Pavilion A, the long-awaited new patient care facility at Chandler Hospital, opens its doors this week for a series of special events, including the dedication, two days of employee/student tours and two more days of community open houses.

As an employee of UK HealthCare, you are an important ambassador for the entire clinical enterprise. Whether you work at Chandler Hospital or at another location, it is important you attend one of the two employee/student open houses below and become familiar with this newest addition to our continuum of care:

• Friday, May 13, 8 a.m.-9 p.m.
• Monday, May 16, 6 a.m.-6 p.m.

Dedicated shuttles will run between 11 a.m. and 2 p.m. from Regency, Alumni and Good Samaritan locations to help off-campus employees attend the open houses. Parking garage passes will also be available at Good Samaritan for clinical staff members who wish to attend before or after their shifts.

The employee/student open houses will feature door prize drawings and musical performances in the auditorium and atrium (beginning at 10 a.m. both days.)

Employees are encouraged to invite their family members to tour with them after 4 p.m. on Friday, May 13, or at any of the other open house events.

As an employee of UK HealthCare, you are an important ambassador for the entire clinical enterprise.

Employees are also encouraged to attend the dedication ceremony at 1:30 p.m. Sunday, May 15, in front of the main entrance at 1000 South Limestone.

"Many employees have participated in the planning and design of this exceptional new facility," said Dr. Michael Karpf, UK executive vice president for health affairs.

"Thanks to the hard work of the entire UK HealthCare team, we have a facility second to none. Don’t miss this opportunity to tour the facility and celebrate this milestone for UK HealthCare."

More than 250 employees from throughout the enterprise have signed up and trained to work 450 shifts (ranging from 6-7.5 hours in length) during the Pavilion A opening events, which will also include community open houses 9 a.m.-5 p.m. Saturday, May 14, and 3-7 p.m. Sunday, May 15. They will serve as greeters, wayfinders, elevator operators and content experts throughout the ground, first and sixth floors, which will be open for touring.

On Thursday, May 19, the public spaces of Pavilion A on the ground and first floors will open, including the Don and Kathy Jacobs Health Education Center, the Chandler Auxiliary Gift Shop and new Surgery Waiting area (see back page for more details). On Sunday, May 22, patient floors 6 and 7 will open.

Employee/student open houses will be held 8 a.m.-9 p.m. Friday, May 13 and 6 a.m.-6 p.m. Monday, May 16 in the new patient care facility at UK Chandler Hospital.

It's time to celebrate, dedicate and tour Pavilion A.
Blood Drives: Chandler Hospital
Thursday-Friday, May 19-20
8 a.m.–5 p.m., Chandler Hospital, Room H133

UKHC Employee Advisory Council
Thursday, May 19
11:30 a.m.-1 p.m. Open to members and guest presenters only. To be a presenter, call 859-257-5361.

Improving the Way You Work: Ergonomics in the Workplace
Thursday, May 19

40/40: Forty Years, Forty Portraits
An exhibit of portraits from Lexington photographer Guy Mendes’ new book is now open in the UK Albert B. Chandler Hospital West Gallery, located on the Ground Floor of Pavilion A, in the public corridor.

Kentucky Children’s Hospital 5K Run/Walk
Saturday, May 28
9 a.m., Coldstream Park. Lexington Division of Parks & Recreation, Golden Corral and Children’s Miracle Network will present the third annual event. Registration begins at 8 a.m.; the awards ceremony starts at 10:30 a.m. Registration is $20 by May 27 or $25 on race day. All registered entrants receive a short-sleeved T-shirt. For more information and registration, visit www.just4children.org.

Step Out: Walk to Fight Diabetes
8:45 a.m. Saturday, June 4
Keeneland Race Course. A UK HealthCare team is being formed to raise funds to support research to prevent, cure and manage diabetes. To join the team, visit main.diabetes.org/goto/ukccts. Registration for the walk starts at 7:30 a.m. For more information, call Laura Ashe at 859-323-2782.

Child safety seat inspection station
Wednesday, June 8
2-4 p.m., Auto Tech Service, 780 Winchester Road, Lexington. Parents and caregivers can learn how to properly install a child safety seat in a vehicle and how to buckle up their children in the child safety seat. Seats are inspected by certified child passenger safety technicians. Co-sponsored by Kentucky Children’s Hospital. For an appointment, call 859-323-1153.

HAPPENINGS

Vital Signs is published by UK HealthCare Communications & Advertising.
Submit news items to jan.taylor@uky.edu or 859-257-5424.
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Vital Signs asked some of our leaders:
Which feature of Pavilion A are you most excited about and why?

“J am most excited about the opportunity to have one service line on a floor. The unique design of the floor and the ability to have expert staff from every discipline surround the patient at the center will maximize the care we can provide.”

– Julia P. Blackburn, RN, BSN, NE-BC, hospital operations administrator, interim patient care manager in Neurosurgery ICU

“There are several things that I am most excited about with respect to Pavilion A. However, the most important is the actual patient room. Pavilion A rooms are all private and comfortably accommodate family members and guests. Having slept several nights in a hospital room as a result of a family member needing care, I know how important a private room with appropriate furnishing is. With Pavilion A there is ample space for patient care as well as for family members/guests. The patient rooms in Pavilion A generate a certain amount of warmth and definitely do not have that traditional institutional patient room feel. The décor and choice of building materials add greatly to that warmth. The wall décor highlights the natural beauty of Kentucky and really breaks up the monotony of typical patient rooms. To top it off, the views from the patient rooms are simply wonderful!”

– Sandra Chambers, MPH, associate hospital administrator

“The features I am most excited about at Pavilion A are the beautiful artwork that will be available for our patients, guests and employees to enjoy. An array of paintings and sculptures from Kentucky natives will allow our patients and visitors to take their minds away from their illnesses and injuries momentarily and enjoy the beautiful artwork worthy of such a historic building for UK HealthCare. I am proud to know that in addition to the advanced medical care our patients will receive, we have thought to provide untraditional forms of healing such as art.”

– Matthew Moore, admitting/registration manager, UK Chandler Medical Center
Pavilion A insider profiles:

Rita Bush, RN

Rita Bush, director of critical care services, has worked at UK HealthCare since March 2009.

When did you begin working on Pavilion A?
January 2010

What have been your primary roles in preparing for its opening in May?
I worked with groups on the design of patient rooms and workspace to facilitate patient care. I am a co-lead of the training team for nursing and ancillary staff to be ready to care for patients in the new building. I am a co-lead of the relocation team for move-in day on May 22.

How many meetings have you attended about Pavilion A?
50–75.

How many tours have you given or taken of Pavilion A?
5–10 so far, countless to come in the next few weeks.

What amazes you most about the facility?
This new building incorporates the needs of both patients and staff into the design to provide for the best care. Top-of-the-line safety features such as ceiling lifts to assist staff in moving patients from bed to stretcher are examples of the improvements to assure that patients and staff are thought of in the design process. The most amazing part of the facility is all of the Kentucky-themed art throughout the facility, from the trees and plants on the grounds and rooftops to the artwork in the rooms and hallways. It will be like a beautiful museum that is pleasing to the eye and is a place of comfort and home to our patients and families.

Why should all UK HealthCare employees be excited and proud of this facility?
The building is part of us, who we are in Kentucky. The design and art in it reflect different areas of our state. Front-line staff have had input into the colors, the equipment selection, the placement of equipment and the selection of staff hired into the first floors. This is our place.

Amberlee Nickell

Amberlee Nickell, who joined UK HealthCare two years ago, is a policy outreach manager in the EVPHA office.

When did you begin working on Pavilion A?
November 2008

What have been your primary roles in preparing for its opening in May?
I have been involved with the event-planning side of things as well as coordinating the many tours of the facility.

How many meetings have you attended about Pavilion A?
I have lost track! I will just say a lot over the past two years.

How many tours have you given or taken of Pavilion A?
I’m not sure of the exact number, but well over 150.

What amazes you most about the facility?
I think what stands out the most is the design of the building and the input from nurses, physicians and staff. A few of the design elements include the design of the patient floors around a specific service line to develop specialized expertise, large private rooms to accommodate the patient, provider and family, and the soft light above the sink in the patient rooms. There are so many design elements that I could point out, but instead of me listing them everyone can actually see them during the open houses.

Why should all UK HealthCare employees be excited and proud of this facility?
This facility truly is focused on providing high quality care for patients and creating a healing environment. It is exciting to see the incorporation of art and music into our culture of medicine. I feel very proud to be an employee here that gets to talk about the new facility and everyone’s hard work to build a hospital around the people who work here and the patients we serve. We should all be proud of the fact that everyone and everything inside this building is what makes us uniquely Kentucky and ready for the future.

John Phillips

John Phillips has worked at UK HealthCare for 5½ years. He was the service line director for neuroscience and orthopaedics for three years. He has been director of facilities transition for the past 2½ years.

When did you begin working on Pavilion A?
November 2008

What have been your primary roles in preparing for its opening in May?
My main focus is working with the end users to plan how they are going to operate in the new building. I also help coordinate all of the activation activities to ensure the building is ready for opening.

How many meetings have you attended about Pavilion A?
Too many to count. Every meeting I attend is about Pavilion A.

How many tours have you given or taken of Pavilion A?
Too many to count. I’m one of the main tour guides.

What amazes you most about the facility?
How it will transform the way we deliver care across the enterprise. We have used this new building as a catalyst to improve our operations. From delivery of materials to managing equipment, the decisions on how we will operate in the new building have had ripple effects across the organization.

Why should all UK HealthCare employees be excited and proud of this facility?
It symbolizes the commitment to improving the health of our Commonwealth. This building will allow us to take the next step forward with recruiting and retaining the best physician and nurses, and provide advanced tools so our team of providers can deliver the best outcomes possible.

Employees Rita Bush, Amberlee Nickell and John Phillips have worked behind the scenes for years to prepare for the opening of Pavilion A. Vital Signs invited them to share their unique perspectives on this once-in-a-career opportunity.

Anything else you want to add… funny stories, etc.

Sometimes I call Dr. Karpf the phantom tour guide because the more excited he gets, the faster he walks, and on more than one occasion he has walked so fast he literally turned a corner and disappeared. We always tell people to wear hard-sole shoes because it is a construction tour; however, in my mind it’s because you have to walk so fast to keep up!
Chandler Hospital volunteers needed

With the May opening of four floors in the new Pavilion A at Chandler Hospital, Volunteer Services is recruiting adults who have at least four hours a week to share with our patients, families and other visitors.

“We have many mission-critical volunteer opportunities that will be very exciting, worthwhile and rewarding,” said Bonnie Thornton, director of volunteer services. “These opportunities include wayfinding assistants in the Pavilion A atrium, Surgery Waiting area escorts, greeters, desk attendants, escorts for patient care Floors 6 and 7, and workers in the UK Chandler Hospital Auxiliary Gift Shop.” Volunteers are trained individually, in addition to some group orientations. Parking passes are provided for adult volunteers.

For more information, call the Volunteer Services staff at 859-323-6023 between 8 a.m.-5 p.m. weekdays or visit www.ukhealthcare.uky.edu/volunteer.

Training for all managers, supervisors, leaders will begin in May

Beginning in May, the Office of Service Excellence will launch training for all UK HealthCare leaders focused on increasing employee engagement. The training will employ four key service behaviors that “best practice” organizations use to empower staff and help leaders become more effective and efficient.

Nursing has already begun to utilize these service behaviors and is seeing positive results. Managers, supervisors, medical directors, administrators and others in leadership positions will be incorporating these behaviors in their daily work.

Leaders may sign up via myuk.uky.edu. For more information, contact Teresa Barnhill via email at teresa.barnhill@uky.edu.

Annual Leadership Week events set for June 28-30

UK HealthCare’s annual Leadership Week will be held Tuesday, June 28 through Thursday, June 30. The theme is “Because Performance Matters.” Sessions have been designed to engage and prepare our leaders to drive transformational change in the areas of quality, safety and service.

Keynote sessions will be kicked off by Richard P. Lofgren, MD, vice president for healthcare operations and chief clinical officer. Two inspirational sessions will be delivered by Bob Page, president and CEO of Kansas University Medical Center (KUMC), and Tammy Peterman, chief operating and nursing officer at KUMC. UK HealthCare leaders will learn insights into the journey KUMC underwent to transform their performance and rise to become one of UHC’s top performing academic medical centers.

UK HealthCare Leadership Week breakout sessions will include discussions on:
• What it takes for an academic medical center to become a top performing quality organization within UHC and beyond.
• Interdisciplinary leadership discussions on leading functional dyads and triads.
• Round table discussions amongst the UK HealthCare domain team leaders on effectiveness, efficiency, mortality, patient centeredness and safety.

Certain sessions will be offered twice to accommodate scheduling. Registration may be made at myUK.uky.edu. For questions or assistance, call Enterprise Learning at (859) 257-9226.

‘Women, It’s About You’ wellness conference scheduled for June 4

UK HealthCare will present its third annual “Women, It's About You” wellness conference 8:30 a.m.-2 p.m. Saturday, June 4, at Embassy Suites in Lexington.

The event educates women with the most up-to-date health care information in a fun, relaxed setting. It will feature 10 sessions on these topics:
• General gynecology and gynecological cancer, presented by Dr. Rachel W. Miller
• Breast health, presented by Dr. Heather Wright and Dr. Margaret Szabunio
• Concussions, presented by Dr. Dan Han
• Steps to ward off depression, presented by Dr. Terry Gevedon
• Eye health, presented by Dr. John Conklin and Dr. Peter Blackburn
• General aging; the Sanders-Brown Center on Aging, presented by Dr. Gregory Jicha
• The aging heart, presented by Dr. Navin Rajagopalan
• Latest advances in plastic surgery (including laser-assisted liposuction and cool sculpting), presented by Dr. Leslie Wong
• Menopause, presented by Dr. Deidra Beshear and Dr. Kathryn Dillon
• Kentucky allergies, presented by Dr. Beth Miller

The event will include live entertainment and an exhibitor showcase highlighting health screenings and wellness products and services from throughout Central Kentucky.

The cost is $10. To register online, visit ukhealthcare.uky.edu. To register by mail, call UK Health Connection toll free at (800) 333-8874 to request a registration kit.
The UK Stroke Program recently received the "Get With The Guidelines" Stroke Gold Plus Performance Achievement Award from the American Heart Association and the American Stroke Association.

The award recognizes UK Chandler Hospital and the Kentucky Neuroscience Institute for their commitment and success in implementing a higher standard of stroke care by ensuring that stroke patients receive treatment according to nationally accepted standards and recommendations.

To receive the "Get With The Guidelines" Stroke Gold Plus Performance Achievement Award, the UK Stroke Program achieved at least 12 consecutive months of 85 percent or higher adherence to all AHA stroke performance achievement indicators. In addition, the program concurrently achieved 75 percent or higher compliance with at least six out of 10 stroke quality measures.

A reception to celebrate this achievement was held April 29.

The UK Stroke Program earns Gold Plus award

Nurse-recruitment open house at Pavilion A a big success

The new Pavilion A of Chandler Hospital was an appealing setting for the nurse-recruitment open house March 31. Some 220 nurses and nursing students registered for the four-hour event, which drew almost 350 attendees, including friends and family members.

“I have heard nothing but extremely positive feedback from everyone who attended,” UK HealthCare nurse recruiter Lois Lewis said. “They loved being able to see the managers and staff up close and personal in an informal setting; attendees loved the access. Most everyone I spoke to loved the tour and was very impressed with the patient rooms and all the technology we have to offer our patients and nurses alike. Many attendees told me they want to work at UK because it has so many opportunities available to new graduates as well as experienced RN staff.”

Shayne Stratton, nurse recruitment manager, agreed. “We had a wide range of nursing students from different colleges and experienced nurses attend the event,” Stratton said. “We reached out to colleges of nursing in the surrounding areas and targeted RNs and nursing students from Kentucky, in addition to the Indianapolis, Nashville and Cincinnati regions.”

Attendees traveled from Ashland, Morehead, Cincinnati, Indianapolis, Denver and New York. Nurse recruiter Craig Casada said they were split evenly between nursing students and experienced nurses.

More than half of the attendees have since applied for positions at UK. “We are in the midst of conducting mass interviews from the applications we have received for positions at Pavilion A as well as throughout Chandler,” Lewis said. “It was such a success all around and we are looking forward to filling Pavilion A and the enterprise with the best and brightest nursing staff to provide excellent patient care that meets our high-quality, patient-centered customer service standards.”

The 2010 nurse-recruitment open house was held at the Wethington Building. Going forward, the event will be held once or perhaps twice a year, probably again at Pavilion A. “The walkway turned out to be a great venue,” Lewis said.

Stratton thanked the dozens of volunteers or higher adherence to all AHA stroke performance achievement indicators. In addition, the program concurrently achieved 75 percent or higher compliance with at least six out of 10 stroke quality measures.

A reception to celebrate this achievement was held April 29.

Nurse-recruitment open house at Pavilion A a big success

Julia Blackburn, right, hospital operations administrator and interim patient care manager in Neurosurgery ICU, talks to attendees at the UK HealthCare nurse-recruitment open house.
Nurse awards

Shirley Bond, RN
Clinical Nurse Excellence Award
April
Operating Room
Center for Advanced Surgery

Pam Branson, RN, MSN
Legends of Nursing MVP
April
Pulmonary and Critical Care
Chandler Hospital

Tracy Hamm, Nursing Care Tech
Clinical Nurse Excellence Award
February
5th Floor
Chandler Hospital

Pam Muir, RN
Clinical Nurse Excellence Award
April
Holding/PACU
Center for Advanced Surgery

Stacy Sauer, RN, BSN, CCRN
Clinical Nurse Excellence Award
April
Intensive Care Unit
Good Samaritan Hospital

Laura Wright, RN, BSN
Clinical Nurse Excellence Award
April
Hematology Program
Markey Cancer Center

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: jan.taylor@uky.edu.

Employees recognized for efforts

Randol Brown of the UK Chandler ED received a personalized jacket from left, Ann Smith, chief administrative officer of Chandler Hospital; Colleen Swartz, chief nurse executive; and Kathleen Kopser, senior nurse administrator for Chandler, for suggesting that the most frequently used Pyxis items be moved from the bottom drawer to the upper drawers of the Pyxis cabinet for easier access. His suggestion was first implemented in the ED and is now being rolled out across the entire UK HealthCare system.

Jonathan Curtright, left, chief operations officer for ambulatory services, presented personalized fleece jackets to pediatric hematology/oncology nurses Barbara Waldmann-Ward, center, and Meiko Welch for volunteering to help collect blood in the second-floor lab. The pair stepped in to help a line of patients waiting for service. "It’s this type of dedication to excellence in patient care that will set us apart from the rest," Curtright said.

Their peers in information technology recognized Karla Southworth, left, and Eddie Baker, right, for being outstanding leaders. Tim Tarnowski, chief information officer, center, presented them monogrammed jackets for strong communication; having integrity/trust; being visionary; being confident and decisive; being a team builder; challenging the status quo; being a motivator, and being inspirational.
DID YOU KNOW?

- No tax dollars were used to finance Pavilion A; the project has been financed through cash flow from operations, capital raised via the sale of bonds, and philanthropy.
- The construction of Pavilion A has generated a significant boost to the local and state economy, including more than $72 million in private sector payroll for on-site construction and management of the project. More than 2.5 million paid work hours were performed.

PERSONNEL BRIEFS

Rev. Joe S. Alverson, MDiv, BCC, has been named director of pastoral care services for UK HealthCare. Alverson, who served as interim director for 10 months, has more than 10 years of chaplaincy experience. He has a master’s of divinity degree and is certified by the Association of Professional Chaplains. Alverson will take the lead in providing spiritual and pastoral care services to our patients, families and staff.

Mudita Arora, MS, RD, LD, has been named interim director of nutrition services at UK Good Samaritan Hospital, received Kentucky’s Outstanding Young Dietitian of the Year Award for 2010-2011 from the Kentucky Dietetic Association (KDA), an affiliate of the American Dietetic Association. The annual award is presented to a dietitian younger than age 35 who has made distinctive contributions early in his or her career. The award was presented at KDA’s annual Food & Nutrition Conference and Expo in Louisville April 14-15.

Susan McLean, RN, MSN, has accepted the position as Center for Advanced Surgery (CAS) nursing director, effective May 22. McLean has more than 22 years of management experience. She is responsible currently for 17 operating rooms, pre-op, PACU, same day surgery, OR materials, central sterile supply, and the ICU and trauma units at St. Mary’s Hospital in Evansville, Ind. She will work closely with Dr. Rosalind Ritchie, CAS medical director, CAS staff, anesthesiologists and surgeons to ensure the CAS continues to provide exemplary care to our surgical patients.

Gwen Moreland, MSN, RN, and Suzanne Springate, RN, have accepted interim roles at Kentucky Children’s Hospital. Ms. Moreland is interim nursing operations director of maternal care and neonatal intensive care. Ms. Springate is the interim nursing operations director for inpatient pediatric care. While Ms. Springate is serving in this interim role, Robin Schildknecht and Teresa Barnhill will serve as interim co-directors of the Office of Service Excellence. They will continue to be a resource to the enterprise as we hardwire our patient-centered culture through a focus on patient experience and employee engagement.

Leah Perkins, RN, BSN, is the new patient care manager for the stroke unit at UK Chandler Hospital. Prior to this position, Perkins was a staff nurse in the Trauma ICU. She has almost 13 years of experience as an RN. She will play a key role in the transition of 8S/W to Pavilion A.

Susan Sloan, BSN, BA, CSPDM, has been named interim pre-op, holding and PACU manager while candidates are interviewed for the permanent position. Sloan has worked at UK HealthCare for many years in various areas.

Phillip Bernard, Louis Bezold, Paula Holbrook, Cheri Landers, Barbara Latham and Eric Maul of Kentucky Children’s Hospital participated in poster or podium presentations at the National Association of Children’s Hospitals and Related Institutions “Creating Connection” conference in Baltimore.

Thornton honored as one of ‘Best Doctors in America’

Alice C. Thornton, MD, an associate professor of medicine in infectious diseases, has been recognized as one of the Best Doctors in America®.

Annually, the Best Doctors organization surveys 40,000 physicians nationwide and asks them: “If you or your loved one needed a doctor in your specialty, to whom would you refer them? Only doctors who earn the consensus support of their peers are included in the listing.

Alice C. Thornton, MD
It’s time to tour Pavilion A

Please join us for the dedication of and open houses at our new patient care pavilion at UK Albert B. Chandler Hospital. This state-of-the-art facility is a key milestone in achieving our vision to become a world-class academic medical center serving the Commonwealth and surrounding areas.

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<tr>
<th>Dedication</th>
<th>Employee and Student Open Houses</th>
<th>Community Open Houses</th>
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<tr>
<td>Sunday, May 15</td>
<td>Friday, May 13*</td>
<td>Saturday, May 14</td>
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<tr>
<td>1:30 p.m.</td>
<td>8 a.m. to 9 p.m.</td>
<td>9 a.m. to 5 p.m.</td>
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<tr>
<td>1000 South Limestone</td>
<td>Monday, May 16</td>
<td>Sunday, May 15</td>
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*Employees may invite their families to tour with them 4-9 p.m.

ukhealthcare.uky.edu/new

Pavilion A spotlight:

New Surgery Waiting area has more amenities

Beginning May 19, families and visitors at Chandler Hospital will have convenient access to an expanded Surgery Waiting area on Floor 1 in the new Pavilion A. The 200-seat area is double the size of the previous Surgery Waiting area.

Sections of the large space have been thoughtfully designed to offer varying degrees of privacy as well as options for people to sit together. The area features an entire wall of windows.

Amenities include a children's area, art, family lockers and TVs. Display panels, pagers and phones will help families follow the patient’s progress through surgery. Consultation rooms will allow families to meet privately with physicians once surgery is complete.

Surgery Waiting is a showcase for significant artists with a deep Kentucky connection, including internationally recognized equine artists and accomplished faculty from the UK College of Fine Arts, among others. All of the public art in Surgery Waiting and elsewhere in the new facility was purchased with private philanthropic support from generous donors and sponsors of our gala events.