H.E.A.L.ing through service recovery
Making it right when things go wrong

As part of its ongoing customer service focus, UK HealthCare’s service recovery program empowers employees to properly handle patients and guests who express dissatisfaction with the service they receive. Called H.E.A.L., the program encourages employees, whenever they receive a complaint from a customer, to:

- **H**ear them out.
- **E**mpathize.
- **A**pologize and amend.
- **L**earn from the experience to make it better for the future.

One resource used in the program is a binder containing information employees can use to educate themselves on the H.E.A.L. process. A new component of the program, currently being piloted with 30 nursing managers and staff from three support services, is a toolbox containing items staff can use to help apologize for the customer’s negative experience: gas cards, parking passes, phone cards, meal vouchers, thank-you notes, pens and tote bags. Situations where using items in the toolbox may be appropriate include late appointments or procedures, medication not delivered or administered on time, lost or damaged belongings or rooms failing to meet cleanliness standards.

The H.E.A.L. initiative is a reminder for all UK HealthCare employees to realize how we all contribute to customer satisfaction. If you hear a complaint, you own it. Offer a sincere apology and take action to resolve the customer’s concern. Using the incentives offered in the H.E.A.L. toolbox can help, but being sensitive to the inconvenience patients experience during hospitalization may prevent complaints altogether.

For more information on the H.E.A.L. program, contact Lee Ann Walton in Customer Service at 257-2178 or leannwalton@uky.edu.

Don’t miss your chance to win two tickets to the most exclusive party of the year—the Groundbreaking Gala celebrating the new UK Albert B. Chandler Hospital. The gala will be held June 2, 2007, amid the beautiful bluegrass fields and white plank fences of Donamire Farm, a 600-acre thoroughbred breeding and horse training farm on Old Frankfort Pike in Lexington. This spectacular event features dinner, dancing and entertainment by the legendary Johnny Mathis.

To enter the giveaway, complete the raffle entry ticket included with your

---

**Contents**

1. **New ambulance dedicated for Kentucky’s children**
2. **Motorist Assist won’t leave you stranded**
3. **Work-Life committees issue progress reports**
4. **Markey Patient Education Centers get a boost from Kroger**
5. **Hospital Security implements Fast Pass system**
New ambulance dedicated for Kentucky’s children

On Jan. 19, representatives from Kentucky Children’s Hospital and UK Chandler Hospital dedicated a new ambulance to be used for transporting infants and children to KCH. The blue ambulance — featuring the KCH mascot Stitches on the side — is essentially a mobile intensive care unit and is the only one of its kind serving Central, Eastern and Southeastern Kentucky. Its purchase was made possible by a generous donation from Kohl’s department store, with the remainder funded by UK Chandler Hospital.

“We appreciate all the people and organizations that helped to make this dream a reality,” said Shelly Marino, emergency transport manager.

“The pediatric transport team is first rate and they need the best equipment that Kohl’s support allows.”

— Tim Bricker, MD, physician-in-chief, Kentucky Children’s Hospital

“The acquisition of this ambulance demonstrates the dedication that UK has to the children of Kentucky.”

Parking permit renewal under way

UK Parking & Transportation Services (PTS) began accepting employee and retiree parking permit renewal applications Thursday, Feb. 1, for permits that expire March 31, 2007.

Information packets about permit renewal were mailed to all campus departments during the first week of February. Employees applying before March 3 should receive their new permits via their campus addresses before the end of March.

Employees may deduct permit fees through payroll on a pre-tax basis. Incremented fees for 2007-08 go toward financing an additional parking structure by 2010 in support of the Top 20 Business Plan and to help offset overhead costs the division incurs since becoming an independently funded auxiliary service that no longer receives money from the general fund.

To complete a permit renewal application, employees will need their campus mailing address (including speed sort), the license plate number of their primary vehicle and a MasterCard or Visa if not eligible for payroll deduction.

For more information on permits, parking on campus or to receive forms, call 257-5757 or visit www.uky.edu/Parking.

2007-08 Permit Fees

| Employees | $28/mo. ($336/yr.) |
| Retirees | $4/mo. ($48/yr.) |

*Individuals who retired before July 1, 1995, are eligible for permits at no cost.

Ways to Renew

Online: www.uky.edu/Parking
In person or via campus mail to:
UK Parking & Transportation Services
721 Press Avenue or
Kelly Building Room 209

Motorist Assist won’t leave you stranded

UK Parking & Transportation Services (PTS) has developed a program called Motorist Assist to help employees with valid parking permits who may need automotive assistance. The program is also offered to students at both UK and Bluegrass Community and Technical College.

Features include:

• 24-hour coverage anywhere in Fayette County,
• 10 percent discount on services provided by Bluegrass Towing (jump start, unlock car doors, change flat tires), as well as towing to any repair shop in Fayette County (drivers accept cash, check or credit card at the scene and will record your valid permit number prior to service),
• Free jump starts on campus by PTS or UK Police using a portable jump start system and
• Free loan of a gas can and, if needed, a ride to a local gas station to purchase fuel by PTS or UK Police.

Numbers to call:

- Bluegrass Towing, 231-0197
- PTS, 257-5757
- UK Police, 257-1616

257-5757
forms, call
or visit
for payroll deduction.
their campus mailing address (including speed sort), the license plate
from the general fund.
to help offset overhead costs the division incurs since becoming an
campus departments during the first week of February. Employees
Parking permit renewal under way
UK Parking & Transportation Services (PTS) began accepting employee and retiree parking permit renewal applications Thursday, Feb. 1, for permits that expire March 31, 2007. Information packets about permit renewal were mailed to all campus departments during the first week of February. Employees applying before March 3 should receive their new permits via their campus addresses before the end of March. Employees may deduct permit fees through payroll on a pre-tax basis. Incremented fees for 2007-08 go toward financing an additional parking structure by 2010 in support of the Top 20 Business Plan and to help offset overhead costs the division incurs since becoming an independently funded auxiliary service that no longer receives money from the general fund.

To complete a permit renewal application, employees will need their campus mailing address (including speed sort), the license plate number of their primary vehicle and a MasterCard or Visa if not eligible for payroll deduction.

For more information on permits, parking on campus or to receive forms, call 257-5757 or visit www.uky.edu/Parking.

2007-08 Permit Fees

| Employees | $28/mo. ($336/yr.) |
| Retirees | $4/mo. ($48/yr.) |

*Individuals who retired before July 1, 1995, are eligible for permits at no cost.

Ways to Renew

Online: www.uky.edu/Parking
In person or via campus mail to:
UK Parking & Transportation Services
721 Press Avenue or
Kelly Building Room 209

Motorist Assist won’t leave you stranded

UK Parking & Transportation Services (PTS) has developed a program called Motorist Assist to help employees with valid parking permits who may need automotive assistance. The program is also offered to students at both UK and Bluegrass Community and Technical College.

Features include:

• 24-hour coverage anywhere in Fayette County,
• 10 percent discount on services provided by Bluegrass Towing (jump start, unlock car doors, change flat tires), as well as towing to any repair shop in Fayette County (drivers accept cash, check or credit card at the scene and will record your valid permit number prior to service),
• Free jump starts on campus by PTS or UK Police using a portable jump start system and
• Free loan of a gas can and, if needed, a ride to a local gas station to purchase fuel by PTS or UK Police.

Numbers to call:

- Bluegrass Towing, 231-0197
- PTS, 257-5757
- UK Police, 257-1616

Work-Life committees issue progress reports

The remaining three committees created by President Lee Todd Jr. to explore key issues that emerged from the UK@Work survey results have released updates on their progress.

Reports from the Child Care Committee, Career Advancement/Professional Development Committee and Employee Assistance Program Committee are now available on the Work-Life Web site located at www.uky.edu/HR/WorkLife/Committee/update2.html. Previously released recommendations

Work-Life Progress Reports

Child Care
Committee
Explore feasibility of child care centers, with one specifically located in close proximity to the medical center.


Career Advancement/ Professional Development
Committee
Committee is working on preliminary recommendations that include offering incentives to employees for earning a GED, developing a program to lend computers to employees for use at home, offering employees online or correspondence degree programs and extensive workforce development initiatives.


Employee Assistance Program (EAP) Committee
Committee is conducting preliminary benchmarking and acquired the services of a consultant to outline service delivery models common to EAP programs at similar institutions.


Previous Reports

Employee Education Program (EEP) Committee
Full report: www.uky.edu/HR/WorkLife/documents/EEPREportmainCOMPLETE.pdf

Domestic Partner Benefits Committee

A more comfortable mammogram

A mammogram, or X-ray of the breast, is used to detect and evaluate breast abnormalities. In order to spread the tissue for a lower radiation dose and ensure a sharper image, the breast is squeezed between two plastic plates. Although the test can save lives, some women do not have regular mammograms because of discomfort. UK’s Comprehensive Breast Care Center is now a certified Softer Mammogram Provider, offering MammaPad®, a warm cushion between the breast and the mammography machine that makes the experience more comfortable.

The single-use MammaPad cushions the machine to provide a warmer, more comfortable mammogram. For more information on MammaPad, including a free sample of the cushion, call 800-333-8874. Routine screening mammograms may be scheduled by calling Kentucky Clinic South at 323-5377.

See inside the heart. ukhealthcare.uky.edu
Markey Patient Education Centers get a boost from Kroger

The Markey Cancer Center has received a $50,000 grant from the Kroger Mid South Division to purchase computers and printers for new Patient Education Centers. The centers will be available in several areas throughout Markey and offer Web access allowing users to research the most current cancer and health-related information.

“This project ties in perfectly with our vision of making Markey Cancer Center more patient and family friendly.”

– Craig Rogers, director of Markey cancer services

The objective of the project is to make the hospital visit more like home. Many patients use computer access as their main mode of communication, and the hospital hopes the new computers will reduce the anxiety of separation from friends and family.

Judi Dunn, director of the hospital’s Health Information Library, will oversee initial set up and day-to-day operation of the centers.

Hospital Security implements Fast Pass system

Hospital Security has implemented a new security system called Fast Pass that requires all UK Chandler Hospital visitors after 9 p.m. to produce a photo ID. Each visitor is photographed and required to wear a temporary badge displaying the photo at all times during the visit. All visitors after 9 p.m., even those who entered earlier in the day, are required to obtain this pass.

Fast Pass provides better accountability of visitors and helps security officers deter individuals who come into the hospital for reasons other than medical attention or visitation. For more information, contact Hospital Security’s administrative office at 323-8588.

February at-a-glance

Month-Long Observances

American Heart Month
www.americanheart.org

Children’s Dental Health Month
(National)
www.ada.org

Kids E.N.T. Health Month
www.entnet.org/kidsent

Week-Long Observances

4-10
Burn Awareness Week (National)
www.shinershq.org

5-9
Pride in Food Service Week
www.dmaonline.org

11-17
Cardiovascular Professionals Week
www.acp-online.org

11-17
Child Passenger Safety Week
(National)
www.nhtsa.dot.gov

Recognition Days / Events

16
Women’s Heart Day (National)
www.womensheartday.org