UC Health

Connected

FOR THE CLINICIANS AND ASSOCIATES OF **UC HEALTH**

JANUARY 2015

SPECIAL SUPPLEMENT

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Introducing Wellness Matters

'Turning up Energy, Focus and Drive'

At UC Health we're excited to announce the launch of Wellness Matters, a new associate health and wellness program. Wellness Matters aims to encourage our entire organization to make healthy choices and feel great. We've teamed up with Virgin Pulse to launch the initiative. You might know Virgin from their airlines, music or mobile phones; now they are here to help us get healthier, and have fun doing it!

The Virgin Pulse platform supports UC Health's efforts to create a workforce that helps associates and clinical staff bring their "A" game every day. It taps into what motivates people and supports the things people care about—personal relationships, finances, health and wellness and community involvement.

With a range of solutions—from physical activity to nutrition to sleep—Virgin Pulse solutions are designed to give associates the energy needed to make a major impact in their careers and personal lives.

By choosing to participate in our new Wellness Matters program, you can earn rewards for taking care of yourself. Interested in signing up? Attend one of the Wellness Matters kickoff events. You'll have a chance to learn about Virgin Pulse, how to enroll and possibly win some prizes! We will be raffling off one Fitbit per location during the kickoff events. Anyone who enrolls at the event has a chance to win! Check out the UC Health calendar on the Intranet for event details! •

About Virgin Pulse

Virgin Pulse is an employer wellness company based in Framingham, Mass. It's part of Richard Branson's Virgin Group, a multinational branded venture capital conglomerate headquartered in London.

Rather than focusing just on physical wellness, Virgin Pulse supports every aspect of life: physical, emotional, social and financial health, and more. The goal is to have energized, focused employees driven to tackle anything standing in their way.

Virgin Pulse currently works with more than 200 companies representing 1 million employees.

Goals, Aspirations Drive UC Heart, Lung and Vascular Institute

COLLEAGUES,

As we begin 2015 at the UC Heart, Lung and Vascular Institute, we have much to reflect back on from 2014 and many things to look forward to in the coming year. Our tripartite mission of education, research and clinical care remains at the forefront of everything we do.

The Institute is designed to accomplish numerous goals over the next several years, including:

- Facilitate collaborations and partner across divisions, departments, colleges and health systems where and when complementary missions are identified.
- Create novel care lines based on patient needs.
- Translate discoveries into clinical practice.
- Share our vision and advances locally, regionally and nationally through wide-reaching programs and collaborations.
- Train the clinical professionals, scientists, administrators and community advocates who will lead this work in the future.

Several initiatives will aid in the success of these goals and advance our institute to the next level of excellence.

To further strengthen our team, we have recently welcomed several physicians and surgeons who bring with them years of experience and advanced specialty care which puts us in the position to launch new programs and expand existing service lines. Our newest recruits to the UC Heart, Lung and Vascular Institute are Charles Hattemer, MD, interventional/general cardiology; David Feldman, MD, heart failure/transplant; and Louis B. Louis IV, MD, cardiac surgery/transplant.

ADDITIONALLY, many efforts are being made to continue the development and growth of many of our programs and centers.

Center for Structural and Adult Congenital Heart Disease:

This center is a joint project with Cincinnati Children's Hospital Medical Center. The center will build a hybrid operating room for non-surgical valve replacements and repairs, minimally invasive coronary bypass surgery and stenting of conduits placed early in life for the treatment of common congenital heart diseases.

Center for Advanced Myocardial and Circulatory Disorders and Heart Transplantation:

This center will be the only heart transplant program in the region and is designed to focus on developing treatments for patients suffering from diseases that lead to heart failure and ultimately may require a mechanical circulatory support device or heart transplant.

Center for Advanced Imaging and Cardiovascular Diagnostics:

This center will focus on the development and application of imaging technology for the diagnosis and study of cardiovascular disease.

Center for Cardiovascular Wellness, Rehabilitation and Recovery:

This center will serve the community through practical programs to achieve and maintain heart health and assist patients in their efforts to achieve optimal health following an illness, intervention or surgery.

It is an exciting time at the UC Heart, Lung and Vascular Institute. With new team members and strategic initiatives in place, we are excited about the coming year and the achievements it will bring. I look forward to sharing the institute's success in meeting these goals and aspirations and to future clinical and scientific accomplishments.

RICHARD BECKER, MD
Director and Physician-in-Chief
University of Cincinnati Heart, Lung and Vascular Institute

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 Launches Kidney CARE Program

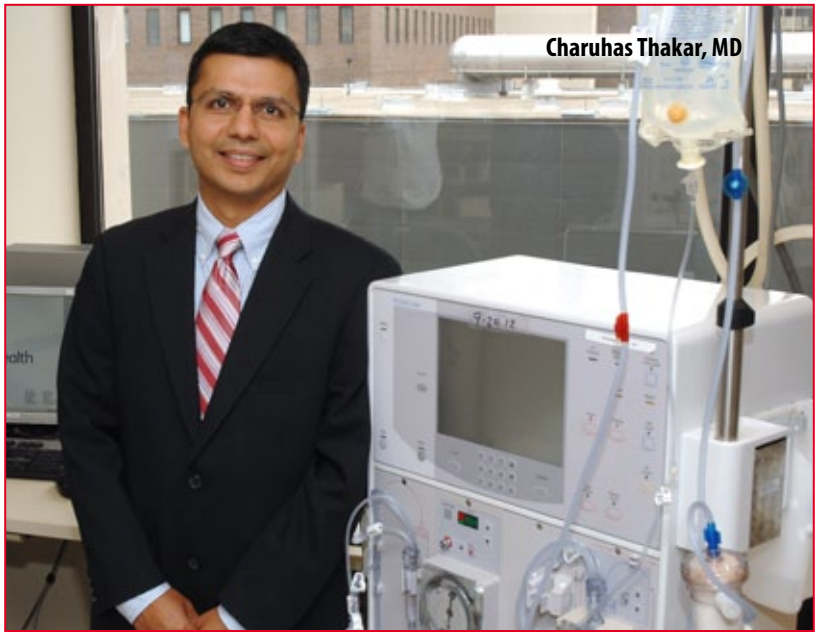
Team of experts will focus on patient safety, reducing readmissions

UC Health has launched the Kidney CARE (Clinical Advancement, Research and Education) program to improve patient safety, and reduce the impact of consequences of kidney failure including death and hospital readmissions.

Various components of this program will deliver care to patients who have a high risk of developing kidney complications, when admitted to a UC Health facility. This will be achieved by a team of experts in kidney disease management working proactively and collaboratively with physicians within the health system, explains Charuhas Thakar, MD, director of nephrology at UC Health and head of the Division of Nephrology and Hypertension at the UC College of Medicine.

The new initiative started under the leadership of Thakar, and one of its major focuses is to enhance quality of care delivered to patients with kidney disease in perioperative and critical care settings at UC Medical Center, West Chester Hospital and Daniel Drake Center for Post-Acute Care.

"One in three patients receiving complex acute care either has existing kidney disease or may develop acute worsening of kidney function, also called acute kidney injury (AKI)," says Thakar. "AKI can result as either a complication of ongoing treatment or after procedures, and raises the risk of death or readmission after discharge."



Charuhas Thakar, MD

Over the next six months, UC Health Nephrology will develop programs at its practice locations to proactively monitor and manage kidney adverse events related to prescription drugs or medical procedures. "Monitoring will allow us to mitigate the risk of kidney injury," says Thakar.

Components of Kidney CARE (Clinical Advancement, Research and Education)

- kidney disease management
- adverse events monitoring
- post-discharge clinics
- transplantation (kidney, pancreas)
- dialysis vascular access care
- outreach to community providers

For patients leaving the hospitals, a team of medical professionals will provide longitudinal kidney care after discharge. Post-discharge clinics are being made available to patients at West Chester and UCMC locations to reduce the risk for readmission.

The UC Health Kidney CARE program is also actively involved in specialty programs in kidney transplantation and interventional nephrology at UCMC and West Chester locations. These programs provide comprehensive care in kidney and pancreas transplantation and dialysis vascular access care respectively.

The transplant program also involves outreach care to transplant patients in metropolitan and rural areas spanning a 100-mile radius. Thanks to the partnership with nephrologists in these communities both patients and providers have an expert resource to turn to when receiving post-transplant care, explains Thakar.

"One in three patients receiving complex acute care either has existing kidney disease or may develop acute worsening of kidney function, also called acute kidney injury (AKI)."

Charuhas Thakar, MD
UC Health nephrologist and UC professor of medicine

>> APPOINTMENTS & REFERRALS

To schedule an appointment with the UC Health Nephrology and Kidney CARE, call 513-475-8524.

Two new nephrologists have recently joined UC Health. Please welcome:

Bharvi Oza-Gajera, MD

Nephrologist and Interventional Nephrologist, West Chester Hospital and Vascular Access Center

Assistant Professor, Internal Medicine, UC College of Medicine

Oza-Gajera

Adrian Abreo, MD

Nephrologist, West Chester Hospital, Daniel Drake Center for Post-Acute Care

Assistant Professor, Internal Medicine, UC College of Medicine

Abreo

No More 'Sleepless Nights' Goal of Cancer Institute

New program aims to improve processes and relieve patient worry

"There's always room for improvement" is a mantra Rosemary Keiser, vice president of ambulatory services for UC Health, and Tana Casper, vice president of diagnostic and professional services at UC Medical Center, are taking to heart.

"While we were meeting standards for National Quality Measures for Breast Cancer, we're not hitting that 'excellence' mark, and that's where we want to be," says Keiser.

This is why both she and Casper, along with Tara Mink, special projects nurse for the UC Cancer Institute, UC Health leadership and other key players have initiated the Sleepless Nights project, dedicated to increasing patient satisfaction and improving processes in every stage of breast cancer care within the UC Cancer Institute.

Tana Casper Rosemary Keiser

"We called it 'Sleepless Nights' because it explains the worry that occurs as a woman enters the breast cancer diagnosis and treatment process," says Keiser, adding that sometimes there is a lag between a mammogram, diagnostic biopsy and then surgery when a cancer is located, leading to stress and worry for the patient. "We want to expedite steps and to truly partner with the patient and their families every step of the way to eliminate confusion and increase overall satisfaction."

Casper says the team has delved into the details of current processes to pinpoint what needs to be modified for better results. About a dozen subcommittees are working on individual components of the project looking at such issues as scheduling, communication, physician ordering and wait times. "These are only a few components of the overall project," says Casper, adding that they are continuing to make strides and see improvements. "This is all for our patients because they are the reason we are here."

>> APPOINTMENTS & REFERRALS

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

KEEPING A PATIENT FOCUS DRIVES INITIATIVES

Improved Scheduling The team is eliminating phone trees and creating a centralized scheduling system. The goal is to ensure that patients who call to schedule a screening mammogram, MRI or biopsy will speak to a person—no leaving messages and waiting for a call back.

Faster Order Processing In the past, a diagnostic mammogram or a biopsy required a primary physician sign-off, which could slow the process. After getting approval from physician groups, radiologists are now able to schedule mammograms and other necessary diagnostic procedures without waiting for that signature.

Improving Surgery Wait Times Women undergoing surgical treatment are currently required to come to the hospital many hours before their procedure to be marked with an implantable wire, which could cause discomfort or potentially move. Now, radioactive seed localization (RSL) will be available. RSL, which uses a thin needle and a tiny radioactive seed to mark the lump, can be completed up to five days before the surgery. For those already under stress, the RSL option may decrease uneasiness and added wait times on their treatment day.

Improving Outpatient Wait Times A team, led by Mike Monjot, clinical director of the UC Health Barrett Cancer Center, piloted a project that reduced patient wait time in the Barrett Cancer Center from 60 to 15 minutes and decreased intake process steps from 23 to 11. The team is working on renovation plans for the registration space that will allow all Barrett Cancer Center clinics to implement this process.

Catching Problems, Measuring Satisfaction A data analyst will soon be hired to study patient outcomes and satisfaction data and perform real-time performance analysis to ensure problems are caught and remedied as soon as possible.

Managing Pain, with Integrative Medicine's Help

Caregivers who listen help build confidence

Judy Harrod, 66, says the pain she feels can radiate throughout her body, though it mainly affects her back. It started after she suffered a kidney stone.

At one point, the discomfort was so intense it ruled the West Chester resident's life. Eventually Harrod retired to concentrate on her health. Some of the pain remains, but today it is manageable due primarily to her visits to UC Health Integrative Medicine to participate in holistic sessions that have included medical massage, mindfulness, restorative yoga and acupuncture.

Her physician, Lauri Erway Nandyal, MD, works with other specialists to help Harrod regain some normalcy. The Integrative Medicine team operates out of the UC Health Physicians Office South in West Chester, as well as the UC Health Barrett Center and the UC Health Physicians Office-Midtown.

"When I started here, even cleaning my house was extremely difficult," says Harrod. "It still is very hard, but all the different techniques I have learned help me manage my day and my routine. Little by little, I am getting a routine that allows me to focus more on life and less on the pain. Now I feel like I am making decisions about my life and not the pain. I am not pain free all the time, but I know the things I can and can't do."

Harrod says her massage therapist, Joyce Cowens, has a talent for listening to her patients and tailoring sessions that fit their needs.

"I had two other experiences before coming to UC Health, but they didn't get to the root of the problem," says Harrod. "There wasn't the listening. Joyce is like nothing I've ever experienced. She listens and she puts a lot of pieces together and she helps me answer a lot of questions and understands what is happening."

After a few massage sessions, Cowens referred Harrod to Richard Sears, PsyD, PhD, in order to learn techniques in mindfulness, which have helped Harrod identify precisely where the pain is coming from.

"Mindfulness is de-cluttering the brain so you can have a blank screen to be present, and when you are completely present you become aware," says Cowens. "You can actively participate in your life because you are in the moment."

Harrod was then referred to Martyn Thomas, a licensed acupuncturist, whose techniques were also helpful. "Acupuncture really helps the muscles that are hurting to relax; it gets the tension out of them so you are not feeling pain," says Harrod.

Among the services that patient Judy Harrod utilized from UC Health Integrative Medicine were:

- **medical massage**
- **mindfulness training**
- **restorative yoga**
- **acupuncture**

For more about the services available, visit **uchealth.com/integrativemedicine**.

She also found another great listener in Megan McCliment, a UC Health restorative yoga teacher, who helped ease some of her fears about the practice of yoga. Harrod had gone through physical therapy prior to working with the team in Integrative Medicine, and it aggravated her problems.

"I had a lot of fear and I wondered if I could make restorative yoga work," says Harrod, who enrolled in a class. "Everything Megan did was for me. We spoke on the phone first and when we started she would explain something and I would attempt it and she was like, 'I can't believe you just did that.'"

Harrod's confidence in her ability to accomplish certain movements grew. In restorative yoga, props such as blankets or blocks are used to support the body so a patient can hold poses longer, allowing ligamentous tissue to open at its own pace, reset nerve endings and release endorphins to help relieve pain. Along with the restorative yoga, Harrod completed a six-week series with Geraldine Wu, MD, for chronic pain yoga.

Judy Harrod *(lower right)* **with** *(clockwise from lower left)* **licensed massage therapist Joyce Cowens, patient coordinator Marchelle Copeland and registered yoga teacher Megan McCliment.**

"Now I feel like I am making decisions about my life and not the pain."

Judy Harrod, UC Health Integrative Medicine patient

>> APPOINTMENTS & REFERRALS

To schedule an appointment with UC Health Integrative Medicine, call 513-475-9567.

in brief

Liska Named to Becker's Hospital Review List

Becker's Hospital Review named Lee Ann Liska, president and chief executive officer of UC Medical Center and senior vice president of UC Health, to its annual list, "130 Women Hospital and Health Leaders to Know."

Liska

Women on the list were chosen based on a wide range of management and leadership skills, including oversight of hospital or health system operations, financial turnarounds and quality improvement initiatives.

Uphaus Named UCNI's Administrative Director

Lori Uphaus, an experienced health care administrator, is the new administrative director at the UC Neuroscience Institute. She replaces Anya Sanchez, MD, who is now enterprise director of special projects at UC Health.

Uphaus

Uphaus worked for nearly three decades at Bethesda Hospital and TriHealth, where she was most recently administrator of the Women's Services and Operations Group. She is an alumna of Xavier University, with a bachelor of arts in economics and a master's in hospital and health administration.

The UC Neuroscience Institute is a partnership of the College of Medicine and UC Health.

Nominate a Faculty Member for Humanism Award

Nominations are now being accepted for the Leonard Tow Humanism in Medicine Award, presented by the Arnold P. Gold Foundation.

Each year, this award is bestowed upon a College of Medicine faculty member who best demonstrates the foundation's ideals of outstanding compassion in the delivery of care, as well as clinical excellence.

To nominate a physician faculty member, complete the brief nomination form at med.uc.edu/ceremonies/goldhumanism by Monday, Feb. 2.

CLINICAL TRIAL SPOTLIGHT:

Healthy Female Volunteers Needed for an Investigational Birth Control Pill Study

WHAT: This is a research study to find out how safe and effective an investigational birth control pill is in preventing pregnancy. Study-related birth control pill and medical exams will be provided at no cost.

WHO: Healthy women 18 years old or older who are in a sexually active relationship and are still having regular menstrual cycles.

COMPENSATION: Participants will be paid for time and travel.

DETAILS: For more information, call UC Health Reproductive Medicine Research at 513-584-4100 or visit ResearchForWomen.com.

NCI Director To Keynote Cancer Survivorship Event March 27

"Transforming Cancer Survivorship Through Research and Best Practice," provided by the University of Cincinnati Cancer Institute Survivorship Program, is scheduled for 8 a.m. to 4 p.m. Friday, March 27, at the Kingsgate Marriott Conference Center. Continuing Medical Education credit will be available.

The keynote speaker will be Julia Rowland, PhD, director, National Cancer Institute Office of Cancer Survivorship. In addition, the following will be featured speakers:

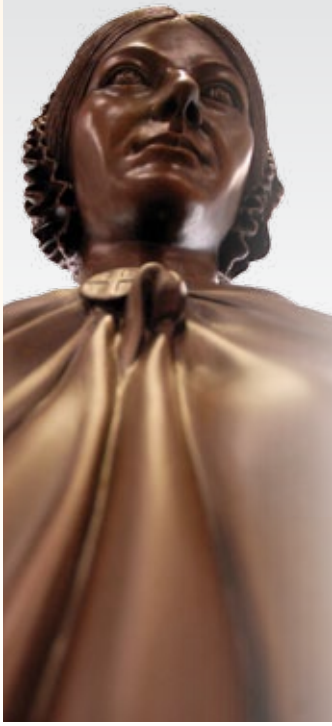
- Patricia Ganz, MD, UCLA
- Timothy Ahles, PhD, Memorial Sloan Kettering Cancer Center
- Michael Stubblefield, MD, Memorial Sloan Kettering
- Kathryn Schmitz, PhD, University of Pennsylvania
- Wendy Demark-Wahnefried, PhD, RD, University of Alabama.

The event is planned to meet the needs of the following practicing health care professionals: physicians, nurses, psychologists, residents, medical students, social workers, counselors and other oncology health professionals.

For a full agenda and registration link, visit uchealth.com/events/transformingsurvivorship/. Early bird registration is available until Feb. 28.

With questions, contact Pat Woellert at 513-558-9911 or patricia.woellert@uc.edu.

Nightingale Awards Nominations Open



The UC College of Nursing is now accepting nominations for the **23rd annual Florence Nightingale Awards for Excellence in Nursing**. The nomination deadline is Friday, Feb. 13.

Awards recognize registered nurses who demonstrate excellence in providing direct patient care. Nominations are accepted from patients, family and friends of patients, colleagues, physicians and other health care workers. Nurses previously nominated may be re-nominated for this award.

Final selection of award recipients will be made by a committee of the UC College of Nursing Board of Advisors.

The 2015 Florence Nightingale Awards will be held April 22, 2015, at the Hyatt Regency Cincinnati.

Nominate a nurse online at nursing.uc.edu/centers/nightingale_awards. For more information, call 513-556-2025.

PURSUING PERFORMANCE EXCELLENCE

Enterprise Goals: Measures We Can All Live Up To

WELCOME TO 2015. While we are starting a new calendar year, our fiscal year is at the midpoint. It's a good time to step back, look hard at how we are performing and refocus our efforts in the areas needed.

Our performance: We continue the pattern of meeting four of the six goals. We'd like to be meeting six of six.

Enterprise Goals: Meeting 4 of 6 Year-to-Date

ENTERPRISE–KEY PERFORMANCE METRICS *(Most Current as of December 10, 2014)*

ENTERPRISE–GOALS		Monthly Performance			YTD Performance		
		Actual	Target	FY14 Month	YTD	Target	FY14
QUALITY	Number of patients that acquired a central IV infection, urinary tract infection or surgical site infection	**9**	10	7	**59**	48	52
SAFETY	Number of patients with an adverse safety event	**27**	35	45	**136**	177	254
SERVICE	% of INPATIENTS rating the hospital as either a "9 or 10"	**72.9**	70.3	67.5	**73.0**	70.3	66.5
	% of OUTPATIENTS rating the provider a "9 or 10"	**86.9**	83.0	85.0	**83.4**	83.0	81.4
EFFICIENCY	Supply cost/Adjusted discharge *(adjusted for case mix index)*	**$1,586**	$1,710	$1,772	**$1,848**	$1,710	$1,695
GROWTH	Number of patients referred from "outlying" areas	**1,102**	1,077	1,046	**5,741**	5,656	5,491

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

The **Quality** measure shows we have 11 more infections so far this year than we would like. This metric tracks three types of infections: Surgical Site Infections (SSI), Central Line Associated Blood Stream Infections (CLABSI) and Catheter Associated Urinary Tract Infections (CAUTI). We have made great progress with SSI and CLABSI, yet we struggle reducing the CAUTI. We know we can meet this goal, because for three months in the first half of the year we have done so. Please continue your focus and strong work reducing these infections for our patients.

The **Safety** goal, two **Service** measures and **Growth** are all performing well and meeting our target. A great deal of work has gone into these, and it shows. Our Service measures are an area in which every one of us can and does make a difference every single day.

Efficiency is the other goal not currently meeting the target. Our president/CEO, Dr. Rick Lofgren, frequently says, "The most efficient systems produce the best outcome." If asked further about this, he will share things like: "We need to drive out the waste and frustration. We need to reduce the unnecessary variation. When we do this, we will make it easy to practice great medicine. When we do this, we know that the best clinical environment attracts the best academic talent." This is an area again where we need everyone's help. With deliberate urgency I ask that you look for things in your work area, which you can improve in order to make our delivery of care safer, higher quality and more efficient. Look for things which don't work that affect our patients. When you find them, I encourage you to ask *Why?*, not *Who?* **WHY** doesn't this work? We have good people, trying to do the best job they can every day. When our systems fail to deliver the results we expect, we need to improve our system.

Thank you for the work you do,

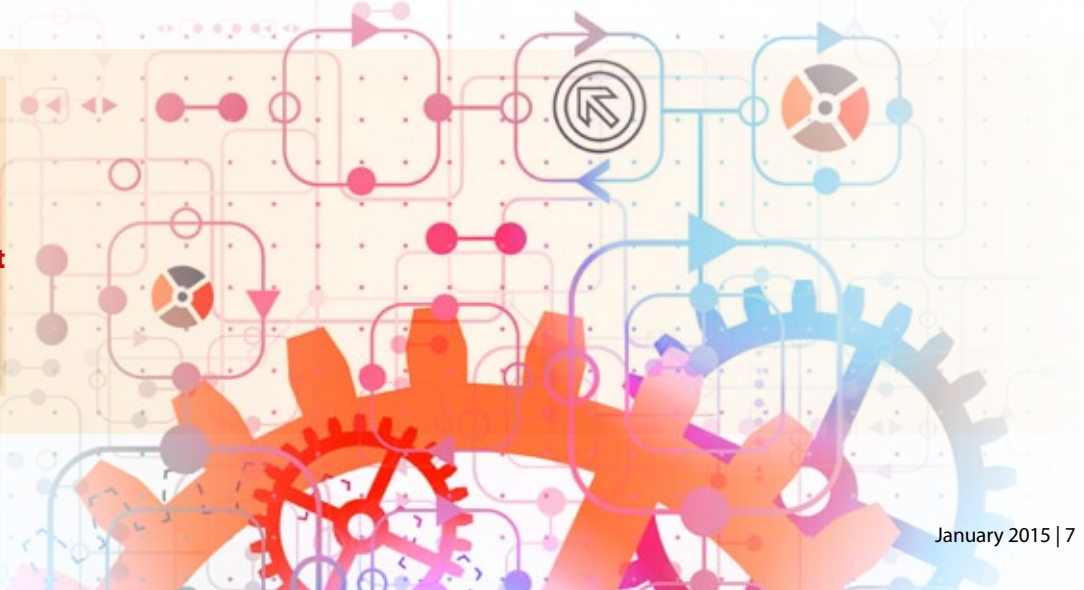
Jeff

Jeff Norton
Vice President and
Chief Performance Officer

Norton

>> News Or Ideas?
Have performance improvement ideas or news to share? Contact Norton at jeff.norton@uchealth.com.

Look for things in your work area, which you can improve in order to make our delivery of care safer, higher quality and more efficient. Look for things which don't work that affect our patients. When you find them, I encourage you to ask *Why?*, not *Who?* WHY doesn't this work?



Leadership Appointed for New Maternity Unit at West Chester Hospital

Two experienced clinicians have joined the leadership team at West Chester Hospital and will be responsible for the management of the new maternity services unit, due to open mid-year 2015.

DANA LOVELL, MD, has joined West Chester Hospital as the medical director of maternity services, following a 20-year career as a practicing obstetrician/gynecologist. In her new role, Lovell will offer guidance and oversight for the management of the service while also providing medical care to expectant mothers and their infants. She also serves as an assistant professor of obstetrics and gynecology at the University of Cincinnati College of Medicine.

Lovell

Prior to joining the hospital, Lovell was in private practice for 13 years at South Central Ohio OB/Gyn, Inc., a private obstetrical practice with office locations in Wilmington and Hillsboro. During her tenure, she served on the medical staff while serving as chairman of mother-baby care at Clinton Memorial Hospital in Wilmington. She also served as a practice member with Engle, Smith and Associates, a hospital-owned practice in Doylestown, Pennsylvania.

Lovell received her bachelor of science degree in 1990 at the University of Notre Dame and received her medical degree in 1994 from the Indiana University School of Medicine. She completed a four-year residency in obstetrics and gynecology at Good Samaritan Hospital in Cincinnati. She serves as a diplomate with the American Board of Obstetrics and Gynecology and as a fellow with the American College of Obstetricians and Gynecologists.

ELIZABETH TABOR, RNC-OB, has been named the director of the maternity services unit at West Chester Hospital. She comes to West Chester from Miami Valley Hospital/Premier Health in Dayton, Ohio, where she served as nurse manager of the Birthing Center 2, a 24-bed obstetrical unit featuring labor and delivery, obstetrical surgery, triage and perinatal intensive care services. Her responsibilities also included management of the Family Beginnings Birth Center, an accredited natural childbirth program. Prior to serving in her role in the Birthing Center, she held the position of nurse manager for Maternity 2, a 16-bed antepartum unit.

Tabor's 20-year career has also included the positions of Birthing Center 2 associate nurse manager, labor and delivery shift manager and maternal care clinical nurse.

Tabor received her bachelor's degree in nursing in 1995 from Tennessee Technological University. She is certified in high-risk inpatient obstetrics and advanced fetal monitoring. ●

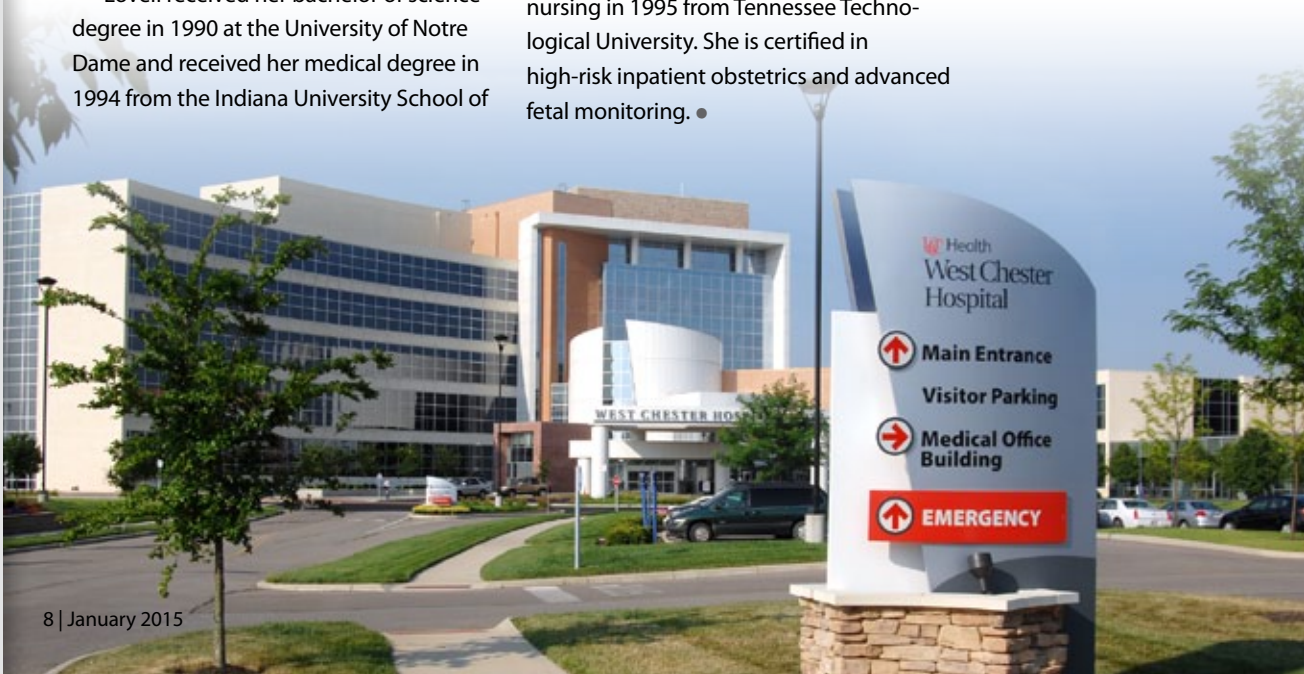
In July 2014, West Chester Hospital announced the construction of the obstetrical unit on the third floor of the patient care tower featuring a birthing center and adjacent special care unit.

Birthing center

- *state-of-the-art*
- *spacious delivery suites*
- *Caesarean-section operating rooms and triage rooms*

Special care unit

- *Level IIB unit*
- *adjacent to the birthing center*
- *specialty treatment for premature newborns and infants with high-risk conditions*



UC Health

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
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

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ALWAYS GIVING HIS ALL
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'ADOPTING' HER PATIENTS
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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 P Lofgren

Richard Lofgren, MD
President and Chief Executive Officer
UC Health

UC HEALTH VALUES
RESPECT · INTEGRITY · TEAMWORK · EXCELLENCE

UC Health

UC HEALTH UNIVERSITY OF CINCINNATI MEDICAL CENTER

Supervisor Leads with Comfort and Care

THE SURGICAL INTENSIVE CARE Unit (SICU) waiting room at University of Cincinnati Medical Center can often be a crowded, stressful and intense place where patients' family members spend time until they can visit their loved one.

Among the crowd is the smiling face of Collin June. June, a supervisor of visitor services, is well known in the SICU waiting room because of the profound courtesy, empathy, professionalism, attentiveness and insight he shows to everyone. Though he's only been a supervisor for a few months, June has been an employee of the visitor services department for two years, most recently as a visitor services associate in Same Day Surgery. Before becoming an employee of UC Medical Center, he was sharing his comfort and care as a volunteer on the neuroscience floor where he visited with patients and their families.

Being a brain cancer survivor and volunteer for several years at UC Medical Center, Cincinnati Children's Hospital Medical Center and with the Walk Ahead for a Brain Tumor Cure 5K Walk/Run, June's experiences made him realize that he wanted to work in health care so he could give back.

Beyond his supervisor responsibilities, he takes pride in providing great service to families and taking care of their needs. "My goal is to relieve as much stress as possible and provide the best care possible to patients' family members," June says. "Exceed the expectation is something I hold myself and my staff to. We are not here to just do a job but to exceed it." One of the ways that June exceeds the expectation is by loaning his cellphone charger to visitors or connecting families with a social worker or another department in the hospital.

June's co-workers say, "Collin inspires a renewed sense of faith that people can still be compelled to act with grace and dignity in the worst of circumstances. He deserves deepest thanks for recognizing that while we see hundreds of patients, each family's experience may be defined by one person, and to many, Collin June is that person."

Cultivating EXCELLENCE

Physician of the Quarter

Ferhan Asghar, MD, joined UC Health in 2005 and has since developed a very successful spine practice and is highly regarded for his meticulous care of patients and excellent surgical skills. Dr. Asghar's patients and colleagues describe him as being a very good doctor, kind, professional and a tremendous asset to the Department of Orthopaedic Surgery at the University of Cincinnati and to southwestern Ohio.

Employee of the Quarter

Collin June, a visitor services supervisor, lives the RITE values daily in the Surgical Intensive Care Unit (SICU) waiting room by supporting patients' families. His compassion and commitment to patients' family members is outstanding. He has created a very different flow and atmosphere in the SICU waiting room. One way he does that is by keeping detailed lists of cellphone numbers to give families assurance that he will call if the need arises. *(See full profile on page ii)*

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, 513-584-2784 (fax) or via interoffice mail to Katie Ditchen, Human Resources, ML 0597.*

Service Excellence Awards

Karen Saab is an administrative coordinator described as a "trophy employee" who always has a positive, can-do attitude. She's known to do whatever it takes to get the job done, works diligently to make sure patients don't fall through the cracks and follows up on every referral to make sure the patient has been scheduled. She is an integral part of the Internal Medicine team and her colleagues value her commitment and persistence to get the job done.

Theresa Peak is an emergency transport communication specialist who is instrumental in the Communications Center's ability to maintain a high level of safety and operational efficiency. In September 2014, she coordinated a multiple motorcycle crash that resulted in five helicopters landing at University of Cincinnati Medical Center. She handled all five landings flawlessly and coordinated two additional helicopters for landing responding from another crash. Through her dedication, coordination and excellence, Theresa helped save the lives of multiple patients on this day.

Colleen Schmidt, RN, has many stories of her history at University of Cincinnati Medical Center that exemplify an extraordinary nurse and someone who promotes selfless, life-changing care for patients. She is known to go that extra mile to help her patients. In one instance, Colleen and fellow nurses helped plan a date night for a patient and his wife in the hospital courtyard as well as a special dinner in the patient's room. Colleen truly provides a healing touch to her patients and is a great asset and role model for the whole cardiology division.

UnSung Hero Award

Mike Maybury, project manager with the Design and Construction department, is a "get it done" kind of guy who communicates well with all staff and management and is known to give 150 percent to the job every day. Mike continually works with all involved on his projects to provide the highest level of support in a timely manner and on budget. He's known to never walk by a problem and fixes things that are beyond the scope of his job. Mike maintains a positive attitude even when things are frustrating and represents all the RITE values.

Patient Experience Awards

This award is given to a department or unit that had scores rise over three consecutive quarters.

6S has steadily improved in Patient Experience Percentile rank for the past three quarters. Starting at the 6th percentile in December 2013, it has made consistent improvement up to the 66th percentile for the most recent quarter.

UC HEALTH BUSINESS CENTER

Project Administrator Thrives on a Team Inspired 'Go Live'

POLLY ELMLINGER describes her role as a project administrator in the IS&T Department as one that encourages being part of the UC Health team.

Elmlinger has been with UC Health for just over a year, but like many associates, it is the second time she has been employed with the company. She was with the Health Alliance for nearly 20 years, half of that time spent with IS&T, before briefly leaving the organization. She describes coming back to UC Health as being like coming home from an extended vacation. "Some people are in different positions now—my previous manager is now the director—but the people are the same, and that's nice," Elmlinger says.

Elmlinger describes her position as being the liaison between IS&T and internal "clients." When a project is requested of Elmlinger and her team they complete a planning process before any work is started, which helps manage deadlines, budgets and defines the parties responsible for each step. Once a project starts she is responsible for managing the details. She says her favorite part of the project administrator role is being part of a team that gets a project to the "go live stage" and seeing all of her work pay off. As is the case with all roles, Elmlinger's certainly comes with its challenges as well. "During the planning process, making sure all necessary parties are part of each communication is a challenge. Over-communication is one way to overcome that challenge, though. Copying everyone on an email is better than leaving just one person off," she says. Elmlinger's newest and most exciting project is managing the IT component for the new OB Unit at West Chester Hospital.

Elmlinger is a wife and mother of five, so in her free time she enjoys being with her family. As Notre Dame football fans they make a trip to South Bend, Indiana, each fall to cheer on their favorite team. Keeping with their active lifestyle, Polly competes in half marathons with the support of her husband. She returns the favor by cheering for her husband in marathons and ironman competitions.

Polly Elmlinger

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.*

Going Above and Beyond in Dedication to her Role

"IT'S NOT A HARD JOB to do, but someone has to do it."

Without a second thought, Arinette Gray takes on the task of cleaning the kitchen and break room in the lower level of the UCP Business Center Office Building every day. Although it might seem like a nominal duty, her willingness to ensure the workspace she and her colleagues enjoy each day is clean exemplifies the care she has for others and her dedication to her role at UC Health.

Toby Higgins, central scheduling supervisor, says, "Arinette is a dedicated employee who ventures beyond her regular duties to make sure that everyone has a clean environment where they can enjoy their lunches and breaks."

Gray's passion to help goes back to her work experience at Evergreen Retirement Community and her years working in this health care system which started in 1995 under the Health Alliance. In her current role as a call center representative, the enjoyment of interacting with and helping others proves to be one of Gray's favorite aspects of the role. "Speaking with the patients each day is something I really enjoy about my role. Being able to help them and listen to their stories is a huge part of this. There are more respectful patients which is nice to see. The good definitely outweighs the bad," Gray said. "I also really enjoy the people I work with each day. There are a few of us who have been together since our days at the hospital so it's nice to have those relationships."

Making the space she and her colleagues share a clean one is something Gray also feels strongly about. "When I first came here, it (the break room cleaning) wasn't being done so I just started doing it. I come in in the mornings and clean everything," she says. Gray's willingness and dedication to helping out clearly extends past her duties as a call center representative and is something her close team of co-workers greatly appreciates. "Arinette has walked to work during severe weather to assure that someone was in the scheduling center to answer calls from our patients. Arinette is very much appreciated by her co-workers," Higgins says.

Caring for others is something Gray can attribute to her upbringing, having grown up in a family with 17 total siblings. "There are nine girls and eight boys. I definitely came from a big family. Most live around the Cincinnati area so when I am not at work I really enjoy spending time with them," Gray said.

Arinette Gray

NOMINATING INFORMATION

The University of Cincinnati Physicians **Caught Caring Award** *program is ongoing, and nomination forms are available on 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 homepage. See your manager to nominate someone for a* **Service Excellence Award**.

LINDNER CENTER OF HOPE

Hooked on Mental Health Nursing

SHANNON MASSARO has been a consistent steadying force on Adult North at the Lindner Center of HOPE for the past five years. She was nominated for a STAR award by a co-worker for staying late one evening to help second-shift workers who were extremely busy one day. This is just one example of Shannon's great teamwork. She is always willing to assist co-workers. She makes float staff feel welcome on the unit, and helps them get acclimated. She is the designated charge nurse when she is present, because of her extensive knowledge. Massaro is known for being sweet and supportive of patients and co-workers. She is always there giving her best, even during the most chaotic times. Shannon takes change in stride and always looks at things from a positive perspective, and shares that outlook with others, including serving on the LCOH Employee Recognition Committee.

When asked why she got into mental health nursing, she said she knew that was what she wanted to do during her first mental health class in nursing school, and learned about depression. When she did the mental health rotation, she was hooked. That experience gave her real insight into a family member's struggles, motivating her to help patients and families who were experiencing the same types of issues as her family.

When she isn't working, she spends most of her off time attending her children's sporting events, as well as currently helping her daughter plan her wedding. Shannon recently started running again, and ran her first half marathon a few months ago. It is her personal stress reliever. ●

Cultivating EXCELLENCE

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

Crystal Allred: On the morning of Nov. 22 it was raining and extremely slick in the parking lot and sidewalks. Crystal made a path to walk into the building and set up cones to warn staff that it was icy.

Robin Arthur, PsyD, spent hours working with a very challenging Sibcy patient and their family. Her interventions were calming and effective, which resulted in a successful discharge. Immediately after this situation, she intervened in another crisis and resolved it successfully. Thank you Dr. Arthur for your dedication to Sibcy patients.

Hallie Burger is sensitive and caring in meeting patient needs. She also has an unusual ability to help people calm down when they are emotionally upset.

Clifford Cabansag is extremely dedicated to Sibcy House and our clients, achieving excellence in many ways— ranging from driving our clients personally to an important appointment to staying up to date with addiction studies and news. He has quickly become a major asset to our program.

Rachel Carroll is quick in picking up on issues on the unit and fast in getting her work done. In addition, she has an excellent attitude when assigned as the Code Violet person despite being the lightest person working on the shift.

Brett Dowdy, PsyD, went above and beyond to help a Sibcy patient in crisis, which resulted in a successful transition to this patient's aftercare placement. He has also been extremely helpful by spending extra time with families and other key stakeholders. Thank you Dr. Dowdy for your dedication to Sibcy patients.

Michelle Gopinsky does an excellent job on Sibcy meeting and exceeding patients' expectations. Patients have commented on both her pleasant personality and her good work.

Avis Hagemeyer always has a positive attitude, great smile and checks and double checks the trash in the RT office on the shifts she works. Avis is awesome!

Donna Hall, Brittany Campbell, Julie Trasser, Krista Mullin and **Mary Wright**: Everybody worked as a team, took on difficult challenges and excelled in their job duties during a very busy shift where there were four discharges, an admission and several transports.

Josh Hall provides outstanding service and teamwork. After I copied a paper box full of heavy papers, Josh offered to carry it from the administration area all the way to Sibcy House. His assistance was greatly appreciated.

IM Support (**Zach Martin, Joey Isaacs, Fred Bishop**): We had a critical report (export) failure. They worked diligently to resolve the issue. These reports are important to the daily flow in the Outpatient Department. Thank you for dropping everything to resolve this issue. You Rock!

Cindy Lagory: The daily export that creates the reports for the outpatient practice failed. These reports are critical to the daily flow in the Outpatient Practice. Cindy identified the issue and initiated the steps to get the issues resolved with IM right away.

Chris Lathrop was extremely helpful in arranging food for the Medical Staff Meeting when the med staff coordinator was on vacation. She went above and beyond in ordering, setting up and cleaning up. Much appreciated.

Karla McClain was nominated for the STAR award by a co-worker when Karla came to her aid when she had a severe nosebleed. Karla not only went out of her way to find gauze and ice bag for the employee, but was very caring and supportive, making a special effort to later come to her department to see how she was doing. This is indicative of Karla's always warm and caring manner with patients, visitors or fellow employees. Karla, thanks for being such a caring person!

Amy Mounce jumped in to help when Pricila Gran was on vacation, and marketing had a lunch and learn to manage. She also answered the main line.

Emily Musonza is an awesome recreational therapist and went out of her way to help Sibcy. We are beyond grateful for all that she does and miss having her on the unit.

Amber Napier responded immediately to a request for a diet Sierra Mist for a patient in the Intake Department. The patient was upset, did not want to be admitted, and was requesting a diet Sierra Mist. Amber responded to Intake with the soda within two minutes. Her quick, friendly response was greatly appreciated.

Kathleen Neher has done an exceptional job of balancing referrals (more than the number of beds available) with discharge planning of patients who may or may not extend beyond the 10-day diagnostic program.

Shelley Paulette was nominated by her manager for taking on the role of educating her peers about the goals of the HOPE Chest Giving Campaign. As a result, the percentage of Sibcy House staff that gave increased from 65 percent last year to 100 percent this year. This is a true reflection of Shelley's passion to end stigma and advocate for patients with mental illness. In addition, Shelly is often recognized by patients for her compassionate and caring manner. Shelly, thanks for all you do for Lindner Center and our patients!

Lynn Raver is always so sweet to our patients and continues to go out of her way to make everyone happy! We appreciate her so much.

Mary Schneider was able to effectively help a patient who was feeling quite depressed to come back to life and feel the way that he deserved. She is an excellent caregiver and does a great job with the ADTP patients.

Lonnie Snyder: When a patient on North was in distress and insisting that police be called, Lonnie came to talk with this patient one to one and his gentle kindness was enough to make her feel safe and secure. He really helped to ease her anxiety.

Continued on next page

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.*

Cultivating EXCELLENCE

Continued from previous page

Pam Stumpf took the initiative to assist a patient with a particularly difficult insurance situation, as well as assisting and advocating for funds to help the patient so that she could successfully complete the PHP program. Without her help, the patient would have had to drop out of the program due to the financial hardship.

Julie Trasser exceeds STAR expectations daily on multiple occasions. She has provided our unit with her own art supplies and new creative ideas. Her service makes our clients' stay unforgettable! We couldn't ask for a better teammate. Thanks, Julie!

Ryan Wagner has taken time out of his (already busy) schedule, multiple times, to help with the Sibcy House DBT curriculum. Thank you for your effort and knowledge, Ryan!

Pam Wright worked diligently to schedule EPIC training classes at West Chester Hospital for the HUCs. Previously, all training was in Cincinnati which results in a much longer drive.

Lisa Yasbeck goes above and beyond most days.Her genuine care and concern for patients and peers is profound. All the "extras" that appear because of her are well noticed. Thanks!

PATIENT APPRECIATIONS

The LCOH Staff made me feel welcome, not like a freak. Suicide by and violence against trans people happen at an alarming rate. Feeling safe is usually not a right and you made me feel safe and respected. I know it was challenging, but everyone did more for me than they know.

I can't say enough about the **entire staff at Sibcy House**. Everyone treated with the highest level of kindness, professionalism, compassion and integrity. I feel as if everyone, patients included, have become my second family. I will not hesitate to tell my family and friends about the miracle of life given to me by the Sibcy House. Thank you all for everything you have done for me in my recovery and healing process.

The Sibcy staff are wonderful, especially **Matt Lucas, Mary Wright, Shelley Paulette, Julie Trasser, Sharon Mullins** and **Krista Million**. The groups are very valuable when not crowded. I appreciate that the visiting hours for the units were very flexible. The staff listens to patients and the administrators listen to patients as well.

The following personnel were extremely helpful, friendly, caring and understanding: **Dan Mullikin, EJ Elliott, Cyndi Fletcher, Eva Columbus, Andrea Shropshire, Lin Thomas, Adam Dunn, Desmond Hall, Barb Eaton, Mark Fisher** and **Jane Schimweg**.

Kathryn Connor: You are an amazing instructor and person. You made me feel like I was being heard and accepted. You and the program have changed my life and for that I am beyond grateful. You have given me healthy and safe new tools, courage and strength and a new outlook on life. I will never forget the things you have taught me.

Theresa Isaacs: She's charming. She's friendly. If I joke with her, she responds positively. Like most of the staff here, I have thanked her for being part of my recovery. She makes me laugh. She's fun.

Lynette Jackson makes "housekeeping" look like an incredibly glamorous job with her amazing attitude. Her perspective on patient care and her dedication to her job (while being wonderfully interactive) are rare. Thanks, Lynette!

Dr. Kassar was very helpful and collaborated a lot with my outpatient psychiatrist. She was compassionate and really helped me feel a little better about my hospitalization. She also helped me to see that I have had much progress in the time since I last was her patient.

Denise Lapchenko: The gracious service she provided and the scrumptious meals that I ate were marvelous.

The nurses, doctors, social worker and other staff whom I encountered and who worked with me during my stay were extremely professional, courteous, caring and compassionate. This was a life-changing experience for me. Many thanks to everyone who helped me. I am greatly appreciative. Thanks particularly to **Dan Mullikin** who in a very caring and professional way has arranged for a positive path forward for me full of promise and hope. Peace to all.

Kris Norman and **Jessica Greany** dedicate their time not just to patient care, but to patient advocacy, which is a step above care. Their presence on the unit improves every aspect of a patient's experience at LCOH.

PHP Staff: This has by far been the best experience I've had at LCOH. My team is amazing and the adult PHP staff is absolutely top of the line. I not only got optimum support with my recovery, but I had fun, I bonded with the staff and I gained so many skills in dealing with the struggles of life. I LOVE YOU GUYS.

Julia Spates: I want to thank you for your kindness during my stay at LCOH. This was an extremely difficult time for me. Having someone who consistently treated me with respect and kindness and always offered me hope was very much appreciated, and offered me hope during some very dark times.

KC Stanger is incredibly empathetic, courteous and an all-around great guy!

Lin Thomas the MHS is incredible in her friendliness, approachability and helpfulness. She spent some great time with me one on one and her groups are helpful. Many other staff are great too. The cleaning staff (**EVS**) is to be commended; cleanliness is a reason I chose to come here. Their patient interaction seems very good and appropriate.

Dr. Walters was very competent and personable. **Kathryn Connor** was my PHP group leader and was amazing. She kept us going and used practical examples. She never seemed to lose steam throughout the day although some of us did. I felt so comfortable with her and she listened but still gave helpful and healthy feedback.

Dominique Wells and **Phyllis McDuffee** provide a level of patient care that stands above the rest. While the majority of the LCOH's staff are kind and caring, these two seem to care so genuinely and treat us like people (not our problems).

UC HEALTH WEST CHESTER HOSPITAL

Surgical Technologist Gives His All In and Out of Job

ONE DAY, HE'LL BE treating a traumatic stab wound to the chest. The next, volunteering to teach Boy Scouts basic first aid. Walter (Walt) McVicker, a surgical technologist, has been with UC Health for more than 14 years. He joined West Chester Hospital in 2010 and is the clinical coordinator for hand and podiatry surgery.

Not one to talk about himself, McVicker admits that his job keeps him "very busy" between scrubbing in on surgery cases and making sure all the necessary equipment is available for upcoming surgeries.

McVicker is retired from the U.S. Army and worked in the medical field for the military for 22 years. Not ready to rest and wanting to use his expertise to help others, he joined the civilian health care workforce.

"The best part of working at West Chester Hospital is knowing that my patients who need surgery are well taken care of," he says.

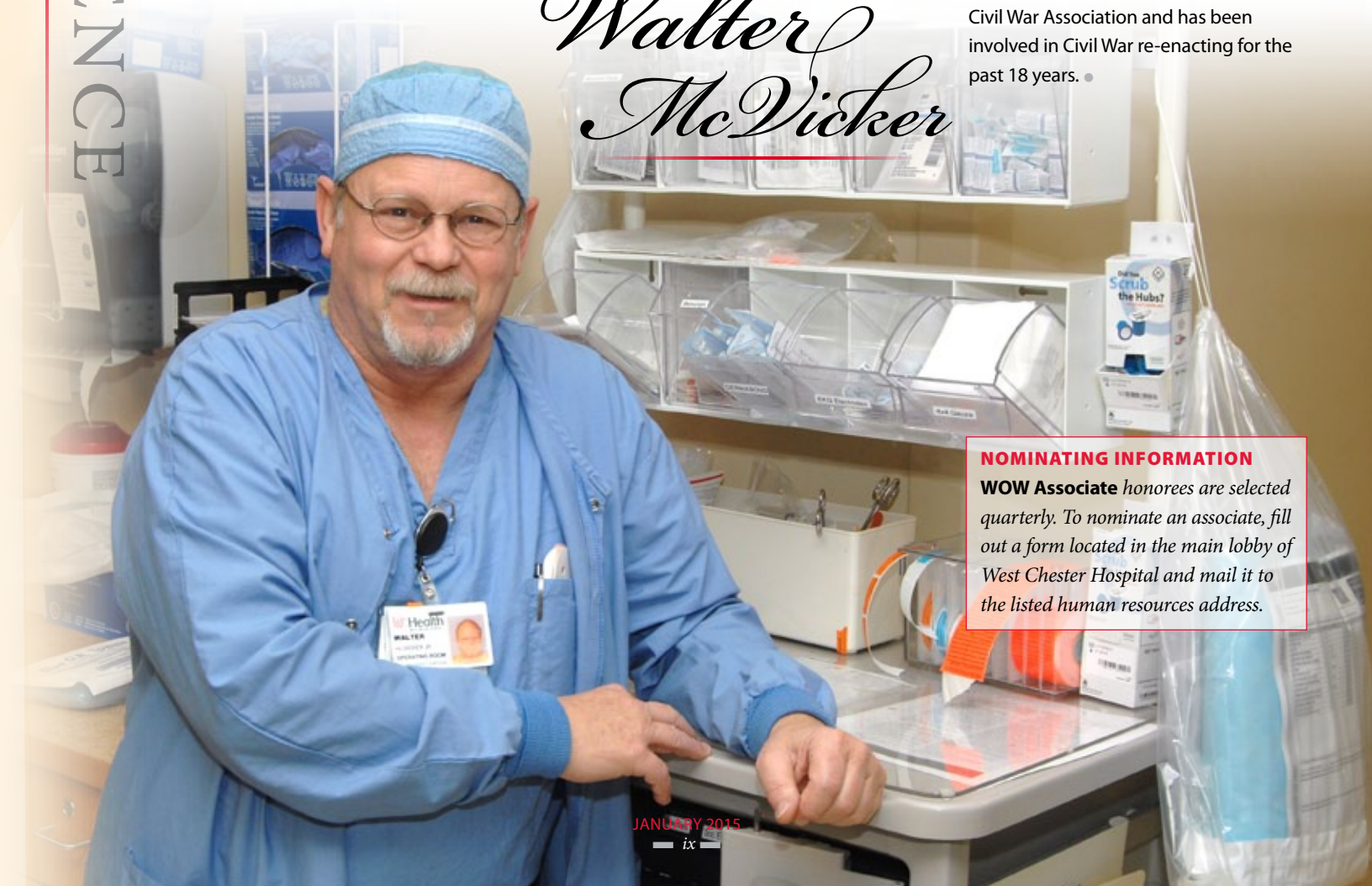
He was recently part of the trauma team that treated a patient who had been stabbed in the heart. The next day, McVicker says, he was glad to hear that the patient was doing very well and had even sent specific thanks to the West Chester Hospital surgery team who saved his life. McVicker says this is the kind of story that keeps him going.

"Walt is one of our strongest and most valuable employees, not only in the OR but in the whole hospital," says Mark Tromba, registered nurse and operating room manager. "He has a wealth of knowledge that he loves to share and is always volunteering to help the team in any way he can. I often compare him to 'Rudy,' the true-life movie character, because he has such a big heart and will never say no."

McVicker's generosity extends beyond the OR. He often volunteers on the weekends for charity events, such as the Peterloon Boy Scout Jamboree, where more than 6,000 children and adults from across North America gathered in Loveland for a weekend of education, fun and adventure. McVicker and several other West Chester Hospital associates discussed health care careers and taught skills to the boys. In addition, he is the main OR preceptor for the high school job shadow program at West Chester Hospital.

McVicker doesn't slow down after hours. Honoring his military roots, he is the acting president for the Ohio Valley Civil War Association and has been involved in Civil War re-enacting for the past 18 years.

Walter McVicker



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.*

UC HEALTH DANIEL DRAKE CENTER FOR POST-ACUTE CARE

For Cardiovascular Sonographer, Patients Are Like Family

WENDY ROBINSON, cardiovascular sonographer at Daniel Drake Center for Post-Acute Care, spent most of her life working in the construction industry in administrative support. But when the economy plummeted in 2004, she found herself out of work for the second time in 18 months. In December 2006, her doctor ordered a follow-up ultrasound, unconvinced of an earlier diagnosis that she had been given. While having the ultrasound, Wendy thought, "I could do this. It's pretty cool."

"So, I did. I reinvented myself."

Returning to the classroom in June 2007, Wendy completed her two-year associate's degree in cardiovascular ultrasound technology at Cincinnati State in August 2010 and began working at Drake Center six months later. About 90 percent of her patients are inpatients at Drake; the remaining 10 percent are outpatients, referred by area physicians. "Our outpatient services are like Cincinnati's best kept secret," she says. "People love coming here, because Drake is so easy to navigate."

What Robinson enjoys most about her work is the one-on-one contact with patients. Because the ultrasound equipment is portable, she most often conducts patient scans bedside. "When I walk into a room, I adopt that patient," she says. Robinson thinks of her patients as family members and treats them accordingly. "I treat them the way I would want my mother treated. I always tell them, I don't do pain, so tell me if you're having pain and I'll make modifications," she says.

Robinson loves her work, her job at Drake and her co-workers. "Finally, I found work that matches my skill set," she says.

Anne Redwine, manager of the radiology department, says everyone in the department feels the same about Robinson. "Wendy takes extraordinary care with all her patients to make them feel at ease. When she has down time, she pitches right in to help with X-ray operations, transporting patients and lifting and moving patients. And, when needed, she's even come back to work after leaving for the day. We all appreciate her team spirit."

Wendy Robinson

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.*

Georgiann Adams, Charge Nurse, 3 North, "… Georgiann found that someone had spilled some food in the corridor outside Administration. Georgiann called EVS and then got some paper towels and began cleaning up the spill. Thanks Georgiann!"

Yolanda Allen, Rehab Aide, OT & PT "Never denies me help, always makes sure I'm OK."

Yolanda Allen, Rehab Aide, OT & PT "Yolanda helps me with my heavy run every time we work together! She is a true team player and I love it!"

Andy Beck, Respiratory Therapist, "Thank you for moving my patients when we changed rooms. I didn't even have to ask. Didn't have time to think to ask."

Tracey Dailey, Respiratory Therapist, "You are an amazing team player. Thank you for covering for me. "

Toni Durban, Occupational Therapist, "Toni never gave up on me even when I didn't feel like doing anything. She made me remember my short-term goal, which is to stand again and it became a long-term goal to walk and I'm walking. Thank you Toni."

Lashan Elliott, PCA, Nurse Float Pool, "I want to recognize Ms. Elliott for her professionalism and courteous service. She helped make my stay here an enjoyable one. I want to thank her also for treating my family so nice."

Tracey Elliott, PCA, 2 North "I want to recognize Ms. Tracey Elliott for her professionalism and courteous service. As a patient from out of town, she helped me to feel welcome and right at home. Thank you so much for your superb service."

Tracey Elliott, PCA, 2 North "Wonderful personality, helpful, kind, resourceful. Knows what to do to help with your care. She reaches out if she sees your day is down and gives you words to enlighten you. She is the 'Best'!"

Tracey Elliott, PCA, 2 North, "Wonderful to work with. Very good and kind. Always did an excellent job, made me feel right at home; a positive attitude."

Lakeitha Fall, PCA, 2 North, "Service beyond average. Always kind, helping when called with kindness. Making your days pleasant, keeping you smiling and giving you the things you need daily. Thank you for this young lady and her wonderful smile."

Patricia Fishwick, Medical Assistant, URI Clinic, "She is the hardest worker in the hospital I know. She treated me perfectly."

Deborah Flowers, HUC, 3 South, "Gladly and rapidly fixed a patient's assignment so vent checks would transfer to EPIC, and made my day much easier. Thank you Deborah."

Victoria Ford, PCA, 2 North, "Thanks for being patient and helpful to me and getting the help I need."

Shauna Harrington, PCA, 3 North, "Shauna always kept a smile on her face and healthy conversation, which kept me smiling and wanting to do more for myself and help others. Thank you, Shauna."

Kristi Frisch, PCA, 2 North and **Elie Inahon**, PCA, 2 North, "Great work taking care of my bedside and potty needs, quickly and efficiently with a smile. It made my day so much better. You both worked great as a team."

Marybeth Geraci, Nurse Float Pool, "Thank you for tending to your patients with a smile…. Your positive attitude is contagious."

Sue Goldmeier, Respiratory Therapist, "She goes above and beyond for patients. Sue helps move patients, clean patients, take patients to CT, and answers calls. Thanks Sue! You are the best!"

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.*

Veronica Grace, Nurse Float Pool, 2 North, "Today, Ms. Veronica worked on 2 North and it has been very busy from the start to the end. She helped the residents as well as me throughout the entire shift!! I appreciate her soooo much."

Allison Hoying, Physical Therapist; **Toni Durban**, Occupational Therapist, "Proud to have met them." They both pushed me and challenged me every session we had, to walk again, now I'm walking, and I thank them very much. May GOD bless you always."

Patty Hughes, Charge Nurse, 2 North, "She's always prompt with her decisions and giving my meds. She smiles and knows her job inside and out, this makes a patient grateful."

Patty Hughes, Charge Nurse, 2 North, "Great work! Checking in on me with a smile, explaining procedures so I wouldn't be afraid in a new environment. Also, giving my meds, etc. when I needed them."

Denise Kasper, FANS, "So pleasant everyday! We appreciate your smiling face and excellent customer service!!"

Kimberly Mack, PCA, 2 North, "Provided very caring and excellent service. Showed so much compassion in taking care of me. By my being from out of town, I felt at home."

Molly Massey, Conference Center Coordinator and FANS Assistant, "Molly went above and beyond to problem solve and ensure a patient received her preferred meals. Her customer service skills were exceptional."

Continued on next page

Cultivating EXCELLENCE

Continued from previous page

Anastase Nyandwi, Charge Nurse, 2 North & **Patty Hughes**, Charge Nurse, 2 North, "Both very dedicated caring nurses."

Michelle Orso, PCA, 2 North, "Michelle has been on light duty. She has weighed 2/3 of patients that needed to be weighed this week, herself. I appreciate her making certain the job got done. The information is vital to me."

Pamela Rogers, EVS, "She goes above and beyond when cleaning my office. She always cleans with a smile, great personality, she always moves all of my "trinkets" and dusts them, my office smells great when she finishes. She does a great job!!"

Cornesha Royston, HUC, 4 North, "Cornesha is always willing to help! When I needed help right away to transfer a patient to bed for safety, and the patient's CNA wasn't available, she helped!"

Tenille Scott, Respiratory Therapist, "Your teamwork does not go unappreciated. Thank you for volunteering your help."

Tenille Scott, Respiratory Therapist "Thank you for coming to my rescue when I got 3 admits. You are an angel and lifesaver."

Kim Walker, HUC, 3 North, "Special thanks to Kim for going way above and beyond her duties. Kim made arrangements for a 3N patient who was unable to attend his sister's funeral, to see her one last time. Proud to say, she is my co-worker. Thanks Kim."

Kim Walker, HUC, 3 North, "Going out of your way to help out a fellow employee."

Kim Walker, HUC, 3 North, "Above and beyond, ordered, re-ordered lunch/dinner, warmed up, delivered trays and extras obtained. Patient/families smoothed/soothed. Patient saved from falling, had gotten OOB. Saturday, gave sitter a break (x3). Stayed over when the 3 p.m. NUC couldn't come due to illness. Kept her cool and helped us keep our cool!"

Jamie Whiteside, HUC, 4 North, "Thank you for all you do!! Answering phone, and call lights in a timely manner. You're awesome! Keep up the good work!!"

All Staff; 2 North; PT/OT, "Thank you for making this stay as pleasant as it could be by your dedication and compassion."

EVS; Cole Holt, HUC, 3 North; **Kim Walker**, HUC, 3 North, For making sure that our room was always clean. The bathroom was also kept clean. They were friendly and gave privacy whenever needed."

Kitchen, "Excellent food every meal."

Nursing Staff and Aides, 3 North, "Proud to have met them all. They took very good care of me and made my days and nights comfortable. They were always there when I needed them. May GOD bless you all the time."

PT/OT "Super great. They are encouraging, friendly, professional and caring. Never under-estimate the great work that you do. You are the best as far as I'm concerned. Thanks again."

PT/OT "Excellent care, supportive, encouraging, professional and especially caring attitude thus far. You made me feel safe. Thank you."

PT/OT; **Kim Mack**, PCA, 2 North, "Always respectful and caring."

Quarterly Service Excellence Award

Wendy Robinson, Sonographer–Echo/Vascular Technologist, Radiology

"Wendy takes extraordinary care with all her patients to make them feel at ease for needed exams. She helps with X-ray operations when she has down time, escorting patients to registration and assisting with lifting and moving patients when needed. Her determination and mettle have been demonstrated over the years in DDC Radiology, hanging in when we were shorthanded. She has stepped up to cover department needs even when she has already left for the day. Patient care is her first priority. All of us in Radiology are appreciative of her team spirit and thank her for the support she offers." *(See full profile on page x.)*