

OCTOBER 2012



SPECIAL SUPPLEMENT

Cultivating Excellence

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UC Center for Reproductive Health Adds Specialist, Shifts Leadership Responsibilities

A recent addition to the physician team at the UC Center for Reproductive Health sets the center on a course for continued success.

"UC Health is very well-respected in the reproductive endocrinology and infertility community, and anyone seeking an academic position would be interested in coming here," says assistant professor Julie Sroga, MD, who joined the UC Health Reproductive Health practice in August 2012. She has been named director of the center's oncofertility program and the associate director of reproductive medicine research.

Sroga, a Beavercreek, Ohio, native, earned her medical degree from Wright State University and completed her residency at the Ohio State University Medical Center.

Sroga and Krystene DiPaola, MD, who joined the practice in 2011, both completed their fellowships at UC under Michael Thomas, MD. Thomas is a pro-

fessor and division director of reproductive endocrinology and infertility in the UC College of Medicine Department of Obstetrics and Gynecology. DiPaola, an assistant professor, was recently named the center's medical director.

"We now are one of the very few centers in the region with female physicians who specialize in reproductive endocrinology and fertility," says Thomas, who founded the center in 1988.

The UC Center for Reproductive Health has assisted thousands of patients and couples with successful conception and is acknowledged for having success rates that meet or exceed national averages.

Sroga says the backing of an academic health center, UC Health's clinical reputation and the research opportunities here drew her to the position.

"Academic positions are limited in our field, especially ones with ample research opportunities and clinical growth," she says, adding that "the people and the area" were influencing factors in making the decision to stay in Cincinnati. •

>> APPOINTMENTS & REFERRALS

The UC Center for Reproductive Health has three locations: Mt. Auburn, West Chester and Southgate, Ky. For appointments, call 513-585-2355 or visit ucfertility.com for more information.

Treatment Expertise

Physicians at the UC Center for Reproductive Health specialize in:

- infertility
- endometriosis
- polycystic ovary syndrome
- hormonal disorders

The oncofertility program specializes in fertility sparing treatments for individuals diagnosed with cancer during their childbearing years, including semen and embryo banking.



UC Center for Reproductive Health physicians (left to right) Julie Sroga, MD, Michael Thomas, MD, and Krystene DiPaola, MD

Trust Underpins Our Clinical Integration Efforts

COLLEAGUES,
In the April issue of *Connected*, we committed to providing communications about the integration of UC Health



Jim Kingsbury



Myles L. Pensak, MD

and University of Cincinnati Physicians. We gave an update in July and have more to share now.

When we began our integration efforts, we determined the most productive approach would be one based on the principle of mutual trust and advancement. That's far more productive than establishing an "us/them" mindset.

We'll give some examples of how the more positive approach worked.

UC Health's West Chester Hospital owned the Medical Office Building where several physician practices are located. The property is adjacent to the hospital, and

for various reasons years ago, it was determined that UC Health's hospital division would own and manage the building, leasing the office space to physicians.

Just a short distance away, the University Pointe Surgical Hospital

was owned by University of Cincinnati Physicians.

So, the physicians' practice building was essentially owned by a hospital organization, and the surgical hospital was owned by a physicians' practice.

That arrangement was fine years ago, but it couldn't take advantage of the unique skill sets of both our hospital and physician divisions. Through integration, it became possible for the hospital division to manage and operate the surgical hospital and the physicians' practice group to manage and operate the physicians' office building.

These kinds of arrangements can proceed quickly, or they can drag on for an extended period if the participants act based on mistrust and doubt. We moved quickly, with the right principles, doing what is right to ensure the success of our organization, and earlier this summer the change occurred.

In another example, it's hard to think about University of Cincinnati Physicians without considering its link to the University of Cincinnati and the College of Medicine.

Almost all of the organization's physicians hold faculty appointments at the college. In addition, at its founding, UC Health committed to supporting all three missions of University of Cincinnati Physicians and the UC College of

Medicine: patient care, education and research.

This summer UC Health and the University of Cincinnati signed an affiliation agreement that established the basic framework for how the two organizations will work with each other long into the future—based on a strong history of cooperation.

That agreement not only establishes the fundamental relationship but also defines a process for addressing specific opportunities or issues like the use of property and space, funds flow, fundraising and the utilization of the Goodman Garage.

These examples are significant proof points of how much can be accomplished when participants set aside an attitude of "what's in it for me?" and proceed with trust.

With a foundation built on trust, our integration teams strive to observe the RITE values of Respect, Integrity, Teamwork and Excellence. And, it's produced results!

JIM KINGSBURY
President and Chief Executive Officer
UC Health

MYLES L. PENSACK, 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 the region's quality health care partner and a national leader in solving complex medical problems

UC HEALTH VALUES

- Respect
- Integrity
- Teamwork
- Excellence



24/7 Physician Coverage Enhances Care in Medical, Critical Care and Cardiovascular Intensive Care Units

The sickest patients need the most attention and care—and it doesn't stop when the sun goes down or the weekend hits.

In response to this, UC Health University Hospital has started overnight, seven-day coverage by attending physicians in the Medical Intensive Care Unit (MICU), Critical Care Unit (CCU) and Cardiovascular Intensive Care Unit (CVICU)—providing constant access to critical care professionals who can help at a moment's notice. The goal with this service is to improve outcomes and shorten hospital stays for patients.

University Hospital is the only facility in the area that offers these services.

"We started covering the MICU at night with attending critical care physicians in July," says David Norton, MD, director of the MICU and UC Health



Norton

critical care-trained pulmonologist, adding that the CCU and CVICU coverage began Sept. 1. "These physicians take turns working from 8 p.m. to 8 a.m., seven nights a week. Each critical care-trained physician gets 144 nights per year, so

"... we're very excited about the new program and are looking forward to ... ensuring similarly robust coverage for all of the critical care platforms at University Hospital."

David Norton, MD
Director, MICU
UC Health pulmonologist



Intensivists (left to right) Thomas Preston, MD, Almothana Shanaah, MD, and Saurabh Chandra, MD, PhD

we're making sure to split the shifts fairly, preventing burnout and therefore improving care."

Norton says that two residents and a fellow are present at night in addition to the night coverage team, offering additional one-on-one educational opportunities for trainees.

In coming months, Norton says they will work to include critical care teams in the Burn Intensive Care Unit and the Neonatal Intensive Care Unit. The Surgical Intensive Care Unit already has nighttime attending coverage in-house.

"When a person is brought to UC Health for care, they're expecting the highest level of expertise and leaders in the health care field," he says. "People get sick at 2 a.m. just like they do at 2 p.m., and the level of care they receive should not differ.

"With thanks for the support provided by Dr. Brian Gibler, chief executive officer at University Hospital, co-chairs of the Critical Care Operations Committee and others in the division of pulmonary critical care and sleep medicine, we're very excited about the new program and are looking forward

to opportunities moving forward and ensuring similarly robust coverage for all of the critical care platforms at University Hospital." ●

UC Health Pulmonary and Critical Care has added three new critical care-trained physicians to further enhance the program:

- **Saurabh Chandra, MD, PhD**
critical care fellowship at the University of Pittsburgh; recent pulmonology training at Mt. Sinai in New York City
- **Thomas Preston, MD**
critical care fellowship at the University of Pittsburgh; most recently served as night intensivist in the Indiana University health care system in Indianapolis
- **Almothana Shanaah, MD**
trained in both critical care and nephrology; recently finished nephrology fellowship at the University of Louisville

>> APPOINTMENTS & REFERRALS
Specialists with UC Health Pulmonary, Critical Care and Sleep Medicine see patients in Clifton and West Chester. For appointments and referrals, call 513-475-8523.

GUEST COLUMN

Informatics Initiative Will Enhance Research Enterprise

By the end of October, the Epic electronic medical records system will be in place in all of UC Health's inpatient and outpatient care sites. Until now, much of the work related to this installation has been focused on training and functionality; however, as an academic medical center, we have also been thinking about the implications of this new tool—and others—on our research mission.

How can we (UC Health and the UC College of Medicine) responsibly and effectively use collected clinical data to gain a better understanding of human health? And how can we translate that information into solutions for our patients?

As a first step toward answering these questions, UC Health and the College of Medicine have jointly appointed John Hutton, MD, to lead an overall informatics initiative.

Hutton served as dean of UC's College of Medicine from 1987 to 2002 before moving to Cincinnati Children's Hospital Medical Center where he established a world-class biomedical informatics program that is well integrated within the clinical care systems at Cincinnati Children's.

This integrated system serves as a model for others, allowing rapid and continuous interface between researchers and clinicians to improve quality of care and outcomes while advancing discovery.

Although the UC College of Medicine and UC Health will require different solutions, this model is a good starting point.

Hutton, who will serve as associate dean for information services of the UC College of Medicine and director of research informatics at UC Health, will lead the effort to create a new Joint Data Center. This center will support clinical research and hospital initiatives such as outcomes measures, quality improvement, registries for various populations of patients and comparative effectiveness research.

We are committed to conducting research that positively impacts the health of our community. We know that to do this, we must effectively manage health care information and create the proper interfaces with health care information systems. This is what will make our research programs competitive.

Stephen Strakowski, MD

Vice President of Research, UC Health
Senior Associate Dean for Research, UC College of Medicine
Chair, UC Department of Psychiatry and Behavioral Neuroscience

A new Joint Data Center will support clinical research and hospital initiatives such as outcomes measures, quality improvement, registries for various populations of patients and comparative effectiveness research.



Stephen Strakowski, MD

Woman Chooses Preventive Surgery to Reduce Risk

Cancer surgery followed by immediate breast reconstruction gives peace of mind

Kathy McGee says she had resigned herself to what seemed like a fact: She would have breast cancer.

Both her mother and two aunts had fought the disease.

It was in 2008 after learning she was positive for the BRCA1 gene mutation that she decided to take preventive action. Women who have a harmful mutation of the BRCA1 or BRCA2 genes are five times more likely to develop breast cancer than women who do not have such a mutation.

First, McGee elected to have a preventive bilateral salpingo-oophorectomy, a procedure to remove her ovaries and fallopian tubes to reduce the risk of developing reproductive tract and breast cancers.

She then connected with a high-risk breast cancer screening program and began what she called a “rollercoaster year of MRIs, biopsies and mammograms.” Each new round of testing became a littler scarier.

“I was 50 years old with three children, a husband and a successful nursing career. I wanted to live as long as I could to be here for my family,” McGee recalls.

She decided to take the second step in reducing her risk for breast cancer: a preventive bilateral mastectomy to

>> **APPOINTMENTS & REFERRALS**

To learn more about the UC Cancer Institute’s multidisciplinary breast cancer team, visit uccancer.com/breastcancer.

To schedule a screening mammogram in Clifton, call 513-584-1500 and 513-298-FAST (3278) in West Chester. For plastic surgery, call 513-475-8881. For surgical oncology, call 513-584-8900.

remove her breast tissue and surrounding lymph nodes followed by DIEP (deep inferior epigastric perforator) breast reconstruction. The procedure creates a new breast using the patient’s own tissue and fat.

It was a fellow nurse practitioner at Cincinnati Children’s Hospital Medical



Nguyen



Shaughnessy

Center who told her about Minh Doan Nguyen, MD, PhD, a UC Health plastic surgeon affiliated with the University of Cincinnati Cancer Institute. Nguyen is the only surgeon in the Greater Cincinnati area who offers the DIEP procedure.

In this approach, a surgical oncologist—in McGee’s case, Elizabeth Shaughnessy, MD, PhD—and

reconstructive surgeon (Nguyen) work side-by-side to complete the mastectomy and breast reconstruction in the same surgery.

With the DIEP approach, tiny blood vessels from the transplanted tissue are surgically reattached to the chest wall. The procedure spares the muscle, reducing the risk for complications associated with traditional TRAM (transverse rectus abdominis muscle) flap reconstructive surgery, improving the tissue’s blood supply and retaining abdominal muscles. The result is a more natural breast, both in feeling and appearance.

“Beyond knowing that my surgeons had impressive surgical skills, I needed to like my surgeons—to feel that they understood me and my personal motivations. I had a wonderful surgical team in Dr. Nguyen and Dr. Shaughnessy. Their entire support team—

Kathy, Lacey, Kristen—was so professional,” says McGee, who had her procedure in December 2010 at UC Health University Hospital.

“I can’t explain what a relief it was to have that pathology report after surgery telling me I was cancer-free. It helped me from a holistic healing perspective,” she says. “I don’t think I realized until then that I was resigned in my mind that I would eventually get cancer.” ●



“I was 50 years old with three children, a husband and a successful nursing career. I wanted to live as long as I could **TO BE HERE FOR MY FAMILY.**”

Kathy McGee, UC Health patient

in brief

Wilson Named UC Health University Hospital Chief of Staff

Keith Wilson, MD, has been named the chief of staff at UC Health University Hospital. During his two-year appointment, Wilson will be a critical part of University Hospital's leadership team



Wilson

and decision-making structure. He will serve as a physician ambassador on various committees, providing insights and views representative of the medical staff. He will also actively work with hospital administration to ensure the medical staff is properly supported on clinical initiatives and other ventures. Additionally, Wilson will be responsible for administering the medical staff's bylaws. LeAnn Coberly, MD, will serve a two-year appointment as chief of staff-elect. She will be a critical part of the chief of staff office and will work with Wilson on a variety of projects.



Coberly

Revilla Named Endowed Chair

Fredy Revilla, MD, a UC associate professor of neurology, has been awarded the James J. and Joan A. Gardner Family Center for Parkinson's Disease and Movement Disorders Chair, endowed by the Gardner family. Revilla is director of the James J. and Joan A. Gardner Center at the UC Neuroscience Institute, with research interests in Parkinson's disease, Huntington's disease and essential tremor.



Revilla

New Air Care Helicopter Unveiled



A new, state-of-the-art EC145 helicopter has joined the UC Health Air Care and Mobile Care fleet, providing advanced transport medicine to the Tristate. The new helicopter replaced one of Air Care's current BK117 helicopters and is stationed at UC Health University Hospital. A second, identical EC145 will arrive in December and be stationed at the Butler County Airport.

The new helicopter is 7 inches wider and 13 inches longer than the BK117—but the small difference carries a big impact, allowing the team to access the entire patient, head to toe, for care. It's also able to carry 900 pounds more for additional personnel or equipment. Enhanced safety features include an all-glass cockpit with night vision goggle compatibility, built-in weather radar and airport landing maps, energy-absorbing seats and fuselage, and avoidance systems to detect both other aircraft in the area and obstacles near the landing zone.

Shown at right at the helicopter unveiling are (left to right) University Hospital President and CEO Brian Gibler, MD, UC Health President and CEO James Kingsbury, Air Care pilot Bob Francis and UC Interim President Santa Ono, PhD.



SAVE THE DATE: UC Health Research Week in November

UC Health Research Week 2012, **"COLLABORATE TO INNOVATE,"** will feature the exciting collaborations among multidisciplinary researchers at UC Health and the University of Cincinnati. An opening ceremony in the University Hospital lobby will kick things off at 3 p.m. Tuesday, Nov. 13. Wednesday, Nov. 14, posters will be on display. A biomarker symposium Thursday, Nov. 15, in Room 4051 of the University of Cincinnati College of Medicine's Medical Sciences Building, will feature keynote speaker Russell Tracy, PhD, of the University of Vermont, and nursing research will be showcased Friday, Nov. 16. To RSVP for the Nov. 15 biomarker symposium, email brenda.miller@uc.edu.

Mahoney Named Radiology Vice Chair of Research

Mary Mahoney, MD, has been appointed vice chair of research for



Mahoney

the UC College of Medicine Department of Radiology, effective Jan. 1, 2013. She will also hold the Eugene L. Saenger

Professor of Radiology and have leadership roles at the Center for Imaging Research and Vontz Core Imaging Lab. Mahoney is the section chief of breast imaging, a role she will maintain until a replacement is identified. In addition to leading the department's research mission, she will continue to pursue her own independent research and formal research training.

Koch Named to Research Post

Peter Koch has been named associate dean for research operations at the UC College of Medicine.



Koch

He reports to Stephen Strakowski, MD, senior associate dean for research. Koch, formerly head

of the sponsored research offices at Cincinnati Children's Hospital Medical Center, will be responsible for overseeing the implementation of the College of Medicine's research strategic plan, expected to be rolled out in the fall. In this role, Koch will work in collaboration with UC Health to ensure alignment between the College of Medicine's research strategy and the UC Health strategic plan. He

will also provide input in and oversight of the college's presence at the Reading Campus and the Medical Sciences Building Rehabilitation Project as it relates to research facility/space issues.

UC Health Wins MedAssets Platinum Award

MedAssets, a group purchasing organization, presented UC Health a platinum award at the company's Healthcare Business Summit. UC Health, in partnership with MedAssets, completed initiatives in the past year resulting in \$9 million in savings.

Specific initiatives include negotiating supplier contracts for spine, total joint and trauma implants, resulting in an annual cost reduction of \$5.3 million.

Additionally, UC Health selected MedAssets-contracted supplier Aramark to provide service support in environmental/housekeeping, food/nutrition, patient transportation and service response. Performance metrics focus on patient satisfaction, service delivery and budget. Estimated first-year savings are \$1.5 million.

UC Health also chose MedAssets-contracted supplier Aramark for clinical engineering services, with first-year estimated savings of \$550,000.

Medical Home Practice Recognized by NCQA

The Level-3 Patient Centered Medical Home Practice within the UC Health Primary Care practice in the Hoxworth Building has earned recognition from the National Committee for Quality Assurance (NCQA). The recognition distinguishes clinician practices functioning as medical homes that are using systematic,



Dixon

patient-centered and coordinated care management processes. The practice is led by Estrelita Dixon, MD, UC associate professor. The

following practitioners were involved with the recognition process: Eric Warm, MD, LeAnn Coberly, MD, Houman Varghai, MD, and David Foote, MD. •

UNIVERSITY HOSPITAL ESTABLISHES HISTORY EXHIBIT

UC Health University Hospital's history and its leadership in innovation now can be seen in the University Hospital Innovation and Discovery exhibit—a permanent, museum-quality display comprising 14 vignettes with descriptive text lining the corridor from Goodman Garage to the University Hospital lobby. The display also includes historic medical artifacts in cases adjacent to the lobby information desk; eight framed images surrounding the UC Health logo highlighting present-day University Hospital and the facility throughout time—including “then and now” medical campus aerial photos; and a 9 foot by 5 foot mosaic comprising 5,000 tiles, each featuring the face of a University Hospital employee. •



Exhibit in the garage-to-lobby corridor

Air Care Team Reunites With 4-Year Old They Helped Save

A team from UC Health Air Care & Mobile Care reunited with former patient Brock Trammel, 4, Monday, Aug. 20, at the Petersburg, Ky., Fire Department. The crew transported the boy earlier this summer after he became trapped between two slats in his family's barn and lost consciousness. Upon arrival the boy was showing signs of brain damage and only took small gasps of air during the flight. Fortunately after a short stay at Cincinnati



Children's Hospital Medical Center, Brock was released in good health. He joined his mother, father, uncle and older brother Logan, 5, in meeting the Petersburg and Hebron Fire Departments and Air Care during the reunion.

Epic for Inpatients Goes Live Oct. 27

The inpatient portion of the Epic Electronic Health Record will go live across UC Health Oct. 27. The ambulatory portion went live July 10.

A major advantage of using both the ambulatory and inpatient versions of Epic will be the ability to create a single patient record that can be updated and shared across the UC Health system.

How to Create Flowsheets for Patients in My UC Health

Providers can create flowsheets in the Epic Web portal, My UC Health, for patients to enter information themselves, such as weight, glucose readings and exercise activity.

A document titled "MyChart—Using Flowsheets to Gather Patient Data" explains how to create a flowsheet for a patient. It can be found in the ambulatory module of the Epic job aids link on the UC Health intranet.

Additional help setting up flowsheets is available from Epic "super users," who have undergone additional training, and the UC Health Service Desk at 513-585-MYPC (6972).

Welcome to My UC Health

- Communicate with your doctor
- Access your test results
- Request prescription renewals
- View details of your past and upcoming appointments

Your secure, online health connection

Your health is important to you around the clock, not just during office hours. This is why we've created My UC Health, your secure, online health connection. Your health is important to you around the clock, not just during office hours. This is why we've created My UC Health, your secure, online health connection.

The screenshot shows the My UC Health website interface. At the top, there is a navigation bar with the logo, contact information for Cincinnati, Ohio, and a 'Log Out' link. Below the navigation bar, a welcome message for 'Mary Mychart' is displayed. A sidebar on the left contains a menu of options including Home, Message Center, Appointments, My Medical Record (with sub-options like Test Results, Current Health Issues, Medications, Allergies, Immunizations, Health Summary, Download Summary, Medical History, Hospital Admissions, Health Trends, and Track My Health), My Family's Records, Pay My Bill, Administrative, Preferences, and My Linked Records. The main content area is titled 'Add Exercise Flowsheet Data' and shows 'Step 1 of 2: Enter readings'. It includes instructions to click 'Add Another Reading' for multiple readings and 'Continue' or 'Cancel' when finished. A form titled 'Reading 1' contains fields for Date (with a 'Now' button), Time (with AM/PM radio buttons), Type of Activity (a dropdown menu), Exercise Duration (min.), and Exercise intensity (a dropdown menu). At the bottom of the form are buttons for 'Continue', 'Add Another Reading', and 'Cancel'. The footer contains links for Home, Site Map, Terms & Conditions, Contact Us, and Log Out, along with a copyright notice for MyChart licensed from Epic Systems Corporation, © 1999-2010.

Facial Plastics Team Growth Continues

Both restorative and reconstructive services offered

Already a multidisciplinary effort seeing patients in Clifton and West Chester, UC Health's facial plastic surgery program recently expanded with the addition of Ryan Collar, MD, a fellowship-trained surgeon in the department of otolaryngology-head and neck surgery. Collar, who returns to his hometown of Cincinnati after serving as clinical instructor in the division of facial plastic and reconstructive surgery at Johns Hopkins School of Medicine, says he hopes to offer the full spectrum of facial plastic surgery, spanning complex facial reconstruction and aesthetic surgery.

He joins David Hom, MD, in the UC Health Facial Plastic & Reconstructive Surgery practice.



Hom

"I think there's a great opportunity to help build on the facial plastic and reconstructive surgery program with Dr. Hom, and the new hospital center in West Chester is a wonderful space to focus that practice," says Collar, who is also an assistant professor at the University of Cincinnati College of Medicine.

Collar developed his interest in head and neck skin cancer during residency at the University of Michigan—both in the treatment of head and neck melanoma, as well as reconstruction after the removal of facial skin cancers.

He says expertise in aesthetic surgery greatly informs his practice for reconstructive work, especially important for complex skin cancer defects, repairs after facial skin cancer or extensive nasal reconstruction where both function and aesthetics are key to a good outcome.

"That's a fantastic part of the practice," says Collar. "It's so special to add value to a patient's life by helping them through an isolating diagnosis like facial paralysis. I wish that more patients with facial paralysis knew about the options that they have." •



Ryan Collar, MD

Specialized Treatments

The UC Health facial plastics team offers a wide range of procedures including:

- **Restorative surgery** to create facial symmetry after paralysis resulting from tumors, trauma and Bell's palsy
- **Facial rejuvenation procedures** (browlift, facelift, blepharoplasty)
- **Non-surgical autologous fat transfer/facial fillers** to restore lost facial volume

Plastic Surgery Providers

UC Health has plastic surgery specialists in several departments.

DEPARTMENT OF SURGERY, DIVISION OF PLASTIC SURGERY
513-475-8881

- **W. John Kitzmiller, MD**
*Chief of the Division of Plastic, Reconstructive & Hand Surgery/
Burn Surgery*
- **Rank Dawson Jr., MD**
- **David Megee, MD**
- **Minh-Doan Nguyen, MD, PhD**

DEPARTMENT OF OTOLARYNGOLOGY-HEAD AND NECK SURGERY
513-475-8444

- **David Hom, MD**
Director, Division of Facial Plastic & Reconstructive Surgery
- **Ryan Collar, MD**

DEPARTMENT OF ORAL & MAXILLOFACIAL SURGERY
513-475-8783

- **Erik Evans, DDS, MD**



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



People make an organization great.

UC Health is fortunate to have more than 9,000 associates across our collective health system fulfilling our mission of delivering outstanding patient care, discovering paths to better health through research and educating the next generation of physician-scientist leaders.

You—the dedicated people who keep our network of hospitals, outpatient care sites and administrative offices running smoothly—make the difference, and we can't recognize your efforts enough.

In this quarterly supplement, we are sharing stories about four individuals who recently received recognition for going "above and beyond" in their jobs. We could fill volumes with these stories.

Please consider recognizing the efforts of your colleagues by nominating a peer for one of UC Health's associate recognition awards. Information about each of the programs is included in this special section.

Thank you for all that you do,

Jim Kingsbury
President and Chief Executive Officer
UC Health

Myles Pensak, MD
Chief Executive Officer
University of Cincinnati Physicians

Cultivating EXCELLENCE

UC HEALTH VALUES

RESPECT • INTEGRITY • TEAMWORK • EXCELLENCE



'Model Employee' Unites Passions for Science, Orderliness

Growing up, Stephanie Mapp learned from her parents the importance of "working smarter, not harder."

This is something she brings daily to her role as a tech III buyer at UC Health Drake Center's pharmacy, where more than 100,000 doses of medications are dispensed each month.

"The pharmacy is a place that has to be organized, and I love to organize," says Mapp. She admits to being teased by co-workers about color-coding and highlighters—something she uses often "to keep things ultimately in order."

She also likes trouble-shooting to improve processes and resolve problems. "Nothing's more motivating than seeing something flow smoother because of your input," she says.

Stephanie was nominated for Drake's Service Excellence Award by pharmacy director Erin Scott.

"Stephanie comes to work every day with a smile on her face ready to work," says Scott. "She took it upon herself to learn all aspects of the job and made connections with the other UC Health pharmacy buyers and the purchasing department when Drake Center's buyer was going on medical leave.

"She fielded the preparation and execution of our annual inventory and many other tasks while maintaining many daily technician responsibilities. She is a model employee who truly

embraces the RITE values in all she does."

Mapp began her career in retail pharmacy, then joined UC Health University Hospital's pharmacy in 2006. Four years ago, she transferred to Drake Center. She prefers the hospital setting because of things like intravenous antibiotics and compounding (a process where several drugs are mixed together to create the correct dosage).

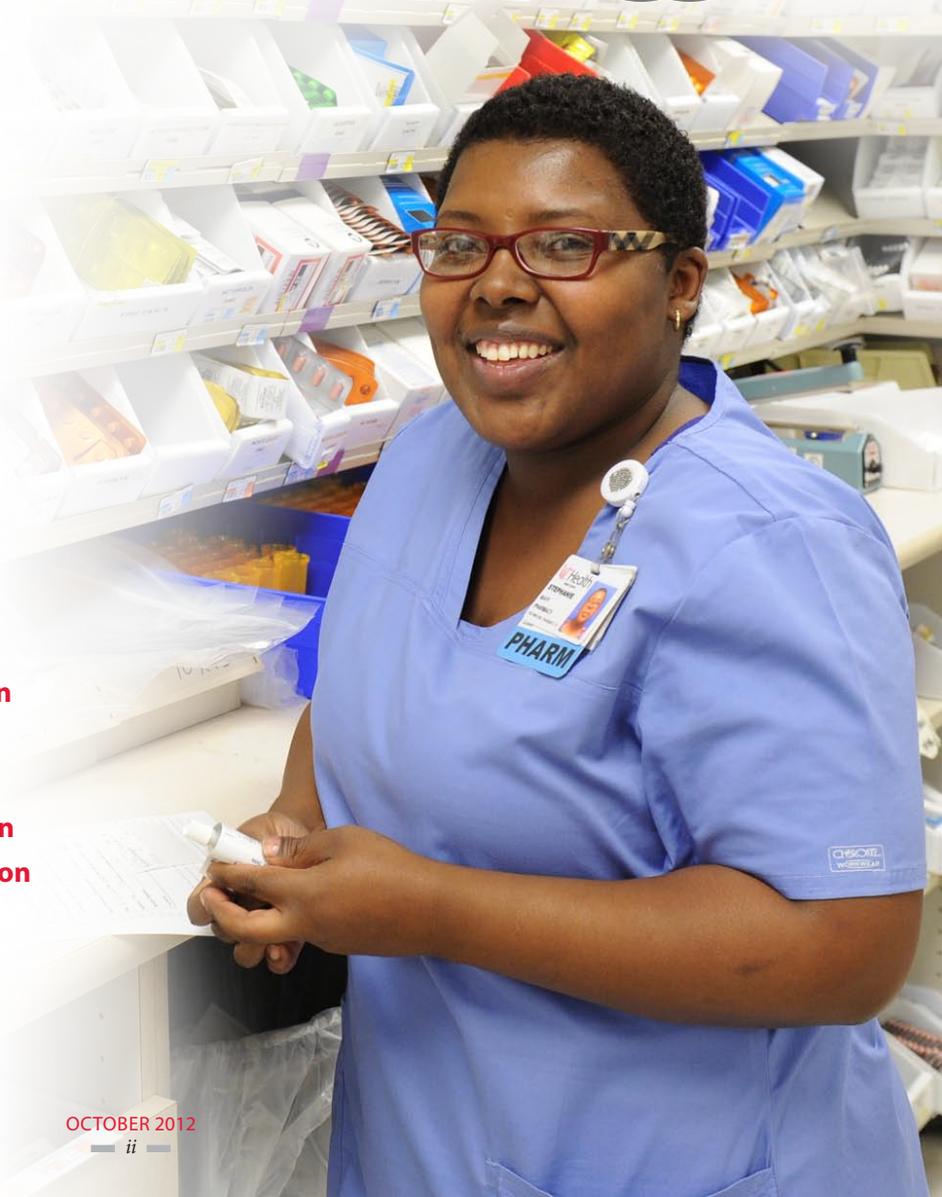
"I get to use chemistry, science, math—so much goes into it to keep my

job fresh and interesting," she says.

Mapp appreciates the team atmosphere in the pharmacy, and the trust and respect that exists among her co-workers. "In the midst of much change and much to do, it is a positive and progressive department," she says.

When not at work, Stephanie spends time hanging out with family and watching her husband's softball games. And did someone mention a good book? •

Stephanie Mapp



"She took it upon herself to learn all aspects of the job and made connections with the other UC Health pharmacy buyers ... when Drake Center's buyer was going on medical leave."

Cultivating EXCELLENCE

Helping Hand Recognition Program

Many deserving people are recognized through Drake Center's Helping Hand program—sometimes up to 40 each month. We're not able to list all of them here, but we have followed the model of Drake Center, which publishes information about a representative sample in its What's Up biweekly newsletter.

All Bridgeway Pointe Harbor Crew/ Dietary, for caring, sharing, knowing and showing kindness and love for everyone around you. God bless you!

Desiree Dixon, respiratory, for always helping the nursing staff. You go above and beyond! You're always ready to care for your patients with a smile and helpful attitude.

Amanda Hilton, OP Support, for always helping anyone who asks for it! Phone calls, emails and stop-ins. Our department really depends on you, and you always come through. You are awesome and appreciated. Thanks for your hard work.

Wes Hughes, EVS, who is always busy, cleans everything so well and goes above and beyond! He's dedicated to his assignment. Thanks, Wes!

Addie Jones, 2 North, for being so helpful and knowledgeable. She always jumps in to help with trays, orders and other units, and she does it with a smile.

Jamie King, 3 North, for rearranging your training schedule to cover your unit. Thank you for being flexible and putting your patients first.

Iris Selmon, 3 South, for staying over four hours when I know you work so hard. You are great and well-appreciated. You always think of your patients and your unit.

Jada Stone, 3 South, for putting all of yourself into your patients and staying over. You are an asset to your floor!

Ellen Whittekind, Education, for answering a patient's call light at a busy time on the floor, even though she's not directly involved in patient care. This is a great example of Helping Hand!

Quarterly Service Excellence Awards

Lisa Stricker, LTAC Occupational Therapist (OT), was instrumental in helping us rebuild our department after the HealthSouth transition and orienting an entire new team of OTs, all three of which were new grads. She helped ensure patients on every unit with PT needs were given the quality care they needed and deserved. Lisa was the ultimate team player and quietly put in long hours and extra work to ensure a successful transition. She truly lives the RITE values every day, and I cannot thank her enough for her efforts!"

NOMINATING INFORMATION

The Drake Center **Helping Hand program** is ongoing. Nomination cards and deposit boxes can be found throughout Drake Center.

Tech-Turned-Administrator Stays Customer-Focused

With 24 years at UC Health, Karen Krebs' leadership and willingness to take on new challenges resulted in a career transition from radiologic technologist to administrator.

The "desk job" is a new role for her, but one that allows her to continue a part of her job that she loves—interacting with patients—while also using her extensive experience to improve radiology operations.

"The organization has changed several times during my 24 years here, so it is certainly not the same company. But I love what I do, and it's great to see that our leadership is truly focused on what is best for our patients. Customer service is clearly a priority across the organization," says Krebs.

Krebs began her career in radiology as a technologist at the UC Health Physicians Office Imaging Center in Clifton (formerly known as the Medical Arts Building). Two years ago, she took on a lead technologist position to serve as manager of her fellow 20 technologists and registration staff.

In this new and expanded role, she is second-in-command of the imaging center serving the Clifton UC Health campus. In addition to coordinating both the medical and scheduling staffing schedules, she is responsible for maintaining their inventory of radiologic agents and medications used in diagnostic testing and managing data for research

"Karen always takes the initiative and time necessary to ensure potentially poor customer experiences are changed to positive encounters."



Karen Krebs

protocols. She also provides training to physicians who perform fluoroscopy procedures on radiology equipment and ensures that safety protocols are followed.

"Karen always takes the initiative and time necessary to ensure potentially poor customer experiences are changed to positive encounters," says Michael Regg, clinical operations director for UC Health and Krebs' supervisor. "She mentors and inspires other associates to develop the type of customer-focused solutions and process improvements that make us a better health care organization."

In addition to her positive impact on customer satisfaction and efficiency, Regg credits Krebs with taking a lead in

ensuring compliance with payer contracts to improve radiology's billing and reimbursement process.

"I try to lead by example, and we have such a great team in radiology they make it easy. I think the entire group's dedication to customer service has been a huge part of our success," says Krebs.

Krebs stays busy outside of work running her three kids—Jacob, 15, Anna, 13, and Matthew, 11—to soccer and football practice. She holds an associate's degree in applied science from Northern Kentucky University and is certified in radiographic and computerized tomography by the American Registry of Radiologic Technologists. ●

Cultivating EXCELLENCE

Service Excellence Award

This award recognizes individuals who have gone above and beyond their job duties to have a significant and positive impact on patient satisfaction, care, productivity, fiscal performance or quality.

April Dostie, Administrative Assistant,
UC Health Surgery

Sharlene Stowell, Payroll Manager, UC
Health University of Cincinnati Physicians

Karen Krebs, Assistant Director of Clinical
Operations, UC Health Radiology

Mandi Presta, Medical Secretary,
UC Health Thoracic Surgery

Caught Caring Award

Every month, University of Cincinnati Physicians honors employees who have been nominated by their peers for exemplifying UC Health's WE CARE philosophy of providing responsive, innovative and personalized care to patients.

Rhonda Crawford, Patient Services
Representative, Orthopaedics

Barbara Glasgow, Billing Specialist,
UC Health University of Cincinnati
Physicians

Thank You Award

This award allows managers to recognize day-to-day actions that keep University of Cincinnati Physicians a productive, positive place to work.

Tracy Reyes, Medical Assistant,
UC Health Internal Medicine
For taking the initiative in the department's
D5 Health Collaborative and helping
patients meet their goals

WE CARE means:

WELCOMING: We will greet lost visitors and patients with a smile and assist them.

EXPLAIN to patients what is going to happen during their visit/procedure.

COURTESY: We will introduce ourselves when meeting someone and will say "Thank You" when ending any conversation.

ASK "Do you have any questions or need any further assistance?" when coming to the end of a visit or conversation.

RESPECT: We will demonstrate respect at all times.

END encounters by ensuring patients know what to do next and how to exit. ●

NOMINATING INFORMATION

The University of Cincinnati Physicians Caught Caring Award program is ongoing, and nomination forms are available on the faculty/staff page at ucphysicians.com. See your manager to nominate someone for a Service Excellence or Thank You Award.

Positive Relationships Foster Collaboration, Benefit All

Katie Hanger thinks about how she can exemplify the RITE values every day, typically as she's driving to her job at UC Health University Hospital.

"Every organization has acronyms, but I really identify with our beliefs," she says.

Hanger's commitment to UC Health's core values and patient safety is just one reason why she was named as the hospital's most recent Employee of the Quarter.

A clinical pharmacy coordinator assigned to the hematology oncology unit, Hanger serves as a resource for physicians, nurses and staff pharmacists. She provides counsel on medication protocols for chemotherapy patients.

Since she does not write orders, but rather advises on interactions and methods to administer medications, it's imperative the clinicians in the unit work collaboratively on patient care. "Teamwork, excellence and respect are vital to accomplishing our shared goals," says Hanger.

She also works with clinicians and patients to develop a medication plan prior to discharge, and she provides ongoing education for each patient.

Hanger believes that no matter what stage of cancer care a patient is in, there is always something you can do for them. "We celebrate birthdays or other milestones, grieve with them—anything that will help."

To that end, Hanger works to provide patients with tools to combat each side effect they may encounter.

Additionally, she has acted as a liaison for end users of the Epic oncology module, Beacon, to ensure it meets their needs. "There have been so many great

successes working with the chemotherapy team and patients, and on the Beacon module," notes Hanger.

She attributes these achievements to cultivating as many positive relationships as possible, which ultimately fosters

greater collaboration, benefiting everyone as a whole.

"Every success is due to more than just one person; it's due to our multidisciplinary team, which performs amazing work," adds Hanger. •

"Every success is due to more than just one person; it's due to our multidisciplinary team, which performs amazing work."



Katie Hanger

Cultivating EXCELLENCE

Cultivating EXCELLENCE

SUMMER 2012 AWARDS

Physician of the Quarter

Edward B. Silberstein, MD, UC Health radiologist and professor at the University of Cincinnati College of Medicine, received this recognition based on patient comments from the Press Ganey survey, naming a specific physician as deserving special recognition.

Service Excellence Awards

Victor Brandon, Financial Counseling, has a “spirit of excellence” that was first noticed when he worked in EVS, where he produced high-quality work and exhibited an excellent rapport with the staff. Recently he’s moved to financial counseling where he is currently applying his strong work ethic. He goes above and beyond to make sure each patient has a great University Hospital experience.

Chris Beerman, Medical Records, has embraced his new role in a position termed “physician liaison” for the delinquent chart process. Colleagues say he has exhibited extraordinary talent and ability—so much so that the physicians automatically respond to his requests and even call him specifically when they have questions. Chris’ efforts have resulted in a significant reduction of lost revenue due to missing or incomplete consents.

Jennifer White-Brogan, Emergency Department Social Work, arranged hotel accommodations for a family with two children whose mother needed to stay overnight for observation in the emergency room. After her shift was over, she went to the store to purchase pajamas, clothing and food items for the children for the next day. On another occasion, she saw an elderly woman struggling with her two small grandchildren in a one-seat stroller, brought in her own stroller and gave it to the woman. Most recently she went to Hallmark and purchased a children’s book that allowed a dying patient to record her voice as she read the book to her daughter. She practices her profession with humility out of a generous and caring heart.

Dana Ruth, Cardiac Rehabilitation, has become instrumental in the initiation of a system-wide cardiac rehabilitation phase 1 and 2 program development. He is best described by patients as “that really nice guy who is very smart.” His patience and kind approach inspires patients to do their best. His approach to teamwork in the heart failure clinic teaching six-minute walks and weight-loss education is helping to make a difference in our patients’ lives. Colleagues note that he is not only a pleasure to work with, but that he is great to learn from.

NOMINATING INFORMATION

The University Hospital Service Excellence Awards are quarterly. Nomination forms are emailed to associates several weeks prior to the deadline and should be submitted to Judy Hughes at: Judy.Hughes@uchealth.com, 513-584-7690 (fax) or nuclear medicine, ML 577.

Associate Dedicated to Ensuring Job Is 'Done Right'

Like any business, UC Health has no shortage of computer issues that require assistance. Rick Mounce's role is to help alleviate those computer frustrations.

He's an information technology desktop technician and handles anything from setting up new printers to troubleshooting computer problems.

Since starting with UC Health in 1999, Mounce has held several different positions, including jobs in lab information systems, the computer data center, the help desk and finally rapid response (which provides remote desktop

assistance) before moving into his current position.

As a desktop technician, Mounce visits offices or cubicles to provide direct support, sets up computers for new associates, and assists with printers and scanners among other things.

He works closely with several different information systems and technology groups to get problems resolved quickly so that the user can get back to work as soon as possible.

"I like working with people and resolving their computer issues," Mounce says when asked what he enjoys most about working for UC Health.

It is not uncommon to see Mounce returning to the same room several times

in a day to ensure that all the issues are resolved and everything is working the way it should. His dedication to making sure the job is done correctly and completely has not gone unnoticed, as he has been recognized by associates throughout the UC Health Business Center.

Alleviating computer frustrations and providing technical support is part of his role while at work, but when he's not working, Mounce and his wife of 14 years, Paula, have their hands full with two sets of twins.

His 8-year-old twin boys, Kyle and Keith, are in the third grade, and his 5-year-old twin daughters, Kaylee and Kaitlyn, started kindergarten this year. Rick enjoys spending time with his family and doing activities they all can enjoy together. ●

Rick Mounce

NOMINATING INFORMATION

The UC Health Business Center's **RITE to Recognize** program is ongoing, and nomination cards can be found throughout the Business Center. They should be mailed to the listed human resources address.