Top: Ann Smith, chief administrative officer for UK HealthCare hospitals, welcomed employees to a press conference announcing the U.S. News & World Report ranking. Bottom center: Employees expressed awe that McCreary County double-lung transplant patient Paige West, 17, pictured with her mother, Tiffany West, had undergone the procedure only 11 days earlier. Paige was an infant when diagnosed with cystic fibrosis. At the event, she and her mother thanked Dr. Charles Hoopes and the UK HealthCare transplant team.

July 18 was a red letter day at UK HealthCare; that’s when it was announced that Albert B. Chandler Hospital was ranked the No. 1 hospital in Kentucky in U.S. News & World Report’s Best Hospitals 2012-13. UK Chandler Hospital was also ranked nationally in orthopedics (No. 40) and high-performing in 10 adult specialties.

Overall, UK was among only 140 of the 4,825 U.S. hospitals ranked in one or more of 16 specialties.

“This acknowledges the hard work of our health care team in providing the highest quality patient care in the Commonwealth and our efforts in making great strides toward our goal of being one of the premier academic medical centers in the country,” said Michael Karpf, MD, executive vice president for health affairs, in a release announcing the ranking. Dr. Karpf was not able to attend the July 18 celebration because of jury duty.

He added, “We are committed to offering world-class advanced subspecialty care such as transplants, subspecialties so a patient and their family never have to leave their home state to receive even the most complex medical care.”

Ann Smith said, “It truly takes a team to provide the advanced, innovative care we give our patients, and I hope each of you take pride in knowing that because of your dedication our team is No. 1.”

U.S. News & World Report’s 23rd annual listing of Best Hospitals showcased more than 720 of the nation’s roughly 5,000 hospitals. Fewer than 150 were nationally ranked in at least one of 16 medical specialties. Each was ranked among the country’s top hospitals in at least one medical specialty and/or ranked among the best hospitals in its metro area.

These specialties were also recognized by U.S. News & World Report as high-performing:

- Cancer
- Diabetes and endocrinology
- Ear, nose and throat
- Gastroenterology
- Geriatrics
- Gynecology
- Nephrology
- Neurology and neurosurgery
- Pulmonology
- Urology

complex cardiovascular surgeries, innovative cancer treatments and pediatric
**Epilepsy educational forum: Introduction to a new nerve stimulator for epilepsy treatment**

Sept. 11, 6:30-8 p.m.
Charles T. Wethington Building, Commons Room 127

**Art of Making Miracles, a benefit for Kentucky Children’s Hospital**


**Rock the Farm: A Benefit for Kentucky Children’s Hospital**

Sept. 15-16, Bi-Water Farm/Greenhouse, Georgetown.

**Blood drive, UK Chandler Hospital**

Sept. 20-21, 8 a.m.-4:30 p.m., H133 (across from cafeteria). Photo ID required.

**‘The Betsy’: An Evening of World Cup Show Jumping, Dinner and Auction**

Sept. 21. 5 p.m. cocktails; 6 p.m. dinner and auction; 7:30 p.m. show jumping, Alltech Indoor Arena, Kentucky Horse Park, Lexington. Benefiting Markey Cancer Foundation. More information: [www.thekentuckynational.com/thebetsy.html](http://www.thekentuckynational.com/thebetsy.html).

**Leukemia & Lymphoma Society Light the Night® Walk**

Sept. 22, Whitaker Bank Ballpark, Lexington. Family festivities, 5:30 p.m.; opening ceremony, 7:15 p.m.; walk, 7:30 p.m. [www.lighthenight.org/ky](http://www.lighthenight.org/ky).

**HealthTrac assessment opportunity**

Through Sept. 30, providing opportunity for UK HealthCare health plan enrollees (employees, spouses, retirees, spouses/sponsored dependents enrolled in a UK-HMO, PPO, RPO, EPO) to earn up to $180 per fiscal year. Get more information at [https://ukhealthtrac.online.staywell.com](https://ukhealthtrac.online.staywell.com).

**Making the Most of Your Retirement: Life Can Be Better Than Ever**

Oct. 11, 8 a.m.-4:30 p.m., UK Student Center; retirement planning conference free for UK employees. Keynote presenters; Wendy Lustbader, author of *Life Gets Better: The Unexpected Pleasures of Growing Older* and Gregory Jicha, MD, PhD, *Promoting Normal, Healthy Brain Aging: A Model for Brain Wellness*. Get more info at [www.uky.edu/hr/worklife](http://www.uky.edu/hr/worklife).

**UK Chandler participating in Breast Fed Beginnings**

UK Chandler is the only Kentucky hospital selected to participate in Breast Fed Beginnings, the national incentive to increase breastfeeding rates. UK will be using evidence-based practices to help our patients begin effective breastfeeding and have a greater probability of being able to continue long after discharge. It is hoped this participation will magnetize other birthing facilities to work toward becoming baby friendly-certified as well.

**College of Medicine welcomes Class of 2016**

The College of Medicine has welcomed the Class of 2016 in its annual white coat ceremony. Of 2,295 applicants, 419 were interviewed and 118 were accepted. Of these, 87 are Kentuckians; 51 are from rural and Appalachian counties and 41 percent are women.

**UK HealthCare employees earn double achievement awards**

Qualifying nonfaculty UK HealthCare employees (i.e. “1500” payroll area), Kentucky Medical Services Foundation, CRMS and full-time contracted health care employees recently saw a fatter paycheck. Two $50 Achievement Awards totaling $100 were paid July 6 as a result of our outstanding performance in improving quality of care in the two areas targeted for FY12: “improved patient satisfaction” and “reduction in central line infections.”

**New College of Health Sciences Program**

A Bachelor of Science degree with a major in human health sciences has been established in the College of Health Sciences, effective for the current (fall) 2012 semester. The program will prepare graduates to pursue health care careers requiring a bachelor’s degree as well as preparing the graduate to enter advanced degree programs in the disciplines of dentistry, pharmacy, physician assistants and physical therapy. The program is not intended to replace other traditional pathways to health care careers, said Geza Bruckner, PhD, interim director of the new division. Instead, it offers a unique alternative for those who seek careers in health care and the health professions.
Enterprise performance goals set

UK HealthCare has identified enterprisewide goals to attain for the new fiscal year (FY13). Areas of focus include:

**Service.** Applies to all areas, including hospital, ambulatory and corporate.

- **Enterprisewide and individual unit employee engagement.** Meeting our goals in this area will position us very favorably in comparison to other hospitals and health care systems. A more engaged workforce will help us meet many of the challenges of becoming a destination for advanced medical care.

- **Patient-centeredness.** Using patient feedback (HCAHPS for inpatient, CG-CAHPS for outpatient) we will continue to strive for improved patient satisfaction highly competitive with other providers.

- **Quality and safety.** We will build on our impressive gains in this area. Core measures and readmissions, mortality outcomes and lengths of stay (LOS) will be factored.

- **Efficiency.** Maintaining a positive operating margin and managing departmental budgets will require that we become more efficient for our patients and health care costs.

- **Impact.** Ambulatory Services and some corporate areas will be focused on growing our patient volumes, but as we integrate our services this growth will require the support of all of us.

We will continue to report on and use our signature metrics to follow our performance, and many of these metrics will be used to determine if we have been successful in achieving the goals above.

## FY2013 UK HealthCare enterprise goals

<table>
<thead>
<tr>
<th>FY2013 UK HealthCare enterprise goals</th>
<th>Threshold (LPS = 1)</th>
<th>Target (LPS = 3)</th>
<th>Max (LPS = 4)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>QUALITY &amp; SAFETY</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mortality</td>
<td>≤ 1.00</td>
<td>≤ 0.94</td>
<td>≤ 0.62</td>
</tr>
<tr>
<td>Morbidity Observed/Expected - Year-To-Year</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td><strong>QUALITY &amp; SAFETY</strong></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Effectiveness (Core measures, readmitted patients)</td>
<td>≥ 30 pts.</td>
<td>≥ 34 pts.</td>
<td>≥ 36 pts (95%+)</td>
</tr>
<tr>
<td><strong>QUALITY &amp; SAFETY</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Safety (6 select Patient Safety Indicators, or PSI)</td>
<td>≥ 6 pts.</td>
<td>≥ 12 pts.</td>
<td>≥ 16 pts (Top 25 percentile)</td>
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<tr>
<td><strong>QUALITY &amp; SAFETY</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Length of Stay (Length of Stay D/E - YTD)</td>
<td>≤ 1.09</td>
<td>≤ 1.05</td>
<td>≤ 1.00</td>
</tr>
<tr>
<td><strong>SERVICE</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Patient Centeredness (HCAHPS 9-10)</td>
<td>≥ 69%</td>
<td>≥ 70%</td>
<td>≥ 71%</td>
</tr>
<tr>
<td><strong>SERVICE</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employee Engagement (Workforce Commitment)</td>
<td>≥ 3.96</td>
<td>≥ 4.00</td>
<td>≥ 4.04</td>
</tr>
<tr>
<td><strong>EFFICIENCY</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Operating Margin ($ Million)</td>
<td>≥ $1M</td>
<td>≥ $2M</td>
<td>≥ $2.2M</td>
</tr>
</tbody>
</table>

Leadership Performance System (LPS) scoring metrics: 4 = Max; 3 = Target; 2 = Threshold; 1 = at or below baseline in most cases.

## PERSONNEL BRIEFS

### Lawyna Holland-Parish

Lawyna Holland-Parish has joined UK HealthCare as director of environmental services, UK Chandler Hospital. She brings more than 15 years of management experience with a focus on detail and compliance.

### Paula Holbrook

Paula Holbrook, RN, JD, and Margaret Pisacano, BSN, JD, have passed the national certification examination for risk managers and may now add certified professional health risk manager to their collective list of certifications.

### Candice Olechowski

Candice Olechowski, MD, internal medicine-pediatrics resident, was selected as the College of Medicine’s Resident of the Month for June. Nominators note that she “always gives 100 percent and always does it with a smile.”

### Brett Elmore

Brett Elmore, MD, anesthesiology resident, is described as “helpful, competent, teaching-oriented” and “a willing worker.” He held the honor of resident of the month in July.

### Mark Armstrong

Mark Armstrong, MHA, FACHE, FFHMA, associate hospital director; Shawn Crouch, MHA, operations integration director; and Kathleen Kopser, MSN, RN, NE-BC, senior nurse administrator for Chandler Hospital, have been named National Association of Public Hospitals (NAPH) fellows. They are participating in three interactive learning experiences designed to equip senior clinicians and managers with tools to boost care efficiency within their organizations.
UK HealthCare employees assist tornado victims

Lexington TV station WKYT captured this quote from Bonnie Thornton, volunteer services director, “We wanted to do something more. So we kinda thought and thought and decided upon what they might need at this time of year when all the children were going back to school.” Notebooks, pencils, tissues and other items needed for school were collected from UK HealthCare employees and delivered, with a smile, to more than 1,200 students.

Employee engagement manager and Morgan County native Amberlee Nickell grinned Aug. 13 when supplies for Morgan County/West Liberty schoolchildren affected by the March 2 tornadoes were delivered.