

MAY 2012



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Tennis Ball-Sized Mass Removed With Tiny Incisions

When Maureen Burgess' allergist spotted a swollen area near her tonsil during a routine exam, she initially resisted the referral to an otolaryngologist. She was otherwise healthy and, besides, her throat didn't hurt.

But at her allergist's insisting, Burgess saw UC Health otolaryngologist Allen Seiden, MD. At his recommendation, she underwent a CAT scan and an MRI before seeing head and neck surgeon Keith Casper, MD. Both are faculty in the UC College of Medicine.

Casper says the allergist's find was a "very good pickup." Burgess had a mass the size of a small tennis ball sitting in the area inside of the jaw behind the tonsil and throat.

Casper brought Burgess' case to UC Health's multidisciplinary head and neck oncology tumor board. The team agreed it was most likely a pleomorphic adenoma—the most common form of salivary gland tumor and, typically, a benign one.

"With that type of tumor, there's a 10 to 20 percent chance of it turning into a highly aggressive malignant tumor if left untreated," says Casper. "In this situation, the chance of cure is very, very low."

Free Oral, Head and Neck Cancer Screenings

UC Health Otolaryngology will offer free oral, head and neck cancer screenings on Thursday, June 7, 2012. The screenings will take place from 8:30 a.m. to 4:30 p.m. in the UC Health Barrett Center, Area F. To reserve a spot, call 513-475-8400.



Maureen Burgess (left) with granddaughter Emily and daughter Lisa

Burgess went into surgery at UC Health University Hospital Friday, Feb. 10, 2012. Not knowing the extent of the tumor's attachment to the gland, Casper allotted six hours for the procedure using the da Vinci surgical robot.

"The robot gave us a 3-D view of the tumor and we could navigate all the way around it with minimal blood loss," explains Casper. "It was in a very sensitive place—sitting against the skull base and in front of the carotid artery and several important nerves."

He says that if Burgess had the surgery elsewhere, or several years ago at UC, surgeons would have split the lip and the jaw in the midline, cut open the floor of the mouth and rotated the jaw just to get adequate exposure to remove the tumor. With trans-oral robotic surgery, he was able to make an incision in front of the tonsil and have the tumor out in less than 25 minutes.

"When I first heard the diagnosis, my heart just sank into my boots," says Burgess. "But I was in the hospital for two days after major surgery. I put it all down to Dr. Casper's skills." ●



Casper



Seiden

>> APPOINTMENTS & REFERRALS

UC Health Otolaryngology can be reached at 513-475-8400.

A full list of specialists is available at ucphysicians.com.

Striving for Excellence Every Day—Starting Within, Reflecting Out

COLLEAGUES,

How do you define excellence?

If I brought five people in off the street and asked them to describe four



companies—Neiman Marcus, Mayo Clinic, Ritz-Carlton and the New York Yankees—with one word, they would all have a similar vision in mind. You may not agree with Neiman Marcus' prices, you may think the Ritz-Carlton is snooty, that Mayo Clinic is a medical marketing machine or that

the Yankees are overpaid ... but there is a certain thematic identity that leads to a sense of *esprit de corps* among employees and loyalty to their services.

The common denominator among them all is a commitment to excellence.

There is no doubt in my mind that we have pockets of excellence throughout the system and that the overwhelming majority of our employees get up in the morning with a commitment to doing everything they can to make the patient care we provide seamless. But we need an attitudinal shift as an organization.

To achieve true excellence, we must all—regardless of job status or position—be accountable, responsible,

team-oriented, confident and trustworthy. We need to find enjoyment in what we do. This applies to how we treat our patients and our colleagues; as well as, addressing our guiding vision, day-to-day tasks and challenges.

We need to transform our culture from what can be at times a harsh, off-putting “survive-at-all-costs” mentality to one of mutual collegiality. UC Health, as a system and as individual employees, should set an aspirational goal of excellence. It starts with being patient-centric, staff and professional-centric and wise, prudent and cautious when it comes to revenues. But the core of this is doing the right thing at all times. It sounds simple—it's the golden rule: Do unto others as you would have them do unto you.

Doing the right thing usually means thinking, “Yes, we can do that” or “I don't know, but I will help you get the answer” versus saying “no” or failing to be helpful.

Excellence must be consistently demanded and delivered across the UC Health system if we can truly claim to be the absolute best health system in our city and our region.

It sounds cliché, but when we know we are doing the very best we can—every day—and see that unequivocal

To achieve true excellence, we must all—regardless of job status or position—be accountable, responsible, team-oriented, confident and trustworthy.

commitment to excellence in our colleagues, regardless of title or job classification, it's infectious. It creates pride. It creates confidence. It empowers leaders. It incites change. We all benefit from the positive energy that is created and, as a result, our patients do even better. Our institution thrives and grows because we've proven ourselves to ourselves, earning the trust and confidence of our patients, staff and community.

This newsletter is a place where we celebrate excellence throughout UC Health. I invite you to share your thoughts about the people and programs that reflect and illustrate our core values. I can be reached at myles.pensak@uc.edu.

MYLES L. PENSAK, MD
Chief Executive Officer,
University of Cincinnati Physicians

Connected

Connected is a monthly publication for clinicians and associates of UC Health. Send your comments and ideas to CorporatePR&Marketing@uchealth.com.

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UC HEALTH MISSION

- Provide life changing, patient-centered medical care
- Drive innovation through groundbreaking research
- Educate and inspire the next generation of health care professionals

UC HEALTH VISION

- To be region's quality health care partner and a national leader in solving complex medical problems

UC HEALTH VALUES

- Respect
- Integrity
- Teamwork
- Excellence

Patient Scheduling, Operations Undergo Revamp

Changes in radiology result in fewer dropper calls, faster answer times

With guidance from Elizabeth Hilton, director of access for University of Cincinnati Physicians, UC Health's physician practice scheduling operations are



Hilton

undergoing a systematic audit to maximize patient accessibility and improve customer service by better utilizing staff/physician time and energy.

"Beyond delivering quality health care, our goal is to optimize patient volume while embracing a fundamental attitude of service in everything we do," explains Hilton.

Scheduling Process Changes

Recent changes in radiology, she says, are illustrative of how operational improvements can make a tremendous impact on clinical productivity and overall accessibility of the organization.

"Callers—both patients and referring physicians—were clearly frustrated, so we made a commitment to address the root of our operational challenges to deliver the best service possible," explains Mike Regg, clinical operations manager for UC Health Radiology.

Enter Toby Higgins, who joined University of Cincinnati Physicians as clinical operations supervisor from Proscan Imaging in August 2012.

Higgins restructured the phone routing system to more evenly disperse incoming calls among the three radiology schedulers, expediting answer times. In addition, she reviewed historical reports and monitored live caller queues to capture peak call volumes throughout the week. The resulting overall trends were correlated with day-to-day notations about specific circumstances that may have impacted the call center's productivity—for

example, unplanned staff absences or complicated test scheduling requests.

"This gave us a clearer picture of how well our clinical operations were functioning. The data showed call volume peaked on Mondays and we were understaffed to handle the demand, for example, so we adjusted our staffing," says Higgins.

Radiology saw a significant improvement within 90 days, eventually improving the call wait time from 1 minute, 2 seconds in August 2011 to 15 seconds in March 2012. Abandoned call rates have dropped from 12.6 percent to 3.33 percent during the same timeframe. ●

>> FOR MORE INFORMATION

Elizabeth Hilton can be reached at 513-475-8126 or hiltone@ucphysicians.com.

Toby Higgins can be reached at 513-245-3659 or toby.higgins@ucphysicians.com.



With Toby Higgins in the foreground are (left to right) JaCinda Kelly, Sarah Siler, Gina Mann and Claudia Fiala

FUTURE PLANS: THE ACCESS TEAM IS WORKING ACROSS DIVISIONS

to develop a standardized training program for scheduling agents to increase their understanding of practice operations, improve scheduling efficiency and ensure a consistent level of customer service.

"Optimal scheduling efficiency is especially important in clinics like dermatology and endocrinology," says Elizabeth Hilton, director of access for University of Cincinnati Physicians, "where established physicians are often booked to capacity. To increase availability, the access team is reworking provider schedules to minimize visit-type restrictions, fill all available slots and strategically overbook."

Hilton adds that the patient access group's goal is to remove the barriers between patients and their providers by allowing patients to receive appropriate clinical care as expediently as possible. ●

Cincinnati Diabetes and Obesity Center

A Collaborative Team Targets Community Diabetes Problem Group aims to raise awareness, find solutions for treatment challenges

In 2007, a joint strategic planning initiative by the UC College of Medicine, UC Health University Hospital and University of Cincinnati Physicians identified diabetes and obesity as an area of great strength in the Academic Health Center and consequently chose it as one area of emphasis of four “centers of excellence.” From that planning, and in partnership with researchers and clinicians at Cincinnati Children’s Hospital Medical Center, the Cincinnati Diabetes and Obesity Center was formed.

The role of the center is to bring together the array of metabolic research and clinical teams involved in diabetes, obesity and metabolic diseases from across the UC campus and its health care partners to facilitate better care for patients, improved education for trainees and physicians, increased outreach in the community and focused research for the development of novel and advanced treatment strategies.

This collaborative approach will allow the Cincinnati Diabetes and Obesity Center to serve as a model—facilitating community solutions for the pressing problems associated with diabetes and obesity.

The American Diabetes Association estimates there are more than 200,000 people in Greater Cincinnati with diabetes. Like so many across the country, numerous people live with the disease for years without being diagnosed, suffering from the damaging consequences that come with unmanaged blood sugar levels.

Randy Seeley, PhD, director of the Cincinnati Diabetes and Obesity Center and Donald C. Harrison Endowed



Seeley

Chair in Medicine within UC’s endocrinology, diabetes and metabolism division, says tackling the problem of diabetes will be possible only through a large and coordinated effort.

“We have to address the problem of diabetes from many angles,” says Seeley. “We have to continue inves-

tigating its causes and treatments. We must provide excellent care and we must educate people—health care providers and the public—on the prevention and diligent treatment of the disease. Combining all of these things is how we will effect change.”



Mercedes Falciglia, MD (right) leads the Diabetes Now program, initiated in 2006 and now operative in all units of University Hospital. Shown here with Falciglia are (left to right) Megan Lyons, PharmD, Adele Corbin, nurse practitioner and Tama Porter, MD.

Excellent Clinical Care

Outpatient clinical care for diabetes became hospital-based in 2011 and patients of the UC Diabetes and Endocrinology Institute have access to a growing group of physicians with expertise in diabetes as well as more specialized issues like cardiovascular disease, low testosterone and infertility, polycystic ovarian syndrome, management after gastric bypass surgery and follow up for gestational diabetes.

In 2012, the institute named Michael Canos, MD, its clinical director. Canos oversees outpatient diabetes and endocrinology care on the Clifton campus and leads an expanded practice that includes five other endocrinologists. Mercedes Falciglia, MD, is director

of inpatient diabetes management at University Hospital. She developed the Diabetes Now program to improve the care of hospitalized patients with diabetes and high blood glucose (hyperglycemia)—from admission to



Canos

discharge and beyond. The program has already prompted policy changes with regard to the timing between meal delivery, consumption and insulin

administration—a care process that is critical for the safe and effective treatment of hyperglycemia.

The UC Diabetes and Endocrinology

**The American Diabetes Association estimates there are
*more than 200,000 people in Greater Cincinnati with diabetes.***

Institute has developed a formal plan with Cincinnati Children's for transition of pediatric diabetic patients to the adult endocrine center. This transition has traditionally been difficult because of the many changes that occur in late adolescence/early adulthood. The formal transition plan, which began in 2012, is meant to ensure that patients are able to maintain top-rate diabetes care through the change.

Research and Discovery

Researchers with the Cincinnati Diabetes and Obesity Center are conducting a number of basic science studies relevant to the center's mission. It's these studies' relevance to clinical care that's perhaps most exciting for the center's members. For example, Seeley is working with a team of other faculty to use rodent models to recreate the physiological responses to surgical weight-loss procedures (currently the most effective treatment for weight loss and one that often reduces or eliminates the need for diabetes medications). His studies—supported by \$4.1 million annually from Ethicon Endo-Surgery—are designed to determine what these procedures do to alter the communication from the gut to other key organs such as pancreas, liver and brain. Insights from these experiments are already leading to the development of less-invasive procedures available to a broader segment of the population.

David D'Alessio, MD, director of UC's endocrinology, diabetes and metabolism division and UC Health endocrinologist, and Darleen Sandoval, PhD, UC assistant professor, are studying how the gut hormone glucagon-like peptide 1 (GLP-1) helps reduce blood glucose levels. In the presence of glucose, GLP-1 is known to increase insulin secretion from the pancreas.



David D'Alessio, MD

The team hypothesizes that GLP-1 works not just as a hormone to stimulate insulin secretion, but as a neurotransmitter—in communication with systems in the brain. The two have received grants to test this hypothesis in both mice and humans.

Education and Outreach

Both Canos and Falciglia were trained at the UC College of Medicine and University Hospital (Falciglia from medical school through fellowship training and Canos from residency through fellowship). They aren't unlike many other caregivers throughout Cincinnati—many of whom are still interested in having a connection to

the university and UC Health. For that reason, diabetes specialists are working to make sure they are in regular contact with primary care providers who refer patients into the practice.

More specialized training in nutrition is now being offered through a new MD/MS dual degree program made possible through a partnership between UC's College of Medicine and College of Allied Health Sciences.

Future plans for education and outreach include:

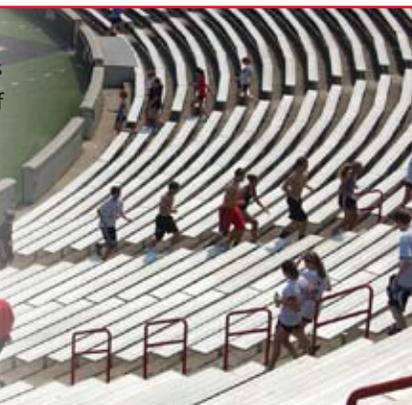
- weekly telemedicine sessions with UC and community physicians to discuss case presentations, and
- the formation of a certified diabetes educator program with easier access to CDE training requirements in order to increase the number of these providers in our community. •

>> FOR MORE INFORMATION
UC Health's team of diabetes specialists sees patients at the UC Health Physicians Offices in Clifton and West Chester, and at the outpatient clinic in the Hoxworth Center. For appointments, call 513-475-7400.

For more information about the Cincinnati Diabetes and Obesity Center, visit ucdiabetes.com or call Pamela Koski at 513-558-2401.

TAKE THE STADIUM STEPS

CHALLENGE The Cincinnati Diabetes and Obesity Center is the beneficiary of the 2012 Stadium Steps Challenge, a climb of the nearly 1,500 steps in the lower bowl of Nippert Stadium, which will take place Saturday, May 19, at 11 a.m. Registration is \$25 (\$10 for students) and includes a T-shirt, food and drinks. To register, visit regonline.com/stepschallenge2012. •



in brief

Walker Named Vice President of Primary Care

Nita Walker, MD, has been appointed vice president of



Walker

primary care for University of Cincinnati Physicians. In this expanded role, Walker will manage the day-to-day operations of primary

care, which has 60 physicians working at 14 practices.

She will also be responsible for recruiting primary care providers to meet the expansion goals of UC Health and creating a strategic plan to ensure the primary care practice is aligned with the overall health system. Working closely with Tim Hafley, primary care's executive director of business administration, Walker will also manage primary care's financial statements with the goal of attaining a balanced budget.

She will also play a key role in guiding practices to help UC Health meet meaningful use criteria for primary care related to upcoming Medicare/Medicaid changes.

Walker earned a medical degree from the Medical College of Georgia and a bachelor's degree from Smith College in Massachusetts. She will report in tripartite to Thomas Boat, MD, president and

chairman of the University of Cincinnati Physicians Board of Directors and vice president for health affairs/dean of the UC College of Medicine; Lori Mackey, chief operating officer, University of Cincinnati Physicians and senior associate dean at the UC College of Medicine; and Myles Pensak, MD, chief executive officer of University of Cincinnati Physicians and senior associate dean at the UC College of Medicine.

Fichtenbaum Named to Position Within Research Cabinet

Carl Fichtenbaum, MD, professor in the division of infectious diseases, was recently appointed associate chair for translational research in the department of internal medicine and assistant dean in the



Fichtenbaum

UC College of Medicine Research Cabinet. Senior Associate Dean for Research Stephen Strakowski, MD, formed the research cabinet in 2011 to provide research strategic planning and implementation, review and oversight over the college's research infrastructure, oversight over UC College of Medicine graduate education and to improve communications throughout the college. The cabinet meets twice monthly.

McCormack Wins National Research Award

Frank McCormack, MD, was honored for one of the "Top 10" clinical research projects in the country and received a Clinical Research Forum Clinical Research Achievement Award at the forum's annual meeting and awards dinner April 18, 2012, in Washington, D.C. The award is given to projects that exemplify scientific innovation that results



McCormack with Kari Luther Rosebeck, chief executive officer, Tuberous Sclerosis Alliance

from U.S. investment in clinical research that can benefit human health and welfare. McCormack is a UC Health pulmonologist and professor/pulmonary, critical care and sleep medicine division director at the UC College of Medicine.

Downey Wins 'Caring Hearts and Hands' Awards

Kathleen Downey, MD, an associate professor in the department of family and community medicine and a UC Health primary care physician who sees patients at the UC Health Primary Care office in Wyoming, will receive a 2012 Caring Hearts and Hands Award from the Visiting Nurse Association of Greater Cincinnati and Northern Kentucky. The award celebrates community impact and recognizes



Downey

individuals and community partners who make a contribution through innovation and collaboration in the health and well-being of the Greater Cincinnati and Northern Kentucky area. Downey will be presented with the award at the annual Caring Award celebration June 1, 2012, at the Hyatt Regency downtown.



University Hospital HR Vice President Presented Diversity Award

Clarence Pauley III, vice president of human resources at UC Health University Hospital, received the Merlin Pope Jr. Diversity Leadership Award from the Cincinnati Human Relations Commission in May.



Pauley

The award recognizes an individual who has been actively involved in diversity inclusion efforts within his/her organization and/or the community; holding him/herself and others accountable for diversity/inclusion efforts and results; and demonstrating a commitment to diversity and inclusion, especially in the face of resistance.



THANKS to everyone who participated in the 2012 American Heart Association Mini-Marathon. Together, UC Health employees raised more than \$95,000 for the cardiovascular research. More than 249 UC Health employees participated in the walk. ●

UC Health Chief Compliance Officer Named

Shannon DeBra has been appointed chief compliance officer for UC Health. In this role, she will lead UC Health's corporate compliance office, which is responsible for creating and managing systems and



DeBra

processes to help ensure that UC Health and each of its components is in compliance with federal and state regulatory requirements and UC Health policies and standards of conduct. The office is also responsible for conducting educational sessions, monitoring and reporting results of compliance efforts and providing guidance to UC Health leadership on matters relating to compliance. DeBra reports to Charles Pangburn, vice president and general counsel of UC Health. Prior to joining UC Health, she worked in private practice representing primarily hospitals and health systems in compliance and regulatory matters. She also served as senior

counsel for the U.S. Department of Health and Human Services. DeBra holds a juris doctorate from Boston University School of Law and a bachelor's degree in human movement education from Boston University.

Intrabronchial Valve Program First in Region

Sadia Benzaquen, MD, assistant professor in the division of pulmonary, critical care and sleep medicine, placed the first intrabronchial valve in the region on Feb. 16, 2012, at Miami Valley Hospital. He is now able to offer the procedure at



Benzaquen

UC Health University Hospital as well. The valve is used to control prolonged air leaks of the lung or significant air leaks that are likely to become prolonged air leaks following lung procedures. This marks another milestone for the UC Health Interventional Pulmonary Program, which is unique in the Greater Cincinnati area.

Upcoming UC Health Wellness Fairs

UC Health will hold spring wellness fairs for associates with information on UV protection for eyes, vitamin D and eyes, melanoma and skin cancer, osteoporosis and bone density, first aid, swimming safety, healthy summer snacks, outdoor summer events and more. Vendors will be on-site to provide literature and discounts.

May 30 University Hospital 11 a.m. to 2 p.m.	June 5 University of Cincinnati Physicians Victory Parkway 11 a.m. to 2 p.m.	June 6 West Chester Hospital 11 a.m. to 2 p.m.
May 31 Drake Center 11 a.m. to 2 p.m.		June 7 UC Health Business Ctr. 11 a.m. to 2 p.m.

Cardiovascular Disease Medical Education Event

The division of cardiovascular diseases will host a continuing medical education event titled "Cardiovascular Disease for Primary Care and Specialist," from 8 a.m. to 5:30 p.m. Saturday, June 2, 2012, at Great American Ball Park. UC cardiovascular experts will present sessions on heart failure, coronary artery disease, catheterization, cardiac imaging and electrophysiology. General registration is \$150; registration for UC Health physicians and affiliates is \$75. To register, visit regonline.com/UCcardiovasculariseaseCME.

Ruther Primary Care Practice Moves

The UC Health Primary Care practice in Corryville (Ruther Avenue) has been moved to a new location as of May 7. The new location is on the UC Health Business Center campus at 3120 Burnet Ave., Suite 406. The move was made to provide a newer, more up-to-date space for patients. With additional questions or to schedule an appointment, call 513-584-8600. ●

CONGRATULATIONS TO THE FOLLOWING UC HEALTH NURSES,

who were recognized as part of the 20th annual UC College of Nursing Florence Nightingale Awards in April. Each received a Dean's Award, comprising a plaque and a \$400 award.

- Elizabeth Kramer**
UC Health University Hospital
- Gregory Porter**
UC Health Drake Center
- La Toya Sherman**
UC Health University Hospital
- Linda Vogelpohl**
UC Health Bridgeway Pointe
- Julie Woodside**
UC Health University Hospital ●



Gregory Porter Julie Woodside Linda Vogelpohl Elizabeth Kramer La Toya Sherman

GUEST COLUMN

UC Health Honors Associates' Service During Hospital Week, Nurses Week

UC Health has developed a strong local presence and international reputation in a short period of time. That's due in no small part to our talented hospital associates and skilled nurses.

I'm therefore proud to recognize National Hospital Week and National Nurses Week, both officially occurring this year May 6-12, with some locations observing different days for scheduling purposes.

Hospital Week started in 1921 when a Chicago magazine editor suggested the event as a means to "open up the doors" of hospitals. It was an era much different from today's "information age," and many in the public had questions and concerns about hospitals.

Since then, the observance has grown to become a national event celebrating the history of and important role hospitals play in community health.

Most importantly, it's yet another chance to recognize the individuals—nurses, respiratory techs, therapists, social workers, business professionals, food service workers and housekeepers—who take care of patients and keep operations flowing smoothly.

National Nurses Week begins each year May 6 and concludes May 12, coinciding with the birthday of Florence Nightingale, considered the "mother of modern nursing." Her numerous contributions include founding the first official nurses' training program, championing patient rights (in the 1850s!) and statistical analysis of sanitary conditions.

As someone who hears frequently about the successes of our hospital associates and nurses, I hope you're proud of the vital role you play in what UC Health is accomplishing. I also hope that—like me—you go to work each day excited to make a difference and go home feeling satisfied that you did.

On behalf of UC Health's senior leadership team, our nearly 700 physicians and our UC Health Board of Directors, I wish you a happy Hospital Week and Nurses Week.



Jim Kingsbury, FACHE
President and Chief Executive Officer
UC Health



Knee, Hip Replacement With ‘Conscious Sedation’

Innovative technique helps patients recover faster and with less pain

When Helen Kugel, 75, of Cincinnati first learned she needed a knee replacement, she asked for something surgery patients often do: to be “knocked out,” referring to general anesthesia.

It’s a typical request, and one that’s definitely necessary in some cases, but UC Health orthopaedic surgeon Todd Kelley, MD, is replacing knees and hips with a surgery protocol that does not include the traditional general anesthetic, with an outcome that patients like Kugel boast results in less pain and faster recovery.

Kelley’s protocol includes several intraoperative injections in the tissues around the joint teamed with the administration of a spinal anesthetic by an anesthesiologist, a procedure similar to that of an epidural to block pain during labor. The combination of medicines he chooses, and how they are administered, Kelley says, block the nerve fibers, which in turn stops the pain from revving up; with the added benefits of decreased blood loss during surgery and less post-operative swelling.

“It’s basically a conscious sedation,” Kelley says of the surgery protocol he and a colleague researched and developed during his reconstructive orthopaedic fellowship. “Decreased pain and swelling helps get people up and moving a lot quicker, and the sooner people can start moving the knee the better they feel,” says Kelley, who also serves as an assistant professor at the UC College of Medicine.

Kugel, a retired guidance counselor, says she was amazed at how quickly she got back on her feet, and back to her active lifestyle, compared with others she’s known to have knee replacements.



Ashley Kempher

Todd Kelley, MD, (above) and a colleague developed a conscious sedation technique for total joint repair. He offers the technique to patients locally.

“I had the surgery at 7 a.m. and by 2 p.m. the numbness and everything was gone. I didn’t have any of the nausea associated with general anesthetic either,” Kugel remarks, adding that she was able to walk with a walker “almost right away.”

After suffering for nearly a year

with “excruciating” knee pain, Kugel says she quickly felt as if the knee was her own again. She can’t rave enough about Kelley, his staff and UC Health West Chester Hospital, saying: “I think his whole approach was excellent, and the hospital was fantastic!” ●

“I had the surgery at 7 a.m. and by 2 p.m. the numbness and everything was gone. I didn’t have any of the nausea associated with general anesthetic either.”

Helen Kugel, UC Health orthopaedics patient

>> **APPOINTMENTS & REFERRALS**

To reach UC Health Orthopaedics, call 513-475-8690. Appointments are available at the UC Health Physicians Offices in Clifton and West Chester.

We're all UC Health

Vicky Reese

Phlebotomist,
UC Health Barrett Center

FOR THE PAST 33 YEARS, Vicky Reese has been helping patients during difficult times.

"You never know what you'll go through in life," says Reese, a phlebotomist at the UC Health Barrett Center. "Our patients are the true heroes because of what they endure."

Reese's role serves as the jumping off point to find a diagnosis, treatment option or a condition update. Occasionally, she'll recognize tests that need to be done even if they weren't yet ordered, thanks to her years of experience, college degree and medical lab training.

She takes her work seriously, but Reese also realizes the importance putting patients at ease.

"Making someone smile means the world to me," she says.

In her free time, Reese is actively involved at her church. She sings in the

choir, serves as an usher and assists with various events.

She also enjoys spending time with her four children and two grandchildren. ●



Vicky Reese

Vicky Reese takes her work seriously, but she also realizes the importance putting patients at ease.

From the reactions of her patients and co-workers, Reese is cherished by everyone she works with because of her lively personality and infectious smile. She's been officially recognized, too. In February, UC Health University Hospital presented her with a Service Excellence Award.



Patricia Adkins, director of nursing for the UC Health Barrett Center (left), Vicky Reese and Keith Gilles, administrative director for the Barrett Center

The ceremony agenda noted that the day before Christmas Eve, Ronald Warnick, MD, a neurosurgeon with the UC Neuroscience Institute and UC professor, requested a bleeding time test to assess platelet function for a patient who needed urgent brain surgery.

Warnick wrote, "Thank you for saving the day the Friday before Christmas. Your confirmation of a normal bleeding time allowed the patient to undergo urgent brain tumor surgery. She went home two days later (on Christmas Day ... quite a present!). We could not have done it without you."



uhealth.com

Inpatient and outpatient services available in the following communities:

OHIO

- ADAMS COUNTY
- ANDERSON
- BROWN COUNTY
- CLIFTON
- FAIRFIELD
- FOREST PARK
- HARPER'S POINT
- HARTWELL
- KENWOOD
- KETTERING
- MASON
- MONTGOMERY
- MT. AUBURN
- RED BANK
- SPRINGDALE
- TRENTON
- WEST CHESTER
- WESTERN HILLS
- WILMINGTON
- WYOMING

KENTUCKY

- FLORENCE
- LEXINGTON
- MAYSVILLE
- SOUTHGATE

INDIANA

- AURORA
- BATESVILLE
- GREENSBURG
- MADISON
- NORTH VERNON
- RUSHVILLE