Patient Access Center celebrates its first year

The Patient Access Center at UK HealthCare marked its first year on Oct. 1 with an impressive list of accomplishments. The center was “born from a desire to improve access for our patients to our multispecialty group practice,” said Jonathan Curtright, chief operating officer for ambulatory services. Launching the center took rigorous and thoughtful planning by hundreds of staff and physicians.

In its first year, more than 55 percent of the physician practices of UK HealthCare partnered with the Patient Access Center for scheduling and preregistration services. These clinics include:

- Pediatrics
- Family and Community Medicine
- Family Care Center
- Urology
- Pediatric Surgery
- Gastroenterology
- Pulmonology
- Neurosurgery
- Markey Cancer Center
- Internal Medicine Group
- Kentucky Clinic South
- Otolaryngology
- General and Vascular Surgery
- Ophthalmology
- Infectious Disease
- Neurology
- Transplant
- UK North Fork Valley Community Health Center, Hazard

“We are serving more patients and serving them better than we ever have.”
– Jonathan Curtright, COO, ambulatory services

Patient satisfaction with access to care has been on the increase since the launch of the Patient Access Center.

Holiday schedule announced for ambulatory clinics

Holiday operating hours for the UK HealthCare Ambulatory Clinics and supporting ancillary services have been set.

For the Thanksgiving holiday, clinics will be closed Thursday, Nov. 25 and Friday, Nov. 26. Operations will resume on Monday, Nov. 29.

For the Christmas holiday, the clinics will be closed on Friday, Dec. 24.

From Monday, Dec. 27 through Thursday, Dec. 30, all ambulatory clinics will be open with at least one provider seeing patients during normal business hours. Ancillary and other supporting services also will be open.

For the New Year’s holiday, the clinics will be closed on Friday, Dec. 31.

(continued on page 3)
UK HealthCare performs impressively at the World Equestrian Games

From the opening ceremony to the closing festivities, UK HealthCare made an impressive showing and multiple contributions at the Alltech FEI World Equestrian Games Sept. 25-Oct. 10 at the Kentucky Horse Park in Lexington.

Following a magnificent performance during the opening ceremony, world-renowned cowboy dressage trainer and equestrian performer Eitan Beth-Halachmy became gravely ill and collapsed. He required emergency care from a UK HealthCare medical team and paramedics from the Lexington Division of Fire and Emergency Medical Services. UK HealthCare was the official medical provider for the games.

After making a miraculous recovery during his two weeks at Chandler Hospital, Beth-Halachmy made a video message to thank the doctors, nurses and paramedics who helped save his life and let his fans know he planned to see them at the 2014 World Equestrian Games in Normandy, France.

In addition, the UK HealthCare team was honored on the field during the closing ceremony of the games.

“I am very proud of the UK HealthCare medical emergency team and all the hard work they put into caring for each individual,” said Mark D. Birdwhistell, chief external affairs officer, in an Oct. 14 post on his blog, External Affairs @ UK HealthCare.

“I would also like to congratulate the University of Kentucky and UK HealthCare volunteers who made the UK pavilion such a wonderful asset to the games,” Birdwhistell added. “It was a great opportunity to increase visibility for our academics, research and health care.”

The two-story, 3,000-square-foot, blue and white UK pavilion was a showcase for UK HealthCare, university and admissions staff, the College of Agriculture and the Equine Initiative, the Saddle Up SAFELY rider safety program and Commercialization and Economic Development.

More than 240 volunteers, including 100 volunteers from UK HealthCare, worked in shifts at the climate-controlled pavilion. An estimated 40,000 people toured the large displays, watched videos and asked questions of the volunteers.

About 22,000 people provided contact information and 32,000 received UK promotional items. A daily drawing for an iPod encouraged guests to visit at least three of the five display zones.

Positive comments about the UK pavilion came from Gov. Steve Beshear (“It’s a first-class display”), Dr. Michael Karpf, Dr. Lee Todd, Sen. Mitch McConnell as well as a Cleveland Clinic researcher who noted that UK HealthCare is one of the clinic’s main competitors.

UK HealthCare was well advertised by thousands of visitors who received our drawstring backpacks at the games.
The Patient Access Center team has grown to nearly 60 individuals, all of whom are committed to starting the patient experience and the referring physician experience off on the right foot. In addition, many physicians, nurses, practice managers and front-line staff in the clinics have contributed to the success of the center.

“We are serving more patients and serving them better than we ever have,” said Curtright, noting that the center received more than 300,000 calls in its first year. During that time, the call-abandonment rate has been reduced by half from an organizational average of about 13 percent to a new average of about 7 percent. With nearly 2,000 calls coming into the Patient Access Center daily, more than 100 patient or referring physician calls that would have previously been lost are being serviced each day.

Patient satisfaction scores for access to care are steadily improving across the ambulatory services and specifically for the practices partnering with the Patient Access Center.

“In the coming year, we will continue to strengthen the services we provide to our patients and partnering practices,” Curtright said. “We look forward to bringing more clinic partners to the Patient Access Center. We are working with a number of clinics on this transition, including OB/GYN, Polk-Dalton, Women’s Health, Rheumatology and the Markey Cancer Center.”

Saddle Up SAFELY featured on New Zealand website

A story about Kentucky’s Saddle Up SAFELY campaign was featured Sept. 25 on horsetalk.co.nz, New Zealand’s premier equestrian website.

UK HealthCare is partnering with UK’s colleges of Agriculture and Public Health and 40 community, equine and medical organizations to produce the five-year educational campaign.

In a recent UK HealthCare survey conducted by John Mayberry and colleagues, riders with 50 or fewer hours of riding experience were found most likely to be injured. The study also recognized that the more advanced the rider, the greater the chance of serious injury and the less likely the riders are to use a helmet.

To combat these statistics, the new Saddle Up SAFELY booklet lists basic tips for horseback riders, checklists for extended trail rides, information about fitting a helmet correctly and safety tips for minor injuries, sprains and fractures, head injuries, and chest and abdominal injuries. Rehabilitation therapy and resources are also available.

“We are grateful to have so many partners who believe in the campaign’s mission to raise awareness of horseback rider safety across the state and beyond,” said Julia Martin, MD, FACEP, associate professor of emergency medicine.

Because the UK HealthCare survey found 60 percent of Kentucky horseback riding respondents did not wear safety apparel the last time they went riding, the campaign is more important than ever, Dr. Martin added.

UK HealthCare (UKHC) was the official medical provider for the Alltech FEI World Equestrian Games Sept. 25-Oct. 10. UKHC personnel treated 225 people with medical issues, 102 trauma patients and 629 people with minor issues. A total of 37 persons were transported to local hospitals. The total patient count was 956.

Did you know?

An estimated 40,000 people visited the UK pavilion during the Alltech FEI World Equestrian Games at the Kentucky Horse Park. The venue showcased UK HealthCare, Saddle Up SAFELY and other UK programs.

Patient Access Center celebrates its first year (continued from page 1)

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UK Sp Sports Physical Therapy moves to Perimeter Drive

On Oct. 18, UK Sports Physical Therapy staff began seeing patients at their new location in Suite 100 of the UK Sports Medicine building at 601 Perimeter Drive. The office is located off Alumni Drive, near the New Circle Road interchange.

All sports medicine services are now in one convenient location, allowing the staff to better serve patients’ needs. The new location offers free parking and quick accessibility to New Circle Road.
Selina’s All-Stars help seriously ill colleague

When Selina Howard’s colleagues learned she had been diagnosed with aplastic anemia a few months ago, they formed Selina’s All-Stars to raise money for her family.

Howard, a nurse in the Pediatric Intensive Care Unit at Kentucky Children’s Hospital for 17 years, has been unable to work since her treatment began. She is married and has a 14-year-old son and a 2-year-old daughter.

Aplastic anemia is a blood disorder in which the body stops producing enough new blood cells. Treatment may include medications, blood transfusions or a bone marrow transplant.

“People have been so kind and generous,” said nurse Jessica Lawrence, who has led the fund-raising campaign with fellow nurse Donna Dennis.

A Sept. 11 softball game at Ecton Park pitted medical staff against nurses, raising almost $5,000.

More than two dozen colleagues played in the game. Participants donated $5 each to play on a team and spectators paid $5 admission. Food and drink sales and activities such as face painting also raised funds.

“It was a brief moment in time that brought many people together from different areas to support a great cause,” said Sherry Holmes, RN, MSN, former director of children’s and maternal services. “It was truly a Magnet moment, showing how much staff care about one another.”

A silent auction featuring an array of donated items from professional sports teams, the UK football and basketball programs and area restaurants was held Oct. 31-Nov. 3 at Kentucky Children’s Hospital.

That event raised an additional $7,000 for Howard and her family.

Chandler Hospital Magnet document accepted

Chandler Hospital’s Magnet redesignation document has been reviewed and accepted. The hospital now moves to the second phase of the redesignation process, which is a comprehensive site visit. Three Magnet surveyors will be on site Dec. 6 through Dec. 9 to clarify, verify and amplify the information in the Magnet document.

During the site visit, sessions and unit rounds with the surveyors will be scheduled. Each day will focus on one component of the Magnet Model.

- Monday, Dec. 6 – transformational leadership
- Tuesday, Dec. 7 – structural empowerment
- Wednesday, Dec. 8 – exemplary professional practice
- Thursday, Dec. 9 – new knowledge, innovations and improvements

The surveyors have requested sessions with many faculty and staff. The agenda, which is in the development phase, will be distributed when it is approved by the lead surveyor.

Staff nurses who are championing the redesignation process will be visiting various groups and departments to provide information to help prepare staff for the site visit.

Champions and managers also plan to round on every unit and organize mock surveys. Staff may be asked questions if they are present on a unit during a “mock survey.” The mock surveys will better prepare all staff for the actual site visit in December.

For more information about Magnet designation, contact Colleen Swartz, chief nurse executive for UK HealthCare, or Kathleen G. Kopser, senior nurse administrator for Chandler Hospital.
College of Medicine celebrates its 50th anniversary at Signature Event

During Dean Emery Wilson’s opening remarks at the College of Medicine’s 50th Anniversary Signature Event on Oct. 15, members of the college’s “past” (alumni from the Class of 1964), “present” (current medical student leadership) and “future” (elementary school children from Fayette County) were presented to the crowd.

After months of voting by College of Medicine faculty, staff and students, the winning 50th anniversary cake – baked by Charm City Cakes – was unveiled to the crowd. The college’s three missions – education, research and clinical service – were represented on the cake, along with other symbols related to health care.

“Present” and “future” medical students mingled backstage before the ceremony began.

More than 600 people attended the Signature Event at Keeneland’s Sales Pavilion. Decade stations featured food, drinks and music from five eras.

College of Medicine’s 50th Anniversary Alumni Reunion & Family Weekend Oct. 14-17

Franklin Master, left, Class of 1965, poses with Esther McMahon and James McMahon, Class of ’65, at the College of Medicine Tailgate Party on Oct. 16 during the Alumni Reunion and Family Weekend. Later that evening, UK beat South Carolina, 31-28, at Commonwealth Stadium.

Members of the College of Medicine’s Class of 1964 gathered during the Alumni Reunion & Family Weekend festivities, which drew more than 250 people. From left are Mike Alavi, Michael Peveler, Martin Gebrow, Leo Treciokas, Richard Geist, Ballard Wright, William Young and Donald Neel.
New! UK HealthCare physicians now practicing in Georgetown

OB/GYNs Joe Haynes and Kathy Dillon of UK HealthCare are now seeing patients at the UK HealthCare-Georgetown practice located inside Georgetown Hospital at 1140 Lexington Road.

Dr. Haynes sees OB and GYN patients, providing prenatal and post-natal care and specializing in GYN surgery. He will perform all routine deliveries at Georgetown Hospital.

Dr. Dillon sees GYN patients and specializes in menopause.

Employees with UK-HMO can be seen in Georgetown, but diagnostic testing and deliveries must be done in Lexington in order to be covered by insurance.

For an appointment with either physician, call 502-570-4205.

In addition, cardiologist Sarah Sartini Rugg, MD, is now seeing patients at UK HealthCare-Georgetown (previously Drs. Bynum and Allen Family Practice) located at 1154 Lexington Road, Suite A.

Dr. Rugg specializes in women's heart health, cardiac prevention and general cardiology.

To make an appointment, call 877-700-5479.

A Georgetown family practice has also joined UK Healthcare. More details about that office will be featured in the next issue of Vital Signs.

Employee Medical Services Guide can help with decisions

All UK HealthCare employees are encouraged to use the Employee Medical Services Guide when making health care decisions.

Published this past summer, the most current version of the guide is always available online at ukhealthcare.uky.edu/forstaff/index.asp. Copies can also be obtained by calling UK Health Connection at 257-1000.

As a University of Kentucky employee, you have direct access to one of the best medical resources in the state and even the region.

UK HealthCare has more than 900 physicians and dentists and 7,000 highly trained medical personnel. Chandler Hospital, Good Samaritan Hospital, Kentucky Children’s Hospital, Kentucky Clinic and other locations throughout the area offer many convenient options for your care. In addition, UK has many support services available to help you before, during and after your medical experience.

The guide features four sections:
- Health information services
- Wellness programs available to you
- Employee customer services
- A description of the most common clinical programs that you and your family may need

Nursing staff implements three Best Practices

UK HealthCare (UKHC) nursing staff has implemented three Best Practices proven to enhance our patients’ experiences with us and our experiences with one another. The three Best Practices are:
- hourly rounding on patients
- purposeful rounding by leaders
- using standardized communicating (G.I.F.T., managing up and the blameless apology). G.I.F.T. stands for Greet the patient, family member or co-worker; Introduce yourself; Fill them in on the situation and next steps; ask “Is there anything else I can do for you? I have the time.” and Thank them for allowing you to serve them.

Using these Best Practices has resulted in steady improvements in our patients’ experiences and more engagement among UKHC team members.

These practices help our nursing staff communicate better with patients and with one another and they lead to our patients having better outcomes.

Other departments, including IT, have started using these Best Practices for communicating caring to their internal customers.

The Office of Service Excellence is available to help all UKHC team members embrace and use these three Best Practices for patient experiences and employee engagement.
Surgical Chairs Executive Committee created

A Surgical Chairs Executive Committee has been created to establish the professional standards for surgical services across the enterprise.

The committee will ensure that UK HealthCare is capable of delivering the highest quality, safest and most efficient care and meets the expectations of patients and their families.

The Surgical Chairs Executive Committee will be led by the surgeon-in-chief.

Its founding members will include the chairs of surgery, neurosurgery, orthopaedic surgery, ophthalmology, OB/GYN and oral maxillofacial surgery. Members may be added at the discretion of the founding members.

The committee will establish priorities regarding people, programs, facilities and equipment; identify areas needing improvement; address performance issues; develop strategic plans regarding priorities related to recruits and new programs (including outreach) in support of the missions and priorities of UK HealthCare; and advise senior leadership regarding all issues affecting UK HealthCare surgical services.

The Surgical Chairs Executive Committee will report to Richard Lofgren, MD, vice president for healthcare operations.

It will be accountable to the UK HealthCare Executive and Medical Staff Executive committees.

New employee drop-off/pickup area available

A new, covered employee drop-off/pickup area is now available at the southeast corner of Pavilion A, near the new Emergency Department. All UK HealthCare staff may access this entrance using their employee badges.

The employee drop-off/pickup on Rose Street between Kentucky Clinic and Chandler Hospital has reopened for use. Eight spaces have been provided. Landscaping work is still occurring, so please use caution.

Employee pickup and drop-off is not allowed at the main UK Chandler entrance or on Hospital Drive, as congestion in these areas creates a hazard for our patients and visitors. Please also remember that smoking is not allowed on any UK grounds, including the new plaza area.

‘Best Places to Work’ survey planned for late November

Some UK HealthCare employees will be invited to participate in a “Best Places to Work in Kentucky” random survey in late November. They will receive an invitation and instructions via email.

Applying for the “Best Places to Work in Kentucky” status was suggested to Ann Smith, chief administrative officer of Chandler Hospital, by team members from Chandler and Good Samaritan hospitals, the College of Medicine, the Gill Heart Institute, Human Resources and UK HealthCare corporate offices.

Kentucky health care organizations that have attained this honor include Clark Regional, Central Baptist, Pikeville Medical Center, King’s Daughters, Pattie A. Clay and Georgetown Community Hospital.

“Best Places to Work in Kentucky” companies:

• Have a vision for their company and communicate that vision to their employees.
• Have goals for achieving their vision and communicate those goals to their employees.
• Have leaders who instill confidence in their employees and encourage employee input.
• Treat employees fairly and recognize them for jobs well done.
• Solicit employee feedback and invest in employee development.
• View quality and safety as top organizational priorities.

Achieving “Best Places to Work in Kentucky” status would enable UK HealthCare to recruit more well-trained, expert caregivers, researchers and subject matter experts.

Because these prospective employees are high achievers, they are more likely to be engaged in providing exceptional care, to be dedicated to our corporate mission and to become long-term employees.

If we don’t achieve the designation this year, we will use data from the survey to identify areas that need improvement. Then, we will work to improve those areas so we can achieve “Best Places to Work in Kentucky” status in the future.

For more information, contact Justin Campbell, Mark Armstrong, Kristen Goble Brown, Patty Hughes, Sandi Jaros, Pam Levin, Pat Imerman, Dave Gosky, Sue Durachta or Teresa Barnhill.
From the blogs...

“On Thursday, 10/7/10, at about 12:30 p.m., we heard the fire alarm go off. A battery in a paper towel dispenser exploded, filling a patient bathroom with smoke and flame. Happily, the patient and family were in the room and unharmed... I talk a lot about the human side of health care and I am proud to say that the humans in this situation were STELLAR. Every staff member reacted appropriately and as trained. Patients were evacuated, response was appropriate, gases were turned off. Like clockwork, better yet, it went off like TEAM WORK. Big Blue Team Work!” – Ann Smith, chief administrative officer, UK Chandler Hospital

To read more, visit the clinical ops blog at ukhealthcare. uky.edu/forums/blogs/clinical-ops

“UK HealthCare not only takes care of Kentuckians, but also people from around the world. This was proven over the past couple of weeks. As the official health care provider for the 2010 Alltech FEI World Equestrian Games, we cared for many who needed our medical expertise and attention.” – Mark D. Birdwhistell, chief external affairs officer

To read more, visit Birdwhistell’s blog at ukhealthcare. uky.edu/forums/blogs/ukhc_external_affairs

Kentucky Children’s Hospital ECHO Lab receives national accreditation

The Kentucky Children’s Hospital Pediatric/Fetal Echocardiography (ECHO) Laboratory has been granted accreditation by the Intersocietal Commission for the Accreditation of Echocardiography Laboratories in transthoracic, transesophageal and fetal echocardiography.

Kentucky Children’s Hospital is the only hospital in the state to have achieved this accreditation in all three areas.

Physicians use echocardiography to look for abnormalities in the physical structure of the heart, including the heart chambers and valves, and to evaluate the heart’s pump function.

An echocardiogram may sometimes be used to look for the cause of an abnormal heart sound (a murmur), to check the size of the heart chambers, to check for fluid around the heart, or to inspect the pumping capability of the heart if a patient is short of breath or has complained of certain symptoms at rest or during exertion.

Congenital heart disease is the most common birth defect. Accurate, timely diagnosis, including prenatal identification of heart disease by fetal echocardiography, is an essential component of ensuring the best possible outcomes for patients.

Zwischenberger named surgeon-in-chief

Joseph B. Zwischenberger, MD, Johnston-Wright Professor of Surgery and chairman of surgery, has been named UK HealthCare surgeon-in-chief.

As the senior surgical leader, Dr. Zwischenberger will ensure that surgical departments deliver high quality, safe and efficient care and meet the expectations of patients and their families.

Dr. Zwischenberger will chair the new Surgical Chairs Executive Committee (see story on page 7) and serve on the UK HealthCare Executive Committee and the OR Executive Committee.

He will ensure that UK surgeons meet the highest of professional standards, including compliance with internal and external policies and regulations.

As surgeon-in-chief, Dr. Zwischenberger will report to Richard Lofgren, MD, vice president for healthcare operations and chief clinical officer.

He will also be accountable to the chief medical officer and the chief administrative officers of Chandler and Good Samaritan hospitals.

Zwischenberger receives first lung health award

The American Lung Association recently presented its first Kentucky Lung Health Champion Award to Joseph B. Zwischenberger, MD, Johnston-Wright Professor of Surgery and UK HealthCare surgeon-in-chief.

The award presentation was a highlight of the 2010 Breath of Life Gala on Oct. 15 at CastlePost in Versailles.

Dr. Zwischenberger is leading the fight for air in Kentucky through his dedication to improving the quality of life for those suffering from lung disease with his research and development on the artificial lung transplant.

Sponsored by UK HealthCare, the annual gala benefits the American Lung Association in Kentucky and its mission to prevent lung disease and promote lung health.

Lung disease is the third leading cause of death in the United States. Smoking, air pollution and lung disease make breathing difficult for millions of Americans.

Money raised from the Breath of Life Gala helps fund medical research, advocacy and education to ensure clean air and healthy lungs for all Kentuckians.
Wyatt elected to second term as president of national council


CEPH is the Department of Education-designated entity that accredits schools and programs of public health in the United States and schools/programs in the international setting.

Dr. Wyatt is a professor in preventive medicine and environmental health and a faculty member at Markey Cancer Center.

He has served as dean since 2004, when the College of Public Health was formed.

Mabry receives Distinguished Service Award

C. Charlton Mabry, MD, professor of pediatrics, received Maryville College’s Distinguished Service Award during homecoming festivities Oct. 22-23.

Dr. Mabry is known internationally for his study of maternal phenylketonuria (PKU) syndrome, a genetic disorder characterized by an inability of the body to utilize the essential amino acid, phenylalanine. The condition leads to mental retardation and seizures, but with early identification, treatment and adherence to a low phenylalanine diet, patients can lead normal lives.

Dr. Mabry was instrumental in Kentucky’s newborn screening legislation in 1966 for PKU and later lobbied the Kentucky Legislature to require additional tests of all newborns. In 2005, the Kentucky General Assembly passed Senate Bill 24, which approved the expanded screening program for 29 disorders and made its funding permanent.

Today, the state can identify 44 disorders that could cause mental retardation, blindness, deafness, sudden infant death syndrome — disorders that in many cases can be successfully treated through medications and special diets.

In 1961, Dr. Mabry was one of the first eight pediatricians to join the faculty of UK’s new College of Medicine. Although he officially retired from full-time work in 1996, he continues to see young patients in the Mabry Metabolic Unit.

On Oct. 15, the Clark Group released First Fifty: A Pediatric Story, which Dr. Mabry authored. Published in conjunction with the medical school’s 50-year anniversary, the book looks at the last half century of the UK department of pediatrics’ efforts to provide the best medical care available so sick children would not have to travel out of state for diagnosis and treatment.

UK Extension agent wins national award

Peggy Powell, Montgomery County Extension Agent for Family and Consumer Sciences, recently received the Extension Educator of the Year Award from the National Extension Association of Family and Consumer Sciences.

Powell has used UK HealthCare materials in her community education efforts, as well as distributing them via her county’s senior citizens center and public health department. Most recently she provided feedback on a UK HealthCare health and wellness calendar that will be provided to seniors across the state.

Powell has been the only Family and Consumer Sciences Extension Agent to be a member of the University of Kentucky Pandemic Flu Prevention Task Force and the Kentucky Colon Cancer Prevention Committee.

Omar receives grant for young parents

Hatim Omar, MD, professor of pediatrics, has been awarded $361,294 for fiscal year 2011. The money is part of a one-year grant from the Kentucky Cabinet for Health and Family Services for the “Young Parents Program.”

Clinical Nurse Excellence Award Winners

Carrie Sawyers, RN
October
Chandler 8th Floor

Peggy Powell

Janice Bugg, RN
October
Chandler 7th Floor
Each floor of Pavilion A has 64 patient rooms connected by dedicated public areas with waiting rooms, a refreshment station, restrooms and family consultation rooms. The rooms break out to be 24 ICU rooms and 40 acute care rooms. Floors are designed to provide a continuum of care across a specific medical condition.