

JULY 2014



SPECIAL SUPPLEMENT

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## Cancer 'Shark Tank' Event Grants \$100,000 for Research

On a Saturday in June, multidisciplinary researchers from UC Health and University of Cincinnati came together to develop new collaborations and research ideas in a unique competition.

The goal: come up with an idea to wow their peers and win \$100,000 to complete the cancer-based project.

The team co-chaired by UC Health radiation oncologist Kris Huang, MD, PhD, and UC and Cincinnati Children's Hospital Medical Center researcher Lisa Privette Vinnedge, PhD, came out on top for their proposal, which focuses on the use of radiotherapy and nanoparticles to diagnose and treat breast cancer and shorten therapy.

"Our proposal involves adapting nanoparticles to be able to label where cancers are in the body and eventually use those same particles to not only see the tumor but also treat it at the same time so that we can identify the tumor

and know that the medication is getting there," Privette Vinnedge says.

The team now has one month to formalize their proposal and an additional year to bring it to fruition.

"It was the ultimate in collaboration, bringing together enormously talented



Barrett

people who are working day and night to fight cancer," says William Barrett, MD, director of the UC Cancer Institute, who revealed at the event that the prize money came from

the late Carl Lindner, Jr., who asked Barrett to use the money for collaboration and education. Lindner died in 2011.

"This was an exciting event, and I feel that we helped to generate internal and external enthusiasm for the cancer program and its research strengths." ●

### Play by Play

In a format resembling the hit television show "Shark Tank," researchers came together to hear introductory presentations from 10 UC Cancer Institute centers and programs, and then split into 11 randomly drawn teams to begin brainstorming ideas to initiate a project to impact the prevention, detection or treatment of cancer. A few hours later, each team shared its idea and the entire group of participants voted on the winner.



Team leaders Kris Huang, MD, PhD (second from left) and Lisa Privette Vinnedge, PhD (second from right)

## Clear Focus on Integration and Outreach Drives Strategy

For the past year, my time has been split between UC Health and my academic appointment as chair of the UC Department of Psychiatry and



Behavioral Neuroscience—a role I assumed in 2006.

Beginning July 1, I turned my full attention to my role here at UC Health. The psychiatry department is now in the great hands of Melissa DelBello, MD, and, while I'm still on faculty at UC and will continue to see patients a half day per week, my main focus is strategic and business development for UC Health.

It's an exciting time for our organization and under the leadership of CEO

Richard Lofgren, MD, we are extremely focused on integration and outreach. Strategy is critical to this effort.

As chief strategy officer, my responsibilities include:

- Developing, alongside Dr. Lofgren, overall UC Health strategic goals, plans and implementation.
- Assisting units, including hospitals and departments, with development of strategic plans. (For example, I'm currently working on the development of a strategic plan for Post-Acute Care and our Daniel Drake facility.)
- Developing plans for addressing health care reform.
- Oversight of day-to-day strategic analysis, for example, market size/share, market opportunities and business analyses.
- Provision of strategic review of new business ventures.

All of these efforts are guided by a clear set of goals: to improve UC Health's position as the major provider of complex and advanced specialty care for the Cincinnati region, as the major provider of general health care to the uptown and West Chester communities, and as a preferred health care provider for key cohorts, including our own employees and employees of the University of Cincinnati.

As always, I welcome your feedback and ideas via email at [steve.strakowski@uchealth.com](mailto:steve.strakowski@uchealth.com).

**STEPHEN M. STRAKOWSKI, MD**  
Senior Vice President of Strategic Planning and Business Development

### 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

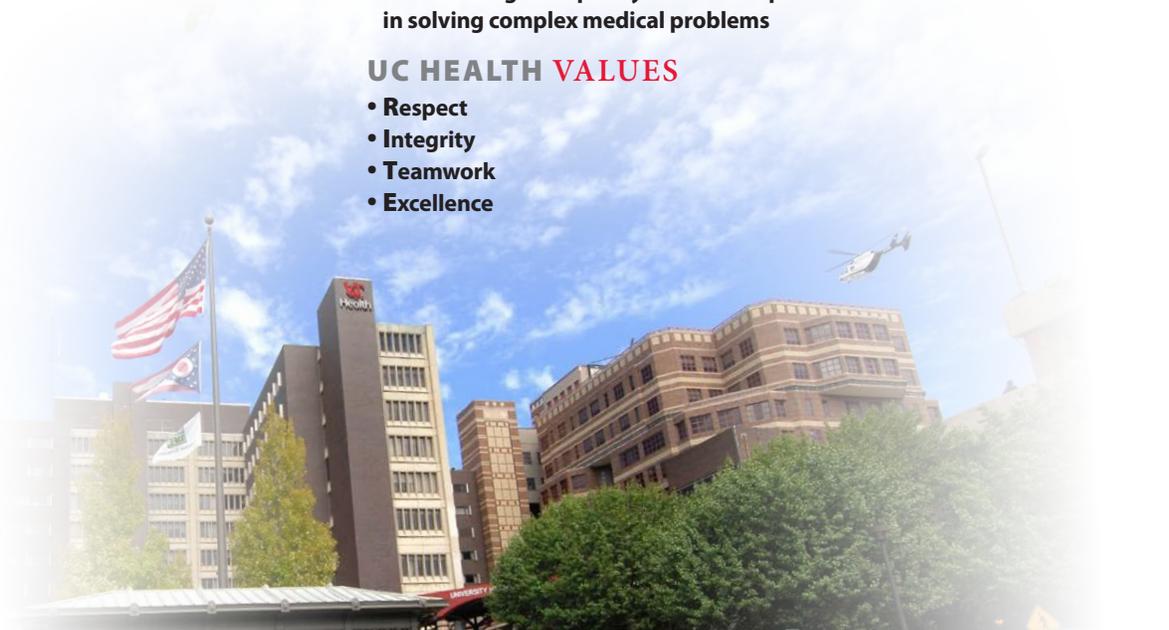
- Provide life changing, patient-centered medical care
- Drive innovation through groundbreaking research
- Educate and inspire the next generation of health care professionals

### 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



# UC Health Leaders in Difficult Transplants

## Innovative program at forefront of treating immune-sensitive patients

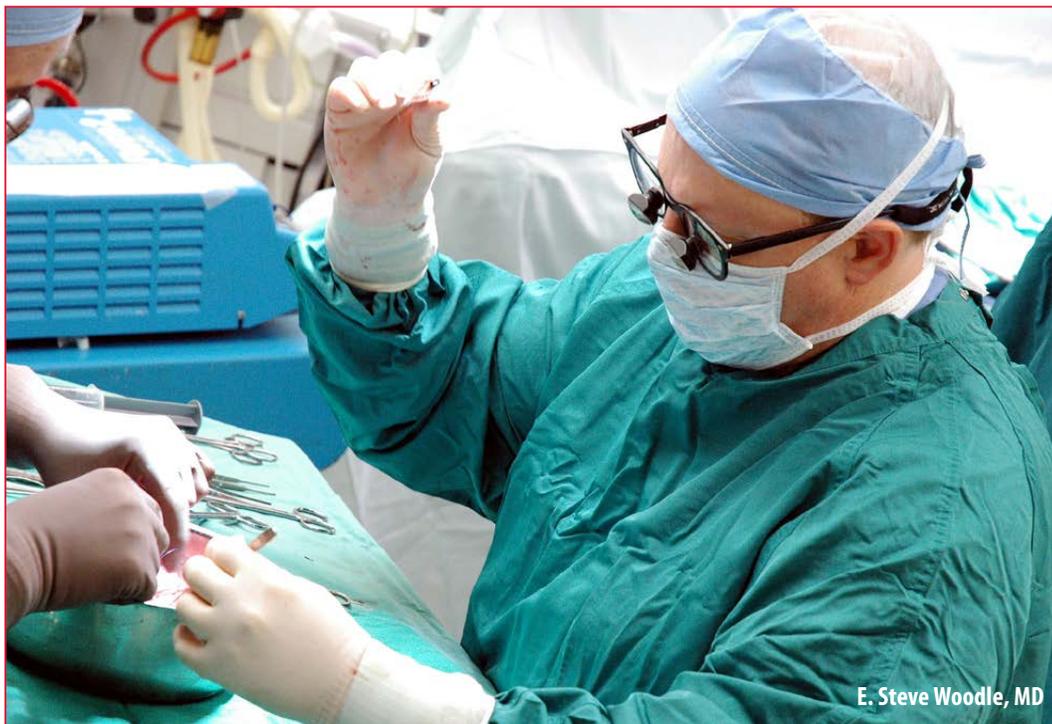
About 30 percent of patients needing transplants are immune sensitive, sometimes from a previous transplant, a blood transfusion or even pregnancy. These sensitive patients have immune systems primed with antibodies to attack a new organ. As a result, finding an organ match is much harder, often eliminating the sensitive patient as a candidate for a transplant.

“In a number of different types of transplantation—kidney, heart, lung and pancreas—there have been patients who have had so many antibodies against donors that transplantation was nearly impossible because the only alternative therapy, IVIG and plasmapheresis, often did not work,” says E. Steve Woodle, MD, UC Health transplant surgeon and director of the division of transplantation at UC.

The UC Health transplant program is a leader in desensitizing difficult-to-transplant patients, enhancing transplant success. In fact, through the innovative UC Health Sensitized Patient Program, transplant rates have gone from 5 percent to nearly 50 percent in just a few years.

Since conducting the first clinical trials on antibody-mediated rejection using the cancer drug bortezomib in 2008, the UC Health transplant clinicians have been at the forefront of new clinical therapies for removing antibodies and enabling transplantation.

**Through the innovative UC Health Sensitized Patient Program, transplant rates have gone from 5 percent to nearly 50 percent in just a few years.**



E. Steve Woodle, MD

Bortezomib was first in a class of drugs known as proteasome inhibitors and more recent studies have shown that proteasome inhibitors can also reduce antibodies before transplantation, thereby making it easier for patients to

find matches with potential donors.

“These new proteasome inhibitor-based strategies are important because, for the first time, we can target the source of antibody production—that is the plasma cell,” says Woodle.

Due to the success of this therapy, UC Health surgeons are consulting with transplant surgeons and nephrologists throughout the country who are eager to implement the regimen. ●

### >> **APPOINTMENTS & REFERRALS**

UC Health’s transplant specialists and physicians work together to care for patients before and after the transplant procedure. Transplant patients are supported by a team of experts including dietitians, pathologists, pharmacists, social workers and others to address their physical, social and emotional needs. **To reach the UC Health transplant clinic and Sensitized Patient Program, call 513-475-8816.**

### **New Studies Underway**

This year, the UC transplant research team will launch four new studies in a second generation of desensitization therapies—therapies designed to reduce or eliminate antibodies against other people’s organs.

In five trials with over \$2.8 million of funding, UC researchers this fall will work with internal collaborators to enroll pre-transplant patients with high levels of antibodies. Transplant researchers will work in partnership with James Driscoll, MD, PhD, from the hematology oncology division at UC.

To learn more about clinical trials in transplantation, call 513-475-8787.

# Visiting Nurses Shadow Women's Health Services

## Group hopes understanding differences will enhance patient care



Develop new partnerships and affiliations is **Initiative 20** in UC Health's Plan 2017. For more on this strategic plan, visit [UCHealth.com/plan2017](http://UCHealth.com/plan2017).

Four bachelor's trained registered nurses from China are wrapping up a three-month visit to University of Cincinnati Medical Center, where they have been learning about women's health services offered here.

Jingjing He, Xing Liu, Qiu Jin, and Qiong Chen arrived in Cincinnati May 2 from the West China Second University Hospital of Sichuan University (WCSUH-SCU), also known as West China Women's and Children's Hospital, Sichuan University, under the Ministry of Health of China.

Upon their departure in early

August, the four will have shadowed UC Medical Center nurses in labor and delivery, mother and baby, antepartum, gynecology, neonatal intensive care, emergency and ambulatory services. The unique opportunity has allowed the nurses to gain insight into UC Medical Center's patient-centered care model, the value of community engagement and resources, clinical practice procedures, supply management, and training and education.

Chen explained that getting here required lots of interviews with their managers to determine who was best

suited for the program.

"We all wanted to develop a better understanding of the differences between our hospitals and countries so that we could bring this information back home with us to enhance the patient care we provide in our own country."

So what are some of those differences? As Jin explains, their hospital (WCSUH-SCU) has been certified as a "Baby-Friendly Hospital," since 1993, while UC Medical Center is currently working on earning the "Baby-Friendly Hospital" designation through a grant-funded collaborative supported by the National Initiative for Children's Healthcare Quality. The designation supports breastfeeding as the optimal method of infant feeding in an environment that is sensitive to cultural and social diversity.

Another difference is that in China, there is no position for a patient care assistant, nurse educator or health unit coordinator; however, the responsibilities from those positions are absorbed by the nurse. In addition, there is no role for case managers and social workers.

This is the first time any of the women have been to the U.S. They've kept a log of questions and answers that they communicate daily to their managers in China.

"It's been an unforgettable experience," says Liu. "Americans are very nice and helpful."

According to He, "UC Medical Center is great. You have a first class team which provides great care, advanced technology and education."

The nurses were especially thankful for Harrieth Mwalupindi, clinical program developer in the obstetrics and mother baby units, who has worked closely with the women during their time here. ●



From left: Ruby Crawford-Hemphill, assistant chief nursing officer, UC Medical Center, Qiu Jin, Jingjing He, Xing Liu, Qiong Chen, and Harrieth Mwalupindi, clinical program developer, UC Medical Center.

### HOW THIS VISIT CAME ABOUT

The nurses from West China Second University Hospital of Sichuan University (also known as West China Women's and Children's Hospital, Sichuan University) connected with UC Medical Center as a result of a three-month job shadowing experience that their manager, Yan Huangyy, participated in during 2011. Huangyy spent three months observing with Ruby Crawford-Hemphill, assistant chief nursing officer, and other UC Medical Center and Cincinnati Children's Hospital Medical Center nursing staff. Huangyy and Crawford-Hemphill have stayed connected via email; continuing to share ideas and thoughts relating to women and infant services. The two spoke last fall to begin the process of coordinating and planning a robust observational experience for the four visiting nurses.

# Neuromuscular Condition Can Be Controlled

## Proper diagnosis, treatment crucial for myasthenia gravis

**M**yasthenia gravis is a chronic autoimmune neuromuscular disease whose name, translated from Greek and Latin, means “grave muscle weakness.” But with proper diagnosis and treatment, a UC Health specialist says, patients can get back on track with their normal lives.

“As a neuromuscular condition, myasthenia gravis affects a person’s strength and control of their muscles,” says John Quinlan, MD, medical director of the University of Cincinnati Neuroscience Institute’s Neuromuscular Disorders Program and professor in the neurology and rehabilitation medicine department at UC. “A person will have muscles that work fine at one time of the day and then not work at all later. They often complain of fatigue.”

According to the National Institute of Neurological Disorders and Stroke (NINDS), myasthenia gravis is caused by a defect in the transmission of nerve impulses to muscles. The body’s own immune system blocks the receptor for a substance called acetylcholine, which is crucial to the generation of muscle contraction.

Certain muscles such as those that control eye and eyelid movement, facial expression, chewing, talking and swallowing are often involved in the disorder, NINDS says. The muscles that control breathing and neck and limb movements may also be affected.

Approximately 70,000 individuals in the United States have been diagnosed with the disorder, according to the Myasthenia Gravis Foundation of America. It can occur in patients of any age. Researchers do not believe that it is directly inherited, but a genetic predisposition to autoimmune diseases can run in families. Myasthenia gravis is not contagious.

“This is a disorder that comes out of the blue,” says Quinlan. “With one exception—pathology of the thymus—we can’t really identify any triggers.”

A tumor on the thymus gland occurs in about 5 to 10 percent of patients, Quinlan says. Alternatively, some myasthenia patients have a hyperactive thymus.

Quinlan says a medical history and physical exam is the first step in diagnosis of myasthenia gravis. “We want to distinguish chronic fatigue syndrome from myasthenia gravis,” he says. “Chronic fatigue patients may be running on empty, but they don’t have absolute failure in muscle function.”

Blood tests can detect abnormally elevated levels of certain antibodies,

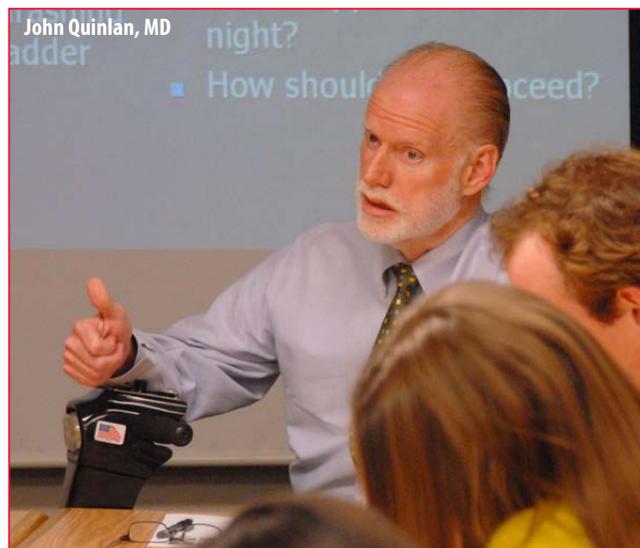
### Single Fiber EMG Diagnostic Test

The UC Neuroscience Institute Neuromuscular Disorders Program has five neuromuscular specialists. It offers single-fiber EMG services, in



**Kushlaf**

which a fine needle is placed in a muscle and electrical activity is measured. Hanif Kushlaf, MD, is specially trained in this procedure, which is considered to be the most sensitive diagnostic test currently available.



Quinlan says. Repetitive nerve stimulation with small pulses of electricity can demonstrate gradual decreases of muscle action potential. Diagnostic imaging of the chest can identify the presence of a thymus tumor.

While there is no cure of myasthenia gravis, Quinlan says, its symptoms can be controlled with medication. (In the case of a thymus tumor, a thymectomy—removal of the thymus—is recommended.)

“If the condition is mild, I use symptom treatment that has very low side effects,” says Quinlan. “In more severe cases, we would look to immunosuppressant medications, being vigilant to limit side effects.” ●

### >> APPOINTMENTS & REFERRALS

**To make a referral or schedule an appointment with the UCNI Neuromuscular Disorders Program, call 513-475-8730.**

### Clinic Network and Local Support Group Available

*UC Neuroscience Institute Neuromuscular Disorders Program is part of the Muscular Dystrophy Association (MDA) clinic network, which assists with payment for services and selected tests associated with a confirmed diagnosis of muscle disease that are not covered by private or public insurance plans or other community resources. Information on the clinic and the local myasthenia gravis support group is available from the Greater Cincinnati MDA office at 513-231-2222.*

# in brief

## Norton Named to Performance Improvement Post

Jeffrey (Jeff) Norton has been appointed vice president and chief



Norton

performance officer for UC Health.

Norton is a proven leader with diverse talents and a 25-year record of producing

significant and quantifiable results in the fields of health care, manufacturing and consulting. For the past 14 years, he has worked at the local and national level to improve health care quality and safety. At the hospital level, he has led a variety of projects to improve patient care, patient satisfaction, staff satisfaction and bottom line financial results.

Norton will lead the newly formed Center for Enterprise Performance Improvement at UC Health. The center will serve as the core infrastructure to support the performance improvement activities of all programs and services within UC Health. He will work with associates and managers to design and implement innovative, data-driven processes that

ensure UC Health's achievement of outstanding results in quality, safety, efficiency and patient outcomes are achieved.

## Foundations Combine, Name Leader

The University of Cincinnati Foundation and UC Health Foundation have joined forces in a new partnership that will strengthen their development and fundraising efforts. Leading this charge will be J. Christopher



Smith

Smith, who has assumed the dual role of vice president of development and alumni affairs for the Academic Health Center (UC Foundation) and president of the UC Health Foundation. Furthering the collaboration between the two entities, UC Foundation President Rod Grabowski will take on an additional role as CEO of the



Grabowski

UC Health Foundation.

Alignment between the two foundations will allow the organizations to enact a more strategic approach to fundraising for both UC and UC Health. This partnership will enhance philanthropic support of patient care initiatives, facilities enhancements and academic offerings for UC Health and UC's four Academic Health Center colleges, including the College of Medicine, the James L. Winkle College of Pharmacy, the College of Allied Health Sciences and the College of Nursing.

In his new role, Smith will oversee fundraising operations for UC Health in addition to leading advancement and alumni affairs efforts for UC's four Academic

Health Center colleges. He will work closely with faculty members, medical staff and various other UC stakeholders to enhance philanthropic support for the two organizations.

Smith brings more than 20 years of progressive development experience to UC. Most recently, he held the position of assistant vice president for development in the health sciences department at the University of Utah. During this time, he directed a team to establish the hospital's first grateful patient program—an initiative that he will focus on. Prior to that, he spent more than 10 years at Purdue University where he guided the College of Pharmacy's role in the university's \$1.7 billion fundraising campaign.

## West Chester Hospital Again Named a Top Workplace

West Chester Hospital has been named as one of Enquirer Media's Top Workplaces for 2014. This special recognition names West Chester Hospital as a top company for employment in the Greater Cincinnati and Northern Kentucky area—ranking it among the best of the best.

The Top Workplaces list is based solely on employee feedback through an online survey conducted earlier this year by independent research company Workplace Dynamics LLC. The survey asked hospital associates to measure qualities including communication, career opportunities, working environment, company leadership, managerial skills, pay and benefits.

This is the second time that the hospital has been included in this list since the Enquirer first began facilitating this recognition program five years ago.



### CLINICAL TRIAL SPOTLIGHT:

## Participants for Bipolar Disorder Research Studies

**WHAT:** The purpose of this research study is to help study staff determine if participants might be able to also take part in any of the bipolar disorder research studies currently being conducted in the Department of Psychiatry.

**WHO:** Adults, 18 to 75 years old, who:

- Show symptoms of bipolar disorder
  - Think they have bipolar disorder
- OR
- Are diagnosed with bipolar disorder

**COMPENSATION:** Participants will be paid for their time and travel.

**DETAILS:** For more information, contact Emily Rummelhoff at 513-558-4295 or emily.rummelhoff@uc.edu.



## Tew Appointed to Executive Position at UC Health, UC

The University of Cincinnati College of Medicine and UC



Tew

Health have appointed John Tew, Jr., MD, to new executive positions that will direct the community outreach and philanthropic efforts of the integrative medicine

program at UC Health and the UC College of Medicine. Tew will serve as the program's vice president of community affairs at UC Health and as executive director of community affairs at the College of Medicine. Tew will also continue to serve as a tenured professor of neurosurgery at UC. He will continue to see patients and will focus his international clinical practice in neurosurgery by providing consultative services to patients and neurosurgeons.

Appointments can be made by calling 513-475-8730.

The goal of UC Health Integrative Medicine is to help the whole person achieve overall wellness. Services are offered to promote stress reduction and optimize health function to preempt disease and prevent relapse. The UC Center for Integrative Health and Wellness, established at the College of Medicine in 2012, educates medical students, fellows and

faculty on integrative medicine concepts to improve the way current and future physicians practice medicine. Center faculty conduct research into complimentary medicine practices.

Tew has been a long-time advocate of health and wellness issues and has lectured frequently on the topic to Cincinnati's corporate and health care leadership.

Learn more about the integrative health and wellness program at [uhealth.com/integrative/](http://uhealth.com/integrative/).



## UC Health Shows Support for Community

In May, **UC Health Primary Care Wyoming** office staff and their family members (*left*) had the opportunity to work with Special Olympians at the Spring Games held at the Lockland Stadium. Over 120 athletes participated in running, walking, wheelchair races and other field events. The UC Health Primary Care team assisted in the organization of the running and wheelchair events.

**UC Health Psychiatry** and **Lindner Center of HOPE** (*below*) were among the top 3 fundraising teams at May's NAMIWalks 2014, a fundraising walk for the National Alliance on Mental Illness.

NAMIWalks 2014 started and ended at Sawyer Point Park in down-



town Cincinnati, with participants walking 3.1 miles. The UC Health Psychiatry team, captained by Emily Rummelhoff, raised a total of nearly \$15,000—100 percent of its goal. Lindner Center of HOPE raised over \$11,000. Top fundraisers from UC Health were Stephen Benoit, PhD (\$3,000), Stephen Strakowski, MD (\$2,697.22), and Erik Nelson, MD (\$2,570).

The total amount raised by the local walk was \$161,640, NAMI Hamilton County reported.

HOW WE MAKE A DIFFERENCE

# Survivor Shares Important Message

## Cancer screenings important for quick treatment

It all started with a broken tooth.

Lisa Williams, 56, says after beating Non-Hodgkin's lymphoma and enduring bouts of bronchitis and pneumonia off and on afterward, she thought she may finally be on the mend.

"However, in spring 2012, I noticed my hearing was getting worse, and I went to UC Health to have a CT scan done," she says. "They found an acoustic neuroma, which is a slow-growing tumor of the nerve that connects the ear to the brain, and they decided to give me three high doses of radiation to shrink the tumor."

Around the same time, Williams said one of the fillings in her tooth fell out, and she started to notice a painful spot on her tongue that she just attributed to her tooth and maybe even ear problems.

"I put off scheduling an appointment with my dentist, though," she says. "May and June of that year were very busy with one son graduating from college and another graduating from law school and moving."

In August, Williams says she felt like she was coming down with bronchitis again and went to see her primary care doctor. She asked him to look at the spot on her tongue and was given some alarming news.

"He told me it might be oral cancer and did a biopsy to confirm that it was, in fact, cancer. He then sent me to Dr. Keith Casper, an otolaryngologist with the UC Cancer



Casper

Institute," she says. "Dr. Casper took one look at it and knew what it was, but he said, 'We'll be able to cure you of this thing.'"

"So, as scary as that was, it was a relief to know that I would be cancer free and that I

wouldn't lose my ability to speak or eat normally."

Casper, performing a procedure that involved going through the side of the neck, was able to remove the cancerous area and to reconstruct Williams' tongue



Lisa Williams with husband Ahmed El-Sawaf

using muscle and arteries from her wrist. He was able to save 52 percent of her tongue.

"I was able to come home on Thanksgiving Day of 2012," Williams says. "Although I had to go through rehabilitation, and I had a swallowing coach, I'm now able to eat normally—I always have my water with me, though.

"I'm alive and improving, and I have a very high chance of full recovery."

Williams says because of the help from Casper, the nurses and other staff within the institute, she's able to get back to the things she enjoys—spending time with her family (she just celebrated her 33rd wedding anniversary with her husband, Ahmed El-Sawaf), gardening and enjoying local festivals. She also works at Cincinnati Children's Hospital Medical Center as a monitor technician.

But she can't forget that with a few additional months' notice, her outcomes might have been even better.

"I should have scheduled an appointment with my dentist or doctor immediately after noticing the spot on my tongue," she says. "It's so important to get your teeth cleaned and to get a regular oral exam.

Don't assume it's nothing. I'm thankful that I had such wonderful support that helped make my story successful. I feel blessed." ●

*"I'm alive and improving, and I have a very high chance of full recovery."*

Lisa Williams  
UC Health patient

**>> APPOINTMENTS & REFERRALS**

**To make a referral or schedule an appointment at UC Health Otolaryngology, call 513-475-8400.**



**uchealth.com**

Inpatient and outpatient services available in the following communities:

- OHIO**
- ADAMS COUNTY
- ANDERSON
- BROWN COUNTY
- CLIFTON
- DOWNTOWN
- FAIRFIELD
- HARPER'S POINT
- HARTWELL
- KENWOOD
- KETTERING
- LIMA
- MASON
- MONTGOMERY
- MT. AUBURN
- RED BANK
- TRENTON
- TRI-COUNTY
- WEST CHESTER
- WESTERN HILLS
- WHITE OAK
- WILMINGTON
- WYOMING
- KENTUCKY**
- FLORENCE
- LEXINGTON
- MAYSVILLE
- SOUTHGATE
- INDIANA**
- AURORA
- BATESVILLE
- GREENSBURG
- MADISON
- NORTH VERNON
- RUSHVILLE

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**UC Health is fortunate to have nearly 10,000 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 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,**

Richard Lofgren, MD  
President and Chief Executive Officer  
UC Health

Myles Pensak, MD  
Chief Executive Officer  
University of Cincinnati Physicians

UC HEALTH VALUES

RESPECT • INTEGRITY • TEAMWORK • EXCELLENCE



## Application Analyst Welcomes Challenges

Cultivating EXCELLENCE

**TAMMY ROBERTSON**, an application analyst in the UC Health IS&T department, enjoys working with her specialties as much as she enjoys the challenges of Epic.

Robertson is part of the Epic ambulatory team, where she optimizes and provides break fix solutions, on call and end user support to ambulatory users in Epic. Her assigned specialties include Neurology, Otolaryngology (ENT), Obstetrics and Gynecology (OB/GYN), and Reproductive Endocrinology and Infertility (REI).

"I really feel like I have the best specialties to work with," said Robertson. "I'm a little biased, but they're super nice people and so passionate about what they do. It makes me passionate about my own work and I do my best for them."

The changes in the health care industry create welcome challenges for Robertson as she and her team keep up with the latest Epic software upgrades. She takes pride in the Epic optimization work she is able to do.

"I feel I can make a difference in my specialties' workflow by making Epic be the best that it can be," said Robertson. "It indirectly helps patient care and safety, which I find makes my work rewarding."

Robertson began working for UC Health in July of 2011 as an IS&T service desk associate, where she was tasked with fielding incident reports. In January of 2013 she started her current role as an application analyst. The career opportunities health care technology offers inspired her to enter the field over 10

years ago. She previously worked at Dolbey, a medical transcription company, with speech recognition software.

UC Health's commitment to the community and alignment with the University of Cincinnati stand out to Robertson. She is proud to be a UC Health associate and strives to live by UC Health's values every day.

"I think the values are important," said Robertson. "If everyone tries to live by those values just 50 percent of the time, it makes such a huge difference."

Robertson has found that simply following up with people, whether they're in her specialties or not, has allowed her to build meaningful relationships that make her work more enjoyable.

Outside of work, Robertson loves spending time with her eight-month-old daughter, Piper, going to parks and spending as much time as possible outdoors.



# Cultivating EXCELLENCE

## **RITE to Recognize Honorees** (April–June 2014)

**Christen Browne** and **Kristy Woodyard** for “providing Epic training to Butler Tech students. On May 1, Butler Tech provided a thank you luncheon for all those involved in training students at Butler Tech under the Health Tech Prep Program at West Chester Hospital. The training department received a plaque for Epic training on behalf of all the classes taught by both Christen and Kristy. Way to go team! You are RITE value all-stars!”

**Steve Burns** and **Jessica Myers** for all of their “assistance and perseverance in helping with sourcing, interviewing and hiring new associates for the compliance department.”

**Epic Security Team** for making a new associate feel at home. “I am new to UC Health and I could not have been made to feel more welcome than I have. A huge shout-out and thank you to the entire Epic Security Team for making me feel welcome.

**Tim, Edward, Colleen, Pamela, Rhonda** and **Earnest.**”

**Taja Gibson** for going the extra mile for a patient. “A patient called into pre-registration to ask about what Medicare insurances UC Health takes in-network. Taja received the call and took the time to explain the insurance policy and also took her time with the patient. She called the doctor’s office to help answer all her questions. The patient talked with me later in the day and stated that she had been on the phone for over 5 hours trying to get her questions answered with insurance company and doctors’ offices but when she talked with Taja she was finally able to get her questions answered and that Taja was so nice and helpful. Taja is such a hard-working employee and is always willing to help others without being asked. Taja, thank you for a job well done!”

**Lindsay Lammert** for “always helping me a great deal in expediting resolutions to patient accounts. Her help is invaluable in accomplishing my tasks in assisting patients resolve their billing issues. She is extremely knowledgeable and helpful.”

**Christa Lawrence** “is extremely professional in her role as assistant in HR. I can count on her to know exactly what documentation is needed to process my HR needs. She is friendly and always greets me with a smile. I appreciate her a great deal.”

**Jennifer Mutters** for her “friendly demeanor. She is always courteous. She does a great job processing my tuition reimbursement forms in a timely manner. This affects me on a very personal level and I’m very appreciative.”

**Tammy Robertson** “is my Epic optimization team member and I have never worked with anyone so helpful and responsive in my 9 years of health care. I feel that she goes above and beyond with every issue I bring her. I feel that is a remarkable task considering neurology is only one of the many areas she works with.” (See full profile on page ii.)

### **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.*

## Administrative Assistant Uses RITE Values in Everyday Life

Cultivating EXCELLENCE

**WHEN YOU THINK** of trauma, you may think of a bad accident or an unpleasant experience but at University of Cincinnati Medical Center, Karen Bergen brings a new meaning to trauma. Bergen is the administrative assistant and so much more for the trauma department at UC Medical Center.

She began impressing everyone with her hard work and bringing UC Health's RITE Values into every aspect of her work and personal life many years ago. She started her journey as an administrative assistant 26 years ago when she worked at the former Jewish Hospital. After its closing, Bergen continued her role as an administrative assistant in the emergency department at UC Medical Center and later transferred to the trauma department.

As an administrative assistant for a very busy department, she has several responsibilities. All important but none more so than checking on the welfare of the patients under the trauma service to

make sure their stay at UC Medical Center is nothing but the best. This task is just one of the many ways that Bergen keeps the department running smoothly and demonstrates self-discipline and integrity.

"UC Medical Center has turned around tremendously over the years," Bergen says. "I learned our RITE Values as a child and find them really important especially when you're taking care of

patients."

When she's not being multifunctional at work, she's busy being a wife and mother. Bergen and her husband of 23 years have four kids, all young adults who are actively involved with extracurricular activities. The demanding schedules of her family certainly keep her on the go but that doesn't stop her from volunteering as a Girl Scout leader and at her church. ●

*Karen  
Bergen*



# Cultivating EXCELLENCE

## Physician of the Quarter

**Elizabeth Shaughnessy, MD, PhD**, came to University of Cincinnati Medical Center in 1997. Her specialties include surgical oncology, breast health, minimally invasive breast biopsy and breast cancer surgery. She has a very busy clinical practice where she's involved in teaching and mentoring medical students as well residents and fellows. She also has ongoing research in areas of breast cancer. Her commitment and concern for all patients takes precedence in her daily practice. She's extremely supportive toward activities on and off the medical campus and is an amazing asset to the division of Surgical Oncology.

## Employee of the Quarter

**Karen Bergen**, administrative assistant for the trauma department keeps the department running smoothly. Her teammates recognize how she brings UC Health's RITE Values into every aspect of her life. She always strives for excellence both on an independent and teamwork level. Karen can be counted on to demonstrate self-discipline and integrity while delivering on every single commitment with the highest quality prior to deadline, without reminders. She is a great leader in the trauma department. (See full profile on page iv.)

### NOMINATING INFORMATION

*The University of Cincinnati Medical Center 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.*

## Service Excellence Awards

**Katie King, RN**, is a champion for patient safety and a role model for nursing practice and patient advocacy. She's engaged in her job and UC Health's mission, vision and values. Katie always puts patients first in her daily care and has been a unit champion for helping improve the fall rate. She truly cares about what is most important to the patients and shows everyone that it is possible to make a difference every day.

**Babette Delong**, social work, is kind, considerate, patient and a good listener. She treats patients with the utmost respect and explains things to them in ways they understand. When interacting with the most difficult patients, she is calm, polite, professional and respectful. Babette goes over and beyond the standard to provide care and services to patients. She always has a smile on her face and is a great asset to the clinic.

**Kim Murphy, CNP**, has been described consistently as being one of the best health care providers to have worked with anywhere. Her ability to provide consistent care for her patients, the high level of respect for her clientele, along with the willingness to go the extra mile for her patients has made her a proven leader. She demonstrates respect in the way she speaks with patients, staff and co-workers alike and leads by example in treating everyone with a high level of dignity. Kim is a great role model for UC Health.

**Robin Ferrell**, environmental services, has been called a "ray of sunshine" and a "breath of fresh air" as she goes about her work. She can be depended on to anticipate the needs of the team on her shift. She is a huge part of the team and is always there on busy nights getting rooms turned over whether it's her area or not. Robin is a poster child of enjoying her work and always has a smile for those she interacts with. Her work ethic is excellent and she's truly a positive light on a sometimes dreary night.

## Team Award

**Chris Ellis, RN**, and **Sarah Schweppe**, social work, offer the best medical care possible while working within the goal of Family Centered Care. Chris and Sarah recently worked together and went the extra mile to make a patient comfortable. They did what was best for the patient by going above and beyond in the collaboration and care of the case.

## Unsung Hero Award

The **University Hospital of Cincinnati Auxiliary, Inc.** was founded in 1957 to assist patients, both inpatient and outpatient, with their patient care. The Auxiliary is the fundraising arm of a non-profit hospital whose mission is compassion based and focused on enhancing patient care. The Auxiliary has enhanced innovation in the last 60 years by starting the hospital gift shop, gifting a yearly donation of at least \$350,000, building a relationship with outside vendors, decorating the hospital every year for the holidays and getting involved in community events and organizations.

## Patient Experience Awards

*To be eligible for this award, scores must rise over three consecutive quarters.*

**4 West** improved their scores by 42 percentile points, culminating in the 99th percentile in the last quarter.

The **Emergency Department** improved their scores by 28 percentile points

The **Cardiac Stress Lab** improved their scores by 58 percentile points, culminating in the 99th percentile in the last quarter.

## Best Boss Ever

**CHRISTINE PRESUTTO** provides an outstanding example of customer service to her staff and others. She was nominated by her staff for being the “best boss ever” because she is so approachable, hardworking and helps keep the job fun.

Presutto and her staff are on the front line of customer service—that so important first impression as patients

and visitors enter the Main Lobby of the Lindner Center of HOPE, and are greeted by the registration staff.

When staffing is short or it’s very busy, Presutto can be seen in the lobby greeting patients, helping with registration or assisting a patient or family member through the financial counseling process. She treats all patients and employees with respect and is always

willing to jump in and help in any way she can and even stepping up to help other departments when they are in need. Presutto exemplifies the Lindner Center of HOPE values of Service and Teamwork.

Presutto loves her job because she’s in the middle everything. She’s involved with patients throughout the process, and really gets to know them and their stories, struggles and successes.

Presutto’s manager describes her as “doing an absolutely amazing job day in and day out.” Presutto is known for being dedicated not only to patients and the families served, but also to the staff and clinicians of Lindner Center of HOPE

In her spare time, Presutto likes to spend time with her husband, David, and their two children, Paige and Evan. One of their favorite activities is hanging out at the pool in the summer. And she’s eagerly awaiting the birth of her third child. ●



*Christine  
Presutto*

# Cultivating EXCELLENCE

The Lindner Center of HOPE's core STAR values are Service, Teamwork, Achieving excellence and Respect.

## Recent STAR Award Recipients

**Sean Bostic** helped with PHP Friday.

"Thank you Sean for coming in on your day off! The patients always love having you!"

**Lisa Bourgeois** helped the hospital operator who was unable to make it in for her morning shift to open the Welcome Center. "Lisa came down from HIM to help cover the phones and assist with operators until the next operator was able to relieve her. Thank you, Lisa. You're a true team player."

**Kim Brickler** helped the hospital operator who was not able to make it in for her shift in the morning to open the Welcome Center. "Kim stepped up to cover the phones and assist with visitors until someone was able to relieve her. Thanks Kim! What a team player."

**Hallie Burger** "empathized with my needs and I really enjoyed playing basketball with her. I was very anxious coming in and she, along with the other members of the staff, made me feel welcome and eased my nerves."

**Brittany Campbell** in particular "lived the program and helped me to work through issues using what we were being taught at Sibcy. She is a gem and a huge asset to Sibcy and the clients of Sibcy House. One would be hard-pressed to find a kinder, more respectful group of individuals anywhere. The diversity of the group content was great."

**Rachel Carroll** has shown "she really cares about my needs. She helped support me during some difficult subjects."

**Kathryn Connor** because "I learned in a very short period of time that you heard everything I said. You saw my potential and were pushing me to be the independent, strong survivor that I could be. I receive a lot of motivation from your expectations. In life there are few opportunities to thank those who have impacted us. This is a rare but appreciated opportunity for me to say thanks."

**Karen Cope** is "an amazing PCA!! She keeps a close eye on the unit and reports any changes or problems to an RN immediately. If you go to do something, she already has it done! Her work ethic is an example for all of us."

**William Cubbage** "took the initiative to start an online account with a supply company and saved the RT department 20% on our purchase which allowed us to purchase more supplies for less cost."

**Cheryl Dennemann** handled a potentially explosive situation with a difficult patient and his mother two days in a row. "She was exceptionally helpful and acted quickly and thoughtfully."

**Adam Dunn** is "a team player and a very supportive HUC to staff and patients. Thank You, Adam, for all that you do!"

**Emily Elma**, social worker, is "the best one that has worked with me to set up a positive recovery plan for when I discharge and I am very thankful."

**Sadonna Finch** is a "delight to work with. She always exhibits a positive, caring attitude when responding to patient/staff requests. Sadonna is a team player and you can tell she takes pride in the hard work she does to provide excellent service to each individual's need. GREAT JOB SADONNA – THANK YOU FOR EVERYTHING YOU DO!"

**John Garrison** (RN) "was great, listened, helped me feel relaxed, addressed med concerns and was humorous. I can't remember everyone's name but all-in-all this has been a wonderful opportunity for me to start on a healthier path for the future. Thank you to the Lindners and those who keep it running daily for making available to us these much needed resources."

**Dr. Gibler** "listened to my needs and concerns in developing an effective medication regimen and collaborated with other psychiatrists, doctors and therapists to problem solve challenging issues related to my care. Thank You!"

Pastor **Lynn Gordon** "has been a blessing. He is such a good man every time I have ever been here. I felt his groups were an important piece for many when the spiritual aspect in their lives may be missing."

**Jessica Greany** (MHS) "is WONDERFUL!!!! She has a tremendous warmth and peace about her, and she is skilled in remaining silent to allow us to complete worksheets during group. Not all group facilitators can do that."

**Mike Grossi** is "a kind and caring clinical manager. He was never too busy to take time to listen. He is an amazing person who had empathy and kindness and bent over backwards to make me feel happy, and dealt with my husband's and my concerns."

**Donna Hall** is "always well organized and a great team leader. She uses her team according to strengths and experience. She's willing to do what it takes to get the job done!"

**Rogher Hargus** "drove home from vacation and came straight to LCOH to assist with a patient issue. Thanks Rogher!"

**Lynette Jackson** "searched through multiple DIRTY laundry bags to find a patient's personal items that ended up in there. We thank you so much, as does our patient for your dedication and commitment."

**Kelly Jones** "stepped in and covered for the operator while also performing her own job duties in the Welcome Center until other support staff arrived for their shift. Kelly also initiated the call to provide additional support to the team for a longer term solution. Kelly provided exceptional teamwork and commitment to not only our patients but to her fellow employees! Great job Kelly!"

**Cheria Jones-Cooper** "went above and beyond by staying and doing a new admission on Adult North on one evening. She always does an excellent job and is a great team player."

**Dr. Kendell** "was very helpful and refreshing. He was flexible and generous with time and information, meeting me on the same level, not underestimating my ability to self-advocate and understand my treatment. He treated me holistically and gave me real world, realistic opinions about my treatment and management of my overall health going forward. Thank you."

*Continues on next page*

# Cultivating EXCELLENCE

*Continued from previous page*

**Dr. Keys** “engages UC nursing students in the learning process and facilitates new learning experiences.”

**Cindy Lagory** “has been doing her job plus the job of an open position in Outpatient, doing IOP Registration as well as Review Assign for new OP Intakes, in addition to her open Registration duties. She also helps with medication refill requests.”

**Brittanie Lamb** “took time with me individually to help me sort out some stressful thoughts.”

**Christine Lathrop** “went completely out of her way to get a specific type of drink for a diabetic patient. She’s always willing to make the extra effort and help. Thanks!”

**Kayla Lee Stotts** for when we had many patients that needed one-on-one attention and “Kayla came in and worked non-stop working from patient to patient. Kayla is an awesome MHT and I consider it a privilege to work with someone AMAZING as she. Thank You Kayla for all your hard work.”

**Darlene Maidlow** “is always flexible with the schedule and recently switched days with me at the last minute so I could be home with my sick toddler.”

**Phyllis McDuffee** “made me feel welcome and cared about from the very beginning of my stay. She is very involved in checking on patients so that any needs can be addressed.”

**Krista Million** “is understanding and kind. She is diligent in her job duties and always gives 100%. She is an asset to whichever team she finds herself because of her willingness.”

**Amy Mounce** “is so helpful with so many requests—complicated room reservation for meetings, getting census data for projects, helping with AV equipment and so much more! And she does it with a smile! Thanks, Amy, for doing such a great job.”

**Emily Musonza** “carried the weight of the Recreation Therapy Department on her own one day when her co-workers were snowed in. Emily covered extra groups and provided excellent programming!”

**Kathleen Neher** for when Sibcy had four patients who had birthdays while they are here and she took it upon herself to bake a cake and bring it in for them on a Sunday. “Way above and beyond!”

**Daniela Nelson** “has been a wonderful resource and support in the process for getting the Adolescent Diagnostic & Treatment Program in compliance. Daniela has been readily available and happy to help. She is very much appreciated!”

**Kris Norman** because “no matter how hectic things are, Kris always has a positive attitude, is utterly professional and is a pleasure to work with. Her work ethic is a model for us all!”

**Shelley Paulette** “is so compassionate, genuine and eager to make a resident feel at home. Very kind and comforting to me. She makes an effort to talk to all the patients and find a way to make their day.”

**Wendy Pickering** “frequently brings in supplies to make crafts with the patients. Because of her, the patients and many staff members have beautiful ‘flower pens.’ The patients enjoy ‘Craft time with Wendy.’”

**Nicole Piersma** because her “energy and enthusiasm in helping develop and implement the orientation curricula and schedule for ADTP has been astounding! She has taken the ball and scored a touchdown after touchdown. You are a gem!”

**Janie Pippa** “turned around a very high priority check on short notice which was crucial in getting our Temporary Certificate of Occupancy (TCO) for the new Sibcy House building. Janie is a pleasure to work with!”

**Jenna Shersky**’s soft-spoken kindness “is so welcoming. This combined with the work that she does for each person is stellar.”

**Jeff Slaughter** “was a great listener and efficiently lined up my provider follow-up appointments for me.”

**Julia Spates** “helped me work through an episode one on one. She did a great job.”

**Jane Tidwell** “was my main group leader. She was wonderful at answering my questions and concerns, but more importantly she helped me learn that I am worth making healthy decisions in my life.”

**Julie Trasser** “performed admirably when transporting a Sibcy admission from the airport to Sibcy House. Julie maintained a patient-centered approach during a very difficult situation. Julie safely transported the patient to the Lindner Center.”

**Shelby Waddell** “took meticulous care of a medically comprised patient. In addition, she attended to her other duties as charge nurse very effectively. We are lucky to have her!”

**Dominique Wells** “was very kind and compassionate towards patients. I am confident that the skills which I obtained here at the center will benefit me in the long run.”

**Jennifer Wells** is “an outstanding, creative therapist who helped me learn how to challenge my diverse OCD obsessions and compulsions. She is spunky and full of life and a joy to work with. Thank You!”

**Rebecca Zugg** for working in PHP all week. “Thank You Rebecca! We couldn’t have done it without you! You’re an amazing group leader.”

## **NOMINATING INFORMATION**

*Employees can nominate co-workers for a **STAR Award** by completing forms available at time clocks and in the human resources department. Winners are selected monthly.*

## Registered Nurse: Caught Caring

Cultivating EXCELLENCE

**CHANGE IS SOMETHING** that Patti Murphy sees each day. As a phototherapy registered nurse in the dermatology department, Murphy sees change in the attitude, demeanor, relationship and condition of her patients. Considering she first spent 12 years with the UC Health family back in the 1970's working as an RN at the formerly titled General Hospital, change is nothing new for Murphy.

"The growth from the 1970's to today is just amazing. There wasn't even a Medical Arts Building when I first worked here during that 12-year time frame—just a parking lot. Since re-joining in 2005, the area has definitely changed and so has the field of nursing in regard to a nurse's role in patient care and daily duties," Murphy says.

One thing that hasn't changed: the passion, care and dedication Murphy shares for her patients. Heather Nofziger, dermatology clinical operations manager, sees this every day.

"Patti is an exceptionally dedicated phototherapy nurse for our patients. She understands their needs, ensures they receive the proper treatment, and takes time to get to know them. She treats our patients as we would want our own parents or children to be treated, and she is an invaluable member of our team," Nofziger says.

"It's so rewarding to see the improvement both in skin condition and in demeanor from when [patients] first see us to their last few visits," says Murphy. "One of my patients has been coming in consistently for about five years now. We talk. I know about her family and have met her husband. We are both huge Cincinnati Reds fans so we chat about the team. I've gotten to know the personal side not just the patient side."

This type of personal connection is what makes Murphy such a dedicated, valuable part of the UC Health family.

"Patti is wonderful and we would not have a successful phototherapy program without her," Nofziger says.

Murphy acknowledges her team for making this a great place to work. "The

people I work with are definitely the best part of UC Health," she says.

Outside of work, Murphy's family (husband Michael and their two sons, Matt and Michael) is her team of support. Her son Michael's 2-year-old black lab, Deniro, also holds an important spot in the family. "I love to take care of Deniro whenever my son is out of town. It's a lot! But I love it," Murphy says.

This year marks some big changes for Murphy outside of work. Her oldest son Matt was just married and the planning continues for an October wedding of her younger son, Michael.

Weddings and work aside, Murphy still finds time to cheer on the Reds and loves the occasional vacation to the beach when her schedule allows for it. ●

*Patti  
Murphy*

### NOMINATING INFORMATION

The University of Cincinnati Physicians **Caught Caring Award** program is ongoing, and nomination forms are available on [uchealth.com](http://uchealth.com) in the password protected area of "UC Physicians Faculty & Staff." Get there by selecting "Associates & Staff" under "Quick Links" at the bottom of the [uchealth.com](http://uchealth.com) homepage. See your manager to nominate someone for a **Service Excellence Award**.



## For Long-Term Nurse, Challenge is the Reward

Cultivating EXCELLENCE

**IT CAN BE SAID** that registered nurse Kindra Stone likes a good challenge. That's why—in January 2013—she accepted a position on Daniel Drake Center's Medically Complex/Ventilator Unit (3 South) where more than 90 percent of patients arrive on ventilators.

"Working in a challenging environment stimulates my mind and makes me a stronger nurse," says Stone.

Despite her varied nursing career (ED, telemetry, OR), Stone admits it wasn't until the opportunity to work at Daniel Drake Center that she realized exactly what long-term acute care can mean for patients.

"They are hospitalized for months away from their families, their jobs, their normalcy, so the work we do makes all the difference," says Stone. "I work with a good team of nurses, aides and therapists, including respiratory. All of us together help these patients get their quality of life back."

Stone received Daniel Drake Center's Service Excellence Award in April. She was nominated by a patient who wrote: "I came here on life support, and could not talk. Kindra brought me the phone

so I could hear my husband's voice. She took the time to let me hear my husband until he could get here to see me. It gave me hope."

Stone describes one of her most memorable days at Daniel Drake Center when a former patient with Guillain-Barre Syndrome (a disease that can paralyze to the point of being on a ventilator) returned for a visit to 3 South.

"Seeing her progress, seeing her talk

and express gratitude to the staff after such a long journey, brought tears to my eyes," Stone says. As she shares the patient's story, it becomes clear that, for Stone, this is when the challenge becomes the reward.

When not at work, Stone enjoys spending time with her grandkids and traveling. A self-proclaimed movie buff, she considers "The Color Purple" the best movie ever. ●

*Kindra  
Stone*



# Cultivating EXCELLENCE

## It's RITE to Recognize Program

Daniel Drake Center for Post-Acute Care's "It's RITE to Recognize" program spotlights deserving co-workers—sometimes up to 40 each month—for consistently providing the RITE Core Values of Respect, Integrity, Teamwork and Excellence. We're not able to list all of them here, but we have followed the model of Daniel Drake Center, which publishes a representative sample in its What's Up biweekly newsletter.

**Karla Cordes**, physical therapist, SNF PT/OT/Speech, "Karla has been an excellent Physical Therapist for my brief stay. She has continually challenged me to work harder and build strength. Along with pushing me to do my best, she makes each session fun. I have honestly looked forward to my therapy every day during my stay and will be sad to leave."

**April Green**, clinical nurse specialist, "April has a heart of GOLD for the DDC patients. It shows in everything she does. April goes 'above and beyond' in all work she does here to help the associates, patients and families."

**Matthew Highfield**, wound care coordinator, "I had a fantastic experience at Daniel Drake Center. My preceptor, Matthew Highfield, was a very knowledgeable and patient instructor. He always had time to work with me and went out of his way to find a variety of clinical experiences for me, such as Wound and Urology OP Clinics, and a colorectal surgery. Literally every single person at Daniel Drake Center was so kind and helpful! I felt very much at home."

**Angie Johnson**, respiratory therapist, "She is one of the nicest people I have met in the hospital. She does her job well, very caring, kind and loving. She goes out of her way to explain things. My son was scared about going on a trach collar. She went out of her way to calm him down. She asked the nurse and doctor to help him. She reassures him and makes him feel like a person and not a number. Always has a smile on her face."

**Molly Massey**, conference center coordinator, "Molly is so good at coordinating logistics for the many education events and always ensures smooth transitions. Thanks!"

**Lindsay Mixwell**, speech-language pathologist, "Speech therapist Lindsay was a wonderful 'highlight' of a different sort. She gave Dad a very thorough assessment and came back with a pad that Dad may be able to use as a call light and also an assisted listening device. She was talking about several things they plan to try

toward the goal of Dad talking. I like her energy and ideas. The OT and PT are equally engaged ... Both were talking confidently about what they plan for him to be able to do.

**Monica Smith**, respiratory therapist, "When she came in my son's room, she was calm and very caring to him ... One day she came in and my son was very upset, I couldn't calm him down. She talked to him very nicely and he listened to her. She is compassionate, honest and very caring. She is like a guardian angel, loving, caring and kind ... Makes you feel safe and secure. Goes above and beyond to help her patients."

**Rick Sturgeon**, clinical manager, 3 North, "Rick has continued to teach CPR, ACLS and other classes as needed. We appreciate his time, expertise and dedication."

**John Wahl**, manager, food and nutrition services, "John has helped us so much with many education events and programs. He has to be the best role model for customer service and living out the RITE values. Thank you!"

## Quarterly Service Excellence Award

**Pat Cowans**, environmental services, "It is delightful to meet new people (who are) absolutely professional at (their) chosen professions (and) content at what they do. The quality of their labors are reflected in their finished tasks. I am happily finding this (to be) true about all levels of job skill (and) responsibility in your staff. Thank all of you. WOW, do all of you SHINE."

**Kindra Stone**, RN, LTAC, 3 South, "I came here on Life Support, and could not talk. Kindra brought me the phone so I could hear my husband's voice. She took the time to let me hear my husband until he could get to see me. It gave me hope." (See full profile on page x.)

## DAISY Award Winners

*The DAISY Foundation is a national organization established by a patient's family to recognize and express gratitude to nurses for outstanding care. Several UC Health hospitals participate in the award program.*

### Denise Cornist, LPN, 2 South

"Ms. Cornist was a great asset in the ODH survey ... and was very professional."

"I have always admired her work ethic."  
"She takes ownership of the wounds on the unit while completing her own assignments."

"She is always on top of her patients."

### Janna Campbell, RN, 4 North

"Janna is a sweet person with a big heart who cares a lot about her patients. She is always kind and maintains a positive attitude when working with patients, families and staff!"

### Loida Haysbert, LPN, Bridgeway Pointe

"She is always busy but will drop whatever she is doing to help a person."

"She brought brightly colored scarves, checked in frequently and was her rock for a young patient dying with cancer."

"Always willing to jump in and get it done."

"She handles problems herself and doesn't pass the buck."

## NOMINATING INFORMATION

*The Daniel Drake Center for Post-Acute Care's It's RITE to Recognize program is ongoing. Nomination cards and deposit boxes can be found throughout Daniel Drake Center.*

## Leading Projects With Heart

Cultivating EXCELLENCE

**FLO STAHLY IS THE KIND** of associate who makes things happen. She joined the West Chester Hospital team even before the hospital opened, and sales at the West Chester Hospital Gift Shop have grown steadily each year since opening.

Stahly has managed the register, led back office operations and secured new vendors to promote, but her accomplishments as supervisor do not fully capture the value she brings. She has a knack for tackling complicated projects with ease.

In fact, in just the first two weeks of May 2014, Flo's impact was felt by more than 1,600 associates and well-wishers. West Chester Hospital held three significant events that fell only a week apart: the annual Spring Fundraiser, a 5-year West Chester Hospital Anniversary Celebration and Nurses Week. Since Stahly was serving triple duty planning the myriad of activities associated with these events, there was little fear that details would be overlooked. Every aspect would be handled with precision

and panache, because that is how she gets the job done.

"Flo has a great heart," says Gift Shop Manager Tammy Benzinger. "She starts her day by thinking how she can make things easier for patients, visitors and employees that come to see us in the Gift Shop."

Stahly is viewed as a great connector to people and businesses in the local community, often leaning on these relationships to enhance the projects she takes on.

Whether she employs her skills as an experienced business owner or draws from her roles of mother and grandmother, Stahly applies her drive and creativity to make big things happen. ●

### **NOMINATING INFORMATION**

**WOW Associate** honorees are selected quarterly. 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.

*Flo Stahly*

