

# MEDSTAFF NEWSLETTER

## UPSTATE UNIVERSITY HOSPITAL

FALL  
2017

### IN THIS ISSUE:

- Annual Medical Staff Meeting
- New Medical Staff Members
- Employee / Student Health
- 2017-2018 Flu Season
- Patient Experience Corner
- Urinalysis Order Set
- Annual Credentialed Provider Education

<mailto:askmec@upstate.edu>

### A MESSAGE FROM THE MEDICAL STAFF PRESIDENT HOWARD M. WEINSTEIN, MD

Summer has flown by as it always does but not without a flurry of activity from the medical staff. First, let me welcome the incoming class of students in all of our schools. Let me also thank all who participated in representing Upstate Medical Center at the New York State Fair in all capacities-it broke records in all aspects.

The Medical Staff Committees were very active this past summer. Great, new programs have been developed and utilized through our very devoted Quality and Safety Committee from both campuses. By this time many of you have been participating in many of the programs that have been created affecting all areas of both hospitals from maintenance to the most sophisticated Intensive Care needs of our patients. Each month new projects are developed and tested and a project that is developed and tested on one campus may often be instituted in both.

The Combined Quality Improvement committee meets monthly to review cases from both Campuses in all

departments to explore any problems that may have developed in direct patient care; to determine potential difficulties in patient management and suggest any changes that may have improved patient care and safety. I firmly believe that we are all devoted to patient care and safety and that situations will always arise that are unsuspected and should be reviewed. This is not punitive but rather serves to develop guidance in similar situations affecting our patient care, which is what we strive for at all times.

Our new Academic Dean, Dr. Julio Licinio, has hit the ground running and has been actively involved in Academic affairs with the beginning of Committees for LCME evaluation, which will visit in 2018.

We should all take any opportunity to Congratulate Dr. Danielle Katz in her new role as ACGME Associate Dean, Graduate Medical Education-a great choice!

Congratulations to Dr. Bob Corona who will serve as Associate Dean of Medical Innovation. This is a new position with potential far-reaching effects.

Please remember that Dr. Laraque-Arena will be having a Town Hall meeting in the afternoon of October 17th followed by the annual Medical Staff meeting at 6PM. The speaker will be William Streck, MD, HANYS Chief Medical and Health Systems Innovation Officer. Many of our colleagues will be recognized for the quality care they provide especially from a patient viewpoint. I encourage all Medical Staff members to respond to invitations to these events and attend both very informative meetings.

Best wishes to all,  
Howard M. Weinstein, MD





## ANNUAL MEDICAL STAFF MEETING 2017

### Chief Medical and Health Systems Innovation Officer, Healthcare Association of New York State (HANYS)

Through leadership, outreach, and research initiatives, **DR. WILLIAM STRECK** works with HANYS' members to facilitate transitions in meeting key healthcare delivery reform imperatives. Dr. Streck works with HANYS' member hospitals and health systems with a focus on emerging models of care, population health initiatives, risk management strategies, and physician relationships. In addition, he works with HANYS' businesses to evaluate, develop, and execute new data-driven products and services that guide members' efforts to execute population health initiatives and risk management strategies. Before joining HANYS in December 2014, Dr. Streck was one of the longest serving health system executives in New York State and the country, having retired in July 2014 after 30 years as President and Chief Executive Officer of Bassett Healthcare Network in Cooperstown. Under Dr. Streck's leadership, Bassett grew from an employed physician group of 70 physicians at a single hospital to its current regional network and programs as a vertically integrated healthcare system with academic, teaching, and research missions. He served five New York State governors on advisory boards, key Department of Health committees, and state policy groups. In addition, Dr. Streck has served on various professional and policy groups at the state and national levels. Dr. Streck received his Bachelor of Science degree in Psychology from Oklahoma State University and his medical degree from the University of Missouri. He began his medical career at Strong Memorial Hospital in Rochester, New York.

### SUNY UPSTATE UNIVERSITY HOSPITAL ANNUAL MEDICAL STAFF MEETING

OCTOBER 17, 2017

6:00PM

New Academic Building, 4<sup>th</sup> floor, B & C  
RSVP to [medstaff@upstate.edu](mailto:medstaff@upstate.edu)

Generous hors' d'oeuvres and an open bar will be available. There will be a flu cart for those attending the meeting who wish to receive their influenza vaccine.



## WELCOME NEW MEDICAL STAFF MEMBERS

• Emmanuel Ekeke, CRNA	Anesthesiology	• Jacob Feldman, MD	Otolaryngology
• Michael Hoskin, CRNA	Anesthesiology	• Lisa Isabell, NP	Otolaryngology
• Lori Stanton, CRNA	Anesthesiology	• Brooke Fraser, NP	Pediatrics
• Jessica Latzman, MD	Anesthesiology	• Aamer Imdad, MBBS	Pediatrics
• Vincent Calleo, MD	Emergency Medicine	• Heidi Ochs, DO	Pediatrics
• Susan Demartini, MD	Emergency Medicine	• Megan Pinnamanen, MD	Pediatrics
• Sarah Marsh, MD	Emergency Medicine	• Liju John, MD	PM&R
• Umair Sheikh, MD	Emergency Medicine	• Shannon Cavedine, NP	Psychiatry
• Catherine Fessenden, NP	Family Medicine	• Colleen Curr, NP	Psychiatry
• Jennifer George, NP	Family Medicine	• Allyson Kemp, NP	Psychiatry
• Alida de Jong, NP	Family Medicine	• Christopher Lucas, MD	Psychiatry
• Matthew Procpio, MD	Family Medicine	• Diane St. Fleur, MD	Psychiatry
• Runa Acharya, MD	Medicine	• Robert Henry, MD	Radiology
• Sadia Ashraf, MBBS	Medicine	• Jonathan Latzman, MD	Radiology
• Rebecca Jinga, PA	Medicine	• Anand Majmudar, MD	Radiology
• Geetanjali Johri, MD	Medicine	• Jeffrey Mogle, NP	Radiology
• Ashraya Karkee, MD	Medicine	• Mujtaba Mohammed, MD	Radiology
• Kristy McGough, PA	Medicine	• Sreejit Nair, MD	Radiology
• Zaher Oueida, MBChB	Medicine	• Monda Shehata, MBBCH	Radiology
• Shannon Perkins, NP	Medicine	• Khalil Zahra, MBBS	Radiology
• Sheetal Rayancha, MD	Medicine	• Joshua Appelstein, MD	Surgery
• Lori Jeanne West, NP	Medicine	• Lucinda Coffin, PA	Surgery
• Sulada Kanchana, MD	Neurology	• Mark Crye, MD	Surgery
• Zachary Love, NP	Neurology	• Thomas d'Amato, MD	Surgery
• Awss Zidan, MD	Neurology	• Mashaal Dhir, MD	Surgery
• Gaddum Reddy, MD	Neurosurgery	• Jesse Gutnick, MD	Surgery
• Susan Stuck, PA	Neurosurgery	• Qiana Sutton, PA	Surgery
• Rachel Stocking, NP	OB/GYN	• Lauren Bova, NP	Urology
• Xiaofei Wang, MD	Ophthalmology	• Mahmoud Chehab, MD	Urology
• Matthew Aloï, NP	Orthopedics	• Joseph Jacob, MD	Urology
• Payel Ghosh, DPM	Orthopedics		
• Kevin Kopko, MD	Orthopedics		
• P. James Newman, MD	Orthopedics		
• Michael Schreck, MD	Orthopedics		

## EMPLOYEE / STUDENT HEALTH NEWS – JERROD BAGATELL, MD DIRECTOR

Employee/Student Health is undergoing an evolution with the implementation of an electronic health record system. Our goals are to improve access, efficiencies, and tracking, while we strive toward improving the overall experience when interfacing with our department.

Please anticipate that beginning September 18, and during the early stages after we begin to use the new system, management of our volume will be more challenging. There will be expected and unexpected delays as we all get accustomed to our new system. I am assured this will improve with time.

Once fully implemented, the system will allow for students, employees, and members of the medical staff to remotely access Upstate's Point and Click website to schedule appointments for student health visits, pre-employment physicals, and employee annual health assessments. Remote scheduling will be rolled out in stages over the next few months beginning with our students, progressing to include access for our new hires, and then to all of our current employees and members of the medical staff.

Walk-in visits will continue to be welcome downtown, and will be seen on a next available basis, as we have been doing for many years. You are encouraged to call or stop by our office to schedule a time for your annual health assessment. Individuals located at Community Campus will continue to call or walk-in to the Employee Health office to schedule their annual health assessments. Please note that the current on-line annual health questionnaire is no longer available on Self Serve.

When fully configured and secured, this new electronic portal will allow remote access for the completion of an annual health questionnaire, as well as additional health surveys. It will allow for the uploading of required documentation to be directed to the individual chart for compliance review. It will allow for individuals to access their personal data/information regarding immunizations/titers and dates of most recent TB screening, often requested by students, employees, and medical staff.

When flu vaccination clinics start on October 2<sup>nd</sup> we expect that our new electronic record system will facilitate our batch immunizations with an enhanced ability to record and track data, which is vital to the success of our flu vaccine campaign.

As we progress, I am hopeful that by allowing our students/employees the opportunity to interface with our department with the technology currently available, we will be able to enhance your overall experience with our department.

I greatly appreciate your patience and understanding as we embark on this endeavor.

### 2017-2018 FLU SEASON

In preparation for the 2017-18 Flu Season, we are offering many flu shot clinics beginning Monday October 2<sup>nd</sup> and continuing into November. While the majority of clinics will take place at Upstate's University Hospital 2<sup>nd</sup> floor small cafeteria, several other locations are included as well. Upstate's Community Campus will hold a flu clinic at their Employee Health Office, on Thursday October 5<sup>th</sup>.

Please go to Upstate's Employee Health Influenza Information webpage for more information <http://www.upstate.edu/health/fluinfo.php>, and click on Flu Clinics Calendar.

All are encouraged to attend one of the Flu Clinics. Those due for an annual health assessment may receive the flu shot during their visit at the Employee/Student Health Office located on the 4<sup>th</sup> floor in Jacobsen Hall. Personnel at Community Campus may contact the Employee Health office to get their flu shot, if unable to get a shot during a scheduled clinic. You will need to bring your Upstate ID badge with you in order to receive the vaccine.

Personnel who received a flu shot somewhere other than Upstate should send this documentation to Employee/Student Health: Fax 315-464-5471, or scan to [ESHealth@upstate.edu](mailto:ESHealth@upstate.edu).

New to our experience will be the implementation of an electronic health record system at Employee/Student Health. We are hopeful that this new system will allow us the opportunity to improve our efficiencies and tracking of our flu program.

Inpatient  
Providers -  
Downtown UH  
Campus

# Urine Order Set IP



UPSTATE  
epic

## Overview of Feature/Changes

**Effective Wednesday October 4, 2017**, the **Urine Order Set IP** is available. This order set contains orders with help text for **Urinalysis with microscopic examination**, **Urinalysis with microscopy and reflex urine culture**, and **Urine Culture**.

### Urine Order Set IP

Search for and select the order set via the **Manage Orders** activity.

**Order Sets**

Order Sets

Urine Order Set IP

Urinalysis is performed to assess the levels of various normal and abnormal components of urine. Urine will be evaluated for clarity, color, specific gravity, pH, leukocyte esterase, nitrates, protein, red blood cells, hemoglobin, bilirubin, glucose, and ketones. Urine cultures are performed to identify bacteria or fungi present in the urine and to determine antibiotic sensitivities.

Recent, existing, urinalysis results will display here upon opening the Order Set.

▼ **Urinalysis**

▼ **Urinalysis with microscopic examination (UH)**

Urine will be evaluated for clarity, color, specific gravity, pH, leukocyte esterase, nitrates, protein, red blood cells, hemoglobin, bilirubin, glucose, and ketones. Urine cultures are performed to identify bacteria or fungi present in the urine and to determine antibiotic sensitivities. The urine will also be examined microscopically for organism, casts and crystals.

Urinalysis with microscopic

▼ **Urinalysis with reflex urine culture**

▼ **Urinalysis with microscopy and reflex urine culture (UH)**

In addition to the above, a urine culture will be started from this sample if any of the following is present: Leukocyte esterase positive, nitrates positive, WBC positive, or organism positive.

Urinalysis/urine culture (UH)

▼ **Urine Culture**

▼ **Urine Culture (UH)**

Urine Culture (UH)

▼ **Additional SmartSet Orders**

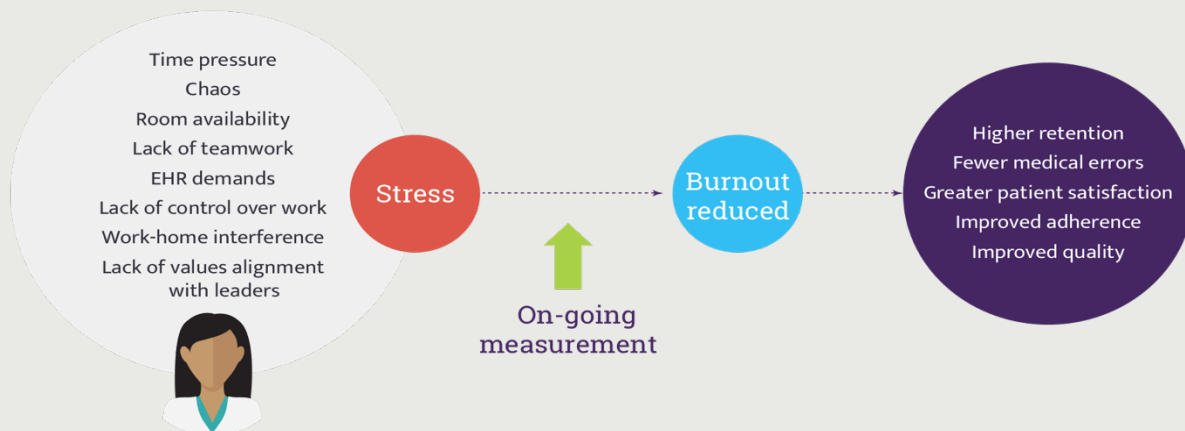
Search

### From the Office of Patient Experience Establishing Wellness as a Quality Indicator for Physician Practice

Burnout is a long-term stress reaction characterized by depersonalization, including cynical or negative attitudes towards patients, emotional exhaustion, a feeling of decreased personal achievement and a lack of empathy for patients. Recent studies show a national burnout rate of 46 percent among physicians in practice including private practice, academic medical centers and the Department of Veteran Affairs (VA). With almost half of U.S. doctors showing signs of burnout, and numerous adverse outcomes for physicians linked to burnout, it is an important issue for practices to address. Some of these practice issues include increased physician errors, reduced empathy for patients, reduced patient satisfaction and decreased patient adherence to treatment. Reducing burnout can have a positive impact on your practice, including higher retention rates, improved devotion to patients, better morale in the office/hospital and improved recruitment.



Why does control over the work environment matter? Providers who are unable to control their work are not able to balance the competing demands of the practice with their personal commitments; this results in increased stress and eventual burnout. Coming up with steps to measure and respond to burnout will allow you to reduce the source of stress, intervene with programs or policies that will support professional well-being and prevent burnout. Below are several steps you can take to help measure burnout as a quality indicator and progress towards improving the health and well-being of your care team:



## PATIENT EXPERIENCE CORNER

- Establish wellness as a quality indicator for your practice/team.
- Start a wellness committee and/or choose a wellness champion.
- Distribute an annual wellness survey.
- Meet regularly with hospital leaders and/or staff to discuss data and interventions to promote wellness.
- Initiate selected interventions chosen by the group.
- Repeat the survey within the year to re-evaluate wellness.
- See answers within the data, refine the interventions taken and continue to make improvements.

Remember, improving workflow is the most powerful antidote to burnout. Try not to embarrass or blame people with negative findings. Be supportive and encourage improvement. Congratulate leaders on successful steps they have taken and provide additional concrete actions they can take. Be creative with them in seeking ways to improve your department, unit or practice. Function as a liaison with Administration to find the best practices and advocate for bigger organizational or practice changes when they are needed to make a difference for individual departments or units.

On a personal basis remember to take care of yourself as well. There are several ways to make sure when you are treating patients, you are your BEST self:



- Exercise regularly and eat well
- Forgive yourself, forgive others
- Stop over-thinking
- Stay away from negative people & don't be a negative person
- Don't live on Facebook
- Allow yourself to feel what you are feeling
- Breathe deep and embrace your imperfections
- UNPLUG – take the time to get away

Thank you for the work you do for the people we serve,

## ANNUAL CREDENTIALLED PROVIDER EDUCATION 2017

### Annual Credentialed Provider Education 2017

This education has been significantly updated, and a small 10-question test is required after review of the education packet. The test score must be 80% or greater to pass. The 11-page education packet and post-test are located online:

[http://www.upstate.edu/medstaff/forms/annual\\_education.php](http://www.upstate.edu/medstaff/forms/annual_education.php)

Please review the education packet (this is provided as a PDF), and access policies via the links associated with the various sections. If for some reason the links are not available to you, you can email us at [Medstaff@upstate.edu](mailto:Medstaff@upstate.edu), and we will send you any policy you'd like to read.

Test scores are sent automatically to [medstaff@upstate.edu](mailto:medstaff@upstate.edu) for recording in your credentials file.

This education is due by 10/31/2017.

## MEC MEMBERS

### VOTING OFFICERS

**Howard Weinstein, MD**; Medical Staff President,  
Chair, Medical Executive Committee  
(OB/GYN)

**Leslie Kohman, MD**; Medical Staff Vice-President  
(Surgery, Thoracic)

**Satish Krishnamurthy, MD**; Medical Staff Treasurer  
(Neurosurgery)

**Mitchell Brodey, MD**; Medical Staff Past President (Medicine,  
Infectious Disease)

### MEMBERS-AT-LARGE

**Lynn Cleary, MD**; (Medicine)

**Robert Corona, MD**; (Pathology)

**Timothy Creamer, MD**; (Medicine)

**Tanya George, MD**; (Medicine)

**David Halleran, MD**; (Colo-rectal Surgery)

**Jeremy Joslin, MD**; (Emergency Medicine)

**Geeta Sangani, MD**; (Urology)

**Oleg Shapiro, MD**; (Urology)

**Bettina Smallman, MD**; (Anesthesiology)

### EX-OFFICIO, NON VOTING MEMBERS

**Lisa Alexander, Esq**; Senior Managing Counsel

**Robert Carhart, MD**; Chair, Credentials Committee (Medicine)

**Hans Cassagnol, MD**; Chief Quality Officer (OB/GYN)

**Nancy Daoust, FACHE**; Chief Administrative Officer, Upstate  
University Hospital Community Campus

**Beth Erwin, CPCS, CPMSM**; Director, Medical Staff Services

**Sarah Fries, NP**; Associate Director of Nursing for Advanced Practice  
Services

**Matthew Glidden, MD**; Interim Associate Chief Medical Officer  
(Medicine)

**William Grant, EDD**; Associate Dean for Graduate Medical  
Education

**Danielle Laraque-Arena, MD**; President, SUNY Upstate Medical  
University (Pediatrics)

**Julio Licinio, MD, PhD**; Dean, College of Medicine, SUNY Upstate  
Medical University

**Robert Marzella, MHA**; Chief Operating Officer

**Nancy Page, RN**; Chief Nursing Officer

**Steven Scott, MPH, FACHE**; Interim Chief Executive Officer

**Anthony Weiss, MD**; Chief Medical Officer and Medical Director  
(Psychiatry)