Patient care manager DeeDee McCallie, RN, CCRN, has been using her unit’s feedback from the 2012 survey to drive improvements in patient satisfaction. By engaging unit team members in the process of improving scores, she has been able to address many employee engagement factors.

McCallie started by asking the team to take the HCAPHS survey themselves, engaging the group in identifying opportunities. While doing so, the critical care unit is also addressing survey items such as:

• “My work unit works well together”
• “I am involved in decisions that affect my work,” and even
• “The person I report to is a good communicator.”

Research has shown employee engagement is a powerful driver of success in quality, safety, efficiency, service excellence and financial stability. Engaged employees translate into lower employee turnover – a huge benefit to any work group or organization.

“An all-employee survey is tremendously useful to those of us who have responsibility for setting 2014 priorities,” said Colleen Swartz, DPN, chief nurse executive. “There are many opportunities for feedback throughout the year, but a survey across the workforce paints the most accurate picture of all. We have used information from last year’s survey to set both enterprise and unit goals – goals we are measuring and holding each other accountable for. This ensures our efforts are really going into areas truly important to employees.”

In the coming weeks, keep watching for information about the survey and survey results. UK HealthCare wants every employee’s voice to be represented.
HAPPENINGS

Health Literacy
Kentucky 4th Annual Summit
March 7-8
The summit, at the Marriott Cincinnati at River Center in Covington, Ky., is designed for health professionals and others with an interest in health literacy. Topics include adult and children’s education, rural health, senior issues, communications, public awareness, pharmacy and mental health. For more information, visit www.healthliteracy.org.

“Art and the Animal”
Through April 28
This exhibition at The Art Museum at the University of Kentucky includes 70 paintings, sculptures, watercolors and drawings that celebrate the diversity of the animal kingdom. The museum is located in the Singletary Center for the Arts, Rose at Euclid. Open: Tues – Sun, noon – 5 p.m. and Friday, noon – 8 p.m. Admission is $8 ($5 for seniors). All students and UK faculty, staff & alumni are free. Free admission Friday nights, 5 - 8 p.m.

Chandler Hospital blood drive
March 21-22
8:30 a.m. – 4:30 p.m., photo ID required.

Alumni Park Plaza blood drive
March 26
8 a.m. – noon. Look for the Bloodmobile at Alumni Park Plaza. Photo ID required.

Healthy You!, Richmond
Wed., March 27
9 a.m. – 3 p.m., lobby of the EKU Powell Building
A health and wellness event open to the public and held in the Eastern Kentucky University student center features a wide range of exhibitors, including UK HealthCare local ophthalmology services, cosmetic surgery and Safe Kids.

MedTones to sing at festival; seeks singers
March 28
The MedTones, the UK medical center chorus, will perform at the Sue Fosson Spring Humanities Festival, Thursday, March 28. They invite medical center faculty, staff and students to attend rehearsals, which take place every Tuesday at noon in MN-363 for 45 minutes. Jasmine Simons, a music therapy graduate student, is the new director. Contact Carlene Hodges, 859-323-5261 or cghodg0@email.uky.edu, for more information.

New retail pharmacy opening at Chandler Hospital

The new Chandler Retail Pharmacy is set to open in the coming weeks. Located on Floor 1 of Pavilion A near Surgery Waiting and on the backside of the Chandler Hospital gift shop and the Don & Cathy Jacobs Health Education Center, the pharmacy’s location means easy access for employees and patients to pick up prescription and over-the-counter medications.

UK Pharmacy Services is also dedicating a discharge pharmacy team to distribute ‘meds to beds’ for qualified patients prior to discharge. This concierge-to-bedside service uses a new mobile point-of-sale system so patients can receive and pay for their prescriptions in their rooms while awaiting discharge.

Ambulatory facilities news

You’ll note lots of activity around UK HealthCare’s outpatient clinics as we make improvements to better serve our patients.

Projects completed in 2011-2012:
• Adolescent Medicine renovation – Kentucky Clinic, 4th floor
• Interventional Pain Clinic remodel – Good Samaritan Hospital, 1st floor
• Polk-Dalton Center refurbished – Elm Tree Lane
• Multi-Disciplinary Cancer clinic refurbished – Whitney-Hendrickson Building, 1st floor
• Renovation of public hallways, Kentucky Clinic, 1st floor
• PT/OT relocation – Kentucky Clinic, 1st floor
• Laboratory Services refurbished – Kentucky Clinic, 2nd floor

Projects currently under construction:
• Orofacial Pain clinic refurbishment, includes expanded specialty dental services – Kentucky Clinic, 2nd floor (opening March 2013)

Vital Signs is published by UK HealthCare Communications & Advertising.
Submit news items to jay.taylor@uky.edu or 859-257-5424.
Jan Taylor, director, Communications & Advertising | Bill Gromeski, director, Strategic Marketing
Gov. Steve Beshear announced Jan. 18 that the Kentucky Cabinet for Health and Family Services (CHFS) and the University of Kentucky have signed a letter of intent under which UK will operate and manage Eastern State Hospital when it opens in a new facility located on UK’s Coldstream Research Campus.

“An integrated treatment for both behavioral and physical health provides the best outcomes for patients,” said Gov. Beshear, “and the UK HealthCare system is uniquely suited to blend those treatments for the patients at Eastern State Hospital.”

CHFS Secretary Haynes noted treatment of people with behavioral health conditions has for too long been served separately from the overall health system, a situation she called “no longer acceptable.” She referred to the partnership with UK HealthCare as transformative for people with “severe and persistent mental illness.”

**Agreement enhances care, education, research**

In this new role, UK HealthCare will bring clinical, research and administrative expertise to the hospital as it moves into a new $129 million facility designed to deliver state-of-the-art care. By signing the Letter of Intent, UK agreed to a set of outcomes and performance measures including:

- improvement of patient treatment while hospitalized;
- continuity of care during and post hospitalization; and
- increasing the number of persons leaving the hospital to return to community living.

**‘Our educational mission is strengthened with the addition of care settings. And this addition will complement the already excellent care provided . . . at Fountain Court and Good Samaritan Hospital.’**

– Michael Karpf, MD, Executive VP for Health Affairs

“This addition to our system of care presents an exciting opportunity for UK clinicians from the disciplines of psychiatry, neuropsychiatry, neurology, rehabilitation, pharmacy, social work, nursing, speech therapy and many other areas,” wrote Michael Karpf, MD, executive vice president for health affairs, in an email notifying employees of the agreement. “Our educational mission is strengthened with the addition of care settings. And this addition will complement the already excellent care provided . . . at Fountain Court and Good Samaritan Hospital.”

Karpf went on to say, “I and members of the UK HealthCare administrative and psychiatric teams are enthusiastic to take on the challenge of further extending this leadership along the entire mental health continuum of care.”

**New facility slated to open this summer**

Construction is nearing completion on the new Eastern State Hospital, scheduled to open this summer. The 239-bed, approximately 300,000-square-foot facility will provide a modern setting for inpatient psychiatric treatment, a new neurobehavioral unit for specialized services for individuals with acquired brain injuries, a long-term care unit serving individuals with psychiatric disabilities requiring nursing facility level of care, and acute inpatient behavioral health treatment.

In addition to the hospital, the new campus includes three 11,000-square-foot personal care homes, each with the capacity to serve 16 people. These homes will offer less restrictive care that promotes each patient’s return to a community setting.

When construction on the hospital is complete, there will be a 60- to 90-day transition for staff training, systems testing, licensing and relocation of patients from the current hospital to the new facility. This transition is anticipated to occur this summer.

Bluegrass Regional Mental Health Board has provided significant leadership and expertise in the operations of the current Eastern State Hospital since 1995, and is intended to continue to be an integral part of the new hospital and the behavioral health system.
Ambulatory Services reports improvements in key areas

Ambulatory Services has seen marked improvements in FY13 in the areas of access, patient satisfaction and patient volumes. Metrics from December 2012 show the following positive results:

**“New patient” access:** During the month of December, overall 78.4 percent of outpatient clinics were able to schedule a new patient to be seen in the clinic within 10 days. December marks the fifth month in a row that 70 percent or more of clinics were able to meet an access goal of 10 days.

**Patient satisfaction:** In the space of a year, Ambulatory Services has improved 22 percentile points and now ranks at the 50th percentile compared to other University Health System Consortium (UHC) academic medical centers when patients are asked to rate their provider from 0-10. Overall, ambulatory clinic rankings are approaching the 45th percentile when patients are asked if they would recommend the provider office.

**Patient volumes:** Outpatient clinics have had 324,750 visits in July through December 2012, which marks a 5 percent increase over the same time period one year prior. FY13 year-to-date volumes reflect 2,577.4 attended appointments per day in outpatient clinics. This metric reflects an almost 6 percent increase in patients cared for by our providers every day when compared to FY12.

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Body mapping workshop and exhibit

A body mapping workshop, held Feb. 4-8, engaged 10 former and current transplant patients in creating canvases of their bodies. The canvases were exhibited in the Chandler Hospital Pavilion A East Gallery.

Body mapping is a creative, therapeutic process that allows participants to reflect on and creatively communicate their life stories. It involves painting a life-size representation of one’s body onto canvas and using pictures, symbols and words to show the path one has taken through life. The painting of the body maps takes place in a safe and confidential group setting and is interwoven with personal story telling, group discussions, guided visualization and body work.

Initially developed in South Africa to address the isolation and stigma experienced by people living with HIV/AIDS, body mapping can also be used with other groups that experience social marginalization and physical and/or psychological trauma. It provides a creative vehicle for expression not dependent on literacy levels, and enables participants to (re-)discover their bodies as a source of strength and healing.

The workshop was made possible by Dr. Michael Karpf and the UK Arts in Healthcare program, in collaboration with the UK College of Fine Arts, UK School of Art and Visual Studies, Kentucky Organ Donor Affiliates, the Ruth Hunt Wood Foundation and the Art2Be organization. For more information on the body mapping project, visit [www.art2bcbodymaps.com](http://www.art2bcbodymaps.com).

Above: Dawn Nelson from Louisville, recipient of a heart and double-lung transplant, participates in the Body Mapping Workshop; left: Art created by transplant recipient Teresa Schladt during the Body Mapping Workshop held in February.
Let’s talk about it

Therapeutic communication

By taking better care of those on the front lines, a new program called Schwarz Center Rounds® hopes to ultimately improve patient care.

Hectic schedules, administrative demands and complex patient care can leave providers of all types mentally and emotionally drained, stressed and frustrated— all of which can have a significant impact on the type of care they give to others. Schwarz Center Rounds provide a safe, supportive atmosphere to help physicians, nurses and other staff express their feelings about social or emotional issues that arise when caring for patients.

Nationally, Schwartz Center Rounds have been proven to reduce burnout and stress in patient care staff— improving compassion, communication and overall patient satisfaction. This new approach to how we care for patients is being introduced by the UK Program for Bioethics, in combination with The Schwartz Center for Compassionate Healthcare based in Boston.

Open communication for providers

For each session, the leadership team and planning committee identify a particularly difficult case or topic for presentation and invite caregivers involved in the case to sit on a panel. Panelists give a 15-20 minute presentation of the case and open the floor to attendees to share their reactions.

“These sessions are designed to allow our staff the opportunity to share their experiences of difficult situations in a confidential place. Staff hear other people’s reactions to these cases and see they aren’t the only ones to feel frustrated or sad,” said faculty coordinator Becky Yarrison, PhD, Program for Bioethics.

The rounds not only produce good feelings, they may also stimulate policy changes and ideas to improve patient care. In the case of an adolescent admitted for IV drug use, the approach facilitated dialogue about the development of a dedicated area or set of standards to handle adolescent patients admitted with adult problems.

Schwartz Center Rounds are expected to begin at Chandler Hospital this month and at Good Samaritan in April. For more information, please contact Becky Yarrison, r.yarrison@uky.edu, or Eric Morrow, bioethics program coordinator, eric.morrow@uky.edu.

Need a map to the Kentucky Clinic? New maps, printed and online, are a big help

In the interest of helping our patients and visitors find their destinations easily and with as little stress as possible, new Kentucky Clinic maps have been developed. The primary feature of the booklets is large, easy-to-read maps of each floor of the clinic building. An index lists all clinics and areas within the building and directs readers to the appropriate page.

Map booklets are available at information desks and in racks throughout the building. Staff at the information desks also have access to individual floor maps that can be distributed as needed.

In addition to the printed versions, the maps are available online at ukhealthcare.uky.edu/Ky-Clinic-Maps. A clickable list of clinics allows visitors to the site to select their destination and get a printable version of the appropriate map.
RECOGNITION

Xenos named medical director for patient safety

Eleftherios Xenos

On Feb. 1, Pat McGrath, MD, chief of general surgery, Jay Zwischenberger, MD, surgeon-in-chief, and Bernard Boulanger, MD, chief medical officer, announced that Eleftherios S. Xenos, MD, has been appointed medical director of patient safety, a new position that will strengthen UK HealthCare efforts to provide safe and high-quality care to every patient. Working with his colleagues, Xenos will provide enterprise-wide leadership in our commitment to enhance our culture of safety and eliminate patient harm. He will foster collaborative working relationships and linkages with College of Medicine clinical department chairs and center directors, as well as the leaders of Ambulatory Services, hospital administration, Pharmacy and Nursing.

Dr. Xenos has a medical degree from the University of Athens and then completed a general surgery residency at SUNY-Syracuse in upstate New York. After fellowships in transplant and vascular surgery, Xenos joined UK Vascular Surgery in 2006 and is an associate professor of surgery. He has excelled as a clinical vascular surgeon and has proven to be a leader in his field.

In 2012, Xenos received a graduate certificate in clinical and translational sciences from UK and completed the UK HealthCare-Gatton School Executive Leadership Development course.

Smith named to Lane Report ‘women worthy of note’

Ann Smith

The Lane Report’s occasional feature, “Top Women in Business,” highlights women around Kentucky who are making an impact in business, the professions, politics and economic development. Their stated intent is to recognize those in key roles whose work ethic and body of work are making important contributions to commerce in the state. Ann Smith, chief administrative officer for UK HealthCare hospitals, was one of five recognized in the January 2013 issue. To read the article, go to www.lanereport.com/17704/2013/01/women-worthy-of-note-2/.

Can you help?

Facilitators are being recruited for a new program of The Arthritis Foundation called Breaking the Pain Chain (BPC). BPC is a four-week, two-hour interactive series designed to teach tools and techniques for breaking the cycle of pain. Facilitators need a background in health education or a health-related field and must complete an eight-hour facilitator workshop. UK Rheumatology and Orthopaedics areas often refer patients to these programs. Please contact Lorin at lmcvey@arthritis.org if interested.

Pediatric/neonatal transport record

According to Director of Pediatric Transport Scottie Day, MD, January 2013 was a record-breaking month for the pediatric/neonatal transport team with 88 total transports. The previous record was in December 2006.
PERSONNEL BRIEFS

Diane Ward has accepted a new position within UK HealthCare as the assistant director for enterprise patient access services overseeing admitting and registration. Ward has more than 15 years of experience at UK HealthCare, serving most recently as a manager in Patient Accounts. She will report to Courtney Higdon, director of enterprise patient access services.

Beth Snider has been named practice manager for the UK Polk-Dalton Clinic. Snider comes to Ambulatory Services from Admitting and Registration where she has been the manager since 2003.

Sandy Earles has retired from the Palliative Care and Hospice Program after more than 22 years at UK Chandler Hospital. Additionally, she has played an instrumental role in the startup of the family practice at UK HealthCare – Georgetown, working with the practice since 2011 to support various clinical operations.

Korinne J. Callihan, RN, BSN, became palliative care and hospice program coordinator on Feb. 1. The UK Palliative Care and Hospice Program is a collaborative effort with Hospice of the Bluegrass and Palliative Care Center of the Bluegrass. The program provides a consult service to patients in Chandler, Good Samaritan and Kentucky Children’s hospitals.

Four EVS staff recognized for high performance

Environmental Services routinely recognizes and rewards patient care floors meeting or exceeding UK HealthCare goals for patient satisfaction with the hospital environment. The common denominator among floors recognized continues to be the engagement of the nursing staff in those respective areas, illustrating the truth of EVS pins that say, “Teamwork makes the Impossible Possible.” This collaboration has resulted in continued high survey scores for EVS from October to December. Chuck Lombardo, patient experience manager, recently announced those recognized for high performance in the most recent quarter:

- “Highest” EVS scores – Chandler Hospital: 2 MCC Floor (Nina Barnes)
- “Highest” EVS scores – Good Samaritan Hospital: 5th Floor (Sherry Adams)
- “Most Improved” EVS scores – Chandler Hospital: 3 OB Floor (Anita Taylor)
- “Most Improved” EVS scores – Good Samaritan Hospital: 4 West Floor (Theresa Crossley, not pictured)

Diane Ward
Beth Snider
Sandy Earles
Korinne Callihan

Ernie and Vanessa, Pike County, Ky.

In the Mailbox

"We almost lost him."

Then Ernie found a new treatment option.

UK HealthCare

Ernie talks about the procedure that gave him new life.

Checking in with Ernie Gillispie, a double-lung transplant patient who appears in UK HealthCare ads. His wife Vanessa brings us up to date and shares their thoughts now that Ernie is almost two years out from transplant. – Editor

Doing incredible

“We are continuing to experience abundant blessings in our life. Ernie is still doing incredible. We only have to report for transplant clinic every four months now. Our two year transplant anniversary is coming up April 11 and Ernie is still showing lung function at 140% of expected level.”

Ernie and Vanessa, Pike County, Ky.
Outpatient clinics continue conversion to electronic records

UK HealthCare continues to convert from paper-based medical records to electronic records on a clinic-by-clinic basis. The next clinics in the rolling implementation are:

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<tr>
<th>DATE</th>
<th>GO LIVE</th>
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<tbody>
<tr>
<td>Rheumatology</td>
<td>March 5</td>
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<tr>
<td>Center for the Advancement of Women’s Health</td>
<td>March 5</td>
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<tr>
<td>Psychiatry</td>
<td>April 9</td>
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<tr>
<td>Women’s Health Obstetrics &amp; Gynecology</td>
<td>April 9</td>
</tr>
<tr>
<td>Polk-Dalton</td>
<td>April 23</td>
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<tr>
<td>Sleep Center</td>
<td>April 23</td>
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Clinics already using the ambulatory electronic health record (AEHR) include:
- Digestive Health
- Endocrinology
- Infectious Disease
- Internal Medicine Group
- Interventional Pain
- Kentucky Children’s Hospital Congenital Heart Clinic
- Endocrinology - Thyroid Oncology
- Nephrology
- Pulmonology
- Urology

Employees with questions about the AEHR should contact Kristen Brown, ambulatory clinical operations director, at 859-218-3279.