The new Eastern State Hospital opened its doors Sept. 10, relocating 100 patients from the previous hospital to the new $129 million, 300,000-square-foot facility located off Newtown Pike at the University of Kentucky’s Coldstream Research Campus. Eastern State Hospital provides an extensive range of inpatient mental health services, both acute and long-term, to adults living with the 50 counties surrounding and including Fayette County.

The state-of-the-art facility at Coldstream houses nine patient-care units and 239 beds. The Allen Tower, which will house the Acquired Brain Injury Unit and the Long-Term Care Unit, will open in 2014.

“Opening a new mental health facility and relocating patients took a tremendous, coordinated effort on the part of many people to ensure the safety and comfort of our patients,” said John W. Phillips, interim chief administrative officer, Eastern State Hospital. “Thanks to the team’s hard work and commitment to patient safety, the plan was followed to the letter, and the move went extremely smoothly.”

The state-owned Eastern State Hospital facility is managed by UK HealthCare. The management transition effort began in January, and extensive planning went into ensuring the safe and efficient transition of patients from the old facility to the new.

**Ribbon cutting well attended**

Gov. Steve Beshear joined local leaders, state officials and representatives from the University of Kentucky and UK HealthCare for the facility ribbon-cutting. “To see this project come to fruition is truly rewarding,” said Gov. Beshear. “The improvements in how Kentucky cares for individuals with mental health needs as a result of the new hospital should make us all proud.”

Gov. Beshear was joined at the ceremony by Lexington Mayor Jim Gray, State Rep. Jimmie Lee of Elizabethtown, UK President Dr. Eli Capilouto, UK Executive Vice President for Health Affairs, Dr. Michael Karpf, and Secretary Audrey Tayse Haynes of the Cabinet for Health and Family Services.

“Today is a day to celebrate a partnership in care for many of Kentucky’s most vulnerable citizens,” said Capilouto. “With a state-of-the-art facility financed by the Commonwealth of Kentucky and the best in high-quality, high-touch expertise and care from UK HealthCare, we begin a new day in providing the best mental health care for the region we serve.”

Eastern State Hospital serves an average of 2,000 patients per year from 80 Kentucky counties. The primary counties served include Boyle, Fayette, Franklin, Kenton and Madison, ranging from 65 to 279 patients annually.

“We begin a new day in providing the best mental health care for the region we serve.” – Dr. Eli Capilouto

Commonwealth of Kentucky and the best in high-quality, high-touch expertise and care from UK HealthCare, we begin a new day in providing the best mental health care for the region we serve.”

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“UK HealthCare recognizes the critical role mental health services plays in providing for the overall health care needs of Kentuckians,” said Karpf. “This new state-of-the-art facility will enable us to provide the highest level of care as well recruit and retain researchers who will advance our knowledge of the prevention, early detection and treatment of behavioral health disorders.”
ICD-10 codes for diagnosis and procedures are less than one year away

As of Oct. 1, we were officially 365 days from going live on the new International Classification of Diseases-10 (ICD) codes for diagnoses and procedures. This transition will change how UK HealthCare does business, from registration and referrals to fee sheets and software upgrades.

The change to ICD-10 codes is driven by the requirement to provide a greater level of specificity and clinical detail in our clinical documentation.

UK HealthCare has been preparing well in advance for this major change and began training coders over a year ago. The five-member team across both the Hospital Health Information Management (HIM) and Kentucky Medical Services Foundation (KMSF) coding areas are American Health Information Management Association-approved (AHIMA) ICD-10-CM/PCS trainers. They are: Colleen King, Robin Johnson, Stephanie Johnson, Sue Wilson and Taretha Ball.

Additional training and communication will be rolled out in the coming months along with the continuation of IT testing for all impacted systems. For more ICD-10 information, please contact Maria Toribio at maria.toribio@uky.edu.

News Briefs

Summer Youth Program popular among students, trainers

The UK Summer Youth Program completed its 13th year this summer. The program is funded by the president’s office and allows 10-15 minority high-school students to work for six weeks in various departments around the UK campus, hospital and clinics.

Students are placed in certain areas of interest based on the career goals listed on their application. For many of the participants, this was their first job. The students worked in: Graduate School, Internal Medicine, Women’s Health, Hospital Marketing, HR, General Surgery, Integrated Business Unit, Ambulatory Services, Radiology and Hospital Purchasing.

Not only did the students receive a paycheck and a real-life work experience, they attended several training sessions dealing with customer service, application review and behavioral-based interviewing. Trainers included Maria Fischer-Booth, Alyssa Huddleston, Crystal Gabbard, Sheila Giles and Kevin Ford.

Two Kentucky children’s hospitals form partnership

Kentucky’s two children’s hospitals – UK HealthCare’s Kentucky Children’s Hospital and Norton Healthcare’s Kosair Children’s Hospital – have signed an agreement to join forces to better meet the health care needs and interests of Kentucky’s children and their families.

In a letter of intent signed by the leadership of both organizations, the new partnership will maximize the hospitals’ combined resources to improve care and enhance access to quality services for kids throughout the state and ultimately improve the health of children throughout the Commonwealth. The two hospitals will remain independent organizations jointly operated through the collaboration.

The partnership brings together Norton Healthcare’s Kosair Children’s Hospital in Louisville and UK HealthCare’s Kentucky Children’s Hospital to serve the state’s 1.1 million children.

Are you eligible for the UK health-plan credit?

UK’s health plan coverage for regular full-time employees (and their eligible spouse and/or dependents) exceeds new federal “affordability” guidelines. Specifically, the university’s contribution (known as the “health plan credit”) toward the cost of employees’ health insurance exceeds the federal standard.

If you are a temporary or part-time employee not eligible for the health-plan credit, you may be eligible for more affordable coverage through new state-based health insurance exchanges. Kentucky residents may learn more through the KYNECT website at http://kynect.ky.gov.

If you are not certain if you are eligible for the university’s health-plan credit, email the Employee Benefits Office at benefits@email.uky.edu or call 859-257-9519 and press option 3.

UK accepts major gifts for Alzheimer’s, diabetes research

The UK Board of Trustees recently accepted two major gifts dedicated to Alzheimer’s disease as well as diabetes and obesity totaling nearly $5 million.

The gifts include two bequests totaling $4.2 million from the estate of E. Vernon Smith, formerly of Cincinnati, Ohio, to add to the existing Dr. E. Vernon Smith and Eloise C. Smith Alzheimer’s Research Endowed Chair Fund in the UK Sanders-Brown Center on Aging.

The Barnstable Brown Foundation of Louisville has also given $600,000 to support the existing Barnstable Brown Kentucky Diabetes and Obesity Center at UK.
Employee & student appreciation picnic successful, popular event

How do you show thousands of employees and students they are appreciated? Throw a picnic scattered over several locations at exactly the same time and make sure everything goes off without a hitch.

It happens every late summer at UK HealthCare; and this year’s picnic – which included free T-shirts for everyone – was another triumph.

“The employee/student appreciation picnic is always a great way for the organization to show our appreciation on a broad level,” says Colleen Swartz, DNP, MBA, RN, chief nurse executive. “It has been a great year and we could not have accomplished what we have without our employees. We thank everyone for their commitment and dedication.”

Picnic planners feel it is important to thank each and every employee for their commitment and dedication to providing top-notch health care to the citizens of the Commonwealth.

“The planning committee works hard to make sure everyone is included and feels appreciated,” says Amberlee Nickell, employee engagement manager. “In our fast-paced environment having an employee picnic provides a boost of morale that is evidenced by the pride people have in our organization and our increasing level of engagement.”

The picnic offers UK HealthCare employees an outstanding opportunity for bonding, team building and camaraderie.

“This is a pretty awesome benefit; it’s nice to feel appreciated,” said Rhonda Greer, clinical services technician, Orthopaedic Surgery & Sports Medicine. “The weather is great, we got a free T-shirt and the music is a nice touch. We all got done in time so we could enjoy the picnic.”

Lunch was served outside at Chandler Hospital, Kentucky Clinic, Good Samaritan Hospital, Alumni Park Plaza, Fountain Court, and at local and regional clinics.

“Our employees were very excited about the picnic today,” said Jessica Beeson, patient care services supervisor, Orthopaedic Surgery & Sports Medicine. “We wanted to make sure everyone could get away, so we filled in for our staff so they could enjoy their lunch. I think the picnic makes them all feel appreciated.”

See more photos on the back page.

Top: Picnic at Chandler Hospital. Bottom: Rhonda Greer and Jessica Beeson enjoy the picnic.

UK Chandler Hospital has demonstrated the greatest improvement in HCAHPS scores among the 41 academic medical centers that participated in the recent University HealthSystem Consortium (UHC) Patient Experience Improvement Collaborative.

Chandler Hospital achieved an aggregate increase of 19.08 percent for the project’s focus areas of: nursing communications, staff responsiveness, cleanliness and quietness. It is also currently ranked as No. 1 (out of 102 UHC academic medical centers) for the Nursing Care Aggregate HCAHPS domain.

“So often the patient experience while in the hospital is defined by the interaction with nursing,” says Colleen Swartz, DNP, MBA, RN, chief nurse executive. “We realize the importance of that relationship and the key clinical outcomes we are expecting to achieve.

“Our strategic agenda of quality, safety and service is foundational,” Swartz adds. “Our nursing vision of “Every patient, Every time” reinforces the behaviors we always expect our staff to demonstrate. Nursing practice at UK HealthCare is strong and present and our patients’ experience reflects that work.”

UHC is launching a new improvement collaborative called “Engaging Patients and Families in Performance Improvement Initiatives” and has asked UK HealthCare to give a webex presentation on Dec. 3 to educate UHC colleagues about the successful changes that were implemented throughout the enterprise.

During the webex, UK HealthCare representatives will share their expertise and approaches for successfully implementing best practices, enhancing the patient experience and improving HCAHPS scores. Presenters will be: Colleen Swartz; Kathleen Kopser, MSN, RN, NE-BC, senior nurse administrator; and Ann Smith, chief administrative officer, MPA, MT (ASCP), FACHE.

“Health care is really about human relationships,” says Ann Smith, chief administrative officer for UK HealthCare hospitals. “The relationships that put the patient in the center make for the strongest experience. The relationships within the work group and care team are vitally important.

“It takes a strong sense of team, supporting each other to focus on the care of patients, to provide a high-quality, high-touch experience,” she adds. “The UK HealthCare staff is proving how that sort of teamwork benefits those we serve.”
UK HealthCare, KODA celebrate organ donors

Forty years ago, Perry County native Jim Halcomb received the gift of life – in the form of a new kidney – from an anonymous organ donor. Halcomb, who was only 20 years old at the time, suffered from severe kidney disease and required dialysis three times a week, eight hours at a time. After his transplant at UK, his health improved, and he moved on with his life, serving as a police officer for more than 25 years.

Because of the rules and regulations surrounding organ donation at the time of his transplant, he never knew that he could contact the family of his organ donor to express his appreciation. But that changed last month, when Kentucky Organ Donor Affiliates (KODA) and UK HealthCare facilitated communications between Halcomb and his donor’s family.

With the encouragement of Donna Slone, the client services coordinator for KODA at UK HealthCare, Halcomb wrote the donor family a letter, thanking them all for their sacrifice.

“It was very difficult to write,” Halcomb said. “A lot of emotions, a lot of time had passed. But Donna just said, ‘Speak from the heart.’”

Halcomb was one of several featured speakers, representing those who have received the gift of life, last month at UK HealthCare and KODA’s annual Gift of Life Memorial Celebration.

UK HealthCare and KODA first unveiled the memorial wall in Chandler Hospital Pavilion last year, with 240 individuals honored and more than 500 donor family members and guests in attendance for the inaugural celebration. Moving forward, the wall will be updated each year to honor both new donors and those who donated in years past.

If your loved one was an organ donor at UK, his or her honored on the Gift of Life wall in the future, contact Donna Slone at 859-323-7343 or donna.slone.koda@uky.edu.

The new name says it all: Department even more focused on patients and their experience

The Office of Service Excellence is making a transformation to focus more on standard work around the patient experience and the belief that “Every Patient, Every Time” starts with creating and managing instead of reacting.

By changing its name to the Office of Patient Experience, which goes into effect immediately, the department is enhancing a consultative approach to improve the patient experience rather than focusing on patient satisfaction.

“We are not only changing our name, says Angie Lang, enterprise director, Office of Patient Experience, “we are refining our focus to do the right things for the patient experience, every time.”

The transformation will also focus on the relationship between the patient experience and enhanced patient outcomes.

“Our patients expect us to provide exemplary care in a compassionate and respectful environment,” says Bernard Boulanger, MD, chief medical officer, UK HealthCare. “The new Office of Patient Experience will ensure that we meet these expectations.”

If the single-most important criterion by which patients judge UK HealthCare is by the way caregivers and staff interact with them, then effective communication is at the core of providing patient-centered care.

Office of Patient Experience by the numbers for FY13:

- 180,000 patient surveys mailed
- 140+ monthly unit/clinic/area-specific reports generated
- 233 registered users in the Press Ganey database
- 150+ training and consultative encounters, touching 5,000+ people
- 700+ employee awards and recognitions
- 277,000+ guests served by the Information Desk team
- 650+ volunteers giving back 37,500+ hours in 55+ areas
- 15,500+ Pastoral Care encounters
- 1,300+ bedside complaints resolved
- 650+ patient grievances managed
- 150+ medical reviews for risk and billing cases

New to the Office of Patient Experience:

- Elder Navigator – 300 patient encounters in first two months
- Clinical Pastoral Education program restarted; first two student interns on-site now

“We continue in our journey toward a holistic expression of patient-centeredness,” says Colleen Swartz, DNP, chief nurse executive, UK HealthCare. “The Office of Patient Experience will facilitate the work of keeping the patient at the center of all we do.”

Patient is 2013 Children’s Miracle Network Kentucky champion

Kentucky Children’s Hospital announced last month that Harry Hilton, a 4-year-old from Lexington, was named this year’s Children’s Miracle Network Hospitals® Kentucky Champion.

Harry’s family, friends and former doctors and nurses celebrated his selection with a send-off party at Legacy All Sports in Lexington as he prepared for his upcoming trip to Washington, D.C., and Orlando, Fla., where he will meet with champions selected from each state.

The son of Mike and Erin Hilton,
Gear up for revUP: UK HealthCare kicks off revenue-boosting campaign

Declining reimbursements, increasing operating costs and the Patient Protection and Affordable Care Act (aka Obamacare) are challenging hospitals nationwide.

One of UK HealthCare’s remedies: Project revUP, a bold, ambitious campaign to increase revenue and keep UK HealthCare fiscally fit – now and in years to come.

During fiscal year 2014, Project revUP is rolling out 30-plus projects forecast to add $4.5 million to UK HealthCare’s bottom line. “And that’s a conservative estimate,” said Darrell Griffith, executive director of Kentucky Medical Services Foundation (KMSF), the physician’s practice group that provides billing and administrative services for the more than 600 physicians and other health care providers affiliated with UK HealthCare.

Much of the new revenue will come from surprisingly simple and sensible efficiencies, such as improving and streamlining billing-related processes. The rest will come from new-business initiatives, such as adding new-patient appointment slots and new services.

“This is not low-hanging fruit; it’s fruit lying on the ground,” said Griffith about the many revenue-boosting opportunities ripe for the picking.

Following is a sampling of revUP’s profit-promoting projects:

- Opening two new-patient appointment slots a week in UK Orthopaedic Surgery. Projected new revenue: close to $200,000 a year. (In addition, the community will benefit from better, faster access to health care.)
- Training Emergency Department staff to document thoroughly and code accurately to avoid “undercoding” higher levels of service. Projected new revenue: $75,000-plus a year.
- Electronically reconciling (cross-checking) medical records and billing records for inpatient consultations and bedside procedures; then billing retroactively for unbilled services. Projected new revenue: $500,000-plus a year.
- Reviewing drug billing in physician clinics; then billing retroactively for “underbilled” drugs (for example, a drug that was injected into two eyes but billed as only one unit). Projected new revenue: close to $70,000 a year.
- As we’ve bounced ideas around, Project revUP has grown and become contagious,” said Peggy Halcomb, director of business operations at KMSF.

Project revUP is rolling out 50-plus projects forecast to add $4.5 million to UK HealthCare’s bottom line.

Each revUP project has a team leader, a physician “champion” and team associates. These team players include UK HealthCare providers, executive leadership, ambulatory services directors, department administrators and KMSF revenue-cycle managers.

To be successful, revUP projects must be sustainable: they must carry forward into the future. Integrated business units (IBUs) will make this possible. IBUs will centralize certain billing functions within specialized, expert, efficient departments, “allowing economies of scale,” explained Griffith.

As Project revUP continues to rev up during fiscal years 2015 and 2016, the list of projects – and new revenue – will keep growing, Griffith predicted. Tracking project progress is critical, so the revUP teams and top-level steering committee will keep a close eye on projected versus realized revenue.

Look for updates in coming issues of Vital Signs.

What’s your revUP idea?

Do you have a suggestion for streamlining process or boosting revenue at UK HealthCare?

Step UP and send it to revUP@kmsf.org.
Recognition

Omar recipient of adolescent health award

Hatim Omar, MD, chief of adolescent medicine and medical director of the Adolescent Medicine and Young Parents Program, is the recipient of this year’s Ohio Valley Regional Chapter of the Society for Adolescent Health and Medicine (OVSAHM) Regional Chapter Award. OVSAHM is an interdisciplinary organization of professionals who provide care to adolescents.

Pagorek elected to APTA board

Stacey Pagorek, UK Sports Medicine physical therapist, was recently elected to the executive board of the Sport Physical Therapy Section of the American Physical Therapy Association (APTA), where she’ll serve a three-year term.

Baumann recognized for service to Kentucky’s children

Robert Baumann, MD, was recently recognized for his dedication to the health of children by being named the recipient of the Kentucky Chapter of the American Academy of Pediatrics’ Don Cantley Community Service Award.

After Baumann and UK joined the Commission for Children’s Health Care Needs in the 1980s, he has been able to keep permanent pediatric clinics in Pikeville and Manchester and, as a result, reach more patients.

Chandler Hospital wins Consumer Choice Award

For the second-straight year, UK Chandler Hospital has won the National Research Corporation Consumer Choice Award. Consumer choice results for 2013-14 were derived from Market Insights, a national survey of 250,000 consumers, and the award is based on the hospital that possesses: best overall quality, best overall image/reputation, best doctors and best nurses.

Masoud completes CCB certification

Cathy Masoud, compliance analyst, Office of Corporate Compliance, has successfully completed the Certified in Healthcare Privacy Compliance (CHPC) examination, thus earning the Compliance Certification Board (CCB) designation. The CCB develops criteria for the determination of competence in the practice of health care compliance at a variety of levels.

Thornton elected infectious disease fellow

Alice Thornton, MD, FIDSA, interim chief, division of Infectious Disease, was recently elected to be a fellow among 69 distinguished physicians and scientists from the United States and around the world by the Infectious Diseases Society of America. Fellowship in IDSA honors those who have achieved professional excellence and provided significant service to the profession. Dr. Thornton’s interests are HIV and sexually transmitted diseases (STD), as well as general infectious diseases.
Hanlon the new Ambulatory Services director at Markey
Dean Hanlon, PT, MS, is now providing administrative leadership for outpatient operations in his role as Ambulatory Services director for Markey Cancer Center. He will work closely with Markey's director, Mark Evers, MD, the nursing director, medical directors and practice managers. In his new assignment, he will retain administrative leadership of UK HealthCare's Sports Physical Therapy program.

Durachta appointed administrative director of several clinics
Sue Durachta, MHSA, CMPE, has been appointed administrative director for the Kentucky Neuroscience Institute, the Orthopaedic Surgery Clinic, Physical Medicine and Rehabilitation, Radiation Medicine, Women's Health Obstetrics and Gynecology and the Polk-Dalton Clinic. She will work closely with physician leadership and practice managers to provide administrative leadership for these outpatient operations.

Hudson named new enterprise perioperative administrator
Julie Hudson has been hired as the new enterprise perioperative administrator. She holds a masters degree in nursing administration from the University of Illinois at Chicago, is a certified OR nurse (CORN) and has more than 12 years of experience in perioperative services, most of which has been at the director of surgical services level.

Markey Cancer Foundation names new president and CEO
The Markey Cancer Foundation Board of Trustees has announced that Stephanie P. Herron has been named president and CEO of the foundation. Herron brings 25 years of experience in university fundraising, medically focused investment banking and executive management.

Dawkins appointed medical director of ultrasonography
Adrian Dawkins, MD, was recently appointed medical director of ultrasonography in Radiology. His specialty is abdominal imaging and his clinical interests include: hepatic, biliary, secretin-stimulated pancreatic and renal MRI; MR defecography; pre- and post-liver and kidney transplant imaging; and ultrasound-guided thyroid biopsies.

Hall picked as administrative fellow
Carmen Hall has been selected as the newest administrative fellow to UK HealthCare. She will serve as a fellow for two years with rotations between Chandler Hospital and Ambulatory Services. Hall recently received her master's degree in health administration from UK. She received a bachelor's degree from the University of Illinois and served six years in the U.S. Navy as a nuclear electrician.

Children's Miracle Network Kentucky Champion
continued from page 4

will serve to illustrate the impact of Kentucky Children's Hospital and why donated funds are needed for treatment, recovery and charitable care.

At 9 weeks old, he was diagnosed with Kawasaki disease – an autoimmune disease in which the arteries widen. Harry received an accurate diagnosis and treatment at Kentucky Children’s Hospital. His specific disease was especially high-risk, resulting in two more hospital stays before he received a clean bill of health. Today he is curious and compassionate, with a love of superheroes and music.

“The Champions program helps underscore the important charitable needs of the children's hospital, and Harry's story is inspiring,” said Chloe Hurley, program director, Children's Miracle Network Hospitals at Kentucky Children's Hospital. “It illustrates the important role that Kentucky Children's Hospital played in his life and in the lives of thousands of children across the Commonwealth.”

Check us out on social media!
The Employee & Student Appreciation picnic is a great way for the organization to show all employees gratitude for their hard work.

1. Handing out T-shirts;
2. The GSH FANS team;
3. Everyone enjoyed the band during lunch;
4. Lori Wilson, special events planner;
5. Checking out the baskets up for auction at Alumni Plaza;
6. Pete Combs, executive chef, with Amberlee Nickell;