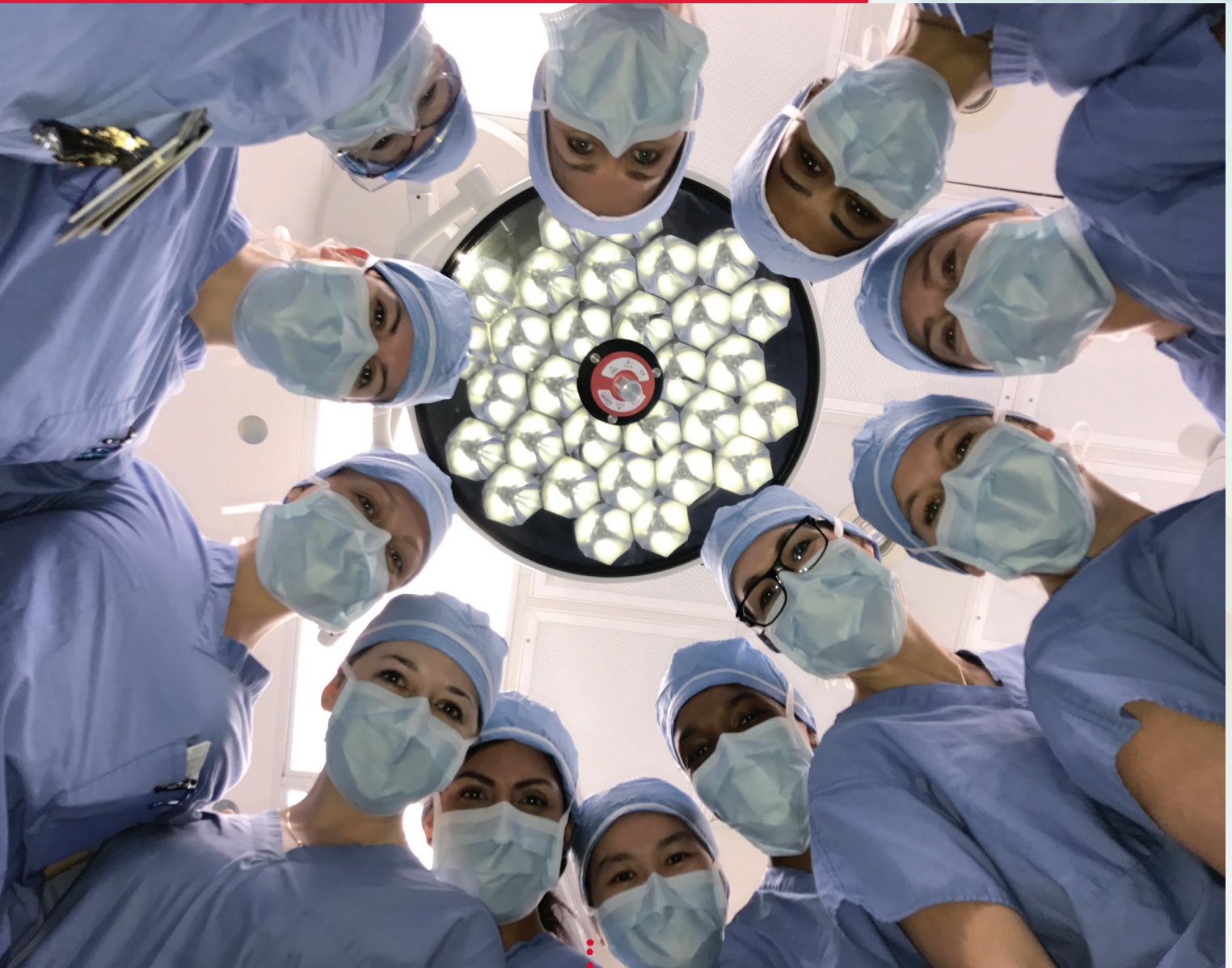


central line

For the employees and clinicians of UC Health / June 2017



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One young woman's recovery from stroke

Earlier this year, The New Yorker magazine featured a cover image, "Operating Theater," a patient's view of four female surgeons. Shortly after, real-life surgeons from across the world stepped up to replicate the image in what became known as The New Yorker Cover Challenge (#myercoverchallenge).

Twelve UC Health female surgeons gladly accepted the challenge. Clockwise from top: Jaime Lewis, MD, Engy Habashy, MD, Sandra Starnes, MD, Stephanie Streit, MD, J. Leslie Knod, MD, Kashi Pulliam, MD, Tiffany Lee, MD, Heather Palomino, MD, Monica Wagner, MD, Emily Midura, MD, Hannah Lewis, MD, and Elizabeth Shaughnessy, MD.

Introducing Central Line



Colleagues,

CENTRAL TO TRANSFORMING OUR CULTURE at UC Health is our willingness to share stories that inspire and build pride in the meaningful work we do each and every day for our patients and their families.

With that in mind, I'm pleased to share with you the first edition of *Central Line*, our new monthly newsletter for all UC Health employees and clinicians.

"We have hundreds of stories to tell."

It was exciting to see nearly 1,200 of you cast your vote to name this newsletter, and I hope that you will find it to be a valuable source of information, with stories connecting back to our purpose, mission, vision and values.

And we have hundreds of stories to tell. In this first edition, we introduce you to a young woman with whom many of you journeyed as she worked to overcome the devastating effects of a stroke.

We also highlight one of our own inspirational colleagues who has earned "hero" status from the patients he serves, but who keeps a simple motto in mind that we can all live by: "Work hard and do what's right for the patient."

I look forward to hearing your thoughts on *Central Line* and hope that something you read in each edition inspires you in your important role here at UC Health.

Sincerely,

A handwritten signature in black ink that reads "Richard P. Lofgren". The signature is fluid and cursive, with the first name "Richard" and last name "Lofgren" clearly legible.

Richard Lofgren, MD
UC Health President and CEO

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OUR PURPOSE

To advance healing and reduce suffering.

OUR MISSION

We are committed to advancing medicine and improving the health of all people—regardless of race, ethnicity, geography or ability to pay —by fostering groundbreaking medical research and education, delivering outstanding primary and specialty care services, and building a diverse workforce.

OUR VISION

To use the *power of academic medicine* to advance the science of discovery and transform the delivery of care.

OUR VALUES

PRIIDE: We will serve our patients, our community and one another by:

Putting PATIENTS and families first.
Showing RESPECT.
Acting with INTEGRITY.
Embracing INCLUSION.
Seeking DISCOVERY.
Offering EMPATHY.

Central Line is a monthly publication for employees and clinicians of UC Health. It is produced by UC Health Marketing & Communications. Send your comments and ideas to central-line@ucehealth.com.

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Work Hard, Do What's Right

'Hero' nurse sticks to a simple motto

BY DAMA EWBANK

Travis Doty, RN, BSN / Pre-Transplant Coordinator / UC Medical Center

TRAVIS DOTY has a simple motto when it comes to nursing: "Work hard and do what's right for the patient."

It's a motto that's served him well. On May 11, Doty was awarded a Florence Nightingale Award for Excellence in Nursing from the University of Cincinnati.

One of seven winners from across the Tristate—and selected from among 115 nominated registered nurses—Doty's nominators described him using words like "compassionate," "inspirational" and "hero." But he is quick to point out that he's inspired by the nurses he gets to work with each and every day and loves being part of the multidisciplinary team at UC Health and UC Medical Center.

"I work with great nurses," says Doty. "I think we have a hospital full of tremendous talent."

A certified clinical transplant coordinator by the American Board for Transplant Certification, Doty works with some of UC Health's most critically ill patients and serves as their initial point of contact with the liver transplant program,

evaluating them for transplantation and managing their care until they are transplanted.

The nature of his work allows him to develop deep and lasting relationships with his patients and the trust he's able to build has helped many through to transplant who struggled to even make it to the waiting list.

Said one of his nominators for the Nightingale Award: "I think my favorite part of Travis is he does not give up

on patients and is a believer of second chances; this is a prerequisite of a fabulous liver transplant coordinator."

A veteran of the United States Air Force, Doty earned a BS in nursing from Wright State University in 1994 and is currently completing a nurse practitioner program. He lives with his wife and children in Mt.

Lookout and enjoys running, gardening and reading.

This year marks Doty's 20th year as a nurse at UC Medical Center and his 6th as a nurse coordinator for the liver transplant program—a role he describes as "the best job of my life." •

"He does not give up on patients and he is a believer of second chances."



Bonus video at
uchealth.com/central-line

Smoking Permitted?

Hospital information for overnight patients in 1958

The following is adapted from a blog post written by Nina Herzog, assistant archivist at the University of Cincinnati's Henry R. Winkler Center for the History of the Health Professions. All images are courtesy of the Winkler Center.



WITHOUT A DOUBT, checking into and staying at hospitals is a lot different today than it was a half century ago.

The images featured here were taken from "Well, Here I Am," an informational booklet given to patients in 1958 at what was then Cincinnati General Hospital (now UC Medical Center). Akin to the modern-day patient and visitor guide, this instructive read provided the incoming patient with information on

subjects ranging from check-in, dining hours and visitor information to hospital maps, directions and much more.

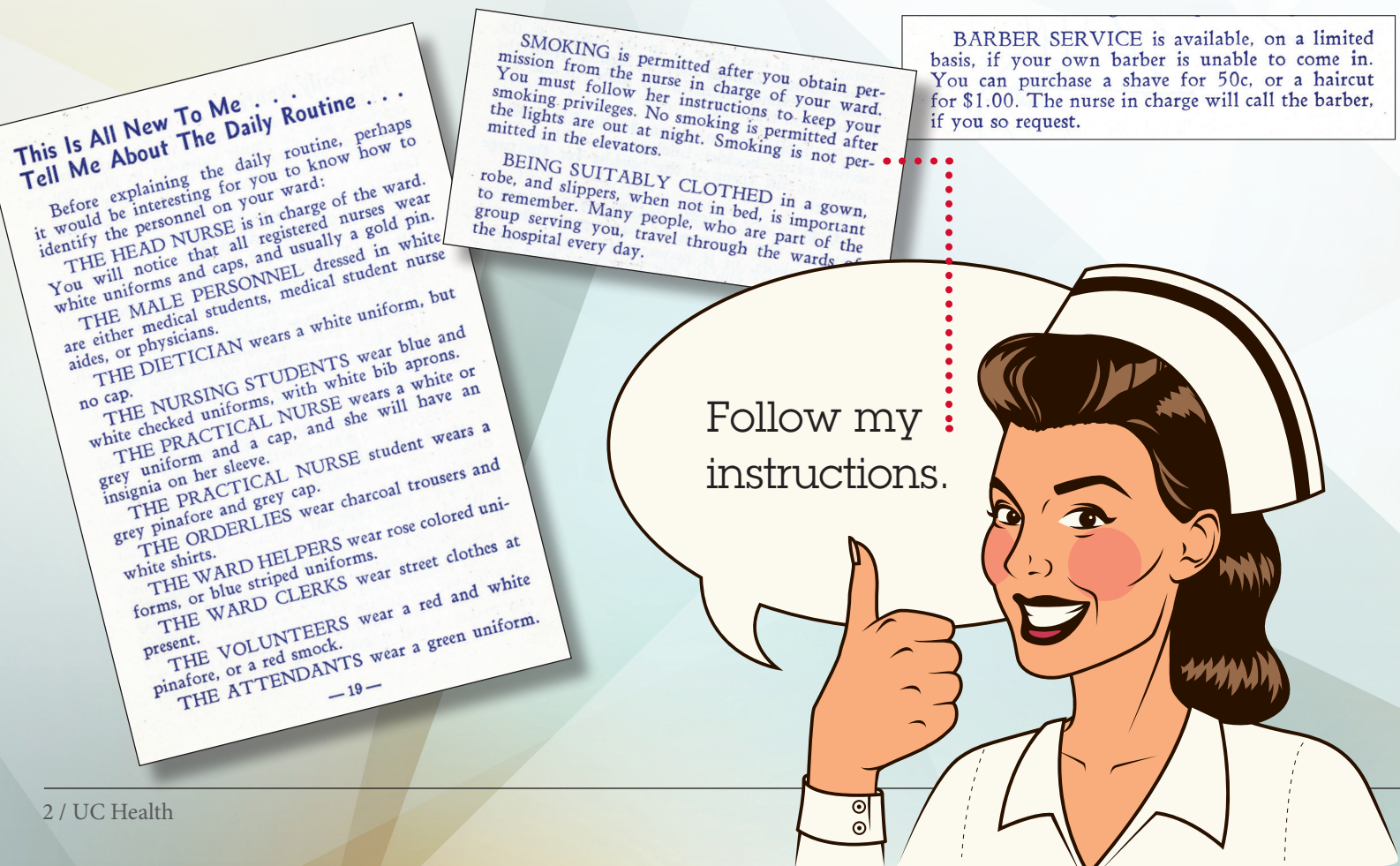
Page 13 (below) informs the patient on smoking, telephones and keeping "suitably clothed." Patient rooms had no telephones; all calls were routed through nursing stations.

Another section advises on how to obtain reading material or hair care service. Interestingly, a barber was

provided, presumably for male patients, yet anyone desiring a hairdresser had to contact their personal stylist.

An overview of who wore what uniform helped patients identify who it was coming into their room.

Seeing the changes made over the last 59 years, one wonders how hospital stays will evolve over the next 50? •





Your Questions Answered



I need to complete Epic training. Where can I find the training and development office?

Well-timed question! UC Health's training and development team has recently moved to Suite 105 on the first floor of the West Medical Office Building (West Professional Building) near the UC Health Business Center parking garage. All Epic and API classes are now held in classrooms at this new location. To reach training and development, call 513-585-MYTD (6983) or email training@uchealth.com.

Do you have a question we can answer? Email central-line@uchealth.com.

COMPLIANCE CORNER: Disposing of Protected Health Information

CONSIDER THE FOLLOWING scenario: A hospital discarded ID bracelets and demographic pages in a dumpster. An individual recovered the pages containing Protected Health Information (PHI) and sold the information to another individual that used the PHI to submit false claims for reimbursement from the patients' insurance plans. By not disposing of PHI properly, the hospital violated the Health Insurance Portability and Accountability Act (HIPAA) regulations.

Safeguarding PHI through Proper Disposal

Under the HIPAA regulations, you are required to take reasonable safeguards to prevent unintentional disclosures. Reasonable safeguards are the precautions or steps you take to protect PHI and keep it as private as possible. This includes proper disposal.

For example, the HIPAA Privacy Rule prohibits you from throwing items containing PHI into dumpsters, recycling bins or garbage cans that are generally accessible by the public or unauthorized persons.

Proper Disposal Examples

Shredding PHI or using special software to clear or purge electronic PHI are examples of appropriate methods to destroy PHI. If the PHI is too large to fit into the slot of the

shred bin, please contact your manager for assistance with unlocking the bin and secure the PHI until proper disposal can be completed.

A few examples of PHI that must be destroyed properly prior to disposal include:

- Paper PHI
- Labeled prescription bottles
- IV bags labeled for the patient
- ID bracelets or labels
- Printer ribbon spools
- PHI contained in electronic media

For more information about UC Health's Policies related to proper PHI Disposal, please visit the UC Health Intranet Corporate Policies page and search "Reasonable Safeguards" and "Physical Media Security."

Be sure to follow UC Health's HIPAA policies and procedures regarding the proper disposal of PHI and electronic PHI. If you have any questions, please contact Gina Witko, chief privacy officer, or Caitlin Richman, HIPAA coordinator. ●

This article was written by UC Health's compliance department, with content provided by Health Care Compliance Strategies, Inc. (HCCS), a HealthStream company.

An Unforgettable Experience

Internship program gives students glimpse into health careers

BY AMANDA NAGELEISEN

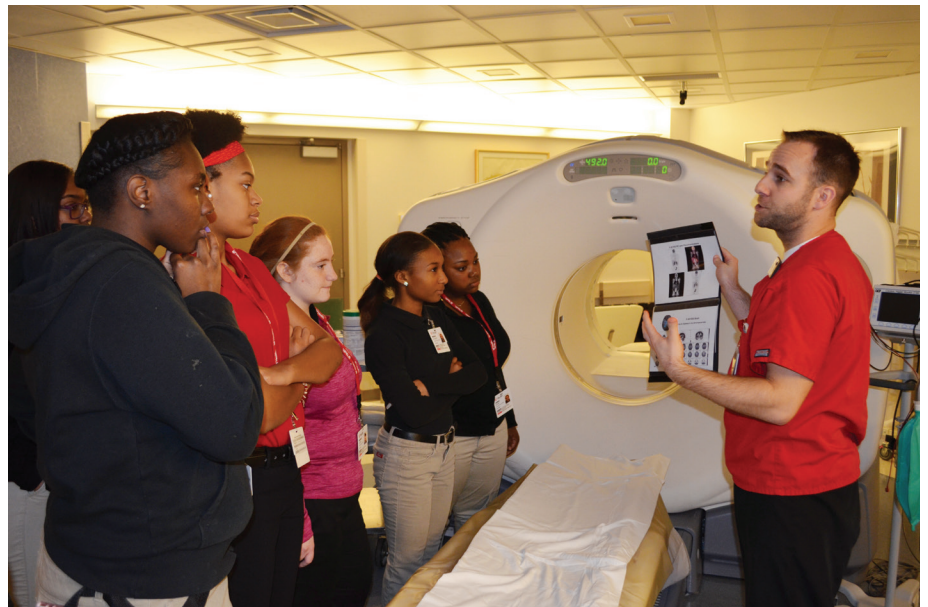
"ANCHOR THE VEIN. GOOD. Stick it in at about a 30 degree angle—slowly—just enough until you feel it give. Then you know you're in."

Some of the high school students squirm and cover their eyes as one of their peers draws blood from a phlebotomy training arm under the watchful eye of Iris Deeds, senior clinical research coordinator at the University of Cincinnati College of Medicine. Others watch intently, eager for their turn and hoping to successfully draw blood on the first try. Each of the students proceeds slowly, though the arm is prosthetic and the blood synthetic.

"Don't worry, you're not going to hurt him," Deeds says, breaking the ice as the students laugh.

Learning phlebotomy—the art of drawing blood—was just one of dozens of exclusive experiences the group of 32 Hughes STEM High School students received during their two-week-long internship, made possible by a two-year-old partnership between the school, UC Health, and the University of Cincinnati.

The students also went behind the scenes at University of Cincinnati Medical Center, West Chester Hospital and the Daniel Drake Center for Post-Acute Care, learning everything from how to suture wounds, to how to safely administer CPR. They even visited the Cincinnati Zoo and Botanical Garden to



learn how health sciences helps save animals lives, too.

The program was arranged and supervised by UC Health Vice President of Community Relations Christie Kuhns and her team.

"We are so excited to host this program," said Dan Maxwell, coordinator of community and government relations. "I enjoy watching the students' faces light up as they do cool things like work with robotics in telehealth, become CPR/AED certified and learn about compliance, HR and other non-clinical healthcare careers."

These high-achieving high school juniors and seniors selected the Health

Sciences pathway at Hughes when they were sophomores, so they already know they want to work in healthcare. But the partnership with UC Health gives them an up-close look at their future job options.

"They get a sense of all of the careers that are available in healthcare," said teacher Sharon Bachman. "It's not just doctors and nurses. We tell them that, but they don't get it until they see it."

Wearing ID badges that identify them as interns, the students have had the chance to interact with not only doctors and nurses, but also telehealth robots, radiologists, nutritionists, environmental scientists and veterinarians.



"We're also learning things we need to know for life, like CPR—they don't teach that in school."

"It's a good learning opportunity," said junior Miriah Haysbert. "We're also learning things that we need to know for life, like CPR—they don't teach that in school."

It's just as impactful for Kuhns, who developed a personal connection to the students during the two-week program.

"As an African-American female in a leadership position here at UC Health, it was great to have a candid conversation with the students about inclusion, cultural competency and why it's important to have a diverse workforce," she said. "I think it is important for students to see people that look like them in these careers, so that they can see it is possible." ●

The learning doesn't stop after the students return to the classroom; lesson plans focus on what career each student might want to pursue and what they need to study to achieve it.

Bachman, who partnered with UC Health to create the program in 2016, said it's an experience that the students never forget.

"I am so thankful for this partnership with UC and UC Health," she said. "It provides wonderful opportunities for my students, who wouldn't have them otherwise."



Left: Hughes students got a glimpse of radiology at UC Medical Center.

Above: Presenters used prosthetic arms and synthetic blood to offer Hughes students a lesson in phlebotomy.

COMMUNITY HEALTH



Engaging with others to drive positive change and improve the health of our community is one of UC Health's Core Four strategies.

Striking Back at Stroke

Young woman credits recovery to Daniel Drake Center program

BY DAMA EWBANK

WHEN KELLY MARSH WOKE UP at UC Medical Center nearly eight years ago, she assumed she'd been asleep for just hours. It would take her a while to understand that she'd been sleeping for weeks, and even longer before she would learn that she'd had a stroke.

She was alive, but couldn't drink, eat, walk, talk or read.

"I needed to read and write again," said Marsh, who, at the time, was a 36-year-old chief marketing officer at a Tristate college.

But it would be a long road to recovery. Weeks at UC Medical Center turned into more weeks at Daniel Drake Center for Post-Acute Care, where Marsh's husband, Brad, recalls watching his wife's

first failed attempts to match numbers and colors during a simple game of Uno. He would become more optimistic just days later when her color and number pairings improved.

"I needed to read and write again."

More than two months after her stroke—and after a follow-up surgery to replace a portion of her skull that had been removed to alleviate swelling—Marsh was well enough to go home and begin outpatient therapy.

She'd eventually enroll in the Stroke Team Assessment and Recovery Treatment (START) Program at Daniel Drake Center with hopes of regaining even more of her normal function. She credits much of her recovery to the program's interdisciplinary team of physicians, therapists and researchers

dedicated to helping patients continue to regain function and mobility well after the optimal post-stroke recovery period.

Today, despite some paralysis on her right side, Marsh is able to walk and drive, and has sought ways to continue her recovery while also helping other young stroke survivors. Last fall, she and her husband released a book, *Love Stroke*, documenting the perspective of both the patient and their partner/caregiver. Marsh's neurologist, Brett Kissela, MD, chair of the UC Department of Neurology and Rehabilitation Medicine, and member of the UC Gardner Neuroscience Institute, wrote the book's forward.

The Marshes are now creating a foundation to provide grants to stroke and traumatic brain injury survivors for medical equipment or devices necessary for a more complete recovery. ●



Brad and Kelly Marsh

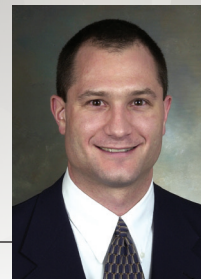


Bonus video at
uchealth.com/central-line

STROKE FACTS

- affects more women than men
- is among the leading causes of long-term disability
- is on the rise among younger people

Brett Kissela, MD
Chair, UC Department
of Neurology and
Rehabilitation Medicine



NEWS AND NOTES



ROBERT ERNST, MD, BRAD MATHIS, MD, and STEWART WRIGHT, MD, have been named associate chief medical officers. Each are responsible for supporting the chief medical officer and ensuring the best possible outcomes for our patients—specifically related to quality, safety and overall proficiency. They will supervise and support the work of our medical directors and clinical management teams.



ANN SMITH, formerly chief of enterprise academic service lines for University of Kentucky HealthCare, has joined UC Health as senior vice president for inpatient services. Smith will oversee all inpatient operations across UC Health.



RICHARD SHUMWAY, formerly executive director at University of Utah Health Care, has joined UC Health as chief administrative officer and vice president for UC Medical Center.



West Chester Hospital Recognized

FOR THE 6TH CONSECUTIVE YEAR, West Chester Hospital has received the Healthgrades® Outstanding Patient Experience Award, placing it **among the top 5 percent of hospitals in the nation** for patient satisfaction. For this award,

Healthgrades evaluated patient feedback at more than 4,000 hospitals, with survey data focused on everything from hospital cleanliness to noise levels, pain management, staff responsiveness and likelihood to recommend the hospital to friends or family.

Upcoming Surveys

UC Health's annual employee engagement survey will launch Monday, June 19, with a message from survey partner The Advisory Board. All employees and providers are encouraged to participate in this confidential survey, which provides UC Health with important feedback related to employee satisfaction.

In mid-July, UC Health will distribute a survey to all employees as part of our **federal requirement around Affirmative Action**. The survey link will allow for optional disclosure of information about veteran and disability status.

Improving Quality 'The UC Health Way'

Each of UC Medical Center's five adult ICUs were recognized in late April

with a cookie delivery by infection prevention and performance improvement for reaching 79 consecutive days, collectively, without any central line-associated bloodstream infections (CLABSIs). CLABSIs are one of the hospital-acquired infections we track as part of our enterprise performance measures. The ICU teams accomplished this by changing the standard work of daily care. Each patient now gets a daily chlorhexidine bath—a practice known to reduce CLABSIs—and it has worked.



The team from the Cardiovascular Intensive Care Unit (CVICU) was among the five units recognized in April for changing standard work to improve patient safety.

AHA! MOMENT

Stress a common seizure trigger?



Michael Privitera, MD

PATIENTS WITH EPILEPSY face many challenges, but perhaps the most difficult of all is the unpredictability of seizure occurrence. One of the most commonly reported triggers for seizures is stress.

A review article in the European journal *Seizure*, written by researchers at the UC Gardner Neuroscience Institute, looked at the stress-seizure relationship and how adopting stress reduction techniques may provide benefit as a low-risk form of treatment.

Michael Privitera, MD, director of the UC Epilepsy Center and professor in the Department of Neurology and Rehabilitation Medicine at the UC College of Medicine, along with co-author Heather McKee, MD, assistant professor in the Department of Neurology and Rehabilitation Medicine, looked at 21 studies from the 1980s to the present, finding that most of the studies they

reviewed showed increases in seizure frequency after high-stress events.

The researchers report that while some small prospective trials using general stress reduction methods have shown promise in improving outcomes in people with epilepsy, large-scale, randomized, controlled trials are needed to convince both patients and providers that stress reduction methods should be standard adjunctive treatments for people with epilepsy.

Content provided by UC Academic Health Center Public Relations and Communications.



CONTRIBUTE TO UC HEALTH'S ABOVE AND BEYOND CAMPAIGN

DID YOU KNOW that UC Health is a nonprofit organization relying on philanthropic support to fund a number of projects, including renovations, equipment purchases, research, professional development, and patient care and support initiatives? The majority of the dollars raised each year through donations come from our grateful patients and their families; however, we often seek funding support from organizations and grant-providing foundations.

For the last two years UC Health employees have made a bold statement, designating UC Health as one of their philanthropic priorities by making a donation during the annual Above & Beyond employee giving campaign.

Our third annual campaign kicks off June 1 and your participation allows us to invest in our patients and ourselves.

We hope that you will join forces with us during the campaign to not only raise funds, but also to raise awareness about the amazing things being done here at UC Health. For example, funds from previous campaigns have allowed us to provide patients with transportation to and from appointments or treatments and purchase needed equipment for patients with new babies.

For more information or to volunteer to support this campaign, please contact Felicia Dooley, UC Foundation, at felicia.dooley@uc.edu or 513-584-6942.

You can also make a gift online at uchealth.com/foundation/.



SNAPSHOT

UC Health Giving Back

UC HEALTH IS AN ACTIVE supporter of a number of events and community health initiatives across the region, and many of our employees step up as volunteers to help out, share information and provide health screenings. And sometimes our community partners come to us! Here's a peek at some recent activity.



ABOVE: The Flying Pig mascot visiting newborns at UC Medical Center in advance of the 19th running of the Cincinnati Flying Pig Marathon. With the mascot, from left to right: UC Health's Emily DeFranco, MD, and Ruby Crawford-Hemphill with Iris Simpson-Bush of the Flying Pig.



LEFT: Julie Bell at The Center for Closing the Health Gap's 14th Annual Health Expo.



FAR LEFT: Terrane Fairbanks with the UC Bearcat at the American Red Cross "A Cause for Alarms" Mega Blitz.



>> Would you like to become a UC Health Volunteer Ambassador and

learn about opportunities for representing UC Health in the communities we serve?

Email Dan Maxwell at

daniel.maxwell@uchealth.com.

COMING UP

Associate Health and Wellness Onsite Visits

Wednesday, June 14, 7:30 to 11:30 a.m.
Daniel Drake Center Education Office
1 to 4 p.m., West Chester Hospital
Human Resources Office

Associate Health and Wellness Onsite Visits

Wednesday, June 28, 7:30 to 11:30 a.m.
West Chester Hospital
Human Resources Office
1 to 4 p.m., Daniel Drake Center
Education Office

Findlay Market Pop-up

Thursday, June 29
11 a.m. to 1 p.m.
CARE/Crawley Kaplan Reception Area

Employee Appreciation Day at Kings Island

Thursday, June 29
Discounted tickets available.
visitkingsisland.com/save
Username: UCHEALTH
Promo code: Banshee

Mobile Mammography Screenings

Thursday, July 20
8 a.m. to 2:30 p.m.
UC Health Business Center
For appointments or financial assistance,
call 513-584-PINK (7465).

Quarterly Leadership Meeting

Thursday, Aug. 10
8 a.m. and 1 p.m.
Sharonville Convention Center

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For the employees and clinicians of UC Health / June 2017



Discounts and Offers >> Looking for some summer fun? UC Health employees can purchase discounted tickets to The Beach waterpark, Kings Island, Cincinnati Zoo and Botanical Garden, Coney Island and, new this year, Kentucky Kingdom.

Sports fans can also access promo codes for discounts to FC Cincinnati matches and Cincinnati Reds and Florence Freedom baseball games.

Check out these and other great offers by visiting the "Discounts" page on the UC Health Intranet.