patient, excellent teaching, listens to concerns of parent and takes time to get child to cooperate.

**Rheumatology Clinic:** I love **Dr. Jihad Ben Gabr**. She always listens to me, helps me with any struggles I am having, explains things to me about my multiple health conditions and how to keep myself as healthy as possible. She is the best! You know she truly cares about you. **Dr. Hom Neupane** – listens. **Dr. Hom Neupane** always listens and tries for the best treatment. **Dr. Hom Neupane** is a great person and doctor. I appreciate him very much. **Dr. Hom Neupane** knows what he is doing. Very professional and busy as a bee. **Dr. Jianghong Yu** is always very thorough and has a treatment plan that she discusses and asks what I think. **Dr. Jianghong Yu** always listens and answers all of my

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questions. **Dr. Jianghong Yu** always returns my calls. I always feel better about what I'm dealing with after speaking to **Dr. Jianghong Yu**. She is the best!

**SUNY Upstate – Virtual:** **Dr. Andrea Berg** – wonderful! We couldn't ask for a better doctor for my mom. I am always bragging on **Dr. Roberto Izquierdo** and the Joslin Clinic in Syracuse. I let them know those are the standards I set for my healthcare team. **Dr. Oleg Shapiro** is a very competent doctor. He has a good sense of humor and allows me 3 questions per visit. **Dr. Oleg Shapiro** is a very smart and straightforward guy. I like him a lot for that!

**Surgery – UH LL022:** I cannot say enough good things about **Dr. Crystal Whitney**. She is knowledgeable, personable, so easy to talk to, quick, but very efficient when changing my feeding tube. **Dr. Crystal Whitney** is an EXCELLENT doctor.

**Surgical Subspecialties at Community Hospital:** **Dr. Jeffrey Albright** explained everything to me very thoroughly and answered any questions I had. I also feel that he is very cautious and would not do surgery on me if there was any problem whatsoever. That was very reassuring.

**Transplant Center:** **Dr. Brian Gallay** went over my health and lab results. **Dr. Brian Gallay** took the time to discuss tangential issues related to my health that greatly improved my understanding.

**UHCC – Neurology:** **Dr. Deborah Bradshaw** is outstanding, listens, and takes the time to answer all questions. **Dr. Tinatin Chabrashvili** – concerned over my health. As an emergency department physician with over 30 years of practice, I was extremely impressed and pleased with **Dr. Sherif Elwan's** care, professionalism, knowledge, and affable nature. Thank you! **Dr. Luis Mejico** is always very personable and considerate of my issues and feelings, he always makes me feel safe and comfortable during my appointment. **Dr. Luis Mejico** – great to work with, very understanding of my circumstances. **Dr. Luis Mejico** is very patient focused and a good teacher for the medical students. **Dr. Ai Sakonju** is a very open mind, well-prepared, like doctor and care management. She is explaining very clearly and professionally all about my son's illness.

**University Cardiology:** **Dr. Robert Carhart** is friendly, polite, patient and answers all questions. **Dr. Robert Carhart** – down to earth and very personable! **Dr. Hani Kozman** – compassionate. **Dr. Hani Kozman** is compassionate and knowledgeable.

**University Center for Vision Care:** **Dr. Robert Fechtner** – competent, caring, clear. **Dr. Preethi Ganapathy** fixed and improved a concern and problem I have had for 20 years that 3 other doctors could not. Her recommendation and treatment resolved the issue and put my eye problems on an improved right path. **Dr. Preethi Ganapathy** was very kind to me. **Dr. Robert Swan** had an emergency but we were well informed of time to be seen. I love **Dr. Robert Swan**. He is thorough and has helped me beyond belief! He explains so much and has always helped me. I tell many people about him! **Dr. Robert Swan** – professional, friendly and informative. I appreciate a doctor that listens and cares about my concerns and relates to me. **Dr. Robert Swan** is that kind of doctor. I never feel rushed.

**University Geriatricians:** **Dr. Andrea Berg** – felt like she had a personal interest in my health. **Dr. Dona Varghese** is very kind. **Dr. Dona Varghese** is so kind and gentle with Mom. She listens very well. She attempts to converse directly with Mom.

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**University Internists:** **Dr. Tingyin Chee** has been a very kind and informative PCP. **Dr. Kaushik Govindaraju** is very good at listening and answers all my questions with respect. **Dr. Sarah Lappin** provides great health care. I appreciate her compassion and concerns. Always very helpful. **Dr. Sarah Lapin** is a hardworking, compassionate, caring physician. She is an asset to anyone she comes in contact with. **Dr. Sarah Lappin** is a compassionate, knowledgeable physician. She listens and asks appropriate questions. She always quickly follows up with results and addresses all of my concerns. She is excellent!! I always feel that **Dr. Dana Savici** listens to me and considers my concerns when making decisions about my care. I think that is very rare in medicine and it is why I hope she never leaves. She is awesome!

**Univ Pediatric and Adolescent Center:** **Dr. Joshua Bonville** is a very intelligent, smart, nice person with expertise that he has nicely provided. We are glad that he is our primary care provider!

**Upstate Brain and Spine Center:** **Dr. Harish Babu** was extremely caring, demonstrated active listening to my concerns, validated my feelings and encouraged treatment that aligned with my lifestyle/desires. **Dr. Harish Babu** – nice, patient and friendly. **Dr. Harish Babu** is a very knowledgeable surgeon with a great bedside manner to match. He took the time to listen to my concerns and stated the possible ways that he could help me in a way I could understand. He is very kind and compassionate and considers the whole patient when discussing surgery with them. Thank you, **Dr. Harish Babu!** Brain and spine reached out to me. I'm not sure if my primary care reached out to them after my MRI results, but somehow, I was in **Dr. Timothy Beutler's** office in a week. I am very grateful however it happened. I was so grateful that I could see **Dr. Lawrence Chin**, whose reputation as a skilled neurosurgeon, is second to none in the Syracuse area. **Dr. Lawrence Chin** was very nice. I felt very comfortable and at ease with him. **Dr. Ali Hazama** is an excellent physician. He explains everything clearly, encourages patient involvement, and is a compassionate and caring provider. I always feel at ease discussing anything with him. **Dr. Ali Hazama** listened to me, answered all my many questions with patience, seemed to really care about my situation, and thoroughly explained what he planned to do.

**Vascular Surgery at Community Hospital:** **Dr. Palma Shaw** and her staff are wonderful!

**Wound Care Center:** **Dr. Monica Morgan** has my complete trust regarding my situation.

**4West at Community Hospital:** **Dr. Kayla Dueland-Kuhn** – very thorough and caring!

**05B:** **Dr. Amie Lucia** was spectacular!

**10E:** **Dr. Mashaal Dhir** and his team are wonderful.

**12E:** **Dr. Matthew Mittiga** – understanding, caring, and knowledgeable.

Thank you for all that you do!

~Amy

HAPPY  
HALLOWEEN!

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