A year after they helped her with caring for a loved one, Amy Hopwood can’t stop telling her colleagues about the staff at the Don & Cathy Jacobs Health Education Center.

Hopwood, an accreditation specialist in UK HealthCare’s Office of Enterprise Quality and Safety, started that job in June 2011, not long after her mother-in-law was diagnosed with a rare, slowly progressing form of leukemia.

The disease left Hopwood’s mother-in-law susceptible to dangerous falls and other complications such as pneumonia. She was dealing with worry and guilt about placing her mother-in-law into assisted living and trying to support her husband and their 5-year-old son, while struggling to understand the disease.

One day, Judi Dunn, patient education manager at UK HealthCare, heard Hopwood discussing her situation with colleagues.

“She just said there was this resource available, and that I should come by one day,” Hopwood said. “So I did, and without saying a word, she recognized me and handed me a packet of information about the disease, resources for family support and how to communicate with all the doctors.”

That knowledge, Hopwood said, gave her confidence to address concerns as they arose.

“Communicating in the same language as the doctors made all the difference,” she said. “I could interpret for my mother-in-law or my husband.”

As Hopwood’s mother-in-law’s condition declined, Dunn and her staff also prepared information about dealing with a loved one’s death.

“As she moved into palliative care, it helped us understand how to make it a more peaceful transition for all of us,” she said.

Now, Hopwood evangelizes for the Jacobs Health Education Center every chance she gets. While providing information to new employees on the Office of Enterprise Quality and Safety during orientation sessions, she pauses to give a brief summary about the center and how its staff can help.

“I love Judi and her staff, and I love that resource,” Hopwood said. “It was a real blessing.”

The Don & Cathy Jacobs Health Education Center is open Monday - Friday, 9 a.m. - 4:30 p.m. For more information, call 859-323-7808 or send a fax to 859-257-9119.
SWARMs are a type of root-cause analysis that UK HealthCare recognizes as its standard approach to reviewing adverse events or breaks in processes. SWARM facilitators earn certification after enrolling in a class presentation, attending two unit-level SWARMs, facilitating a unit-level exercise, and completing a SWARM form providing feedback to Risk Management. The inaugural crop of employees who have earned SWARM facilitator certification include, from left: Bill Gombeski, Raymond Young, Patti Howard and Matt Proud. Not pictured: Jamie Cross, Tonya Brooks and Christie R. Young.

Two patient quality and service incentive goals have been established for the UK HealthCare enterprise for FY13.

The first, a patient centeredness goal, is to achieve 74 percent or greater "top box" scores relating to the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) question which invites patients to "Rate the Hospital." (Top box score means that patients rate us a "9" or "10" on the 10-point scale when asked this question).

The second pertains to an inpatient length-of-stay goal of an observed-to-expected ratio of 1.00 or less. Length of stay is measured using our observed average length of stay number for each month divided by expected length of stay. This is a reflection of our effectiveness in providing timely, high-quality care to our patients.

For each goal met, every eligible employee will earn a $50 Achievement Award. To qualify for the award, recipients must be nonfaculty UK HealthCare (payroll code 1500), KMSF, CKMS or full-time contracted employees; be employed as of Jan. 1, 2013, and work at least .50 or greater per pay period. Eligibility questions may be directed to managers or supervisors.

UK pediatrician chooses UK Birthing Center for delivery of twins

Jaime Pittenger, MD, pediatric hospitalist at Kentucky Children’s Hospital, “turned the tables,” so to speak, when she chose UK HealthCare for her own obstetrics care and to provide pediatric care to her newborn twins. Dr. Pittenger, employed by UK HealthCare since 2010, and her husband, Hal Kirtley, became proud parents of Claire Farris and Harold Lewis Kirtley III, going by Trey, born in August at the UK Birthing Center. Claire weighed 4 pounds 7 ounces and Trey weighed 5 pounds. They spent 16 days in the NICU.

2013 Achievement Award goals set; focus on quality, service

HCAHPS
Hospital Care Quality Information from the Consumer Perspective

UK Chandler Hospital Auxiliary annual Breakfast with Santa
Dec. 12, 9 a.m., Chandler Hospital cafeteria. Join UK student-athletes, UK HealthCare volunteers, staff, Kentucky Children’s Hospital patients and their families; Stitches, the UK HealthCare mascot; and old St. Nick himself.

Jewelry sale to benefit UK Chandler Hospital
Dec. 19-21., Auxiliary, north lobby, Pavilion H.

Blood drive, Good Samaritan
Dec. 27, 11 a.m. - 3 pm., main conference room A. Photo ID required.

‘Swarming’ to understand problems

SWARMs are a type of root-cause analysis that UK HealthCare recognizes as its standard approach to reviewing adverse events or breaks in processes. SWARM facilitators earn certification after enrolling in a class presentation, attending two unit-level SWARMs, facilitating a unit-level exercise, and completing a SWARM form providing feedback to Risk Management. The inaugural crop of employees who have earned SWARM facilitator certification include, from left: Bill Gombeski, Raymond Young, Patti Howard and Matt Proud. Not pictured: Jamie Cross, Tonya Brooks and Christie R. Young.

Burn unit relocates to Pavilion A

The Burn Unit has moved to the Floor 6, Tower 200 ICU in Chandler Hospital Pavilion A, yet another step in operational improvements to advance superior burn care. The new location houses four beds equipped with positive pressure airflow for infection control; laminar flow diffusers and radiant heat panels over the beds with supplemental clean steam humidity. In addition, a new hydrotherapy room, outfitted with a shower trolley and advanced monitoring technology, has opened. For more information on our burn services, contact Julie Blackburn, director of neurosciences, at 859-232-3444.
UK HealthCare rises in academic medical center rankings

The University HealthSystem Consortium (UHC) recently announced its national rankings of academic medical centers based on mortality, effectiveness of care, safety, equity, patient centeredness and efficiency outcomes.

UK HealthCare made considerable progress in the past year, surging past approximately 30 university medical centers. This third-party ranking reaffirms our progress, but work still remains to be done. “We are not content with our current ranking,” said Ann Smith, UK HealthCare chief administrative officer, “and strive to be an overall top performer among our UHS cohorts.”

“In some areas, such as mortality, UK HealthCare is highly ranked,” observed Bernard Boulanger, MD, chief medical officer, “and we want to sustain this ranking.” In other areas, he said more work remains to be done.

“Thank you for your efforts to provide superior clinical care to our patients,” added Colleen Swartz, chief nurse executive. “We can make a dramatic impact when we focus on quality, safety and service.”

Patient satisfaction on the rise

UK HealthCare employees are making impressive gains in patient satisfaction, said Marc Randall, MD, chief of ambulatory services, in a recent Today @ UK HealthCare video. All units met fiscal year 2012 patient satisfaction goals, our hospitalized patients scored us in July at the 95th percentile in almost one-quarter of survey questions, nine clinics reported 100 percent of patients surveyed rate their provider either a 9 or 10 on a scale of 10, and 90 percent of clinic patients would “definitely recommend” their provider’s office. How are you – or co-workers – contributing to the patient satisfaction momentum? The first employee to contact Susan Dunlap (susan.dunlap@uky.edu) with a response to this question will receive a goodies-filled UK HealthCare bag.

To watch the video, go to www.youtube.com/UKHealthcare and look for Dr. Randall’s video in the Today @ UK HealthCare section.

PERSONNEL BRIEFS

Lisa Bellamy, RN, has attained the certified professional in healthcare quality (CPHQ) credential.

Carol Steltenkamp, MD, MBA, FHIMSS, has been named vice-chair elect of the Healthcare Information and Management System Society.

Mary Rose Bauer, MSN, RN, APRN, clinical nurse specialist for UK Chandler and Good Samaritan hospital emergency departments (EDs), attended the ceremonial signing June 10 of a law allowing peace officers to make an arrest or issue a citation for assault if an assault occurs in a hospital ED. Kentucky Senate Bill 58 was signed into law by Gov. Steve Beshear.

Cheri Landers, MD, has been elected to the board of directors of the Society of Pediatric Sedation, dedicated to practitioners interested in the procedural sedation of children. She is serving a three-year term.

Kristen Lady, MD, OB/GYN resident, was selected the College of Medicine’s resident of the month for September. She is described by nominators as an advocate for her patients and as someone who “sets gold standards.”

Lindsay Blackmon, MD, Pediatrics, was selected the College of Medicine’s resident of the month for October. Nominators mentioned her “dedication to pediatric care.”

Marc Randall, MD, chief of ambulatory services, used video to deliver a patient satisfaction progress report.

Marc Randall, MD, chief, Ambulatory Services

Kristen Lady

Resident of the Month

UK Chandler and Good Samaritan hospital emergency departments (EDs), attended the ceremonial
Markey BMT Program turns 30

Markey Cancer Center’s Hematology and Blood Marrow Transplant (BMT) Program celebrated, in August, 30 years of bone marrow transplants. More than 300 guests, including patients, friends and family, attended a celebration with John Thompson, MD, director of research at the VA Hospital and former UK chair of internal medicine. Dr. Thompson, pictured, spoke about his drive to begin the BMT program and about his early work in transplantation.