Language services adding phones to ensure accuracy, privacy of patient information

According to the Joint Commission on Accreditation of Healthcare Organizations (JCAHO), some health care providers often rely on untrained interpreters—a patient’s friend or family member, or even nonclinical employees who may be bilingual—to translate physician-patient communication. This approach may compromise the patient’s privacy and confidentiality or accuracy of the medical information being conveyed.

UK HealthCare serves an increasingly diverse population that includes many patients who are not able to effectively communicate with their care providers. Whether these patients have hearing loss or speak languages other than English, the language services department at UK Chandler Hospital is expanding its effort to facilitate clear communication and maintain their privacy in support of Hospital Policy 11-17, which emphasizes the use of professional interpreter services.

In addition to on-site Spanish, Japanese and American Sign Language interpreters, the department currently offers 32 dual handset telephones linked to its telephonic interpretation service provider, CyraCom. These devices feature two handsets that allow patients and care providers to easily communicate face-to-face while using the services of an interpreter at the other end of the call. A project now under way will bring the total number of dual handset phones to 140.

“Our interpreter program is constantly looking for innovative ways to facilitate professional, neutral, accurate and efficient communication,” said Myrna Ray, language services coordinator. “Although patients who speak Spanish constitute a large percentage of our customers, there are many other ethnic and foreign languages we also serve. CyraCom allows us to provide around-the-clock interpretation services for more than 150 languages.”

Details of Hospital Policy 11-17 may be found online at www.hosp.uky.edu/policies.

Oncologist featured on KET’s “One to One”

Dr. Susanne M. Arnold, oncologist and assistant professor of medicine, was a featured guest on the April 28 broadcast of Kentucky Educational Television’s “One to One with Bill Goodman.” She discussed lung cancer in women and her research with the Marty Driesler Cancer Project on Early Detection of Lung Cancer.

“It’s our number one cancer killer in the United States, in Kentucky and, likely, the world,” Arnold said during the show. “The number of deaths from lung cancer is upwards of 27 percent of all cancer deaths, and I think that’s likely because it is such a very hard disease to treat.”

Responding to a question about lung cancer research receiving only $33 million in funding between 1992 and 2004 compared to $1.6 billion received for breast cancer research, Arnold said, “It says to me that breast cancer advocacy is very, very talented and I applaud that. But I think that we really don’t understand and don’t have our priorities right about our number one cancer killer. Lung cancer is very under represented and if we’re going to have a solution, research is going to do it.”

Arnold serves as associate director of the Multidisciplinary Lung Cancer Program at the Markey Cancer Center and was named one of America’s Best Doctors® in 2005. She is also principal investigator with the Marty Driesler health care initiative that began in 2004 with the aim of increasing survival rates for people with deadly cancers throughout Kentucky’s 5th Congressional District. The project encourages partnerships between Markey Cancer Center and community health care providers and facilities to establish a community program for early detection, prevention and treatment of lung, liver and esophageal cancer.

“Keeneland jockeys visit Kentucky Children’s Hospital”

Patients at Kentucky Children’s Hospital received a special treat April 18 when members of Keeneland’s jockey colony visited the young patients and brought them jockey hats and coloring books. Dressed in their jockey silks, the riders brightened the day of children who come to Kentucky Children’s Hospital from across Kentucky.

Dr. Tim Bricker, professor and chair of pediatrics and physician-in-chief of Kentucky Children’s Hospital, greeted the Keeneland jockeys. “We are so pleased to have these men and women visit our patients,” Dr. Bricker said. “After all, Keeneland’s jockeys are as committed to Kentucky as we are, and they are part of our team.”

Jockeys visiting patients at the hospital included: Julien Leparoux, leading rider in wins in the United States; Jean Cruguet, who rode Seattle Slew to the Triple Crown; Rafael Bejarano; Rene Douglas; James Graham; Gary Stevens; Corey Lanerie; and Megan Ludlow.

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Nursing grand rounds reaches out to remote facilities

"Caring art, the art of nursing" was the theme for the UK Nursing Grand Rounds program presented April 20 by UK Chandler Health Care and the UK College of Nursing and broadcast to 21 remote locations via the Kentucky TeleHealth Network. Locations participating in the videoconference included Johnson Mathers Health Care, Carlisle; Rockcastle Hospital, Mt. Vernon; St. Claire Regional Medical Center, Morehead; and Three Rivers Medical Center, Louisa.

The session focused on the unique aspects of nursing as an art and how changes in the clinical environment have influenced the caring spirit of nursing over the past 20 years. Panelists and lecturers included Pam Bream-Bratton, RN, MSN, pulmonary patient care facilitator; Claire Collier, RN, MSN, ICU clinical outcome manager, Lonne Vaughn, RN, Edwina Tapely, RN; Claudia Diebold, RN, MSN, CNE; and Karen Stefaniak, RN, PhD, chief nursing officer.

Karen Stefaniak, RN, PhD, associate hospital director and chief nursing officer for UK Chandler Hospital, has successfully completed the prestigious Robert Wood Johnson Executive Nurse Fellow Program for nurses in administration in health care service.

Self-Confidence - The orientation mission for this program is yet another demonstration of her desire to achieve excellence in nursing care and provide leadership to the institution as a whole," said Murray Clark, associate vice president for medical center operations.

The session included two major presentations. Stefaniak and 19 other selected nurses the expenses, insights, experiences and skills necessary to advance in executive leadership positions in health care. The intensive three-year program included educational seminars, work with a national mentor and completion of a leadership project. Stefaniak implemented an innovative inquiry project at UK Chandler Hospital to study the variety of academic nursing contributions to the clinical enterprise.

"The followship has been an incredible learning experience that provided us with the highest quality faculty to enhance our leadership skills in such areas as public speaking, creative and innovative thinking, strategic planning, the political process, teambuilding and business planning," to name a few," Stefaniak said. "As important, I had the opportunity to learn from and collaborate with the other 19 members of my cohort who are nursing leaders in academic, public health and acute care facilities. The professional and personal relationships I established are invaluable to me in my work."

Before coming to UK, Stefaniak held positions in several areas of nursing including hospital, academic, home care, community education, staff nursing and management. Stefaniak began her career as a nurse in the UK CDU in 1985 as the director of obstetrics.

She earned a bachelor's degree in Science in Nursing from Southern Illinois University in Edwardsville in 1987 and a Master of Science in Nursing at UK College of Nursing in 1989. In 1998, she received a doctorate in policy studies from the UK College of Education.

Stefaniak has been published in prestigious journals such as Nursing and Health Policy and Palliative Care and the American Journal of Nursing Board Review. She has been nominated for several distinguished awards while at UK, including the M.J. Decker Quality Nursing Award, bestowed annually to a nurse who is committed to professional nursing, and the Diana Weaver Leadership Award for her dynamic leadership skills.

A new emphasis has been placed on the hospital interfaces between the quality of its food. Are we seeing improvements in those areas?

We are seeing considerable improvements in both food and environmental services, and we are maintaining a strong effort to continue making even more improvements in the years ahead.

At Kentucky Children's Hospital, we've implemented a mobile food cart serving breakfast, lunch and dinner. This has been very popular with our patients and their parents. We believe this innovative approach and others which we are focusing on will provide more personalized food services.

A touch of the tropics came to Kentucky Children's Hospital Friday, April 21, as the pediatric critical care and neonatology units sponsored Hawaiian Day to raise money in honor of Dr. Robert Redfield, pediatric neonatology and Dr. Heinrich Werner, chief of pediatric critical care, who are receiving treatment at Markey Cancer Center.

Daryl Lyons, senior staff assistant, and Dr. Lori Shook, pediatric neonatology, collected $5 from each employee who wore one of the brightly colored Hawaiian shirt of the 300 employees who participated. The money raised will be distributed to both the neonatology and other departments throughout the hospital joined in to support the cause. By 10 a.m., all but four of the 400 leis had been sold.

"We had hoped to raise about $250 and it snowballed from there," Lyons said. "We decided to go for $500." Dr. Shook

The hospital's patients in pediatric medicine and neonatology are wearing handmade Hawaiian shirts and green paper grass skirts sponsored by Dr. Tim Britcher, chair and pediatric and physician-in-chief of Kentucky Heart Care.

"Lynn said everyone in the hospital was more than willing to donate to the cause. "I walked around the hallways and total strangers were sitting in their offices," she said. "I walked around the hallways and total strangers were sitting in their offices," she said. "I walked around the hallways and total strangers were sitting in their offices," she said.

"I was touched that they would do anything to donate to the cause," she said.

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To better manage the increased patient flow, we created the Capacity Center to coordinate the placement of patients throughout the hospital. This new center incorporates and centralizes nursing, CDU, ADT, patient transport, the hospital's operations administrators, and the nursing pool. Working consistently with each of the facilities, referring physicians, UKMC and the patients themselves, the Capacity Center helps to make the most efficient use of the capacity we have.

We have also continued to expand our services and update our equipment. This year we committed $30 million for new capital improvements throughout the hospital. For example, we opened a new MRI in Kentucky Clinic and are now providing PET/CT services. We are adding to our chemotherapy infusion center in the Whitney-Hendricksen Building, and we are nearing construction on a major renovation of our Emergency Department and operating rooms. This year we will also update one of our units for surgical carbohydrates. These improvements provide us with a better environment and the equipment we need to give our patients a better health care experience.

What is your long-term ambition for the UK Hospital and UK HealthCare?

The hospital and UK HealthCare offer services that are not available in any other Hospital or by any other group of physicians and dentists in our area, we need to ensure that we provide the highest quality and safest care possible. Our environment, although complex, provides us with unique opportunities to improve both the quality and the efficiency of our care. We have worked very hard to demonstrate this every day in the care we give to our patients. By combining our clinical, research, and academic forces, we bring together a team of individuals and resources that are a tremendous resource to Kentucky.
**Recognitions**

Kathy Cisney, APBN-BC, CWOCN, CPed
Cisney, a wound, ostomy and continence advanced practice nurse specialist, won the WOCN Mid-East Region's Excellence in Writing Award for her article “Bariatric management of the neuropathic limb: Implications for action in overweight children and obese adults with diabetes” (Journal of Prosthetics and Orthotics, vol. 17, 2S, 40–44). WOCN is an international society of more than 4,000 nursing professionals who are experts in the care of patients with wound, ostomy and continence problems.

Joseph R. Berger, MD
Berger, chairman of the department of neurology and Ruth L. Works professor, has been named treasurer of the American Neurological Association (ANA). He previously served as chairman of the membership committee and as councilor for the ANA.

Kevin Nelson, MD
Nelson, director of medical affairs and professor of neurology, has been appointed to the board of directors of the American Association of Neuromuscular and Electrodiagnostic Medicine (AANEM).

**Pathologist accepted into prestigious leadership program**

Dr. Diane Davey, director of cytopathology and vice chair for graduate and undergraduate education in the College of Medicine, has been accepted into the highly prestigious Hedwig van Ameringen Executive Leadership in Academic Medicine (ELAM) Program for Women. ELAM prepares senior women faculty at schools of medicine to move into institutional leadership positions. The in-depth year-long program develops the professional and personal skills required to lead and manage successfully in today’s complex health care environment, with special attention paid to the unique challenges facing women in leadership roles. Acceptance into the program is determined through an annual competitive selection process in which no more than 45 participants are chosen nationwide each year. Davey was named one of America’s Best Doctors® in 2005.

**Medical center library offers summer courses**

Throughout the summer, the medical center library is offering a variety of courses designed to help faculty, staff and students learn to use the library’s resources efficiently and improve research skills.

- Classes are free and taught in the library’s computer lab located on the first floor between the College of Dentistry and the College of Medicine.
- Regularly scheduled group courses, tailored classes and individual instruction are available. A full course schedule and registration information can be found at www.uky.edu/Libraries/MCL.

Questions or comments may be directed to Rick Brewer at rabrew02@email.uky.edu.

**Food services on a roll at Kentucky Children’s Hospital**

Food services unveiled a new mobile food cart April 17 to serve breakfast, lunch and dinner to patients, guests and staff at Kentucky Children’s Hospital. The cart has been a hit right from the start.

“Since starting the cart, we have served almost 1,000 food trays,” said Carla Hattendorf, patient food service manager. “We estimate we will be serving almost 3,000 meals per month.”

Food services employees in charge of the mobile cart include Angel Bullock, Karen Chenault, Will Gentry, Sherri Hagena, Charlene Hord, Troy Langdrel and Darrel Williams.

**Send eGreetings!**

Families and friends can send e-mail greetings to patients.

ukhealthcare.uky.edu/eGreet

**Shop around the clock**

Shoppers browsed through dozens of titles during the Auxiliary’s book sale May 3-5. The three-day event was open continuously in the hospital’s north lobby to give all staff an opportunity to shop for books and gifts.