

JULY 2012



SPECIAL SUPPLEMENT

Cultivating Excellence

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New Neurosurgical Unit Transforms Around Patient Throughout Recovery, Care Process

Patients recovering from neurosurgical procedures at UC Health University Hospital are benefiting from the hospital's first acuity-adjustable patient unit, which opened in May.

An acuity-adjustable room is designed to eliminate multiple transfers to different care settings as a patient's recovery progresses. Instead, the room and nursing staff transform to the needs

of the patient. As the patient recovers, higher-level monitoring equipment can be rolled away. The patient maintains the same care team throughout his or her hospital stay, minimizing concerns about medical errors, falls and patient anxiety when adjusting to new accommodations.

"This concept originated in cardiovascular care, and the UC Neuroscience

Institute is the first to implement it for neurosurgery," says Ronald Warnick, MD, medical director of the UC Brain Tumor Center—one of nine centers within the UC Neuroscience Institute—and a professor of neurosurgery at the UC College of Medicine.

The new unit on University Hospital's fourth floor will primarily serve patients who are recovering from brain tumor surgery, but it will also benefit patients recovering

from procedures relating to cerebrovascular disease, epilepsy, Chiari malformation and other neurological disorders. Critically ill neurological patients, including those who have suffered a bleeding stroke or a traumatic brain injury, will continue to receive care in University Hospital's Neuroscience Intensive Care Unit.

Collaborative rounds will be held daily at the bedside and include a nurse practitioner and social workers. This will help families know how to continue care when their loved one goes home. ●

In an acuity-adjustable room, the patient maintains the same care team throughout his or her hospital stay, minimizing concerns about medical errors, falls and patient anxiety when adjusting to new accommodations.



Cindy Starr

Heidi Salyer, director of nursing for neuroscience, shows a purse-sized portable monitor that allows patients to walk down the hall with continuous medical monitoring.

An **ACUITY-ADJUSTABLE ROOM** is designed to eliminate the need for patients to be transferred as their recovery progresses. Instead, the room and nursing staff transform. The **neuro-acuity unit** features:

- 10 new patient rooms, with pull-out beds for families visiting 24/7
- Two negative air flow isolation rooms
- Two hard-wired units for epilepsy patients requiring continuous monitoring
- A room with a mechanized lift to serve bariatric patients

Clinical Integration Is Building Stronger Health System

COLLEAGUES,

In the April issue of *Connected*, we shared information about the integration of University of Cincinnati Physi-



Jim Kingsbury



Tom Tucker

cians with UC Health and ended our message with a commitment to continue to share updates about the topic.

We're pleased to report that our integration is proceeding as expected and with a number of successes.

Some people may feel the plan is accelerated and wish we'd slow the pace to allow more time for our systems to merge. Others might wonder, "Why wait?" and want to reach milestones even faster.

We like to think of our integration as a series of steps, similar to building a house. First, you prepare the ground. Then, you pour

the foundation. Next, you construct the floor, walls and roof, and after that, you focus on finishing the interior and exterior.

If the concrete foundation doesn't cure correctly, everything above it is at risk. Do the steps out of order or too quickly and your project might suffer.

The same applies to our integration. We're proceeding from an integration blueprint designed with input from across the system, in which leadership

planning is based on what's best for the future of the entire organization.

Integration teams are working on projects that will increase our patient, physician and employee satisfaction as well as improve our service, performance and profitability.

Key projects that are in progress include:

- Improving patient access and throughput
- Enhancing our recruitment and retention programs
- Maximizing our charge capture
- Improving our debt management structures
- Planning recruitment of primary care physicians and selected specialists, including clinicians and clinical scientists

The ultimate goal of this integration process is the creation of a health system environment that provides an unparalleled experience for our patients and their families, as well as our physicians and associates.

We're making outstanding progress.

Already:

- The number of patients answering, "Yes," to the question, "Would you recommend University of Cincinnati Physicians to friend/family members," increased from 79 percent in a survey conducted in January 2010 to 85 percent in December 2011.
- UC Health has embraced the tripartite mission and has doubled its support to the UC College of Medicine for education and research programs.

• Collaborative initiatives in cardiac, vascular, orthopaedics and spine services have supported physician choice while maximizing system-wide savings. The savings for just one of these projects is estimated at more than \$5 million per year. These savings strengthen UC Health's bottom line, supporting reinvestment in our health system.

• Recognizing the need for an electronic health record to enhance the level of care we provide patients, UC Health has invested more than \$75 million to implement Epic. The ambulatory system went live on July 10. This will pave the way for even more electronic record integration throughout the system when Epic's inpatient portion goes live in October.

The Epic implementation involves significant collaboration among associates and physicians across all of UC Health's departments and entities. It's a perfect example of how a team of motivated individuals can overcome obstacles and achieve their goals.

With this record of success, it's evident our blueprint for integration is sound and the speed of construction is about right.

We look forward to reporting additional progress, and successes, in the coming months.

JIM KINGSBURY
President and Chief Executive Officer,
UC Health

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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Epic Goes Live for Outpatient Clinical Services

Major step for electronic health record complete, second to come in fall

UC Health entered a new era this month when ambulatory care locations, including University of Cincinnati Physicians offices and University Hospital clinics, went live with the Epic electronic health record.

The system offers a number of advantages—both to patients and the organization. For example, a doctor with University of Cincinnati Physicians can now send prescriptions electronically to a patient's pharmacy.

"This is just the beginning for Epic in use on a large scale at UC Health, and

we'll experience even more of its benefits when the inpatient portion goes live in October," says Jay Brown, senior vice president and chief information officer at UC Health.

Brown has been leading a team of nearly 100 information system and technology associates and consultants in the Epic project, which began in early 2011.

Once Epic is live at UC Health inpatient facilities in October, it will be possible for providers to access and update patient records across the system from

secure electronic workstations.

For example, a University of Cincinnati Physicians specialist will be able to order a CT scan, and the CT technologist can then use the system to see the physician's order.

A patient won't need to complete paper forms asking for the same contact, insurance and health history information they've completed at their doctor's office because it's already in Epic. If that patient is admitted to a UC Health hospital, his or her chart will be already be available in Epic. ●

'My UC Health' Online Patient Portal

As part of UC Health's Epic installation, patients will now have secure access to their comprehensive medical charts online, 24/7, through the My UC Health patient portal at uhealth.com/myuhealth.

In addition to medical history, patients can update personal information, request appointments and medication refills, view current and upcoming appointments and current prescriptions. Call 513-585-5353 or visit uhealth.com/myuhealth for more information. ●

Access your medical record online, *anytime.*

The new My UC Health gives you direct online access to portions of your electronic medical record (EMR) where your doctor stores your health information.

Renew prescriptions, send messages and request appointments—all online. Your doctor's office can tell you more about My UC Health.

- See your test results
- View details of your past and upcoming appointments
- Request prescription renewals
- Communicate with your doctor's office, and more
- Accessible by computer, iPhone or Android phone



513-585-5353
www.uhealth.com/myuhealth



MyChart® Epic Systems Corporation
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How to Sign up for My UC Health

To sign up for My UC Health, you need three things:

1. An activation code from your physician
2. The last four digits of your Social Security number
3. Your date of birth

The activation code will be printed on the summary sheet you'll receive at the end of your visit to a UC Health ambulatory or University of Cincinnati Physicians location.

With the code and the other two pieces of information, you can complete the sign-up process on the My UC Health portal at uhealth.com/myuhealth. The codes are valid for 60 days. For additional information, call 513-585-5353 or contact your individual provider. ●

UC Health Wins Diversity Award for Commitment to Minority and Women’s Business Enterprises

This spring, UC Health was selected as the winner of the 2012 Spirit of Diversity Award at the third annual

South Central Ohio Healthcare Supplier Diversity Symposium.

The award is presented annually to

a health system in the Columbus, Dayton, Cincinnati or Northern Kentucky region that has demonstrated excellence in economic inclusion of certified minority- and women-owned suppliers in the health care supply chain.

UC Health has awarded more than \$145 million to Minority Business Enterprises and Women’s Business Enterprises since 2005.

“We’re grateful for the symposium’s recognition of UC Health’s work supporting supplier diversity,” said Dennis Robb, UC Health senior vice president, business operations and chief supply chain officer. “The award inspires us and challenges others in health care to do even more in the coming year.”

The symposium was formed in 2010 with the goal of establishing a forum for health care providers, group purchasing organizations, manufacturers, construction companies and distributors in the region to achieve greater opportunities for businesses owned by minorities and women.

UC Health provides its supplier diversity leadership perspective to regional health care systems via its membership on the Tristate Healthcare Supplier Diversity Consortium.

The long-term objective of the consortium is to develop and implement best practices and breakthrough initiatives that will drive economic inclusion, economic development and increased employment in the region. ●



A Commitment to Minority, Women’s Businesses

The Spirit of Diversity Award is one in a long series of acknowledgements UC Health has received since the initiation of a formal supplier diversity program. Since 2006 the organization has received awards and recognition from:

- Hispanic Chamber Cincinnati USA
- Greater Cincinnati and Northern Kentucky African American Chamber of Commerce
- Cincinnati USA Regional Chamber
- South Central Ohio Minority Supplier Development Council
- State of Ohio
- City of Cincinnati

In addition, Robb has won recognition as the recipient of the Federation of American Hospitals’ Corris Boyd Leadership and Diversity and in 2010 he was awarded the Spirit of Diversity Individual Champion award. ●

“The award *inspires us* and challenges others in health care *to do even more* in the coming year.”

Dennis Robb, UC Health senior vice president, business operations and chief supply chain officer



Robb

Patient Demand Drives Robotic Surgery Expansion

UC Health introduces system-wide shared operational structure for robotics

Minimally invasive surgery—including robot-assisted procedures—is becoming the standard of care in many areas. UC Health has nearly 20 surgeons credentialed to perform robot-assisted surgery at University Hospital and/or West Chester Hospital.

Robotic surgery is minimally invasive surgery done with the added benefit of robotic arms, which have 360 degrees of articulation along with 3-D magnified vision for the surgeon. UC Health offers robotic surgery for oncology, gynecology, urology, general surgery, thoracic, and head and neck procedures.

Under the leadership of transplant surgeon Tayyab Diwan, MD, and Nancy Barone, vice president and chief operating officer for UC Health, the health system has revitalized its robotic surgery steering committee to implement a combined operational structure for UC Health robotic surgery. The move is expected to improve quality and patient safety, standardize credentialing expectations and improve operating room efficiency.

"We (the surgeons using the robot) are already working together—adopting shared best practices will help us perform at an even higher level," says Diwan, who serves as chair of the UC Health Robotic Surgery Steering Committee. "The strength of our program does not lie in single surgeons: It is the team."

Although the robotic surgery steering committee won't credential surgeons seeking to work in robotics, the team has developed a process for objectively determining when an individual has gained enough experience in robotics to standardize the process via the UC Health credentialing committee.

"Before, the process was more of a checklist—when you had a certain



Tayyab Diwan, MD

number of robotic cases proctored, you could be credentialed. We've replaced that with an objective rating scale to gauge a surgeon's overall competency using the robot so we can measure everyone against the same benchmark," explains Diwan.

Increasing demand by patients for safer, less invasive surgical options has played a significant role in the robotics program expansion, says Tom Daskalakis, chief operating officer at West

Chester Hospital. "In one year, West Chester Hospital has experienced tremendous success with the surgical system, performing more than 218 overall procedures, allowing us to surpass our initial growth target by 21 percent," he says.

UC Health has two surgical robots for patient care: a two-console da Vinci Robotic Surgical System at University Hospital and a da Vinci Si single-console unit at West Chester Hospital. ●

UC HEALTH ROBOTIC 'FIRSTS'

- First in Ohio to perform a robot-assisted **gastric band procedure** (December 2011, West Chester Hospital)
- First in Ohio to perform a single-site robot-assisted **gallbladder removal** (April 2012, West Chester Hospital)
- First full robot-assisted **allograft nephrectomy** (April 2012, University Hospital)

The Robot in Medical Education

In 2011, the UC College of Medicine general surgery residency program introduced additional virtual simulation practice opportunities with inanimate and animate models to perfect surgical skills prior to entering an operating room. UC Health expects to add a 3-D simulation module to the surgical robot at University Hospital this fall. The system utilizes haptics—sensory feedback reflective of operating on real tissue—and gives feedback on performance.



Brad Davis, MD, and Jocelyn Collins, MD (center), UC Health surgeons, demonstrate robotic techniques.

in brief

Mahoney Named Nuclear Medicine VA Section Chief

Bruce Mahoney, MD, assistant professor of radiology, is now section chief of nuclear medicine at the Cincinnati Department of Veterans Affairs (VA) Medical Center.



Mahoney

Nuclear Medicine is a new section within the department of radiology at the VA Medical Center.

As section chief, he will chair the VA Medical Center Radiation Safety Committee, review all nuclear medicine procedures, annually review the radiation safety program and perform other leadership functions for the section.

Mahoney is certified by the American Board of Radiology as an Authorized User of Radionuclides. He also serves as medical director at the University Hospital

Imaging Center at the UC Health Physicians Office—Clifton.

Keeshin Receives AIDS Clinical Trials Group Award

Susanna Williams Keeshin, MD, adjunct instructor at the



Keeshin

UC College of Medicine, has received a fellowship award from the National Institute of Allergy and Infectious

Disease-funded AIDS Clinical Trials Group.

The highly competitive fellowship was created for minority junior faculty with a career research focus on HIV/AIDS. Keeshin was one of only two awardees for the 2012-13 year. Keeshin's research focuses on harm reduction for injection drug users, including HIV mono-infected and HIV/hepatitis C co-infected patients with substance abuse.

Hospitals Integrate in West Chester

Starting July 1, 2012, UC Health began integrating operations for West Chester Hospital and the University Pointe Surgical Hospital.

This decision will ensure a higher degree of coordination and alignment while providing greater efficiencies. UC Health will replicate the model that has been demonstrated to work well on the Clifton campus with University Hospital and Holmes Hospital on the West Chester campus. The University Pointe Surgical Hospital-based programs—including the imaging and sleep centers and the vascular access program—

will be part of this integration. Although hospital operations will be combined for the two hospitals, patients, physicians and staff should not see any changes in daily care.

Many people contributed to the creation and implementation of the UC Health West Chester campus strategy, including Lori Mackey, chief operating officer of University of Cincinnati Physicians and senior associate dean of UC College of Medicine; Sara Deem, director of operations at University Pointe Surgical Hospital; and Tom Daskalakis, chief operating officer of West Chester Hospital.

'One Fun Run 5K & Party' Benefits Cancer Services

UC Health West Chester Hospital is the primary beneficiary of the One Fun Run or Walk 5K & Party slated for Saturday, Aug. 18, 2012, from 6–11 p.m. Funds will be used to enhance cancer services/technology at the hospital. A variety of fun, family-centered activities will be offered. UC Health employees who register for the event will receive a \$5 discount on the fee. Learn more at 1funrunandparty.org.

Walkers Raise Money to Promote Mental Fitness



The UC Health Psychiatry team, captained by Emily Rummelhoff, senior clinical research coordinator in the UC College of Medicine Department of Psychiatry and Behavioral Neuroscience, was among the largest at the National Alliance on Mental Illness (NAMI) Walk held May 12. The 116-person team raised more than \$17,000 for efforts to improve the lives of individuals and families affected by mental illness. UC Health Psychiatry team members are shown above with walkers from the Lindner Center of HOPE.

State Senator Visits UC Health University Hospital Emergency Services Program



Ohio State Sen. Bill Seitz visited UC Health University Hospital during Emergency Medical Services Week to learn about advanced transport medicine and discuss current state legislative issues that impact emergency service delivery across Ohio. Here, Sen. Seitz (*left*) is pictured with Bill Hinckley, MD, medical director for University Hospital Air Care & Mobile Care.

Breast Imaging Director Secures Competitive Grant

Mary Mahoney, MD, a UC Health radiologist and director of breast



Mahoney

imaging, has been awarded a \$40,000 seed grant from the Radiological Society of North America Research and Education

Foundation. The foundation saw an 85 percent increase in grant applications for 2012, making this year's funding exceptionally competitive.

Mahoney, who is also a professor at the UC College of Medicine, will use the funding to study choline metabolite ratios as potential markers of human breast cancer.

Rashkin Recognized for Being Outstanding Clinician

Mitchell Rashkin, MD, UC Health pulmonologist and UC College



Rashkin

of Medicine professor, has been awarded the Ohio Thoracic Society's Outstanding Clinician Award. The Ohio Thoracic Society is

the Ohio Chapter of the American Thoracic Society. The award is given to pulmonary, critical care and sleep clinicians who spend 75 percent or more of their time providing direct patient care. These individuals were recognized by patients and patients' families as a caring and dedicated health care provider and by peers as having made substantial contributions to the clinical care of patients.

University Hospital Receives American Heart Association Award

UC Health University Hospital has received the Get With the Guidelines Heart Failure Bronze Quality Achievement Award from the American Heart Association for its efforts in improving the care of heart failure patients.

University Hospital earned the award by adopting core standard levels of care outlined by the American Heart Association and American College of Cardiology in their secondary prevention guidelines for heart failure patients. The hospital treated these patients for 90 days ensuring 85 percent compliance to the guidelines.

Cardiac Rhythm Program Offers New Defibrillator and Ablation Devices

Alexandru Costea, MD, was recently first in the area to implant a new defibrillator—the IS-4 from Boston Scientific. The smaller model uses “one-port connectivity” for the pacing lead and



Costea

defibrillator coils. Costea is a UC Health cardiologist and assistant professor at the UC College of Medicine.

Implantable defibrillators deliver an internal electric shock whenever a life-threatening cardiac arrhythmia is detected—one of the most effective ways to prevent sudden cardiac death in certain patients. In previous models, three different ports, significantly larger in size, were used for the connection, creating more potential for connection errors during the implant procedure.

“This new defibrillator offers not only an easier connection but also provides a more discreet device implant, especially for patients who are smaller in size or have a small amount of fat tissue under the skin,” says Costea.

In addition, Costea was the first in Cincinnati to use the newest version of an irrigated tip ablation catheter made by Biosense Webster.

Ablations are minimally invasive procedures that correct certain types of cardiac arrhythmias by delivering focused radiofrequency energy to “short circuits” responsible for rhythm problems.

“Most of the time, ablations are curative procedures that involve a small complication risk, have a high success rate and do not require medication use long-term,” says Costea. “Use of irrigated tip catheters has been a major leap in the radiofrequency energy lesion delivery. These ablation catheters have a constant fluid flow at the tip—with the major goal of reducing clotting and increasing the power delivery.” ●



Courtesy of Biosense Webster

Gastric Band Helps Patient Maintain Long-Term Weight Loss Goals

Steve Horstman knows firsthand about the challenges that come with being overweight. At his max, he weighed 571 pounds. Physical activities were virtually impossible and his self-esteem plummeted.

Through the years, he signed up for countless diet workshops, seesawing up and down the scale. When between 1999 and 2000 he lost 320 pounds on the Atkins diet and was lauded nationally on NBC's "Today" show, Horstman thought he'd "conquered the world." Eventually, though, he strayed and regained 120 pounds.

Horstman says he can't escape food—as a professional restaurateur, he works in a fast-paced environment filled with tempting, not-so-healthy foods at his fingertips.

At the age of 41 and weighing 369 pounds, he decided it was time for a real change: No more fad diets. He'd heard of gastric bypass surgery, but the potential complications of such a radical approach left him fearful. Gastric banding seemed like a safer option.

Horstman attended a free informational seminar at the UC Health Weight Loss Center where patients shared their success stories and the physician team explained gastric banding surgery.

"After 10 minutes, I had no doubt it was the right path for me. I asked: 'Where do I sign up?'" he recalls.

Horstman chose the UC Health Weight Loss Center for its comprehensive follow-up care program.

"I knew the nurses, staff and physicians would all be there for me when I needed them, whether it was for a band adjustment or mental support to move beyond a specific challenge," he recalls. "They were there to lift me up if I was struggling and to push me when my commitment started to sway."

In the first year, Horstman lost 120



Steve Horstman

pounds and 16 months after his surgery he reached his goal weight of 195 pounds. He has maintained that weight since October 2009. As the weight came off, he ramped up his exercise—regularly running, walking and cycling.

"I'm never going back to the person I was. When I see other people who are morbidly obese, I want to help them and tell them they can change their lives, too," he says. ●

>> INFORMATIONAL SEMINARS AND APPOINTMENTS

For more information on the UC Health Weight Loss Center, visit uchealth.com/weightloss. Free informational seminars occur every month and are currently scheduled for Aug. 7 and 23. To register or make an appointment, call 513-939-2263.

"I'm never going back to the person I was. When I see other people who are morbidly obese, I want to help them and tell them they can change their lives, too."

Steve Horstman
UC Health Weight Loss Center patient



uchealth.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 are what make an organization great.

UC Health is fortunate to have more than 9,000 employees 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 employees 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 five 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 employee 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



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Cultivating EXCELLENCE

UC HEALTH VALUES

RESPECT • INTEGRITY • TEAMWORK • EXCELLENCE



Helping Others Is Second Nature for PT Assistant

While most of her co-workers were at home with their families on Christmas day, Jessica Wuennemann, a physical therapy assistant at UC Health West Chester Hospital, was at work. And she was glad to be there. In fact, Jessica (who prefers "Jessi") had volunteered to work both Christmas and Thanksgiving so that other associates could take the day off.

That's just the kind of person Jessi is, says Troy Lucas, physical therapist, and that's why he nominated her for West Chester Hospital's WOW Associate of the Month award in May 2012. "I could go on and on about the great work ethic Jessi has," says Lucas. "She is a role model for other employees in the hospital."

As a physical therapy assistant, helping others is second nature to Jessi, who has served at West Chester Hospital for almost a year. Her primary job responsibility is to help patients regain their strength and mobility after surgery or an injury.

She teaches her patients exercises to increase their strength and endurance so

they can be discharged from the hospital and return home or to a rehab facility. But Lucas says Jessi goes above the call of duty in her role; she volunteers for departmental projects, assists in setting up hospital rooms and even helps transport patients, if needed.

Jessi says that, for her, the RITE Core Values come naturally. "I have always been taught to live by the golden rule," she says. "I believe that each core value has its own place in the golden rule:

Respect others how I want to be respected; treat patients how I would want to be treated if I was in the hospital."

She knows firsthand how important a helping hand can be to a rehab patient; she became a physical therapy assistant after tearing her ACL in high school athletics. Now she's paying it forward. "I like being able to work with patients and to know that I am helping them get better and one step closer to going back home," she says. ●



WOW Associate of the Month

Janet Smith is a registered nurse in the operating room, and was also nominated for the WOW Associate of the month for her dedication to the RITE Core Values. "I love it when Janet is on my team for the day. I know I will have a great day, and most importantly, the patient will be safe, and have the most excellent care," says a co-worker.

DAISY Award

Jackie Brown, diabetes educator and wound care specialist, was nominated by a patient's family member for her outstanding care and dedication to helping the patient. The DAISY Foundation is a nationwide organization that recognizes and thanks nurses for their work. Several UC Health hospitals participate in the DAISY Award program.

Jessi Wuennemann

"(Jessi) is a role model for other employees in the hospital."

NOMINATING INFORMATION
WOW Associate honorees are selected monthly. To nominate an associate, fill out a form located in the main lobby of West Chester Hospital and mail it to the listed human resources address.

DRAKE CENTER DAISY AWARD RECIPIENT

Passion for Wound Care Drives Nurse's Daily Work

Utterly surprised! That's how Ada Peavie-Martin, wound care certified licensed practical nurse with the outpatient wound clinic, reacted when her name was announced as the DAISY Award recipient at UC Health Drake Center's annual Hospital Week cookout on May 11.

Staff at Drake Center can attest that Peavie-Martin stands out when it comes to patient care.

"Even though it may be the craziest day, Ada's calm demeanor makes the patient feel that they are the only one in the world who needs her attention," says LuAnn Reed, director of skilled nursing and outpatient services at Drake Center. "It doesn't matter if there are four patients or 23, she will organize the day so that no patient feels they have been given less than exceptional care. Ada's name is on every Press Ganey scorecard for the excellent care she provides."

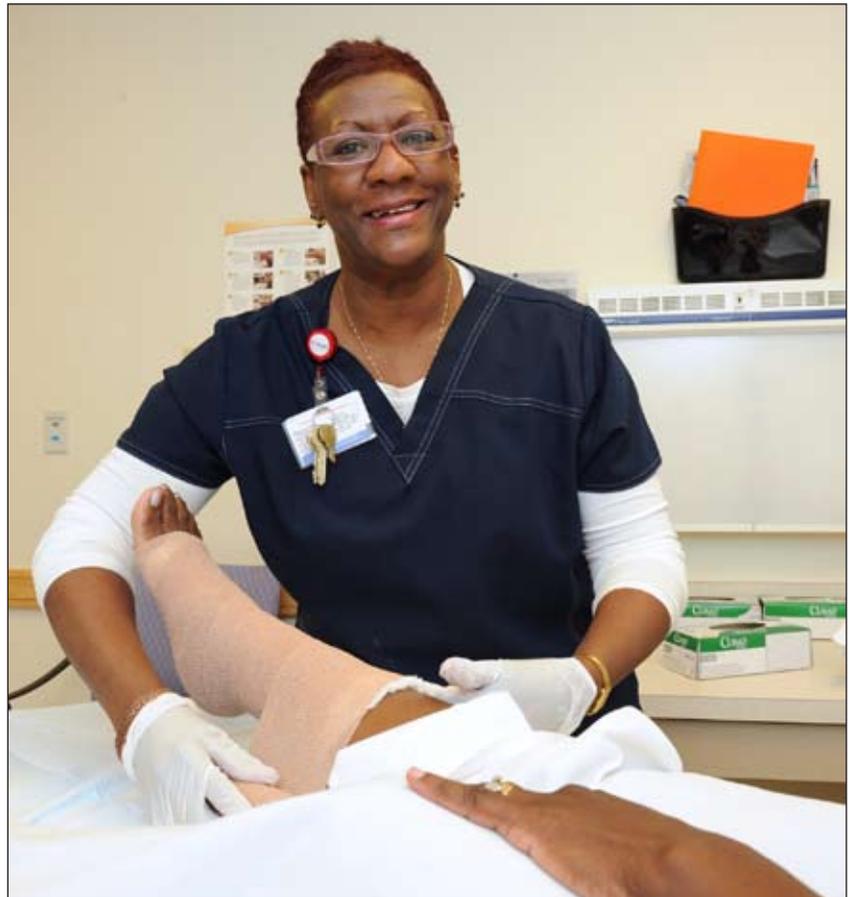
Peavie-Martin has worked at Drake Center 15 years. When asked what she likes most about her job, she passionately responds: "I love wounds, I love seeing patients heal. The way treatments have progressed over the years has inspired me to do more wound care. The staff I work with and Dr. (Bryan) Adkins and Dr. (John) Kitzmiller are like no other."

Peavie-Martin knows firsthand about the remarkable recoveries and healing that take place at Drake Center. Her husband has been a patient numerous times. Five years after a successful kidney transplant (for which Ada was the donor), he contracted a rare infection from a splinter in his hand, resulting in necrosis and multiple amputations of his fingers, hands and right leg below the knee.

"Drake helped restore his life," she says. "More people need to know what we do here and what we're capable of."

About receiving the DAISY Award, Peavie-Martin responded, "If I could

break it into a million pieces, I would share it with each one of my co-workers. I didn't do this by myself; they helped make me who I am." ●



Ada Peavie-Martin

"Even though it may be the craziest day, Ada's calm demeanor makes the patient feel that they are the only one in the world who needs her attention."

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.

James Boyd, Maintenance, for taking the time to change the seat belt on one of our resident's wheelchairs last week. Due to your promptness and dedication in getting it fixed, she was able to attend an outing the following day. Thanks for all you do!

Whitney Cooley, Respiratory, is always available to do anything to help the patients on 3 South. She works very hard all the time.

Debbie Flowers, 3 South, was very welcoming! This was my first time to 3 South. She took time out to show me where things were; was very knowledgeable, and I enjoyed working with her. She made my visit to 3 South very enjoyable! Would love to come back and work with her again! *(nominated by patient)*

Ralph Gosset, Bridgeway Pointe, for constant effort in helping us in every way. Our meals are quickly served and they look very inviting to eat. Our time in the dining area is very pleasant. *(nominated by patient)*

William Leary, EVS, Helping me when I needed you, and I didn't have to ask you for your help. Will, you're super!

Cindy McVicker, 3 North, for being a great team player! You were canceled 7-11 p.m. for low census, we had a late call off, we called you and asked you to come in (you had a choice), and you did a great job. Thank you.

Michelle Orso, 2 North, for "being a beast at what she does." Michelle is always moving around doing anything and everything to give a hand whenever I see her.

Kari Singleton, Respiratory, has the best attitude in the world. She smiles, she helps, and she works hard. Thanks Kari!

Ebony Stahlworth, EVS, is a pleasure to work with. Very friendly and always a smile on her face. She goes above and beyond to ensure that all areas and patient rooms are extra clean and comfortable.

Al Stewart, Central Supply, for stepping up and offering us so much assistance to make sure our patients and staff had the supplies needed to give excellent care. Thank you for your help!

TR Department, for doing an outstanding job with the sock hop. The residents of the 2nd floor appeared to enjoy themselves. Thank you for providing this joy for them.

Nancy Wolff, 2 North, for rearranging your vacation time to accommodate our staffing needs on 2 South. Thank you for being a team player.

Mark Young, Central Supply, for pitching in to help us with ordering when our buyer was out unexpectedly, making sure we have everything that we need and showing us how to obtain it! Thank you!

Quarterly Service Excellence Awards

Derrick Buntin, Food & Nutrition Services, for always being straightforward, and honest very respectful to others. He walks the walk and uses the RITE values as his measuring tool for staff and their performance. Derrick will do what it takes to get the work done without consideration of personal effect.

Angela Satterwhite, Environmental Services, for being a dedicated, hard-working employee who strives to give 100 percent to her work and the patients. Always has a smile on her face. She is a great asset to the department.

NOMINATING INFORMATION

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

Skill for Conversation Results in Outstanding Service

For Barbara Helton, talking to people has always come easy. Perhaps that is why she excels at her job.

Barbara is a patient access representative and spends much of her day talking to patients. "I really like coming to work," Barbara says. "I love the people I work with and getting to talk to new people every day."

She spent the first five years of her 12 years with UC Health as a patient representative in the Business Center where she took phone calls from

unhappy patients. Barbara recalls: "My boss used to ask me to handle the most difficult cases. She would say, 'You can calm people down.'"

Although she isn't calming unhappy patients down anymore, she continues to have a very important role. Each day, she and three other patient access representatives sort through nine pools of patients and make sure they have all of the information needed to pre-register the patient, including insurance information and personal identification information.

Barbara was recognized by her manager, Genay Hall, for going above and beyond for a patient in need. "Barb was pre-registering a patient when she noticed he was having breathing issues. She asked if he was ok, the patient stated 'no.' She asked if he wanted her to call 911 and he said 'yes.' Barb did just that and gave them his address and phone number. She also let them know what issues the patient was having."

When asked about this incident Helton stated, "I worked in a physician's office for 10 years which provided me with the knowledge of how to handle urgent situations." She followed up with, "I only do things because I think they are the right thing to do, and if they are wrong, I'll suffer the consequences."

Barbara and her husband will be celebrating their 50th wedding anniversary this August. Their free time is spent enjoying time with their 11 grandchildren. ●



Barbara Helton

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.

RITE to Recognize Honorees

Taja Gibson, Patient Access, was recognized as "An excellent associate." She does outstanding work and is very dependable. Taja goes above and beyond her duties as an access representative. I want to thank you for all your hard work and consistency.

Selina McDine, IS&T-Epic, and **Traci Wade**, IS&T-Epic, for taking time out of their busy schedules to clean out a supply closet and take office supplies to Crayons to Computers. They both showed extraordinary teamwork and excellence and helped make the event successful.

Rick Mounce, Technician, IS&T, who has been a tremendous help in getting programs reinstalled and working the RITE way again! After some upgrades, the programs weren't responding correctly or at all, and Rick kept on the case and coming back until all the issues were resolved and everything was working the way it should.

Attitude of Helpfulness Makes Admin Stand Out

It doesn't matter who is calling or why: When Barb Rudolph answers the telephone, her response is always the same—and it is genuine: “Thank you for calling UC Health Infectious Diseases. This is Barb. How can I help you?”

Barb's official role is administrative assistant to George Smulian, MD, UC Health infectious diseases division director, but you could also accurately refer to her as the director of first impressions and master schedule coordinator for the division.

As the primary administrative contact for infectious diseases, her day is filled with incoming telephone calls, scheduling requests and other administrative tasks essential to keeping divisional operations moving smoothly.

“Every day is different and that variety is what I enjoy about my job,” says Barb, who has held her current role since February 2011. She is no stranger to UC Health and the UC College of Medicine

Department of Internal Medicine, where she has spent a combined five years working within the divisions of cardiology and digestive diseases. She also spent two years with the Colorectal Surgery Center at Cincinnati Children's Hospital Medical Center.

Barb is responsible for travel needs for the division, including for faculty recruitment visits. She says there is a certain sense of satisfaction that comes with successfully coordinating a detailed itinerary for 15 physicians and researchers for a recruiting visit.

“It's like working a giant puzzle, but I enjoy it,” she says.

Kelly Niederhausen, infectious diseases division business administrator, nominated Barb for the “Caught Caring Award” for her consistent attitude of helpfulness, citing a recent example of how she handled a call from a distressed caller seeking an urgent appointment for her husband.

“Making patient appointments is far from Barb's job responsibilities, but Barb recognized a person in need and she cared enough to personally take the extra steps to make sure we responded as quickly as possible,” says Niederhausen. “As a result, the patient had an intake appointment set up the next day. The patient's wife was so thankful she called Barb back crying to thank her. That is going above and beyond.”

Barb's non-working time is spent enjoying her family—including her husband of 39 years, Russ, their three married children and four grandsons. She is also an active member of Grace Evangelical Free Church, where she is a part of the worship team on Sunday morning, participates in the women's leadership team and attends a weekly Bible study. ●



Barb Rudolph

“Making patient appointments is far from Barb's job responsibilities, but Barb recognized a person in need and she cared enough to personally take the extra steps to make sure we responded as quickly as possible.”

Cultivating EXCELLENCE

Caught Caring Award

Every month, UC Health 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.

Don Fite, University of Cincinnati Physicians Call Center, for his perpetual professionalism and attentiveness, ensuring that every patient he comes in contact with has a positive experience with the organization.

Shelley Hess, Orthopaedics and Sports Medicine, for taking immediate action to remedy a problem in clinical operations related to the transition to Epic Health Records for two new call center agents even though her role is strictly in research/academic.

Jennifer Westmeyer, Radiology, for extending her day beyond quitting time to assist an exhausted chemotherapy patient to his car.

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.

Lori Quesada-Maldonado, University of Cincinnati Physicians Call Center, for successfully transitioning a central registration desk from one software platform to two different platforms. Her planning allowed all employees to be trained on two software systems so patients did not have to be shuffled between multiple check-in windows.

Kim Weingartner, Orthopaedics and Sports Medicine, for her consistent work to help the orthopaedics residency recruit and retain top candidates.

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.

Cindy Hiudt, UC Health Primary Care clinical operations manager, recently honored **Stephanie Carper**, **Ruthie Hogan** and **Cherie Martin**.

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.

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. ●

Three Decades in, Pharmacist Still Loves His Work

It's rare for an individual to come to the same job after 34 years and still love every minute of it. Yet that describes Barry Bien, a staff pharmacist assigned to critical care areas within UC Health University Hospital.

Bien believes his continued passion comes from those around him. "They buoy me," says Barry, referring to the physicians, clinicians and pharmacists with whom he regularly interacts. He believes working so closely with these individuals, particularly nurses, has made him a better individual. "I see what they do on the floors, and it fuels my enthusiasm every day."

His positive attitude is one of the reasons why he was named University Hospital's Employee of the Quarter in May 2012.

"The fundamental way I approach the job is to always put patients first," says Barry. He believes UC Health did a great job developing the RITE values as the

organization's guiding principles. "It comes down to the golden rule 'How would I like to be treated?' If you follow that, you find yourself acting with the RITE values."

Barry is primarily responsible for reviewing approximately 250 physician orders per shift. This entails making sure the dosage is correct, deciding how it should be administered, checking for potential drug interactions and more. While this is always important, it's especially so considering the critical nature of patients residing in the ICUs to which Barry is assigned.

When it comes to recognition for his outstanding efforts, Bien prefers to share the attention. "I'm humbled to have received the award, but wish I could share it with others." One thing he won't share—the reserved parking spot in the North Garage that comes with winning Employee of the Quarter. "Working evening shift, it's great to have that spot." ●



Cultivating EXCELLENCE

Barry Bien

He believes working so closely with those around him, particularly nurses, has made him a better individual. "I see what they do on the floors, and it fuels my enthusiasm every day."

SPRING 2012 AWARDS

Physician of the Quarter

Syed Ahmad, MD, UC Health surgical oncologist and UC College of Medicine associate professor, received this recognition based on patient comments from the Press Ganey survey, naming a specific physician as deserving special recognition.

Service Excellence Awards

Bryan Isaacs, Transcription Services, obtains dictation numbers for residents and fellows. He demonstrates excellent communication and interpersonal skills when working with office staff and residents.

Shakirah Taylor, PCA, 8CCP, is continually recognized by staff and patients for performing her job duties with the RITE values. She has been mentioned by many patients on leadership rounds for her compassionate care and ability to make them feel comfortable.

Annual Doctors' Day Awards

George Atweh, MD

Impact Award

Mercedes Falciglia, MD

Collaborator Award

Jay Johannigman, MD

Continuing Excellence Award

Elizabeth Kelly, MD

Community Outreach Award

Amina Malik, MD, Graduate Medical

Trainee Award of Excellence

Edward Otten, MD

Career Achievement Award

Ojas Shah, MD, Graduate Medical

Trainee Award of Excellence

M. Ahsan Zafar, MD, Graduate Medical

Trainee Award of Excellence

Mario Zuccarello, MD

Clinical MVP

NOMINATING INFORMATION

The University Hospital Service Excellence Awards are quarterly. Nomination forms are emailed to associates 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.