New quarterly awards highlight continued focus on quality improvement

May’s Quarterly Report on Quality, attended by more than 250 people, focused on “the right care for the right patient.”

Highlights included the announcement that UK HealthCare’s length of stay measure places the organization in the top 20 in the country, in line with UK’s mission to be a national leader when it comes to quality of care.

“We are performing better now than we ever have at UK HealthCare,” said Kristy Deep, MD.

To emphasize this focus, UK HealthCare has launched two new awards.

“We have to excel at the things you can’t quantitatively measure as well as the things you can. That combination is what will make us special.”

– Michael Karpf, MD

This award was presented by Michael Karpf, MD, executive vice president for health affairs, and UK board member Luther Deaton to Becky Myers, RN, a member of the Cath Lab team, whose attention to detail prevented two patients with the same first and last name from being confused for treatment.

Quality Innovation Award

The second new award, the Quality Innovation Award, supports an innovative proposal to improve the quality of patient care at UK HealthCare. The first award, selected from among 20 applications, was given to Tracy Macaulay, PharmD, whose department will lead an effort to modify the prescription list so that every patient is discharged with an easy-to-read schedule of when and how to take their prescriptions. As part of the award, Macaulay and her team were given $10,000 to implement the winning idea.

Rising Star and Top Performer Awards

The Rising Star Award, given to a group who has made an early and substantive mark on UK HealthCare’s quality and safety, honored the Neonatal ICU team, and the Top Performer Award, recognizing a team who has performed above and beyond expectations, went to the stroke service.

Great Catch Award

The first, the Great Catch Award, focuses on patient safety by recognizing employees who intervene to prevent harm or potential harm to patients.

This award was presented by Michael Karpf, MD, and UK board member Luther Deaton to Becky Myers, RN, of the Cath Lab, with the first Great Catch Award.

Service Home Run Award

Teams on Chandler 5 West and Good Samaritan 4 Main were given the Service Home Run Awards in recognition of the ways they go above and beyond for patients and their families.

Patient Safety Deputy program launches

As part of our ongoing effort to increase the culture of safety for our patients, a Patient Safety Deputy program has been launched. Eleftherios Xenos, MD, PhD, and Kimberly Blanton, MSN, MHA, lead 70 employees from a broad range of patient-facing departments to focus on specific areas of safety (for instance, hand hygiene).

The deputies look for ways in their daily environments to further improve patient safety.

“We’ve always been devoted to patient safety,” said Blanton, “but having such an energetic, devoted group of employees who are actually doing the work with our patients allows us to be even more focused and effective.”
**HAPPENINGS**

**Financial basics workshop**
July 15
9 – 10 a.m., Room H31B. Learn about basic budgeting and investing. Contact Michael.pelfrey@uky.edu for more information.

**Personality differences workshop**
July 22
8:30 a.m. – noon, 220 Scovell Hall, Suite 1. Learn how to turn stress and irritations into understanding and productivity. Sign up at hr.uky.edu/TandD/pd.php.

**Communicating with success**
July 26
8:30 a.m. – noon. 220 Scovell Hall, Suite 1. Explore basic communication issues and learn how to improve workplace communication. Sign up at hr.uky.edu/TandD/pd.php.

---

**News Briefs**

**Potential new way to detect colorectal and other cancers**
A study led by UK Markey Cancer Center researchers Guo-Min Li and Libya Gu, in collaboration with Dr. Wei Yang at the National Institutes of Health, published in Cell, discovers a potential new way of detecting some types of colorectal cancers with possible future ramifications for other types of cancers.

**Refill prescriptions, ask a pharmacist and more online**
The website for the new Chandler Retail Pharmacy allows visitors to submit refill requests, ask questions of pharmacists, check the list of $4 generic drugs and more.
Visit the website at ukhealthcare.uky.edu/pharmacy to learn more.

**More clinics now offer electronic health record**
Plastic Surgery and the Cardiology and Cardio Pulmonary clinics in the Gill Heart Institute are the latest clinics to have implemented the Ambulatory Electronic Health Record (AEHR). This brings the total number of clinics live in AEHR to 18, and represents more than 50,000 patient encounters that have been documented in the AEHR.
On July 30, Family & Community Medicine and Kentucky Clinic South will join the growing list, and UK’s complete ambulatory practice is anticipated to be fully on the AEHR by June 2015.

**UK-HMO now covers additional test for asthma**
UK-HMO now covers nitric oxide testing for asthma. This simple breathing test is an additional tool to make sure asthma is being well-controlled. It measures the level of inflammation in the lungs and can also help indicate whether or not a patient is taking their asthma medications as prescribed, said Jamshed Kanga, MD, chief of pediatric pulmonology.

---

**Anthem.**
New healthplan administrator as of July 1
Anthem Blue Cross and Blue Shield is the new health plan administrator for UK, effective July 1. Find more information at www.uky.edu/HR/benefits.

**Glazer receives grant for researching light-activated cancer drugs**
In January, Edith “Phoebe” Glazer, PhD, assistant professor of chemistry, received a four-year, $715,000 grant from the American Cancer Society to develop a family of ruthenium molecules to fight different kinds of cancer. Glazer’s research with ruthenium focuses on an alternative to the commonly used drug cisplatin that would be more effective at killing cancer cells and less toxic to healthy cells.

---

**News Briefs**

**Horses help teach emotional intelligence to nurses**
UK HealthCare nurses were central to a two-year study titled The Effectiveness of Equine Guided Leadership Education to Develop Emotional Intelligence in Expert Nurses, a joint effort by the UK College of Agriculture Center for Leadership Development researchers Patricia Dyk, PhD, and Lissa Pohl, MA, and UK nurse researchers Carol Noriega, RN, MSN, Janine Lindgreen, APRN, and Robyn Cheung, PhD, RN.
At the start of the study and again six months later, both groups took an online assessment appraising four areas of emotional intelligence. Nurses in an intervention group participated in a one-day workshop with horses that involved experiential learning in these areas. Nurses who participated in the workshop attributed changes in their bedside manner to lessons learned from interacting with the horses.
To access the full report and for more information, visit www.ca.uky.edu/cfld/research.php.

---

**Glazer receives grant for researching light-activated cancer drugs**
In January, Edith “Phoebe” Glazer, PhD, assistant professor of chemistry, received a four-year, $715,000 grant from the American Cancer Society to develop a family of ruthenium molecules to fight different kinds of cancer. Glazer’s research with ruthenium focuses on an alternative to the commonly used drug cisplatin that would be more effective at killing cancer cells and less toxic to healthy cells.

---

**Glazer receives grant for researching light-activated cancer drugs**
In January, Edith “Phoebe” Glazer, PhD, assistant professor of chemistry, received a four-year, $715,000 grant from the American Cancer Society to develop a family of ruthenium molecules to fight different kinds of cancer. Glazer’s research with ruthenium focuses on an alternative to the commonly used drug cisplatin that would be more effective at killing cancer cells and less toxic to healthy cells.

---

**Glazer receives grant for researching light-activated cancer drugs**
In January, Edith “Phoebe” Glazer, PhD, assistant professor of chemistry, received a four-year, $715,000 grant from the American Cancer Society to develop a family of ruthenium molecules to fight different kinds of cancer. Glazer’s research with ruthenium focuses on an alternative to the commonly used drug cisplatin that would be more effective at killing cancer cells and less toxic to healthy cells.
New cardiovascular floor to open at Chandler Hospital

A new cardiovascular floor in Chandler Hospital Pavilion A will add 64 beds, including 24 ICU beds.

Plans to open a $30 million, 64-bed expansion to UK's cardiovascular program in Chandler Hospital Pavilion A are underway, with a target completion date of Fall 2014. The expansion will include 24 intensive care unit beds that will meet the sophisticated needs of UK’s comprehensive cardiovascular program, which serves patients with complex advanced subspecialty needs such as transplantation, artificial hearts and ventricular assist devices.

“We are in critical need of more beds for our growing cardiovascular program,” said Michael Karpf, MD, executive vice president for health affairs. “We continue to attract a growing number of complex patients who need our patient care services.”

Nursing to pursue Magnet designation

UK Nursing leadership has announced plans to pursue Magnet® designation in response to a recent survey in which 75 percent of UK HealthCare nurses responded that moving toward the designation was important to them.

The Magnet Recognition Program®, administered by the American Nurses Credentialing Center (ANCC), the largest and most prominent nurse credentialing organization in the world, recognizes health care organizations that provide the very best in nursing care and professionalism in nursing practice. The Magnet program establishes the gold standard for nursing excellence and provides consumers with the ultimate benchmark for measuring quality of nursing.

“We feel confident that our new nursing vision, ‘Leading the way for every patient, every time,’ embodies Magnet standards, and we are excited to begin this journey,” shared Colleen Swartz, DNP, MBA, chief nurse executive. “Our nursing team is excelling in our strategic priorities of quality, safety and service, and Magnet designation will serve as one validation of our superb work.”

Nursing leadership will share more information as it becomes available.

Breast cancer screening pioneer

Michael Brooks, MD, vice chair of radiology, presents Lazslo Tabar, MD, with his Bluegrass Visiting Professor plaque. Tabar, a pioneer of breast cancer screening mammography whose work laid the foundation for the current practice of mammographic screening and diagnosis, visited UK Radiology on May 6 and 7. He delivered two days of lectures to UK faculty and residents and worked individually with radiology and pathology residents.

Steltenkamp has new role within HIMSS

Carol Steltenkamp, MD, a fellow of the HIMSS, has been named vice chair of the organization, effective July 1. HIMSS is a cause-based, not-for-profit organization exclusively focused on providing global leadership for the optimal use of information technology and management systems to improve health care.

Because UK is an organizational affiliate of HIMSS, membership is open to all employees. Find out more at www.himss.org.

Surgery Waiting in Pavilion A is now Don and Mira Ball Surgery Waiting, in recognition of the Ball family’s continued support of UK HealthCare.
Linda Allen, admissions officer in the College of Health Sciences Student Affairs Office, and a 37-year employee of UK, has been awarded the Red Cross Bluegrass Chapter 2013 Hero of the Year Award. For more than five years, Allen has served as a volunteer at Parkside Manor and Shady Lawn, two personal care homes in Cynthiana, serving 100+ residents with mental illness. She was selected from among 12 nominees for the honor.

As a volunteer at the homes, Allen organizes clothing, furniture and food drives and spends time with the residents. She has been instrumental in organizing many morale-boosting events such as birthday parties and fishing trips.

This is the second year in a row that someone from UK HealthCare received the Hero of the Year Award. In 2012, the winner was Vicki Blevins Booth with the Kentucky Pink Connection.

Juan Yepes, MD, associate professor of pediatric dentistry, has been awarded the Samuel D. Harris Research and Policy Fellowship from the American Academy of Pediatric Dentistry (AAPD). As the Harris Fellow, Yepes will serve as a research assistant for a specific research project of the AAPD Pediatric Oral Health Research and Policy Center.

UK HealthCare Receives AHA Achievement Award for Resuscitation

Pam Lane, RN, assistant patient care manager; Charles Campbell, MD, director of inpatient cardiovascular services at Gill Heart Institute; Kathy Semones, RN, patient care manager; and UK paramedic Raymond Patrick were among those recognized for inpatient resuscitation.

Gregory Bix, MD, PhD, an endowed professor of stroke research, has received funding of $224,416 from the National Institutes of Health (NIH) to further study stroke recovery. Bix is working to investigate how the brain’s own neuroprotective abilities may be employed to activate post-stroke repair mechanisms. He works within the Sanders-Brown Center on Aging and holds appointments in Anatomy & Neurobiology and Neurology.

Gregory Bix receives NIH funding for stroke recovery research
de Leeuw graduates from leadership program

Remy de Leeuw, MD, chief of orofacial pain in the UK College of Dentistry, recently graduated from the Hedwig van Ameringen Executive Leadership in Academic Medicine (ELAM) Program at Drexel University College of Medicine in Philadelphia.

ELAM is the only in-depth national program dedicated to preparing senior women faculty at schools of medicine, dentistry, and public health to move into positions of institutional leadership. ELAM’s mission is to increase the number and impact of women in senior academic leadership positions.

Arts in HealthCare wins Consumer First award

The UK Arts in HealthCare program received the Medical News for You Consumer First Award as part of the 2013 MediStar awards, presented by IGE Media, publishers of Medical News and Medical News for You. More than 25 organizations and 70 individual nominees were represented in this year’s MediStar nominees. The Consumer First Award is presented to an individual or organization that has demonstrated the most “consumer friendly” program or facility.

Yosmali earns AHIMA Certification

Greg Yosmali of the Office of Enterprise Quality and Safety attained American Health Information Management Association (AHIMA) certification and is now the second certified health data analyst in Kentucky. As part of meeting the requirements, individuals must pass a rigorous test demonstrating detailed knowledge of health care inpatient and ambulatory metrics, statistics, coding and documentation.

Moore presents poster at national safety forum

Mary Moore, patient safety manager in the Office of Enterprise Quality and Safety, presented a poster titled Promoting Patient Safety by SWARMing Adverse Events at the prestigious National Patient Safety Forum (NPSF) Congress last week. The poster explained how UK HealthCare uses the standardized SWARM process to determine the best next steps after an adverse event occurs.

BMT program earns accreditation renewal

Markey Cancer Center’s Blood and Marrow Transplant (BMT) program was recently granted reaccreditation from the Foundation for the Accreditation of Cellular Therapy (FACT). The BMT program was accredited for adult allogeneic and autologous, hematopoietic progenitor cell transplantation, marrow and peripheral blood cellular therapy product collection, and cellular therapy product processing.

Yosmali earns AHIMA Certification

Matthew Gentry, PhD, assistant professor of molecular and cellular biochemistry, has been selected to receive a National Science Foundation (NSF) Faculty Early Career Development Award. This award is given in support of junior faculty who exemplify the role of teacher-scholars through outstanding research, excellent education, and the integration of education and research within the context of the mission of the university.

Filburn selected for inaugural ACE fellowship class

Mark Filburn, service line financial manager for the Markey Cancer Center, has been selected for the Association of Cancer Executives (ACE) Administrative Fellowship Program, a one-year program designed to cultivate executive leaders by promoting excellence and enhancing skills in leadership for both business and clinical management aspects of cancer care. Filburn is one of only five in the country selected for this honor.

Stroke program earns quality achievement awards

The UK Stroke Program has earned two prestigious awards from the American Heart Association/American Stroke Association’s Get With The Guidelines® program. The program achieved the Stroke Gold Plus Quality Achievement Award as well as the Silver Plus Performance Achievement Award for 85 percent or higher adherence to all guidelines for two or more consecutive 12-month periods. They also accomplished 75 percent or higher compliance with six of 10 of each program’s stroke quality measures.

This program has received the association’s Target: Stroke Honor Roll for improving stroke care.
Financial counseling offers new Rx program

Financial counseling is now offering UK patients a prescription drug co-pay assistance program. The program, the only one of its kind in the area, is for commercially insured patients. It pays 80 to 100 percent of the co-pay for in-office treatments such as chemotherapy and ongoing care for diseases like colitis, Crohn’s disease and rheumatoid arthritis.

Patients must first enroll in the program before assistance can be provided. Staff are working to keep paperwork to a minimum and simplify billing.

“We all know someone who has been through treatment like chemotherapy and how hard that can be,” said Barbara Thies, senior patient accounts manager. “We felt it was important to relieve as much burden as possible from patients who are sick and going through a difficult time.”

Contact Ryan Dillingham at ryandillingham@uky.edu or 257-6377 for more information.

Fox named regional transplant committee representative

Melinda Fox, service line director for abdominal transplant, was selected to serve as the Region 11 representative to the OPTN/UNOS Transplant Administrators Committee for a three-year term. UNOS (United Network of Organ Sharing) manages the nation’s organ transplant system under contract with the federal government.

Clinical trials at UK provide knowledge that benefits people in the Bluegrass and beyond

Clinical trials at UK provide knowledge that benefits people in the Bluegrass and beyond. A 5-part video series on UKnow explores how UK researchers are able to advance medicine through clinical trials. The videos explore topics including common myths, the facts on research participation, and how clinical trials provide access to cutting-edge treatment, the latest health care knowledge, and care by top providers.

To watch the videos, visit uknow.uky.edu/content/clinical-trials-help-kentuckians-give-back-stand-diseases.

Personnel Briefs

Clark appointed CFO for UK HealthCare

Murray Clark

Murray Clark has accepted the position of vice president for health affairs and chief financial officer. He is responsible for maintaining the fiscal health of UK HealthCare and its clinical programs and serves as a key member of the senior executive team, reporting directly to Michael Karpf, MD, executive vice president for health affairs.

As CFO, Clark participates in virtually all aspects of health affairs administration, including policy development; budgetary control; and financial, capital, policy and organizational planning. He will oversee all aspects of financial operations as well as maintaining responsibility for facilities planning and development. Additionally, he represents UK on university, campus and industrywide committees, including the University HealthSystem Consortium (UHC) and the boards of Kentucky Medical Services Foundation (KMSF), Coldstream Laboratories, Inc. and Central Kentucky Management Services.

Clark has been in health care for more than 40 years, 33 of those years at UK. He has held several positions in finance and served as the chief financial officer for Chandler Hospital for 19 years. In 2005, he was promoted to associate VP for medical center operations managing the day-to-day operations of Chandler until assuming full responsibility for the design and construction of the new pavilion at UK Chandler Hospital. Then in October 2012, he accepted interim appointment as CFO for UK HealthCare.

In addition to UK, Clark has also held health care administration roles at Woodford Memorial Hospital in Versailles and Morgan County ARH in West Liberty. Clark holds an MBA from Xavier University and an undergraduate degree in business from Eastern Kentucky University.

Green leads external core measures effort

Amanda Green

Effective May 6, Amanda Green, DNP, is leading the group working on external (core) measures and is based in the Office of Enterprise Quality and Safety (OEQS). Green has been operating as an interim leader for the past few months and was selected for the permanent position. She has recently completed a doctorate in nursing practice.

Johnson named business analyst

Shawn Johnson

Shawn Johnson has been promoted to the position of business analyst for admitting & registration. Johnson has been with UK HealthCare for 13 years, most recently serving as the Chandler Hospital admitting and registration supervisor.
New Eastern State Hospital prepares to open

In January, the Kentucky Cabinet for Health and Family Services (CHFS) and the University of Kentucky signed a letter of intent under which UK will operate and manage Eastern State Hospital when it opens soon in a new $129 million facility located on UK’s Coldstream Research Campus. Members of the UK Transition Team – John Phillips; Allen Brenzel, MD; Tukea Talbert and Carrie Rudzik – have been leading the effort to ready the facility for opening in early September.

Facility

The new hospital has nine units, six of which will open initially. The 300,000-square-foot, state-of-the-art facility will provide recovery-focused inpatient psychiatric treatment in a modern setting and will feature a Long Term Care Unit and an Acquired Brain Injury Unit in the future. In addition, four personal care homes on the campus will facilitate individuals’ transition to the community. Excitement is building for the opening of the new facility. During recent tours for current Eastern State Hospital staff, employees expressed their enthusiasm for the building, commenting on the openness of the facility, the natural light, the safety features of patient rooms, and the amenities on each patient care unit. Some staff training is already underway, with additional training and orientation sessions planned for the coming weeks.

Setting a high standard

Recognizing the critical role of behavioral health services in improving the overall health of Kentuckians, UK HealthCare brings to this project our clinical, research and administrative expertise. We are in a unique position to draw on our vast expertise from across multiple departments, such as Psychiatry, Psychology, Social Work, and Pharmacy, among others, to deliver recovery-focused care. In collaboration with the state, bluegrass.org, and the community mental health centers serving this region, we are committed to transforming mental health services in Kentucky.

The opening is set for Sept. 10. Visit ukhealthcare.uky.edu/eastern-state-hospital for the latest updates.

UK HealthCare has made the following personnel selections, which will take effect once patients transfer to the new Eastern State Hospital facility:

Griffith appointed associate administrator
Susan Griffith, who started her career with bluegrass.org 18 years ago, has been named the new associate administrator of Eastern State Hospital. She has served as chief of operations since 2001.

Smith named director
Jennifer Smith has been selected to direct personal care homes. Smith has held several positions since joining bluegrass.org as a staff nurse 19 years ago. Since 2007, she has been the Program Director of Bluegrass Personal Care Home.

Griffith
Susan Griffith

Jennifer Smith

Smith
New standards of dress for frontline staff

To project an image of professionalism and excellence that befits the quality and service standards of our organization, new standards of dress have taken effect for frontline staff who greet patients and guests. Fitting fairs were held in May across both campuses to allow employees to try on and select pieces ahead of the July 1 implementation.

Orders go through a single vendor and can be made online at ukhealthcareemployee.com for convenience, and all employees hired before June 1 received an $80 stipend toward their first purchases.

Frontline staff now wear white or blue standard dress shirts with the UK HealthCare logo and may choose dress pants or skirts in solid navy, khaki or black. Supervisors can answer additional questions and have discretion to help employees stay comfortable in environments where temperatures may fluctuate.

“This is a patient-centered initiative. Our patients have told us that a professional, competent staff who dress the part gives them a feeling of confidence,” said Jonathan Curtright, chief operating officer for ambulatory services.