

APRIL 2015



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## Showing a Commitment to Telehealth New department created

Signaling yet another step forward in its enterprise-wide commitment to telehealth, UC Health has created a new Telehealth Department, which will support the development of clinical programs that will drive safer, more efficient and more patient-centered specialty care.

Pam Kimmel, RN, will serve as the department director. An experienced ICU nurse and transplant coordinator, Kimmel, who joined UC Health in 2007, became Telestroke Program manager when that program launched in 2012 and was instrumental in building the telestroke network.

The Telestroke Program provides life-saving physician consultation between the renowned UC Stroke Team physicians and hospital emergency rooms spanning three states and nine hospitals. Since Telestroke's launch, telehealth at UC Health has expanded to include additional initiatives:

- A Telehealth Home Monitoring Program for liver transplant recipients.
- A Telepsychiatry Program to connect (24-hours a day) UC Medical Center's Center for Emergency Care with Psychiatric Emergency Services at Deaconess.
- Physician telehealth consultations and virtual follow-up appointments for patients at Daniel Drake Center for Post-Acute Care, resulting in fewer patient trips to UC Medical Center.

Telehealth priorities for 2015-16 include expanding the Telestroke and liver telehealth programs, pursuing renal and cardiology opportunities as well as developing programs in chronic care management. •



**For the past two years, UC Health has proudly partnered with the UC Colleges of Nursing and Medicine to co-sponsor the annual National Telehealth Conference, which offers experiential learning opportunities for health care providers, administrators and faculty across the country. Over 200 attendees representing 50 health care organizations from states as far away as Alaska, California and Florida came together for the 2015 conference. At this year's conference, the Telehealth Department awarded five scholarships to associates with an interest in leveraging telehealth in their area of specialty within UC Health. Pictured are UC Health President & CEO Richard Lofgren, MD (front, center), Telehealth Director Pam Kimmel, RN (back, center), and Enterprise Special Projects Director Anya Sanchez, MD, (back, right) with UC Health associates who received scholarships. They are Kim Arthur, Advanced Heart Failure Treatment Center (back, left); Ruby Crawford-Hemphill, Women's Health (front, left); Tina DeStefanis-Griffiths, Bone Marrow Transplant (not shown); Nina Fuggetta, Psychiatry-Deaconess (front, right); and Tamara Terry, SICU, (not shown), all from UC Medical Center.**

Contact Telehealth Department Director Pam Kimmel at 513-558-4434 or pam.kimmel@uhealth.com to share ideas for leveraging telehealth in your department.

## Growing and Strengthening Our System

COLLEAGUES,

Over the past few weeks, you've likely read news reports of our efforts to build upon our advanced heart failure



treatment program within the UC Heart, Lung and Vascular Institute.

We, through the strong leadership of the institute's director, Richard Becker, MD, have aspirations of becoming a destination program, treating the sickest of the sick—not just those needing heart transplants, but the many

more who are living longer and will require medical and mechanical heart and lung interventions well into the future.

This program would sit among the many UC Health can already call world-class, and is but one example of the kind of growth and strengthening we are working towards across our system.

One of the many steps in building comprehensive, destination programs like this is building the right team of

outstanding physicians and associates and working with our community partners to maintain strong relationships and patterns of referral.

UC Health has recognized the importance of this kind of workforce development and physician relations by establishing a chief of physician services position. I'm proud to now serve in this role.

As chief of physician services, I've been charged with:

- Overseeing recruitment, support and retention of an outstanding physician workforce.
- Establishing strategic goals and ensuring alignment with the UC College of Medicine.
- Ensuring collaboration among the physician workforce and leadership across all departments and disciplines.
- Engaging physician leaders to solicit their ideas, input and feedback regarding the strategic goals of UC Health.
- Maintaining strong working relationships with community physicians.

*One of the many steps in building comprehensive, destination programs is **building the right team of outstanding physicians and associates and working with our community partners to maintain strong relationships and patterns of referral.***

In the coming months, I'll be working with leaders at UC Health and the UC College of Medicine to further define my role and I look forward to sharing with you my goals and vision for this new position.

In the meantime, feel free to reach out to me at [myles.pensak@uc.edu](mailto:myles.pensak@uc.edu) with ideas and suggestions.

**MYLES PENSAK, MD**  
Chief of Physician Services,  
UC Health

Senior Associate Dean for Clinical Programs, UC College of Medicine  
CEO, University of Cincinnati  
Physicians

H.B. Broidy Professor and Chair,  
UC Department of Otolaryngology-  
Head and Neck Surgery

### Connected

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

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Volume 7, Issue 4



# Away From Clinic, Medical Assistant Saves Life

## Karate instructor performs CPR, becomes hero

Jason Bonner makes a difference every day in his role as a medical assistant at UC Health Neurology. Earlier this year, he made a life-saving difference in his role as a karate instructor.

Bonner was assisting karate sensei (teacher) Terrell Davis in a class at the North Avondale Recreation Center Jan. 27 when one of the students, 10-year-old Anna Schlosser, went into cardiac arrest, according to news reports in the *Cincinnati Enquirer* and WCPO.com. Anna fell to the floor unconscious, and Bonner—trained in CPR—rushed to her side. He gave her

mouth-to-mouth resuscitation, and recreational leader Joseph Butts began compressions to her chest. In the meantime, paramedics with the Cincinnati Fire Department had been summoned.

“She responded three times and went back out three times,” Bonner told WCPO.com. He recalls saying, “Come on, Anna, I’m not going to let you go.”

The paramedics arrived and were able to revive Anna with a defibrillator. She subsequently spent eight days at Cincinnati Children’s Hospital Medical Center, where a defibrillator was implanted, and she now takes medica-

tion to prevent another heart attack. She has visited the class since then, but cannot participate in karate and contact sports pending further testing.

“It’s definitely an amazing story,” Anna’s mother, Eileen Pineau, told the *Enquirer*. “We definitely are blessed. Where she was, she was incredibly lucky.”

Bonner has worked at UC Health Neurology for two years, specializing in movement disorders and splitting his time between Clifton and West Chester. In addition to such tasks as taking vital signs, ordering prescriptions and working with insurers, he helps patients with difficult tasks such as getting in and out of wheelchairs.

“I’m known as the muscle guy,” he says.

As Anna can attest, you can also call him the lifesaver. ●



*“She responded three times and went back out three times,” Bonner told WCPO.com. He recalls saying,*  
**“Come on, Anna, I’m not going to let you go.”**



**RESEARCH WEEK 2015**

May 4-8, 2015

University of Cincinnati ■ Cincinnati Children's Hospital Medical Center ■ Center for Clinical & Translational Science & Training (CCTST)  
Cincinnati Veterans Affairs (VA) Medical Center ■ Cincinnati Education & Research for Veterans (CERV) Foundation ■ UC Health



# Research WORKS!



More than 20 events are scheduled for Research Week 2015. The week-long celebration, which takes the theme “Research Works,” runs from May 4-8, 2015. All events are free and open to the public. •

## Keynotes

For planning purposes, a select number of events are requesting RSVPs. Visit [med.uc.edu](http://med.uc.edu) and search “research week” to register for:

**MONDAY, MAY 4**, 11 a.m. to 1 p.m., Levine Park (Albert Sabin Way)

**Opening Ceremony and Block Party**

Features remarks by UC President Santa Ono, PhD, and General Peter Chiarelli (Ret.), CEO of One Mind  
Speaking program to focus on brain injury, PTSD and recovery.  
Free food and live music by Leaving Arcadia

[Link to RSVP](#)

**TUESDAY, MAY 5**, 9 to 10 a.m., Medical Sciences Building, Room E-351

**“Creating Resources for Chronic Disease Epidemiology: the Million Veteran Program”**

Presented by Visiting Professor J. Michael Gaziano, MD, MPH, professor of medicine, Harvard

[Link to RSVP](#)

**WEDNESDAY, MAY 6**, Noon to 1 p.m., Medical Sciences Building, Room 5051

**Shark Tank Competition: Do These Researchers Have What It Takes?**

[Link to RSVP](#)

**THURSDAY, MAY 7**, 8 to 9 a.m., French East, Room 135

**“One Problem Fits All—Adherence and Disease Management”**

Presented by Jacqueline Dunbar-Jacob, PhD, RN, dean, University of Pittsburgh School of Nursing

[Link to RSVP](#)

**FRIDAY, MAY 8**, Noon to 1 p.m., Medical Sciences Building, Room E-351

**The Hutton Ethics Lecture: “Moral Problems in the Research-Practice Distinction and in Oversight Systems to Protect Patients”**

Presented Tom Beauchamp, PhD, senior research scholar, Kennedy Institute of Ethics

[Link to RSVP](#)

Don't Miss **“The Future of Health Research,”** presented by Nobel Laureate David Baltimore, PhD, president emeritus of Caltech, Wednesday, May 6, 4 to 5 p.m., Kresge Auditorium.

Connect on Facebook, Twitter and Instagram using #ResearchWeek.

## Panels

Wednesday, May 6

**From Mind to Market: Commercialization Stories**

10 to 11 a.m., MSB E-351

Thursday, May 7

**Design Thinking: Improving Health and Health Care Across the Lifespan**

9 to 10 a.m., French East 135

**Cincinnati's Unique Cohorts**

Growing up Female, Cincinnati Lead Study, Princeton and NGHS cohorts  
10 to 11 a.m., French East 135

Research Week 2015 is hosted collaboratively by

- University of Cincinnati
- Cincinnati Children's Hospital Medical Center
- Center for Clinical & Translational Science & Training (CCTST)
- Cincinnati Department of Veterans Affairs Medical Center
- Cincinnati Education & Research for Veterans (CERV) Foundation
- UC Health.

The Presenting Sponsor for Research Week 2015 is **Assurex Health.**

## Exhibit

Wednesday, May 6

**Research Resources: Cores, Technology and Industry Partners**

10 a.m. to 3 p.m., CARE/Crawley Atrium

## Posters

Tuesday, May 5

**Academic-Community Research Partnerships**

3:30 to 5 p.m., CARE/Crawley Atrium

Wednesday, May 6

**Innovations and Inventions: Tools and Technologies for Health**

10 a.m. to noon, CARE/Crawley Atrium

**Health Professions Education Research: How We Teach and How We Learn**

1 to 3 p.m., CARE/Crawley Atrium

Thursday, May 7

**Resident and Fellow Research: Making a Difference While Learning**

3 to 5 p.m., CARE/Crawley Atrium

Friday, May 8

**What's Coming Next: Evidence From Our Research Trainees**

10 a.m. to noon, CARE/Crawley Atrium

**Patient Safety, Clinical Inquiry and Quality Improvement: Research from the Trenches**

10 a.m. to noon, CARE/Crawley Atrium

**>> FOR MORE INFORMATION**

Get the full schedule at [med.uc.edu/research/news/research-week2015](http://med.uc.edu/research/news/research-week2015). For more information, contact Brieanne Sheehan, UC College of Medicine, at 513-558-7564, [brieanne.sheehan@uc.edu](mailto:brieanne.sheehan@uc.edu).

# Collaboration Results in Life-Saving Therapy

## While training for one obstacle, cancer patient forced to face another

In 2012, Lawrenceburg, Indiana, resident Gerald “Jerry” Beshears, now 65, was on track to run the Tough Mudder—an endurance event series in which participants attempt 10- to 12-mile-long military-style obstacle courses over muddy terrain.

“I started training in January, and I was going to the gym, and I’ve always been involved in martial arts so I continued with that,” he says. “I dropped to about 185 pounds, but then I continued to lose weight, when I wasn’t trying, and I began noticing that I was having difficulty swallowing. I thought it may just be acid reflux.”

When difficulty swallowing continued, Beshears finally made an appointment to see his primary care physician and an endoscopy was scheduled. To his horror, a 9-centimeter tumor was discovered in his esophagus.

Beshears was referred to Kurt Leuenberger, MD, with Oncology Hematology Care, and was put on very aggressive chemotherapy and radiation therapy to try to shrink the tumor.

“During this treatment, I was referred to a surgical team at the Esophageal Disease Center within the UC Cancer Institute, which includes Syed Ahmad, who explained the procedure they were hoping to perform to remove the tumor,” he says.

After weeks of treatment, Beshears went in for surgery in December 2012. He says what was originally thought to

be a laparoscopic procedure, reducing the time of the surgery and avoiding the need to open the patient, turned into a 9-hour traditional surgery because it was discovered that the esophagus had melded to the aortic artery.

“It could have been very bad had a less talented team been working on me,” he says, “but thanks to Dr. Ahmad, Dr. (Sandra) Starnes and a number of others, I was out of the hospital in 12 days and clear of cancer.”



**Ahmad**



**Starnes**

Beshears says it was a steady recovery and that it took a while to eat normally again.

“My wife, Joan, is a really good cook, so I was motivated,” he laughed.

Beshears says all of his follow-up CT scans are showing no sign of cancer recurrence, and now, he’s also back to doing martial arts again.

While he didn’t get to participate in the Tough Mudder, he says it’s still on his bucket list, and he was visited by his Tough Mudder team who brought him a T-shirt.

“They told me they realized I had a different obstacle course to run,” he says.

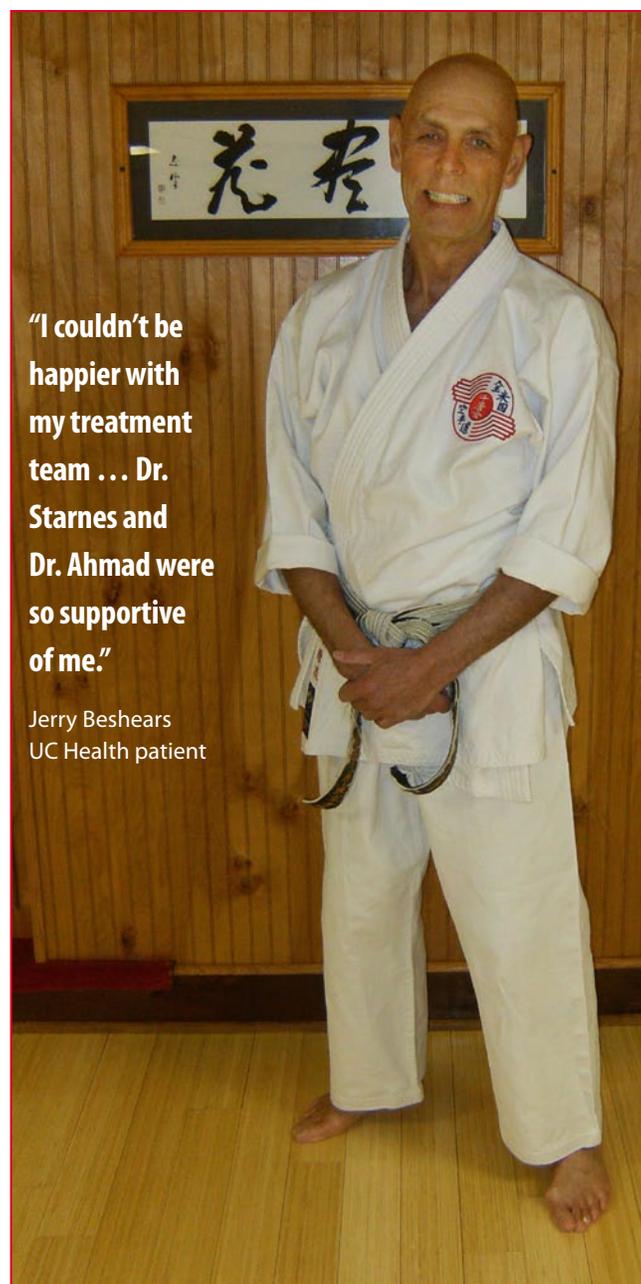
“I couldn’t be happier with my treatment team, including Dr. Leuenberger, and Dr. Starnes and Dr. Ahmad were so supportive of me,” he says. “My progress and rehabilitation were so good that when I went in for my checkup, Dr. Ahmad told me that I amazed him, which made me feel very good. With my background in martial arts, I did a lot of Qigong breathing during my treatment to help. I discov-

ered that Dr. Starnes also had martial arts training, and we really shared a lot through that commonality.

“There’s a saying in martial arts, ‘Seven times down; eight times up.’ That was my motto throughout my whole experience, and I gave a work of Japanese calligraphy with this saying to all my doctors as a way of telling them thanks for saving my life.” ●

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

**To schedule an appointment with the UC Cancer Institute, call 513-584-8500.**



**“I couldn’t be happier with my treatment team ... Dr. Starnes and Dr. Ahmad were so supportive of me.”**

Jerry Beshears  
UC Health patient

*What was originally thought to be a laparoscopic procedure turned into a 9-hour traditional surgery because it was discovered that the esophagus had melded to the aortic artery.*

PURSUING PERFORMANCE EXCELLENCE

# What Improvement Looks Like

**WHEN WE TALK ABOUT IMPROVEMENT**, there is often a quick mental path to things like “moving faster,” “doing without” and “paying more attention.” This is not improve-

ment. Improvement is doing things better (safer and higher quality), for less cost with higher service. When we REALLY improve, we improve on all fronts simultaneously.

**Improvement is doing things better (safer and higher quality), for less cost with higher service. When we REALLY improve, we improve on all fronts simultaneously.**

Here is how this plays out in the enterprise goals.

ENTERPRISE-KEY PERFORMANCE METRICS <small>(Most Current as of March 10, 2015)</small>							
ENTERPRISE-GOALS		Monthly Performance			YTD Performance		
		Actual	Goal	FY14 Month	YTD	Goal	FY14
<b>QUALITY</b>	Number of patients that acquired a central IV infection, urinary tract infection or surgical site infection	6	10	9	77	77	79
<b>SAFETY</b>	Number of patients with an adverse safety event	13	35	37	216	283	398
<b>SERVICE</b>	% of INPATIENTS rating the hospital as either a “9 or 10”	69.7	70.3	68.1	72.0	70.3	67.8
	% of OUTPATIENTS rating the provider a “9 or 10”	81.7	83.0	80.0	82.9	83.0	81.3
<b>EFFICIENCY</b>	Supply cost/Adjusted discharge <small>(adjusted for case mix index)</small>	\$1,818	\$1,710	\$1,852	\$1,851	\$1,710	\$1,756
<b>GROWTH</b>	Number of patients referred from “outlying” areas	1,037	986	957	8,993	8,714	8,460

KEY

Red	< Acceptable
Orange	> Acceptable
Yellow	> Goal
Green	≥ High Performing



Norton

**>> News Or Ideas?**  
**Have performance improvement ideas or news to share?**  
**Contact Norton at [jeff.norton@uchealth.com](mailto:jeff.norton@uchealth.com).**

Of our six enterprise goals, we are meeting four.

The efficiency goal is our poorest performing of the six goals. We continue to need your help to look at how we can provide safe, high-quality care at a lower cost. Look to drill out the waste in the system. Waste looks like the delays and non-value added things which frustrate both our patients and you as you work to deliver excellent care.

We are just missing meeting the outpatient satisfaction goal. We are at 82.9 percent with a goal of 83. We can meet this! Here’s how: Several of the clinic caregivers are now using standard work to room patients. This work was designed by the front line caregivers. They specify what will be done, and in which order, to assure that we actually do

*...This work was designed by the front line caregivers. They specify what will be done, and in which order, to assure that we actually do everything that we say we will do to provide great care.*

everything that we say we will do to provide great care. (Getting very specific, when and how they will do medication reconciliation, flu vaccination and foot exams.)

They have had several weeks where 100 percent of their patients got everything done exactly as planned. And guess what, because there are fewer errors to fix, it takes less time to do this. Now they have more time for the art of medicine.

The quality goal to reduce the number of CAUTI’s (Catheter Associated Urinary Tract Infections), CLABSI’s (Central Line Associated Blood Stream Infections) and SSI’s (Surgical Site Infections) is proceeding well.

I know that’s a lot of alphabet soup, but each one of these is one of our patients who got an infection. We want this to be zero! We are on the right path. We are seeing some of the lowest numbers yet. How did we get there? In a large part you got this result by defining and following standard work for line placement and line maintenance. Wonderful!

There are similar success stories for our other metrics, which are exceeding the goals we set for ourselves.

**Thank you for your continued work for our patients.**

**Be well,**

*Jeff*

**Jeff Norton**  
**Vice President and**  
**Chief Performance Officer**

# in brief

## Myles Pensak, MD, Named UC Health Chief of Physician Services

Myles Pensak, MD, has stepped into a new role at UC Health as chief of physician services. UC Health will be recruiting a new senior vice president of ambulatory services to fill Pensak's former position.



**Pensak**

As chief of physician services, Pensak is responsible for UC Health's recruitment, support and retention of an outstanding physician workforce. He will help establish strategic goals and work with College of Medicine Dean William Ball, MD, and Richard Lofgren, MD, president and CEO of UC Health, to help ensure that the goals and priorities of UC Health and the UC College of Medicine are closely aligned. Pensak will also engage physician leaders to solicit their ideas, input and feedback regarding the strategic goals of UC Health and will also help maintain strong working relationships with community physicians.

This position complements Pensak's role as president of

University of Cincinnati Physicians, the affiliated faculty practice plan and the physician division of UC Health.

Pensak will continue his role as senior associate dean of the College of Medicine and H.B. Broidy Professor and Chair of the Department of Otolaryngology-Head and Neck Surgery.

## Acute Care Nephrology Symposium Set for May 16

The Cincinnati Acute Care Nephrology Symposium will be held on May 16, 2015, at Kingsgate Marriott. It will be hosted by the UC Division of Nephrology and Hypertension, Kidney CARE Program. The all-day event is scheduled from 8 a.m. to 5 p.m. and will cover topics pertaining to acute renal failure, critical care nephrology and other acute care management of patients with kidney disease. The symposium will feature nationally recognized speakers and will have representation from many divisions and departments within the College of Medicine as well as disciplines within UC Medical Center, nursing and pharmacy.

For information, email [april.hopperton@uchealth.com](mailto:april.hopperton@uchealth.com) or call Theresa, 513-558-5471.

## UC Health Acquires Cincinnati's Largest Arthritis Practice

UC Health has acquired Cincinnati Arthritis Associates (CAA), a professional medical subspecialty group that provides patient-centered care for Tristate residents suffering from arthritis, immune-mediated inflammatory disease and musculoskeletal disorders.

The acquisition will allow UC Health and CAA to be the largest provider of immunology and rheumatology services in the region, said Stephen Strakowski, MD, senior vice president, strategy and transformation at UC Health and a professor of psychiatry and behavioral neuroscience in University of Cincinnati College of Medicine.

Six physicians and a medical support team at CAA will continue providing patient care at three locations in the region. Two locations have moved. CAA's offices at Christ Hospital have moved to the UC Health Physicians Office in Midtown, 3590 Lucille Drive, Suite 2200, Cincinnati, and its location at Western Hills is now at UC Health White Oak, 5575 Cheviot Road, Cincinnati. CAA physicians will continue seeing patients at the UC Health West Chester campus, 7798 Discovery Drive, Suite F, West Chester.

CAA's physician team—all who either have appointments at the UC College of Medicine or received training there—includes

Larry Houk, MD  
Avis Ware, MD  
Yolanda Farhey, MD  
Emily Muntel, MD  
Brian Houk, MD  
Michael Luggen, MD



**Larry Houk**



**Ware**



**Farhey**



**Muntel**



**Brian Houk**



**Luggen**

### SAVE THE DATE:

## 'Rock Out Cancer' Concert June 20

The first "Rock Out Cancer" concert benefiting the UC Cancer Institute and GIVEHOPE is set for the Horseshoe Casino at 6:30 p.m. June 20, 2015. The Guess Who will be performing. Gold Star Chili and BSI Engineering will sponsor the event.

Tickets are \$80 for general admission and include dinner by the bite featuring restaurants Gold Star Chili, Rock Bottom Brewery, Via Vite, Palomino, Bella Luna and Horseshoe Casino, and desserts by Patricia's Wedding cakes. VIP and Super VIP tickets with added perks are available.

For tickets: <http://www.eventbrite.com/e/rock-out-cancer-concert-2015-tickets-13648985483?aff=eac2>

## UC Health Offers Free Wellness Classes

UC Health's Integrative Medicine Program is expanding its free classes on the second floor of the Barrett Cancer Center. Moving for Life Dance Exercise for Cancer Recovery—a safe, graduated aerobic exercise routine—will be offered at 5:30 p.m. on Wednesdays through June 4, and Yoga Therapy for all UC Health Associates will be offered at 5:30 p.m. on Thursdays. These classes are in addition to Yoga Therapy in Cancer and Chronic Illness (YCAT) classes at 5:30 p.m. on Tuesdays, which are for patients undergoing cancer treatment, survivors and their families. No registration is required. Find out more about the integrative medicine program at [uchealth.com/services/integrative/](http://uchealth.com/services/integrative/).



# in brief

## Stroke, Heart Care at UC Medical Center Earn Awards

University of Cincinnati Medical Center has received the Get With The Guidelines–Heart Failure Gold-Plus Quality Achievement Award and the Get With The Guidelines–Stroke Gold Plus Achievement Award. The award is given for implementing specific quality improvement measures outlined by the American Heart Association/American Stroke Association (stroke award) and the American Heart Association/American College of

Cardiology Foundation (heart failure award).

This marks the second time that UC Medical Center has received each award (both were also awarded to UC Medical Center in 2014).

Gold is the highest of three levels of Get With the Guidelines achievement awards; Gold-Plus is an optional advanced level of recognition acknowledging hospitals for consistent compliance with quality measures.



## Cincinnati Epilepsy Center Again Designated Level 4

The Epilepsy Center at the UC Neuroscience Institute has again been designated a Level 4 Epilepsy Center—the highest level—by the National Association of Epilepsy Centers (NAEC). The center, directed by Michael Privitera, MD, UC Health physician and



Privitera

professor in the UC College of Medicine's Department of Neurology and Rehabilitation Medicine, has held this designation consistently since 2005.

The NAEC is a nonprofit trade association with a membership of more than 170 epilepsy centers. The organization defines Level 4 epilepsy centers as “having the professional expertise and facilities to provide the highest level medical and surgical evaluation and treatment of patients with complex epilepsy.” The designation of Level 4 or the NAEC’s other level, Level 3, is made as a result of member centers’ responses to a self-designation survey.

## UC Medical Students Match at UC Medical Center

Fourth-year medical students at the UC College of Medicine learned in March where they’d spend their next several years of residency training. Of the 159 students who matched with a residency program during the “Match Day” event, 16 learned they will complete all or a portion of their residency at UC Medical Center.

Match Day is an annual event managed by the National Residency Matching Program, which pairs the preferences of medical students with those of residency programs to create optimal matches. ●



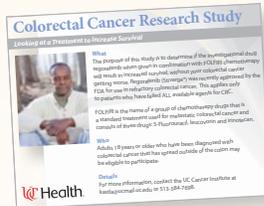
uhealth.com

Inpatient and outpatient services available in the following communities:

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

### CLINICAL TRIAL SPOTLIGHT: Colorectal Cancer Research Study Looking at a Treatment to Increase Survival

**WHAT:** The purpose of this study is to determine if the investigational drug regorafenib when given in combination with FOLFIRI chemotherapy will result in increased survival, without your colorectal cancer getting worse. Regorafenib (Stivarga®) was recently approved by the FDA for use in refractory colorectal cancer. This applies only to patients who have failed ALL available agents for CRC.



FOLFIRI is the name of a group of chemotherapy drugs that is a standard treatment used for metastatic colorectal cancer and consists of three drugs: 5-Fluorouracil, leucovorin and irinotecan.

**WHO:** Adults 18 years or older who have been diagnosed with colorectal cancer that has spread outside of the colon may be eligible to participate.

**DETAILS:** For more information, contact the UC Cancer Institute at [kastla@ucmail.uc.edu](mailto:kastla@ucmail.uc.edu) or 513-584-7698.

**A LEADER IN SERVICE**

*Jenny King..... ii*

**GOING ABOVE AND BEYOND**

*Angela Recher..... iii*

**IN IT FOR THE PATIENTS**

*Chip Horn..... iv*

**PATIENT ADVOCATE**

*Shawn Roach..... v*

**AN INSPIRATION TO OTHERS**

*Trisha Abrams-McCown ..... vi*

**MAKING OTHERS LOOK GOOD**

*Ann Klusmeier..... vii*

**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

UC HEALTH VALUES  
RESPECT • INTEGRITY • TEAMWORK • EXCELLENCE



## Food and Nutrition: It's All About Helping Others

Cultivating EXCELLENCE

**JENNY KING** is a server in the food and nutrition services (FANS) department at Lindner Center of HOPE. She's been with Lindner Center since it's opening in 2008.

Consistently warm and friendly to everyone she "serves" in the dining room, King never seems to have a bad day. She goes out of her way to help out and

collaborate with the patient care staff to meet the dietary needs and requests of the patients.

During times of short staffing in the department, King is always willing to work additional hours and take on additional duties.

Her department director added, "I receive many compliments about Jenny's welcoming personality and willingness to help from people outside the FANS department. The staff at Lindner Center loves her. She is certainly a pleasure to have on our team."

In addition to her official duties in the dining room, King volunteers for Al-Anon. She leads a group at the Lindner Center one evening a week for individuals that have family members who are alcoholics. She shares her own experience and that of her family to help others.

When asked if it was OK to share that information, she said, "Absolutely—the more people who know about Al-Anon, the better!" She willingly shares her family's story and what has helped them, in order to help others.

When she is not working or volunteering, King likes to spend her time with her husband, her three grown children, and her mother. She recently traveled to New York City and is planning a summer trip to North Carolina. ●

Jenny King



### **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.

## Leading the Charge in Patient Care

Cultivating EXCELLENCE

**IN THE LOBBY** of West Chester Hospital, a patient spotted hematology oncology charge nurse Angela Recher and asked if she was currently on shift. After learning that Recher was indeed working, the patient exclaimed, "OK, great—I can request you then!"

Building such close, personal relationships with patients is something special Recher brings to the job each day. She's worked as a registered nurse in hematology for a total of nine years at UC Health. Two years ago, she made the switch to charge nurse, administering chemotherapy in the same department.

"I really enjoy what I do and the people I work with," Recher says. "Being a charge nurse, there is still the aspect of patient care, which is what I love. Patient care is the number one priority in what we do."

The care and passion Recher demonstrates for her job goes above and beyond. After hearing that one of her patients and his wife were struggling to keep up with their bills due to the financial burden of the disease, Recher took it upon herself to help.

She reached out to her daughter's school where they periodically have "Casual Day Donation" in which students can donate a dollar to dress out of uniform. The money raised is donated to various organizations and people in need. Recher called to share the story of her patient and his wife and a few weeks later, found out that the school would not only be donating the money from donation day, but other funds received as well.

In total, the family received around \$600. "When I gave the check to my patient's wife, she was crying and thanking me," Recher says. "These patients I see are already so stressed out given the situation they are in, so I do

what I can to make the experience more enjoyable and take their minds off of what they are there for."

"Angela always provides a positive and caring atmosphere when caring for her patients," says Bridie Orr, clinical operations manager. "She is the patient's number one advocate for patient satisfaction. Her patients appreciate her gentle care and continuous smile."

Recher transitions this positive attitude to her life outside of work where she enjoys spending time and vacationing with her family, reading and volunteering at her daughter's school. ●

*Angela Recher*



**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**.*

## Lead Maintenance Tech: “Everything I Do is for Our Patients”

Cultivating EXCELLENCE

**CHIP HORN**, lead maintenance tech, facilities department, could be considered a walking history book about Daniel Drake Center for Post-Acute Care.

A 38-year associate, he was hired at age 16 to work in the kitchen and advanced to tray line supervisor by the time he started college, then to grounds, and finally to the facilities department, where he’s been for the past 30 years. He vividly recalls memorable events like the day President George H. W. Bush visited a patient at Daniel Drake Center in 1988.

But Horn’s expertise goes beyond the center’s history. He is known around the hospital for his overall knowledge of every square inch of the 42-acre campus and the equipment within. He is called upon continuously to provide a safe and comfortable environment for patients.

“Everything I do is for our patients,” he says. “I like their reaction after I fix something in their room, and it does my heart good when I see patients going out of here,” he adds.

Nominated by Pat Adkins, director, clinical services, Horn received Daniel

Drake Center’s quarterly Service Excellence Award.

“Chip is a caring, compassionate person who always puts the patient and the patient’s needs first,” says Adkins. “He is willing to help anyone at any time to solve a patient issue. I needed an overhead bar to set up skeletal traction for a patient. Chip made multiple trips to the storage area to locate what was needed, and then came back several times during his shift to ensure that the patient was safe.”

Horn credits the good work by the facilities department to every member of the team.

“I work with great guys who love their job and are very good at what they do. Without them, I couldn’t do my job well,” he says.

He likens his role to an emergency room doctor. “I’m first on the scene to assess the situation. If I can’t fix it, I call in a specialist—electrician, carpenter, HVAC Tech. We all work well together.”

When not at work Horn is the biggest sports fan at his daughters’ athletic events, and loves the outdoors. ●

### 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.*

*Chip  
Horn*



## Advocating for Patients Is One Nurse's Passion

Cultivating EXCELLENCE

**THIRTY YEARS OF EXPERIENCE** in critical care nursing has taught Shawn Roach how to put herself in her patients' shoes.

"Nurses can help patients and their families understand a complex health care system," says Roach, a registered nurse and clinical coordinator in the West Chester Hospital intensive care unit since 2012.

"As nurses we need to be able to ease fear and show the patient they are truly cared for," she says. "Patient advocacy is the heart and soul of nursing practice and may be the most important role as a nurse."

Roach was recently named West Chester Hospital's WOW Associate of the Quarter due in large part to her compassion for one of her patients who was recovering from a car accident. She spent a great deal of time talking with him and his family members, answering questions and comforting them. Even after her patient was moved out of the ICU and into the medical unit, Roach continued visiting him during her off hours. The patient had limited use of his arms and legs after his accident and told Roach that he was feeling frustrated and sad, which, she says, broke her heart.

Roach learned that the man's dog—his "best friend"—had been with him during his car accident.

"I remember how excited and happy he would get when talking about his dog and how much he missed him. I thought one thing that would bring joy to him was seeing his best friend," she says.

Roach worked with the physicians and hospital administration to receive special permission for the dog to visit his owner in the hospital.

"The look on his face when his daughter walked in with his best friend was priceless," Roach recalls. "Everyone was crying happy tears. That is what nursing is all about!"

Recently, Roach decided to branch out from critical care and joined West Chester Hospital's pre-admission testing and same-day surgery unit. She still gets to put her outstanding patient care skills to

use testing and counseling patients prior to surgery, preparing patients for surgery and caring for them afterwards as they prepare to go home.

While the new position offers her a more normal schedule and allows her to spend more time with her family, she would never step away from nursing.

"As a nurse you help the patient and family through a difficult and unfamiliar situation," she says. "We need to put the patient at the center of all we do each and every day. You need to be able to step forward on the patient's behalf and stand up for their rights." •

### **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.

*Shawn  
Roach*



## Nurse Inspires Team Through Dedication and Happiness

Cultivating EXCELLENCE

### UNIVERSITY OF CINCINNATI

Medical Center is made up of several divisions that employ over five thousand associates. Out of those five thousand associates, there is one that has become a shining star among her colleagues and patients.

Registered nurse Trisha Abrams-McCown is the clinical team lead at UC Medical Center's ophthalmology clinic. A nurse of 10 years, Abrams-McCown joined the ophthalmology clinic in March 2014 after most recently taking care of patients at UC Medical Center's internal medicine clinic.

Though she's only been with the ophthalmology clinic for a year, it's been a year of revitalization and enlightenment for the clinic patients, associates and physicians. Abrams-McCown wears many hats: From improving quality of care provided to the clinic's patients, acquiring the most high-tech equipment, and creating resident-technician teams to improve patient care, hiring and training new associates, to making the clinic a happy place to work.

Among her daily responsibilities, one that brings her the most joy is working with the resident physicians.

"This is an intimidating place but very unique," Abrams-McCown says. "Our residency programs are complex and I try to make them (residents) own the clinic to

better themselves and the care we offer to our patients. We push each other."

It's well known by those who encounter Abrams-McCown that she truly loves her job and that's one of the many positive messages she enjoys sharing.

"You can make your job what you want," Abrams-McCown says. "I love UC Health and my job because of the RITE

Values. You can tailor them to what you do every day."

When she's not encouraging her staff and caring for patients, she's spending time with her husband and four children. One of their favorite hobbies is playing video, computer or board games. During the summer months, you can find them at a comic convention and the Ohio Renaissance Festival dressing up in costumes. ●

*Trisha  
Abrams-McCown*



### 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 [katie.ditchen@uchealth.com](mailto:katie.ditchen@uchealth.com), 513-584-2784 (fax) or via interoffice mail to Katie Ditchen, Human Resources, ML 0597.*

## Training Systems Analyst Assists UC Health Associates

Cultivating EXCELLENCE

**ANN KLUSMEIER**, training systems analyst, enjoys making the priorities of associates priorities of her own.

Klusmeier, who wears many hats at UC Health, has been the administrator of the RITE Knowledge system since she joined the organization nearly three years ago. She was originally hired to assist with the growing EPIC project, but has since become the “personal IT person for the training and development department,” according to her co-workers.

There are two parts of Klusmeier’s job that allow her to work with a vast number of UC Health associates. The first is a component of UC Health associate orientation, where Klusmeier talks about technology to every individual going through the orientation process. The second part of her role that promotes her visibility is the oversight and management of training classroom, conference room and auditorium bookings at the UC Health Business Center. Klusmeier manages more than 10 classrooms and four meeting rooms, which include more than 150 computers, projectors and other pieces of audiovisual equipment.

Her familiar face is known to many as one that helps facilitate professional development at UC Health, but her background in training pre-dates her career here. Klusmeier taught computer sciences classes to students from

kindergarten to sixth grade at a local school for more than eight years before joining the UC Health team. In her previous role she also managed and planned IT strategies and purchases for two of the school’s campuses.

One thing about Klusmeier’s role at UC Health that may surprise many is that she works with the Help Desk. She is often the individual returning calls and

emails when associates have questions about Microsoft Office, ICD 10 Training or Rite Knowledge. Klusmeier sums up her job at UC Health by saying, “My job is to make presenters look as good as the technology can help them look.”

In her free time Klusmeier enjoys spending time with her three children and volunteering at the Aronoff Center as an usher. “I spend a lot of time in auditoriums and theaters. I really enjoy helping people to have a great theater experience,” she says. ●

*Ann Klusmeier*



**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.*