

JULY 2013

Growth Brings Changes to West Chester Campus: An Update

The UC Health West Chester Campus continues to grow—with two hospitals, an imaging center, multiple outpatient buildings and new outpatient programs. With this growth, practices are moving into larger spaces to accommodate growing needs. Below is a summary of recent exciting changes on the campus.

NEW PROGRAMS

The **UC Health Women's Center**—on the fourth floor of the UC Health Physicians Office South building—occupies nearly 26,000 sq. ft., with 47 exam rooms, two conference spaces, an education classroom, café and more than 20 physicians practicing at the center. Women's Center physicians oversee a woman's health throughout her lifetime, including primary care, comprehensive breast services, adolescent transitional care, plastic surgery and wellness care.

Integrative Medicine services for both men and women—which include integrative physician consults, acupuncture, mindfulness groups and Tai Chi—are available at the UC Health Women's Center.

NEW LOCATIONS

Several existing practices moved from the UC Health Physicians Office North building to the south building to meet growing occupancy needs:

- **Center for Reproductive Health**, now in suite 315
- **Digestive Diseases**, now in suite 211
- **Endocrinology**, now in suite 102
- **Gynecologic Oncology**, now in suite 400 as part of the Women's Center
- **Obstetrics & Gynecology**, now in suite 400 as part of the Women's Center
- **Primary Care** (Family Medicine), now in suite 105
- **Pulmonary**, now in suite 202

- **Breast Oncology**, now in suite 400 as part of the Women's Center
- **Female Pelvic Medicine and Reconstructive Surgery** (Urogynecology and Female Urology), now in suite 400 as part of the Women's Center

NORTH BUILDING EXPANSIONS

These moves are enabling other groups to expand within their existing locations in the north building, including:

- **Dermatology**
- **Neurology**
- **Orthopaedics & Sports Medicine**

Podiatry has now opened in the north building, in Suite 2300.

BUILDING NAME CHANGES

A few name changes reflect the latest updates:

- Imaging Center in the UC Health Physicians Office North building is now called **West Chester Hospital Outpatient Imaging Center**
- University Pointe Surgical Hospital is now the **West Chester Hospital Surgical Center**

SLEEP CENTER UPDATES

The Sleep Medicine Center, now the West Chester Hospital Sleep Medicine Center, has moved to two locations:

- **Outpatient Office** is located at 7798 Discovery Drive, Suite E
- **Sleep Lab** is located in the West Chester Hospital Surgical Center (previously University Pointe Surgical Hospital) •

With 98 percent of the north building occupied and nearly 75 percent occupancy in the south building, UC Health is close to filling more than 180,000 square feet.

>> **FOR MORE INFORMATION**
For an updated campus map, visit uhealth.com/our-locations/uc-physicians

An updated campus directory will be distributed soon.

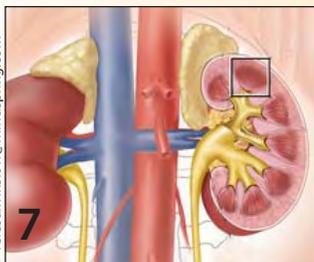


SPECIAL SUPPLEMENT

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Refreshing the RITE Core Values

COLLEAGUES,
Respect. Integrity. Teamwork. Excellence. These are UC Health's RITE Core Values reminding us to provide a great



Endres

experience to each of our patients. You may recall that Initiative No. 7 in Plan 2017 is to improve the patient and family experience at all service sites. That is why UC Health spent the month of June refreshing the RITE Values through a baseball-

themed campaign.

While awareness of the RITE Values is relatively strong, this awareness wasn't consistently translated into RITE behaviors and everyday actions. Our goal through this campaign was to change that.

"Refreshing the RITE Values" launched with a kickoff event at each of our sites during the last week of May. Site executives spoke briefly about the campaign and how it impacts Plan 2017. All of the events were well attended and each included the opportunity for associates to get their picture taken inside the RITE baseball player cardboard cutout. Additionally, cookies, pens and notepads were given to those in attendance.

Each week throughout the month featured one of the values starting with "Respect" and ending with "Excellence." A weekly 10-minute mini training gave managers the opportunity to have an open discussion with their staff about the RITE and "RONG" things to do, engage in a fun quiz and remind them

of the key behaviors of each value.

In addition to giving you the tools to provide great patient care, leadership is interested in how you, the UC Health associates, are feeling. Earlier this year we asked you to take the Associate Engagement Survey and the results are in.

Just shy of 50 percent of associates system-wide took the survey and the results continue to indicate a high level of commitment that all associates have to UC Health. Ninety-five percent responded that you were committed to helping UC Health succeed, with 87 percent of your responses stating you are proud to be part of UC Health.

You also indicated areas where we can improve as a system. This feedback is a critical piece for us to understand our areas of improvement. We greatly appreciate you taking the time to answer the survey questions honestly, and we will use this feedback to continue to grow as an organization.

On behalf of all senior leadership, we would like to thank you for stepping up to the plate to ensure our patients and families receive the best care and have a great experience. We all play an important role in making this happen.

DEBBE ENDRES
Senior Vice President and
Chief Human Resources Officer
UC Health

UC HEALTH VALUES

- Respect
- Integrity
- Teamwork
- Excellence

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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Participating in a "Refreshing the RITE Values" campaign event were (clockwise, from bottom left) Rod Taylor, Libby Simpson, Jennifer Mutters, Nicole Donohue, Debbie Ostling, Lisa Stein, Wally Brown and Todd Temple of UC Health Benefits and Compensation.



UC Health Grows to Meet Regional Patient Needs

Expansion strategy addresses both location and access to specialty services

UC Health is positioned for growth, implementing plans to offer both primary and subspecialty care in more neighborhoods throughout the Greater Cincinnati/Northern Kentucky region—expanding as far south as Florence, Ky., and as far north as the Dayton, Ohio, suburb of Springboro, with plans to further extend its presence into the east and west sides of Cincinnati.

The move, says Peter Iacobell, is part of a comprehensive strategy to build



Iacobell

business around the organization's core strengths in residential areas with a growing need for access to quality health care. Iacobell serves as vice

president of strategic planning/development for University of Cincinnati Physicians and UC Health, a role he has held since 2010.

"Access is a top system priority, so the expansion plan focuses on enhancing access to quality health care—both in terms of geography and specialty care—for patients throughout the metropolitan Cincinnati region," says Iacobell.

UC Health leadership is focused on reducing expenditures to remain fiscally stable in the present while making strategic investments for future growth. The ambulatory expansion plan entails tapping into the expertise and capital of commercial real estate developers and allowing UC Health to invest its resources in clinical initiatives.

As part of this expansion plan, University of Cincinnati Physicians expects to add up to 300 physicians over the next five years to meet the growing need—including expansion of neighborhood-based health care facilities—in our region.

University of Cincinnati Physicians has established plans to open multiple new primary care and subspecialty outpatient care centers in 2014. (See *PRIMARY CARE EXPANSION*). This includes facilities on the west side (White Oak), Liberty Township, east side (Hyde Park), downtown and Florence, Ky.

In addition, UC Health opened the Women's Center and Center for Integrative Medicine this spring and is building a second tower at West Chester Hospital to add obstetrics and maternity services, which will increase physician need on the campus.

"We are working hard to improve practice efficiency and customer service," says Myles Pensak, MD, chief executive officer of University of Cincinnati Physicians. "The key for our continued growth is going to be

how we distinguish ourselves. We must continue to focus on the needs of our patients and take steps to provide the best quality care possible—across our entire health care organization." ●



Courtesy of AI Neyer, Inc.

"Access is a top system priority, so the expansion plan focuses on enhancing access to quality health care—both in terms of geography and specialty care—for patients throughout the metropolitan Cincinnati region."

Peter Iacobell, Vice President of Strategic Planning and Development

2014-2015 Primary Care Expansion

PRIMARY CARE CENTERS are planned to open throughout Greater Cincinnati starting in the spring of 2014 and continuing through the fall:

- Downtown Cincinnati
- Florence, Ky.
- Hyde Park
- Liberty Township
- Milford/Loveland
- Monfort Heights
- Tri-County (relocation from Forest Park)
- Trenton (relocation)



Proposed Trenton facility

Courtesy of GBBN Architects

A PARTNERSHIP WITH A REGIONAL RETAIL CLINIC will also put UC Health in the Cincinnati communities of Anderson, Amelia, Dent, Delhi, Fairfield, Hamilton, Harper's Point, Harrison, Hyde Park, Lebanon, Mason, Mt. Healthy, Mt. Orab and West Chester as well as the Dayton communities of Beavercreek, Englewood and Kettering.

>> APPOINTMENTS & REFERRALS

To find a physician, call 513-475-8000 or visit ucphysicians.com.

Expanded Podiatry Team Bridges Critical Gap

Managing foot health from complications of diabetes and other conditions

With the rise in diabetes cases in the United States also comes the rise in diabetes-related issues, particularly foot health.

“Diabetes can lead to different pathologies specifically in the foot, such as foot ulcerations, infections or degeneration of the joint, in addition to loss of muscle mass, a lack of sensation and overall ischemia,” says Cary Copeland, DPM, director of UC Health Podiatry

services, which launched under the UC Health umbrella July 1. “Podiatrists are truly the experts who can prevent these problems from worsening and are able to care for any condition occurring below the knee.”

Two additional full-time faculty members—Anthony Blanchard, DPM, and Bryan Hall, DPM—will offer services at University of Cincinnati Medical Center (UCMC) and UC Health West Chester Hospital. They will support a team approach to patient care, with the inclusion of infectious diseases, nutrition and vascular surgery experts, for the most successful outcomes.

Other Foot Health Concerns

Copeland adds that UC Health podiatrists are able to help with any foot pain or foot health issues.

“Foot pain is not normal, and our goal is to get patients living a healthier life in which they are able to walk and move normally,” he says, adding that even tightness in the calf muscle can lead to premature knee and hip pain and affect muscles and joints throughout the lower half of the body and lower back. “Podiatrists can also treat hammertoes, corns and bunions—we can help with common foot problems as well.”

Hall adds that a large aspect of podiatry is limb-salvage, which includes podiatrists working alongside other medical and surgical specialties to help save limbs from diabetes, vascular and traumatic complications with the lower extremities.

“Podiatry is a highly specialized field that is often misunderstood due to its rapid growth and changes in education and training over the past 10 to 20 years,” adds Hall. “We are unique to other surgical fields in that we begin specific foot and ankle training during our third year of medical school and are dedicated to learning all aspects of our specialty from that point forward.”

“Podiatry fills a gap between existing specialties for the betterment of patient care,” adds Blanchard. “We’re able to perform surgery if needed, but we also have the biomechanical expertise to stop these issues from progressing and hopefully avoid invasive treatment.” ●

>> APPOINTMENTS & REFERRALS
To reach UC Health Podiatry, call 513-558-3668. Appointments available in Clifton and West Chester.



UC Health Podiatry

- Cary Copeland, DPM, *director*
- Anthony Blanchard, DPM
- Bryan Hall, DPM

Providing a team approach to patient care, with services offered at University of Cincinnati Medical Center, UC Health West Chester Hospital and outpatient locations in Clifton and West Chester

What is a DPM?

A Doctor of Podiatric Medicine (DPM), or a podiatrist, is a foot and ankle surgeon who provides comprehensive medical and surgical care for a wide spectrum of foot, ankle and lower leg conditions including common to complex disorders and injuries that affect people of all ages. Podiatrists are uniquely qualified to detect the early stages of diseases that exhibit warning signs in the lower extremities, such as diabetes, arthritis and cardiovascular diseases, and they manage foot conditions that may pose an ongoing threat to a patient’s overall health.

The training of podiatrists includes four years of medical school followed by a three-year surgical training in all aspects of foot and ankle surgery along with rotations in many different surgery and medicine specialties. The UC College of Medicine offers one of the only university-based podiatry residency programs in the country, according to program director Carey Copeland, DPM. The program was founded in 2010.

Study to Examine Diabetes Drug Combinations

National, long-term effort directs focus to early stage intervention

Patients with diabetes are often prescribed the drug metformin, the most common first-line medication for treating type 2 diabetes early in its course. In many cases, a second-line medication is added to metformin to help lower blood sugar.

Short-term studies have shown the efficacy of different drugs in combination with metformin, but there have been no long-term studies to determine which combination works best with the fewest side effects.

UC Health endocrinologist and UC professor of medicine Robert Cohen, MD, is leading the local arm of a national, long-term study that will compare the benefits and risks of four widely used diabetes drugs in combination with metformin.

This National Institutes of Health (NIH)-sponsored study called GRADE (Glycemia Reduction Approaches in Diabetes: A Comparative Effectiveness Study), began recruiting patients in June. GRADE aims to enroll about 5,000 patients nationwide and is focused on comparing drug effects on glucose

Quick facts about **GRADE** (Glycemia Reduction Approaches in Diabetes: A Comparative Effectiveness Study)

- Sponsored by the National Institutes of Health
- A national, long-term study that will compare four widely used diabetes drugs
- Being conducted at 37 study sites
- Aiming to enroll about 5,000 patients nationwide.
- Began recruiting patients in June

levels, adverse effects, diabetes complications and quality of life over an average of nearly five years.

During the study, all participants will take metformin, along with a second medication randomly assigned from among four classes of medications, all approved for use with metformin by the U.S. Food and Drug Administration.

Three of the classes of medications increase insulin levels. They are: sulfonylurea, which increases insulin levels directly; DPP-4 inhibitor, which indirectly increases insulin levels by increasing the effect of a naturally occurring intestinal hormone; and GLP-1 agonist, which increases the amount of insulin released in response to nutrients. The fourth type of medication is a long-acting insulin.

“Most NIH multi-center diabetes trials have focused on later stages of the disease to directly prevent eye, kidney, heart and nerve problems that arise with diabetes,” says Cohen, who is also an endocrinologist at the Cincinnati VA Medical Center. “This study focuses on the early stage to preserve each person’s own body functions—the insulin-producing cells in the pancreas, for example—that are key to preventing or delaying potential late complications. We are testing a much earlier intervention to slow the course of diabetes.

“It’s really only through the support of NIH that we are able to do this kind of comparative effectiveness research so important to diabetes and other diseases,” Cohen adds. ●

>> FOR MORE INFORMATION
For more information about the **GRADE** study in Cincinnati, call **513-475-6478**. To reach UC Health Endocrinology, call **513-475-7400**.

Who Qualifies?

Investigators at UC Health and the Cincinnati VA Medical Center, along with 36 other study sites, are **seeking people diagnosed with type 2 diabetes within the last five years**. They may be on metformin, but not on any other diabetes medication. Participants will have their diabetes medications managed free of charge through the study, including at least four medical visits per year, but will receive other health care through their own providers.



Cohen

“Most NIH multi-center diabetes trials have focused on later stages of the disease to directly prevent eye, kidney, heart and nerve problems that arise with diabetes... We are testing a much earlier intervention to slow the course of diabetes.”

Robert Cohen, MD
UC Health endocrinologist and
Cincinnati Principal Investigator for GRADE



in brief

Diabetes and Pregnancy Program Accredited

The diabetes and pregnancy program at the UC Medical Center's (UMC) Center for Women's Health has received accreditation from the American Association of Diabetes Educators (AADE) Diabetes Education Accreditation Program. Effective June 10, 2013, and lasting four years, this accreditation certifies that this UMC program is in compliance with AADE standards. Accreditation will allow UMC to provide increased access to diabetes education services and classes aimed at providing people with the knowledge and skills needed to properly self-manage diabetes and its related conditions.

For more information, call the UMC Center for Women's Health at 513-584-LADY (5239).

Volunteers Needed for Black Family Reunion

The 25th annual Midwest Regional Black Family Reunion Celebration will be held Aug. 17-18, 2013, at Sawyer Point and Yeatman's Cove. This year's theme is "Bringing Families Together." As one of Cincinnati's largest family-focused events, it draws over 100,000 patrons. UC Health is a sponsor of the event and will be hosting a booth and providing health screenings (blood glucose and blood pressure checks) from 11 a.m. to 4 p.m. both days. Any employee interested in volunteering should contact Marla Fuller at 513-584-4661 or Marla.Fuller@UCHealth.com.

Boat Receives Pediatric Award

Thomas Boat, MD, vice president for health affairs and dean of the University of Cincinnati College



Boat

of Medicine, received the Founders Award from the Pediatric Assembly of the American Thoracic Society, recognizing his achievement in pediatric respiratory medicine.

His work on airway secretions and the unique characteristics of mucus in cystic fibrosis laid the foundation for subsequent research that led to new therapeutics. He has been influential in setting the research agenda of the North American Cystic Fibrosis Foundation as the first and only chair of the group's Research Development Program.

Kingsbury Receives Hospital Association's Highest Award



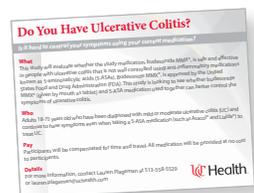
Jim Kingsbury, president and chief executive officer of UC Health, received the Ohio Hospital Association's highest recognition, the Donald R. Newkirk Award, before a crowd of nearly 600 at the Association's annual dinner in Columbus held June 11, 2013. The Newkirk Award recognizes a leader who has made a significant lifetime contribution to the health care field in Ohio.

"Jim is most deserving of this prestigious award and bestowing it upon him recognizes a distinguished career whose capstone has been the establishment of UC Health, the University of Cincinnati's affiliated health system and Cincinnati's only academic medical center," said Margaret Buchanan, chair of the UC Health Board of Directors and publisher of the *Cincinnati Enquirer*.

CLINICAL TRIAL SPOTLIGHT:

Ulcerative Colitis

WHAT: Study to evaluate whether the study medication, budesonide MMX, is safe and effective in people with ulcerative colitis that is not well controlled using anti-inflammatory medications known as 5-aminosalicylic acids (5-ASAs). Budesonide MMX, is approved by the United States Food and Drug Administration (FDA). This study is looking to see whether budesonide MMX (given by mouth as tablet) and 5-ASA medication used together can better control the symptoms of ulcerative colitis.



WHO: Adults 18-75 years old who have been diagnosed with mild or moderate ulcerative colitis and continue to have symptoms even when taking a 5-ASA medication (such as Asacol® and Lialda®) to treat ulcerative colitis.

PAY: Participants will be compensated for time and travel. All medication will be provided at no cost to participants.

DETAILS: For information, contact Lauren Plageman at 513-558-5529 or Lauren.Plageman@UCHealth.com.

UC Health Publishes First Community Benefit Report

UC Health has published its first community benefit report. It highlights the system's tripartite mission of medical care, education and research—plus UC Health's commitment to service in the region, cooperation in the community, diversity, sustainability, and partnerships and collaborations. See the community benefit report online at bit.ly/UHealthCommunityBenefitReport.



Outreach Program Removes Barriers to Transplant

Lexington resident receives weight loss surgery in preparation for new kidney

Larry Barton, 63, a Lexington, Ky., resident, keeps busy. Church, golfing, camping, hunting and the Corvette club—he does a lot.

That wasn't quite the case a year ago when Barton, who endured a number of medical issues, visited the University of Kentucky to ask about a kidney transplant.

"I had a quadruple bypass in 2005 and had a mini-stroke after that," he says, adding that a cyst was also found on his spine and treated with high doses of antibiotics. "In addition, I had diabetes and was eventually put on dialysis.

"With all of these issues, I weighed about 313 pounds."

Traditionally, physicians do not conduct transplant surgery on patients with a Body Mass Index (BMI) of 35 or more. Barton, unfortunately, had a BMI of 40.

"They told me to lose 60 pounds and then come back to see them," he said. "That's not as easy as it sounds."

Barton's nephrologist in Kentucky, Ashutosh Lohe, MD, referred him to Amit Govil, MD, UC Health nephrologist who started the UC Health Nephrology transplant outreach clinic initiative in Lexington more than three years ago. Govil had a solution.

"The mission of our outreach clinics—there is also one in Lima, Ohio—is to help all patients overcome the barriers to a successful kidney transplant, and we have been able to make that impact in the region," Govil says.

"Dr. Tayyab Diwan, a surgeon at University of Cincinnati Medical Center, had just begun performing a new procedure in which obese patients

undergo a sleeve gastrectomy first, lose the weight needed and then undergo the transplant procedure. Larry was the perfect candidate."

Sleeve gastrectomy, or gastric sleeve, is a weight-loss procedure in which the stomach is reduced to about 25 percent of its original size by surgical removal of a large portion of the stomach following the major curve. The open edges are then attached to form a sleeve or tube with a banana shape. The procedure permanently reduces the size of the stomach.

"I talked to Dr. Diwan and Dr. E. Steve Woodle who really made me

feel confident about the surgery, even though they hadn't done many cases yet," Barton says.

He had the gastric sleeve in February 2012; by July, he had lost



Diwan

65 pounds and was eligible for the transplant surgery.

"I have a wonderful friend, Merry Church, who was willing to give me one of her kidneys," he says. "She was already tested, and we were a perfect match, so I was ready."

Successful Transplant, Successful Weight Maintenance

Barton received his new kidney on July 17, 2012, and from that day, his life has improved tremendously.

"I've lost at total of 80 pounds—I've got 25 more to go to make my goal of 210 pounds—and I feel great; I feel like I'm 40 again," he says, adding that his new kidney is great too, and that he's been taken off of some of his immunosuppression drugs.

"I have great praise to give to Dr. Govil, Dr. Diwan and Dr. Woodle—as



Larry Barton with his wife

"Everyone [at UC] went out of their way to help—from the doctors to the nurses... They weren't just super health care providers—they were super people, and they gave me a new life."

Larry Barton, UC Health patient

well as the rest of the team at UC. I've never been treated better, and I've been in and out of hospitals for the last seven years," says Barton. "Everyone went out of their way to help—from the doctors to the nurses. You just don't see that type of care anywhere. They weren't just super health care providers—they were super people, and they gave me a new life." ●

>> APPOINTMENTS & REFERRALS

To reach UC Health Nephrology, call 513-475-8525. To reach UC Health Transplant Surgery, call 513-475-8787.

Student Interns Provide Valuable Service at Daniel Drake Center

Sometimes the help we're looking for is right at our doorstep.

That's what Daphne Glenn discovered a few years ago when she contacted the professional practice department at the University of Cincinnati (UC).

Glenn, executive director at Bridgeway Pointe and administrator for UC Health Daniel Drake Center for Post-Acute Care's skilled nursing facility, was short on help due to a reduction in staff. She saw partnering with UC's internship department as a way to meet her human resource needs, while actively engaging in the mission of UC Health—helping to form the next generation of health care leaders, as well as leaders in other disciplines.

Over the past six semesters, Glenn has brought on a total of 15 student interns from a variety of majors, including pre-med, marketing, organizational leadership, business, psychology, music and history. "For me, the students' innovative ideas and energy really help us to see things from a different perspective. They shed a whole new light on opportunities we might have overlooked," says Glenn.

The interns she has brought to Bridgeway Pointe and Daniel Drake Center have worked on a number of projects, including event planning, fall management and medication management programs, patient tip sheets, a resident yearbook, music activities, marketing activities, formation of a resident Men's Club, and presentations to management.

Glenn says she enjoys working with the students to creatively identify projects that "benefit our residents and patients, and that assist the students in creating portfolios they can take with them to interviews."

Students are required to commit at least 20-25 hours a week, two to three days a week. The internships are unpaid.



UC intern Andrew Sweeney and Bridgeway Pointe resident Craig Woellner discuss upcoming activities for the Men's Club. Interns take on a broad range of projects, bringing their own brand of energy and innovation to the table.

Glenn says her interns must be self-starters, because once they're on board, she sets them loose on their projects. She's had many stars. The most recent is Andrew Sweeney, an organizational leadership major, who recently received UC's "Outstanding Senior Intern Award." As a result of his Bridgeway Pointe internship, Sweeney is considering health care administration.

"The program is cool because we are able to provide opportunities for our UC students to connect with professionals who can serve as valuable mentors and contacts to jump start their careers. And we benefit from their energy, innovation and skills. It's a win-win for all," adds Glenn. ●

>> INTERESTED IN UC INTERNS?
The UC Division of Professional Practice can be reached at 513-556-4535. Any new internship program should be coordinated with UC Health corporate human resources.

UC student interns at Bridgeway Pointe and Daniel Drake Center have contributed to projects including:

- **Event planning**
- **Fall management and medication management programs**
- **Marketing activities**
- **Music activities**
- **Patient tip sheets**
- **Resident yearbook**
- **Presentations to management**



uhealth.com

Inpatient and outpatient services available in the following communities:

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

PEOPLE MAKE AN ORGANIZATION GREAT
*Focus on Outstanding UC Health Associates
 (See Following Supplement)*

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ALWAYS PATIENTS FIRST

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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,**

Jim Kingsbury
President and Chief Executive Officer
UC Health

Myles Pensak, MD
Chief Executive Officer
University of Cincinnati Physicians

Cultivating EXCELLENCE

UC HEALTH VALUES

RESPECT • INTEGRITY • TEAMWORK • EXCELLENCE



Registration Services Manager Puts Patients First

If you are looking for a transformational leader in health care who keeps patients at the center of her attention and embraces an exceptional level of service at University of Cincinnati Medical Center (UCMC), look no further than Deborah Hazeley.

Hazeley, who is a manager for registration services, brings more than 25 years of experience and a wealth of knowledge to the medical campus daily.

Every morning she is in her office typically before sunrise and is ready to address the endeavors that the day may bring. Besides enhancing her skill set in Epic each morning, Hazeley looks at the daily outpatient clinic volume and assesses her staffing needs. Her goal is to make sure that her entire team is as prepared as possible when the first patient arrives.

Quite frequently, patients, visitors, and staff come to Hazeley with a wide array of

questions and comments regarding the campus such as the history, locations of buildings, health reform, registration experience and beyond. Hazeley enjoys these conversations, saying: "Many people in the community know me because I am constantly in the waiting rooms talking with people."

Anytime you speak with Hazeley, there seems to be something new you can learn from her or converse about. Her favorite part of her job is meeting new people.

"I'm a very people oriented person and like spending time with my staff and talking to patients. We have a really good diverse group of people here," she says.

Hazeley is also actively involved in the ambassador program at UCMC where she assists and participates in many types of events such as the Explorer program, Cincy Cinco and Closing the Health Gap. Hazeley is also a team captain for the Heart Mini Marathon. She says, "I'm not just a UCMC employee while I'm at work. I represent the hospital when I'm away from work as well. I'm always trying to be the cheerleader for the hospital."

Upon receiving the Service Excellence Employee of the Quarter award, she said, "I can only be as good as the people I surround myself with. I have a great team." Hazeley makes sure her staff remains engaged about the happenings at UC Health, educated in Epic, engraved with the RITE Values and empowered to not only deliver a great patient experience at UCMC, but remain an active learner in life.

In her free time, Hazeley enjoys spending time with her family, reading, home and gardening projects, and travel. ●

Deborah Hazeley



Cultivating EXCELLENCE

Physician of the Quarter

Barrett Center Radiation Oncology Team:

William Barrett, MD
Brad Huth, MD
Michelle Mierzwa, MD
Kevin Redmond, MD

Based on the number and content of the comments from patients in Press Ganey surveys, a team and not just an individual physician earned recognition this quarter. Representative commendations included "amazing; friendly and efficient; helpful and compassionate; excellent in information and care; and the best doctor I have ever had." This is the first Physician of the Quarter awarded to a team.

Service Excellence Awards

Air Care & Mobile Care: **Bob Baker, Amanda Becraft and Denny McFarland**

A social worker at Christ Hospital called UC Health's Air Care & Mobile Care line to arrange for a patient in cardiogenic shock to be taken home for his final resting place. The social worker knew this patient did not have much time and quickly arranged for the Mobile Intensive Care Team to transport the patient. Once the patient made it home, the team realized that the home oxygen had not yet been delivered, so they left the supply they had with the wife so the patient could be comfortable. The patient passed away very soon afterward. Although the team's job was complete at that point, they took it upon themselves to sit with the wife, giving comfort during this difficult time until her family could arrive.

Cardiac Stress Lab: **Donna Ebbeler, Jackie Long and Elonia Scott Shives**

A patient recently wrote: "Yesterday I was a patient at UCMC for a nuclear stress test. I was greeted warmly by the receptionist at the entrance to the hospital and that welcome continued at the Diagnostic Center reception area. Jackie was the nurse who was with me every step of the way. She clearly explained what was to take place for my procedure and was very reassuring. The nuclear technologist provided additional information during the imaging portion of my procedure and answered a lot of questions. Donna also participated in the actual stress test, ably assisted by Jackie. All in all they provided me with outstanding services during my visit. I left the hospital feeling that I had made very special new friends. As I drove to the hospital I saw a billboard that said, 'A great city deserves a great hospital.' I thought it was a good advertisement. I now know that it's a very true statement. As I drove home, I was keenly aware of how lucky I am to be healthy and to live in a place where the health care AND caring is of the highest quality."

NOMINATING INFORMATION

The University of Cincinnati Medical Center Service Excellence Awards are quarterly. Nomination forms are emailed to associates several weeks prior to the deadline and should be submitted to Judy Hughes at: Judy.Hughes@UCHealth.com, 513-584-7690 (fax) or nuclear medicine, ML 577.

Pamela Johnson-White, registered nurse, Barrett Center (part of UCMC and UC Cancer Institute)

A patient with newly diagnosed cancer had missed multiple doctor and imaging appointments. It was assumed by most that this patient was simply a "no show." However, Johnson-White contacted the patient and his wife and found out that he wanted to keep the appointments but had no transportation. Johnson-White arranged for the American Cancer Society to transport him. Once here, multiple social issues were identified in addition to his medical problems. Johnson-White worked to get the patient's future appointments scheduled all on the same day, and again arranged for transportation for that day. She was even able to raise \$8 for the patient to have prescriptions filled at the Hoxworth Pharmacy. Pam exhibited the RITE core values, working with the patient, staff and other departments to get the needs of this patient met.

Brittany Ragle, registered nurse, UC Medical Center 4th floor

A patient's family wrote: "We want to say a huge 'thank you' to a special nurse who took care of Sherri during her hospital stay. We especially wanted you to know that, although Sherri had very skilled and exceptionally kind nurses, doctors and EMU staff, nurse Brittany Ragle really stood out for her compassion and concern. We, as a family, were truly impressed with Brittany who answered every one of our questions with patience and she was very complimentary of her job at UCMC in general. It was great to have a nurse who obviously truly loves her job and cares so deeply about her patients. We had never been to UCMC before and we left with a wonderful impression. Thank you, Brittany, so very much!"

Employee of the Quarter

Deborah Hazeley, Admitting/Registration
(see previous page)

Electrician Lights Up Business Center With Positive Attitude

Howie Richmond can be seen walking the halls of the UC Health Business Center with a positive attitude and a smile on his face. His great attitude doesn't go unnoticed by associates as he is regularly recognized for it.

Richmond has worked in the Business Center for 22 years and has been an electrician there for seven.

His primary responsibilities as an electrician include all of the indoor lighting, portions of the outdoor lighting and other duties as needed.

Over the course of his career with UC Health, he has held several different positions including X-ray transporter, grounds crew, mechanic in the air conditioning shop, and finally transitioning into his current role.

Richmond prides himself on the great customer service he provides saying, "If you're happy when I leave your office, I've done my job."

The friendly atmosphere and great people are what motivate Richmond to come to work every day. He also says that every day is different and there is no such thing as a normal month.

On his slower days Richmond says, "If someone asks me for help, I'll help. If I'm capable of doing it, I'll do it; if I think I can do it, I'll try it."

It is this positive, energetic outlook that has made Richmond a valuable part of the UC Health team.

In his time away from work, Richmond

enjoys spending time with his wife of 32 years, Sharon, his two kids and four grandchildren. He also enjoys fishing and other outdoor activities. ●

"If someone asks me for help, I'll help. If I'm capable of doing it, I'll do it; if I think I can do it, I'll try it."

*Howie
Richmond*

Cultivating EXCELLENCE

RITE to Recognize Honorees (April – June 2013)

Shanicea Benton, accounts payable, was recognized by Vetta Miller because, “Shanicea is always so helpful when I have a question regarding a charge to our department’s budget. She responds very quickly with an answer to my question(s). Thanks, Shanicea.”

Lindsay Cline was recognized by Ed Hale because, “I witnessed Lindsay take a call from an irate manager at a different location who used less-than-professional language in her discussion with Lindsay. Lindsay showed restraint and used the RITE values! Kudos Lindsay!”

Laura Etter was recognized by Joe Fodor because, “Laura has been extremely helpful and effective in developing custom Epic reports to meet University of Cincinnati Physicians needs. She clearly goes above and beyond to produce excellent results in a timely manner.”

“I would like to recognize **Kevin Imfeld**, **Ann Klusmeier** and **Alica McManus** for helping me create an elearning module on a tight turnaround. Kevin prioritized my project and put in extra effort to make sure it was completed on time. Ann helped me figure out how to use the program to create the correct files. Alica gave up her office so that I could use the program on her computer. All three demonstrated extraordinary teamwork and excellence! I appreciate all the above and beyond help they each provided to get the project done on time. Thank you Kevin, Ann and Alica! You each have the RITE attitude!”

Mark Klosterman was recognized by Ed Hale because, “Recently I worked with Mark on a difficult project. Mark did an awesome job! When things got tough, Mark stepped up and showed his RITE values.”

Ann Klusmeier was recognized by Bruce Gurley “For making classroom 5 into a little Epic educational Eden on the 3rd floor.”

Jill Murphy-Totten was recognized by Bruce Gurley for “Her commitment to teamwork. Jill is always willing to take a class for the team. Thanks, Jill!”

Rachel Neal and **Taja Gibson** were recognized by Genay Hall because “Rachel & Taja are real team players! March 18 was go-live for the new schedulers down in the access unit. They were hands on with helping the schedulers feel more comfortable with Artiva dialing system.”

Howie Richmond was recognized by Genay Hall because “Howie is always very helpful! He has a great attitude and goes above and beyond to make sure that you are taken care of. The access unit thanks you Howie!”

Veronica Williams was recognized by Genay Hall because “Veronica is one of a few new-hire trainers in the access unit for pre-registration. She is so helpful and patient with everyone. I want to thank you for all that you do in the unit.”

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.

'Treating Others Like Family' Is Associate's Motto

When Stacy Boese, lead MRI

technologist in the radiology department at UC Health West Chester Hospital, encountered transporter Robert White unresponsive in a side hallway one morning, she instinctively jumped into action. "I had no thoughts," she says. "It just fell into place."

White recalls, "I wasn't feeling well that day." As a diabetic for many years, Robert regularly monitors his blood sugar and takes his diabetes medication. "I had taken my medication that morning, but I still wasn't feeling well. I decided to walk to the break room to get a snack." At the door, he couldn't remember the code to enter the room. "And I remember seeing that my manager was trying to call me on my phone, but I couldn't think how to answer the call."

That's when he heard a familiar voice. Boese had been waiting for him to bring a patient to radiology for an MRI scan. When he didn't show, she went out looking for him. "In the 13 years that I have worked in hospitals, I have never gone in search of a transporter," she says. "That day I was put in the right place at the right time."

He was leaning against a wall, unresponsive, and unable to open his eyes," Boese recalls. "I knew something was very wrong." Remarkably, in less than three minutes, Stacy secured a stretcher, and with the help of two co-workers, placed Robert on it, and wheeled him to the emergency department where it was determined that his blood sugar had dropped below 30. He was at great risk for organ failure. White was immediately provided the appropriate medical care to increase his blood glucose level, and he was later admitted to the intensive care unit for several days to further stabilize his condition.



Stacy Boese

Today, White is back on the job and doing well. He doesn't remember much about his hypoglycemic episode, but says that the incident occurred because his doctor had changed his diabetes medication a few days before.

What White does remember is how Boese was so kind and helpful to him. "She saved my life. I truly don't know what would have happened that day if she hadn't found me."

Boese says that she follows the simple philosophy that one should treat other people as if they are family. "That person could be someone's brother or mother, and you should treat them like you would treat your own family member."

White was so grateful that he nominated Boese for the WOW Associate of the Quarter Award. "I really wanted her

to be recognized," he says, "and every day I continue to thank her for what she did for me." ●

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.

DAISY Award Winner

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

Sydney Laswell, registered nurse

Former HR Professional Finds 'Calling' as Nurse Aide

"It was a calling from God to be here at Bridgeway Pointe," says Carolyn Baldwin, STNA (state-tested nurse aide) at UC Health's only assisted living facility on the campus of UC Health Daniel Drake Center for Post-Acute Care. Baldwin worked 20 years in corporate human resources before changing career paths when her mother was diagnosed with cancer.

"She took care of me as a child, and as our roles reversed I wanted to provide the same loving care to her," Baldwin says. She enrolled in a nurse aide class

to help overcome "fears and doubts"—and emerged with the courage, confidence and knowledge necessary to become her mother's caregiver as the illness progressed.

With her mother's passing in 2000 came the realization that Baldwin wanted to use her skills to give back.

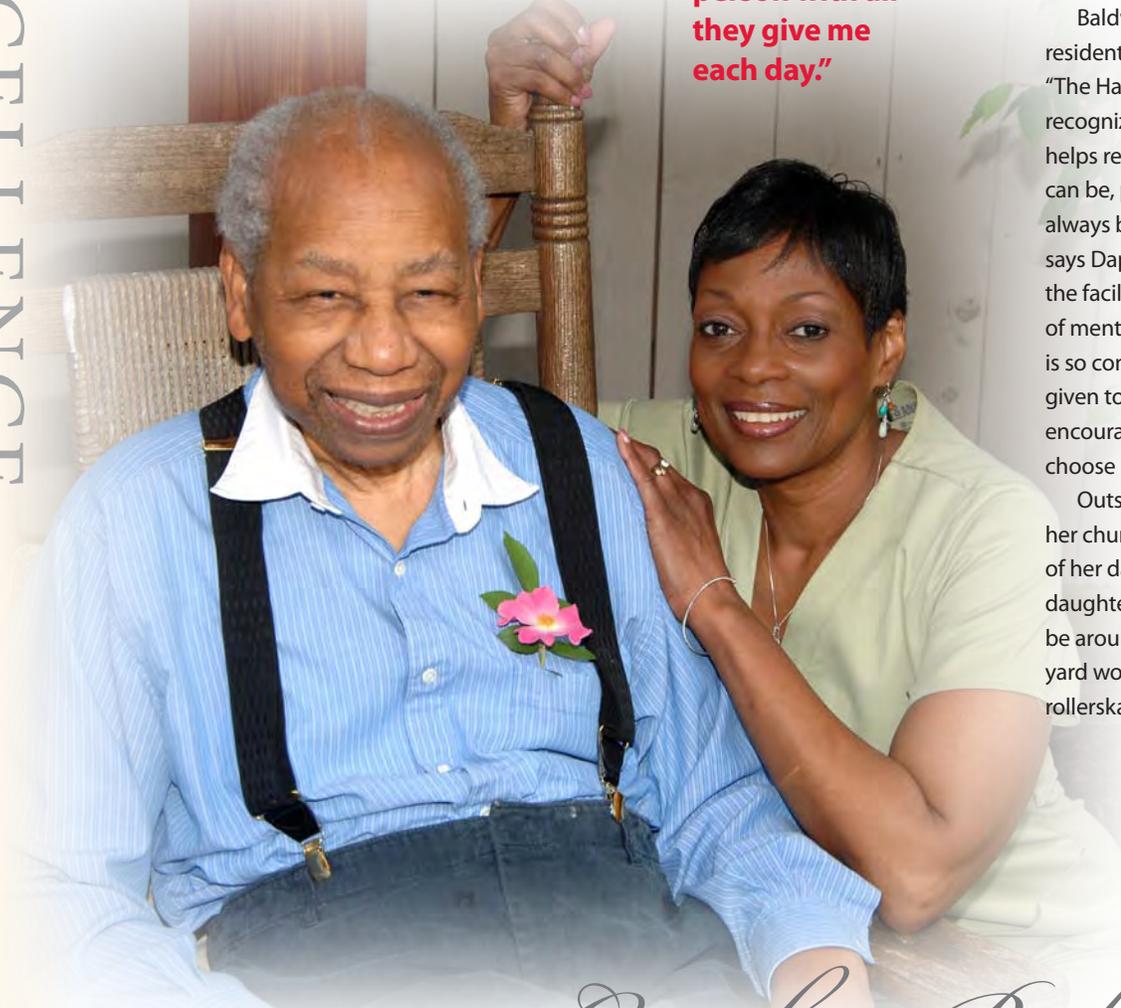
"The older generation... are helping me become a better person with all they give me each day."

After working at another assisted living facility in the area, a Bridgeway Pointe opening came available. She quickly realized Bridgeway is where she wanted to be. "I love the professionalism at Bridgeway, and I knew there were people here I wanted to take care of—specifically those with dementia," says Baldwin.

"Ever since I was a young girl, I have appreciated the older generation," she adds, "their history, wisdom and being part of their lives. They are helping me become a better person with all they give me each day."

Baldwin's closeness to the Bridgeway residents is obvious as soon as you enter "The Harbor," Bridgeway's nationally recognized dementia unit. "Carolyn helps residents and staff be the best they can be, provides compassionate care and always brings a positive attitude to work," says Daphne Glenn, executive director of the facility. "She uses consistent methods of mentoring and training new staff. She is so confident in her role that she has given tours and has been successful in encouraging prospective residents to choose Bridgeway."

Outside of work Baldwin is active in her church and happily active in the lives of her daughter and 5-year-old granddaughter, Haven, who she says "is a joy to be around." In her spare time, she enjoys yard work, the great outdoors, crafts and rollerskating. ●

A photograph of Carolyn Baldwin, a woman with short dark hair wearing a light green top, sitting next to an elderly man with white hair wearing a blue striped shirt and suspenders. They are both smiling warmly at the camera. The man has a pink flower pinned to his shirt. They appear to be in a home or care facility setting.

Carolyn Baldwin

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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.

Donna Camp and Shelisa Campbell,

2 North, "I was taken care of by two lovely ladies on the last two days of my stay. They left their worries (if any) at home, and I saw so much strength and respect that they were like family members. Even though nurses are who they are— [the entire] Daniel Drake Center team, Donna, Shelisa, Tara Schneider, Kristy Frisch, and also housekeeping will also be known for a great team with hospitality."

Janna Campbell, 4 North, "Janna has been my favorite nurse and so pleasant to be around. She always did her best to make sure that I waited for nothing and tried to make sure I was in as little of pain as possible. Her smiling face and her upbeat attitude always made my day easier and brighter. She was amazing!"

Ann Compton, respiratory therapy, "Ann always goes above and beyond for her co-workers and patients. She is very helpful and I couldn't have gotten to all my patients today without her. She is great!"

Jenice Duncan, EVS, "Thanks for being a team player and helping when the need arose. I appreciate your willingness to help out and ensure my safety."

Cindy Elam, food and nutrition services, "I would like Cindy to be recognized for her patience and kindness to me especially when I first got here and had a hard time talking."

Chip Horn, facilities, "Chip is always willing to help anyone in need and always displays the RITE values in his interactions. Thank you for all your help on so many different projects."

Jamie King, 3 North, "There was a patient on 3N who was being considered for a GT placement. She had just started on a diet. Jamie took the time to feed her and conveyed the amount she ate and what foods she had trouble with. She also encouraged her to eat and drink the supplement. The patient got adequate nutrition and ended up not having to get a GT (i.e. go through another procedure). I very much appreciate the time she spent with this patient."

Kristy McGuane, wound care, "Kristy was absolutely wonderful. There is so much I could say about her that is good but most importantly ... her wound care abilities. Kristy provided gentle and loving care and made sure she took her time and ... made [the process] painless. She also had a great sense of humor and I will miss her greatly!"

Deb Redell, social work, "For always willingly assisting your fellow social worker on the SNF and for being the constant advocate to our SNF residents."

Regina Rivers, SNF physical therapy/ occupational therapy/speech, "Regina sometimes helps with setup for CPR/BLS class, and has been a tremendous help! We appreciate your teamwork and smiling face!"

NOMINATING INFORMATION

The Daniel Drake Center It's RITE to Recognize program is ongoing. Nomination cards and deposit boxes can be found throughout Daniel Drake Center.

Quarterly Service Excellence Award Winners

Ernest Gable, CNA, staffing office, "Ernest is one of my most dedicated employees. There is never a time when he doesn't pitch in and give his all. The kindness that he shows both his patients and their families should inspire us all."

Bob Stitt, patient assessment liaison, "Bob's dedication, enthusiasm and relentless pursuit to promote Daniel Drake Center as the best place for patients requiring LTACH or SNF services, has resulted in a significant increase in patient admissions from the Dayton market as well as other area hospitals. His caring and compassionate style for building trusting relationships with patients, families and colleagues is representative of all that the RITE Core Values stand for and is the key to his success."

DAISY Award Winners

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

Joy Gillis, RN, LTAC 3 North, "She has shown such an incredible dedication to Daniel Drake Center and our patients, and is a true leader for accountability and the RITE values on 3N. Joy is a valuable asset to the UC Health organization. She is very positive and upbeat and goes above and beyond for her patients and her patients truly appreciate her warm, caring attitude. Joy is always the first person to volunteer to help a new employee or less experienced nurse learn new skills."

Melanie Milton, LPN, Bridgeway Pointe, "Melanie respects all members of the team and the value each person brings to the process of caring for the residents. She is confident and competent in seeking needed advice for questions she has ... and is always ready to 'hit the field' running giving 110 percent each time she is at Bridgeway Pointe. Melanie's skills of observation, assessment and report have identified resident health changes and needs multiple times ... that has prevented a more serious health outcome."

Psychiatric Nurse Exemplifies Teamwork

Lynn Raver has been with the Lindner Center of HOPE since the day it opened. She epitomizes teamwork, one of the Lindner Center of HOPE's core STAR values.

As an administrative shift coordinator, Raver plays a key role in the organization. She ensures that during her evening or

night shift, the center runs smoothly and provides the best care possible. Her tasks include everything from admitting new patients, handling complaints and ensuring staffing is set for that shift and the next one.

Raver makes rounds throughout the building to check status, and her

attention to detail and willingness to pitch in when needed is appreciated by co-workers. She has received many STAR nominations from staff during the last four years, citing her helpfulness.

If a unit is busy or has high acuity, Lynn jumps in to help with whatever needs to be done, whether it's doing an admission, giving medications or helping calm an upset patient or family member.

Lynn Adams, chief nursing officer for the Lindner Center of HOPE, says: "I am comfortable leaving the center when Lynn is working. I am confident that Lynn provides strong and effective leadership."

As a member of the shared governance team, Raver has been a supporter of the nursing staff, earning mental health certification from the American Nurses Credentialing Center—a subsidiary of the American Nurses Association.

She's also coordinated providing manuals for nurses to use while studying for the certification test. She makes the preparation process fun, too, emailing a "certification question of the week" to the RN staff. Winning answers are included in a drawing for a weekly prize.

"I am proud to be a board-certified psychiatric nurse," says Raver. "Certification validates the skills and knowledge that you possess to your co-workers, your patients and mostly to yourself." ●



Lynn Raver

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

Recent STAR Award Recipients

Debbie Agricola goes above and beyond with patients—her passion shows! She is the epitome of teamwork and organization.

Jerry Allen does a wonderful job at the Sibcy unit in the morning. He connects very well with staff and patients, and he boosts morale. Sibcy is fortunate to work with Jerry!

Mary Alexander and **Michelle Swanson** demonstrated extraordinary effort working with the Touchdown for HOPE volunteer committee to make the event an outstanding success. Many people expressed their praise for the event and Mary and Michelle's hard work.

Shonda Alfaro exudes all the qualities of a team member, truly caring for others and going above and beyond in her responsibilities. She makes others enjoy coming to work.

Rick Blizzard came in very early on a Sunday morning when he was notified of a water outage. He was able to quickly identify the problem and get the water working again, which prevented many other problems.

Sean Bostic is mentioned by patients as being likeable, helpful and very uplifting.

Russell Brown and **William Cabbage** were off work and on their way out at the end of the day when they noticed other staff members struggling with a patient being admitted. Brown stayed to assist. Cabbage redirected visitors and families from the main lobby through the BIC lobby. Their willingness to stay after their shift to assist co-workers was very much appreciated.

Kathryn Connor is always willing to help, no matter the circumstance. She has put in countless extra hours at LCOH, while maintaining her great work ethic and positive attitude. She came back to work after her shift to transport a patient to an appointment when there wasn't anyone available on the evening shift.

Amy Doersam was nominated by patient care staff for being very helpful getting an extra serving of a preferred food for a patient whose thought disorder was getting in the way of her consumption of adequate calories/nutrition.

Deirdre Deatherage was working on the north wing one evening, but went to the south wing to do medication inventory, even though she had two admissions on north. It was a big help!

Barb Eaton was nominated by a co-worker for being a great nurse, team supporter and very helpful.

Melissa Engle was thanked by a former patient for being so responsive to a request for her records. It helped ensure that her doctor's appointments at Northwestern went smoothly.

Lynn Freund helped the staff on the north wing by assisting with a very difficult patient. She went above and beyond in her assistance. She is truly a star!

Bambi Hazard was commended by Cincinnati Children's Hospital Medical Center staff for her process and safe practices during a mock survey on the adolescent unit.

Eric Jett was kind enough to clean ice and snow off Sandy's car. Sandy has limited mobility, so this was a big help to her and very much appreciated!

Zach Martin is always working with the revenue cycle team to assist them with their ASAP STAT projects. He recently provided them with hours of help both on- and off-site to ensure they had everything needed to complete the task and ultimately help the patient.

Shannon Massaro graciously helped a patient, despite the less-than-stellar circumstances. She never complained. She is an awesome example of a team player.

Melissa McCarthy adjusted her schedule to fill in when another employee was running late for clinical orientation. Her flexibility assured that the new employees weren't sitting by themselves waiting.

Kathy McNamee, Yolanda Moschella, Maritel Lopez, April Latham, Keri Fenn, Kelly Christopher for taking the time, outside their normal work hours to volunteer at the Touchdown for HOPE party to help make it a very successful event.

Amy Mounce went out of her way to help a misdirected couple find their way to getting essential medicine and a pharmacy to fill their prescription. The couple came to Lindner Center of HOPE by mistake.

Kathleen Neher from Sibcy picked up additional social work tasks during a co-worker's vacation to help assure that the high quality of care was maintained. Kathleen regularly goes above and beyond working with potential patients, families and referrers to ensure that they get all the information they need, and to make their admission to Sibcy as smooth as possible.

Angela Noonan is always willing to put aside her workload and jump in to help out on projects. She has been instrumental in setting up and identifying denials in revenue cycle.

Melissa Painter was nominated by two people for the extremely long hours she worked in early February to correct charging errors negatively impacting our patients. She worked tirelessly to get the problem fixed, demonstrating a real commitment to good customer service!

Maggie Phillips is not regularly assigned to the adult north unit, but organized the space on the unit and in the report room, while still being attentive to patient needs and unit safety.

Janie Pippa took on many additional tasks and responsibilities while the finance department was short one person for about two months. She did an excellent job managing two monthly finance closes and additional projects—and hit all the deadlines.

NOMINATING INFORMATION

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

Always Putting the Patient First: Even off the Clock

Lisa Bering is relatively new to the UC Health family, joining in the winter of 2011. After almost 20 years as an office manager, Bering redirected her career to the health care industry. Bering assists UC Health's patients in the cardiology department as a medical assistant. The cardiology department never has a dull moment, where Bering and her co-workers often stay late to ensure the clinic is properly maintained. Bering's average work day includes preparing charts for the physicians, frequently checking the vital equipment along with providing outstanding patient interaction, above and beyond the University of Cincinnati Physicians' "WE CARE" standard.

In one particular case, one of the cardiology department's regular patients was strongly affected by Bering's kind actions—but she says they were all in a day's work. The patient was in the waiting area long after her appointment had ended. The patient's transportation had not arrived on time and the patient and her transportation were unable to get in contact to further coordinate. As soon as Bering noticed this, she took action. The workday had already ended for Bering who after a half hour of phone calls finally reached the patient's transporta-

tion. However, Bering didn't stop there, staying with the patient for over an hour until her transportation had arrived.

"This is an example of her ongoing dedication to UC Health and our patients. She is always staying late to help her fellow coworkers," says Denisa Douthit, clinical operations manager. "She is a valuable resource to the department of cardiology and UC Health. She has been a pleasure to work with and sets the standards of professional behavior for all the staff."

"There is a lot of care that goes on in

this office," Bering notes as she describes the environment of her clinic. Bering feels so strongly about the quality of care the cardiology department provides that she would bring her own family here.

It is not a surprise that Bering was caught caring for others because it is what she most enjoys about her life outside of work. Bering says that family is one of the most important aspects of her life. Aside from being a mother, she enjoys landscaping and planning get-togethers with friends and family. ●

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Lisa Bering

NOMINATING INFORMATION

The University of Cincinnati Physicians **Caught Caring Award** program is ongoing, and nomination forms are available on the faculty/staff page at ucphysicians.com. See your manager to nominate someone for a **Service Excellence Award**.

