Benefits open enrollment, April 22 – May 10

Rates for most health plans stay the same, new health plan administrator for 2013-14

UK’s annual open enrollment period is April 22 – May 10.

During this time, employees may update their benefits coverage for the 2013-14 plan year that begins July 1. Open enrollment offers a good opportunity to review your current benefits package to ensure it continues to meet the needs of you and your family.

Most premiums unchanged

Plan premiums for the vast majority of UK employees will remain unchanged. Monthly employee-paid premiums for UK-HMO, UK-PPO and UK-RHP will stay the same, while UK-EPO premiums will increase slightly. Though underlying plan costs overall are increasing, UK is absorbing the bulk of higher costs on employees’ behalf.

New plan administrator

The new plan year will also see the introduction of a new health plan administrator, Anthem Blue Cross and Blue Shield. Anthem will replace Humana, the university’s current plan administrator. All plan members (UK-HMO, UK-PPO, UK-RHP, UK-EPO and UK Indemnity) will receive new member ID cards from Anthem before July 1. Because UK’s plan design is managed by the university, plan benefits are not generally affected by this change. This means plan members should see little or no change in their copayments or coverage.

Plan members should see little or no change in their copayments or coverage.

Overall, the transition to Anthem is designed to help the university continue to work with providers and employees alike to provide the best possible outcomes while successfully managing health care costs.

Learn more

You may find more information on health and other benefit plan rates in mailers to your home, office and inbox later in April. You may also visit UK Benefits Open Enrollment online at www.uky.edu/HR/OE.
MAJOR CHANGES at the UK Shoulder to Shoulder primary care center near Santo Domingo, Ecuador. The center provides medical care, prevention services, mental health, oral health and school-based services. Art donated for auction will be displayed in the Barnstable Brown Atrium Lobby of Chandler Hospital (Pavilion A) on the day of the auction. For more information about Shoulder to Shoulder Ecuador, see www.stsglobal.org/.

Chandler Retail Pharmacy opening
April 24
Located in Chandler Hospital Pavilion A, just off the Floor 1 concourse near Surgery Waiting, this new pharmacy will serve employees, patients and the public. In addition to prescription medications, over-the-counter remedies will also be available, many at discount prices over regular retail. Hours are 7:30 a.m. to 9 p.m. Monday – Friday, 9 a.m. to 5 p.m. Saturdays and 1-5 p.m. Sundays. The pharmacy can be reached at 859-218-3340, and prescriptions may be faxed at 859-323-4277.

Coping with change and transition
April 26
UK Human Resources is offering a new, free workshop, 8:30 a.m. - noon, 220 Scovell Hall, Suite 1, based on the popular business book, Our Iceberg Is Melting: Changing and Succeeding Under Any Conditions by John P. Kotter. The workshop explores how to cope with impending crisis and the inevitable change it brings. Register at hr.uky.edu/TandD/classes/PD074.html.

A new section on the UKHealthCare website was unveiled Feb. 21 to share data publicly on clinical outcomes. Quality and safety information can now be found at ukhealthcare.uky.edu/quality/home/, including measures of performance in key components of quality such as patient survival, quality of care, patient safety, efficient care and patient centeredness.

“We are working to foster a culture of transparency,” said Bernard Boulanger, MD, chief medical officer. “As part of this goal, we want to share our outcomes – internally and externally – to aid us in continual improvement as we strive to provide the highest quality and safest care to each of our patients.”

Information found on the website includes regularly updated and externally reported quality metrics and improvement efforts related to those metrics. It includes data required to be reported to government agencies available also on their websites, but it also includes some of the most recent data, more current than will be found on other reporting sites.

Patient survival rates are included, as that of similar hospital systems nationwide. Quality of care measures included are readmissions within 30 days of a previous hospital stay as well as metrics related to the care of patients who have had heart attacks, heart failure, pneumonia and surgery.

Other information found on the website includes:

• Patient safety data that tracks infections and complications that can occur during a hospital stay.

• Efficiency data that tracks spending per patient with Medicare coverage.

• Patient performance measuring patient satisfaction.

“We believe our patients have the right to understand the quality of care we provide, what we are doing well and where we are working to improve,” said Michael Karpf, MD, UK executive vice president for health affairs. “As a patient-centered health care enterprise, continually reviewing and discussion this data helps us focus in providing the very best care to every patient, every time.”

Many measures of UK HealthCare quality and safety are now found online at ukhealthcare.uky.edu.

Vital Signs is published by UK HealthCare Communications & Advertising. Submit news items to jan.taylor@uky.edu or 859-257-5424. Jan Taylor, director, Communications & Advertising | Bill Gombeski, director, Strategic Marketing
3rd annual ‘Give Kids a Smile’ event

Dental student Katie Hollenkamp, dressed as the tooth fairy, added sparkle to the Give Kids a Smile event.

Hosted by the College of Dentistry, this Feb. 16 American Dental Association event provided free educational, preventive and restorative services to children from low-income families. The college joined thousands of dentists across the country to help underserved children who aren't getting the oral health care they need.

Multiple teams honored at Quarterly Quality Meeting

The Length of Stay Team – working to ensure patients have “just the right length” of stay – were the first listed on the UK HealthCare Rising Star award plaque.

The UK HealthCare Rising Star award went to the Length of Stay (LOS) Team for their part in helping UK achieve a target goal of 1.0 (patients staying no longer and no less than what is needed). The Core Measures Team was awarded the UK HealthCare Top Performer award for their leadership in helping UK attain perfect scores in core measures for heart failure, heart attack, pneumonia and children’s asthma. Honorable mention went to the Neonatal ICU team working to reduce central line infections, the Neurology Service, the Accreditation Team and the Kentucky Children’s Hospital Patient Satisfaction Team.

UK Quality Enhancement Plan

UK has created a framework for how the entire campus will come together to improve learning and outcomes among all students, regardless of major or discipline. It’s called the UK Quality Enhancement Plan (QEP). As part of the school’s 10-year accreditation process by the Southern Association of Colleges and Schools (SACS), SACS accreditors will be visiting the UK campus in early April to gauge our progress and determine whether the university should be reaccredited. The QEP, called “Presentation U: You are the Ultimate Presentation,” is one of 12 core requirements UK has taken on to reaffirm its SACS accreditation.

The idea is simple: students must be prepared to communicate successfully – developing integrated oral, written, visual and multimedia communication skills. Presentation U will unite and augment existing programs and assist faculty in developing opportunities in their courses for students to learn these skills. In April, when accreditors from SACS arrive, they may ask you what you know about UK’s QEP. Take a minute to learn more at www.uky.edu/presentationu.

New SaddleUp SAFELY quizzes online

As spring approaches, equestrians in the Bluegrass will saddle up and enjoy the outdoors with their horses. SaddleUp SAFELY, a safety educational program to reduce the frequency and severity of horse-related injuries, has three online quizzes designed to help equestrians brush up on their safety knowledge.

In addition, to a general knowledge quiz, there are quizzes for barn safety and safety in the pasture. Visit SaddleUpSAFELY.org to access the quizzes and other safety information.
**PERSONNEL BRIEF**

Clayton Smith has recently been appointed enterprise director of clinical engineering for UK HealthCare. Smith was previously a Crothall resident regional manager over many different hospitals throughout Chicago and northern Indiana. Mike Nunley will remain in his current role as operations manager. Smith can be reached at Clayton.Smith@Crothall.com.

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**Nationally ranked in patient survival**

In the first quarter of our fiscal year (Jul – Sep 2012), the UK inpatient mortality ratio (observed/expected) was 0.67 – indicating more patients are surviving at UK than might be expected given their clinical condition. This performance results in a national ranking of 11th among the 119 participants in the University HealthSystem Consortium (UHC). Thanks to each member of the UK HealthCare team for clinical expertise, hard work and commitment to producing better patient outcomes.

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**Clinical Nurse Excellence Awards**

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**Parker joins Employee Advisory Council**

Meagan Parker, CMA (AAMA), a new member of the Radiology team, has also joined the Employee Advisory Council, a group of employees from throughout the UK HealthCare enterprise who meet monthly to provide valuable employee perspectives. Parker, a clinical support manager, has been supervising scheduling, registration, reception and image records staff at Chandler Hospital and Kentucky Clinic since Dec. 31, 2012. Prior to this position, she worked for almost three years in the Internal Medicine and Pediatrics group as the front office supervisor.

She is married to Stephen, a Lexington firefighter and National Guard member. The Parkers have one son, Jack, who Meagan calls a “3-year-old comedian” and “the absolute light of our lives.” She enjoys reading, running and spending time with her boys.

Parker represents several perspectives on the council: employee, manager, member of an ancillary service, wife and mother juggling work-life demands.

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**Physician assistant students receive white coats**

Fifty-eight students in the UK College of Health Sciences 2015 physician assistant (PA) class received their white coats and recited their professional oath on Feb. 15. White coat ceremonies are now considered a rite of passage for those entering into a health care profession, symbolizing the student’s responsibility to uphold the tenets of their professional oath and signifying the transition from classroom to clinic.
Success turned her hair blue

Team lead Heather Edwards, surrounded by registration/scheduling staff for Pediatrics, kept her end of the bargain and dyed her hair blue after the Patient Access Center team maintained a call abandonment rate less than 3 percent for 10 straight business days.

Heather Edwards, team lead for Patient Access Center scheduling and registration staff answering the line for Pediatrics, challenged her team to reduce the number of abandoned calls to 3 percent or less for 10 business days in a row. If able to do so, she agreed to dye her hair UK blue.

No small challenge given the Pediatrics line averaged a 16 percent abandonment rate during the last quarter of FY12. Since then, the team has been working to improve their ability to answer calls before callers tire and hang up. The department helped by rerouting nurse triage calls that were taken on the same line. In December and January, the incidence of callers abandoning the line plunged to 5.86 percent, a tremendous improvement.

And then on Feb. 5, the Pediatrics team more than met Edwards’ challenge by keeping abandoned calls under 2.5 percent for 10 business days.

Heather kept her end of the bargain and dyed her hair blue to celebrate.

Patient Access Center director Lori Bruelheide volunteered to turn her hair blue if the Pediatrics team could maintain 20 days under a 3 percent abandonment rate. Bruelheide’s blue hair says it all. Congratulations Pediatrics team for doing a great job at responding to incoming calls!

Resident of the Month

Prashanth Krishnamohan was nominated by several individuals as Resident of the Month for March. Some of the comments made about Dr. Krishnamohan are: “He is very pleasant, ever smiling, never complains, never refuses to help, and during the holidays did an awesome job taking care of over 30 patients in the stroke service.” “He is patient, sympathetic and works hard to make sure the patients have their procedures and tests done on time. Apart from this, he spends the extra few minutes answering their questions and speaking to them about their results too.” He always remains calm and is ready to help anyone.” “He somehow found the time in our hectic schedules to make sure he taught something every day.” He was very good about including us [students] and discussing why he made his decisions and using them as a teaching moment.” “He made an effort to find us [students] for procedures and made me feel like I was a part of the team.” And, “All interns and residents love to work with him.”

Pediatric trauma prevention efforts recognized

Children participating in a bicycle safety program in December were given helmets by the UK Level I Trauma Center.

Matilda Carol Wright, outreach/injury prevention coordinator for the UK Level I Trauma Center, participated with other organizations in a bicycle safety program at the William Wells Brown Community Center last December. Sixty children registered for the program and 60 bicycle helmets were donated by the UK trauma program. Volunteer participants were recognized at the Lexington-Fayette Urban County Council on March 7.

Construction detour for pedestrians, route from Parking Structure #2 impacted

Demolition of Haggin Hall and K-Lair is scheduled to begin this May. Immediately after demolition, construction will begin on a new dorm – to be completed in summer 2014 – to replace the existing Haggin Hall. During demolition and construction, the area will be fenced off and unavailable for pedestrian use. Pedestrians walking from Parking Structure #2 will need to use either Rose St. or University Drive sidewalks for access to the medical center.

After the replacement dorm is completed, a sidewalk will run from Hilltop Ave. to Huguelet Drive. For more information, contact David Collins, 859-257-5711, ext. 229.
Quality, safety milestones recognized

Nationwide, hospitals marked March 3–9 as Patient Safety Awareness Week, but at UK HealthCare a milestone reached March 4 provided one of the biggest reasons for celebration.

March 4 marked 365 days in the Pediatric Intensive Care Unit (PICU) at Kentucky Children’s Hospital without a single case of central line-associated blood stream infections (CLABSIs). These infections are among the health care-acquired infections reported to the Centers for Medicare and Medicaid Services (CMS) and compared to other institutions.

‘Patient safety requires collaboration between all UK HealthCare providers and support teams.’

– Bernard Boulanger, MD

Pediatric ICU drives down infections

In the 12-bed PICU, which provides comprehensive care for critically ill and injured infants, children and adolescents, the rate of CLABSIs peaked at about 8 per 1,000 line days in 2010, but now none of these infections have been detected in the past 12 months — well below the national average for PICUs, said Cheri Landers, MD, director of PICU quality and safety at Kentucky Children’s Hospital.

Frequent re-education of all PICU practitioners on insertion and line care practices, changing to chlorhexidine preps for line access, and daily reassessment of line necessity on multidisciplinary rounds have all contributed to the sustained improvement in care, she said.

“Bloodstream infections can be very serious and can cause a patient’s stay in the hospital to be longer and can increase the risk of death,” Landers added. “However, with infection prevention as a priority, our team’s work and dedication to patient safety is evident in our results.”

Constant dedication required

The theme for the National Patient Safety Foundation’s (NPSF) Patient Safety Awareness Week was Patient Safety 7/365, reminding us that safe patient care requires constant dedication and effort 365 days a year.

“Patient safety requires collaboration between all UK HealthCare providers and support teams who work every hour of each day toward patient safety,” said Bernard Boulanger, MD, chief medical officer. “The success of the PICU is just one of many examples where we are continuing to make marked improvement in patient quality and safety throughout the enterprise.”

Neonatal ICU taking progressive measures

In addition to the impressive record in the PICU, the Kentucky Children’s Hospital neonatal intensive care (NICU) also has taken progressive measures to prevent central line infections. Two years ago, the unit began focusing on ways to reduce and prevent central line infections.

One of the first steps was to rule out contaminants that may cause a culture to be misread as an infection and lead to unnecessary antibiotic use, said neonatologist Lori Shook, MD. In 2010, Shook says the unit reported 33 central line infections — although some of these cases may not have been true infections due to the lack of standardization in drawing blood cultures.

By 2012, utilization of more stringent blood culturing policies, as well as measures such as having a central line team dedicated to handling the lines, has led to the unit reporting only four CLABSI infections, well below the national average.

“It has really been a collaborative effort from everyone to prevent infections, including techs, environmental services employees, nurses and physicians,” she said. “Now when an infection is detected, it is a team effort to analyze and determine how to prevent the next one.”

Research News

Groundbreaking UK study shows key enzyme missing from aggressive form of breast cancer

A groundbreaking new study led by the Markey Cancer Center’s Peter Zhou, MD, PhD, found that triple-negative breast cancer cells are missing a key enzyme that other cancer cells contain providing insight into potential therapeutic targets to treat the aggressive cancer. Zhou’s study is unique in that his lab is the only one in the country to specifically study the metabolic process of triple-negative breast cancer cells.

Triple-negative breast cancer is the most deadly subtype of breast cancer, and tends to occur in women at a younger age. This subtype of breast cancer has poor clinical outcomes due to the early metastasis of tumor cells, resistance to chemotherapy, and the lack of specific drugs that target it. Identifying this change in the cancer’s metabolic process provides major insight into developing drugs to target the disease, Zhou said.

“These findings present significant insights regarding ... triple-negative breast cancer,” said Zhou, associate professor of molecular and cellular biochemistry. “They indicate that targeting the metabolic alteration will lead to an effective approach for treating this deadly disease.”

Zhou’s research was aided by the team in the Free Radical Biology in Cancer Shared Resource Facility (FRBC) of the Markey Cancer Center, directed by Dr. Allan Butterfield.
$1.1 million raised to fight pediatric cancer

The eighth annual DanceBlue 24-hour dance marathon, Feb. 22 and 23, at Memorial Coliseum set a one-year record when $1,113,189.42 was raised to benefit the Golden Matrix Fund and the DanceBlue Kentucky Children's Hospital Hematology/Oncology Clinic. And to that record sum was added a surprise endowment of more than $500,000 from the estate of UK alum Joy Wills.

Wills was in the stands in 2012 watching as students danced for children with cancer, a disease she battled three times. She was amazed at the energy, enthusiasm and effectiveness of DanceBlue and was inspired to create the Joy R. Wills DanceBlue Endowment Fund. “Cancer is cruel and we must find a way to beat it,” Wills once said. “It is especially cruel on children because they don’t understand what is happening.”

“Aside from her husband and her faith,” said Whitney Dunlap, Wills’ attorney, in remarks to the crowd after the reveal, “there were three things important to her: children, cancer and the University of Kentucky.” Wills earned both a bachelor’s and master’s degree in education from UK.

For 42 years, she served as an educator in the poorest areas of Louisville.

In seeking a worthy cause for Wills’ donation, attorney Dunlap sought the advice of his sister-in-law, UK pediatric oncology nurse Barbara Waldman-Ward.

“She spoke to me about Joy and her wishes to contribute to a worthy cause,” said Waldman-Ward. “She was specific that it should benefit children, cancer and UK. I told him I knew of a perfect charity that would do that: DanceBlue. I encouraged him to research it online, including looking on YouTube and seeing the line dance (too much fun). I also encouraged him to have Joy come to Dance Blue so she could see for herself what it was all about – how dedicated the students are to this cause of finding a cure for childhood cancer. And in 2012 I spoke with Joy about being a pediatric hem/onc nurse and that I could guarantee her there wasn’t a more worthy cause.”

Since its inception in 2006, DanceBlue has raised more than $5.1 million for pediatric cancer research and children with cancer.

Pipeline Project introduces students to health professions

Fourth grade students at Maxwell Elementary School in Lexington are receiving firsthand knowledge about health professions and they’re doing it with guidance from students of the College of Health Sciences (CoHS).

In a year-long partnership with Maxwell Spanish Immersion Magnet School, CoHS faculty members Randa Remer and DeShana Collett are working closely with Maxwell’s principal in a program that encourages kids to think about careers in health care. The goal of the program is to give students an understanding of different professions early on so they understand the career opportunities available to them and give them a chance to discover what interests them.

“We’d like to bring health care into the classroom,” said Remer, assistant dean of student affairs. “It’s both about the career and about sending a message about being stronger, healthy individuals.”

The Pipeline Project integrates information about different health professions into Maxwell’s fourth grade science curriculum, which includes spending a month studying the science involved with a specific profession, as well as learning about what the associated health care professionals do on a daily basis.

At the end of the month, students and practitioners within the specific field visit the school to talk to the students, answer any questions they may have, and provide learning activities.

Last December, College of Dentistry students demonstrated to the Maxwell students how different substances affect tooth enamel by displaying egg shells immersed in different substances our teeth frequently come in contact with.

In March, CoHS physical therapy students visited the school.

“This a great opportunity to help young children learn about health care careers and their own health, and it is an opportunity for UK students to interact with children and gain experience in engaging with them on a topic that will matter to them for the rest of their lives, said Tony English, director of physical therapy.
That’s why I’m here

Four additional employees are featured as part of the internal effort share with each other what motivates us to provide superior care to our patients. The “That’s why I’m here” series can be seen on poster stands and screens throughout UK HealthCare facilities. Take a moment to read what your colleagues are saying, and give them a thumbs up if you get a chance.

Leslie Anaskevich, Radiology; Tom McLarney, MD, Preoperative Clinic; Chad Burton, Payroll; and Kimberly Wilson, Therapeutic Services tell what motivates them at UK HealthCare.