UK HealthCare prepares for severe weather, meets the challenge

This was the rare mass casualty event, as Matt Proud, RN, charge nurse for Chandler Emergency Services, put it. The Friday, March 2 tornadoes and thunderstorm were predicted as early as Wednesday, so staff had hours to prepare.

The systemwide response to the storms’ aftermath illustrated the vital role UK HealthCare plays for local hospitals and the people of Kentucky. Eventually, the Chandler ED treated or evaluated 24 patients related to the mass casualty event. Many of them went to surgery or were admitted. Good Samaritan Hospital received three medical cases that night from area hospitals looking to decompress their strained EDs.

By 8 a.m. Saturday, the Chandler Main OR was working four surgical cases related to the event and preparing to also perform one liver and three kidney transplants. Both hospitals remained on alert through the weekend in expectation of more transfers as the search for injured resumed at daylight.

Doing what no one else can

In a video message the following Monday thanking staff, Executive VP for Health Affairs Michael Karpf, MD, noted “It’s our job to respond when people in the Commonwealth run into difficulties….I can’t tell you how proud I am of the people of UK HealthCare….everyone across the board. When we were called upon, we scrambled, we took care of a lot of patients, and we made things better for a lot of folks.”

“I’m always struck by the fact that UK HealthCare really does what no one else can do in our community,” added Colleen Swartz, chief nurse executive. “Last week we did several solid organ transplants, we put an artificial heart in a second patient, we gave several patients a new liver, and the tornado brought injured and critically ill patients our way.”

As the resources of small community hospitals nearest the tornado’s path were taxed, they turned to UK for help. “Had we not been only an hour or so from Morehead,” said Proud, “there is no telling what would have happened to some of the people we treated.”

Affected at work and at home

Candice Hodge was working in the Neonatal ICU that Friday night. Her two daughters, ages 4 and 6, were with family about 10 minutes from West Liberty. “I was trying to stay calm, but I was just so scared and worried about them.” Hodge left work at 1 a.m., stopped by Walmart for supplies, and arrived at the darkened house where her daughters were staying about 3 a.m. “I knocked on the window and I can’t describe my relief when I heard my four-year-old daughter’s voice.”

Back at work on Monday but disturbed by what she had seen in the area ravaged by the tornadoes, she wrote to Dr. Karpf to ask if money could be collected at the hospital for the American Red Cross’ disaster relief efforts. More than $3,000 was quickly donated. And with her colleagues in the NICU, she continues to raise money to help West Liberty, her hometown.

Exceeding expectations

Expansion at Chandler Hospital was undertaken for many reasons, and one of them was to be better prepared to handle a mass casualty. Did the Chandler ED staff have any surprises when the department’s new design was put to the test?

“It actually worked a lot better than I think many of us had anticipated” said Proud. “It was nice to validate the work we had done on the front end, to see that the new design helped when it really mattered.”

Cardiologist Chuck Campbell, MD, was in the Chandler ED that Friday night. Since hearing about the predicted severity of the weather, he had been asking many questions to prepare: Can we keep our patients in the ICU

“We got around 25 injuries. They were the most critically injured who needed our intervention quickly in order to survive.” – Matt Proud, RN, Chandler Emergency

“When it was clear the storms would impact Eastern Kentucky, I was asking whether we could manage medically ill patients to free the ED staff to manage trauma. Afterward I was asking whether first responders and those establishing aid stations had sufficient manpower and equipment.” – Chuck Campbell, MD, Cardiologist
Severe weather continued from page 1

safe if the storm hits us? Do we have enough people to bag patients until power is restored? His questions went on to include whether members of his team without a safe place to hide were aware they could shelter at the hospital.

When it was clear Lexington had missed the worst of the storm, he offered to help manage "medically ill" patients to free up ED staff to manage trauma — going so far as to offer to walk the dog of one of his patients who needed to be admitted but was reluctant to do so because his dog was alone at home.

Enter off-duty PCA Ian Johnston, who was recruited to walk, feed and water the dog around 12:30 a.m. “So I walked his dog and told him if there was anything he needed, and he couldn’t get hold of anyone the next day, to just call me back.” Johnston’s phone rang again at 6:30 a.m. [Note to self, dog treats work.]

After the storm, Campbell was questioning whether first responders and those establishing aid stations had sufficient manpower and equipment. He started contacting those who might know the answer. By day’s end, the Kentucky Board of Emergency Medical Services (KBEMS) had delivered 12 cases of IV fluids and IV tubing from UK to Morgan County EMS. “When we arrived,” wrote Mike Poynter, chair of the KBEMS board, “they were down to their last few bags of IV fluid. They were so grateful for the response from UK and KBEMS.”

Lessons learned

Chandler Hospital Operations Administrator (HOA) Kimberly Blanton, RN, wasn’t on duty that night. She was riding out the tornado in her home in Salyersville. Yet, when asked about the event, she talked of the extra effort put forth by the Hospital Command Center to ensure throughput and bed availability at both hospitals.

“We were able to reach out to those smaller community hospitals and help take some of the pressure of them. I don’t think they’re used to having nine or 10 traumas, when that is normal for us. I think that speaks volumes about what we do.”

Speaking to all members of the UK HealthCare family, Ann Smith, Chandler Hospital chief administrative officer, said “I never tire of seeing how we come together to meet an emergent situation, and how we do it with cool efficiency and deep compassion. It doesn’t matter where you work or what you do, you are part of UK HealthCare. You made a difference. Thank you.”

Kimberly was off duty Friday night when a tornado tore through her hometown of Salyersville. “We live in a large brick home and it shook the house like it was Jell-o. It sounds just like a train coming down the tracks.” Yet, not a shingle was out of place when the tornado passed. She came back to work the following Monday to patients who experienced much worse. “Several of them are young, 18 or 19 years old, and their families were trying to keep them safe and lost their lives doing it. It’s hard to compare what we went through to what they went through.” — Kimberly Blanton, RN, Hospital Command Center

HAPPENINGS

Nursing Career Resource Center lunch-and-learn, April 19

“Improve Your Interviewing Skills,” UK Chandler Hospital, Jacobs Health Education Center, A.01.123, 11:30 a.m. Speakers: Sue Strup, MSEd, MSN, RN, UK HealthCare and College of Nursing nurse career consultant; and reps from Visiting Angels Living Assistance Services and Macy’s. Free lunch provided. RSVP to 859-323-3169.

Lunch-and-learn: ‘Stressed Out? Chew on This!’ April 25

Learn about foods that help manage stress; why we crave certain foods when stressed; how to recognize and avoid stress eating. Mining & Minerals Building, 102, 12:10-12:50 p.m., www.uky.edu/HR/wellness/lunchandlearn.html.

‘Senior Housing Options,’ April 25

Margaret McCoskey, MSW, community relations director, Liberty Ridge Retirement Community. Housing options for senior community living; care one can expect to receive at various living “levels,” projected costs, area resources. Charles T. Wethington Building, 127 Commons Room, 12:10-12:50 p.m. Register at www.uky.edu/HR/WorkLife.

Chair massage, April 23

Cost: $5 for 10 minutes; $10 for 20 minutes. Biomedical Biological Sciences Research Building, 170, 9 a.m.—1 p.m. Reservations and payment required in advance. Appointments: [859] 257-WELL.

Concert on the Lawn, April 27, 7:30 p.m.


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Patient first to receive Total Artificial Heart

UK surgeon Charles Hoopes, MD, attended a press conference with his patient Zack Poe, 20, of Maysville, Ky., the state’s first patient to receive the Total Artificial Heart.

On March 5, UK HealthCare announced the state’s first implant of the SynCardia Total Artificial Heart (TAH) as a bridge to transplant. The TAH is a device that contains the same components as a real human heart and helps keep patients healthy while waiting on a viable donor heart to become available. UK surgeons Dr. Charles Hoopes and Dr. Mark Plunkett have both completed a stringent four-part certification process to perform the procedure.

Prevention strategies at work

Markey Cancer Center’s second floor went 61 days without a fall, as reported March 9. This is extraordinary, as their baseline fall rate was four per month prior to initiating prevention strategies. Congratulations, MCC-2!

Expanded hours increase prescriptions dispensed

Kentucky Clinic Pharmacy extended hours of operations earlier this year to 9 p.m. weekdays and 5 p.m. on weekends. As a result of this expanded access to service, the Kentucky Clinic Pharmacy observed a dramatic increase in the number of prescriptions dispensed. In February, the dispensation rate increased by 13 percent since February 2011, or 2,250 prescriptions.

February 17, 2012

Hello! On Saturday, February 4th, my aunt and cousin were involved in a horrible car accident. At the time I had been notified, I was unaware of the circumstances surrounding their condition, but made a preemptive call to bed assignment at the hospital. Nicole took the names of my aunt and cousin, told me she would pass the information to the next shift, and they would keep their eyes open.

I arrived at the hospital a little while later, and upon arrival to the emergency department, learned of the severe injuries that each of my family members had suffered. Considering the circumstances of the accident, they were very lucky to be alive. They had numerous broken bones, scratches, lacerations, and other injuries of that sort. Luckily, there were no internal injuries or head traumas.

Both my aunt and cousin were admitted, and bed assignment had worked very hard to accommodate with beds. My aunt was in ICU on the 7th floor, and my cousin in a floor bed on 7th floor. The family was very happy with the experiences they had here at UK, and I am extremely proud to call those who had a hand in their care my co-workers.

So, to everyone in the emergency department, pre-op, OR, PACU, radiology, 7th floor nurses and techs, and to bed assignment, we would like to extend a thank you. You are very much appreciated for all your hard work and for the caring nature that we could see in everything that you did for our family!

On behalf of the entire family, thank you!

– Elizabeth S. L. Wheeler

(EDITOR’S NOTE: Elizabeth Wheeler, AA, AS, SRNA, is a patient relations assistant in Anesthesiology).
Destination: Rose Street, Lexington, Kentucky

Ever wonder what’s meant by “destination medicine” and what UK HealthCare services might fit that description?

Destination medical services offered by UK HealthCare are complex, advanced procedures performed by our nationally and internationally recognized experts whose cross-disciplinary treatment approaches contribute to better outcomes. These are services that make us a clinical destination for patients from beyond our traditional market boundaries. In addition to required subspecialty expertise and training, a superior level of facilities and technology are often required to provide this level of highly specialized patient care.

As an example, UK HealthCare’s national reputation as a clinical destination in the neurosciences continues to grow in the following areas:

- Dementia
- Neuromuscular ALS
- Epilepsy
- Neuro-infectious disease
- Multiple sclerosis
- Neuro-oncology
- Movement disorders
- Interventional neurology for vascular abnormalities
- Pediatric neurology
- Neurosurgery

Destination services are also present or are being developed in heart disease, cancer, pediatrics and solid organ transplantation. For more information on UK HealthCare strategies around destination medicine, look for the 2011-2015 strategic plan online at http://ukhealthcare.uky.edu/uploadedFiles/about/news/2011StrategicPlan.pdf or call 1-800-333-8874 to be mailed a copy.

MSNBC show airs live from UK College of Pharmacy

Amory Cox, left, and Adebayo Ogunniyi, fourth-year pharmacy students, were interviewed by MSNBC’s Dylan Ratigan during his show’s “30 Million Jobs Tour.”

MSNBC’s "The Dylan Ratigan Show" made a stop Feb. 22 at the Bio Pharm Building on Limestone as part of the show’s "30 Million Jobs Tour."

The show, which aired live from the atrium of the College of Pharmacy building, was attended by students and the beloved UK mascot “Wildcat.” Several students were invited to answer interview questions on camera as members of the campus community looked on.

The "30 Million Jobs Tour" was launched in January as “an innovative road show that examines the roots of our current unemployment crisis and solutions to unleash growth,” according to the show’s producers. UK was the first of three college campuses to be visited.

DanceBlue reaps more than $800,000 for pediatric oncology

Planners of the annual no-sitting, no-sleeping dance marathon held at Memorial Coliseum undoubtedly know no two events are alike, and this was proven yet again this year. What was assumed to be a 24-hour event had to be postponed due to the March 2 storm alert. In spite of the delay, more than $834,000 was raised, a total that exceeded last year’s fundraising by more than $160,000. The event raises money for the Golden Matrix Fund, which benefits cancer research and children with cancer at the UK Pediatric Oncology Clinic and their families.
Neuroendocrine and neuro-oncology specialists join Markey team

Lowell Anthony, MD, FACP

Two new physicians have joined the UK HealthCare network and will be based at Markey Cancer Center.

Lowell Anthony, MD, FACP, is a professor of medicine who specializes in the treatment of neuroendocrine tumors and gastrointestinal cancers. He earned his medical degree and completed his residency and fellowship at the Vanderbilt University School of Medicine.

John Villano, MD, PhD

John Villano, MD, PhD, associate professor of medicine, specializes in the treatment of brain cancers and is director of the clinical neuro-oncology research program. He earned a medical degree from University of Texas Southwestern Medical Center, Dallas; completed his neurology residency at the University of Michigan Medical School, Ann Arbor; his internal medicine residency at Cook County Hospital, Chicago; and a fellowship at the University of Chicago.

Good Samaritan sees uptick in satisfaction with food services

From left, Steve Cordea, system director; Mudita Arora, assistant director of patient and clinical services; Larry Little, department director; Eden O’Laughlin, retail manager, and Christopher Roth, executive chef, share responsibility for improving patient satisfaction with food at Good Samaritan Hospital.

UK Good Samaritan patients have expressed greater satisfaction with the hospital’s food services, according to recent data. Since transitioning to Morrison Healthcare Food Services, Good Samaritan’s Overall Meals scores from September have moved to 88.8 from 75.1. Inpatient Behavior Health meal scores have moved to 84.9 in January from 74.9 in September 2011.

UK Chandler Hospital earns IBCLC Care Award

Chandler Hospital has earned the International Board Certified Lactation Consultants (IBCLC) Care Award for 2012. This award recognizes hospitals that hire certified IBCL consultants and provide their patients with a dedicated lactation support program five to seven days per week.

Facilities receiving this award demonstrated ongoing training for nursing and medical staff caring for families who desire to breastfeed. Additionally, the facilities provided information regarding the implementation of special projects that promote and support breastfeeding.

The UK Birthing Center has implemented such policies and evidence-based practice projects focused on transitioning newborns with their mothers; early initiation of breastfeeding and Kangaroo Care – a technique based on the widely held belief that skin-to-skin contact between mothers and infants promotes breastfeeding and bonding.

The UK Birthing Center is the first in Lexington to implement Kangaroo Care practices.

Striving for a ‘perfect’ discharge process

New processes were put in place Feb. 19 around the patient discharge process. The goals?

• decrease medication errors
• ensure compliance with requirements of The Joint Commission
• decrease readmissions
• generate new operating income

The compliance rate with the new process has increased significantly and stands at nearly 80 percent.
Kevin A. Pearce, MD, MPH, has been named chair of family and community medicine, transitioning from an interim role. Prior to joining the faculty at UK, Dr. Pearce was a full-time faculty member at Wake Forest University School of Medicine in Winston-Salem, N.C. He earned his medical degree at the University of Florida College of Medicine and completed his family practice residency training at the Medical College of Virginia, Fairfax Program, where he was appointed chief resident. He also earned a Master of Public Health degree, completed fellowship training in faculty development at the University of Minnesota, and completed a leadership development course for physicians in academic health centers at the Harvard School of Public Health. Dr. Pearce also serves on the College of Public Health faculty.

Lauren Kostelnik, DO, Pediatrics, has been selected as Resident of the Month for March. Her peers describe her as a “great teacher for residents/interns,” “someone who goes above and beyond with community advocacy and teaching,” an “amazing leader,” one who displays “superb leadership, always willing to take charge and help” and one who offers “exceptional patient care.” Finally, she offers “involvement in pediatric advocacy.” Kostelnik, a native of Kentucky, earned an undergraduate degree from Transylvania University and attended Pikeville College of Osteopathic Medicine. Her professional focus is on community pediatrics and primary care.

Selection is made by a committee focused on honoring those who display “exemplary service to patients and/or families, outstanding educational efforts and/or humanitarian service.”

Kelley L. Ratermann, a third-year PharmD student at the College of Pharmacy, is one of four students in the nation to earn the 2012 American Pharmacists Association’s (APhA) Student Leadership Award. It is presented to students who display outstanding academic achievement and leadership ability.

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Send us recognition items
UK HealthCare supervisors are encouraged to submit job-related recognition items about employees for consideration on a space-available basis in Vital Signs. Send information and photos to: susan.dunlap@uky.edu.
Stephen Strup, MD, has been elected by the Medical Staff Executive Committee (MSEC) to fill the office of president of the UK Medical Staff through June 30, 2013.

Robert T. Means Jr., MD, professor of internal medicine and executive vice dean at the College of Medicine, was installed Feb. 10 as the 66th president of the Southern Society for Clinical Investigation (SSCI) at the organization's annual meeting in New Orleans. SSCI seeks to recognize and advance academic excellence and to support the development of young investigators. Membership is by election, based on evidence of academic attainment and commitment to research and teaching.

Martha Biddle, PhD, RN, APRN, CCNS, assistant professor of nursing, received the Cardiovascular Disease Prevention Graduation Award from the Preventive Cardiovascular Nurses Association. She will be recognized at the association's national conference in April. Biddle is director of operations for the College of Nursing’s RICH Heart Program and coordinator of the clinical nurse specialist track in the Doctor of Nursing Practice Program.

The American Pharmacists Association (APhA) announced that Patricia Freeman, PhD, is the recipient of the 2012 APhA Good Government Pharmacist-of-the-Year Award. Freeman is director of the College of Pharmacy Center for the Advancement of Pharmacy Practice. She was selected for her legislative and grassroots advocacy work, as well as her work with the Kentucky Medicaid Drug Management Review Advisory Board.

Stephanie Sutphin, PharmD, BCOP, an adjunct faculty member in the College of Pharmacy and hematology/oncology pharmacy specialist, has been named chair, American Society of Health-System Pharmacists’ (ASHP) Council on Education and Workforce Development. Her one-year appointment as chair will begin this summer.

Anne Policastri, a College of Pharmacy alumnus and clinical assistant professor, has been named executive vice president for the Kentucky Society of Health System Pharmacists (KSHP). Policastri is director of experiential education for the College of Pharmacy. She was president of KSHP in 2002-03 and recognized as a fellow of the society in 2005.

Ellen Hahn, DNS, RN, recently received the Provost’s Public Scholar Award. As a professor of nursing and public health, Hahn has devoted her career to promoting public health by advancing policy for smoke-free public environments. She directs the College of Nursing’s Clean Indoor Air Partnership and the Kentucky Center for Smoke-Free Policy and is principal investigator on a Rural Smoke-Free communities research project funded by the National Heart, Lung and Blood Institute.

Debra Moser, DNSc, RN, FAAN, professor and Linda C. Gill Chair of Nursing at the College of Nursing and director of the Center for Behavioral Research on Self-Management of Cardiopulmonary Diseases, recently received the 2012 Distinguished Researcher Award from the Southern Nursing Research Society.

Kristin Ashford, PhD, RN, APRN, assistant professor of nursing, was one of six UK professors recognized for excellence in the classroom with the 2012 UK Alumni Association Great Teacher Award. Ashford teaches obstetric nursing, serves as a faculty mentor for undergraduate nursing research interns and participates in preterm birth research studies.

Food Services employee saves patient’s life

Adrian Wilson, right, was thanked for her quick action on behalf of a patient. Also pictured: Willem de Villiers, MD, former chief administrative officer, UK Good Samaritan Hospital; and Ann Smith, chief administrative officer, UK HealthCare hospitals.

Morrison Healthcare Food Services employee Adrian Wilson wasted no time making an impact at UK HealthCare. Her second day on the job at Good Samaritan Hospital, Adrian, a catering associate, saved the life of a patient. As she was passing trays, she noticed a patient slumped over in a bathroom. She immediately notified a nurse, leading to resuscitation of the patient and transfer to a higher level of nursing care.
Hybrid operating room now open

UK neurosurgeon Justin F. Fraser, MD, pictured during a January media tour of the new hybrid operating room, performed the first surgery in the new hybrid OR when it opened Feb. 27 in UK Chandler Pavilion A.

Associate Administrator Mark Armstrong said Fraser was tapped to perform the inaugural procedure—a routine one among complex vascular and endovascular surgeries performed there—because of the hybrid OR experience Fraser gained during his residency at New York Hospital, Cornell Medical Center in New York City.

The hybrid OR is the region’s newest and one of the country’s largest. The room is equipped with state-of-the-art imaging capabilities and industrial robotic technology.