

AUGUST 2011



MONICA FEILER

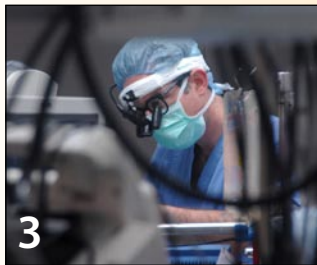
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## Pensak Named Chief Executive Officer of University of Cincinnati Physicians

Myles L. Pensak, MD, has been appointed chief executive officer of University of Cincinnati Physicians. Pensak also becomes senior vice president of UC Health and senior associate dean for clinical affairs at the College of Medicine. The appointments are effective Aug. 8, 2011.

Pensak replaces Thomas Boat, MD, who became dean of the College of Medicine July 1. As dean, Boat also serves as president and chair of the board of University of Cincinnati Physicians.

"Dr. Pensak brings extraordinary skill as a physician executive to this position. He is the perfect person to lead a talented team and continue the substantial progress that University of Cincinnati Physicians has achieved during the last several years," says Boat. "Patient visits now total nearly 1 million each year and annual revenue is more than \$257 million. An organization of this size needs a leader with strong management skills and a passion for continual improvement, traits which Dr. Pensak clearly possesses."

Pensak has been a member of the UC Health Board of Directors since the health system's formation last year. With his new responsibilities, Pensak will step down from his board position.

Pensak will continue to serve as the H.B. Broidy Professor and Chair of the UC Department of Otolaryngology-Head and Neck Surgery, a position he has held since January 2005. He has been on the College of Medicine faculty since 1984.

A graduate of New York Medical College, Pensak interned at the State University of New York Upstate Medical

Center in Syracuse and completed an otolaryngology residency at Yale University School of Medicine, Yale New Haven Hospital. He also completed a fellowship in otology/neurotology at the Otolaryngology Group in Nashville, Tenn.

Pensak is a fellow of the American College of Surgeons and is past president (2009) of the American Laryngological, Rhinological and Otolaryngological Society, Inc. (Triologic Society). He has received the Honor Award and the Distinguished Service Award from the American Academy of Otolaryngology-Head and Neck Surgery. •



**Myles L. Pensak, MD**

- College of Medicine faculty member since 1984
- H.B. Broidy Professor and Chair, Department of Otolaryngology-Head and Neck Surgery, since 2005
- Fellow, American College of Surgeons
- Past President (2009), Laryngological, Rhinological and Otolaryngological Society, Inc. (Triologic Society)

## UC Health Doctors, University Hospital Ranked In Nation's Best

Doctors with UC Health and programs based at University Hospital have been named among the nation's best by *U.S. News & World Report*.

The *U.S. News* "Top Doctors" list was developed in collaboration with data from Castle Connolly Medical Ltd., publisher of America's Top Doctors. Those named to the list are based on peer nominations from doctors across the country.

More than half of the 111 doctors in Greater Cincinnati named to the "Top Doctors" list practice at University of Cincinnati Physicians, and 100 of the

111 have a UC connection through faculty status, medical school completion and/or residency training.

"These rankings offer powerful testament to the strength of the UC connection to health care in our region," says Myles L. Pensak, MD, chief executive officer of University of Cincinnati Physicians and H.B. Broidy Professor and Chair of the UC Depart-

**More than half of the 111 doctors in Greater Cincinnati named to the "Top Doctors" list practice at University of Cincinnati Physicians.**

ment of Otolaryngology-Head and Neck Surgery. "The specialists with University of Cincinnati Physicians are highly regarded and are well deserving of this honor."

In addition, University Hospital's ear, nose and throat program ranked No. 21, up from No. 22 in the 2010-11 rankings. The pulmonology program was ranked No. 45 and was not ranked last year. Cancer, cardiology/heart surgery, diabetes/endocrinology, gastroenterology, geriatrics, gynecology, nephrology, neurology/neurosurgery, orthopedics and urology were also noted as "top performing" programs. ●

## We're all UC Health

### Monica Feiler, RN, MS

Hematology Oncology Nurse Practitioner

During the last quarter of her nursing rotation, Monica Feiler had the privilege of caring for patients admitted to the inpatient oncology floor at UC Health University Hospital. At the time, she was unsure of what type of environment she'd like to work in.

"That experience brought everything into focus for me. I fell in love with the complexity of cancer care and the patients during that oncology rotation. I knew then that oncology nursing was exactly what I wanted to do," she recalls.

Feiler has worked within the UC Health family ever since, spending about five years as a nurse with the inpatient oncology unit at University Hospital while she completed her advanced practice nurse training. She assumed her current role as nurse practitioner at the UC Health Barrett Cancer

Center in late 2009, where she works side-by-side with medical oncologists Olivier Rixe, MD, PhD, and Olugbenga Olowokure, MD.

An expert multi-tasker, Feiler juggles the varied and frequent requests that come into the clinic from the more than 150 cancer patients she interacts with.

"One moment, I'm working with a patient to help alleviate nausea and



the next I'm on the phone with an insurance provider trying to sort out medical coverage. Every day is different, and I get so much satisfaction out of maintain-

ing the balancing act because at the end of the day it helps our patients feel truly cared for," she says.

Feiler provides a vital bridge between the patient and the physician that is especially important in deliver-

ing the comprehensive care and support needed by patients with chronic illnesses like cancer.

Feiler works closely with patients to manage the side effects of cancer treatment and navigate the complex journey of cancer treatment, serving as a trusted go-to person who will answer questions and assuage fear and anxiety along the way.

Feiler completed both her bachelor's and master's degrees at the UC College of Nursing. She also holds a bachelor's in English from Xavier University. Prior to her career in nursing, she worked at various points in her career as a dialysis technician, grocery store butcher and bookstore manager.

In her spare time, Feiler is an avid gardener. During her last vacation, she spent 16 hours tending to her yard and a 150-square-foot vegetable garden. A mother of two, Feiler says her favorite escape is to any national park where she can camp and hike. She also confesses to indulging in "trashy murder mysteries" now and then. ●

### Connected

*Connected* is a monthly publication for physicians and staff of University of Cincinnati Physicians. Send your comments and ideas to [ucpmarketing@ucphysicians.com](mailto:ucpmarketing@ucphysicians.com) or call (513) 475-8006.

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# Devices Expand Care Options for Heart Failure Patients

## 'Mechanical heart' provides long-term support when surgery isn't feasible

Sometimes, defects or severe disease cause the heart to stop functioning properly, but a transplant is not always an option.

That's why the HeartMate II is so important for some patients suffering from heart disease in the Tristate, and the heart failure program at UC Health University Hospital is here to make sure that patients receive the life-saving care they need.

The HeartMate II device is the newest Food and Drug Administration (FDA)-approved left ventricular assist device (LVAD) offering long-term support for patients ineligible for cardiac transplant. The device provides circulatory support for a broad range of advanced heart failure patients to improve survival and their quality of life.

"We have possessed the expertise to



Dunlap

provide quality care to heart failure patients in the region for 25 years," says Stephanie Dunlap, DO, director of the heart failure program. "With the HeartMate II and our new cardiac surgeon, Louis B. Louis IV, MD, we have expanded our capabilities to provide more options for those with advanced heart failure.



Louis

"Now, patients with this issue will be able to have access to the full range of therapies for heart failure without having to travel outside of the region."

The LVAD is a kind of mechanical heart. It's placed inside a person's chest, where it helps the heart pump oxygen-rich blood throughout the body.



Louis B. Louis IV, MD, performing surgery at UC Health University Hospital

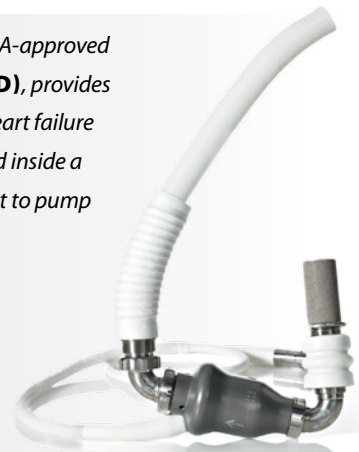
Unlike an artificial heart, the LVAD doesn't replace the heart. It just helps it do its job. This can mean the difference between life and death for a person whose heart needs assistance in several different situations, including advanced heart failure or as a rest after high-risk

open heart surgery.

Although there are risks, as in other surgeries, Louis says this device is truly a lifesaver and is the best option for those who are unable to have heart transplants because of other underlying factors. ●

*The HeartMate II device (shown right), the newest FDA-approved **LEFT VENTRICULAR ASSIST DEVICE (LVAD)**, provides circulatory support for a broad range of advanced heart failure patients, improving survival and quality of life. Placed inside a person's chest, it doesn't replace the heart, just helps it to pump oxygen-rich blood throughout the body.*

**"We implanted the first successful LVAD in the city, and we are continuing to see improvement in the lives of our LVAD patients,"** cardiac surgeon Louis B. Louis IV, MD, says. "Our patients are not just living longer but are also living better."



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### >> FOR APPOINTMENTS AND REFERRALS

To reach the UC Health Heart Failure Program, call (513) 475-8521. A full list of cardiology specialists is available at [ucphysicians.com](http://ucphysicians.com).

# Selecting Medical Trainees Most Likely To Succeed

## Screening tool helps evaluate more than academic merit

The UC College of Medicine is one of eight medical schools in the country that use the Multiple Mini Interview (MMI) as a screening tool for medical school admission. **Steve Manuel, PhD, assistant dean of admissions at UC's College of Medicine**, explains the relatively new admissions process.

### What is the MMI?

The MMI is modeled after the objective standardized clinical examination and uses several 5-8 minute interview stations (normally 6-8 interviews), each with a different evaluator and scenario. Each interview is typically focused on an issue that medical school students will likely encounter in medical school or as a physician. We have shifted away from the traditional, one-on-one interview format to increase the number of interviewers who meet the applicants and can provide feedback to the admissions committee. The MMI also allows us to invite current medical school students and community members to interview prospective students.

### What characteristics does the MMI identify in a potential medical student?

The overarching purpose of the MMI is to measure communication, critical thinking and teamwork skills. One of our MMI interview stations asks applicants to "role play" by acting out a scenario with a trained actor; this allows our MMI raters to see how an applicant reacts to and resolves a particular scenario. We also use a scenario that requires applicants to work together to solve a problem or issue. Because physicians need good communication, critical thinking, and teamwork skills, we are very interested in evaluating these characteristics in our applicants.

### When did UC start using the MMI?

We conducted a pilot program in the spring of 2008 and then fully implemented the MMI in the fall of 2008. Since we were one of the first U.S. medical schools to adopt the MMI, we have had 10-15 other medical schools visit us to observe our process. We have served as a model for several medical schools hoping to implement the MMI.

### Are you able to see a difference in medical students since the MMI was employed?

At this time, we do not have enough data for conclusive evidence but we do have anecdotal evidence from many of our faculty. We are currently conducting studies to evaluate the differences between students admitted using the traditional interview versus students admitted using the MMI.

### What would you like people to know about the MMI?

The College of Medicine uses a holistic approach in our admissions process, and the MMI helps us to evaluate applicants' characteristics beyond merely academics. We welcome members of the Academic Health Center to help our admissions committee select new students by serving as an MMI rater. ●

>> **FOR MORE INFORMATION**  
To learn more about becoming an MMI interviewer, call (513) 558-7314.

“The College of Medicine uses a holistic approach in our admissions process, and the Multiple Mini Interview helps us to evaluate applicants’ characteristics beyond merely academics.”

*Steve Manuel, PhD  
Assistant Dean of Admissions,  
UC College of Medicine*



# OB-GYN Adds Adolescent Gynecology Specialists

## Division provides unique training opportunities for med students

The department of OB-GYN has expanded its academic reach to include a new division of pediatric and adolescent gynecology. The division is chaired by Lesley Breech, MD, associate professor in the department of obstetrics at UC's College of Medicine and chief of pediatric and adolescent gynecology at Cincinnati Children's Hospital Medical Center.

"I have to give credit to the

department of OB-GYN for being so forward thinking in establishing this division. There is increased recognition of the need for pediatric and adolescent gynecology as part of obstetrics training," Breech says of how the division creates opportunities here that are only available at a handful of medical colleges in the country.

Not only will UC medical students be introduced to the field of pediatric

and adolescent gynecology in their rotations, Breech says, but the division—which includes faculty members



**Ayensu-Coker**

Leslie Ayensu-Coker, MD, and Jill Huppert, MD—also offers specialized training for both OB-GYN residents and a two-year fellowship position for residents who have completed an OB-GYN residency. The clinical services arm of the division sees patients at Cincinnati Children's, where a pediatric and adolescent



**Huppert**

gynecology program has been in existence for over 40 years.

Specializing in pediatric and adolescent gynecology is often a foreign concept because gynecology is usually associated with adult females, Breech says. There are many instances, however, where young girls need gynecological services: trauma to the reproductive system due to accident, birth defects that affect reproductive development and medical conditions and disease states that may affect future reproductive potential. ●

### >> **APPOINTMENTS AND REFERRALS**

**To reach pediatric and adolescent gynecology, call (513) 636-9400.**

### **Addressing adolescent gynecological needs:**

- Trauma to the reproductive system due to accident
- Birth defects that affect reproductive development
- Medical conditions that may affect future reproductive potential.



### **Lesley Breech, MD**

Lesley Breech, MD, earned her medical degree from the Ohio State University College of Medicine and is specially trained in pelvic reconstruction and other medical and surgical management of genital anomalies. She has 11 years of experience teaching surgical and medical gynecology. Breech has a particular interest in the care of girls and young women with developmental abnormalities of the reproductive tract. In 2004, she joined Cincinnati Children's Hospital Medical Center's multidisciplinary care team at the Urogenital Center. She also provides gynecologic care for young women with bleeding disorders, polycystic ovarian syndrome, endometriosis and other gynecologic concerns of pediatric and adolescent females.

# in brief

## Hinds Named 'Chief Financial Officer of the Year'

Rick Hinds, chief executive vice president and chief financial officer (CFO) for UC Health, was recently named CFO of the Year. He was one of 14 Cincinnati-area CFOs chief recognized as finalists for the *Cincinnati Business Courier*-bestowed award.

UC Health President and Chief Executive Officer (CEO) James Kingsbury noted that Hinds was very deserving of this recognition: "Apart from his tremendous work over the past year to establish UC Health and put it on sound financial footing, Rick provided truly remarkable leadership as Interim CEO of the Health Alliance during what was a very challenging and tumultuous time for the organization. Through that challenging period, and through the challenges we have faced in forming UC Health, Rick has always personified our RITE values of Respect, Integrity, Teamwork and Excellence. We simply would not be where we are today without Rick's strong leadership and steady hand."

## Giannella to Receive Esteemed Laureate Award

Ralph Giannella, MD, professor of digestive diseases, will receive the 2011 Laureate Award from the Ohio chapter of the American College of Physicians (ACP). The Laureate Award



Giannella

is the most prestigious award a chapter member at the state level can receive and is given to individuals who have demonstrated a high level of commitment to excellence, education or research as well as service to the community and the ACP.

## Imaging Center Recognized for Exceptional Quality

The UC Health Surgical Hospital Imaging Center has been recognized as one of the "highest performing health care facilities," as measured by an independent survey of patients to gauge patient satisfaction and loyalty.

CTQ Solutions recently recognized the center and its staff's outstanding efforts with the APEX Quality Award. CTQ benchmarks and monitors patient satisfaction for outpatient health facilities.



Udstuen



Regg

APEX Award winners demonstrate the highest levels of excellence in patient satisfaction throughout U.S. health care markets served by CTQ. Health care providers must exceed the 90<sup>th</sup> percentile of their peer's overall score, meet a minimum survey response threshold and measure a minimum number of key performance indicators selected by CTQ to be considered for the award. Congratulations to operations director Sara Deem, medical director Gavin Udstuen, MD, clinical operations manager Michael Regg and the center's staff for this achievement.

## New Associate Dean for Student Affairs and Admissions

Aurora Bennett, MD, professor of psychiatry and behavioral neuroscience, has been named the new associate dean for student affairs and admis-



Bennett

sions at the College of Medicine, effective Aug. 1, 2011. Bennett replaces Laura Wexler, MD, who stepped down after 10 years in the position. She will be responsible for oversight of all activities related to the recruitment and selection of medical students and will provide support, advising and counseling services to medical students. She is

currently vice chair for education in the department of psychiatry and behavioral neuro-science, as well as residency director, and was formerly the department's clerkship director. Bennett will continue to teach residents and maintain a clinical practice, but will focus most of her time on her role as associate dean. ●



Courtesy of UC Foundation

The 3rd Annual UC College of Medicine Alumni Golf Outing raised about \$20,000 for medical student support via scholarships and summer stipends. Student interns with the Urban Health Project, pictured here, staffed the UC Health-sponsored event.



## UC HEALTH ACROSS THE GLOBE

Bradley Mathis, MD, shows off his UC Health pride and prize catch—a 28 inch, 7 pound snook, caught on Sanibel Island, Florida, on a recent vacation.

*Do you sport your UC Health gear proudly outside of work? If so, send us a photo showing your UC Health pride at [ucpmarketing@ucphysicians.com](mailto:ucpmarketing@ucphysicians.com).*

Courtesy of Bradley Mathis

**SERVICE EXCELLENCE "CAUGHT CARING AWARD"****UC Health University of Cincinnati Physicians is proud to recognize these outstanding employees with the "Caught Caring Award."**

*Individuals were nominated by their peers for exemplifying UC Health's WE CARE philosophy of providing responsive, innovative and personalized care to patients.*

*Patient Satisfaction King***KEVIN CHAMBERLAIN**

*Patient Services Representative, Dermatology*

First impressions can often set the tone for the rest of your experience. This rang through in the recent patient satisfaction data for UC Health's dermatology division. When asked: "Were there any employees or part of your visit that was particularly pleasant?" Kevin Chamberlain was singled out for consistently making patients feel welcome. As one survey responder put it: "The gentleman who signs me in at the front desk, his name is Kevin. He is very friendly, I don't know how else to say it. He's just very pleasant."

*Success in the Details***ROSE ALDEN**

*Residency Program Coordinator, Radiology*

Rose Alden's job can be described as a cycle of events—and she is a master of the process, according to Jannette Collins, MD, chair of the radiology department at UC. In July, she manages new resident orientation. In August, she processes requests for information about the training program and distributes recruitment materials. In September, resident applications begin to come in for review ... and the process marches forward in sequence. There are many elements that must be coordinated and managed throughout the year, in addition to the other planned and unplanned activities that fall into her arena.

"A very important job that has consumed much of Rose's time this past year is preparing the core and fellowship programs for internal and external site review, which takes hours of work. Rose seems to handle all these tasks with ease and while her own job keeps her plenty busy, she makes time to help others," says Collins.

*Caring Without Question***MELISSA LEATH**

*Echocardiography Technician, Cardiology*

According to her colleague Phyllis Thompson, Melissa Leath is able to personally connect with patients in a way that alleviates their fears and builds trust. During a recent interaction with a patient who had severe anxiety about being moved to and from the testing table, Leath came into the room and reassured the patient that she would personally not allow her to fall. Despite the patient's lack of trust and fear, the patient agreed to let the team move her so the cardiac test could be completed.

Says Thompson: "Melissa wasn't providing service to this patient; she was working on another task when I came in to interrupt her ask her to assist in a lift. She didn't hesitate for one second. She just came in and moved the patient physically and emotionally. She went above and beyond the call of duty to assure we moved the patient safely. She didn't have to do it, but I am so thankful she did. She cares very much!"

*Unwavering Positivity***BOBBIE MATTEOLI**

*Administrative Assistant, Digestive Diseases*

Although she has only been with UC Health a year, Bobbie Matteoli's colleagues say she has done much for the morale of the division. She makes everyone feel welcome and is usually the first to greet visitors or new employees and offers to help in any way she can. "With so many changes happening—doctors leaving, doctors coming, business manager changes, etc.—she always keeps our spirits up," says fellow administrative assistant Susan Waters. "You never know if Bobbie is having a bad day because here at work she is always happy, smiling and ready to go." ●

**Nominations**

*Do you know someone who deserves recognition for their commitment to the WE CARE philosophy? Nomination forms are available under Faculty/Staff on [ucphysicians.com](http://ucphysicians.com) or from your unit manager. ●*

**Welcome New Clinicians**

**Tammi Howard, MD**  
General Internal  
Medicine



**Ian Paquette, MD**  
Colorectal Surgery



**Robert Simkins, DO**  
Neurology



**Amanda Stein**  
Psychiatry



**Uyi Ukponmwan, MD**  
Hospitalist



**Phillip White, MD**  
Neurology

HOW WE MAKE A DIFFERENCE

# Five Transplants Later, Patient Living Life to Fullest Potential

In 33 years of life, Christy Long says that she's never lived as much as she has in the past two years.

"This is the most normal I've ever felt," says the Chillicothe, Ohio, resident.

The reason for this: Since 1991, Long has experienced a total of five transplants.

She was born with a hole in her heart, known as Eisenmenger's syndrome, which also puts pressure on the lungs.

"My heart had to work double time to put blood throughout my body, weakening it," she says. "At the age of 13, I had a heart-lung transplant, and when they opened me up, they said that my heart was greatly enlarged."

Then in 1996, Long had another transplant. This time, it was her kidney that wasn't holding up its end of the bargain.

"Due to all of the anti-rejection medication I was taking for the heart-lung transplant, my kidneys were damaged," she says, adding that her father, Skip, was her proud donor.

But Long's experience under the knife didn't end there, and with her final surgery—a pancreas-kidney transplant after her first kidney transplant failed—she turned to UC Health University Hospital, the region's only pancreas transplant center.

"In 2007-2008, I started to get sick again," she says. "The anti-rejection medications were once again affecting my kidneys, and with a history of diabetes, it became even more difficult to keep my sugar under control. I was on dialysis and was just really starting to take a turn for the worse."

Her nephrologist at the time, Norman Moser of Kidney & Hypertension Associates in Lima, Ohio, told her about the wonderful care at University Hospital in Cincinnati, and she made an appointment for a consultation with UC Health transplant team.

"I was driving to Pittsburgh for care, but once I realized that quality care was much closer to home, I was sold," she says. "On June 26, 2009, I got the call that they had

my organs; on June 27, I had the surgery and every day afterward was successful."

Now, Long doesn't have diabetes or kidney failure, and with five transplanted organs, she says she lives life like a normal person with a job she loves as a photo specialist at Walgreen's and the proud "mommy" to two Cavalier King Charles Spaniels, Precious and Jewel.

She still drives the hour and a half to see Amit Govil, MD, medical director for the pancreas transplant program, every six months for follow-up care, but she says it's well worth her time.

"I'm so pleased with the care I received at University Hospital," she says. "I'd recommend this program to anyone. I might not have started my surgeries there, but I finished there, and I'm glad that I did. Thanks to the talented physicians, I'm able to live my life how I've always wanted." ●

**>> FOR MORE INFORMATION**  
For a complete list of UC Health specialists visit [ucphysicians.com](http://ucphysicians.com).

**"I WAS DRIVING TO PITTSBURGH for care, but once I realized that quality care was much closer to home, I was sold."**

*Christy Long*



Christy Long with her dogs, Jewel and Precious



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