Focus on service excellence:
Employee engagement survey results show progress

Posters featuring employees sharing “That’s Why I’m Here” began appearing in January in UK HealthCare facilities. Maricon Dans, BSN, RN, pictured here, is one of four employees selected for the next round of posters. Maricon is recognized by her coworkers and our patients as an engaged employee.

Aware of the connection between an engaged workforce and a high-performing organization, UK HealthCare has been responding to multiple insights gleaned from an employee “pulse” survey deployed in 2011. It provided a baseline understanding of our work environment, including:

• Employee perceptions of leadership and management practices
• Rewards and recognition
• Opportunity to contribute to achieving organizational mission.

In March and April of this year, more than 7,000 employees were invited to participate in a full census survey designed to provide information about employee opinions, including updates to topics explored in last year’s pulse survey and continued opportunities for improvement.

This survey’s results have the potential to pave the way for all levels of the organization to work together to create an environment of increased productivity, loyalty, workplace satisfaction and an overall sense of commitment to UK HealthCare.

More than 4,400 employees responded, or 63 percent, and Morehead Associates, a national research firm tapped to conduct the survey, has since met with senior leaders, managers and supervisors to share a topical view of results. Managers and supervisors with five or more responses from their unit are in the process of understanding data specific to their areas.

UK HealthCare has increased its overall ranking since the random pulse survey in 2011. Gratified to see the positive momentum, leadership, managers and staff agree there is still much work to be done to be satisfied with our scores.

Stay tuned as managers and supervisors work with their units to set goals and plan actions around specific unit opportunities for improvement.

Top five areas with the greatest improvement:

1. I like the work I do.
2. My work unit provides high quality care and service.
3. I enjoy working with my co-workers.
4. Patient safety is a priority in this organization.
5. The person I report to treats me with respect.

Source: 2012 Employee Survey
**Ambulatory Practice Management (APM) scheduling system go-live**
July 2

**Blood drive: Alumni Park Plaza**
July 12, 8-11:30 a.m. Photo ID required.

**UK HealthCare Employee Advisory Council**
July 19, 11:30 a.m.-1 p.m. Open to members and guest presenters. To present, call 859-257-5361.

**Blood drives: Chandler Hospital**
July 21-22, 8 a.m.-4:30 p.m., Chandler Hospital, Room H133.

**6th Annual Bluegrass International Cup at Polo in the Park**

**Concours d’Elegance silent auction**

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**Transition under way for renamed clinical service in Radiology**

M. Elizabeth Oates, MD

The name of one clinical service in Radiology will change effective July 1. “To better reflect their expanding scope of work, the Division of Cardiothoracic Radiology will be renamed the Division of Cardiovascular & Thoracic Radiology. This new nomenclature will be used at the beginning of our next fiscal year,” says M. Elizabeth Oates, MD, professor and chair of radiology.

Barbara Waldmann-Ward, RN

Barbara Waldmann-Ward is among several new council members. She is a registered nurse working in Pediatric Hematology/Oncology. A graduate of the Jewish Hospital School of Nursing in Cincinnati, Barbara has worked at the UK medical center since 1982. After 19 years at Kentucky Children’s Hospital, she transferred to her current position. She is involved in Indian Summer Camp, which provides camping experiences and activities to the families and children served at the Peds Hem/Onc Clinic. Barbara is also involved in Dance Blue and the Jarrett’s Joy Cart.

Dana Thomas, JD

Dana Thomas, JD, is a credentialing specialist in Medical Staff Affairs. An alumna of the University of Kentucky and Northern Kentucky University’s Salmon P. Chase College of Law, she began her current position in 2010, two years after joining UK HealthCare. She is currently pursuing a master’s degree in hospital administration at UK’s College of Public Health. Dana enjoys traveling and spending time with her husband and two young children.

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**More new faces on UK HealthCare Employee Advisory Council**

The UK HealthCare Employee Advisory Council, comprised of highly motivated individuals from a variety of ages, ethnicities, career levels and business units throughout UK HealthCare, meet monthly to preview and help shape consumer and employee communication initiatives, provide feedback on many matters, as well as insight into employee attitudes and perceptions.

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**Ambulatory Electronic Health Record Rollout**

July 24, Internal Medicine Group

**Safe Kids Buckle Up**

July 26, 4-6 p.m. Co-sponsored by Kentucky Children’s Hospital. At YMCA Child Development, 436 Georgetown St., Lexington. Call 859-323-1153 to make an appointment.

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World premiere: ‘That’s Why I’m Here’ UK HealthCare Service Awards video

Several employees honored for years of service with UK HealthCare are featured in a video that made its debut at the May 18 awards banquet. View the video at www.youtube.com/UKHealthCare (under the Why We Are Here section) for a glimpse of co-workers’ insights into why UK HealthCare is a special place to work.

Clinical Research Participant Self-referral Database launches

The Center for Clinical and Translational Science (CCTS) has launched a new Clinical Research Participant Self-referral Database, located at www.ukclinicalresearch.com, for individuals interested in participating in clinical research studies. This secure tool helps match self-referred potential participants to eligible researchers and their studies at the University of Kentucky.

To learn more, visit the address above, email UKclinicalresearch@uky.edu or call 859-323-8150 or 859-257-7856.

Strides made in Race for the Green

Service was the focal point of Race for the Green, observed the first week of May and an acknowledgement of UK HealthCare’s matching, or tracking above, the 60th percentile compared to our University HealthSystem Consortium peers. UK HealthCare ink pens, of course were distributed to employees observed exhibiting service behaviors. Why the reward? Increased service levels are known to lead to increased patient satisfaction.

Honoring cancer survivors

UK HealthCare supported Fayette County’s Relay for Life Survivors’ Dinner and supported other Relay for Life events June 1 and 2 at Lexington’s Masterson Station Park. Pictured are Community Engagement Manager Geoffrey Blair and marketing manager for Markey Cancer Center, Melissa Hounshell. They presented UK HealthCare backpacks to cancer survivors. Survivors were honored with Relay for Life-issued medals and a meal.
New MRI comes to Linda and Jack Gill Heart Institute

A new magnetic resonance imaging, or MRI, was installed in May at the Linda and Jack Gill Heart Institute, the latest MRI system available. This Siemens AERA is state-of-the-art, according to Vincent Sorrell, MD, chair of cardiovascular imaging. He said the device, which weighs about 12,000 pounds, "offers advancements even to our already relatively modern equipment."

"Think of your laptop," Dr. Sorrell added. "Although it may be only a few years old, a newer model will have important advancements and capabilities. This new system will offer improvements in efficiency, shorter scan time for patients; less time off work; more scans per day; and improved quality and increased diagnostic accuracy. From the MRI employees’ point of view, the new MRI means less manipulation of settings."

It was recently installed in the National Institutes of Health hospital, further demonstrating its position as a leading scanner.

"There are very few hospitals lucky enough to have this capability so early in its development," Dr. Sorrell said. "It makes us a true early provider of this top-of-the-line technology."

Satisfied onlookers following the installation of the new MRI. From left: Ed Manning, Randy Boyer and Wayne Currier, all with Physical Plant Division. Far right: Siemens project manager Travis Mattingly.

Annual Sue Fosson Spring Humanities Festival again draws dozens of student, physician performers

Left: Darren Monroe, MD, was master of ceremonies at the Sue Fosson Humanities Festival, held March 27 at the Otis Singletary Center for the Arts. Also pictured: Paul Bachner, MD, who played classical piano selections. Right: Fourth-year med student Jeanette Ramos, pictured during the 2011 festival performance, made an encore this year. She played the bass and alto flutes and was accompanied on the piano by Paul Bachner, MD.

Sue Fosson, right, for whom the Sue Fosson Spring Humanities Festival is named, was all smiles March 27 when an evening of musical entertainment and recitation by students, faculty, residents and staff of the UK Chandler medical center showed off their talents at the Singletary Center for the Arts. To her right is her mother, Betty Stewart, selected earlier this year as a Sanders-Brown Center on Aging Foundation Senior Star.

New MRI comes to Linda and Jack Gill Heart Institute

A state-of-the-art Siemens AERA magnetic resonance imaging device was installed in May.

IT Leadership Award winners

IT Leadership Awards are presented annually to employees nominated by their peers who exemplify IT leadership qualities. This year’s honorees, from left: Steve Baker, Mike Rushing, Cecilia Page and Eddie Baker. Tarnowski, right, presented Steve Baker, Rushing and Page with blue fleece jackets. Eddie Baker, also honored last year, is already the proud owner of a jacket, so he was awarded a trophy.
Did you know?

**NICU makes strides**

Kentucky Children’s Hospital’s NICU has made strides in some important areas.

First, the unit has, as of late May, gone more than 93 days without a central line-associated bloodstream infection. The unit has also seen a reduction in length of stay, therefore sending children more quickly home to those they love and who love them back.

We’re continuing to work to help our publics “find the way!”

A team is in place to help our patients, caregivers, the public, volunteers and employees access and navigate our facilities, called “Getting Patients Situated” or “GPS.” Contact Justin Campbell (859-323-8653) for more information.

Two clinics are moving

Two clinics located at Kentucky Clinic are planning moves this month. Physical Therapy/Occupational Therapy will move June 11, and the new entrance will be through Orthopaedic Surgery, D135. Adolescent Medicine will move June 19 to the fourth floor of Wing D in Kentucky Clinic. The PT/OT move will provide our patients with a larger, more open gym space. The Adolescent Medicine relocation will benefit our patients with greater access to care provided by additional examination rooms, an easier-to-find location and, for the first time, a waiting room.

Joy E. Hembree honorees announced

The annual Joy Edwards Hembree awards, presented to employees and support staff for contributions to the care of children, were presented April 12. Honorees included LaTessa Johnson, a pediatrics catering associate; Jan Coyle, RN, Pediatric ICU and Carol Castle, patient care coordinator in pediatric hematology-oncology. Carmel Wallace, MD, chair of pediatrics, was on hand for the ceremony. A visiting nurse lecture was delivered by Deborah Dokken, MPA, associate director for The Initiative for Pediatric Palliative Care.

UK Good Samaritan Hospital BSN program graduates honored

As part of their BSN residency, the UK Good Samaritan Hospital Bachelor of Science in Nursing program enrollees completed an educational presentation on “What Visitors Should Know While Visiting the Hospital to Decrease the Spread of Infections.” It was described as an outstanding presentation,” and an accompanying brochure produced by the team has been forwarded to Nursing Staff Development for possible publication or enterprise use.

UK Good Samaritan Hospital BSN program participants, from left: Danielle Roark, Holly Gray, Paula Stilkey, Angela Combs and June Clifton.

From left: award winners LaTessa Johnson and Jan Coyle; Rusty Hembree, widower of Joy Edwards Hembree, for whom the awards are named; Carmel Wallace, MD, chair of pediatrics; and visiting nurse lecturer Deborah Dokken, MPA.
Patricia Howard earns prestigious nursing award

Patricia (Patti) Howard is among 176 esteemed nurse leaders to be inducted in October into the American Academy of Nursing. According to a press release, academy fellows represent “the nation’s top nurse researchers, policy makers, scholars, executives, educators, and practitioners.” Howard speaks nationally on emergency care, is a co-section editor for the triage section of the *Journal of Emergency Nursing* and the *Advanced Emergency Nursing Journal* “Research to Practice” column as well as co-editor of the 6th edition of Sheehy’s *Emergency Nursing Principles and Practice*.

She has numerous publications on various emergency nursing topics. She earned a Bachelor of Science in Nursing (BSN), a Master’s of Science in Nursing (MSN), and a doctorate degree in nursing (PhD), all at UK. She holds memberships in ENA, Sigma Theta Tau, the American Nurses Association (ANA), The National Association of EMS Educators (NAEMSE), and the American Association of Critical-Care Nurses (AACN).

Julia Blackburn named nursing director, neurosciences

Julia (Julie) Blackburn, MSN, BSN, RN, has accepted the position of nursing director for the Neurosciences service line. Julie has been a member of the UK HealthCare family for many years, starting her career in the Neurosurgical ICU as well as working as an ED nurse, a hospital operations administrator and interim neurosciences nursing director. She earned a BSN from the University of North Carolina and an MSN from Northern Kentucky University.

Jessica Menifee has been recognized as a Clinical Nurse Excellence Award recipient, representing the Comprehensive Breast Care Center (CBCC). Jessica joined the CBCC staff as an experienced oncology nurse in June 2007 and has since completed Breast Nurse Navigator and Oncology Nursing Society certification and has achieved UK Nursing gold status.

Michelle Branham has been named a Clinical Nurse Excellence Award winner for May. She joined UK HealthCare 14 years ago as an RN, all spent on Markey 3. She attended Virginia Appalachian Tri-College Nursing Program and earned an ADN. In March of this year, she obtained her Oncology Certified Nurse credential. Her husband also works for UK HealthCare, and they have been foster and adoptive parents for several years. Their two children, kindergarteners, allow them to take advantage of UK’s Weekend Premium Pay Plan (WEPP), “allowing me to be active with my kids and to travel, which is my favorite hobby.”

UK Chandler’s 5th floor nursing staff was among recent award recipients. From left: Christina Pritchett, Kelli Hardesty (in orange); Chief Nurse Administrator Colleen Swartz (plaid jacket); Tammy Stephenson, far right; (back row) College of Nursing Dean Jane Kirschling, back right; Senior Nurse Administrator Kathleen Kosper, center; and Martha Biddle PhD (polka dots).

Awards celebrate excellence in educating, mentoring nurses

The College of Nursing recently recognized several individuals for exceptional work in educating and mentoring both undergraduate and graduate nursing students:

- Micah Douglas, BSN, RN, Cardiothoracic Vascular ICU, Chandler Hospital, Excellence in Undergraduate Precepting Award
- Chandler Hospital 5th floor nursing staff, Excellence in Undergraduate Unit/Agency Award
- Martha Biddle, PhD, RN, APRN, CCNS, assistant professor of cardiology, College of Nursing, Excellence in Graduate Clinical Precepting Award
- Tammy Stephenson, PhD, Nutrition and Food Science: Teaching Excellence in Support of Professional Nursing
Tukea Talbert, DrNP, RN, joined UK HealthCare May 7 as director of enterprise accreditation. Make that rejoined. Following a five-year hiatus that most recently included a stint as chief nursing officer at Clark County Regional Hospital in Winchester, she returns to UK HealthCare where she previously spent 22 years in various roles, including staff RN, patient care manager, manager of 5 North and the Blood and Bone Marrow Transplant and Hematology units at Markey Cancer Center. She has participated on numerous committees focused on quality and safety and improvement initiatives. Talbert has earned three degrees from the UK College of Nursing: a doctorate of nursing practice (DrNP) and master’s and bachelor’s degrees.

Melasene Cole, BSN, has accepted the role of patient placement coordinator in the Capacity Command Center. Melasene has been an employee at UK HealthCare since 1997, starting as a bed assignment clerk in Admitting. She completed her BSN in 2007 and worked on a progressive care unit and in the Neurosurgical ICU. Most recently, she has worked as a patient transfer facilitator in the Capacity Command Center. Melasene is currently pursuing an MSN at Northern Kentucky University.

Doreen Yanssens, BSN, RN, will return in June to the role of Hospital operations administrator. She began her nursing career at UK in 1996 in the ED. She has since held several leadership positions, including ED shift supervisor. Doreen has previous experience as a hospital operations administrator and, most recently, served as patient placement coordinator for the Capacity Command Center.
$6 million gift funds research into deadly disease

Markey Cancer Center has received more than $6 million to study a deadly blood and bone marrow disease often caused by chemotherapy or radiation treatments. A $5 million grant from the Edward P. Evans Foundation, along with a $1.25 million donor gift, will fund research of myelodysplastic syndrome (MDS).

Pictured at a media event announcing the funding are, from left, Markey Cancer Center Director Mark Evers, MD; Markey Cancer Foundation Vice President Trish Jaracz; Markey Foundation CEO and President Randall Rowland, MD, PhD; principal investigator Gary Van Zant, PhD; UK Executive Vice President for Health Affairs Michael Karpf, MD, and co-principal investigators Daret St. Clair, PhD, and Subbarao Bondada, PhD.