Enterprise goals focus us on the basics

Today, six dimensions of performance are represented in goals UK HealthCare leaders have set for fiscal year 2014:

- Patient survival
- Care effectiveness
- Patient safety
- Efficiency of care
- Patient centeredness
- Work environment

Enterprise goals will be tracked throughout the year and used in leadership’s performance evaluations at year’s end (June 2014).

Two years after broadly involving UK HealthCare leadership in meeting enterprise-level goals, the goal program is maturing and evolving. While UK HealthCare management is adopting the same online PE tool used by the rest of campus, the program has been modified for leadership so these evaluations can be goal-driven. Participating managers have entered their fiscal year 2014 goals into the system, which allows them to track their progress and share information with their manager or “one up.”

The approach to setting goals has also matured. The senior administration team has elected to use the University HealthSystem Consortium (UHC) “top continued on page 7
Orthopaedic Surgery/Physical & Occupational Therapy Clinic now a hospital-based clinic

Now that the UK Orthopaedic Surgery/Physical & Occupational Therapy Clinic is a hospital-based clinic of UK Chandler Hospital, both the hospital and the treating physician will separately bill the patient’s insurance. The change also means the clinic now operates under the performance standards of The Joint Commission. To learn more, type “UK HealthCare hospital-based clinics” in your browser.

APM go-live celebrates first anniversary

July marked the first anniversary of the implementation of the Ambulatory Practice Management (APM) scheduling and registration system for outpatient clinics at UK HealthCare. During the first year, more than 1.2 million patient encounters were scheduled and registered in APM. Congratulations to all the front-line staff, clinical services management, information technology staff, revenue cycle team members and others supporting the achievement of this significant milestone.

UK team screens almost 200 patrons at Kentucky Speedway

A team from UK HealthCare conducted mouth and throat cancer screenings during the NASCAR Spring Cup Series Quaker State 400 at the Kentucky Speedway in late June. The team screened 199 race patrons in five hours. The epidemiological results showed 53 people among the 199 screened were current tobacco users (cigarettes/cigars and smokeless tobacco), while 71 people had a history of tobacco use.

The mean age range was 40-57 years; 116 men and 83 females were checked by the UK team. The screenings were deemed a huge success by organizers and a repeat trip is planned for next year.

New current event reporting system will be faster, easier

The offices of Risk Management and Enterprise Quality and Safety are migrating the current event reporting system to a new platform. The improved system, called UHC Safety Intelligence, will allow UK HealthCare to more accurately report and analyze information about safety-related events; it will also improve communication and collaboration among patient safety team members and be easier for managers to view and manage individual and grouped events and generate reports by event type and location.

U.S. News ranks Chandler Hospital “high-performing” in 10 areas

U.S. News & World Report has ranked Chandler Hospital as “high-performing” in 10 specialties: cancer; diabetes & endocrinology; ear, nose and throat; geriatrics; gynecology; nephrology; neurology and neurosurgery; orthopedics; pulmonology; and urology.

Dobbs publishes book on aspects of neurotoxic exposures


Vital Signs is published by UK HealthCare Communications & Advertising. Submit news items to steve.harris@uky.edu or 859-257-5361. Steve Harris, internal communication manager | Jan Taylor, director, Communications & Advertising.
Kids use goggles to watch movies while undergoing MRI

UK Radiology recently secured CinemaVision MRI goggles for pediatric patients to wear during MRI procedures. The goggles and accompanying headphones project a movie of the child’s choice while they undergo an MRI, thus decreasing their anxiety and in numerous cases avoiding the need to sedate the children.

The funding for this was made possible via the Tee It Up for Kids golf tournament held by local Children’s Miracle Network partners.

MRI goggles resemble a video game headset and enable a child to watch a favorite movie during an MRI scan. When a child is distracted with entertainment, he or she will relax and stay still for longer periods of time, accomplishing two important goals: increasing the accuracy and clarity of the high-resolution images used for diagnosis and treatment and making the procedure a little less scary for young patients. The MRI goggles may also prevent the need for sedation.

The audiovisual goggle system is comfortable for the young patient and compatible with high-tech MRI scanning equipment. The goggles are also used as a communication system allowing the technician and the patient to talk with each other, increasing the child’s comfort level and decreasing potential stress and anxiety.

In a recent Cincinnati study, pediatric sedations decreased 35 percent since the use of the MRI goggles for kids began.

College of Medicine hosts prospective minority students

The UK College of Medicine hosted in mid-August more than 30 prospective minority students with a one-day medical school experience that included participating in anatomy, neuropathology and neurosurgery classes, touring facilities, meeting with patients and UK physicians, and interacting with current UK medical students.

This is the fourth year of the UK Minority Education Development (UKMED) program which was developed by former students and continues to be a student-led program that targets prospective medical students from Kentucky and across the U.S.

UKMED is designed to specifically recruit underrepresented minority junior and senior premedical undergraduate students who have a strong interest in attending medical school. The goals of UKMED are to increase interest by minority students in the medical profession; increase the number of minority student applicants and increase matriculation of minority students to the UK College of Medicine.

News Briefs continued from page 1

North America titled “Psychiatric manifestations of Neurotoxins.” This compilation addresses cognitive and behavioral aspects of neurotoxic exposures.

Dobbs, one of only a handful of neurologists in the world with specialty expertise in clinical neurotoxicology, previously published the reference text, Clinical Neurotoxicology: Syndromes, Substances, Environments, which has become the leading book in the field. He has also published several journal articles and book chapters on clinical neurotoxicology and two editions of Neurologic Clinics devoted to neurotoxicology.

Quarterly report on quality recognitions

In the recent Quarterly Report on Quality, the Pediatric Transport Team was honored as the newest Top Performer Award winner, a UK HealthCare group or team that has performed above and beyond expectations.

The transport team, known as the Kentucky Kids Crew, is a specialty team that provides interfacility (hospital-to-hospital) critical care transportation for both neonatal (newborn) and pediatric patients. It is the only transport team in the region exclusively dedicated to transporting newborns and children. The team is directed by neonatologists and pediatric intensivists and includes: critical care nurses trained in advanced procedures and emergency medical technicians who drive the ambulances used for ground transport. It is a dedicated transport team on duty 24/7, ready to be mobilized immediately when a referring facility calls.

Also at the Quarterly Report on Quality, Michael Albrich, CRNA, and Justin Wainscott, MD, were announced as the Great Catch Award winners for this quarter. The Great Catch Award recognizes UK HealthCare team members who intervene to prevent harm or potential harm to our patients.
Recognition

**Clinical Nurse Excellence Awards**

- **Ashley Standafer**
  Nurse Clinical, Neuroscience Services
  July

- **Charlotte Myers**
  Nurse Clinical, Neurosciences Services
  July

- **Jessica Porter**
  Nurse Clinical, Critical Care Services
  August

- **Melissa Walters**
  Chandler Hospital
  6 North
  August

**Randall again editor of top gynecologic oncology textbook**

Marcus E. Randall, MD, FACR, Markey Foundation Endowed Chair and professor and chair of radiation medicine, is one of the editors of the recently published 6th edition of *Principles and Practice of Gynecologic Oncology*. Dr. Randall has been an editor of the book, the leading multidisciplinary text of gynecologic oncology in the world, since the fourth edition.

**Skaff appointed to licensure board for long-term care**

Karen O. Skaff, RDH, PhD, chair of health sciences, education and research at the UK College of Health Sciences, has been appointed to the Kentucky Board of Licensure for Long-Term Care Administrators by Gov. Steve Beshear.

**Ambati to receive Mark Brothers Award**

Jayakrishna Ambati, MD, professor and vice chair of ophthalmology and visual sciences and professor of physiology, will receive the Mark Brothers Award from the Indiana University School of Medicine.

**Stoops receives Cochin Award, named to leadership position in APA**

William W. Stoops, associate professor of behavioral science, has been named president-elect of the Division of Psychopharmacology and Substance Abuse of the American Psychological Association (Division 28). Stoops is also the recipient of the 2013 Joseph Cochin Young Investigator Award from the College of Medicine on problems of drug dependence.

**Anne Harrison receives teaching award from APTA**

Anne Leath Harrison, PT, PhD, director of professional studies in the Division of Physical Therapy at the UK College of Health Sciences, received an Excellence in Teaching Award from the American Physical Therapy Association.

**Birdwhistell named chairman of SNHPA board**

Mark Birdwhistell, vice president for administration and external affairs at UK HealthCare, was recently named chairman of the board of directors for Safety Net Hospitals for Pharmaceutical Access. He began his service at the organization's annual conference in July. SNHPA increases the affordability and accessibility of pharmaceutical care for the nation’s poor and underserved populations.
Rains appointed medical director for Good Samaritan emergency services

UK HealthCare, in collaboration with Marshall Emergency Services Associates (MESA), has appointed Allison Rains, MD, medical director of Good Samaritan Hospital emergency services. Rains will work closely with the emergency services multidisciplinary team to enhance the emergency care provided at Good Samaritan.

Barrett is new chair of gastroenterology

Terrence Barrett, MD, has joined UK HealthCare as chair of gastroenterology. Previously, Barrett served as a professor at Northwestern University’s Feinberg School of Medicine, including five years as chief of gastroenterology. He earned his medical degree from the University of Illinois-Chicago.

Phillips to be interim Eastern State CAO

John W. Phillips, who has led UK’s Eastern State Hospital transition team since its formation in January, has been chosen as the hospital’s interim chief administrative officer. He will serve in the role until a chief administrative officer is identified.

As the director of facility operations transition for UK HealthCare since 2008, Phillips has led operations and transition planning for the Chandler Hospital replacement project, successfully opening Pavilion A.

Fanucchi new medical director for translational care

Laura Fanucchi, MD, has been named enterprise medical director for translational care. Transitions in patient care are a high priority throughout the nation. There is a need for greater collaboration across the entire care continuum from acute care hospital to home, ambulatory clinics and post-acute care facilities.

In her new role, Fanucchi will work collaboratively within UK HealthCare, joining current initiatives to explore avenues to improve post-acute care for our patients.

Fraser now medical director for cerebrovascular surgery

Justin Fraser, MD, has been named medical director for cerebrovascular surgery. In this role, Fraser will work with the Kentucky Neuroscience Institute and stroke service leadership to enhance the comprehensive neurological care provided to our patients.

Fraser was instrumental in the design of the hybrid operating suite for cerebrovascular procedures. He is the current medical director for the Neurosurgery ICU and has been a very active member of the stroke program.

Dawson now medical director for point-of-care ultrasound

In order to meet the demand for evaluation of new ultrasound point-of-care technologies specifically designed for front-line care providers, Matthew Dawson, MD, RDMS, RDCS, has been selected as the medical director for point-of-care (POC) ultrasound.

Dawson has a growing national and international reputation as an innovative leader. His innovative initiatives include: co-hosting a bimonthly podcast listened to in over 180 countries, co-creating an iPhone/smartphone application called “One Minute Ultrasound,” and authoring two textbooks that are among the top medical books on iTunes.

Bernard named chair of ICU Committee

Andrew Bernard, MD, has been named chair of the UK HealthCare Intensive Care Unit Committee, which has been redesigned and will bring together leaders from the Chandler, Good Samaritan and Kentucky Children’s Hospital critical care units. In this role, Bernard and the team will work collaboratively across all ICUs to ensure the provision of high-quality, safe, patient-centered and efficient intensive care. He is currently medical director of UK HealthCare’s Trauma and Acute Care Surgery service and chair of the Kentucky Trauma Advisory Committee, which oversees Kentucky’s trauma system.

Page named interim CIO

Cecilia Page, DNP, RN, FACHE, has been appointed UK HealthCare’s interim chief information officer (CIO). In this role, Page will be UK HealthCare’s senior IT executive and report directly to Michael Karpf, MD.

Page will be responsible for maintaining the momentum on UK HealthCare’s IT strategies, governance, implementations and service delivery. Her professional experience and educational background make her the ideal candidate for UK HealthCare’s interim CIO role. Page is replacing Tim Tarnowski who has accepted a vice president/CIO role at IU Health in Indianapolis, Ind.
The odds are stacked against some children from the get-go. They may be raised by parents who struggle with drug addiction or parents who are completely absent in their lives, not to mention the swarm of potential negative influences circling right outside their front doors. Those circumstances, however, do not have to define a child’s future.

Just ask Stephanie Kelly, whose husband, Anthony “Champ” Kelly, was one of those children who set out in life with the odds stacked against him.

“My husband was raised in a very broken home, plagued with addiction, absent parents and a lot of negative influences,” says Stephanie, who received her master’s degree in physical therapy from UK in 2008. “Sports were his saving grace. Many coaches poured into him, helped raise him and kept him from falling down the same path of destruction that many of his family members were going down.”

Champ emerged from his troubled childhood and went on to graduate from UK with a bachelor’s degree in computer science and a master’s degree in business administration. Champ played college football for UK and played professionally for the Lexington Horsemen. For the past several years, Champ has worked as the assistant director of pro personnel for the Denver Broncos.

Stephanie and Champ wanted to give back to the community and help youth who may be facing the same long odds. They wanted to offer a saving grace of sorts. In 2010, they founded Heart Power, Inc., a nonprofit organization that ministers to youth and their families who are in search of positive and encouraging influences in their lives.

“We wanted to show kids that no matter one’s circumstances, you can make the right decisions, set goals and achieve those dreams,” says Stephanie, who serves as executive director.

The couple and their team of dedicated volunteers reach out to youth through C.H.A.M.P. Camp, a free two-day, non-contact football camp.

Researchers draw closer to developing a powerful treatment and prevention method for many of the deadliest types of cancers.

“Par-4 may act as a predictor of breast cancer recurrence,” said Rangnekar, associate director for the cancer center. “This is important because, although this group studied only breast cancer, their observations may be relevant to recurrence in a broad range of cancer types because Par-4 is a general tumor suppressor gene.”

Even though researchers won’t be ready to test these theories in clinical trials for years, Rangnekar says they have already begun looking at agents, both natural and synthetic, that may help restore the expression of Par-4 in human cells, allowing the cancerous cells to become susceptible to treatment. Each new study on Par-4 brings researchers one step closer to developing a powerful method for both treating and preventing many of the deadliest types of cancers.
Enterprise goals continued from page 1

performer” model as the framework because it is the most robust, tested framework they have found to date.

“By sharing a common set of enterprise goals,” said Bernard Boulanger, MD, chief medical officer, “we are able to focus the energies of UK HealthCare’s management team. We have much to accomplish moving forward, and these goals help us keep our eyes on what really matters. This thoughtful approach also ensures managers and staff will get feedback on how they are contributing to our overall success.”

The team chose to use only metrics compiled by respected third-party reviewers: UHC, the Centers for Medicare & Medicaid Services (CMS), National Quality Forum (NQF), and The Joint Commission (TJC).

The previous calendar year (2012) serves as the benchmark period. For each available metric, UK HealthCare’s actual performance in 2012 will be shown with the relevant benchmarks and recommended threshold, target and maximum goals (see chart at right).

“UK HealthCare’s focus on increasing quality and value within the patient experience prepare us well to meet the challenges of this new era of health care reform,” said Ann Smith, chief administrative officer for UK HealthCare hospitals.

Watch In the Loop for updates on how we are doing in meeting our goals. Monthly quality, safety, effectiveness, efficiency and service outcomes are linked via CareWeb. Look for the Quality button and drill down to Scorecards to see more details on how we are doing. And to understand more about what these metrics mean, visit the Quality & Safety area of the UK HealthCare website: ukhealthcare.uky.edu/quality.

Remote interpreter service now available

Interpreter Services has introduced an improved remote interpreter service. Video Remote Interpretation (VRI) is a great option for access to live medical interpretation services.

VRI is a Web-based service with separate usernames and passwords for Chandler Hospital, Good Samaritan Hospital and Ambulatory Services.

The new service operates similar to Skype, but with a certified medical interpreter on the other end of the line. Advantages to the VRI service include 24/7 accessibility from anywhere with a webcam (microphone/camera/speakers) and the availability of sign language as well as the most common non-English languages. VRI has a number of spoken languages, including the most frequently used at UK: Spanish, Arabic and Nepali.

Instructions for accessing the new system are available on CareWeb. Questions can be directed to Sarah Hesler, language services coordinator, at 859-218-0455; or email: sarah.hesler@uky.edu.

Staff earns award for LOS improvement

A $50 Achievement Award was distributed Aug. 30 to eligible staff in recognition of meeting a maximum goal in fiscal year 2013 to have a length of stay (LOS) index of less than or equal to 1.00. Actual length of stay for UK HealthCare patients in 2013 was very close to what their length of stay was expected to be. This is one indicator of efficient care. And while service scores increased, they did not meet the maximum goal, which would have triggered an additional $50 award pay out.

Service excellence across the care continuum is the focus of the two $50 Achievement Award opportunities for fiscal year 2014.
Changes made to this year’s UK HealthCare Service Awards

The annual service award event to honor UK HealthCare employees who have achieved a milestone year of service was changed in order to provide more flexibility around schedules for employees and managers. The new format was adapted to provide a meaningful way to thank employees for their dedicated service.

To accommodate employees at various locations, three events took place during one week in June. Depending on their work location, employees who celebrated 5, 10 or 15 years of service attended a reception at the Chandler Pavilion A lobby; or at the Good Samaritan administration conference room. Employees who were celebrating 20 years or more attended an evening reception with senior leadership at Spindletop Hall.

UK HealthCare employees who were recognized for 20 or more years of service enjoyed celebrating together at a reception in June given in their honor at Spindletop Hall.