A record number of UK HealthCare employees responded to the employee engagement survey in March, which will help managers and senior leaders better understand how to work with employees to continue our success.

Overall, UK HealthCare employees rated their satisfaction 3.99 on a 5-point scale. That increase comes at a time when we are experiencing some of the highest patient volumes in our history.

The satisfaction score, however, remains below our organization goal. Senior leaders will use the survey results and employee feedback to develop a plan to further support employees every day and give them the tools they need to drive clinical excellence and create positive patient experiences.

UK HealthCare’s overall score continues to increase every year, while the national averages for all health care organizations and members of the University HealthSystem Consortium (UHC) have started to decline.

“We have seen great improvement in our employee engagement scores over the past three years,” said Michael Karpf, MD, executive vice president for health affairs. “Along with our focus on quality, I am committed to providing the necessary support for our leadership team to continue to increase engagement, which directly impacts those we serve.”

More than 5,300 employees responded to the survey in March, for a response rate of about 75 percent, the highest in the organization’s history. Such a high response rate makes the results much more reliable and truly reflective of employee thoughts and feelings about working at UK HealthCare.

“This year we had over 5,000 employees take the survey, which means we have a lot of great data to work with in order to understand how we can improve in certain areas,” said Amberlee Nickell, employee engagement manager. “It’s encouraging to see the constructive feedback, both positive and negative, which will be used to create a better work environment for everyone.”

The survey showed a strong sense of commitment by UK HealthCare employees to the organization, including a greater likelihood to stay employed, increased pride in the organization and a greater willingness to recommend UK HealthCare as a place to work and receive care.

The survey results also indicated several areas for improvement, including:

- Better cooperation among different units.
- Encouragement to exceed workplace expectations.
- Better communication and recognition from managers.

Senior leaders will continue to review the survey results and develop a plan to address those areas in the coming fiscal year.

**Survey says:**

We are dedicated

**Overall employee satisfaction score**

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
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<tr>
<td>Score</td>
<td>3.88</td>
<td>3.92</td>
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**Greatest improvement**

Six areas saw the biggest score increases from 2013:

- Pay is fair compared to other local health care employers.
- The organization treats employees with respect.
- Senior leaders can be trusted to be straightforward and honest.
- The environment makes employees want to go above and beyond what’s expected of them.
- I am satisfied with the recognition I receive for doing a good job.
- The organization conducts business in an ethical manner.
Aug. 21, Appreciation picnic
The 2014 UK HealthCare Employee & Student Appreciation Picnic will take place Thursday, Aug. 21. Leadership would like to thank employees and students for their contributions to the enterprise by offering a hot meal and a free employee-designed T-shirt. Night-shift meals will be delivered August 20. Locations and times:

- Chandler Hospital and KY Clinic (College of Dentistry courtyard next to Markey Cancer Center): 11 a.m.-4:30 p.m.
- Good Samaritan Hospital: 11 a.m.-2 p.m.
- Alumni Park Plaza: 11 a.m.-2 p.m.
- Fountain Court: 11 a.m.-2 p.m.
- Offsite Clinics: Lunch schedule will be different at each clinic location. See your manager for more information.

Sept. 22-26, Leadership Week
Register now at myUK for Leadership Week, Sept. 22-26, in the Pavilion A auditorium. This year’s theme is “Next Gen is Here,” with a focus on developing both current and future UK HealthCare leaders. Check out In the Loop for the full schedule. For more information, contact Enterprise Learning at 859-257-9226.

Leadership coach Elise Foster, co-author of the “Multiplier Effect,” will present during the opening session. She will explain the difference between “multipliers” (leaders who amplify the smarts and capabilities of others) and “diminishers” (leaders who drain intelligence and energy from the people around them).

Leadership Week will also spotlight internal leaders like Mark Williams, MD, for his work in optimizing care, and Matthew Mitchell, UK women’s basketball coach. UK President Eli Capilouto will participate in a panel discussion with Centre College President John Roush.

Wednesdays, Get Moving – A Walking Group for Caregivers
Get Moving – A Walking Group for Caregivers meets every Wednesday, 7:15 a.m., The Arboretum, 500 Alumni Dr. Free parking is available; the group will meet near the parking lot. Exercise can help reduce stress, increase energy, and make you a better caregiver. The demands of caregiving can be stressful, but you can find relief and relaxation by walking – it can be that simple.

Retail pharmacy opening at Good Samaritan Hospital
To better serve patients and staff, UK Pharmacy Services is opening a new retail pharmacy location on July 15 at Good Samaritan Hospital.

To celebrate the opening, an open house will be held July 14. Pharmacy staff will be on hand to answer questions regarding their services; refreshments will be provided.

Located off the hospital lobby, the new location will offer the same full range of prescription medications, over-the-counter medications and sundry items as the three other retail pharmacy locations.

UK Pharmacy Services’ successful Meds-to-Beds concierge bedside service will now offer delivery of discharge prescriptions to patient rooms when they are ready to leave Good Samaritan Hospital.

Operating hours for the new pharmacy are 8:30 a.m. - 5 p.m., Monday- Friday.

Blood-draw appointments will improve efficiency
UK HealthCare ambulatory clinics will soon begin scheduling appointments for blood draws rather than sending patients to the lab with no appointment.

This is expected to eliminate long queues for the Kentucky Clinic lab and thus improve patient satisfaction. Scheduling patients throughout the day will also allow the lab’s capacity to be better utilized for greater efficiency.

Other anticipated advantages of this new system include increased utilization of alternate lab locations, i.e. Good Samaritan Professional Arts Center, Kentucky Clinic South and UK HealthCare - Turland when it opens. The new system is expected to begin mid-August. Training for affected clinic staff will take place in July.

Sanders-Brown selected for major clinical trial of drug
The UK Sanders-Brown Center on Aging – the only aging center in Kentucky and the only one within 200 miles of Lexington – is participating in a landmark multicenter clinical trial of an experimental drug that has the potential to prevent Alzheimer’s disease.

The A4 Study will recruit 1,000 participants ages 65-85 to test an amyloid antibody that may prevent memory loss caused by Alzheimer’s disease. Amyloid is a protein normally produced in the brain that can build up in older people, forming plaque deposits in the brain. Scientists believe this buildup of deposits may play a key role in the eventual development of Alzheimer’s.

Clinical Nurse Excellence Awards

Brandi Adams, RN
Dialysis Unit
June

Karen Huff, RN
8th floor Acute and Progressive Care units
June

Anna Bynum, RN
7th floor tower 200
June

**Vital Signs** is published by UK HealthCare Communications & Advertising. Submit news items to steve.harris@uky.edu or 859-257-5361. Steve Harris, internal communication manager | Jan Taylor, director, Communications & Advertising
If someone walks into the Family & Consumer Sciences office in Fulton County – the farthest county west of Lexington that borders southeast Missouri and northwest Tennessee – looking for information about heart disease, they will, without a doubt, find what they need.

How can Linda Young – the person at UK HealthCare who manages our outreach program through Cooperative Extension Service (CES) – be so sure? Because she and countless others have worked hard to make sure all CES offices in each of the 120 Kentucky counties have the health information they need for their residents.

“CES improves the health and economic development of urban and rural residents through individual and group educational sessions, administered directly to the people where they live,” Young says. “I have seen the benefit of Cooperative Extension in the counties. With the help of UK HealthCare supplying all the health information, it is a valuable resource that is available to every resident in the state.”

Thanks to a strong network between UK HealthCare Marketing, CES, the medical library and UK HealthCare’s Don and Cathy Jacobs Health Education Center, each county can be supplied with all the free health literature they need. Original materials can also be produced based on requests from extension offices.

What some Family & Consumer Sciences agents say about health information provided by UK HealthCare:

“We are so appreciative of your support of our programming efforts. UK HealthCare items are a big draw at health fairs; we run out quickly. Thanks again for working with us on these efforts.”

“I like all the materials and incentives you have offered. I just would like to be able to get more of some things. I know I’m just greedy, but your items really are appreciated by our clientele and I think they come back sometimes to just see what we have, which allows them to hear the information.”

“Continue doing what you are doing. I use your materials to supplement the programs I present.”

“I am thrilled with what you have been able to provide us; all the items you offer are great. Thanks to Linda Young for all her program support.”

continued on next page

Linda Young

So how does it work? Every quarter, Young emails an offer with an order form to all 120 county extension offices. The offer features curriculum bundles the topics of which vary each quarter and year to year. CES agents and program assistants are also directed to a resource page within the UK HealthCare website that offers hundreds of pieces of literature, an email newsletter, current UK HealthCare news and more.

Using the order form, each county agent or program assistant can order literature based on the needs of their particular area. Literature sent to the extension offices is free, and agents can order as many as they need.

Extension offices also receive UK HealthCare promotional items to hand
UK HealthCare reaches out to all 120 counties continued from previous page

out at health fairs, educational classes and community events – valuable for building brand awareness across the state.

An extension of the UK College of Agriculture, Food & Environment, CES is the most comprehensive outreach and engagement program at UK. Its mission is to make a difference in the lives of Kentucky residents through research-based education. Jointly with Kentucky State University, CES takes the university’s resources to the people in their local communities, addressing issues of importance to all Kentuckians.

According to the college, hundreds of thousands of people in Kentucky engage in CES activity at least once a year. The number of pieces of literature shipped to extension offices has more than doubled in the past year. Useful promotional items, such as water bottles or draw-string backpacks, bearing the UK HealthCare logo, website URL and phone numbers, are more popular than ever.

The CES outreach program originated when former UK President Lee Todd challenged UK employees to be involved in educating the residents of Kentucky in their field of expertise. That meant UK HealthCare was charged with the task of providing health care information throughout the Commonwealth.

Young takes great pride in the current state of the CES outreach program. “It is good to know that every person in every county can go to any extension office and get the information they need,” Young says.

**BY THE NUMBERS**
FY14 (July 1, 2013-June 30, 2014)

- **69,095** Pieces of health information shipped to extension offices
- **33,340** Useful UK HealthCare promotional items shipped to extension offices
- **120** Number of counties that placed orders
- **131** Community events where UK HealthCare materials and promotion items were present

Healing garden at Markey Cancer Center provides soothing backdrop for patients

Designed for patients to better enjoy sunshine and fresh air, the Lexington Cancer Foundation Healing Garden is a gem in the heart of the UK HealthCare campus.

Located on the east side of the Ben F. Roach Cancer Care Facility, the garden was designed by Bill Henkel, president and co-founder of Henkel Denmark; and Wendy McAllister, landscape designer.

In December 2012, UK and Henkel Denmark were notified that the Lexington Cancer Foundation was funding 100 percent of the healing garden's design and installation.

Henkel Denmark and UK conducted focus groups with doctors, nurses, staff members and patients, and had many meetings with the university to get approval from administration, engineers and infectious disease professionals. All materials at the Markey Cancer Center’s healing garden are safe for patients with compromised immune systems.

The healing garden is roughly 50 feet by 90 feet (4,500 square feet). Low Kentucky limestone sitting walls enclose the healing garden, which is visible 24 hours a day, 365 days a year with lighting for safety because it is in a high-traffic area.

Henkel Denmark donated five years of care to the garden. Henkel is certified in healing garden design, the only registered landscape architect in Kentucky with that distinction.
Marketing/Advertising Campaigns

▲ New “That’s Why I’m Here” campaign kicks off soon
A new “That’s Why I’m Here” campaign will launch soon. Posters throughout UK HealthCare feature employees with a strong sense of engagement in the work they do. Here, Chaplain Stephen Summers works with photographer Lee Thomas to get his pose just right.

▲ Coach Stoops featured in UK HealthCare advertising
UK head football Coach Mark Stoops will be featured in radio, print and TV advertising for UK HealthCare in the upcoming months. Here, photographers and videographers capture photos and footage of Coach Stoops on the football practice fields.

▲ Specialty clinics promoted in Rockcastle campaign
The marketing departments from UK HealthCare and Rockcastle Regional Hospital are working together to raise awareness of the specialty clinics available in Rockcastle (see billboard above). Approximately 30 UK HealthCare physicians see patients at the hospital in Mt. Vernon. The goal of the awareness campaign is to ensure all patients, and the community, are aware of the specialty care that is available.
Recognition

3rd quarter patient experience award recipients

The Patient Experience Award recipients for the third quarter of fiscal year 2014 achieved results in the top quartile among UK HealthCare’s University Healthsystem Consortium (UHC) peers with results indicative of our patient’s perception of an outstanding experience. The third quarter winners are:

- Cardiopulmonary Rehabilitation - Good Samaritan (99th percentile for the second quarter in a row)
- A06B - Neurosciences, Stroke Progressive Care
- Bone Marrow Transplant Unit - Markey Cancer Center

These recipients achieved the 75th percentile or above for every survey domain. This achievement realizes a true interdisciplinary approach to patient experience and commitment to patient-centered care.

IT Service Desk certified by professional association

The UK HealthCare IT Service Desk has become HDI Team Certified, which recognizes a team for its commitment to service excellence through the adoption of best practices and acquisition of enhanced skills and knowledge. HDI is the worldwide professional association and certification body for the technical service and support industry.

Program receives $1.2 million to prepare clinical scholars for leadership positions

The National Institutes of Health has renewed a five-year, $1.2 million grant to UK to help prepare clinical scholars for leadership positions in cardiovascular research.

The UK Training Program for Clinical Scholars in Cardiovascular Science prepares clinical and postdoctoral fellows in medicine, nursing and pharmacy to assume leadership positions directing multidisciplinary research in the field of cardiovascular medicine.

The program was developed to provide rigorous training in basic science research, prepare new researchers for translational and clinical science in a highly interdisciplinary environment, educate trainees in the efficient and ethical conduct of high quality laboratory management and science, and create an environment that encourages scholar/mentor relationships.

UK Healthcare recognized for safety initiative by national hospital association

UK HealthCare has been recognized by America’s Essential Hospitals for a patient safety initiative that has resulted in a significant decrease in mortality at its hospitals compared with the general population.

America’s Essential Hospitals, a national organization representing hospitals committed to high-quality care for all people, including the vulnerable, has awarded UK HealthCare a 2014 Gage Award honorable mention for improving quality. The association presented the award to UK HealthCare late last month at its annual conference in San Antonio.

“The Gage Award is national recognition of the dedication of our nurses, doctors, pharmacists, therapists and staff to improve the delivery of health care,” said Bernard Boulanger, MD, chief medical officer. “UK HealthCare is continuously working to improve, driven by our high standards and our commitment to serve the people of the Commonwealth and beyond; the Gage Award represents national recognition of this work.”

The Gage Awards, named after association founder Larry Gage, honor and share successful and creative programs that improve patient care and meet community needs. The Gage Award for improving quality recognizes activities that improve the quality of care delivered, or reduce or eliminate harmful events to individual patients or groups of patients.

“UK HealthCare’s patient safety initiative stands out among the innovative approaches our hospitals take to avoid harm and improve the quality of care,” said America’s Essential Hospitals President and CEO Bruce Siegel, MD, MPH.

UK HealthCare was recognized for its internal process called SWARM to help the hospital improve overall patient safety. A SWARM is initiated shortly after the occurrence of an adverse incident or undesirable event, and the people directly involved are empowered to “stop the line” when they observe a problem.

“The Gage Award was received as recognition of our relentless, rigorous approach to improving patient care, in a manner that directly benefits our patients,” Boulanger said.

Since instituting SWARMS in 2009, UK HealthCare has experienced an overall reduction in the observed to expected mortality ratio from historically high levels of 1.5 to 0.7, as reported in December 2013.

“The SWARM process has been a remarkable and successful team effort throughout the UK HealthCare enterprise and everyone should be commended for their role in what has become one of our best tools in improving patient safety,” said Michael Karpf, MD, executive vice president for health affairs. “This award is another example of our commitment to excellence in patient care and patient safety and in keeping our promise to Kentuckians that they can get the very best care right here regardless of the complexity or care needed.”

Blackburn recognized for pediatric transport

Matt Blackburn, EMT, was recently recognized for his role in a very difficult pediatric transport. Left to right: Ann Smith, chief administrative officer; Colleen Swartz, DNP, chief nurse executive; Matt Blackburn; Jamie Alcorn, EMS/communications manager; and Darlene Spalding, senior nurse administrator.
Quality meeting highlights safety efforts and accomplishments

The Quarterly Report on Quality last month focused on our recent performance on quality of care, patient safety, effectiveness of care, efficiency and patient centeredness.

UK HealthCare has made great strides during the past couple of years, rising from 56th in 2012 for overall quality of care to 12th among University HealthSystem Consortium hospitals. No other UHC member has risen so far so quickly.

Enterprise goals for FY15 were announced and Michael Karpf, MD, executive vice president for health affairs, summed up our progress, “I’m proud of this place and I’m proud of you folks,” he said. “These results reinforce what we are: a first-class academic medical center.”

Several teams deserve recognition for their hard work and effort. A few of them are recognized at each quality meeting. Recent award recipients were:

- Top Performer Award: Chandler Hospital 5 East
- Rising Star Award: Infection Prevention and Control (IPAC) Team
- Top Performer Award: Resuscitation Team

In addition to the reports on quality every quarter, our Quality and Safety website allows us to report our performance in a transparent manner to the public, and we are gradually increasing the information we convey through the site. To learn more, download the 2013 Quality of Care Report. Look for it on the front page of our website at ukhealthcare.uky.edu.

Employees honored for service

Nearly 1,000 employees were honored at Employee Service Awards receptions at Chandler Hospital and Good Samaritan Hospital (15 years or less), and Spindletop (20 years or more) last month for their years of service to UK HealthCare. Most notable were Patricia Snapp, medical transcript data support specialist, who has worked at UK HealthCare for 45 years; and Mary Trivette, RN; Catherine McHugh, RN; and Kathleen Owens, who have worked here for 40 years.

Twenty employees were honored for working at UK HealthCare for 35 years; 23 employees were honored for 30 years of service; 65 employees were honored for 25 years of service; 74 employees were honored for 20 years of service; 129 employees were honored for 15 years of service; 170 employees were honored for 10 years of service; and 490 employees were honored for working at UK HealthCare for five years.

Personnel Briefs

Sara Salles, MD; Kristy Deep, MD; and Laura Fanucchi, MD

Physicians team up to improve transitions

Sara Salles, MD, medical director for post-acute care; Kristy Deep, MD, director of enterprise quality with a focus on readmissions; and Laura Fanucchi, medical director of transitions of care, are now working together to assist the transition of hospitalized patients to a post-acute care environment.

Wayne Sanderson, PhD, CIH, has accepted the position of interim dean of the College of Public Health, effective July 1. He was selected after a collegewide nomination process and in consultation with UK President Eli Capilouto. A search committee will soon be formed to identify candidates for the position.

Rick A. Brewer has been named new director of the Medical Center Library (MCL). His position went into effect July 1; he has served as interim MCL director since August 2013.

A three-time graduate of UK, Brewer holds a bachelor’s degree in business administration and accounting, and a master’s degree in library and information science. He has a long history of work in UK Libraries and other institutions and brings to the position a wealth of library management experience.

Stephen Wyatt leading UK, Norton research and educational collaborations

UK HealthCare and Norton Healthcare are building upon their history of collaboration to expand research and educational collaborations between the two institutions, with the goal of improving health and health care for all Kentuckians. These initiatives are led by Stephen Wyatt, DMD, MPH, who most recently served two successful terms as the founding dean of the College of Public Health. Wyatt returns to the College of Medicine, with joint appointment as vice president for research at Norton Healthcare.
Mosaics create artistic gateway for patients and visitors

If you have walked from Pavilion A across the concourse to the parking garage, or from the parking garage across the concourse to Pavilion A, you may have noticed something different overhead. Two mosaics have been created at the top of both sides of the entrance to Chandler Hospital Pavilion A. Mosaika Art Mosaic Fabricator from Montreal created the mosaics from paintings by Lynn Basa, an abstract painter and public artist from Chicago.