The Headlines of 2014

What once was old will be new again

UK HealthCare at Turfland will be vital to the health and well-being of the community

UK HealthCare will occupy 85,000 square feet of space at the former Turfland Mall on Harrodsburg Road with ample ground-level parking. Services to be located at Turfland include: Family & Community Medicine, Sports Medicine, Sports Rehabilitation, Eye Center, Occupational Medicine, Travel Medicine, College of Dentistry clinic, Radiology, Laboratory Services and Pharmacy Services, as well as a training center for nursing staff development.

Several UK HealthCare physicians recognized as country's best

More than 100 UK HealthCare physicians affiliated with Albert B. Chandler Hospital, Kentucky Children's Hospital and Good Samaritan Hospital appear on the Best Doctors in America® List for 2014 – more than any other hospital in Kentucky. Only 5 percent of doctors in America earn this prestigious honor, decided by impartial peer review.

The Best Doctors in America®, assembled by Best Doctors, Inc. and audited and certified by Gallup®, results from exhaustive polling of over 45,000 physicians in the United States. Doctors in over 40 specialties and 400 subspecialties of medicine appear on the 2013-2014 list.
UK HealthCare has been designated a Comprehensive Stroke Center by The Joint Commission (TJC) and the American Heart Association/American Stroke Association. UK HealthCare is one of 63 U.S. institutions and the only one in Lexington to be awarded this designation, which is the highest honor The Joint Commission awards to stroke centers.

Comprehensive Stroke Center Certification recognizes those hospitals that have state-of-the-art infrastructure, staff and training to receive and treat patients with the most complex strokes, including advanced imaging capabilities, 24/7 availability of specialized treatments, and staff with the unique education and competencies to care for complex stroke patients.

**UK Gill Heart Institute, regional organizations join forces to provide heart care**

Left to right: Mike Caudill, CEO, Mountain Comprehensive Healthcare Corporation (MCHC); Van Breeding, MD, director of clinical affairs, MCHC; Michael Karpf, MD, executive vice president for health affairs, UK HealthCare; Dena Sparkman, CEO, Whitesburg Appalachian Regional Healthcare; Susan Smyth, MD, chief of cardiovascular medicine, Gill Heart Institute; and Joe Grossman, president and CEO, ARH.

Appalachian Regional Healthcare (ARH) Cardiology Associates, in affiliation with UK HealthCare’s Gill Heart Institute, began offering cardiology services at Mountain Comprehensive Healthcare Corporation (MCHC) in Whitesburg in January, allowing patients the ability to stay close to home for the highest quality and state-of-the-art cardiovascular care.

**Medication scanning will improve quality**

At UK HealthCare, hearing a series of beeps during medication administration is a good thing. The quick sounds let nurses and patients know that the “five rights” are being confirmed – the right patient, the right medication, the right dose, the right time and the right route of administration.

Barcode technology is an especially promising approach in the effort to reduce medical errors. While barcode technology has been used for quite some time in many hospital applications, it has only recently been used to address patient safety. The use of barcode technology at the patient’s bedside has shown impressive gains in reducing medication administration errors.

The pilot for barcode medication administration (BCMA) began March 2014 at Good Samaritan Hospital. Since that time, BCMA has proved effective in enhancing patient safety and minimizing medication errors.

The barcode system has also been useful for managing inventory, streamlining billing and saving time both at the pharmacy and at the bedside.

**Stroke program earns quality award**

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 U.S. Food and Drug Administration to treat ischemic stroke. This marks the fourth year that KNI has received this designation.

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Steve Harris, internal communication manager | Jan Taylor, director, Communications & Advertising 2014 Recap Issue
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 UK’s Level 1 Trauma Center.

A record number of UK HealthCare employees responded to the employee engagement survey in March, which helps 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 came at a time when we are experiencing some of the highest patient volumes in our history.

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 steadily declined.

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 employees’ thoughts and feelings about working at UK HealthCare.

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.

UK HealthCare recognized for safety initiative

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 the hospital 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, awarded UK HealthCare a 2014 Gage Award honorable mention for improving quality.

Portal for patients to access their medical records becomes available

UK HealthCare began offering adult patients the opportunity to set up an online portal account to receive key parts of their medical records; a month later, parents and guardians of pediatric patients were offered proxy access to their children’s records.

Since the portal’s introduction, UK HealthCare has been able to sign up almost 9 percent of discharged hospital patients (surpassing a 5 percent target). Eight of nine providers eligible to attest to Stage 2 of the CMS “Meaningful Use” (MU) targets were able to hit all three targets related to portal use; and seven of the nine were able to successfully attest to Stage 2 by meeting all 26 of the MU Stage 2 targets. The CMS incentive payment expected as a result of their success is estimated at $55,540.
Bowling Green medical center joins stroke network

The Medical Center at Bowling Green has become the newest member of the Norton Healthcare/UK HealthCare Stroke Care Network, a community-based stroke initiative providing the highest quality clinical and educational programs to hospital staff and the community. The Medical Center is the only hospital in south central and Western Kentucky to join the network that includes 25 affiliate hospitals.

As part of the Norton Healthcare/UK HealthCare Stroke Care Network, The Medical Center will continue to be a first-line stroke treatment center. The collaboration will allow for the sharing of best practices and outcomes data to promote continuous quality improvement in stroke care.

The opening of the eighth floor of Chandler Hospital in December marks the next step in UK HealthCare’s mission to provide patients with the latest advances in heart care in an environment carefully designed to promote healing.

The Cardiovascular Services floor includes a 32-bed cardiovascular intensive care unit (ICU), making it one of the largest of its kind in the nation. In this new unit, we provide care for patients who have the most complex heart conditions.

The dedicated heart care floor also features a 32-bed unit for telemetry and progressive care.

Patients will move to this unit once they are stable enough to leave the cardiovascular ICU. Telemetry nurses are specially trained to monitor heart patients and transition them to a step-down unit once they are on a path to wellness.

The new Central Pharmacy, located in Room A.03.101 on the third floor of Pavilion A (just off the staff elevators), will be a larger, more state-of-the-art facility that will better serve UK HealthCare patients. Among other improvements, the 8,560-square-foot space features new sterile compounding equipment that will decrease dependence on outside suppliers and reduce the impact of limited pharmaceutical supplies.

Better clinical outcomes a benefit of new ED observation unit

UK HealthCare opened its first Observation Unit for adults adjacent to the Chandler Emergency Department (ED) on Dec. 9. The new unit houses 16 beds initially with the potential for expansion to 22 beds.

Observations units are increasingly used to provide high-quality, safe and efficient care to select patients presenting to an emergency department. These units focus on those patients that require a more extended evaluation necessitating observation status. Many clinical presentations such as chest pain, dehydration, back pain and syncope can be triaged to outpatient evaluation or effectively managed until inpatient admission.

Gill Heart, ARH Cardiology Associates and Manchester Memorial Hospital (MMH) have partnered to offer Clay County and surrounding areas access to advanced cardiology services.

As part of the partnership, Keerthana Karumbaiah, MD, general cardiologist, is now practicing at Memorial Hospital and accepting patients at the Manchester Memorial Cardiology Clinic.

Gill Heart Institute and ARH joined forces last year in a collaboration aimed at improving access to tools for the diagnosis and treatment of cardiovascular diseases.

Clark Regional Medical Center (CRMC) is now a member of the Gill Heart Institute Affiliate Network. The collaboration between CRMC and the Gill Heart Institute will improve access to tools for the diagnosis and treatment of cardiovascular diseases.

The medical center has also entered into a formal collaboration with Markey Cancer Center to develop its oncology service line. Markey Cancer Center is assisting CRMC in establishing its new oncology program, which will be grounded in the policies and standards at Markey. By establishing a new oncology service in Winchester, CRMC is demonstrating its commitment to providing top-notch care for its cancer patients.

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Winchester medical center becomes network affiliate

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As part of the Norton Healthcare/UK HealthCare Stroke Care Network, The Medical Center will continue to be a first-line stroke treatment center. The collaboration will allow for the sharing of best practices and outcomes data to promote continuous quality improvement in stroke care.
2014 Operational Achievements

- 1st Annual Department of Radiology Quality & Safety Forum
- 24 Hour Staffing Model for Histology to facilitate faster turnaround time
- American College of Radiology (ACR) Dose Index Registry
- Adult Echo Lab Tier 1 in employee satisfaction
- Appalachian Regional HealthCare cardiovascular management agreement
- Asthma protocol expansion to acute care in Kentucky Children’s Hospital (KCH)
- Bar code medication charting at Good Samaritan Hospital
- Began public reporting of American College of Cardiology-National Cardiovascular Data Registry (ACC-NCDR) outcomes data on the Gill Heart Institute Website
- Chandler Hospital Vascular and Interventional Radiology (VIR) extended hours
- Completed Microbiology renovation and installation of new technologies
- Completed Phase 2 of the Kentucky Clinic Lab
- Completed training for mission critical equipment
- Continued reduction of bronchopulmonary dysplasia (BPD) in NICU
- Cardiovascular affiliations with Manchester Memorial, Clark Regional Hospital and Georgetown Community Hospital
- Developed and implemented a process (passport) to improve radiology resident education in ultrasound imaging
- Developed curriculum and implemented the Continuing Education Series
- Developed notification system for ordered echo testing for pending discharge stroke patients
- Eastern State Hospital added to Clinical Engineering Program
- Enhanced admitting and registration services at Good Samaritan Hospital
- Established Cardiac Device Clinic
- Established new standard for new/consult patient to be seen within 1-2 weeks of phone call
- Expanded adult echo lab services to 7 days a week
- Expanded NICU rehabilitation services
- Expanded perioperative scheduling department
- Expanded the Meds to Beds program at Chandler Hospital
- Expanded Vascular Lab services to 6 days a week
- Extended Chandler Hospital MRI weekend availability
- Extended Good Samaritan Hospital shuttle operations
- Formalized transcatheter aortic valve replacement (TAVR) program structure and staff
- Full capability of high-flow oxygen therapy at Good Samaritan Hospital
- Gill Cardiology Clinic increased filed/acknowledged volumes by 20 percent
- Gill Heart Institute CT, MRI extended hours
- Good Samaritan Hospital cardiology clinic saw 30 percent increase in patient visits
- Good Samaritan Hospital MRI added 10 exam slots per week
- Hazard and Harlan Appalachian Heart Center transitioning to UK HealthCare hospital-based clinics
- High percentage of percutaneous coronary intervention (PCI) procedures deemed appropriate compared to national benchmarks
- Hosted another successful employee recognition cookout for all employees
- Implementation of LifeMAGE
- Implementation of Norton Audubon CHF Clinic
- Implemented 30 day type and screen in blood bank at Good Samaritan Hospital
- Implemented a new system to complete death certificates electronically
- Implemented anticoagulation policy and procedure
- Implemented daily mission critical report
- Implemented daily report to inform managers of EVS staffing levels and other pertinent information
- Implemented new van service to downtown hotels
- Implemented onsite TB testing application for Eastern State Hospital
- Implemented Telcor application for electronically transmitting point-of-care testing
- Implemented the Meds to Beds Program at Good Samaritan Hospital
- Implemented urine collection to improve CAP
- Improved clinical engineering customer service
- In the process of campus security project to enhance security functionality
- Increased co-pay collections at time of service to 75 percent at Gill Cardiology Clinic
- Increased Good Samaritan Hospital shuttle service ridership by 55 percent
- Increased OR prime time hours
- Initiated contract pharmacy services with community-based pharmacies
- Initiated modality-specific clinical practice and quality improvement committees (CT, MRI, US)
- Initiated specialty pharmacy services with support specialty clinics
- Inpatient cardiovascular services and adult echo lab moved to Chandler Hospital Pavilion A
- Installed outpatient pharmacy computer system ScriptPro
- Interventional faculty hired for Lake Cumberland Hospital
- Laryngeal mask airway (LMA) placement by respiratory in PICU as first responder
- Merged Good Samaritan Hospital and Chandler Hospital pulmonary function testing labs
- Mobility program trials
- New MRI elastography technique for liver imaging
- New Nuclear Medicine scan, DaTscans
- Obstructive sleep apnea consult service developed
- Offered Gill Heart Institute affiliates 16 continuing education symposia
- Opened Good Samaritan Hospital 7th floor; implemented telemetry capabilities
- Opened operating rooms 14 and 15
- Opened Pavilion A inpatient pharmacy
- Opened the Good Samaritan Hospital retail pharmacy
- Opened uterine fibroid clinic at Good Samaritan Hospital Medical Office Building
- Opened Vascular & Interventional Radiology Consultation Clinic based at Good Samaritan Hospital Diagnostic Center
- Over $150,000 in real product conversion savings in perioperative services
- Passed CAP evaluation and multiple OIG inspections
- Pelvic Health Program implementation (Rehabilitation Services)
- Phlebotomy scheduling program created to reduce patient wait times
- Preparation of infant formula transitioned from Pharmacy to Food Services
- Protocol for incentive spirometry usage
- Pulmonary function testing software upgrade now includes SentrySuite
- Reduced 30-day readmission rate for PCI patients with iPad teaching and post-procedure phone calls
- Set up services to read ECGs at Eastern State Hospital
- Successful implementation of Great Living Patient menu
- Electronic tool implemented in the morgue
The first patient in Kentucky to receive a life-altering NeuroPace implantation for epilepsy thanked her UK HealthCare doctors at a news conference in January 2015. For Cheryl Castle, the novel device helps lessen the frequency and severity of her crippling epileptic seizures.

Meriem Bensalem-Owen, MD, director, Epilepsy Program at UK HealthCare’s Kentucky Neuroscience Institute, tried pinpointing the location of Cheryl’s seizures, drawing from an arsenal of treatments to help her.

"Medicine is almost always the first line of treatment and the vast majority of epilepsy patients are able to control their seizures with drugs," Bensalem-Owen said. “Unfortunately, we tried several different drugs, and none of them helped Cheryl.”

After trying other ineffective treatments, doctors turned to NeuroPace. The state-of-the-art system includes a box about the size of a flash drive that is implanted in the skull, two wires containing electrodes that rest on the area of seizure focus, and two external components: a remote monitor and a programmer.

During a five-hour surgery last November, Cheryl was implanted with the device. After four weeks of recovery, the device went “live.” Cheryl says she can already tell it is helping.

“I feel as if I’m having half as many seizures as before, and my seizures seem much less severe,” she said. “I can’t wait to get out more and do things with my family.”

Go to the Jan. 13 edition of UKNow to learn more.