

OCTOBER 2013



SPECIAL SUPPLEMENT

9 **Cultivating Excellence**

ALSO INSIDE

3 **MRI Imaging Tools**

5 **Research Week Schedule**



4

## Marking Breast Cancer Awareness Month

UC Medical Center will be wrapped in a pink ribbon through Oct. 31 in honor of National Breast Cancer Awareness Month. The display demonstrates the commitment by UC Health and the UC Cancer Institute to raising breast cancer awareness and support for those who have breast cancer or are in remission.

"We are integrating the services of clinical care, clinical investigation and basic research in the UC Cancer Institute Comprehensive Breast Cancer Center for the best patient outcomes," says Elyse Lower, MD, director of the UC Cancer Institute Comprehensive Breast Cancer Center, UC Health physician and professor in the division of hematology oncology at the UC College of Medicine. "The quality care delivered by our dedicated breast cancer specialist team at the UC Cancer Institute and UC Health is truly an asset to the region. We're so happy to have this visual reminder for our physicians, staff and community, as well as this tribute to those living with breast cancer and their families," she adds. ●

### Meet Your Breast Cancer Researcher

Patients and other interested parties are invited to attend the Meet Your Breast Cancer Researcher event **Saturday, Nov. 9, from 10 a.m. to noon** in the Vontz Center for Molecular Studies, 3125 Eden Ave. Attendees will hear about new advances in breast cancer research and the future of breast cancer diagnostic and treatment options. This interactive discussion is free and open to the public. Refreshments will be served. Attendees should park in the Eden Avenue garage.

### UC Cancer Institute's Comprehensive Breast Cancer Center

was recently recognized as a

#### Certified Quality Breast Center of Excellence

in the **National Quality Measures for Breast Centers** (NQMBC) Program, the highest distinction for excellence given by the NQMBC.

Since 2007, UC Medical Center has been accredited by the **American College of Radiology** as a

#### Breast Imaging Center of Excellence.



## Project E Initiative Positions UC Health for Future, Changing Environment

COLLEAGUES,  
Creating and sustaining new models of excellence, effectiveness, efficiency, empowerment and “exceptionalism”



*Doug Arvin*



*John Deledda*

throughout UC Health are the goals of a program we call Project E.

It was designed to provide a system-wide focus on quality, growth, resource stewardship, partnerships and image, while supporting the tripartite missions of UC Health in a changing environment focused on health reform.

Project E will emphasize best practices and foster a new sense of accountability and performance. It promotes excellence and efficiency in every associate's role which, in turn, creates more opportunities

for us to improve the quality of care that UC Health provides to its patients.

With Project E, we can change the overall culture at UC Health because it encourages us to enhance our daily work while still allowing us to continue providing the life-changing, patient-centered medical services we're known for.

It will also ensure that UC Health is adapting to the ongoing changes in health care, focusing mostly on quality, community-wide access, health reform planning, cost and revenue management improvement.

Performance improvement as well as achieving a sustainable economic model and margin that will allow us to continue to lead the marketplace is why we created Project E.

This initiative has been sanctioned by the UC Health System Policy Council and is co-led by physicians at both the steering committee and work-stream level who are creating specific actions and benchmarking goals to better guarantee the overall success of UC Health.

Resources, development and planning processes are underway to help meet and complete Project E milestones quickly.

Without you, Project E would not be possible. If you see room for change in your role or department that will provide more excellence to UC Health, we want to know. Please contact us at douglas.arvin@uchealth.com and john.deledda@uchealth.com. We need everyone to take a bit more accountability and find ways to make UC Health better.

Project E is a great opportunity for us to locate these changes, make them happen and create a better future. It will help us allocate for things we want to accomplish down the road.

**DOUG ARVIN**  
Vice President, Corporate Financial Services, UC Health

**JOHN DELEDDA, MD**  
Vice President, Medical Affairs, University of Cincinnati Medical Center

### Connected

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

#### Editors

Dama Ewbank  
Jeff Seal

#### Contributors

Dama Ewbank  
Brittney French  
Jennifer Garcia  
Angela Koenig  
Jill Kolenski  
Katie Pence  
Jeff Pugh  
Mary Beth Puryear  
Jeff Seal  
Cindy Starr

#### Photography

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Center Communications  
Services

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**PROJECT E** is designed to provide a  
**system-wide focus on quality, growth,**  
**resource stewardship, partnerships and image,**  
while supporting the **TRIPARTITE MISSIONS** of  
**UC Health in a changing environment** focused on health reform.



# Improving Prostate Cancer Detection, Diagnosis

## Radiologists and urologists use MRI to find cancers, guide biopsies

**M**en who suspect they may have prostate cancer or need to receive biopsies can have a more accurate diagnosis with quicker detection and intervention, thanks to technologies only offered at UC Health.

Sadhna Verma, MD, UC Health radiologist, member of the UC Cancer Institute and an associate professor in the department of radiology at the UC College of Medicine, says the UC Health team is the only one in the Tristate area offering multi-parametric magnetic resonance imaging (mp-MRI) scans for cancer detection and MRI as a guidance tool for prostate biopsies.

“We offer several pre-operative imaging techniques that can help us decide whether to remove or spare delicate vascular bundles that surround the prostate gland,” she says, adding that magnetic resonance spectroscopic imaging (MRS) is used to detect normal and cancer-related chemical compounds in the prostate gland.

### UROLOGIC ONCOLOGY TEAM

**James Donovan, MD**, *Division Director*

**Bruce Bracken, MD**

**Krishnanath Gaitonde, MD**

**Nilesh Patil, MD**



Donovan



Bracken



Gaitonde



Patil



Additionally, experts agree that MR diffusion and MR perfusion—specifically imaging cancer cell “crowding” and maps of blood flow, which increase in cancer cells—assist with detection and help physicians decide how to proceed.

Verma says that when a biopsy is needed, the suspicious findings on the mp-MRI can be targeted for direct MRI-guided biopsy or MRI-ultrasound fusion-targeted biopsy.

The fusion-targeted biopsy involves coupling of MRI and ultrasound to visualize suspicious lesions in the prostate gland.

Verma led a clinical trial at UC prior to the FDA-approval of the MRI-guided biopsy technology. Now, she and UC Cancer Institute urologists are trained to use this technology at UC Medical Center.

“It’s a more efficient, effective way to biopsy for physicians and is much better for patients who previously had to undergo blind biopsy, which could involve them being stuck with a needle 12 or more times,” Verma adds.

The fusion-targeted biopsy technology works by using an electro-magnetic navigation system, similar to a GPS

tracking device. The MRI and ultrasound images are aligned and overlaid on real-time ultrasound, and targets—which are identified and labeled high, medium or low suspicion for cancer—are displayed on ultrasound, which is based on the MRI exam findings.

Using MRI-guided biopsy technology, areas of the prostate that may not be sampled by the standard procedure are accessible; the standard ultrasound biopsy procedure samples the back portions of the prostate gland, meaning tumors located in the very front of the gland can be missed.

“The technologies we use are allowing us to diagnose and begin treating patients for better outcomes,” Verma says. “We’re happy to offer these services to area patients with hopes of improving and saving lives; however, the first step is being aware of your risks. If you have a family history of this cancer or are experiencing any symptoms of prostate cancer—trouble urinating, blood in your semen or urine or pain in the lower body or pelvis—please see your physician.” ●

The UC Health team is the only one in the Tristate area offering

- **multi-parametric magnetic resonance imaging (mp-MRI)** scans for cancer detection and
- **MRI as a guidance tool** for prostate biopsies.

Suspicious findings on the mp-MRI can be targeted for direct MRI-guided biopsy or MRI-ultrasound fusion-targeted biopsy, which can increase the accuracy of the diagnosis.

### >> APPOINTMENTS & REFERRALS

**UC Health Urology sees patients at the UC Health Physicians office in Clifton and the UC Health Physicians Office North in West Chester. To refer a patient or schedule an appointment, call 513-475-8787.**

**For appointments with UC Health Radiology, call 513-585-2146 or 513-584-TEST (8378).**

HOW WE MAKE A DIFFERENCE

# Study Participant Strides Ahead

Patient draws strength from doctors, researchers and the best therapy (dog)

Every other week Bob Kehm visits UC Medical Center with his best buddy, “Jake,” a 165-pound Newfoundland and therapy dog that Kehm has trained for duty. In the hospital lobby, they are treated like celebrities. Almost everyone who walks by takes a picture, gives Jake a pat or offers a comment: Isn’t he beautiful? ... How much does he weigh? ... Talk about stress reduction ... I just want to squeeze him ... Holy cow ... Is that a bear?

Then Kehm heads upstairs to the neuro floor, where he and Jake go from room to room, visiting patients who are recovering from brain surgery or other neurological events. Stop right there and you’d have a heart-warming story. But Kehm’s is even more special. He is a former patient himself, and his battle against neurological disease is ongoing as he fights against glioblastoma multiforme.

In January 2012, not long after he and Jake qualified to come to the UC Medical Center as a therapy team, Kehm suffered a seizure and was subsequently diagnosed with a brain tumor. “We’d been here three or four times as a therapy team when I myself had to come here as a patient, with a glioblastoma multiforme—it’s called a stage 4 brain cancer in my language,” Kehm says. “And by a shared coincidence, this is the only hospital where Jake and I go into the neurosurgery area, because Jake’s a big enough dog that people who aren’t real mobile can just reach their arm out to pet him. And very coincidentally, I ended up in the neurosurgery area myself.”

Norberto Andaluz, MD, a UC Health neurosurgeon, removed as much of the glioblastoma as possible. Unlike solid tumors that have clear borders, the glioblastoma tumor is diffuse and infiltrative and therefore difficult to remove. Following surgery, Kehm



Bob Kehm and Jake

*“We’d been here three or four times as a therapy team when I myself had to come here as a patient ... .”*

Bob Kehm



Andaluz



Curry



Pater

underwent radiation treatment under the guidance of UC Health radiation oncologist Luke Pater, MD, at the Precision Radiotherapy Center in West Chester, Ohio.

Because Kehm’s tumor contained a protein known as EGFRvIII, he was also enrolled in a research study under the care of Richard Curry III, MD, a UC Health medical neuro-oncologist. As a study participant, Kehm helped scientists investigate the potential benefits of a vaccine designed to help the immune system inhibit the growth of cancer cells that contain EGFRvIII.

Because the vaccine study is “blinded,” Kehm never knew whether he was receiving the actual vaccine or a placebo. “They poked me in the leg six times once a month for the experimen-

tal vaccine,” he says. “I’m not sure what’s helping me, but something’s doing it, and I give credit to the docs and everyone else. This vaccine may have made an impact on how well I’m doing right now.”

Kehm praises all who have cared for him within the UC Brain Tumor Center and UC Health. “Considering it’s cancer, it’s been a very good experience,” he says. “I have almost no symptoms, although I do have some memory loss.”

In addition to providing therapy for others and participating in a clinical trial, Kehm has supported brain tumor research by speaking at the 2012 UC Health Research Week opening event and by participating in the Walk Ahead for a Brain Tumor Cure. Kehm, who is trim and athletic, raced through the Walk Ahead’s 5k in 23 minutes and 13 seconds in 2012. He was “not happy” with his 7:29 pace, but it was good enough to beat his neuro-oncologist, Curry, by 13 seconds. ●

# Research Week 2013

## JOIN

UC Health and the University of Cincinnati Academic Health Center  
Oct. 21-25 in celebration of Research Week 2013.

### Monday, October 21 Research Week 2013 Kickoff Celebration

11 a.m., UC Medical Center Lobby  
*Hear remarks from leadership and patients impacted by clinical research. Awards to top researchers and/or programs will also be presented at this opening event.*

### Tuesday, October 22 UC Health Research Day

11 a.m. to 1 p.m., Café area across from Starbucks  
*Network with other researchers and staff to learn more about key research infrastructure in place at UC Health and the university. Participants include representatives from the Clinical Trials Office, Research Administration, the Center for Clinical and Translational Science and Training, Investigational Drug Services, and the EPIC Research Group, among others.*

### Wednesday, October 23 Does the Evidence Support It?

8 to 9:55 a.m., UC Medical Center Staff Development Area  
*Examine, through game-show format, common clinical practice and determine if the evidence presented supports it. Two different "Does the Evidence Support It?" sessions will be held (8:20 a.m. and 9:10 a.m.). Continental breakfast will be served at 8 a.m.*

### IOM Report on the Future of Nursing

10 to 10:50 a.m., UC Medical Center Staff Development Area  
*Review research supporting the Institute of Medicine Report "The Future of Nursing: Leading Change, Advancing Health."*

### Solving Problems with Interprofessional Teams

10:55 to 11:55 a.m., UC Medical Center Staff Development Area  
*Hear from the principal investigator of a Patient-Centered Outcomes Research Institute (PCORI) inter-professional research project.*

### Cincinnati Partnership for Nursing Research Retreat

1 to 5 p.m., UC College of Nursing  
*(Invitation only)*

### Thursday, October 24 Academic Health Center All-Star Scientific Poster Session

11 a.m. to 1 p.m., CARE/Crawley Atrium  
*Researchers across the Academic Health Center will display posters presented at a regional, national or international meeting in the past year. A "Gallery of Excellence" will display the most impactful and/or award winning posters. Refreshments will be provided.*

**SUPPORT FOR RESEARCH WEEK 2013** comes from **UC Health and the University of Cincinnati Academic Health Center**, as well as a grant from the **Center for Clinical and Translational Science and Training**.

Questions about Research Week should be directed to Wendy Newman at [wendy.newman@uchealth.com](mailto:wendy.newman@uchealth.com) or Dama Ewbank at [dama.ewbank@uc.edu](mailto:dama.ewbank@uc.edu).

### Friday, October 25 Brain Injury and Epigenetics: How Do We Advance the Science?

8 a.m. to 4 p.m., Rieveschl Auditorium, Vontz Center for Molecular Studies  
*This day-long symposium focuses on the epigenetic, neurological and cardiovascular factors affecting brain injury and stroke. Roger Pancoast Simon, MD, professor of neurology and neurobiology at Morehouse School of Medicine, and Gustavo Turecki, MD, PhD, vice chair for research and academic affairs in the psychiatry department at McGill University, will present keynote addresses focused on endogenous neuroprotective mechanisms in the brain, and how, at the molecular level, life experience can affect gene function. UC experts in brain injury, stroke, epigenetics and cardiovascular disease will present, which will open to broader discussions to encourage collaboration. Continuing education credit is available for this event. RSVP to [dama.ewbank@uc.edu](mailto:dama.ewbank@uc.edu).*

### Library Sessions Complement Research Week

Sessions held in UC Health Sciences Library Electronic Classroom (G005G).

**Register online** at [webcentral.uc.edu/hslclass/home.aspx](http://webcentral.uc.edu/hslclass/home.aspx).

**Show Me the Money** Monday, Oct. 21, 1 to 2 p.m.

*Who funds research studies and tips for finding these sources.*

**Manage Your Research Identity** Monday, Oct. 21, 2 to 3 p.m.

*An overview of ORCID, My ResearcherID, and the Scopus Author ID.*

**Data Management Planning** Tuesday, Oct. 22, 1 to 2 p.m.

*Data management tips and tools in the library to help.*

**Discovering Datasets** Thursday, Oct. 24, 1 to 2 p.m.

*Data repositories including government data sets, figshare and Dryad.*

**NCBI Tools** Thursday, Oct. 24, 2 to 3 p.m.

*Using databases of the National Center for Biomedical Informatics (NCBI).*

# in brief

## Novak Appointed UCMC Vice President Advocacy, Government Relations

Candace Novak has been appointed vice president, advocacy and government relations, for UC Medical Center. Her primary role in this new position will be advocating with federal, state and local governments on behalf of UC Medical Center and contributing to the success and growth of the hospital through the development and execution of government relations strategies.

Novak will also have executive oversight of UC Medical Center's community relations department and will lead the executive team in developing and executing the hospital's public policy agenda. She will further represent UC Medical Center within Ohio's executive and legislative branches of government (and in surrounding states as necessary), as well as local governments including Hamilton County and the City of Cincinnati.

She will also be responsible for promoting and advancing UC Medical Center's profile and public policy agenda with elected officials and key stakeholders as well as shaping the medical center's overall strategy related to the Hamilton County Health and Hospital Levy.

Novak was previously director of advocacy and government relations for Catholic Health Partners (CHP) and Mercy Health.

She holds a master of science in social administration from Case Western Reserve University and a bachelor of arts in social work from Saint Mary's College, Notre Dame. The *Cincinnati Business Courier* recently named her a recipient of its prestigious "40 Under 40" award.



Novak

## Nealon Appointed UCMC Vice President, CFO

Matt Nealon has been appointed vice president and chief financial officer of UC Medical Center. He will have operational responsibilities for UC Medical Center financial services, including budget management, medical records, registration, access, case management, utilization review, transfer center, coding, forecasting, Medicare reimbursement and decision support.

Nealon will assist in the development of system-wide strategic initiatives and goals and develop complementary strategic goals in capital and labor management while reporting to Lee Ann Liska and Doug Arvin.

Before joining UC Medical Center, Nealon served as the divisional vice president for Mercy Health, where he helped increase the acute net/net revenue to more than \$1 billion in 2012.

He earned an undergraduate degree in accounting from Bowling Green State University and a master of business administration in systems management from Baldwin Wallace College.

## Lindsell Appointed Vice President for Research

Christopher Lindsell, PhD, has been appointed vice president for research at UC Health and associate dean for clinical research at the UC College of Medicine.



Lindsell

A professor and vice chair for research in the department of emergency medicine at UC, Lindsell will lead and coordinate clinical research management activities at the college, UC Health and UC Physicians, including the clinical trials office, UC Health research office, and the many clinical research operations across the health system.

In this new role Lindsell will develop UC Health and college-wide strategic initiatives to grow the research enterprise and build capacity for conducting clinical research.

Additionally, he will work with the leadership of the Center for Clinical and Translational Science and Training (CCTST) to bridge

between the academic clinical research environment and clinical research implementation at UC Health facilities.

## UC Pancreatic Cancer Symposium on November 2

The UC Cancer Institute, UC Pancreatic Disease Center, Give Hope and BSI Engineering are partnering to present the UC Pancreatic Cancer Symposium: Updates for Clinical Care 2013. The event—intended for physicians, nurse practitioners, physician assistants and nurses treating patients with pancreatic cancer—will be held Saturday, Nov. 2, 2013, in the Marriott Kingsgate Amphitheater, Conference Level, from 7:30 a.m. to 1 p.m.

Continuing education credits are available for this event.

Registration is \$50 through Oct. 18. After that day, registration is \$75.

Register online at [uhealth.com/events/pancreaticcancer](http://uhealth.com/events/pancreaticcancer).

For more information, contact Ashley Bonner at 513-584-8900 or [ashley.bonner@uhealth.com](mailto:ashley.bonner@uhealth.com).

## UC Health Implements 10<sup>th</sup> Edition of Diseases Classification System, ICD-10

In October 2014, UC Health will transition from ICD-9 to ICD-10, as required by law. ICD is the International Statistical Classification of Diseases and was developed by the World Health Organization.

The new code set allows for a more detailed level of diagnosis and procedure classification that will improve patient care, lead to better outcomes tracking and allow for enhanced data reporting and monitoring.

UC Health started its ICD-10 implementation process in April 2013 and has accomplished these steps:

- Developed a training plan for associates to learn about ICD-10 and how the transition impacts job responsibilities.
- Continued monitoring of ICD-10 implementation activities by the ICD-10 steering committee.

- Upgraded, or is in the process of upgrading, third-party applications to comply with ICD-10 as well developing an IT project plan to ensure that Epic, third-party applications and interfaces are tested and functioning appropriately.
- Created an ICD-10 reference site within the UC Health intranet to provide resource material, such as training modules, reference documents and announcements.
- Established an ICD-10 email account to send announcements and receive questions about the implementation.

The ICD-10 Reference Site at [intranet.uhealth.com/ICD-10/SitePages/ICD10.aspx](http://intranet.uhealth.com/ICD-10/SitePages/ICD10.aspx) on the UC Health intranet contains additional information.

## ASSOCIATES COMPLETE LEADERSHIP FOUNDATION PROGRAM

UC Health has established a Leadership Foundation Program with Cincinnati Children's Hospital Medical Center to provide associates opportunities for developing leadership skills. The seven-month program is based on research findings of leadership experts and includes:

- A two-day seminar exploring leadership role models and theories with interactive exercises.
- A two-day off-site event in which participants engage in indoor and outdoor activities to practice new leadership behaviors.
- A series of five half-day meetings including presentations by Cincinnati Children's executive team, as well as other activities and small group discussions.

The program includes opportunities to collaborate with other UC Health leaders as well as individuals from Cincinnati Children's, creating a broader network of valuable partnerships. For information about how to participate, contact Karen Wear, UC Health organizational development consultant, at 513-585-6979 or karen.wear@uchealth.com, and see the Leadership Foundation Program Participant Guidebook at [bit.ly/LeadershipFoundation](http://bit.ly/LeadershipFoundation).

Recent program graduates from UC Health include:

- Linda Carlson, IT manager, UC Health Business Center
- Shawn Carman, IT manager, UC Health Business Center
- Amy Dorrington, IT manager, UC Health Business Center
- Daphne Glenn, executive director, Bridgeway Pointe, and administrator, skilled nursing
- Leslie McDermott, assistant director of business and administration, University of Cincinnati Physicians, surgery department

### CLINICAL TRIAL SPOTLIGHT:

#### Sexual Function

**WHAT:** This is a research study to find out how effective a hormonal supplement is in improving sexual dysfunction resulting from the use of oral contraceptive pills.



**WHO:** Healthy women 18-40 years old who are in a sexually active relationship currently with sexual dysfunction using oral contraceptive pills for at least 3 months.

**PAY:** Participants will be paid for time and travel.

**DETAILS:** For more information, call UC Health Reproductive Medicine Research at 513-584-4100 or visit [www.researchforwomen.com](http://www.researchforwomen.com).

## Felson Lecture Celebrates First Radiology Chair

The UC Department of Radiology will mark what would have been the 100<sup>th</sup> birthday of its first chairman, Benjamin Felson, MD,



Felson

historian from Indiana University, will present "The Varieties of

Leadership Experience" Monday, Oct. 21, at 12:15 p.m. in the UC Medical Sciences Building Room E-351. Gunderman will highlight the different ways in which people can lead and the contributions made by different types of leadership.

with a special edition of its annual Felson Lecture series. Richard Gunderman, MD, PhD, a radiologist and radiology

Felson served as chair of radiology from 1951 to 1973, and in 1987—just a year before his death—an endowed chair was established in his honor. For more information or to RSVP, call Pam Sherman at 513-584-4396.

## Registration Open for Brain Tumor Conference

"Hope, Innovation, Progress, Support" is the title of the 2013

Midwest Regional Brain Tumor Conference, a free educational event for patients, caregivers and family members. The conference, presented by the Brain Tumor Center at the UC Neuroscience

Institute, will be held from 8:30 a.m. to noon Saturday, Oct. 26, at the Miami University Voice of America Learning Center in West Chester Township, Ohio.

Attendees can enjoy a complimentary lunch and a tour of the

Precision Radiotherapy Center, which is located across Cox Road from the Voice of America Learning Center, from noon to 1:30 p.m.

Educational sponsorship is provided by the American Brain

Tumor Association.

Register by Oct. 22, 2013, by calling 513-558-8642 or online at [ucbraintumorcenter.com/events](http://ucbraintumorcenter.com/events).



## Resident Mood Medication Clinic Launched

The Mood Disorders Center at the UC Neuroscience Institute has launched a Resident Mood Medication Clinic in the UC Medical Center Outpatient Building adjacent to the Sabin Way garage.



Collins



DelBello

The clinic, which opened in September, operates on Tuesday mornings and Thursday afternoons. It will be staffed by residents in the UC Department of Psychiatry and Behavioral Neuroscience, with Melissa DelBello, MD, and Jacqueline Collins, MD, as attending physicians.

For information, call 513-558-MOOD (6663), a new number that connects callers with UC Health Psychiatry. ●

# Research a Top Priority for Reproductive Medicine Team

UC Health reproductive medicine expert Michael Thomas, MD, acknowledges there are few experts around the country conducting the kind of research happening here in Cincinnati.

"We are the innovators," says Thomas, head of UC Health Reproductive Medicine



Thomas

Research, reproductive endocrinologist and director of the UC Health Center for Reproductive Health. He also directs the division of reproductive endocrinology and infertility at UC.

Earlier this year, Thomas and his UC team were once again selected by the National Institutes of Health (NIH) as a part

## Specialized System Clears Air for Fertility

As the UC Health Center for Reproductive Health planned for what would become its space in West Chester, center leaders wanted nothing less than the best for their patients. So they have installed a specialized air filtration system designed to remove volatile organic compounds (VOCs) and other materials thought to impede the in vitro fertilization process.

Center medical director Krystene DiPaola, MD, says that air contaminants can be harmful to developing embryos, and she hopes that by removing them with this new system, pregnancy rates can be improved. She's looking for a doubling of rates from the standard 30 to 40 percent rates the center has seen without the state-of-the-art system.

## Center for Reproductive Health Offers 20-Minute Consults

Beginning Nov. 1, 2013, the UC Health Center for Reproductive Health will offer 20-minute consults and second opinions for \$50 for self-pay patients. To qualify, patients must have their demographic and past history forms completed before their visit. Any previous records must also be sent to the Center for Reproductive Health 48 hours prior to scheduled consultations. No ultrasounds or other procedures will be performed at these consultation visits.



Julie Sroga, MD

of a 19-center network that conducts reproductive medicine and contraception research.

UC Health Reproductive Medicine Research is the research center serving the UC Health Center for Reproductive Health and the reproductive endocrinology and infertility division in the department of obstetrics and gynecology at UC. The center conducts outpatient clinical trials specific to women's health. Major areas of research include: gynecology (contraception, menstrual cramps, endometriosis, and vaginal infection), menopause (osteoporosis, libido, vaginal atrophy, hormone replacement therapies) and infertility.

Thomas and UC were first chosen to participate in these NIH-supported research and research training programs in 1995, and again in 2003.

Projects at UC have included research studies on male and female condoms, spermicides, intrauterine devices, vaginal rings, contraceptive patches and more, says clinical trials director Rose Maxwell, PhD. •

## REPRODUCTIVE ENDOCRINOLOGY AND INFERTILITY TEAM

- Michael Thomas, MD
- Krystene DiPaola, MD
- Julia Sroga, MD



DiPaola

## >> APPOINTMENTS & REFERRALS

The UC Health Center for Reproductive Health is located in the UC Health Physicians Office South, 7675 Wellness Way, Suite 315, West Chester, Ohio. They also see patients in the Christ Hospital Medical Office Building. For appointments or referrals, call 513-475-7600.



### uhealth.com

Inpatient and outpatient services available in the following communities:

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

**IT'S ABOUT THE PATIENT**

*Michell Orso* ..... ii

**CARING, RAIN OR SHINE**

*Tiffany Johnson* ..... iv

**BEST PATIENT OUTCOME**

*Elaine Sturtevant* ..... v

**BEST EXPERIENCE POSSIBLE**

*Stacy Twitty* ..... vi

**CARING FOR PEOPLE**

*Beverly Keen* ..... viii

**TEAMWORK SUPERHERO**

*Mike Boseman* ..... x

**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



## Listening, Learning Key to Excellent Patient Care

**“Listening and learning** are the two most important aspects of providing excellent patient care,” says Michelle Orso, STNA (state-tested nurse aide), in the skilled nursing unit at the UC Health Daniel Drake Center for Post-Acute Care.

Orso’s name appears consistently on “RITE to Recognize” cards—many of which are submitted by patients.

“When I clock in, it’s not about me, it’s about the patient—listening, connecting with the whole person is so important,” says Orso, who believes that the stress of being sick can slow down the healing process.

“By listening, I can pick up on things that help relieve that stress, and help them get better.”

One example of her ability to connect occurred a few months ago. When talking with a patient, Orso realized they both had something in common—they like dogs and own Shih Tzus.

“We talked daily about our dogs and how much they meant to us,” says Orso. “It often took her mind off her medical issues.”

Sadly, the patient’s dog passed away



while she was recovering at Daniel Drake Center.

Orso also discovered they lived in the same neighborhood.

That’s when she got the idea to take her dog, Quazi, to see the patient after she was discharged.

“She loves our visits, and she loves my dog almost as much as I do,” says Orso. “She lets him run around the house playing with the toys that once belonged to her dog.”

Orso says the best thing about her job is being part of a team where she’s always developing new skills.

“I learn from the RNs, from the respiratory therapists, PTs, OTs, Wound Care and from my manager, Pat Williams, who takes the time to communicate ... I can ask her anything! Together all of us make things work—we heal people.”

Job satisfaction for Orso sometimes comes from outside the walls of Daniel Drake Center, such as when she’s shopping or running errands and sees former patients back to their everyday lives. “It feels good knowing I had a little bit to do with them getting well,” she admits.

When not at work, Orso is an active mom to her 12-year-old son, Andre Allen, a student at Walnut Hills. She often finds herself involved in his rigorous schedule of school activities and sports. ●

**“Together all of us make things work—we heal people.”**

MICHELLE ORSO



*Michelle Orso*

Cultivating EXCELLENCE

# 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.

**Erica Cody**, float pool, who "made me feel so clean, and there is just something about her. I just felt so good after my bath and when you are bed ridden, that's a wonderful feeling!"

**Jenice Duncan**, environmental services, for making this "the cleanest facility I have ever been in! Your staff is on it! Jenice not only cleaned but took about 30 seconds to see how I felt—she is an awesome worker! Jenice goes above and beyond her job. My room was so clean and smelled so good when my company came."

**Cindy Elam**, food and nutrition services, because "when she brings your food, she goes above and beyond. She always checks to make sure we have everything we wanted. When she leaves the tray, she opens containers if we need her help."

**Stephanie Guenther**, LTAC 3 South, for helping with patients and new admissions.

**Linda Hampton**, 3 North, for caring and going the extra mile to ensure her patients and their family members are aware of what is needed for them to make a speedy and safe recovery.

**Sarah Kitenda**, LTAC 4 North, for being totally dedicated to her patients and going above and beyond to give them excellent care. She's professional, knowledgeable, very caring and devoted.

**Joanna McGill**, transporter, for being "very prompt and personal. She took her job seriously, but always was full of humor. She's very dedicated. Thank you!"

**Kim Moore, Cindy Elam, Jasmine Kelly, Carla Moore, Steve Peterson**, environmental services, "No one, and I mean no one, from the kitchen has ever come in my room not smiling. All have been wonderful."

**Yolanda Roper**, LTAC 3 North, for being "very attentive to my brother. She is kind and considerate."

**All sanitation staff**, "You have so many happy employees. They come in smiling. They all do a wonderful job. The facility always smells good and looks good!"

**Stacy Shelton**, LTAC 4 North, is "awesome! Makes me feel so comfortable and even helped boost my self-esteem. That alone is a blessing! She is a keeper!"

**Mary Snyder**, wound care, for being professional and knowledgeable about and respectful of her patients. "She made my stay very enjoyable and always has the warmest smile and a great attitude. Thank you!"

### 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.*

# Nurse Caught Caring: Rain or Shine

**Tiffany Johnson has spent six** years in health care and has seen both ends of the spectrum when it comes to patient care.

Prior to joining UC Health, she worked for hospice, finding a sense of calm and peace with the patients accepting their diagnosis and what was to come. Now in her role as an LPN (licensed practical nurse) at UC Health Hematology Oncology, Johnson serves patients who are fighting and surviving, refusing to give in to their diagnosis.

UC Health Hematology Oncology has a busy clinic due to the personalization of treatments. The physicians are very close with their patients and are up close and personal with their patients' survival.

"It can be sad, but the patients are happy and grateful for the care they receive," says Johnson. "It is amazing. The patients are so strong and there is nothing bad about coming to work."

One rainy evening after the work day had ended, Johnson and Bridie Orr, clinical operations manager for Hematology Oncology, were walking out together when they noticed a patient who looked frazzled and confused. Johnson immediately approached this patient who did not have an umbrella on the stormy day. The patient was unable to find her car in the parking lot and was soaked from searching for it. Without hesitation Johnson gave the patient her umbrella and began searching the parking lot for the patient's car.

**"It makes a difference to our patients if they feel genuinely cared for. I see it every day."**

TIFFANY JOHNSON

Unfortunately, Johnson was unable to locate the car but the patient's sister was on campus and able to get her home safely. When asked about this event, Johnson said that she was doing "what her mother had taught her"—to always help those in need.

"I'm proud that Tiffany works for me and that this is the kind of courtesy that we are providing our patients," Orr says. "Tiffany could have walked right by this woman and gone home for the day but she didn't. She went above and beyond and demonstrated all of the 'WE CARE' values as she does every day."

Johnson speaks very highly of not only the Hematology Oncology team's skill and expertise, but the patients' strength and positive attitudes.

"It makes a difference to our patients if they feel genuinely cared for. I see it every day," says Johnson. "When I'm frustrated about having a bad day or dealing with my children, these patients are dealing with a terminal diagnosis but have a smile on their face and have a positive attitude. It puts everything in perspective."

When Johnson is not caring for patients in West Chester she is spending time with her family in Batavia. She has two children who keep her busy with football and cheerleading. ●

**NOMINATING INFORMATION**

*The University of Cincinnati Physicians Caught Caring Award program is ongoing, and nomination forms are available on [uhealth.com](http://uhealth.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 [uhealth.com](http://uhealth.com) homepage. See your manager to nominate someone for a Service Excellence Award.*

Cultivating EXCELLENCE



*Tiffany Johnson*

# Nurse's Persistence Helps Detect Cardiac Condition

**"Being a PAT nurse** involves a great deal of organization, as well as problem solving," says Elaine Sturtevant, RN, BSN, referring to her role in pre-admission testing. "I want the best outcome for our patients. Therefore, I concentrate on trying not to miss a piece of the picture that could delay a patient's surgery."

That dedication is an invaluable asset to patients at West Chester Hospital—it's even saved lives.

Recently, Sturtevant worked with a patient who refused physician-ordered cardiac testing prior to surgery. The patient couldn't have surgery without the test, and after much persuading and many phone calls, Sturtevant convinced the patient to make an appointment.

During the echocardiogram and stress test, the patient experienced complications and was admitted to West Chester Hospital for emergency cardiac care. Without Sturtevant's thoroughness and persistence, along with the knowledge and skills that come from experience, the patient's symptoms might have

gone undetected, or worse, might have resulted in a cardiac event.

"I was doing my job," says Sturtevant. "I was trying to provide education and support to that particular patient so that in the future, he would have a successful and safe surgery."

Sturtevant has been a PAT nurse for West Chester Hospital since the facility opened in 2009, and she rotates on duty as charge nurse for her department. As such, she performs chart checks to make sure patients are ready for surgery, and makes pre-operative phone calls to patients.

The rest of the time, she performs PAT visits with patients to review medical history, obtain lab specimens, provide pre-op instructions and enroll them in educational classes at the hospital.

Her favorite part of the job is interacting one-on-one with patients. Known for her cheerful personality, she began her career as a pediatric nurse at Cincinnati Children's Hospital Medical Center.

"I guess I am still a pediatric nurse at heart," she says. "Even when I have to be stern with some of my patients, I'm still smiling." ●

### 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.

*Elaine Sturtevant*

**"I want the best outcome for our patients. Therefore, I concentrate on trying not to miss a piece of the picture that could delay a patient's surgery."**

ELAINE STURTEVANT



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## Associate Ensures Best Experience for Patients, Co-workers

**As an inventory control** specialist on the materials distribution team at University of Cincinnati Medical Center, Stacey Twitty is constantly interacting with people and ensuring they have the best experience possible.

Twitty puts the patient first in everything that she does by providing the medical staff with the tools and equipment necessary to provide excellent patient care.

She starts her work day at 6 a.m. ordering items and delivering them to the fourth and fifth floors. Her duties include seeing that the par (inventory of supplies) on each unit is adequately stocked and areas are clean.

Associates are very appreciative of all Twitty does, with one even saying, "When Stacey is in charge of par, everyone can be confident that she will have every supply filled."

Prior to working for materials distribution, Twitty worked in environmental services for UC Health. She has always been a service-oriented person, and her devotion to outstanding work has earned the attention of her coworkers.

This August, Twitty received a Service Excellence Award at the quarterly University of Cincinnati Medical Center awards ceremony, which highlights extraordinary associates. She was selected for the honor because of her positive attitude and hard work.

In her free time, Twitty enjoys relaxing or going to dinner and the movies with her husband. ●

**"When Stacey is in charge of par, everyone can be confident that she will have every supply filled."**

*Stacey  
Twitty*



# Cultivating EXCELLENCE

## Physician of the Quarter

**Lee Zimmer, MD, PhD**, is medical director of the Neurosensory Program at the UC Neuroscience Institute and is an associate professor of otolaryngology at the University of Cincinnati College of Medicine. He was once again named a "Top Doc" in *Cincinnati Magazine*. He has an impressive number of publications along with a long "invited talks" list. Patients have praised both him and his medical residents, underscoring his skills as a clinician and educator.

## Service Excellence Awards

**Jennie Awick**, health unit coordinator (HUC) in the surgical intensive care unit (SICU), for being innovative and assisting the nursing staff without being asked. She anticipates needs, responds accordingly and performs many duties outside of her job description.

**Nathan Gates, RN**, on the medical progressive care unit (MPCU), for his outstanding work. He is often recognized for his fun-loving personality, which makes him such an enjoyable member of the team, but is most appreciated for his compassion. Gates was the first recipient of the MPCU Game Changer Award in March 2012. The award recognizes those who exemplify the MPCU's standard of excellence, based on a high level of integrity, committed teamwork and steadfast devotion to compassionate and dedicated patient care. Selection is determined from votes received from the unit staff.

**Barbara Isaacs**, Hoxworth Internal Medicine, because "the volume of calls Barb handles is mind-boggling – about one call every other minute during business hours. Her initial interactions make her our chief ambassador to the outside world! She treats each patient, nurse, resident or other health care provider with respect (under trying circumstances), always gets the job done, is a key member of our team and the essence of excellence."

**Isaiah Kitchen**, environmental services, for demonstrating the RITE values and meeting the needs of patients and staff on a consistent basis. He informs patients and staff of his presence and what he will be doing when entering a room. He is prompt, efficient and thorough in his work and the staff enjoys working with him. He is truly an inspiration, a breath of fresh air, and demonstrates the most positive attitude which he spreads wherever he goes.

**Stacey Twitty**, medical supply  
(for service referenced on previous page)

## 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.*

## Employee of the Quarter

**Danny Kelly**, transportation services, for many reasons, including seeing each job not just as a bed to be pushed somewhere, but as a person in the bed, and he makes them feel important. Danny respects each individual and is sensitive to the diversity in the population we serve. When he comes to a nursing unit, instead of sitting down and waiting for the nurses to get everything together, Danny jumps in and asks how he can help. He will grab oxygen tanks or pick up stickers at the desk. He even teaches caregivers the best way to prepare and transport a patient. Upon return he always asks if there is anything else needed before he leaves.

## Unsung Hero Award

**Graduate medical education office**, which is responsible for more than 625 residents and fellows, 55 accredited programs, 28 non-standard programs, two dental, and one podiatry program. The University of Cincinnati Medical Center, through the College of Medicine, sponsors these programs as part of UC Health's education mission. This office monitors the fidelity and quality of education requirements required by the American College of Graduate Medical Education (ACGME), which emphasizes patient safety and quality improvement. Each year, the office staff onboards approximately 187 new resident physicians. This process includes processing contracts, visas, pagers, employee health compliance, licensure and making sure new trainees adhere to all ACGME standards.

## Receptionist Shows Strong Will to Help Others

**Each day, Beverly Keen,** a receptionist with the UC Health Department of Public Safety, is ready at the information desk in the lobby of the Business Center, where she eagerly assists patients, employees and visitors.

Sometimes, Keen sees so many different people during a shift that she loses count. But no matter how many people cross her path, Keen rarely forgets a face.

"I know a lot of names and faces," she says. "I enjoy getting to meet new people. It's what I love most about my job."

Keen has been with UC Health for nearly 20 years and began working for

the organization in 1995. She started her career as a hospital fountain shop attendant before moving to the public safety department in 1996.

Throughout her time with UC Health, Keen says every day has been different and there is no typical work week.

"When you're at the information desk, you see a lot," she says. "So many people walk through the Business Center at any given time, you never know what you'll find or who you'll run into, but I wouldn't have it any other way."

While no day is ever the same, there is one part of Keen's job that remains consistent—her will to help others.

"I enjoy caring for people and want to make sure everyone knows they can come to me for support," she says. "If I can help someone in any way I can, I will."

Outside of work, Keen enjoys spending time with her family and going to church. She also likes to read, listen to music and shop. ●

*Beverly Keen*

**"If I can help someone in any way I can, I will."**

BEVERLY KEEN

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Cultivating EXCELLENCE

# Cultivating EXCELLENCE

## **RITE to Recognize Honorees** (July–September 2013)

**Machanda Goldson**, human resources, was recognized for being a great example of an associate with RITE values. “She assisted me with the HIPAA policies with her careful work, good attitude and lots of patience. I appreciate it very much!”

**Beverly Keen**, public safety, was recognized for contacting AAA when an associate locked herself out of her car, leaving all of her belongings inside. Beverly stayed with the associate until AAA was able to get her belongings out of her vehicle and helped calm down the situation.

**Christa Lawrence**, human resources, was recognized for being “cheerful and eager to help, no matter how many times I bug her!”

The **plant operations and maintenance department** was recognized for completing tasks quickly. “I know there are several different people processing these requests so I believe the whole department needs to be recognized.”

**Toni Sissoko**, patient financial services, was recognized for her willingness to help her co-workers. “She can be right in the middle of something and I would come up to her with another of my hundreds of questions, and she always helps me with a smile—even though she may be overwhelmed sometimes—and I really appreciate it. UC Health has chosen the ‘RITE PERSON’ in Toni Sissoko.”

**Latosha Snow**, patient access, was recognized for helping fellow associates with insurance verification questions. “She also goes above and beyond her job description. I want to thank you for being such an asset to the Access 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.*

## Teamwork 'Superhero' an Asset to Lindner Center

### Food services associate Mike

Boseman has been with the Lindner Center of HOPE since the day it opened in 2008.

He performs multiple roles in the kitchen, including washing dishes, preparing trays and occasionally filling in as cook and receiving clerk.

Boseman is always busy, helping out with anything that needs to be done and has received many STAR Awards for his great teamwork. One co-worker described him as a "superhero" for his exemplary efforts during a week last summer when the department was short-staffed. Boseman worked every day doing whatever was needed.

Chris Lathrop, director of food and nutrition services says, "Mike is one of our greatest assets. He has a big heart and genuinely cares about people. He is an absolute pleasure to have on-staff."

Patient care staff also appreciate Boseman's positive attitude and his

willingness to help. His smile and laugh can light up a room.

Boseman cares about the whole organization, not just his department. A couple of years ago, he became aware that the plant operations department was trying to find a new window knob cover for the patient care rooms.

Boseman previously worked in a machine shop, so he was able to help develop a concept for the new window knob covers and connected the depart-

ment with someone who could design and create it. His idea and connection resulted in an ideal custom-made solution that was inexpensive, and it created a safer environment for patients.

In his free time, Boseman enjoys spending time with his family and close friends, especially watching his daughter play soccer, and being a New York Yankees fan. •

*Mike  
Boseman*

**"Mike ... has a big heart and genuinely cares about people. He is an absolute pleasure to have on-staff."**



# Cultivating EXCELLENCE

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

## Recent STAR Award Recipients

**Andrew Adkins** from protective services, **John Garrison** and **Jeff Slaughter**

responded to a call from intake requesting assistance handling an anxious, agitated patient. The associates did a superb job of getting the patient to the unit without difficulty. Andrew stayed on the unit until the patient had calmed down. John responded, even though it was past the end of his shift.

**Jerry Allen** helped in the food and nutrition services department several days when it was short-staffed. His help allowed team members the time they needed to prepare patient trays and serve the associates and visitors.

**Russell Brown** shows great care and support towards staff. He went above and beyond by making a team member a special dish to accommodate her temporary dietary needs.

**Brittany Campbell** strives to make every interaction she has with patients as caring and therapeutic as possible. Besides the immense benefit to patients, this also goes far in being a leader for her coworkers.

**Kelly Christopher** printed and bound workbooks for patients on the Sibcy unit when they ran out, even though she had not done it before.

**June Clark** and **Barb Oppenheimer** work hard every day that they are here. "You make it so much easier to start my morning fresh and new, so I can get right down to business."

**Amy Doersam** went out of her way to offer a simple gesture of kindness to Holly Rentz that made her day. Amy is always courteous and greets her with a warm smile.

**Lisa Eckenrode** always comes on the Sibcy unit with a smile on her face and positive words. She goes above and beyond by moving furniture, and cleaning every inch of the unit.

**Lisa Eckenrode, Patsy Wilson** and **Teresa Isaacs** helped a coworker do 12 discharges on one day—a tremendous team effort.

**Emily Elma** provides each patient with positive, supportive, respectful individual care. Emily is available to her patients and their families, individually assessing and addressing their needs. She is efficient in helping patients excel and achieve their personal life goals. Emily addresses patients and families concerns, spending a great deal of time with each individual to ensure quality care.

**Environmental services staff** practice teamwork as a unit, not as just one individual. They stay strong in hopes of a better day arising.

**Lynn Gordon** was nominated for starting the "Friday Night Faith Center Cinema." The patients really liked the change, and it was a great surprise for them. He receives many compliments from staff and patients on his warm and caring manner. Patients make very positive comments about his groups and the difference he has made in their treatment and recovery. He also frequently provides spiritual support for employees.

**Tanya Green** in revenue cycle willingly staffed the Welcome Center one evening when there was a call-off. She had no previous experience, but pulled it off with a smile and great attitude. She saved the day. **Dwight Sowder** went above and beyond helping her with anything she didn't know, with patience and kindness.

**Dr. Gina Guadagno** was a great team member by assisting with coverage when options were limited. Thanks for the great commitment.

**Rogher Hargus** brought up staff morale and promoted team-building by encouraging staff to show appreciation for one another during a staff meeting with the "cupcake" activity.

**Jamie Isaacs** rescued a woman who locked her keys in her car in the late evening. Without his skill and persistence, she would have faced a major inconvenience.

**Chris Lathrop, Ellen Young, Jessica Barth-Nesbitt** and **Emmy Weiss** are stars because they do such a great job meeting the nutritional needs of our patients. The dietician team designs, coordinates and implements optimal nutritional care and education for even our most challenging patients.

**Dr. Mike Keys** consistently works with and cares for high-acuity patients. He always takes the time to answer patient and staff questions. He remains calm when working with difficult patient needs.

**Sherry Knapp-Brown** volunteered to represent Lindner Center of HOPE as part of the Greater Cincinnati Sobering Center. She represented the organization well and has summarized proceedings, keeping others well-informed of progress.

**Jane Marasco** took time out of her busy day to sit with a patient during a difficult assessment. The patient had initially been uncomfortable with the assessment, but thanks to Jane's support and calming presence, the patient was able to complete it.

**Zach Martin** is always willing to help and answer questions.

**Kelly Mathis** took a call around midnight on a night from an associate who couldn't log in because she'd been off for a week. Kelly offered not only IT assistance, but emotional support, understanding and kind words of encouragement.

**Jaeko McDaniel** has the ability to wake up any and all patients in the most positive and respectful way. Patients are constantly raving about Jaeko's "top of the morning to ya" and how pleasant it makes their morning.

**Amber Napier** provides quality service always with a smile no matter how busy she may be. Amber is never too busy to attend to requests made by patients, visitors and staff.

*Continues on next page*

# Cultivating EXCELLENCE

**Barb Oppenheimer** and **Patsy Wilson** came to the unit at least five times during second shift on a particularly busy night to clean up after a patient who was nauseous and sick in multiple locations.

**Barb Oppenheimer** is the epitome of each of the STAR values. On so many occasions, Barb gives above and beyond to attend to the needs of the Adult South unit. Barb is hardworking, professional and a team player.

**Jesse Peters** worked seven days in row and carried much of the cooking load. He had a good attitude and performed his job well. He had several good comments from visitors and staff on his cooking.

**Wendy Pickering** is a terrific nurse and a great team player.

**Bonnie Piper** is supportive and helpful to patients and her peers. She provides quality care in the most empathetic and respectful manner. She always takes the time to pass on important patient information to oncoming staff to ensure patients receive efficient, consistent continuity of care.

**Angela Pruett** did a great job planning and organizing the Health Screening event. It provided great health information for the 55 employees who participated. With very little notice **Joey Fein** willingly helped with hearing tests that day, and **Pam Wright** also took time out of her busy day to help with the tests.

## **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.*

**Lynn Raver** always jumps in, whenever there is a need for additional teamwork/ staff on the unit. Lynn is respectful and supportive to patients and staff. She addresses issues head-on always smiling, calm, and respectful, with patient care as her top priority.

**Stacey Reese** was nominated by three people for all of her work in coordinating the LCOH team this year for the NAMI walk. Stacey sent encouraging emails to get people to participate and worked with NAMI on behalf of our team. She was there on walk day greeting everyone as they arrived. She came with her family as many other LCOH employees did.

**Jane Schimweg** always takes the time to assess each patient's need. She spends one-to-one time with patients to ensure their needs are addressed. She is effective in helping the most difficult patients receive the highest quality of care, respect and support. She sits with patients and families to discuss their concerns, answer questions and help them understand medications. She is very effective in getting the most difficult patients to comply with taking their medications.

**Jane Schimweg** always helps, no matter what. She is great with patients, and they adore her.

**Julie Trasser** is definitely a team player. On a very busy Friday night, Julie did the work of several staff members and her own work.

**Shanda Ward** picked up several health unit coordinator shifts on Adult South, and with high acuity Shanda remained calm, focused and supportive to patients, visitors and staff, always in the most respectful manner. Shanda is a team player who notably exhibits pride in the work she performs, achieving excellence by providing high-quality care via teamwork to assist in providing the best outcome.

**Patsy Wilson** is a diligent, efficient co-worker who takes pride in her work, which is easily noted by the staff she works with on Adult South. No matter what the task, Patsy provides quality service to the patients and staff, always with a smile. Patsy Wilson is a hard worker, and amazing asset to the Lindner Center of HOPE team and a kindhearted person. Her dedication to helping those with mental illness shines through in her personality and in her work.

**Mary Wright** picks up on the South unit, covering the health unit coordinator position in a very efficient manner. Mary files work left from the prior shift and updates orders/the board to accurately portray the needs of patients. She is always respectful and supportive of patients and staff. She jumps in to help whenever she can.

**Pam Wright** happily agreed to come to the Sibcy unit to help facilitate the medication group. In spite of her many job duties and responsibilities, she is always willing to help out. She is a great team player, and we are lucky to have her as a part of our team!

**Gail Zammit** exhibited her strengths in each of the STAR values on a particularly busy Friday evening with high acuity. She spent one-to-one time with patients to provide positive, caring and supportive service. She worked collaboratively with the staff to achieve the best outcome for the patients. She is thorough, efficient, accommodating and values each individual's contribution, all in a respectful manner.