Being nationally recognized for quality and accountability is an impressive accomplishment; making history in the process is a monumental achievement.

As a recipient of the Rising Star Award by the University HealthSystem Consortium (UHC), UK HealthCare has not only shown improvement from previous years, we have the highest jump among Rising Star winners in UHC’s history with a Quality and Accountability Ranking of 12th among 101 academic medical centers.

“We have a fundamental commitment to focus on benchmark clinical programs,” said Michael Karpf, MD, executive vice president for health affairs. “This award is an example of external validation of our success in these efforts.”

The Rising Star Award, presented last month at the UHC annual conference in Atlanta, is a prestigious honor and has been given to some of the country’s most prestigious academic medical centers. This year, we share the Rising Star Award with Thomas Jefferson University Hospital and Stanford Hospital & Clinics.

The award recognizes significant improvements in ranking in UHC’s annual Quality and Accountability Study, which identifies exemplary performance in patient safety, mortality, clinical effectiveness, and equity of care.

According to UHC, UK HealthCare’s specific rankings include:

- Overall Quality and Accountability – Ranked #12 in 2013, compared to #56 in 2012 and #80 in 2011
- Mortality – Ranked #8 in 2013, compared to #18 in 2012
- Safety – Ranked #18 in 2013, compared to #86 in 2012
- Patient Centeredness – Ranked #20 in 2013, compared to #38 in 2012

In electing to guide our improvement efforts by benchmarking our clinical programs, this award serves as one important external validation of our success.

In a message to all UK HealthCare employees, Karpf said: “I am grateful to each and every one of you for the part you play in ensuring our patients receive the highest-quality care and service possible. More than that, our patients and their

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News Briefs

**UK HealthCare named a Top Performer by TJC**

The Joint Commission (TJC), our accrediting body, has named us a Top Performer on Key Quality Measures. The award, presented in October 2013, is based on data collected in 2012. This award recognizes hospitals that attain and sustain excellence and shows our commitment to ensuring every patient gets the right interventions in the right way at the right time.

UK HealthCare was the only hospital in Kentucky to be named a Top Performer in all five of the following categories: Children’s Asthma, Heart Attack, Heart Failure, Pneumonia and Surgical Care.

**Community of Concern offering information folders**

Community of Concern is a group working to proactively enhance the well-being and safety of the university’s students and employees. It serves as a centralized point of contact for people concerned about the welfare of an individual displaying concerning behavior. An alert sent to the COC through myUK allows students or employees to be referred to resources that can provide them assistance.

To receive your UK Guide to Assisting Persons of Concern folder, call 859-257-5134.

**Same-day employee clinic coming soon**

An onsite, employee clinic for UK-insured (UK-HMO, UK-RHP, UK-PPO, UK-EPO) employees and their covered dependents over the age of 18 will be opening January 2014 on the first floor of the UHS building near the Employee Health Clinic. The clinic will provide same-day appointments for urgent, low-acuity health problems and will be open Monday-Friday, 8 a.m. to 4:30 p.m.

Patients evaluated in the clinic will be asked to identify their primary care provider (PCP) so documentation of the visit can be sent. UK-HMO and UK-RHP patients will have a copay of $10 per visit; UK-PPO and UK-EPO patients will have a $15 copay due at the time of visit.

**Gill Heart Institute Bourbon Chase team raises more than $6,500**

Congratulations to the amazing 2013 Gill Heart Institute Bourbon Chase team who raised $6,565 (exceeding their $6,000 goal) for the National Hospice Foundation and Hospice of the Bluegrass.

The annual Bourbon Chase, which took place Oct. 18 and 19 (about 36 hours), is a relay where 315 teams run a 200-mile course. There are 36 legs to the race, ranging from 5 to 9 miles, with each team member running three legs. The race begins at the Jim Beam Distillery in Clermont, Ky. and ends with a big celebration at Rupp Arena in downtown Lexington.

The Gill Heart Team finished in 94th place out of 315 teams with a time of 28 hours, 9 minutes, 16 seconds.

**Front row, from left:** Ernesto Ruiz-Rodriguez, Michael Faulkner, Vince Sorrell, Stephanie Lusher, Jignesh Shah, Martin Rains and Eric Wallace.  
**Back row, from left:** Brian Noehren, Ryan Wilson, Brian Lea, Paul Zellers, Paul Anaya and Ahmed Abdel-Latif.
New brand campaign will feature
3 charismatic patients

The upcoming UK HealthCare brand advertising campaign will focus on three patients – Margaret Yost, Mike Hill and Nicole Upchurch – each with an interesting story to tell.

Featuring patients in our advertising helps make a more human connection with future UK HealthCare patients. Learning about how well other patients are cared for, and how well they recover, are crucial factors used in gauging our care.

Margaret Yost, 65, Harlan
When Margaret began feeling ill and losing weight in 2012, doctors in her hometown of Harlan, Ky., couldn’t find what was wrong. They sent her to UK HealthCare, where it was discovered she had a rare carcinoid tumor and spots on her liver. Doctors at Markey Cancer Center successfully removed the tumor and treated the spots, and Margaret is back to spending time with her granddaughter, being active in her church and following Wildcat football.

Key benefit: Second opinions at UK offer second chances.

Mike Hill, 54, Hazard
After a history of heart trouble, Hazard, Ky., resident Mike Hill needed a higher level of care than he could get at home. After coming to the Gill Heart Institute in heart failure, Mike was placed on the list to receive a heart transplant. On the morning of his 54th birthday, he was notified a new heart was on the way. Now, Mike is ready to ride his motorcycle again and play with his three grandsons.

Key benefit: We’re there when patients are out of options.

Nicole Upchurch, 17, Somerset
Nicole was a healthy high school soccer player, so she and her family knew something was wrong when she began frequently leaving school or practice early feeling sick. Local doctors in Somerset, Ky., originally diagnosed a swelling on her index finger as a spider bite, but treatment of the bite was not working. After seeing a hand surgeon, she was referred to UK HealthCare where she received the correct diagnosis – an aggressive, rare giant cell tumor. Doctors removed the non-cancerous tumor and her finger, and they continue to treat tumors on her lungs. Today, she is back playing soccer and when she starts college next year, Nicole plans to study psychology so she can counsel other young patients through a difficult time.

Key benefit: We have the expertise to successfully treat conditions that others cannot.

With a tumor removed and spots on her liver treated, Margaret Yost is back to spending time with her granddaughter, being active in her church and following Wildcat football.

With a new heart, Mike Hill plans to ride his motorcycle again and play with his three grandsons.

Thanks to UK HealthCare, Nicole Upchurch is back playing soccer and thinking about college.

Look for Markey Cancer Center billboards featuring Margaret Yost.

UK cancer experts got Margaret back to doing what she loves.
An initial diagnosis of sinusitis turned out to be something much more serious for Lexington native Keen Babbage. In October 2010, he was diagnosed with small cell perinasal cancer, an aggressive cancer that was beginning to invade his brain.

For a man who has led a lifetime of healthy habits – eating right, exercising, and never smoking or drinking – it was a shocking diagnosis.

Three years after receiving that diagnosis at the UK Markey Cancer Center, Keen is in remission. He now likes to spend time promoting his book about his experience battling small cell perinasal cancer.

Keen Babbage and his sister-in-law, Laura Babbage, coauthored a best-selling book about his experience battling small cell perinasal cancer.

Keen, who has previously written 16 books on education, says this book is a much more personal piece of work for him, and he hopes sharing his experiences will help others who may be facing similarly dire circumstances.

“I hope the book is a source of inspiration and guidance for other patients and a source of insight for health care providers,” Keen says.

“Life Lessons from Cancer” is dedicated to the doctors and staff at UK Markey Cancer Center, where Keen received his treatment. Writing the book and having the opportunity to personally introduce it last month at UK HealthCare was a way to show his gratitude, he says.

“It’s a way to very sincerely and personally thank the people who saved my life,” Keen says.

UK HealthCare seeks to prevent patient deaths whenever possible. While not all deaths can be avoided, and some patients have a higher risk than others, some deaths are preventable.

In September, UK HealthCare’s inpatient mortality index lowered to 0.57. An index of 1.0 means the mortality rate was exactly as expected. An index higher than 1.0 means fewer survived hospitalization than were expected to, and an index below 1.0 means fewer died than would have been expected to given their condition upon admission.

“A lower than expected mortality index indicates that a hospital provides a higher level of patient care,” said Bernard Boulanger, MD, chief medical officer. “In September, our enterprise inpatient mortality index (observed/expected) was 0.57, our best performance on record and is a direct result of the dedication and skill of UK HealthCare clinical teams.”

UK Radiology has been awarded a three-year term of accreditation in ultrasound as the result of an extensive quality review by the American College of Radiology (ACR). Ultrasound imaging, also known as sonography, uses high-frequency sound waves to produce images of internal body parts to help radiologists and other skilled providers diagnose illness, injury or other medical conditions.

The ACR gold seal of accreditation represents the highest level of image quality and patient safety. It is awarded only to facilities that fully comply with the ACR Practice Guidelines and Technical Standards and only after a thorough evaluation by board-certified radiologist and medical physicist experts.

Adrian Dawkins, MD, is medical director of ultrasonography; Cassandra Kiper, RDMS, RT(R) is clinical technical manager.

UK HealthCare’s journey to this award began with initiatives started by former chief clinical officer Richard Lofgren, MD. The quality banner has been very ably carried forward by our senior leadership team: Bernard Boulanger, MD, chief medical officer; Colleen Swartz, DNP, chief nurse executive; Ann Smith, chief administrative officer and others.

“The extent to which we have improved our ranking is truly a testament to what can be achieved when we are all working toward the same goal,” Karpf said.
High scores reflect how well faculty prepares UK nursing students for state boards

While the national first-time pass rate for the board exam that enables a nurse to become a licensed registered nurse (RN) in his or her home state is 93.7 percent, UK College of Nursing students have consistently maintained a better first-time pass rate.

“The UK College of Nursing has maintained a 97 percent first-time pass rate over the last decade,” says Patricia Burkhart, associate dean of undergraduate studies and professor of nursing. “However, based on the difficulty level being increased to ensure patient safety, we are increasing student preparation for the NCLEX in an effort to maintain our status.”

On average, 62 percent of College of Nursing students apply to UK HealthCare after they graduate.

The National Council Licensure Examination (NCLEX) requires a candidate for licensure to pass an examination that measures the competencies needed to perform safely and effectively as a newly licensed registered nurse.

The National Council of State Boards of Nursing recognizes that the best way to guard the safety of the public is to ensure that nurses entering the workforce have the necessary knowledge and skills to practice. To meet that goal, the council is developing a real-world examination that legally covers all the bases.

Kara Lester, president of the December 2013 graduating class, says that she can see why the College of Nursing is such a highly regarded program because of the preparation she is receiving to take the board exam. At the beginning of her senior year, students were required to review content based on their scores from previous semesters and apply those principles when preparing for exams.

“Despite the many hours it took me to complete this assignment, it helped me review old concepts and gave me an idea of where I was in my preparation for the NCLEX,” she says. “The program prepares you for the NCLEX using a combination of strategies.”

In addition to this preparation, faculty encourage students to participate in an NCLEX test-prep course such as Hurst or Kaplan where content and test-taking strategies are reviewed.

“I feel confident preparing for the NCLEX knowing that I have access to so many resources and wonderful faculty to encourage me along the way,” Lester said. “UK’s College of Nursing has given me the skills and tools I need to not only pass the NCLEX but more importantly to become an excellent nurse.”

Kentucky first lady, legislators highlight importance of ovarian cancer screening

To draw attention to the importance of ovarian cancer screening, Kentucky First Lady Jane Beshear recently joined Kentucky’s female legislators to highlight results from the UK Markey Cancer Center’s Ovarian Cancer Screening Program. The screening program is an ongoing, 26-year research study showing that annual screening continues to detect ovarian cancer at an earlier stage than is possible with a clinical examination.

“Women need to be proactive instead of reactive when it comes to their own health care,” Beshear said. “Often times, women put their families’ needs before their own, which can cause easily detectable illnesses to go untreated and possibly cause severe or terminal health risks.”

Preventive ovarian cancer screening through the UK program is free, quick and confidential – an easy way for women to protect themselves from this life-threatening illness.

Ovarian cancer is ranked fifth among cancer killers for American women and accounts for more cancer-related deaths than any other gynecological malignancy. When it is detected early, women can be cured with existing treatment methods.

Transvaginal sonography (TVS) is painless, radiation-free, and can be completed in less than 15 minutes. This procedure is able to detect ovarian tumors even when they are too small to be diagnosed during an annual gynecological examination.

So far, more than 241,000 free screening examinations have been provided to more than 41,000 Kentucky women, and women from every county in the state have participated in this program. Through continued on page 7
Recognition

Clinical Nurse Excellence Awards

Megan Howard, RN  
Nurse Clinical, Acute Care and Dialysis Services  
September

Mardy Land, RN  
Nurse Clinical, Critical Care Services  
September

Nathan Wright, RN  
Nurse Clinical, Critical Care Services  
September

Lucinda Dunavant, RN  
Nurse Clinical, Acute Care Services  
October

Tucker earns prestigious nutrition support credential

Ginny Tucker, of Nutrition Support Services, has completed her certified nutrition support clinician exam and has received the prestigious CNSC credential. Certified by the American Society for Parenteral and Enteral Nutrition, clinicians must practice in nutrition support for two years before they can become qualified to take the exam. Tucker is a member of the Tube Feeding Placement Team and has worked in nutrition support for more than two years and within the nutrition department for seven years.

Leadership Week

A great opportunity to pause and invest in the development of our current and future leaders

Celebrating patient success stories was a big hit during Leadership Week. Here, Todd and Michelle Shelley of Williamsburg, Ky., share how the neonatal/pediatric transport team and doctors at Kentucky Children’s Hospital saved the lives of their twins, Macie and Maddie.

The 2013 Leadership Week events have come and gone, but the impact on the more than 150 individual leaders who attended is lasting. Leaders had the opportunity to attend up to 10 sessions with topics ranging from health care reform, to developing value-driven strategies, to improved decision making, to the role exercise, food and weight play on a leader’s brain health and performance.

The speaker lineup included several prominent speakers, including Mike Useem, PhD, Wharton School of the University of Pennsylvania; Sharon McDowell, PhD, Center for Creative Leadership; and Victor Montori, MD, Mayo Clinic.

A particular crowd pleaser was the session presented by Richard Lofgren, MD, University HealthSystem Consortium (UHC), who offered great insights into how UK HealthCare could leverage its current position to make even greater improvements in quality, safety and service.

The week was a great opportunity to pause and invest in the development of our current and future leaders. Leaders commented that the sessions were among the best they’ve ever attended and how they will dramatically impact their approach to shared decision making in the future.

Mannino recipient of pulmonary disease treatment award

David M. Mannino, MD, professor and chair of preventive medicine and environmental health in the UK College of Public Health, has been honored as the recipient of the Chronic Obstructive Pulmonary Disease (COPD) Treatment Achievement Award from the COPD Foundation. The award is given to recognize Mannino’s development of the COPD Foundation Pocket Guide for Diagnosis and Management of COPD, a practical and user-friendly tool that assists clinicians in navigating the complex treatment options for COPD. The guide not only improves clinician educational resources, but ultimately improves COPD patient outcomes.
Bargo recognized as one of 2013 top supervisors

Paula Bargo, medical staff affairs manager and a 22-year employee, was recently awarded the Office of Work-Life 2013 Supervisor of the Year Award. As manager of the Medical Staff Office’s five employees, she and her team perform the mission-critical function of appointing (credentialing and privileging) new physicians and other providers, as well as evaluating the clinical performance of established providers. Consistently, UK MSO performs in the upper 5 percent by industry benchmarks.

Bargo works hard to ensure an effective work-life environment for her employees by promoting a team approach to getting the job done right and in a timely manner. Those who nominated her said their team’s high performance is the direct result of her high-performing supervision.

Bargo shares this year’s award with Luke Moe, PhD, of the College of Agriculture. Tracy Steele, a supervisor in Rehabilitation Services, was one of the finalists for the award.

Rainwater achieves second infusion therapy certification

Catherine Rainwater, RN, staff nurse in the Markey inpatient blood and marrow transplant unit and the outpatient chemotherapy infusion center, recently achieved a second national infusion certification. She earned the vascular access board certified (VA-BC) credentials awarded by the Vascular Access Certification Corp. after success on the specialty practice examination. Rainwater previously earned the certified registered nurse infusion (CRNI) certification, which formally recognizes specialized knowledge, skills and experience in the unique field of infusion therapy.

Sharma receives grant to spread vaccine awareness

Pediatric resident Akshay Sharma, MD, and UK Pediatrics were recently awarded one of 10 mini-grants from the American Academy of Pediatrics (AAP) to support events that benefit global vaccine advocacy and the United Nations Foundation’s Shot@Life campaign. AAP and Shot@Life provide pediatricians opportunities to talk to and engage with the public and our government about the critical role of vaccines in saving and improving the lives of children around the world.

Ovarian Cancer Screening

Ovarian Cancer Screening continued from page 5

the screenings, 558 ovarian tumors and 86 malignancies have been detected.

Currently, screenings are being performed at seven locations throughout the state, including Lexington, Elizabethtown, Somerset, Prestonsburg, Maysville, Paducah and Greenup.

The Ovarian Cancer Screening Program is open to women age 50 or older, or women over the age of 25 who have a family history of ovarian cancer. Screening is free. For more information, call 859-323-4687 or 1-800-766-8279.

Johnson, Bachman to present session at national patient experience conference

Donny Johnson and Kathy Bachman will present at the Press Ganey national client conference.

Press Ganey, a national leader in measuring and managing the patient experience, has selected UK HealthCare to speak at their national client conference in Orlando. The session is called “Focusing on the Patient During Time of Rapid Growth Across Care Settings” and will provide insight on how UK HealthCare has improved the patient experience in the inpatient, emergency and ambulatory care settings while experiencing a dramatic rise in patient visits.

Donny Johnson and Kathy Bachman, patient experience managers in the Office of Patient Experience, are presenting to an estimated 300 participants to showcase how UK HealthCare has used progressive techniques to better understand and manage the patient experience. These techniques include early adoption of federal standards, participation in national studies, data analysis and communication, engagement of faculty and staff, and partnerships across the continuum of care.

UK HealthCare has quietly become a leader among academic medical centers in terms of quality, safety, service and efficiency while experiencing rapid growth in both hospitals, emergency departments, and the many ambulatory practices in the past decade.

The conference is attended by more than 2,000 health care executives, clinicians, caregivers and other industry leaders. This is the first year UK HealthCare has been invited to speak at the event, which also includes keynote addresses from the Honorable Hillary Rodham Clinton and fitness guru Jillian Michaels.
Rising Star Award for quality
being publicized widely in traditional
and social media outlets

UK HealthCare is one of only three health systems in the
nation recognized this year by UHC with the Rising Star Award
for quality and accountability. This is a tremendous honor that
we are communicating to our community, our partners and our
patients, families and visitors.

• Full-page newspaper ad in the Lexington Herald-Leader,
  reaching 120,000 (left)
• Facebook post reaches 9,000+ and proves to be our most
  popular post ever
• Tweeted to 3,600+
• Mentioned on WUKY (NPR) radio with 50,000
  listeners weekly
• Promoted on our website to 5,000+ per week
• Mailed to 2,700 HealthMatters weekly news subscribers
• Posted on digital signs around our facilities
• And more to come