

MORNING CMO REPORT

FROM THE DESK OF

Amy Tucker, MD, MHCM, Interim Chief Medical Officer, Upstate University Hospital
Associate Dean for Clinical Affairs, College of Medicine
Vice President, Ambulatory Services and Population Health, Upstate Medical University

UPSTATE
UNIVERSITY HOSPITAL

MAY 2018

Hello!

[Applies to All Physicians](#)

As I acclimate to my new role as your Interim Chief Medical Officer, I hope to establish a line of communication with all providers. The CMO Report is one channel I will use to keep you informed about news and issues relevant to your Upstate practice. The updates and announcements in the report will cover a broad range of topics, including upcoming events, regulations, policy, clinical & capital initiatives, lab & pharmacy, capacity & throughput, quality & safety, documentation & medical utilization, employee health, operations, and ambulatory services. And of course, outstanding physician comments! If you have content you would like included, please email it to me and to Heidi Chapman. I welcome your feedback on both the content and format. Thank you for providing comprehensive, high quality care to our patients. I appreciate your dedication, engagement and service.

Best,
Amy

National Doctors' Day

[Applies to All Physicians](#)

In March 2018, the Upstate Foundation celebrated National Doctors' Day for the seventh consecutive year, honoring Upstate Medical University physicians for the exceptional care, expert guidance and dedication they offer patients every day. The Foundation staff proudly hand-delivered more than 3,200 tributes from grateful patients and their families, and would like to congratulate the doctors who were most recognized through this program.

"This distinction is no surprise, knowing these doctors for many years, and having read these letters detailing so many extraordinary examples of care and compassion. We are always touched by the heartwarming words from their patients and the gratitude they feel for the care they have received. We are again pleased to be the conduits in delivering their sentiments to all Upstate doctors," stated Eileen Pezzi, Vice President for Development at Upstate.

Congratulations to the following Top Ten Upstate Physicians who received the highest number of patient tributes this year:

- Gennady Bratslavsky, MD
- Jeffrey Bogart, MD
- Stephen Graziano, MD
- Kevin Setter, MD
- Robert Sherman, MD
- Jason Wallen, MD
- Sam Benjamin, MD
- Timothy Byler, MD
- Ajay Jain, MD
- Dilip Kittur, MD

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Upstate Foundation Conducts Annual “Power of Us” Employee Giving Program Applies to All Physicians

In mid-May, all Upstate employees received information about making a contribution to the Upstate Foundation’s annual “The Power of Us” employee giving program. Support Upstate by donating to one or more of the Foundation’s 900 funds that benefit patient care, education and research. Donations can be made through payroll deduction until June 16, or by cash, check or credit card until June 30th. New this year, you can fill out your form either through e-pledge by logging into Self-Serve and clicking on the “Power of Us” logo, or by filling out the form received and sending it via inter-office mail to the Upstate Foundation, CAB 326. For more information, please contact the Upstate Foundation at 315-464-4416.

TIP: Clinical Documentation Improvement (CDI) Applies to All Physicians

Your monthly tip from Dr. Emily Albert, Medical Director, Clinical Documentation Improvement (CDI)...

For patients whose code status is determined to be DNR/DNI at the time of presentation, please remember to enter the order for DNR/DNI and document this in the H&P, noting that the DNR/DNI status was present on admission (POA) status. The documentation of this discussion can also be completed during the Emergency Department/Admission process, to capture POA. Code Status is extremely important for both patient care and the mortality data of our hospital. Any questions or comments, please contact the Clinical Documentation (CDI) team at (315) 464-5455.

Resident Documentation CDI Excellence Contest Applies to All Physicians

The nurses of CDI will take note of excellent documentation by residents throughout each work day.

At the end of each month, the CDI team will compile a list of all nominees – those who had outstanding documentation--and with some input from the attending physicians they have worked with, will vote for the winner.

The winner will get a pizza or bagel party for their team!

What makes an Excellent Documenter?

- * *Excellent use of specific diagnostic terms, when appropriate -- Hypotension instead of “soft BP”*
- * *Validation for each diagnosis is clear, consistent and thorough*
- * *Copy and paste is used appropriately, if at all*
- * *Can see communication of the progression of care and evaluation of a diagnosis*
- * *Prompt and thorough response to CDI query (this would only work in the case where an excellent documenter is clarifying a less-excellent documenters documentation)*

Please contact Danielle Synborski, BSN, RN; Interim Assistant Director, UM/Clinical Documentation Improvement by phone: 315-464-4759 or email: synborsd@upstate.edu with any questions.

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Guidance on Repetitive Laboratory Testing: CMP and BMP

Applies to All Physicians

A message from Dr. Matthew Elkins, Chair, Lab Formulary Committee...

Laboratory testing is a critical tool used to determine patient diagnosis and to guide treatment. However, inappropriate testing, including repetitive testing, poses a major health care risk. Unnecessary repetitive testing utilizes resources (health care provider time for drawing samples, consumable reagents, testing capacity, etc.) and clogs the testing system, slowing critical actionable testing. More importantly, however, unnecessary testing causes direct patient harm – such as iatrogenic anemia and treatment changes based on testing that should not have been performed (“chasing numbers”), ultimately increasing patients’ length of stay and incidence of complications.

In an attempt to address this issue, the Laboratory Formulary Committee is working to create changes that will encourage thoughtful usage of laboratory testing. Following a pattern which has resulted in improvement in appropriate test usage at other institutions, the basic metabolic panel (BMP) and comprehensive metabolic panel (CMP) orders will be restricted to a maximum ordering frequency of 5 days within a single ordering event. Additional BMP and CMP testing may be ordered after the original order is expiring for patients who truly require continuation of daily repeat testing. Epic will notify providers on a patient’s care team about laboratory test orders, expiring within the next 24 hours at the top of the “Orders” list.

The intent with this change is to encourage consideration and conscientiousness as to whether each patient truly requires these frequent and potentially harmful tests. While a culture change in ordering these tests at Upstate may seem a daunting challenge, the good news is that similar changes have been implemented at major academic institutions around the world, and across the country, with measurable improvement in laboratory testing usage and decreased adverse events.

Selected references:

Eaton KP, Levy K, Soong C, Pahwa AK, Petrilli C, Ziemba JB, Cho HJ, Alban R, Blanck JF, Parsons AS. Evidence-Based Guidelines to Eliminate Repetitive Laboratory Testing. *JAMA Intern Med.* 2017 Dec 1;177(12):1833-1839

Brady H, Piggott L, Dunne SS, O’Connell NH, Dunne CP. Clustered interventions to reduce inappropriate duplicate laboratory tests in an Irish tertiary hospital. *Clin Biochem.* 2018 Feb;52:26-32.

Thakkar RN1, Kim D, Knight AM, Riedel S, Vaidya D, Wright SM. Impact of an educational intervention on the frequency of daily blood test orders for hospitalized patients. *Am J Clin Pathol.* 2015 Mar;143(3):393-7.

Attali M, Barel Y, Somin M, Beilinson N, Shankman M, Ackerman A, Malnick SD. A cost-effective method for reducing the volume of laboratory tests in a university-associated teaching hospital. *Mt Sinai J Med.* 2006 Sep;73(5):787-94.

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Clinical Pathology Services at Community General (CG)

Applies to All Physicians

Effective **Monday, July 23, 2018** Clinical Laboratory Services at Community General (CG) will transition from LACNY to Upstate Clinical Pathology Laboratory. **The lab location and phone numbers will not change.**

Here's what you need to know:

Transition Weekend

- LACNY EPIC will go offline on Sunday, July 22nd at 22:00
- Orders between 22:00 and 24:00 need to be on LACNY's downtime requisitions (available at Nurses stations)
- Upstate EPIC goes online on Monday, July 23rd at 00:01

Ordering Lab Tests

- Preference lists will be set up in Upstate EPIC. You will see few, if any, changes in ordering tests.
- Synonyms will be provided where appropriate to help find tests with different descriptions
- Standing Orders and Future Orders created before 7/23 will be moved to the Upstate EPIC system
- If a patient is going to an Upstate draw site for specimen collection, enter order as "Future Lab Collect"
- If you have any problems with test codes please call the lab or enter as a miscellaneous test

Test Changes

- Upstate will offer Troponin T. Troponin I will not be available.
- Upstate will offer ProBNP-NT only. BNP will not be available.
- Heparin Protocol is currently based on PTT results. Upstate uses anti-Xa unfractionated heparin level which will become the system standard
- Drugs of Abuse Panel will **not** include Urine Alcohol. Urine Alcohol needs to be ordered separately.

Specimen Collection

There are a number of changes in blood tubes and culture media. Blackboard training will be provided to all Nursing staff starting June 1st.

Test Results

- **REFERENCE RANGES MIGHT BE DIFFERENT**....please check ranges in EPIC or on lab reports
- Results for LACNY tests ordered before 7/23 will be downloaded to Upstate EPIC for several months

Pre-Op Testing

After July 23rd if patients go to a LACNY draw site for pre-op testing, the test results will NOT be available in EPIC. We recommend that you direct patients to an Upstate draw site.

CG Patient Blood Draw Site

- An Upstate Blood Draw Site will open on July 23rd in Room 1257 (behind Patient Registration)
- Some patients might have higher co-pays since this draw site is located within a hospital

If you have any questions or concerns before 7/22 please call **315-464-3281**. On or after 7/23 please call the main laboratory number **315-492-5531**.

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EPIC: Break-the-Glass Enhancements

Applies to All Physicians

Effective Thursday, April 26, 2018, Break-the-Glass, a patient confidentiality feature, went live in Epic Hyperspace Production (PRD). Break-the-Glass functionality creates an extra layer of security on encounters for patients listed as an Upstate/Medbest employee or for patients who have opted in to Break-the-Glass; *this is documented at registration with a patient designation of "Confidential Opt in Break-the-Glass"* (see below).

What it Looks Like

The screenshot shows the 'Break-the-Glass' dialog box in Epic. It contains the following elements:

- Message:** "The patient file you are attempting to access is restricted. If you have a clinical/business need to access the patient's file, please enter a reason and password and you may proceed."
- Reasons:** "You need to Break-the-Glass for the following reasons: You are not listed as a provider on this Patients Care/Treatment team -or- This is a Confidential Opt In Break the Glass Patient"
- Reason Selection:** A grid of buttons: Billing, Direct Patient Care, Investigation, Record Review, Scheduling, Unspecified. A search bar is below.
- Further explanation:** A text input field.
- User:** ROBINSON, JEROME J
- Password:** A password input field with a red error icon.
- Buttons:** Accept, Cancel

Callouts provide the following explanations:

- An explanation is included to help users understand why this has happened
- Quick fields will allow the users to select a reason for breaking the Glass. Selecting a reason will populate the field
- A free text field has been included if the user needs to further explain
- To complete the process the user will put in their password and click Accept

Care Team/Treatment Team Impact

Staff members documented on the patient's Care Team, IP Treatment Plan, or listed as an encounter provider for an appointment within the next 30 days will be exempt from having to Break-the-Glass to view patient records. Once a staff member has used Break-the-Glass on a patient, it will stay in effect for 24 hours.

While Break-the-Glass does not prevent an end user from viewing the contents of an encounter, it does act as a deterrent to inappropriate viewing by requiring end users to enter a reason for accessing the chart along with their password. Even with the encounter "broken open," the sensitive notes remain inaccessible.

If the end user chooses to proceed, he must enter a reason for "Breaking the Glass" and password. This information is then sent to the "Break the Glass" Report. The report provides an audit trail of who viewed the chart, when and why.

Please contact the Help Desk at 315-464-4115 if this workflow does not work as stated or if you have any questions.

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Privileges at Both Campuses

Applies to All Physicians







Some clinicians have asked whether privileges are specific to Downtown or Community Campuses. All clinical professionals with privileges at Upstate University Hospital can exercise those privileges at both the Downtown and Community campuses. Privileges are not campus-specific.

One caveat to the above is physicians without a faculty appointment must provide their own coverage/call as they do not have resident/student support.

Upstate Wristband Color Standardization starting June 4

Applies to All Physicians

As part of a local & national effort, Upstate is standardizing the process for color coded wristbands used to identify & communicate patient specific risk factors.

<p>Allergy Verification – No Bracelet</p>	<p>Allergies will be located in EPIC header – Red background, white lettering</p>
<p>Safety Alert Wristband</p>	<ul style="list-style-type: none"> Fall risk: Yellow band with black lettering "Fall Risk" <ul style="list-style-type: none"> Yellow means Caution or Slow Down Means patient needs assistance when ambulating Adult patients-not for Pediatric patients  Limb alert: Pink band with black lettering "Limb Alert" <ul style="list-style-type: none"> Extremity should be handled with care <ul style="list-style-type: none"> Not used for IV lines Not used for blood draws Example: Cancer/lymphedema patients, patient with AV fistula  DNR: Purple band with white lettering "DNR" no change <ul style="list-style-type: none"> Patient has expressed an end-of-life wish 
<p>Specialized Procedure Areas</p>	<ul style="list-style-type: none"> White Wristbands with stickers <ul style="list-style-type: none"> Radiation Safety: <ul style="list-style-type: none"> Cross hatched symbol background yellow  Reinfusion of RBCs or WBCs: <ul style="list-style-type: none"> White band black text Only band with HAND WRITTEN patient information  <p>* Patient procedure bands are NOT to be removed when patient returns to the unit</p> <ul style="list-style-type: none"> Radiation Safety: Policy RDNS R-03 Reinfusion of RBCs or WBCs: Policy RAD R-10
<p>Miscellaneous</p>	<ul style="list-style-type: none"> Wander Guard: <ul style="list-style-type: none"> Band will be a securement device only No color  Patient identification: <ul style="list-style-type: none"> No change

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Outstanding Physician Comments

Applies to All Physicians

Below are comments from grateful patients receiving care on the units and clinics at Upstate:

Adult ED: Dr. Thomas Lavoie was concerned and explained what he was testing, kept me informed. Dr. Anthony Mortelliti – his confidence and knowledge of what to do was appreciated.

Adult Hematology Oncology: Dr. Amishi Desai - excellent practitioner! Dr. Amishi Desai – top notch! Dr. Sam Benjamin is always willing to listen to us and answer questions. He is up to date with the medications and chemo and works to help lessen the effects of my treatment. He is a very caring person and I am glad he is my oncologist. We are very pleased with Dr. Rahul Seth. Dr. Adham Jurdi always takes the time to greet us, explain treatment and listen to personal stories.

AP-1: Dr. Ernest Scalzetti answered most questions before they were asked, was very detailed, and explained procedures as they were being done.

Breast Care Center: Dr. Jayne Charlamb – very friendly, thorough, explained everything, and put me at ease. Dr. Jayne Charlamb exceeds every level of care I could expect. I feel so fortunate to count on her as a provider. Dr. Jayne Charlamb is always professional, knowledgeable, and personable. Dr. Jayne Charlamb is a very thorough doctor. She spends a lot of time with her patients. Dr. Jayne Charlamb is so thorough and aware of my family history. She followed up on stuff we discussed last visit that I forgot about. Dr. Jayne Charlamb is very thorough and professional with her patients. Dr. Jayne Charlamb – wonderful. She always schedules appointments with her right after mammograms, which avoids any unnecessary waiting and worrying. She always takes the time I need to answer questions. It is as if she is working on my schedule and not hers. I am grateful to her for the care I get. Dr. Prashant Upadhyaya was knowledgeable, friendly, a good communicator, and well-prepared with visuals to help explain his surgical plan for my care. Dr. Lisa Lai is an amazing surgeon and person. Dr. Lisa Lai - caring and thorough. Dr. Lisa Lai is heaven sent! Dr. Lisa Lai – exceptional! Dr. Lisa Lai is phenomenal. She went above and beyond my expectations. Words could never express how truly thankful I am for her. She is very thorough and dedicated to our family. Not only does she send test results but she calls to explain. I just love her to pieces and she gave us confidence in this fight against breast cancer. We are truly thankful.

Breast Care Program: Dr. Lisa Lai is exceptional in every respect, the epitome of a “physician”.

Breast Imaging: Dr. Ravi Adhikary – great, explained everything to me before and after procedure.

Center for Children’s Surgery: Dr. Brian Kistler was amazing and caring. Dr. Jonathan Riddell – very professional, provided all the information for informed decisions, made patient confidentiality a priority. Dr. Prateek Wali was kind and did not make us feel rushed.

Dental Service: Dr. Patrick Smith is always a delight and incredibly helpful and respectful. Dr. Patrick Smith is amazing. He is very patient and explains each step. I am very happy to be a patient of his.

ED @ Community Campus: Dr. Patrick Adcock – very attentive.

Emergency Department - Adult: Dr. Anthony Klimek – very nice bedside manner.

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ENT: **Dr. Sherard Tatum** – thank you for saving my life! I am very fortunate to have **Dr. Mark Marzouk** as my doctor. I know I am being given good care! **Dr. Mark Marzouk** – amazing!

Family Medicine: **Dr. Clyde Satterly** is a compassionate and caring physician. He is the best! **Dr. Clyde Satterly** did not make me feel like he was rushing me through. I have the utmost respect for **Dr. Clyde Satterly** and am very happy with him as my provider. I would recommend **Dr. Clyde Satterly** to anyone. I have been with him for at least ten years and am very pleased and satisfied with his care. **Dr. Clyde Satterly** goes above and beyond. **Dr. Clyde Satterly** took his time with me and not only listened but heard what I was saying. **Dr. Kaushal Nanavati** is the BEST provider I have ever seen. He treats his patients with the utmost respect, is a wealth of knowledge and takes into consideration who his audience is and what their wishes are. I already have recommended **Dr. Kaushal Nanavati** to my family and friends. He is an extraordinary doctor and I am blessed to be his patient. **Dr. Kaushal Nanavati** is the most caring, compassionate physician I have ever had. As a patient, I hope our relationship continues for many years. He is outstanding. **Dr. Kaushal Nanavati** – exemplary! **Dr. Kaushal Nanavati** is by far the most informative, explain things carefully, makes me feel heard, and helps me make informed choices about my health. He is patient, empathetic and I trust him. He is incredibly knowledgeable, professional and kind. **Dr. Kaushal Nanavati** is very caring. **Dr. Kaushal Nanavati** truly cares for his patients. **Dr. Kaushal Nanavati** – great. **Dr. Kaushal Nanavati** makes me feel like I am his only patient, he is wonderful! **Dr. Heather Finn** is the absolute best physician. She is a joy with outstanding interpersonal skills. **Dr. Heather Finn** is a model family practitioner, knowledgeable, kind and supportive. **Dr. Heather Finn** – very satisfied! **Dr. Heather Finn** is exceptionally patient and caring. **Dr. Heather Finn** takes the time necessary to understand any issues or concerns. **Dr. Heather Finn** is good to me. I hope she never leaves Syracuse. I really love **Dr. Heather Finn**. She is one of the best doctors I had in a long time. She listens to me, treats me with respect, and cares. **Dr. Heather Finn** – good! **Dr. Heather Finn** is amazing, listens, thorough, knowledgeable, professional, supportive, pleasant and kind. **Dr. Heather Finn** – competent, caring and personal. **Dr. Heather Finn** is fantastic! **Dr. Heather Finn** always impresses me as she is willing to spend whatever time is necessary to ensure all my questions and concerns are fully answered and taken care of. She takes into account my concerns and wishes when it comes to any health issues that may come up. **Dr. James Greenwald** is simply the best! **Dr. James Greenwald** has been my doctor for over 32 years and I have always felt fortunate that this is so. He listens, he is practical, he is experienced, and learned. I have always believed that he cares about me, my daughter, and our health. He is easy to talk to and answers any and all questions that I might bring to appointments. **Dr. James Greenwald** is an excellent physician, very personable and really listens to your concerns. **Dr. James Greenwald** is warm, knowledgeable and professional. He has always been responsive to my needs. He listens and teaches effectively. **Dr. James Greenwald** – impressive. **Dr. James Greenwald** – top notch patient focused and friendly professional.

GEM: **Dr. Eric Hojnowski** – outstanding and compassionate in every way.

Hepatobiliary Clinic: **Dr. Ajay Jain** is so compassionate!

Joslin Center for Diabetes: I adore **Dr. Barbara Feuerstein** and feel she is the absolute BEST care provider. I never have a complaint in regards to the attention, time, and expertise she provides. **Dr. Barbara Feuerstein** is awesome!! **Dr. Barbara Feuerstein** – knowledgeable and provides outstanding care! **Dr. Barbara Feuerstein** was very caring and informative. Glad to have her as one of my doctors. **Dr. Barbara Feuerstein** – excellent! **Dr. Barbara Feuerstein** is an excellent doctor who was genuinely concerned with my issues, listened closely to what I had to say, answered all of my questions, gave clear explanations, and did not rush through my initial consult. **Dr. Rachel Hopkins** was thorough, compassionate, and made me feel less anxious and more comforted. She was phenomenal and any organization that employs her is lucky. One of the best providers I have ever had the pleasure of meeting. **Dr. Rachel Hopkins** was such an ideal doctor. She took the time to make me feel like I was her top priority and listened to me intently. She really is an impressive human being in general. Even after the visit she took the time to help me figure out the website to view my results. Very gifted doctor. **Dr. Rachel**

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Hopkins is great at what she does. **Dr. Rachel Hopkins** – great! **Dr. Rachel Hopkins** is one of the most caring and knowledgeable doctors I know. **Dr. Rachel Hopkins** – wonderful! **Dr. Rachel Hopkins** always impresses me with her knowledge. **Dr. Marisa Desimone** listened to what I had to say and diagnosed me. She truly cares about her patients and their health! **Dr. Marisa Desimone** impressed me. She listened to my story and symptoms and made a clinical diagnosis that has proven to be correct. She took the time and listened! I know that I matter to her – I am not just a patient for her to see. **Dr. Kurt Concilla** is an outstanding physician. He is friendly, caring, pleasant to talk to, puts me at ease, and never is in a rush. I look forward to my appointment. He is a credit to his profession. **Dr. Kurt Concilla** is a very dedicated, concerned, and caring physician. **Dr. Susan Stred** is a wonderful doctor. I enjoy **Dr. Sadia Ashraf** as she is very professional and cares about her patients. **Dr. Beth-Ann Piper** was great and spent plenty of time with me. I really liked **Dr. Beth-Ann Piper** - this was my first visit and she spent a great deal of time with me discussing everything. **Dr. Beth-Ann Piper** impressed me the most. I will be a new patient of hers and, I look forward to the appointments as she certainly impressed me at my first appointment last week. **Dr. Beth-Ann Piper** spent a great deal of time with me explaining my diabetes issue. She was very kind and patient with all of my questions. I like that **Dr. Beth-Ann Piper** involves me in the decisions made for managing my diabetes. She truly wants to make living with diabetes easier for me than it has been. This was my first visit with **Dr. Beth-Ann Piper** and she spent much time going over test results, history, medications, and suggestions to benefit my health. I was favorably impressed with **Dr. Beth-Ann Piper**. She is a very good physician. **Dr. Prashant Nadkarni** is always prompt, listens to all your concerns, answers your questions and makes a treatment plan that we construct together, listening to my symptoms as well as evaluating my lab work. He never seems rushed and I always feel I leave having had ample time to ask all questions I have. **Dr. Ruban Dhaliwal** did a very nice job. **Dr. Ruban Dhaliwal** is very knowledgeable and compassionate. **Dr. Ifeoma Egbuonu** provided me with outstanding care. **Dr. Ifeoma Egbuonu** impressed me with her knowledge, sensitivity, personable and respectful approach. Her ability to share and explain issues and facts was outstanding. **Dr. Ruth Weinstock** is a phenomenal doctor. She has been instrumental in helping me maintain my health even though I have been diabetic for a long time. **Dr. Ruth Weinstock** is a wonderful doctor. Her knowledge and manner are exceptional and I am so lucky to be her patient. I don't know how I would be if I weren't her patient. **Dr. Runa Acharya** was very straight forward, gave me answers, and knew exactly what she was talking about. **Dr. Roberto Izquierdo** always takes the time to answer all of my questions and is always very helpful and polite. **Dr. Roberto Izquierdo** is very personable, explains things very well, and compassionate. **Dr. Roberto Izquierdo** is excellent! **Dr. Roberto Izquierdo** is very polite and very sensitive to all my health concerns. **Dr. Roberto Izquierdo** – impressive, does an excellent job providing the care and observation needed for my medical issue. I hope he will be there for a long time to come.

Medicine Subspecialties: **Dr. Dana Savici** – I truly love her! Her thoroughness, her patience, her clear expectations, and her manner. I was truly surprised at her personal concern and find it easy to talk with her! I feel **Dr. Dana Savici** deserves an award for exceptional personal and pulmonary skills. I am absolutely pleased with **Dr. Dana Savici**. I feel she goes above and beyond average expectations in my care. I am very happy to have met her. Overall **Dr. Dana Savici** is superior in all aspects you would want a specialist to be. I have recommended **Dr. Dana Savici** to my primary care doctor out of system if she needs someone to refer to for pulmonary care. **Dr. William Elliot** – listened, explained, is respectful and kind. I was very thankful to meet such a fine doctor. I was very pleased with **Dr. William Elliot** in all areas. I am thankful to have had him for my appointment. I like **Dr. William Elliot** very much. He made my appointment very comfortable. **Dr. William Elliot** – very helpful. **Dr. Hiroshi Kato** – very knowledgeable, compassionate and kind. **Dr. Hiroshi Kato** is always concerned about how I am feeling, how I think I am doing, and any changes since my last visit. Very satisfied with the care of **Dr. Hom Neupane** - very good doctor. **Dr. Hom Neupane** – the best doctor I have ever had treat me and my wife. **Dr. Hom Neupane** listens to my concerns and is always professional and courteous. **Dr. Manju Paul** was compassionate, understanding and really listened to my concerns. **Dr. Manju Paul** has a professional yet approachable manner. She is very smart and articulates information in a way that makes the medical information understandable by her patients. I am lucky to have **Dr. Manju Paul** as my pulmonologist. **Dr. Manju Paul** is a knowledgeable physician – never acts like “next” or treats you like a

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Amy Tucker, MD, MHCM, Interim Chief Medical Officer, Upstate University Hospital
Associate Dean for Clinical Affairs, College of Medicine
Vice President, Ambulatory Services and Population Health, Upstate Medical University

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number – it makes it easier to actually talk and review preventative health care. **Dr. Manju Paul** is excellent, knowledgeable and caring. **Dr. Manju Paul** – knowledgeable and helpful. **Dr. Manju Paul** – you can tell this is her vocation, not just a job. **Dr. Manju Paul** was able to directly adjust my Rx via MyChart computer program – it is appreciated. I absolutely love my talks with **Dr. Jianghong Yu** as she is a great listener. I never feel rushed and am satisfied I am getting good care. **Dr. Jianghong Yu** – always pleasant. **Dr. Jianghong Yu** is very caring and always makes me feel like I am going to be well taken care of. I feel confident in the plan of action for my healthcare needs. **Dr. Jianghong Yu** was to the point and honest - good professional. **Dr. Eduardo Bonilla** is the best. I would highly recommend him to everyone. He is patient, kind, and cares about his patients. I can't say enough good about him. **Dr. Farheen Jaffari** – kind, caring doctor and knowledgeable about my illness.

Peds ED: **Dr. Asalim Thabet** was amazing and nice. **Dr. Asalim Thabet** – amazing and respectful. **Dr. Richard Cantor** is amazing! I wish that anytime I have to go to the ER I can see him. He is amazing with kids, awesome with adults, has great bedside manners, and when dealing with a sick kid he is the kind of doctor you want. **Dr. Richard Cantor** – amazing! **Dr. Tyler Greenfield** – amazing, quick, efficient, and wonderful bedside manner.

Pediatric Urology: **Dr. Jonathan Riddell** was honest and allowed us to make the best decision for our son without feeling pressured. **Dr. Jonathan Riddell** – amazing! **Dr. Jonathan Riddell** – open and honest. **Dr. Matthew Mason** really took the time to explain our son's diagnosis and what we should expect when he is born. **Dr. Matthew Mason** spent almost an hour discussing this with us and we very much appreciate it. **Dr. Matthew Mason**, we love him. He is very nice and very understanding. He explains everything in a way for us to understand. **Dr. Matthew Mason** is great with my son. **Dr. Matthew Mason** is always great.

Radiation Oncology: **Dr. Jeffrey Bogart** – pleasant, helpful, compassionate and immensely professional.

Radiology @ Community Campus: **Dr. Mitchell Karmel** was sooo nice! **Dr. Mitchell Karmel** – nice!

Surgery – UH LL022: **Dr. Moustafa Hassan** was very understanding and knowledgeable about my condition and treatment. **Dr. Taewan Kim** has knowledge and unprecedented experience in his field. Very satisfied!! **Dr. Joan Dolinak** – I was far from home and very nervous, she made me feel very comfortable and welcomed. **Dr. G. Randall Green** – great doctor! **Dr. G. Randall Green** makes me feel comfortable – great doctor, excellent people skills. **Dr. G. Randall Green** – top notch!

The Bariatric Surgery Center: **Dr. Taewan Kim** – answered all my questions and was a pleasure to work with. **Dr. Howard Simon** was fantastic. He sat with me and just talked about my history and made me comfortable and not judged.

The Surgery Center – CG: **Dr. Brian Nicholas** – great!

Transplant Center: **Dr. Oleh Pankewycz** is an outstanding doctor with a patient kind heart. **Dr. Oleh Pankewycz** is the best doctor I have had. He is compassionate and listens well. He pays close attention to lab tests, and adjusts medications accordingly, if needed. I really like **Dr. Oleh Pankewycz** and never hesitate to talk to him.

UHCC – Neurology: **Dr. Burk Jubelt** is an excellent doctor. **Dr. Michael Vertino** took as much time as was needed to hear and understand the pain I was having. He was thorough, positive, and caring. **Dr. Michael Vertino** is an outstanding neurologist. **Dr. Luis Mejico** is truly a special doctor. **Dr. Luis Mejico** is very kind, caring and explains things clearly. **Dr. Luis Mejico** - very knowledgeable and caring. **Dr. Rosamma Joseph** is by far the most competent and caring doctor I have ever had. **Dr. Guojun Zhang** is an amazing physician. He is always respectful and answers all of our questions. I would

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recommend **Dr. Guojun Zhang** to others. He is a gift to the Neurology department and the hospital. **Dr. Guojun Zhang** is amazing. **Dr. Eufrosina Young** is providing excellent care and always takes however much time is needed to explain my treatment and condition. **Dr. Sulada Kanchana** - genuinely trying to help me – a great experience. **Dr. Sulada Kanchana** – thorough, pleasant, allayed my concerns, and explained treatment. **Dr. Sulada Kanchana** spent lots of time with me and I am glad she is taking care of me. **Dr. Hesham Masoud** – clear, educational, funny and witty. My visits with **Dr. Robert Beach** are always good. He spends time with me and listens to my concerns. I feel confident that he knows how to treat my condition. **Dr. Robert Beach** always spends enough time with me and I feel that he cares about my health. **Dr. Anuradha Duleep** - the best! **Dr. Anuradha Duleep** is very caring and compassionate, she listened and explained everything very carefully in a way that I could understand, she addressed all my concerns and greatly alleviated my fears. **Dr. Deborah Bradshaw** – great! **Dr. Deborah Bradshaw** never ceases to amaze me with her insight and knowledge – she really cares and it shows. **Dr. Burk Jubelt** – kind and informative. **Dr. Melissa Ko** – the best!

UHCC Women's Health Services: **Dr. Renee Mestad** – I enjoyed talking to her. I felt very comfortable and at ease. **Dr. Jennifer Makin** is very good and she does a good job explaining things.

University Cardiology: **Dr. Avneet Singh** is excellent! **Dr. Robert Carhart** – his patience, caring, and knowledge. **Dr. Robert Carhart** – excellent! **Dr. Robert Carhart** – words cannot say enough about how great he is. **Dr. Robert Carhart** saved my life in 2010 and I see him every 6 months without fail. He is my lifeline!!! This was my first meeting with **Dr. Robert Carhart** and I could not be happier. He was very friendly, thorough, concerned for my well-being, and answered all of my questions in layman's terms. It was a very relaxing and enjoyable experience. **Dr. Luna Bhatta** is one of the most caring individuals that I have ever had the pleasure to know. **Dr. Luna Bhatta** has always been wonderful – very concerned about the people she cares for. **Dr. Tamas Szombathy** is both thoughtful and insightful. He takes time with you and makes you feel that your time and well-being are important to him. **Dr. Tamas Szombathy** always takes the time to make you feel like you are his only appointment. **Dr. Debanik Chaudhuri** is always impressive, he is a wonderful doctor and takes time to answer questions and explain things in a kind and compassionate manner. **Dr. Debanik Chaudhuri** – genuinely concerned about my health. I like **Dr. Debanik Chaudhuri** – he takes my health concerns seriously! **Dr. Debanik Chaudhuri** is absolutely wonderful, very kind, and takes time to answer questions and explain things.

University Center for Vision Care: I met **Dr. Robert Swan** and asked to be placed on his case load – I was! **Dr. Robert Swan** has it all: knowledge, experience, kindness and skill. One of the best I have ever seen. **Dr. Robert Swan** – excellent!

University Geriatricians: **Dr. Umair Masood** was sensitive and respectful while being very thorough with my entire family and myself. I have recommended him and the practice to friends. **Dr. Umair Masood** – my care was outstanding! **Dr. Jeanne Bishop** – best medical team I have ever encountered. **Dr. Jeanne Bishop** is truly a remarkable care giver. She always takes the time to discuss my father's condition and care, and to listen to our concerns and issues in providing his care. She has been very helpful in providing thoughtful advice to address problems, and it's very clear that she really cares about her patients and those caring for them. Her professionalism, kindness, genuine concern and words of encouragement continue to inspire my sister and me to do our best to care for our father in his home. **Dr. Sharon Brangman** – wonderful! **Dr. Sharon Brangman** is always very encouraging. **Dr. Sharon Brangman** listens well, explains clearly, very professional. **Dr. Sharon Brangman** seems highly competent and very attentive as I described symptoms. **Dr. Andrea Berg** is very caring, engaging, but direct and clear about treatment and lifestyle changes needed. **Dr. Andrea Berg** – compassionate, thorough, and professional. I regularly recommend her to anyone who needs geriatric care. **Dr. Andrea Berg** is the kindest doctor I have ever met. She is compassionate, cares about my condition and helps me understand what is happening. **Dr. Andrea Berg** – absolutely fabulous, kind, caring and compassionate. **Dr. Andrea Berg** is a good listener, shows concern for what I am sharing with her and provides good, understandable answers to my questions.

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University Internists: **Dr. Suman Swarnkar** is your greatest asset. **Dr. Suman Swarnkar** – excellent! I have full confidence in **Dr. Suman Swarnkar**. I have been under **Dr. Suman Swarnkar's** care for a long time. She makes me feel very comfortable and truly cares about my well-being. I will stay with her as long as she is there. She is a great asset to your team! I always feel lucky to have **Dr. Suman Swarnkar** as my primary care provider. **Dr. Suman Swarnkar** is always friendly, very knowledgeable, and revisits things we discussed in previous visits. **Dr. Vincent Frechette** – the best! **Dr. Vincent Frechette** is an excellent GP with great listening and communication skills and great bedside manner. **Dr. Vincent Frechette** is caring, patient and takes the time to listen and respond. **Dr. Vincent Frechette** always takes good care of me. He listens and addresses any of my concerns. **Dr. Vincent Frechette** – kind, considerate, takes time to explain what is needed, and assures me that I can always contact him if need be. He is wonderful doctor and I thank god that he is my doctor. **Dr. Vincent Frechette** – knowledgeable, includes me in discussion of options, and listens to my concerns. **Dr. Vincent Frechette** – has a balanced and thoughtful approach to my care. **Dr. Vincent Frechette** – caring, concerned, not rushed, takes time and exceeds all expectations. **Dr. Vincent Frechette** – knowledgeable, uncanny ability zeroing in on issues, forever love of teaching, genuine concern and kind nature. I am so lucky, so happy to be in his care!!! **Dr. Vincent Frechette** is the best! **Dr. Vincent Frechette** is wonderful. He always gives all of his attention to my appointments. **Dr. George Gluz** – patient and listens. **Dr. George Gluz** is very kind, informative, caring, gentle, and understanding. Besides being an exceptional medical provider, **Dr. Barbara Krenzer** looks you in the eye and listens INTENTLY. I appreciate her calm demeanor and her assurances that she is there to help get to the bottom of any health concerns. She instills confidence in her patients – you're not just a number – you matter. **Dr. Barbara Krenzer** – wonderful! I have seen **Dr. Barbara Krenzer** for years and have complete faith and trust in her. She is excellent and always professional. **Dr. Barbara Krenzer** – I know I am in exceptional hands. **Dr. Sarah Lappin** – caring and concern. I am very happy with **Dr. Sarah Lappin** and have already referred family to her and will continue to do so. **Dr. Sarah Lappin** – wonderful! **Dr. Sarah Lappin** – the best, goes above and beyond. **Dr. Sarah Lappin** always treats me with the utmost respect, compassion and courtesy. **Dr. Sarah Lappin** – knowledgeable, friendly and professional. I am happy that I was referred to her several years ago! **Dr. George Gluz** – one of the best doctors I have ever had. It feels like he really cares about me. **Dr. Lubna Wani** – makes you feel very comfortable, exceptional care. I can't say enough good things about **Dr. Lubna Wani**.

Upstate Urology: **Dr. Gennady Bratslavsky** – knowledgeable. **Dr. Gennady Bratslavsky** – wonderful! **Dr. Gennady Bratslavsky** – excellent doctor. I am blessed to have **Dr. Gennady Bratslavsky** as my doctor. **Dr. Gennady Bratslavsky** – cares and has compassion for his patients. **Dr. Gennady Bratslavsky** was very kind and thorough in explaining my condition and the care I will receive. I left there feeling happy and hopeful. **Dr. Gennady Bratslavsky** – very interested in listening to my concerns. Spent all time necessary, no rush. **Dr. Gennady Bratslavsky** has been a god-send over the last 4 years. **Dr. Gennady Bratslavsky** – impressive, knowledgeable, and patient. **Dr. Gennady Bratslavsky** is always totally impressive, just everything one would want in a surgeon. **Dr. Gennady Bratslavsky** is always upbeat. I enjoy my visits with him and have recommended him to others. He was very attentive, thoughtful, and creative in his approach to my cancer. I fully credit him with saving my life. **Dr. Gennady Bratslavsky** – confident! **Dr. Gennady Bratslavsky** makes it a pleasure to be there. He is very professional and upbeat. **Dr. Gennady Bratslavsky** is always good natured, caring, and willing to take the time to explain everything fully. He is always encouraging and keeps a very positive attitude, which really helps when dealing with serious situations. **Dr. Gennady Bratslavsky** has been very thorough and I always feel my care is in the best hands available. Glad he is my doctor! My wife and I can't say enough about how wonderful **Dr. Gennady Bratslavsky** has been to us. **Dr. Natasha Ginzburg** – could not be more supportive, caring and knowledgeable. **Dr. Natasha Ginzburg** – knowledgeable and professional. **Dr. Natasha Ginzburg** has fantastic bedside manner, is very knowledgeable, and made my life a lot easier after surgery. She is a great doctor. I loved **Dr. Natasha Ginzburg**. She was so helpful and explained everything to me. She did everything to help me figure out what was wrong to her ability. **Dr. Natasha Ginzburg** is the perfect combination of professionalism, knowledge, and empathy. **Dr. Natasha Ginzburg** explained all my treatment options. **Dr. Natasha Ginzburg** is clearly an asset to your medical center and patients. **Dr. Natasha Ginzburg** and **Dr. Elizabeth Ferry** – awesome

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doctors! **Dr. Elizabeth Ferry** is an excellent urologist. I am very confident in the care she gives me. **Dr. Elizabeth Ferry** is a good listener and she is very professional. **Dr. Elizabeth Ferry** is excellent. **Dr. Zahi Makhuli** was most helpful. **Dr. Zahi Makhuli** – impressive! **Dr. Zahi Makhuli** is attentive, concerned, and highly competent. **Dr. Zahi Makhuli** has been caring for me for over 40 years and continues to be outstanding! I see **Dr. Zahi Makhuli** regularly and have the greatest confidence in his continued review of my condition. **Dr. Zahi Makhuli** is knowledgeable, caring, patient, and overall first rate physician. **Dr. Zahi Makhuli** – experienced and knowledgeable. **Dr. Joseph Jacob** – excellent! He is respectful and always listens to my concerns. He doesn't judge my decisions, but he always lets me know about my alternatives on available treatments. **Dr. Joseph Jacob** – personable and reassuring. **Dr. Joseph Jacob** – love! **Dr. Timothy Byler** spent time with me and presented options. **Dr. Rakesh Khanna** – wants me to understand my illness and treatment options, does not rush when you have questions that you need answered. **Dr. J Trussell** – was positively excited about my case, knowledgeable, up-to-date about the potential surgery and not at all judgmental.

Urology @ CC: **Dr. Rakesh Khanna** comes across as a genuine caring physician and he knows his craft extremely well. **Dr. Rakesh Khanna** inspires those around him by his competence, knowledge, skill, and genuine warmth for his patients. **Dr. Rakesh Khanna** – excellent in reviewing my concerns and providing options for treatment.

Wellspring Breast Center: **Dr. Rebecca Swan** – wonderful! **Dr. Rebecca Swan** – amazing from start to finish of my procedure.

2 East - Community Campus: **Dr. Jennifer Marziale** is amazing, professional and courteous. **Dr. Jennifer Marziale** – the best!

3W – Community Campus: **Dr. Elliot Rodriguez** – listened to my family. **Dr. Marc Iqbal** – listened.

4N - Community Campus: **Dr. Jeffrey Albright** – excellent!

05A: **Dr. Mark Marzouk** – I could tell he really cared about my condition. He actually came in on his own time.

05B: **Dr. Gennady Bratslavsky** was very kind and informative to me and my family members. **Dr. Roseanna Guzman-Curtis** – awesome! **Dr. Gennady Bratslavsky** and **Dr. Oleg Shapiro** – couldn't be better! **Dr. Ajay Jain** is a superior doctor, very skilled and concerned. **Dr. Mashaal Dhir** – vary caring, proactive on my care.

06B: **Dr. Amit Dhamoon** – took me seriously and spent time researching my problems, diagnosing and discussing with myself and my family – asset to my care.

6th Floor - Community Campus: **Dr. Robert Sherman** – bedside manner was excellent, very confident and well educated. **Dr. Timothy Damron** was thorough and precise in answering my questions and keeping me informed. **Dr. Kevin Setter** is an extraordinary doctor, the best in his field, best bedside manner, took time to explain everything, and ensured that my pain would be well managed. I would not consider having any other doctor take care of me. Absolutely love him!

06I: **Dr. Birendra Sah** – skillful, informative and caring.

07A: **Dr. Richard Tallarico** is nothing short of amazing. He is so kind, caring, informative, and selfless! **Dr. Richard Tallarico** is the best doctor I have ever had. I would recommend him to anyone. I am so glad that I found him to have as my doctor and to perform the surgeries I had done. I am so glad and grateful he was my doctor. **Dr. Richard Tallarico** is the best surgeon I have ever come across.

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08G: Dr. Michael Costanza is excellent and true professional.

09G: Dr. Lawrence Chin and Dr. Mitchell Gore – wonderful!

11E: Dr. Zulma Tovar-Spinoza was amazing and she described everything in a language we could understand and was very reassuring. She holds a special place in our hearts. Dr. Zulma Tovar-Spinoza and Dr. Sherard Tatum are amazing!

12E: Dr. John Andrade was amazing. He listened and explained diagnosis and plan, very thorough.

12F: Dr. Zulma Tovar-Spinoza was very helpful and went above and beyond our expectations.

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