

CMO REPORT

UPSTATE
UNIVERSITY HOSPITAL

FROM THE DESK OF

Amy Tucker, MD, MHCM, Chief Medical Officer, Upstate University Hospital
Associate Dean for Clinical Affairs, College of Medicine

December 19, 2024

Happy Holidays

Welcome, Dr. Jade Homs, Division Chief of Hematology/Oncology!



Before joining SUNY Upstate Medical University, Dr. Homs was an Associate Professor of Internal Medicine and the Clinical Chief of the Division of Hematology and Oncology at the University of Texas Southwestern Medical Center in Dallas. In 2017, he became the leader of the Melanoma and Sarcoma Disease Oriented Team at University of Texas Southwestern's Harold C. Simmons Comprehensive Cancer Center, the only NCI-designated cancer center in North Texas.

After completing his postgraduate training, he was an Assistant Professor of Cancer Medicine at the University of Texas MD Anderson Cancer Center in Houston and the center affiliate in Arizona. Dr. Homs attended medical school at Damascus University in Syria. He completed a residency in Internal Medicine at Mercy Hospital in St Louis and a fellowship in Hematology and Oncology at the Moffitt Cancer Center/University of South Florida in Tampa. Dr. Homs is dedicated to patient-centered care using evidence-based medicine and novel therapies. Dr. Homs specializes in treating patients with melanoma, advanced skin cancer, and soft tissue and bone sarcomas. He is active in research related to melanoma and sarcoma, with a focus on immunotherapy and early phase clinical trials. He has authored or co-authored more than 50 articles based on his research.

Dr. Homs has held various leadership positions, most recently serving as the Clinical Chief of one of the largest divisions at UT Southwestern, overseeing more than 80 faculty members, researchers, and scientists. In his previous role, he led the division's clinical operations, played a key role in recruiting top-tier physicians, and was instrumental in developing new clinical guidelines and fostering collaborations to enhance patient care and physician satisfaction. Dr. Homs's leadership approach emphasizes improving communication, team building, and mentorship.

Christmas Day Holiday Meal

By Dr. Robert Corona

SUNY Upstate Medical University celebrates the Christmas holiday by providing one complimentary staff meal to hospital employees working on Wednesday, December 25, 2024.

Eligibility:	Hospital staff members who work at least one shift on the holiday are eligible for one of these meals.		
Complimentary Meal Serving Times:	December 25, 2024	5:00 AM – 8:00 AM	Christmas Breakfast
	December 25, 2024	11:00 AM – 2:00 PM	Christmas Lunch
	December 25, 2024	4:00 PM – 8:00 PM	Christmas Dinner

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To receive this complimentary meal, your Upstate Badge is required. You must present your ID badge in the cafeteria at check out for one free holiday meal per person. A Meal Ticket is not required.

Breakfast	5 AM – 8 AM	Choice of 1: Scrambled Eggs, French Toast, Cheese Blintzes
		Served with Choice of 3: Home Fries, Muffin, Bacon, Sausage Patty, Biscuit <u>or</u> Fruit Cup
		Choice of 1 Beverage: Coffee or Juice
Lunch	11 AM – 2 PM	Choice of 1: Roast Turkey, Vegetable Lasagna, or Baked Ham
		Served with: Mashed Potatoes, Stuffing, Green Beans, Cranberry Sauce, & Dessert
		Choice of 1 Beverage: 20 oz Bottled Water, Hot Coffee, <u>or</u> Tea
Dinner	4 PM – 8 PM	Choice of 1: Roast Turkey, Vegetable Lasagna, or Baked Ham
		Served with: Mashed Potatoes, Stuffing, Green Beans, Cranberry Sauce, & Dessert
		Choice of 1 Beverage: 20 oz Bottled Water, Hot Coffee, <u>or</u> Tea

Thank You and Happy Holidays!

A Message on Annual Health Assessment Compliance

By Dr. Jarrod Bagatell, Rob Andrus, Loretta Harris, and Dr. Mantosh Dewan

All Upstate staff, students, volunteers, and contract employees are required to complete an annual health assessment for Employee/Student Health (New York State health code 405.3 and Upstate Policy A-20).

Completing the health assessment takes only a few minutes and includes questions on patient contact and updates to health history that may potentially impact someone's ability to safely perform essential functions of a job, with or without accommodation. The brief questionnaire also assesses risk for potential exposure to tuberculosis.

The annual health assessments are reviewed by a nurse with Employee/Student Health. If necessary, a nurse may reach out for additional information, clarification, or proof of vaccination/immunity to satisfy health code requirements.

Staff and students can check their annual health assessment status by logging on to the Employee/Student Health portal, here: <https://eshportal.upstate.edu/>. Select 'Medical Clearances' to view status.

Beginning January 2025, staff and students who provide direct patient contact and/or are enrolled in the respiratory protection program – requiring the use of personal protective respiratory equipment in the workplace – must complete a brief course on Brightspace annually. After the required course is completed each calendar year, enrollees will be invited to schedule their mask fit testing through Employee/Student Health to ensure their personal respiratory protection at work on a yearly basis.

We appreciate your attention to this important process, as we strive to improve access and prioritize workplace health and safety.

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Baxter IV Fluid Shortage Update

By Baxter IV Fluid Shortage Incident Command Leadership

As hopefully all are aware, Upstate continues to experience an ongoing shortage of IV fluids, despite media reports suggesting that the supply chain has improved. Because of this, efforts continue organizationally in both monitoring and conserving the current supply of IV fluids. Leaders across the organization are assembling regularly via Incident Command to assure that any changes in supply or utilization are proactively managed. The entire Medical Staff's support and efforts to preserve IV supplies have been both commendable and instrumental in securing our clinical operation.

However, backorders from our supplier are increasing which is causing our days on hand of critical products to diminish. Combined with more recent liberal use of IV fluid products, the need to conserve IV fluids is crucial now more than ever. To ensure sustained access, we urge the continued judiciousness in the use of fluids. Your cooperation remains vital in managing our resources and we sincerely appreciate your attention, efforts and diligence.

Change to *C. difficile* PCR Ordering to Tier II

By Dr. Harvir Singh Gambhir

The Laboratory Formulary Committee and Vizient-Upstate *C. difficile* Committee are collaborating to incorporate Epic changes to promote appropriate *C. difficile* PCR ordering.

CHANGE: The orders will be **Tier II** requiring 2nd signature on non-ICU floors in the following scenarios:

- Laxatives administered within the last 24-48 hours.
- Less than three loose stools within the last 24 hours.

This is based on internal BPA data analysis showing that in the above scenarios, 85% of patients were either negative, not treated, or not tested for *C. difficile*.



Survey to Assess Opinions on Masking in Patient Care Areas Closes December 31, 2024

By Dr. Jana Shaw

A survey to gauge opinions on masking practices in patient care areas is now open. The survey is part of a research project that will help inform future masking policies to ensure a safe and effective care environment.

To access the survey, please visit: <https://redcap.upstate.edu/surveys/?s=FCTF8NWNATECFANK>. Responses are anonymous and participation is voluntary. **The survey will close on December 31, 2024.**

Questions about the survey? Please email Dr. Jana Shaw at ShawJa@upstate.edu. The survey was developed by Public Health, Infectious Diseases, and Infection Prevention.

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Pharmacy Shortage and Backorder Updates

By Greg Meola

Recent pharmaceutical supply chain disruptions have increased national drug shortages dramatically, which can compromise or delay medical treatment and increase the overall risk of medication errors. Raw material shortages, manufacturing and quality problems, transportation delays and low profit margin product discontinuations have become routine.

The Chief Medical Officer and Upstate Pharmacy leadership are seeking to keep our Upstate clinicians informed about the most critical drug shortages affecting our organization and offer substitutions whenever possible. Please see information below. We will provide updates as they are available.

Drug	Current Status	Possible Product Alternative Recommendations/Contingency Planning
CURRENT BACKORDERS		
Gelfoam	Current Inventory: Zero On Hand OR Leadership Made Aware	Daily attempts at procurement being made, will alert physician/OR staff once readily available again. No current timeline for replenishment.
Droperidol Injection	Current Inventory: Zero On Hand	Seek alternatives for use dependent on indication. Other antipsychotics, antiemetics readily available. Will alert physician leadership once available.
Hydromorphone injection	Current Inventory: 0.5 mg/0.5 ml syringes: 250 syringes 2 mg/ml vials: 200 vials 50 mg PCA syringes: 21 syringes	No restrictions being placed currently. Request physician awareness that procurement is currently difficult, and this will likely last through February 2025.
Hydromorphone tablet	Current Inventory: 2 mg tablet: 150 tablets 4 mg tablet: 12 tablets	No restrictions being placed currently. Request physician awareness that procurement is currently difficult, and this will likely last through February 2025
BCG Vials	Current Inventory: 22 vials	Open line of communication between Pharmacy/Urology as planning is fluid.

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RESOLVING/RESOLVED BACKORDERS		
DHE for injection		
Ciprofloxacin for injection		
Levofloxacin for injection		
Ketamine injection		
Lorazepam for injection		
Bicillin-LA injection		
Dextrose emergency syringes		

New Loan Repayment Opportunities at Nappi Wellness Institute, Dental, & Psychiatry Clinics

By Cindy Jaconski

Exciting news! Primary care and behavioral health clinicians at Upstate's Nappi Wellness Institute along with providers from the Dental and Child and Adult Psychiatry Clinics may be eligible for up to **\$80,000** in student loan repayment for a two-year commitment through the **National Health Service Corps (NHSC)**.

- **Who's Eligible?**

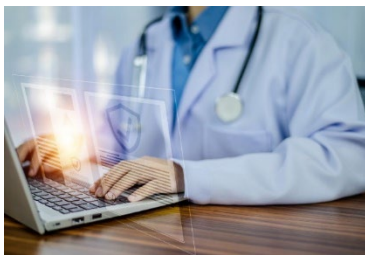
If you're a primary care or behavioral health clinician working at the Nappi Wellness Institute, or at the Dental or Child and Adult Psychiatry Clinics, you may qualify. Eligible disciplines include: physicians, nurse practitioners, physician assistants, certified nurse-midwives, dentists, dental hygienists, psychiatrists, health service psychologists, licensed clinical social workers, psychiatric nurse specialists, marriage and family therapists, and licensed professional counselors.

- **Don't Miss Out!**

Get notified about the next application cycle and learn more about the NHSC Loan Repayment Program at: <https://nhsc.hrsa.gov/loan-repayment/nhsc-loan-repayment-program>.

Clinical Documentation Improvement (CDI) Tips!

By the CDI Physician Advisory Group



Core Measure Compliance: Centers for Medicare and Medicaid Services (CMS) Core Measure sets are expected to improve the quality of care for hospitalized patients. Appropriate diagnosis and classification of medical conditions is important to ensure patients are included, or excluded, from Core Measure Compliance assessments.

Minding Malnutrition: In hospitalized patients, malnutrition and undernourished states are leading contributors to increased morbidity and mortality, making early identification and intervention priority. There is no standard definition, and medical judgement is top priority.

Please see the attached tip sheets for more information! If you have any questions, please email the CDI Team at CDI@upstate.edu.

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Welcome New Clinicians!

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



ANESTHESIOLOGY

Lindsey Bippus, CRNA
Rebecca Rensley-Tallarico, NP

DENTAL SURGERY

Daniel DeMauro, DDS

EMERGENCY MEDICINE

Meagan Dennis, NP

FAMILY MEDICINE

Wisam Al-Mutawalli, MBChB
Catherine Beer, NP
Robert Bennett, NP
Bradfield Corrigan, NP
John Sprey, NP
Tracee Young, NP

MEDICINE

Anita Aggarwal, DO
Felizen Agno, MD
Jonathan Harrison, MD

MEDICINE (cont.)

Jade Homsj, MD
Maria Khan, MD
Rebecca Nelson, PA
Ronaldo Ortiz Pacheco, MD
Namrata Parikh, MBBS
Laura Paxton, MD
Oneeb Sanaullah, MD
Phitsamai Thatvihane, NP
Kennedy Thompson, PA

NEUROLOGY

Liliana Banari, MD
Yuliya Snyder, MD

NEUROSURGERY

Kathleen Knudson, MD

OB/GYN

Timothy Canavan, MD
Carla Liberatore, MD
Michaela Sous, DO

ORTHOPEDICS

Colin Kalabanca, DPM

PEDIATRICS

Jessica Allan, MD

PEDIATRICS (cont.)

Abdelrahman Elsayed, MBBCH
Timothy Hartigan, MD
Jessica Petrick, NP
Stacy Shourt, NP

PSYCHIATRY

Shannon Alsante, LMSW
Tammy Balamut, NP
Madison Firkey, PHD
Akruti Patel, PHD
William Woods, PHD

RADIOLOGY

Yair Chaya, MD
Omari Christie, MD
Michael Fazio, DO
Alexandra Perez Perez, MD
Abhijit Salaskar, MD
Anthony Sayegh, MD

SURGERY

Nader Estfanous, MBBCH
Garay Mana, MD
Mia Pollino, PA
Leo Urbinelli, MD

UROLOGY

Michael Iorga, MD

Outstanding Physician Comments

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



Adult Hematology Oncology: I'm very impressed with **Dr. Sam Benjamin** and he's giving me the absolute best care. **Dr. Rahul Seth** is a compassionate and friendly person. He impressed me with his knowledge and caring for me and my wife.

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Adult Medicine: Over many years as a patient of **Dr. Lynn Cleary**, I can only sum it up as she is the best PCP I have ever had! She listens to me/my problems and includes me in her opinions and care plan.

Breast Care Center: The experience with **Dr. Mashaal Dhir** was excellent. The surgery was successful and **Dr. Mashaal Dhir** was compassionate, listened to my concerns, and explained the process. I highly recommend him. **Dr. Mashaal Dhir** is terrific! I really appreciate how he uses knowledge transfer and retention with the Residents he mentors.

Emergency Department at Community Hospital: **Dr. Dana Finch** spent time to explain things to me and gave excellent care. **Dr. Moshe Roberts** was excellent. **Dr. Moshe Roberts** was thorough, caring, and did an excellent job helping us!

Family Medicine: **Dr. Edgardo Arrazola** is excellent! **Dr. Rahila Iftikhar** is an exceptional doctor. I couldn't be more happy to have her as my PCP. She listens to my concerns, and always has concrete, helpful solutions, and if she doesn't will always ask or research to find answers. **Dr. Kaushal Nanavati** is exactly what we would wish: personable, caring, willing to inconvenience himself in our interest, and ensured we were an equal part of the provider/patient team. **Dr. Kaushal Nanavati** has such a warm, caring, personality. He takes the time to address concerns and questions without feeling rushed through the appointment. **Dr. Afika Nazim** was very thorough in covering all matters that needed to be discussed. **Dr. Afika Nazim** is very knowledgeable. She took a long time with me and went over everything. She's very nice. **Dr. Clyde Satterly** is the best primary care physician. I have been seeing him for years and won't go to anyone else. He is caring and truly listens to me. **Dr. Clyde Satterly** is the best doctor in the State. You won't find a better doctor.

Family Medicine at Community Hospital: **Dr. Igor Kraev** – professional! **Dr. Paula Brooks** – professional and concerned.

GYNONC MI: **Dr. W Douglas Bunn** – very caring. **Dr. Mary Cunningham** is just awesome. She is a life saver. You are never rushed. I consider myself very fortunate to have **Dr. Mary Cunningham** as my doctor. **Dr. Mary Cunningham** – awesome! Impressive in her area of expertise! I am truly grateful! **Dr. Mary Cunningham** – attentive!

HEMONC CC: **Dr. Alina Basnet** – great!

Joslin Center for Diabetes: **Dr. Tuncay Delibasi** was a refreshing pleasure. Very thorough, pleasant, and efficient. First meeting with **Dr. Tuncay Delibasi**; found him very professional and personable. **Dr. Tuncay Delibasi** was excellent in explaining diagnosis and findings to me. **Dr. Barbara Feuerstein** is amazing! The level of care, concern and expertise she provides is truly exceptional. **Dr. Barbara Feuerstein** is amazing! She is brilliant and gifted in her field! She listens and hears the patient/me. She goes above and beyond in my care and I am forever grateful! **Dr. Rachel Hopkins** was very clear of what the plan was to gain more information related to my issues. **Dr. Roberto Izquierdo** is kind and knowledgeable. Perfect characteristics of an excellent physician. **Dr. Roberto Izquierdo** is wonderful! He called with my test results so I did not have to worry! Very pleased with **Dr. Roberto Izquierdo's** kind and gentle manner while at the same time being knowledgeable and thorough. For 22+ years, **Dr. Roberto Izquierdo** has been phenomenal. He is a dream doctor. I don't want him to ever retire! **Dr. Jason Sloane** is an exceptional doctor. His concern for his patients, the time he takes with his patients, the communication he has with his patients is exceptional. The only reason I would go to this facility is because of **Dr. Jason Sloane**. **Dr. Jason Sloane** – exceptional care provider. **Dr. Jason Sloane** is a very caring and helpful doctor. He always goes above and beyond.

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Multidisciplinary Programs Cancer Center: **Dr. Scott Albert** – great attention to my concerns and my mother’s. **Dr. Jeffrey Albright** was compassionate, spoke clearly, and gave me hope when I felt I had none. He took a lot of time to be sure I understood the answers to my questions. **Dr. Jeffrey Albright** was kind, considerate, courteous, and professional. **Dr. Jeffrey Albright** was awesome! **Dr. Jeffrey Albright** was calm, kind, and considerate to my concerns. **Dr. Michael Archer** – awesome, kept me informed of everything, and checked on me daily if not more than once a day. **Dr. Michael Archer** came highly referred and after talking to him I feel I understand why. **Dr. Michael Archer** is so precise and knowledgeable and so well at his expertise in the surgery department. I am completely happy with him as my doctor! **Dr. Kristin Kelly** was very attentive, explained medical stuff clearly, great doctor! **Dr. Kristin Kelly** – did not feel rushed, listened to what I had to say, and answered all of my questions. **Dr. Kristin Kelly** – very good, very knowledgeable, and caring. **Dr. Jesse Ryan** took the time to show me the scope pictures and go over findings.

Pediatrics After Hours at Community Hospital: **Dr. Andrew Osten** did an excellent job throughout the visit, making my daughter feel better about her sickness by explaining what was going on.

Pediatric Cancer Center: **Dr. Gloria Kennedy** is phenomenal in all aspects.

Pediatric Gastroenterology: **Dr. Galen Hartman** did a great job explaining and discussing my son’s situation and how we could help him better. **Dr. Galen Hartman** was very thorough, patient, fun, kind, and did a fantastic job of explaining everything in regards to treatment. **Dr. Marcus Rivera** is always helpful and always shows concern about my child’s development.

Pediatric Multispecialty Clinic: We look forward to visits with **Dr. Christopher Fortner**. Everything is always a positive experience. We really appreciate how he takes the extra time to explain, understand, and really try to make a difference, and it’s working! **Dr. Robert Hingre** is truly a blessing to work with. We are very thankful for his expertise.

Peds Neph, Rheum, Integrative Med: **Dr. Scott Schurman** is always a pleasure to work with. Even though it’s been years since my child was sick, he still takes the time needed to discuss everything. You don’t see or hear of many physicians with the bedside manner that **Dr. Scott Schurman** has. **Dr. Scott Schurman** is always kind and informative with what is going on with my child. He always is willing to take the time to answer my questions, even if they may seem silly. Always a pleasure to be a patient.

Pulmonology Clinic: **Dr. Sumendra Joshi**, seriously one if not the most, caring and thorough doctors in my life. I am 65 years old. **Dr. Krithika Ramachandran** is very thorough and easy to talk to.

Radiation Oncology: **Dr. Hsin Li** is the absolute best of the best!

Rheumatology Clinic: **Dr. Jihad BenGabr** is an extremely talented and intelligent doctor. I respect her so much. **Dr. Jianghong Yu** is an outstanding doctor who is warm and really cares about me. She thoughtfully addresses my concerns and recommends treatment which help my pain. **Dr. Jianghong Yu** is always amazing! She takes the time to listen to you and your concerns! **Dr. Jianghong Yu** is absolutely amazing! **Dr. Jianghong Yu** is always caring and great. She listens to my input on my healthcare decisions. **Dr. Jianshong Yu** is very professional and caring.

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SUNY Upstate – Virtual: Dr. David Hansen is consistently wonderful to work with, pays close attention to me, asks thoughtful questions, listens carefully, and helps me figure out how to adjust what I'm doing so I'm healthier going forward. Dr. David Hansen and his staff made a fairly last-minute change from an in-person appointment to a video visit because I was not feeling well that day. They were flexible and accommodating, and I really appreciated that they were willing to make the change. Dr. Sara Khalil is very pleasant and informative and explains any changes she suggests and why. Dr. Stephen Knohl is phenomenal. He is intelligent, compassionate, and an expert in his field. I am so lucky to have him as my nephrologist. Dr. Lisa Lai seems very knowledgeable and caring. Dr. Hom Neupane takes his time listening to my concerns. His expertise helps keep me healthy. We tweaked my medications and he explained everything to me in terms I understood. Dr. Daniel Thomas called and we discussed my health issue. He answered all of my questions and I was able to understand exactly what we discussed. Very nice and easy to talk to. Dr. Joseph Jacob is a STRONG ADVOCATE for my cancer care. I feel I have a very good relationship with Dr. Sheetal Rayancha. If I have any concerns or questions she always answers them for me. Talking with Dr. Clyde Satterly is always beneficial. He is patient, caring, clear, an overall good communicator. Dr. Marina Seidel is one of the best doctors I have ever had.

Surgery – UH LL022: Dr. Crystal Whitney is exceptional. She treated me for an embarrassing problem and made me feel comfortable and safe. Dr. Crystal Whitney – exceptional, professional, caring above all else.

Surgical Subspecialties at Community Hospital: Dr. Timothy Shope is great! Love Dr. Timothy Shope! Dr. MacKenzie Trovato was kind, informative, and patient. She listened to me and took her time explaining my health concerns and explained how the surgery would be done. She got her nurse to retrieve my CT scan and reviewed it with me, explaining the images and repairs that would be done during surgery. After my consult, I felt very confident and safe having Dr. MacKenzie Trovato to perform my surgery. Dr. MacKenzie Trovato was amazing and made me feel very comfortable and that she cared and had my best interest regarding my health. Dr. MacKenzie Trovato made me feel at ease.

UHCC – Neurology: Dr. Sherif Elwan is very thorough and I would definitely recommend him and his staff. Dr. Kimberly Laxton has provided the highest level of care that I could ever have wanted. Dr. Corey McGraw always takes the time to listen to me and my concerns. He always goes above and beyond to make sure I am doing well and to follow up with me on things. I appreciate his genuineness. Dr. Luis Mejico – engaged, respectful, explained what he was doing, asked questions, and made me feel part of the discussions. Dr. Victoria Titoff impressed me when I first met her.

University Cardiology: Dr. Robert Carhart has always been professional in all aspects of the care he gives. He is greatly appreciated as he is now the physician for a third member of our family. Dr. Robert Carhart continues to impress us with each visit or call to the office for an issue.

University Center for Vision Care: Having never met Dr. Samuel Alpert, I did not know what to expect, but after spending an hour and a half with him, I came away with the utmost confidence in his ability and a peace about having surgery on my eyes, which was not easy for me. Dr. Samuel Alpert explained everything very well. Dr. Katharine Liegel is outstanding. We feel absolutely confident and comfortable under her care. Dr. Stephen Merriam is fantastic. He's thorough, thoughtful and just a pleasure to talk to. Dr. Stephen Merriam - favorite doctor! He always explains things for me to understand. Dr. Robert Swan – excellent! Dr. Robert Swan's technique for giving eye injections is painless. I am thrilled that there is no pain, that means everything for me! Dr. Robert Swan is a specialist so not everyone can see him for issues that they might be having, but I'm always talking about how great he is! Dr. Robert Swan is the greatest! Dr. Robert Swan – top notch! I have no problem recommending Dr. Robert Swan and his practice. Dr. Robert Swan takes

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time to listen, answer questions, and process through all options. **Dr. Robert Swan** has always listened to my concerns and is very patient! He is always trying to figure out what the next best step will be with my difficult case. We highly recommend **Dr. Robert Swan** and his staff. **Dr. Robert Swan** could not have took better care of me and spent so much time to help with my care plan and answer all my questions. **Dr. Robert Swan** is excellent. I find him very knowledgeable, skilled, and personable. He goes over every test, procedure, and concerns I have. I won't see anyone else.

University Geriatricians: **Dr. Andrea Berg** is very compassionate and cares about patient and caregiver. **Dr. Andrea Berg** is a very caring doctor. My appointment with **Dr. Andrea Berg** was quite a positive experience. **Dr. Andrea Berg** is an excellent doctor. She is compassionate, attentive, patient, wise, and everything one could hope for in a caregiver. **Dr. Andrea Berg** was kind, caring, genuine and truly listened to our concerns. **Dr. Andrea Berg** because of her concern and honesty in dealing with me and my needs. **Dr. Sharon Brangman** – my hero, my angel, a shining star! **Dr. Sharon Brangman** is the bomb! **Dr. Vikrant Tambe** – prompt, courteous, to the point. **Dr. Vikrant Tambe** was great. My daughter was with me and while the memory test was being conducted, he spoke with her. She was very impressed.

University Internists: **Dr. Vincent Frechette** always listens closely and always tries to be sure he understands what you are saying. He takes the time to explain any changes in care, reasons for test, etc. I've been his patient for over 11 years and am very grateful for his care. **Dr. Vincent Frechette** is always very helpful and shows true interest in my health concerns. I felt like **Dr. Matthew Hess** was very attentive and made sincere efforts to try to resolve my medical concern. **Dr. Danielle Kochen** is very caring and I would highly recommend her. She is the best doctor I have found in the area and trust she will be here for a long time. Thorough exam with many talking points and **Dr. Danielle Kochen** offered clear answers. **Dr. Sarah Lappin** is kind, approachable, and thorough. I appreciate her efficiency, organization, and good communication.

Upstate Pediatrics: We absolutely love **Dr. Tobey Kresel**! She's the best! **Dr. Jaclyn Sisskind** always goes above and beyond any time we see her!

Wound Care Center: **Dr. Monica Morgan** does an outstanding job and is very concerned about the patient. **Dr. Palma Shaw's** professionalism is admirable and the respect nurses have for her and myself.

05A: **Dr. Jonathan Miller** saved my life!

6th Floor at Community Hospital: **Dr. Mitchell Brodey** worked hard to figure out what was going on with me. **Dr. Mark Emerick** was a hospitalist that really displayed concern, compassionate, the willingness to listen and to problem solve my situation. Although I have a hard time hearing, he was patient with me and treated me like a human being not an older woman that was sick. **Dr. Mark Emerick** listened and observed me for almost the entire 32 days I was there. I know he didn't work the entire month I was there, but I had him a lot and I am grateful that I did. **Dr. Mark Emerick** was the shining star doctor during my 32 days at the hospital. He is a professional and kind human being that should be valued and acknowledged as an asset to the Upstate University Hospital Community Campus. He is a fine example of what Syracuse needs for medical personnel, outstanding in every aspect, a rare find, and hopefully treated well. He could go anywhere with his exemplary professionalism, knowledge, and kindness.

07A: **Dr. Kristin Kelly** – amazing!

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PRIORITY BUT NOT FOR IMMEDIATE ACTION
FOR INFORMATION; UNLIKELY TO REQUIRE ACTION

CMO REPORT

FROM THE DESK OF

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UPSTATE
UNIVERSITY HOSPITAL

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10G: Dr. Christine Courtney knew exactly how to manage my medical needs.



Amy

ALERT —

ADVISORY —

UPDATE —

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CDI Tip of the Month - CMS Core Measures Heart Failure and Myocardial Infarction

Core Measure sets are expected to improve the quality of care for hospitalized patients.

Heart Failure

Any patient with a diagnosis of decompensated heart failure during hospital admission should follow Core Measures including:

Goal directed medical therapy (GDMT)
LVEF Assessment
Heart Failure Nurse Consult & Discharge Instructions
Smoking Cessation Counseling

If not following Core Measures for Heart Failure quality care, specify acuity and alternate cause of pulmonary edema and fluid overload states, or reasons measures are not followed.

Myocardial Infarction

Terms NSTEMI and Demand Ischemia are no longer in use.

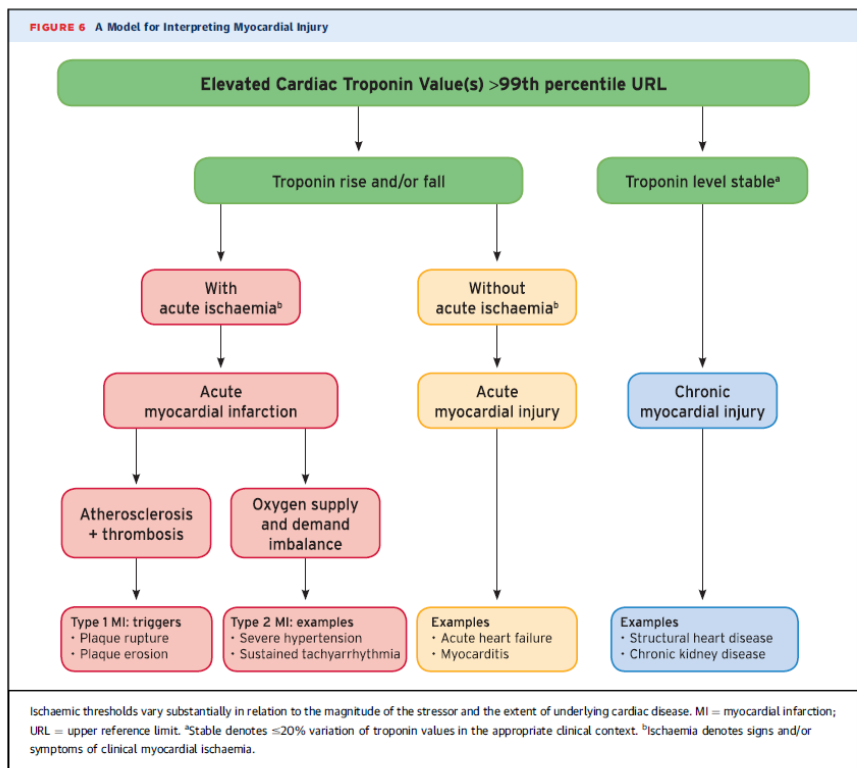
Adopt use of ACC 4th Universal Definition of Myocardial Infarction and terminology, including:

Type 1 Myocardial Infarction
(previously NSTEMI & follows Core Measures)

Type 2 Myocardial Infarction
(previously demand ischemia)

Non-Ischemic Myocardial Injury

If not following GDMT for AMI, consider use of Type 2 MI and cause or Non-ischemic myocardial injury, or reasons measures are not followed.



CDI Tip of the Month – Minding Malnutrition

Malnutrition is associated with significant increase in both in-hospital morbidity and mortality.

Primary Malnutrition	Results from insufficient intake due to feeding difficulties poor appetite related to medication, illness, or eating disorders (anorexia, bulimia, etc.)
Secondary Malnutrition or Undernutrition	Results from gastrointestinal dysfunction, conditions increasing metabolic demands (infection, trauma, hyperthyroidism, burns, critical illness) and wasting disorders
Failure to Thrive	Weight consistently below 3-5 th percentile for age and gender, <i>or</i> progressive decrease in weight below 3-5 th percentile, <i>or</i> decrease in 2 major growth percentiles in a short period

Early identification is important to improve quality of care and patient outcomes. Malnutrition should be evaluated in all patients and diagnosed when both anthropomorphic and etiologic evidence is present.

Anthromorphic	Weight, height/length, skin folds, mid upper arm circumference. Age <2 years, use WHO growth charts. Age 2-20 years, use CDC growth charts. Height & weight are converted to Z-scores to measure how many standard deviations from the mean values for a specific age range.
Etiology	Illness or non-illness related. Illness related causes can be acute (infection, trauma, burns < 3 months, etc.) or chronic (cystic fibrosis, chronic lung disease, cancer for > 3 months, etc.)
Mechanism	Starvation, intestinal malabsorption, nutrient loss, hypermetabolism, altered utilization of nutrients
Nutrient Imbalance	Intake less than required, protein energy imbalance, micronutrient deficiencies
Outcomes	Loss of lean body mass, muscle weakness, immune response, infection, developmental or intellectual delay, delayed wound healing

Malnutrition severity is based on severity of anthropomorphic criteria, individualized to the patient's etiologic criteria.

Exercising professional medical judgement is highly valued and required in the diagnosis of malnutrition, including documentation of etiology and treatment.

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CDI Tip of the Month – Minding Malnutrition

Malnutrition is associated with significant increase in both in-hospital morbidity and mortality:

- Increase in risk of hospital complications by 10%
- Increase hospital length of stay by 2-3 days
- Increased risk of readmission by 14%
- Higher risk of infection and death from infection
- Higher risk of skin failure by two times

Early identification is important to improve quality of care and patient outcomes. Malnutrition should be evaluated in all patients and diagnosed when both phenotypic and etiologic evidence is present.

Phenotypic Criteria	Etiologic Criteria
Involuntary weight or subcutaneous fat loss	Acute illness
Cachexia or Muscle Wasting	Acute injury
Abnormal BMI	Chronic illness hypermetabolism
Inflammatory indicators & nutritional deficiency	Social or Environmental Circumstance
Diminished functional status	Reduced nutritional intake
Anasarca	Malabsorption

***Both local and generalized fluid accumulation may mask weight loss, so utilizing medical judgement is important in identifying and treating malnutrition.*

Malnutrition severity is based on severity of phenotypic criteria, individualized to the patient's etiologic criteria.

According to the World Health Organization, malnutrition, in all forms, includes undernutrition, inadequate vitamins or minerals, overweight, obesity, and resulting diet-related noncommunicable diseases.

Undernutrition	Includes wasting (low weight-for-height), stunting (low height-for-age) and underweight (low weight-for-age)
Micronutrient-related	Includes micronutrient deficiencies or micronutrient excess (ie: Vitamin K deficiency can be malnutrition related coagulopathy)
Overweight & Obesity Diet Related Disease	Includes heart disease, stroke, diabetes and some cancers

Albumin & pre-albumin are not mentioned in criteria; however, they are considered markers of disease burden and inflammation, along with CRP. This is especially important to consider in burns, acute, and chronic disease process.

Exercising professional medical judgement is highly valued and required in the diagnosis of malnutrition, including documentation of etiology and treatment.

**CDI Tip of the Month - CMS Core Measures
COPD and Pneumonia**

Core Measure sets are expected to improve the quality of care for hospitalized patients.

COPD Exacerbations

Any patient with a diagnosis of COPD Exacerbation at or during hospital admission should include documentation of:

Baseline COPD treatment and the change in treatment or monitoring required to warrant inpatient hospitalization

Cause of exacerbation, such as infection, environmental factors, medication non-compliance, or Social Determinants of Health (SDoH)

Examples

Infection: Acute bronchitis, Influenza A infection, Viral Pneumonia, Bacterial Pneumonia, etc.

Environmental: Second-hand smoke, dust, chemicals, fumes, etc.

SDoH: Financial burden, loss of insurance, health literacy, lack of caregiver, etc.

Pneumonia

Specifying as “HAP” or “CAP” does not provide diagnostic specificity, rather only indicates where the infection occurred.

Document the condition as Bacterial, Viral, Aspiration Related, etc.

For diagnosis specificity, clarify organism as gram negative, gram positive, or by specific organism (MRSA, MSSA, Pseudomonas, COVID, Influenza, etc.)

In the absence of positive sputum cultures, organism can be specified based on mechanism of infection (ie: aspiration commonly gram negative), treatment provided (ie: antibiotic selection) and patient’s response to therapy.

For both COPD and Pneumonia, Document associated conditions, such as hypoxia, acute (on chronic) respiratory failure, new arrhythmias, cachexia, malnutrition, frailty, impaired mobility, cardiovascular disease, malignancies, etc.