Week-long awareness campaign emphasizes importance of always doing the right thing

Corporate Compliance & Ethics Week offers a great opportunity to shine the spotlight on the importance of compliance and ethics at UK HealthCare. By having a designated week May 4-10, the Office of Corporate Compliance (OCC) plans to build awareness in ways that reinforce not just specific rules and regulations, but an overall culture of integrity.

Employee ethics form the cornerstone of any health care organization's reputation. But employees are human, and therefore fallible. When they stray from the “high road,” the Office of Corporate Compliance is there to help get them back on the right track.

The OCC maintains UK HealthCare’s good name by ensuring that its personnel invariably act with integrity, adhering to internal and external guidelines. UK HealthCare’s Corporate Compliance Program (soon celebrating its 16th anniversary) confirms our unswerving commitment to honest and fair conduct to our patients, referring physicians, the community at large, faculty, and staff – as well as government and other payers. The OCC exemplifies that commitment through its vigilance in preventing and identifying unethical conduct.

That effort isn’t limited to the OCC. All UK HealthCare physicians and staff members are honor-bound to report any behavior they believe to be inappropriate. There is never a

continued on page 3

Comprehensive Epilepsy Center receives highest designation level

The National Association of Epilepsy Centers (NAEC) has given Level 4 designation to the Comprehensive Epilepsy Center at the Kentucky Neuroscience Institute (KNI). UK is the only Level 4 epilepsy center in the Bluegrass, and among 149 such centers in the United States. Level 4 of epilepsy care is the highest designation level offered by the NAEC.

“The epilepsy center has been providing the most comprehensive and specialized care to the people of Central and Eastern Kentucky for more than two decades,” says Meriem Bensalem-Owen, MD, director, epilepsy program. “Our epilepsy clinics, an active surgical program and clinical trials offer a broad range of advanced forms of therapy for patients with difficult to control seizures. Those, in combination with our neuropsychological expertise and outreach efforts, make us the gold standard for epilepsy care in the Bluegrass.”

A Level 4 center provides the most complex forms of evaluation, including invasive brain monitoring and imaging and neuropsychological evaluation, and offers a broad range of medical and surgical treatment options.
News Briefs

UK Benefits Open Enrollment will run through May 16

UK Benefits Open Enrollment is your opportunity to review and, if needed, update your UK benefits. If you participate in a flexible spending account (FSA), you need to re-enroll each year. Otherwise, enrollment is not generally required unless you wish to add/change plans or update your level of coverage.

In the new benefit plan year that begins July 1, UK health plan members will see minimal premium increases. For example, “employee only” rates for UK-HMO, UK-RHP and UK-PPO will rise by $1 per month. Other plan options (spouse, children, family) will increase by $2 - $7 per month, depending on coverage level. Visit the Open Enrollment site at www.uky.edu/hr/open-enrollment for details on all 2014-15 health plan rates.

Required Web-based training ends May 31

All UK HealthCare staff must complete the 15 annual safety Web-based training (WBTs) by May 31 (i.e., employees who work in UK Chandler and UK Good Samaritan hospitals, Ambulatory Services, clinical departments in the College of Medicine and staff at offsite locations). Nursing staff must also complete their annual competencies by the same deadline.

The safety WBTs now appear as Mandatory Courses within the Training section of Employee Self-Service in myUK. Only employees hired prior to Jan. 1, 2014, are required to complete this year’s mandatory WBTs and any applicable annual nursing competencies. Employees hired during 2014 will be trained on those topics during their orientation periods.

If you experience technical difficulties with WBTs, contact the IT Help Desk at 859-323-8586. For nontechnical issues, contact Enterprise Learning at 859-257-9226.

Check to see when it’s your turn for a new ID badge

Remaining new UK badges will be issued to faculty, staff and students according to the date of birth (DOB) schedule below. Offsite, contracted, non-UK student learners, vendors, volunteers or residents should await further instructions before obtaining a new badge. You must have your current badge and/or your employee ID number to be issued a new badge.

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<tr>
<th>Birth Month</th>
<th>Dates/times to get new ID badge</th>
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Compliance and ethics continued from cover

penalty for voicing such a concern when done in good faith. In fact, it’s failing to report suspected misconduct that can result in negative action. Potential areas of concern include:

• Patient care
• Patient referrals and referral sources
• Vendor and supplier relationships
• Operational, business and financial integrity
• Soliciting, receiving, providing or offering illegal compensation
• Conflicts of interest, duty of loyalty and duty of care
• False statements, claims and representations
• Research and scientific integrity
• Coding and billing practices
• Confidentiality of medical information
• Responding to governmental officials and regulatory agencies
• Abuse of controlled substances
• Drug and device misuse
• Theft or embezzlement

If a UK HealthCare physician or staff member is not comfortable reporting suspected misconduct or making compliance-related inquiries to a supervisor, he or she can contact the compliance officer at 859-323-8002 or the Comply-Line at 1-877-898-6072. The Comply-Line is a toll-free phone reporting service operated by an independent contractor hired by UK HealthCare. The Comply-Line is available 24 hours a day, seven days a week. Comply-Line reports, as well as those made directly to the compliance officer, can be made anonymously.

Myth vs. Truth

**Myth:** It’s my phone/device—I don’t have to password protect it.
**Truth:** If you access UK email or have PHI on your phone/device, it must be password protected per UKHC Policy A13-040.

**Myth:** You can’t access your own medical record.
**Truth:** HIPAA enables you to receive a copy of your medical record by requesting through Medical Records or through the upcoming patient portal.

**Myth:** If I find patient information, I should just dispose of securely in a blue bin or shred it.
**Truth:** You should report it to the privacy officer for a required breach analysis per UKHC Policy A06-10.0

**Myth:** It’s not OK to discuss a patient’s condition with the immediate family.
**Truth:** HIPAA give the patient the right to authorize with whom we communicate.

**Myth:** It’s okay to discuss with a patient specifics about treatment in a waiting room.
**Truth:** It is not acceptable to discuss patient conditions in a waiting room.

**Myth:** Undercoding a patient encounter can prevent an audit.
**Truth:** Undercoding can actually prompt an audit because the provider may be an outlier compared to his or her peer group.

**Myth:** A resident or fellow can add teaching physician attestations to physician documentation.
**Truth:** The physician must personally attest to their notes and documentation.

**Myth:** If I make a mistake and give the wrong receipt to a patient, it’s no big deal.
**Truth:** You should report it to the privacy officer for a required breach analysis per A06-100.

**Myth:** I can accept a gift or food from a vendor as long as it is small in value.
**Truth:** UKHC Policy A01-015 prohibits individual acceptance of gifts of any value from a vendor.

Happenings continued from page 2

**May 15, Walk with a Doc**

Alison Bailey, MD, of the Gill Heart Institute will be leading the first Lexington “Walk with a Doc” on May 15 at 6:30 p.m. at the Arboretum. Walk with a Doc is a biweekly campaign to encourage physical activity and reverse the consequences of a sedentary lifestyle. Each time the group meets, a physician will share information about exercise and heart health before the walk begins. The event is free and open to the public. Gill Heart staff will also be available to take blood pressures and answer questions.

Weekly e-newsletter has a new look

You may have noticed recently that In the Loop has a new look. It was redesigned so you can get the information you need quickly and easily, with easy-to-read articles plus special sections for training information, UK HealthCare news items and calendar events. In the Loop is delivered directly to your email inbox every Wednesday afternoon. The next time you read it, click the link at the bottom to let us know what you think of the changes.

News Briefs continued from page 2

**Elizabethtown hospital latest to join Markey network**

Hardin Memorial Hospital in Elizabethtown is the latest medical center to join the Markey Cancer Center Affiliate Network (MCCAN). The affiliation means more cancer patients across Kentucky will be able to receive the same level of advanced specialty and subspecialty care as that available at Markey. Other benefits include access to clinical trials and advanced technology while allowing patients to stay closer to home for most treatment. Hardin Memorial becomes the ninth hospital to join MCCAN. Other affiliates include ARH Cancer Center in Hazard, Frankfort Regional Hospital, Georgetown Community Hospital, Harrison Memorial Hospital in Cynthiana, the Norton Cancer Institute in Louisville, Our Lady of Bellefonte Hospital in Ashland, Rockcastle Regional Hospital in Mount Vernon, and St. Claire Regional Medical Center in Morehead.
Recognition

Trauma team recognized as true heroes by Kentucky House of Representatives

The UK Trauma Services team was recognized by State Rep. David Meade of Stanford in March for its role in saving the life of Kinney Noe, who was critically injured three years ago while deer hunting on his farm in Lincoln County. Through the coordination of the Kentucky Trauma System – including Stanford EMS, Lincoln County EMS, Kentucky Air Evac Lifeteam – Noe was rescued and rapidly mobilized to the UK Level I Trauma Center.

Recounting the events of the day Noe was injured, Rep. Meade, who was at the farm the day of the accident, identified each team member who was involved in Noe’s rescue, treatment and recovery. He described the group as “real heroes for the work that they do every day,” he said.

State Rep. David Meade, far right, honored members of the Stanford EMS, Lincoln County EMS, Kentucky Air Evac Lifeteam and the UK Level I Trauma Center who helped save the life of Kinney Noe, sixth from right, following a hunting accident in 2011.

Stroke program earns quality award

The UK Comprehensive Stroke Center team is Gold-Plus for the quality of stroke care.

Kentucky Neuroscience Institute (KNI) has received the “Get With The Guidelines–Stroke Gold-Plus Quality Achievement Award” for maintaining specific quality measures outlined by the American Heart Association/American Stroke Association for the treatment of stroke patients. KNI also received the association’s “Target: Stroke Honor Roll” for meeting stroke quality measures that reduce the time between hospital arrival and treatment with the clot-buster tPA, the only drug approved by the FDA to treat ischemic stroke. This marks the fourth year that KNI has received this designation.

Steltenkamp an award finalist for her role in data warehouse

Carol Steltenkamp, MD, chief medical information officer, was recently named a finalist for the Hall Render Leadership in Healthcare Award by The MediStar Awards, which recognizes health care professionals for their achievements in business. Steltenkamp is being recognized for her role in the development of UK HealthCare’s data warehouse, a system incorporating dynamic data mining capabilities and a pleasant, highly functional user interface. Winners will be announced in May.
Surgical pathology team receives Rising Star Award

The Surgical Pathology team, which has dramatically improved the turnaround time for defined surgical specimens, as well as decreased the number of surgical pathology send-out tests, was recognized at the last quarterly quality meeting as the recipient of the Rising Star Award. The Rising Star Award honors a UK HealthCare group or team that has made an early and substantive mark on quality and safety.

Eastern State Hospital leadership team recognized with Top Performer Award

The Top Performer Award recognizes a UK HealthCare group that has performed above and beyond expectations. The Eastern State Hospital leadership team was recognized at the last quarterly quality meeting for its transition planning to the new facility at the UK Coldstream Research Campus.

Kaak featured on KET special health report

Otto Kaak, MD, associate director, UK Center on Trauma and Children, was recently featured in KET’s new Health Special Report “Safe and Sound: Raising Emotionally Healthy Children in a Stressful World.” Safe and Sound discusses the importance of young children receiving positive nurturing and early experiences in order to develop good long-term mental and physical health. The program presents ways parents can generate positive social and mental health for their children through interviews with experts and profiles of programs across Kentucky that specialize in this field.

Service Home Run Award given to pediatric ICU team

The pediatric ICU team was recognized with the Service Home Run Award at the last quarterly quality meeting for its usual outstanding care and the impact felt by a young patient and her family. The Service Home Run Award honors individuals or groups that go above and beyond for patients and/or their families.

Escobar recognized for outstanding customer service

The Environmental Services Department at Eastern State Hospital has recognized Julia Escobar as the second quarter Great Employees Make Magic (GEM2) award winner for outstanding customer service. People who have visited her areas of responsibility are always complimentary of the services she provides.

Ambati recognized as one of the top SEC faculty members

Jayakrishna Ambati, MD, professor and vice chair of ophthalmology and visual sciences in the UK College of Medicine, has been named one of 14 recipients of the 2014 SEC Faculty Achievement Awards. The annual awards recognize a faculty member from every Southeastern Conference (SEC) university who demonstrates outstanding records of teaching, research and scholarship. Among the criteria to be eligible, a professor must have a record of scholarship that is recognized nationally and/or internationally.
Recognition continued

6 Main, Good Samaritan
Toni Spicer, Brandi Browning and Donna Lane were recently recognized for the exceptional care they gave to a patient who was having her knee replaced, prompting the patient to write a letter about how grateful she was to have surgery at Good Samaritan Hospital. Left to right: Colleen Swartz, DNP, MBA, RN, chief nurse executive; Toni Spicer, NCT; Ann Smith, chief administrative officer; Donna Lane, BSN, RN, CNML, patient care manager; 6 Main, Good Samaritan Hospital; Lisa Thornsberry, MSN, RN, CNML, nursing division director, Good Samaritan Hospital; Brandi Browning, RN; Darlene Spalding, MSN, RN, senior nurse administrator, Good Samaritan Hospital.

Patient Financial Services
Michele Ratcliffe (left), patient financial services; and Ann Smith (right), chief administrative officer. Ratcliffe was recently recognized by a UK HealthCare physician and her colleagues for continually providing excellent service to UK HealthCare’s patients.

Chandler ED
Misty Allen, RN, was recently recognized for the exceptional care she gave to a patient at the Chandler Hospital ED; prompting the patient’s mother to send a note of gratitude. Left to right: Darlene Spalding, senior nurse administrator, Good Samaritan Hospital; Colleen Swartz, DNP, chief nurse executive; Kathy Isacs, director, nursing professional development; Misty Allen, RN; Patti Howard, operations manager, emergency services; and Ann Smith, chief administrative officer.

Pediatric Transport
Deb Rice, RN, and Caty Curlis, RN, were recently recognized for their role in a very difficult pediatric transport. Left to right: Colleen Swartz, DNP, MBA, RN, chief nurse executive; Deb Rice, RN; Caty Curlis, RN; Ann Smith, chief administrative officer; Shelly Marino, MHA, RN, NE-BC, manager, Neo/Ped Transport and Pediatric Sedation Services; Gwen Moreland, MSN, RN, NE-BC, director, Women’s and Neonatal Services.

Pav A 7th floor, Trauma & Surgical Services
Liza Richard, RN, was recently recognized for the wonderful experience a patient’s family says it received while their family member received care from UK HealthCare. Left to right: Kathleen Kopser, MSN, RN, NE-BC, senior nurse administrator, Chandler Hospital; Ann Smith, chief administrative officer; Lisa Fryman, RN, director of trauma/surgical services; Liza Richard, RN; Holly Blair, RN, Christina Burton, RN, MSN, patient care manager; Colleen Swartz, DNP, MBA, RN, chief nurse executive.

Pav A 7th floor, Trauma & Surgical Services
Sarah Schmied, RN, was recently recognized for her continued encouragement and unrelenting positive attitude that a patient says was monumental in their recovery. Left to right: Ann Smith, chief administrative officer; Sarah Schmied, RN; Lisa Fryman, RN, director of trauma/surgical services; Colleen Swartz, DNP, MBA, RN, chief nurse executive; Holly Blair, RN; Kathleen Kopser, MSN, RN, NE-BC, senior nurse administrator, Chandler Hospital; Christina Burton, RN, MSN, patient care manager.
At first, Marietta Barton-Baxter had a hard time dealing with having multiple sclerosis. She says it took her about seven years to go through the five stages of acceptance.

“Then one day I woke up and I decided I didn’t want to live that way and I wasn’t going to let MS beat me,” Barton-Baxter says. “I believe everything happens for a reason. I decided the reason I had MS was to help newly diagnosed people learn to live with it. So, my husband, Jeff, and I started doing motivational programs for MS patients and their care partners.”

Baxter-Barton says having MS has helped shape the person she is today. “I’ve had wonderful opportunities to meet some of the greatest people in the world and I wouldn’t have gotten that opportunity if it wasn’t for this disease,” she says. “I would never want to go through the early years again, but if I can make it easier for one person to live with the disease, then it was worth it.”

Barton-Baxter has worked at the UK for 26 years. She is currently an administrative director, Clinical Services Core at the Center for Clinical and Translational Science (CCTS).

People who know Barton-Baxter at UK find her story inspiring. On May 31, staff members from the Kentucky Neuroscience Institute (KNI) and CCTS will join Barton-Baxter at Walk MS Lexington, which supports research for the thousands of people living with MS in our community.

“Marietta amazes us with her commitment to helping others at a time when it would be easy to focus on her own health,” says Amber McCormick, multiple sclerosis coordinator, KNI. “It seems fitting that we honor her efforts this way.”

Barton-Baxter says she is flattered that KNI would consider walking in her honor, but she is quick to point out that she is only one person affected by MS.

“We are walking for everyone who has been touched by this disease in hopes that someday we will find a cure,” Barton-Baxter says. “Amber McCormick is an amazing asset to KNI and she has coordinated all of this to help us. It is this kind of selfless giving that will help us change the face of MS. She walks down this road with us every day to try to make things easier for us.”

Multiple sclerosis is an inflammatory disease that damages the insulating covers of nerves in the brain and spinal cord, resulting in physical, mental, and sometimes psychiatric problems. Between 2 and 2.5 million people around the world have been diagnosed with MS, which is twice as common in women as in men. There is no known cure for multiple sclerosis, but there are several medications that can be used to manage symptoms. Barton-Baxter has been taking injections every other day for more than 20 years with tremendous success.

Walk MS Lexington is Saturday, May 31 at the RJ Corman Railroad property, 101 RJ Corman Drive in Nicholasville. There are one- and three-mile course options. Walk registration will begin at 9 a.m.; walk begins at 10 a.m. For more information, contact Amber McCormick at 859-323-5661 or email her at: amber.mccormick@uky.edu.

Inspired co-workers walking in honor of UK employee with MS

Marietta Barton-Baxter

Patient Financial Services
Christy Harmon was recently recognized for her exceptional customer service to a family that needed her help during a difficult situation. Left to right: Ann Smith, chief administrative officer; Barbara Thies, manager, patient financial services; Christy Harmon, supervisor, patient financial services; Colleen Swartz, DNP, MBA, RN, chief nurse executive.

6 Main, Good Samaritan
Teresa Stinnett, RN, was recently recognized for the exceptional care they gave to a patient who was having her knee replaced; prompting the patient to write a letter about how grateful she was to have surgery at Good Samaritan Hospital. Left to right: Julia Deverges, perioperative services associate director; Colleen Swartz, DNP, chief nurse executive; Teresa Stinnett, RN; Monica Johnson, service line manager, perioperative services; Ann Smith, chief administrative officer; and Julie Hudson, enterprise perioperative services director.

UK HealthCare delivers timely information to your inbox through our email newsletter, HealthMatters. Go to http://ukhealthcare.uky.edu/email/ to sign up for health and wellness tips and other information to help you and your family stay healthy.
New mural will honor
UK HealthCare departments and individuals

As part of UK Arts in HealthCare, Louisville artist Clare Hirn has created a mural in one of the staff hallways at Pavilion A. When finished, staff photos will be added to the building windows to honor departments and individuals who have gone over and above.