patients will have access to new drugs, treatment options and clinical trials only offered at NCI centers. The UK Markey Cancer Center will be able to apply for federal research grants only available to NCI-designated cancer centers, with the potential for bringing millions in additional funding to the area.

Additionally, the NCI designation allows Markey to communicate and collaborate on advances in cancer care with other NCI-designated cancer centers across the country. Locally, Markey will be able to increase community engagement, including volunteers, patient advisory groups, and education and intervention programs.

UK joins an elite group of only 22 medical centers in the U.S. that have earned the “trifecta” of national federal funding – NCI designation, a federally funded Alzheimer’s disease center (Sanders-Brown Center on Aging), and the Clinical and Translational Science Awards (CTSA) grants.

“This is an historic day for the University of Kentucky,” said UK President Capilouto in making the announcement. “This is why we are here; beginning today, with the National Cancer Institute’s Markey Cancer Center, we will no longer indulge the scourge of cancer in Kentucky.”

As the major referral center for Central and Eastern Kentucky, the designation also strengthens UK HealthCare’s overall mission of ensuring no Kentuckian will have to leave state to get access to the best health care.

“We serve not only Lexington and the Bluegrass, but all of Kentucky and beyond,” said Michael Karpf, MD, UK executive vice president for health affairs. “Earning an NCI designation is a stamp of approval that means Markey is a first-class cancer center, comparable to the very best centers in the country – we can assure our patients that no matter how ill they are, or how complex their medical problems are, we can care for them right here in the state.”

NCI designation has been the goal for continued on page 2
News Briefs

Kentucky Clinic South & Family & Community Medicine live in AEHR July 30

As of July 30, the Kentucky Clinic South (Primary Care) and Family & Community Medicine clinics have implemented the Ambulatory Electronic Health Record (AEHR). They join multiple clinics that have already implemented the AEHR. All clinics are expected to be live in the new system by summer 2015.

New testing system for Asthma, Allergy and Sinus Clinic

The Asthma, Allergy and Sinus Clinic implemented a new immunotherapy electronic skin testing and shot record system on June 3. This system is expected to improve quality, safety and efficiency for patients.

UHS Pharmacy opens to all patients

As of July 8, the University Health Pharmacy is now open to all patients. The pharmacy is located on the first floor of the UHS building. Patients can email refill requests or questions to uhsmill@uky.edu. Discounts for employee prescriptions are available, and mail order services are provided for a flat $2.50 fee. Phone 257-6451, fax 323-6898. Summer hours 8:30 a.m. - 4:30 p.m.; as of August 12, 8 a.m. - 5:30 p.m., Monday-Friday. See ukpharmacy.org for more details.

UK HealthCare joins Eastern Kentucky Healthcare Coalition

UK HealthCare and St. Mary’s Medical Center in Huntington, W.V., are now members of the Eastern Kentucky Healthcare Coalition. The mission of the coalition is to “develop a clinically integrated network of health care providers to enhance the health status of our communities in an accountable and responsible manner.” In the coalition, each facility maintains its autonomy while working together on projects that provide collective efficiencies for the hospitals (such as vendor contracts), improve patient access (through coordinated health events to provide greater patient access while eliminating duplication of efforts) and prepare for the reforms of the Affordable Care Act, in addition to other integration.

The two organizations join original coalition members Highlands Regional Medical Center (Prestonsburg), Our Lady of Bellefonte Hospital (Ashland) and St. Claire Regional Medical Center (Morehead).

Pediatricians move to Maxwell Street

Effective July 15, Christopher Boarman, MD, and Philip B. Latham, MD, formerly seeing patients at Kentucky Clinic South, have moved to the Professional Arts Center at 135 E. Maxwell St., Suite 200, across from UK Good Samaritan Hospital. The newly renovated clinic offers free on-site parking as well as radiology and laboratory services on the first floor. Call 859-257-9800 for questions.

UK HealthCare nurses participate in a “Caring for the Caregivers” creative expression workshop.

UK nurses participate in caring for caregivers workshop

UK HealthCare nurses recently participated in a movement workshop titled “Caring for the Caregiver,” conducted by Suzanne Costello, director of Arts and Healthcare for UK HealthCare. Participants learned ways to use creative expression to enhance their personal health.

NCI designation continued from page 1

Markey since cancer center Director Mark Evers, MD, arrived in 2009. Earning NCI designation was a lengthy process that required tremendous effort within Markey in research, recruitment and program improvements.

“We’ve taken extraordinary steps in recent years to help combat cancer incidence and mortality through promoting preventive measures, improving current treatments and patient access, and facilitating cutting-edge cancer research,” Evers said. “Our NCI designation will shine a new light on this area in Kentucky and allow us to take even bigger steps to improve cancer care and research in this state through prevention programs and clinical trials.”

Markey’s clinical and research work is backed by the university, the Commonwealth of Kentucky and philanthropy through the Markey Cancer Foundation. In fact, since 2009, nearly $114 million in institutional, state and philanthropic funds has supported the recruitment of cancer researchers and clinician scientists and the construction and renovation of clinical and state-of-the-art research space specifically for the oncology research and clinical programs at UK.

“Earning NCI designation highlights not only the work Markey has done so far,” said Markey Cancer Foundation chairwoman Sally Humphrey, “but also the great work the faculty and staff will do for Kentuckians in the future.”

For more information on NCI designation and what it means, call UK Health Connection at 257-1000 or 800-333-8874 or visit ukhealthcare.uky.edu/Markey.
New role helps older patients navigate UK HealthCare

As UK HealthCare continues to focus on patient-centered care, the Office of Service Excellence has added a new position, eldercare navigator. When an elderly patient’s family member shared of a loved one’s struggle to navigate the UK HealthCare system with Michael Karpf, MD, executive vice president for health affairs, Karpf made the creation of this position a priority.

The position of eldercare navigator was designed to serve the aging population, primarily those aged 75 and over, and their support systems, as they navigate UK HealthCare.

First navigator named
Candy Pettry, a 30-year health care veteran, has been named the new navigator. She is working closely with providers, nurses and an interdisciplinary team to improve services for aging patients and their families.

Through personal engagement with the elder patient or their support system, Pettry offers individualized assistance to overcome barriers to care. She facilitates communication and assists with coordination for utilization of educational resources, hospital support services and community support connections to help achieve the goals of the various health care teams. Pettry serves under the direction of Kathy Bachman, patient experience manager.

Finding eligible patients
To connect with eligible patients, Pettry seeks out those age 75 and older who are admitted through the Emergency Department, the avenue through which the majority of elderly patients enter a UK HealthCare hospital. In the future, referrals will be possible on weekdays by utilizing the beeper/paging system.

Expected outcomes
Pettry and Bachman expect that making a navigator available to older patients will increase the likelihood the best quality of care can be delivered and the patient will be able to comply with the treatment plan. It should also increase patient satisfaction.

As Bachman noted about the philosophy behind the position, “Navigating a hospital, especially for our elderly population, can be like trying to get across a creek. As long as someone helps you find the right stepping stones and get around obstacles, it’s totally possible. We help patients ask the right questions and get access to our great resources.”

Annual UK HealthCare Employee/Student Appreciation Event
September 4

Locations:
UK Albert B. Chandler Hospital (night shift, Sept. 3)
UK Good Samaritan Hospital (night shift, Sept. 3)
Alumni Park Plaza
Fountain Court

- Enjoy the celebration with colleagues
- Catered meal
- Basket auction to benefit the Human Needs Fund
- A gift of appreciation
- Dunking booth to benefit the Human Needs Fund (Chandler and Alumni location only)

Thank you for everything you do, every day to provide quality care and service to our patients and families.
Lisa Minke, clinical service technician, led a team from Markey Cancer Center who participated in the 2013 Relay For Life, Friday, May 31 - Saturday, June 1 at Masterson Station Park in Fayette County. Together, the Markey Cure Cats raised $6,260. They also distributed branded goodie bags to cancer survivors who stopped by the UK HealthCare tent.

Scott Stevens, MD, chief of abdominal radiology, has been named a Fellow in the American College of Radiology (ACR).

Stevens named radiology fellow

Scott Stevens, MD, chief of abdominal radiology, has been named a Fellow in the American College of Radiology (ACR).

Linda Murray, RN, CEN, CPEN, won the inaugural Cheryl L. Westbay Award for Emergency Nursing Excellence from the Kentucky State Council Emergency Nurses Association (ENA). Murray is a staff development instructor for Emergency & Trauma Services. She is also the Kentucky ENA trauma and pediatric chairwoman and is secretary of the Bluegrass Chapter of the ENA.

Murray wins 2013 Kentucky Emergency Nurse of the Year

The American Academy of Chairs of Departments of Psychiatry (AACDP) has appointed Lon Hays, MD, MBA, chair of psychiatry, to its executive council. The AACDP represents the leaders of departments of psychiatry in all of the medical schools in the United States and Canada.

Hays appointed to psychiatry academy executive council

Linda Van Eldik

Potential new class of Alzheimer’s drugs

The Sanders-Brown Center on Aging (SBCoA), in collaboration with Northwestern University and Columbia University, has produced new research findings that indicate the potential for a new class of drugs targeting early memory loss in conditions such as Alzheimer’s disease. Linda Van Eldik, director of the SBCoA, was a senior author on the paper, which appeared June 27 in the journal PLOS ONE.

Researchers investigate mechanism of Alzheimer’s therapy

Researchers at the Sanders-Brown Center on Aging, led by faculty member Donna Wilcock, PhD, have recently published a new paper in the Journal of Neuroscience detailing an advance in the treatment of Alzheimer’s disease. The researchers investigated the mechanism by which Gammagard™ IVIg may act in the brain to lower amyloid deposition. Other authors on the paper are Tiffany L. Sudduth and Abigail Greenstein of UK.

Markey patient named LLS “Man of the Year”

In June, Markey lymphoma patient Kristopher Shera was named the local 2013 Man of the Year by the Leukemia & Lymphoma Society’s Kentucky & Southern Indiana Chapter.

Candidates were judged by their success in raising money to help LLS. Shera raised $24,561 for the Leukemia & Lymphoma Society, the most money raised of any candidate in the local chapter.
Providing high-quality patient care has always been a hallmark of UK HealthCare, but a new training program will help clinical and nonclinical employees create a patient-centered environment that enhances the overall experience of patients and their families.

New training requirement

The Office of Service Excellence has replaced the customer service segment of general orientation with a mandatory patient centeredness training requirement to be completed within 90 days of employment. The training will be an interactive learning environment to allow employees to understand the importance of creating a culture of exceptional service with every patient, every encounter, every time.

As of July 1, all new UK HealthCare employees will now attend a Patient Centeredness Orientation that emphasizes how every position impacts patients, families and visitors.

Creating a patient-centered environment means a commitment to a set of beliefs about how patients will be cared for, how family is treated, how employees will care for each other and how leadership supports staff.

“Patient-centered care is what patients know and expect while in our care, and it is our job to exceed those expectations,” said Kathy Bachman, patient experience manager in the Office of Service Excellence. “We need to make sure that it is ‘all about the patient’ when they are here.”

Pilot program results

The Mother-Baby Unit at UK Chandler Hospital has piloted some of the patient experience programs and, in particular, the

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UK HealthCare prepares for Affordable Care Act and Medicaid expansion

A video available at kynect.ky.gov explains new insurance options coming available in Kentucky under the federal Affordable Care Act.

Two key provisions of federal health care reform are about to take effect, and UK HealthCare is working to make sure the organization is in the best position possible. In a new episode of the Today@UK HealthCare series of video briefs, Mark D. Birdwhistell, vice president of administration and external affairs, describes the steps UK HealthCare is taking. View the video at ukhealthcare.uky.edu/staff/pubs/home.

On January 1, 2014, as many as 300,000 Kentuckians will be newly eligible for coverage under the state’s Medicaid program. In addition, another 300,000 people in the state will be eligible to receive federal subsidies to help them buy private insurance through the state’s newly created exchange. Products available through the exchange will be public shortly before enrollment begins October 1. A video on Kentucky’s exchange website, kynect.ky.gov, explains how it will work.

While UK HealthCare leaders do not know how many Kentuckians will take advantage of these two options, it’s clear UK HealthCare faces two challenges: access and service. More people will seek care once they are insured, and some will now have a choice in providers when previously we may have been their only option.

Many in our organization are working to see that we meet both of these challenges.

Those with questions or concerns are invited to send an email to mark.birdwhistelll@uky.edu.

Performance evaluations to change in upcoming year

Like our campus colleagues, performance evaluations (PE) for UK HealthCare employees are going to see changes beginning this year based on recommendations from a committee charged with reviewing UK’s performance evaluation system.

The committee sought to improve ongoing meaningful feedback and greater alignment with university and organizational goals. To aid in the process, all performance evaluations will transition from paper to an online system. The new PE will feature a 4-tier rating scale to replace the current 5-point scale, an integrated self-evaluation and incorporation of behavioral expectations.

Nursing staff will continue to use standardized major job responsibilities in the new system, though the evaluation criteria have been updated by nursing leadership. The new criteria will continue to be communicated to staff through managers.

Other UK HealthCare employees will be evaluated using their position’s major job responsibilities, which will be automatically entered into the system.

Many in leadership recently completed their second year using a goal-based method of evaluation offered by the Leader Performance System product. UK HealthCare is now moving that method of evaluation to the new online PE system, also utilizing the 4-point scale. This tool will be accessed via the myUK portal and will be integrated with Manager Self-Service. Behavioral expectations are included as a component of the evaluation, but will only be scored for the leadership group. More on the goals will appear in the next issue of Vital Signs.

“Though PEs are months away, employees and managers should get in the system to check their position information,” said Bill Verble, HR assistant manager for training & development and lead PE consultant. “They can also enter professional development goals and track them throughout the year.”

Features of the new online PE include the ability to:

- Track goal progress and results throughout the year
- Perform a mid-year review
- Offer the option of asking for feedback from colleagues
- Perform a self-evaluation
- Automatically supply ratings to Compensation and the enterprise budget application

Those being evaluated will access the tool under the myUK Employee Self-Service tab. Managers will do their part under the Manager Self-Service tab. Paper forms will no longer be used or filed. Evaluations will be filed electronically.

New training program

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Patient Rounding program, which emphasizes “rounding with a purpose.” Every nurse and technician has been trained on rounding requirements that include asking about pain, asking about positioning, and anticipating and assessing the patient’s needs.

“I am already seeing and hearing the results from patients who say their needs were met quickly, and often they didn’t need to use a call button because their needs were already anticipated and met by staff,” said Gwen Moreland, director of maternal and neonatal services. “Families think about the birth of their baby for nine months, and we want to give them the best experience we can during such an important occasion in their lives.”

Putting patients first

Whether it is training for new employees or for those who have worked any number of years, it is important for every member of the team to know that UK HealthCare's
KNI makes improvements in wait time, patient satisfaction

The Kentucky Neurosciences Institute (KNI) clinic needed an innovative way to address a common problem. With a volume of more than 30,000 patients per year, many of whom have complex health issues, wait times had reached a high in the clinic and complaints had started to come in.

Wait time for patients has decreased by at least 25 and up to 50 percent.

Mike Dobbs, MD, MHCM, MD, MHCM, interim chair of neurology and director of the stroke care network, and Kimberly Jones, MD, assistant professor of neurology and pediatrics, made it a priority to improve this issue.

A pilot study ordered by Jones and her patient satisfaction improvement team revealed an average wait time of 52 minutes per patient.

Solutions

The team identified two key issues causing the wait time: communication and the registration process. To address the first concern, the clinic implemented a central SharePoint tool to be used by all staff members and physicians for collaborating about patients and their needs.

The second concern, the registration process, was streamlined in two ways. First, waiting room times were shortened by utilizing an “immediate rooming” solution where a greeter with a laptop checks in patients upon arrival and rooms them immediately if space allows. Second, the KNI clinic added a preregistration process to their workflow.

New training program

Employees working in the Kentucky Neuroscience Institute (KNI) clinic have implemented new processes that dramatically cut waiting time for patients.

Results

The outcome has been significant. Wait time for patients has decreased by at least 25 and up to 50 percent. Patient, physician and staff satisfaction scores have improved, and patients have made positive comments about the changes. The KNI waiting room is now less crowded and more open.

Dobbs is pleased with the outcome thus far, saying, “Providing an excellent patient experience is central to our culture. I’m thrilled with the work that Dr. Jones and her process improvement team have accomplished in our KNI clinic and I can’t wait to see more.”

Continued improvement

As a reflection of the patient-centered nature of these improvements, patients are now asked to help the clinic by receiving a sheet on which to log their wait times. Their involvement in the process is critical to its success and each patient can offer valuable information to help KNI improve even more.

As Jones reflected on her team’s hard work, she noted, “The goal of the Kentucky Neuroscience Institute (KNI) process improvement team is to get the patient to the provider as efficiently and smoothly as possible. With this momentum we continue to work to make KNI a model of efficiency for the Kentucky Clinic.”

Questions about the clinic’s process improvement experience can be directed to Gary King at gary.king@uky.edu or 859-218-3021.
Women gather for annual wellness conference

More than 300 central Kentucky women took part in UK HealthCare’s 5th Annual Women, It’s About You wellness conference Saturday, June 1, at Embassy Suites in Lexington. The half-day educational event featured 20 expert clinical speakers discussing a variety of topics related to women’s health and wellbeing. Attendees also enjoyed a vibrant exhibitor showcase, free massages and numerous important health screenings.

Top: L-r.: Deb Honer, Brenda Tyree, Carrie Sawyers, Brittany Young, and Esther Addo, neuroscience nurses, offered stroke risk screenings at the conference; Bottom: More than 300 women gathered for this year’s Women, It’s About You wellness conference sponsored by UK HealthCare.