

# central line

For the employees and clinicians of UC Health | July 2017



## 1 Spreading Positivity

Operations supervisor a natural helper

## 4 Partners in Design

Patients, families part of building planning

## 5 Seeking New Adventures

Photographer's recovery from spinal surgery

UC Health broke ground in late May on a new building for the UC Gardner Neuroscience Institute. Positioned at the corner of Eden Avenue and Martin Luther King Drive, the four-story building is expected to open in 2019 and will bring together 125 faculty physicians and researchers with specialized staff.

Above: A rendering of the planned space created by global architecture firm Perkins+Will.

# Inspired by Purpose



Colleagues,

Numbers are definitely in focus right now at UC Health, especially as we close out another fiscal year and wrap up our employee engagement survey. And while it's natural to concentrate on budgets and response rates—both of which are and will continue to be very important to our organization—we can't lose sight of our purpose as an academic health system: To advance healing and reduce suffering.

I'm continually inspired toward this purpose by the stories I hear of your great work. In this latest edition of *Central Line*, for example, we introduce you to one of our colleagues who truly understands the critical role she plays in the patient experience, despite being one step removed from the delivery of care.

We also highlight the spirit-lifting work of the team of nurses who cared for a young man faced with the possibility of never walking again, and we describe the patient-first approach we took toward designing what will become our new UC Gardner Neuroscience Institute building.

It's my hope that the stories shared in *Central Line*—and the moments you witness daily—continue to inspire you toward our purpose at UC Health.

Sincerely,

A handwritten signature in black ink that reads "Richard P Lofgren". The signature is written in a cursive, flowing style.

Richard Lofgren, MD  
UC Health President & CEO

**"We can't lose sight of our purpose: To advance healing and reduce suffering."**

## INSIDE

- 2 ..... Our Roots
- 4 ..... In Focus
- 5 ..... Making a Difference
- 6 ..... News and Notes

### OUR PURPOSE

To advance healing and reduce suffering.

### OUR MISSION

We are committed to advancing medicine and improving the health of all people—regardless of race, ethnicity, geography or ability to pay—by fostering groundbreaking medical research and education, delivering outstanding primary and specialty care services, and building a diverse workforce.

### OUR VISION

To use the *power of academic medicine* to advance the science of discovery and transform the delivery of care.

### OUR VALUES

**PRIIDE:** We will serve our patients, our community and one another by:

- Putting PATIENTS and families first.
- Showing RESPECT.
- Acting with INTEGRITY.
- Embracing INCLUSION.
- Seeking DISCOVERY.
- Offering EMPATHY.

*Central Line* is a monthly publication for employees and clinicians of UC Health. It is produced by UC Health Marketing & Communications. Send your comments and ideas to [central-line@uchealth.com](mailto:central-line@uchealth.com).

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# Service With a Smile

*Operations supervisor  
spreads positivity*

Sonya Johnson / Operations Supervisor / Training and Development



BY DAMA EWBANK

SONYA JOHNSON always wears a smile. Even a fall that chipped her tooth one morning late last year didn't stop her from making it to work on time with her signature grin.

If you ask her, it's all about spreading "positive vibes" throughout the day, but Johnson does that and much more.

She hit her 10-year mark with UC Health in January and for the last five, has served as operations supervisor in Training and Development. Before her promotion, she spent a year as the department's clerical assistant after transitioning from a role in insurance.

Johnson comes from a family of nurses and healthcare workers—her sister, Benita Kerson, has been a nurse at UC Health for 21 years—so she finds it natural to help others and she loves the variety of work she's offered at UC Health.

**"It's all about spreading 'positive vibes' throughout the day."**

A typical day for Johnson includes greeting employees attending Epic training, handling room reservation requests, adding classes to the training schedule and keeping track of day-to-day logistics. She especially loves when her work intersects with her passion outside UC Health: event planning.

Over the past year, Johnson's been closely involved with the activities of UC Health's cultural transformation, manning two-day meetings for leaders and serving as a table facilitator for two-hour employee sessions.

"The transformation work has allowed me to meet new people and learn about various jobs and functions at UC Health," said Johnson. "I've enjoyed listening and learning about what they do."

Though her day-to-day role isn't patient-facing, Johnson has no trouble making the connection between what she does and its impact on our patients.

"Since we train new employees, I take pride in making sure they get the correct training so they can be successful with patient care," Johnson said, adding that she's enjoyed her department's move to a building where providers' offices are located because it allows her to interact with patients passing by or needing assistance.

She does it all with a smile. ●



**Bonus video at**  
[uhealth.com/central-line](https://www.uchealth.com/central-line)

# Intersection of Old and New

*West Chester Hospital built where farm once stood*

AT EIGHT YEARS OLD, West Chester Hospital may be considered young relative to the 200-year-history of UC Medical Center and the UC College of Medicine, but the ground on which it sits has its own story to tell. At the corner of Tylersville and Cox Roads once sat Dudley Farm, a dairy farm that, according to a 2004 story in the *Cincinnati Enquirer*, once stretched from the old Voice of America location west across what's now Interstate 75. On the Dudley Farm—which began operation in 1914—sat a silo that was dented by a storm in 1980. The famed silo was razed in the mid-2000s to make way for additional development, including what would become West Chester Hospital.



As tribute to the history of the land on which it sits, West Chester Hospital salvaged beams from Dudley Farm and used one to create the fireplace mantle in the hospital's cafeteria. •



Bonus video at [uhealth.com/central-line](http://uhealth.com/central-line)

## Safe & Well

### VACATION SAFETY

ARE YOU GOING AWAY for a break? Remember, most would-be-burglars won't attempt to enter a house that might be occupied, but an obviously empty home might be tempting. Please use these guidelines to help safeguard your home while you're away:

- Notify your local police department that you are out of town. Many departments have a vacation watch program for their citizens.



- Stop all mail and deliveries or have a neighbor pick up your mail, newspapers and packages.
- Arrange for someone to mow your lawn to give your home a lived-in look.
- Put your garbage cans in the basement, garage or storage shed.
- Turn down the ringer volume on your home telephone. This will keep those nearby unaware of your absence.
- Close and lock all doors, windows and garage doors.

- If you are leaving your car at home leave it parked in the driveway and ask someone to move it occasionally. Otherwise, ask a neighbor to park their car in your driveway.
- Leave your blinds, shades and curtains partially open so police or caretakers can see if someone is inside your home.
- Ask someone to keep an eye on your home. Leave an emergency contact number and address with the caretaker.

*Information provided by UC Health Public Safety.*



**I've heard we are changing vendors for a number of support services. What does this mean for employees who work in these areas?**

Our new vendor, Compass One Healthcare, will assume overall operations at UC Medical Center and West Chester Hospital for Food and Nutrition and Environmental Services, as well as Patient Transportation at UC Medical Center and system-wide operations of Clinical Engineering.

West Chester Hospital (and those in Clinical Engineering across other sites) will be offered similar positions with Compass One Healthcare. The transition will occur on Sept. 10, 2017, with the exception of Clinical Engineering, which will transition at a later date.

It's important to note that employees transitioning to Compass One will remain our partners and our patients should experience no disruption in services. If you have any questions about the transition, please email [compasstransition@uchealth.com](mailto:compasstransition@uchealth.com).

UC Health employees at UC Medical Center who work in these areas, as well as Aramark staff at UC Medical Center,



Do you have a question we can answer? Email [central-line@uchealth.com](mailto:central-line@uchealth.com).

**COMPLIANCE CORNER: Our PRIIDE Values and Protecting PHI**

IMAGINE SOMEONE COMES TO YOU and gives you a document with protected health information (PHI) that does not belong to them. What would you do?

Recently, a UC Health Outpatient Pharmacy employee encountered an individual who presented them with a list that contained patient PHI. The employee found out that this individual was not authorized to have this list, took the list away from the individual and reported this incident in MIDAS, our online incident-reporting tool.

The reporting employee exemplifies behavior that is not only standard practice that every department should follow —should this occur—but also aligns with the UC Health PRIIDE values.

If you ever encounter an individual who gives you a document with patient PHI that is not their own, here are the steps you should take:

- First, remove the document from the individual's possession.

- Next, report this incident in MIDAS. Include the patient's information that was on the document that was given to the incorrect individual.
- Finally, and once all the facts have been recorded in MIDAS, place the document in the nearest shred bin for proper destruction.

**How to avoid this situation:** Be alert when disclosing PHI. Ensure you are not giving patient PHI to those who are unauthorized to receive it. When handing out documents to patients, such as after-visit summaries, prescriptions, lab orders, imaging discs, referrals, and other documents containing PHI, double check to ensure the correct patient's name is on each document and initial each paper to signify your double check.

If you ever have any questions, please contact the chief privacy officer at 513-585-7155 or the HIPAA coordinator at 513-585-7124. •

*This article was written by UC Health's Compliance department.*

# Design With the Patient in Mind

## *Patients, families involved in planning for new facility*

BY AMANDA NAGELEISEN



*The UC Gardner Neuroscience Institute provides comprehensive care across its 14 specialty centers and programs, including treatments for Parkinson's, epilepsy, brain tumors, mood disorders, stroke care and rehabilitation and Alzheimer's. Last year, UC Health clinicians within the neurosciences saw more than 56,000 patients.*

WHEN UC HEALTH broke ground on the UC Gardner Neuroscience Institute in late May, dozens of patients and their caregivers were front and center for the special event—but they had actually played a critical role behind the scenes for more than a year before that day.

Andrew Arken, a Procter & Gamble retiree whose wife, Renee, is a patient at the Institute, wasn't sure what to expect when he was invited to join the Patient & Family Advisory Council in early 2016.

Over the course of the next 18 months, he and the 26 other council members provided input on everything from the design of the facility and the adjacent parking structure, to the design of exam tables and waiting areas.

"I was really impressed with the effort in terms of keeping patients involved," he said. "Family-centered care is really about partnership. And if you're going to be a real partner, you need to be involved early, and you need to be involved in decisions. There were a lot of people involved who are very sick, who made the effort to come to those meetings because they wanted to give something back."

When it opens in 2019, the four-story, \$60 million facility will represent a new



**"If you're going to be a real partner, you need to be involved early."**

approach to healthcare. Combining services, treatment and holistic care into one facility will help improve care quality and patient experience. And bringing providers under one roof will ultimately lead to improved outcomes and research breakthroughs.

"I think it's going to be a very cool building, but it's what goes on inside the building that's really most exciting.

You want to have a place where you learn about your disease and its impact on your life," said Joseph Broderick, MD, professor of neurology at the UC College of Medicine and director of the UC Gardner Neuroscience Institute.

Don and Janis Yelton are excited that all of Janis' Parkinson's appointments and treatments will occur in one location.

"We feel like, as a patient, we've been heard," Don Yelton said. ●



**Bonus video at**  
[uchealth.com/central-line](http://uchealth.com/central-line)



## MAKING A DIFFERENCE

# Seeking Adventure

*Photographer learns to walk, ski again following spinal surgery*

BY AMANDA NAGELEISEN

CINCINNATI NATIVE JIM HARRIS has always lived a life of adventure, traveling the globe as a photographer and videographer for publications such as *National Geographic*.

The evening of Nov. 24, 2014, the 2000 graduate of Cincinnati's St. Xavier High School was preparing for his biggest adventure yet: a month-long, 350-mile expedition across the Patagonian polar ice cap in southern Chile.

Harris and his team hoped to become the first Americans to successfully cross the ice cap. They were testing equipment for the trip and Harris was flying a traction kite—a 12-foot-wide device to help skiers quickly cross terrain—when a gust of wind picked him up and slammed him to the ground.

When he woke up, Harris couldn't feel anything below his sternum.

As a Chilean medical team stabilized and assessed him, his parents, Jeff and Mary Pat Harris, sprang into action from their winter home in Florida. They consulted friends and family to find the best possible American medical care for a man with seven broken vertebrae and they chose UC Medical Center.

"We knew this would be a place that could take care of him. And once we got Jim here, there was a great deal of comfort on our part, and confidence," Jeff Harris said. "We had a front row seat to what goes on here, and it was amazing ... all the resources that were available to us, and the different people that were called upon and their specialties—all to help Jim."

The skillful hands of the late Charles Kuntz, MD, and his team repaired Harris' broken spine. And the medical staff at UC Medical Center and Daniel Drake Center for Post-Acute Care helped repair his spirit and restore movement in his legs.

There were the nurses who shampooed his hair and shaved his face, joking around and buoying his spirits in the days after his spinal surgery. Then there were the physical therapists at Daniel Drake Center who advocated on his behalf, even for simple pleasures such as sitting up in a wheelchair and being pushed through the outdoor courtyard.

"The care I received was excellent," Harris said. "I'm really grateful it worked out in my favor."

Harris completed his rehabilitation at Craig Hospital in Denver, where he lives and works. He has not only relearned to walk, but is able to ski and hike—and continues to pursue his next great adventure. ●



Bonus video at [uchealth.com/central-line](http://uchealth.com/central-line)

## Clinical Trial Spotlight: Do You Have a Family History of Bipolar Disorder?

**What:** UC Psychiatry is conducting several research studies to better understand the treatment options available to children and young adults with symptoms of a mental health disorder and who also have a family history of bipolar disorder.

**Who:** Children, teens and young adults between the ages of 6 – 24 years old who have been diagnosed with a disorder or are experiencing symptoms (irritability, up and down moods, nervousness, attention problems, sleep or appetite changes) AND have a sibling or parent with bipolar disorder may be eligible.

**Pay:** Participants will receive compensation for their transportation and time for study visits. All study visits, tests and procedures will be provided at no cost to participants.

**Details:** For more information, contact Brittany Dyce at [dycebl@ucmail.uc.edu](mailto:dycebl@ucmail.uc.edu) or 513-558-5059.

## Recognition

West Chester Hospital has been selected by Enquirer Media as a Top Workplace for 2017. This is the fourth time since 2010 that West Chester Hospital has been included in this list.



Two from UC Health were among the 66 nominees for the 2017 Ohio Hospital Association (OHA) Health Care Worker of the Year Awards. JANIE MYNATT, director of social work, care management and spiritual care at UC Medical Center, and RON ROHLFING, vice president of operations for West Chester Hospital, were among the nominees celebrated June 13, at the OHA's annual meeting recognition dinner in Columbus.

UC Medical Center has received the American Heart Association/American College of Cardiology Get With The Guidelines®-Heart Failure Gold Plus Quality Achievement Award and the American Heart Association/American Stroke Association Get With The

Guidelines®-Stroke Gold Plus Award. The hospital also qualifies for recognition as Target: Stroke Elite Plus. West Chester Hospital has received the Get With The Guidelines®-Stroke Silver Quality Achievement Award and has qualified for recognition on the Target: Stroke Honor Roll.

## Accreditation

The UC Health Specialty Pharmacy, located in the Business Center and serving patients whose medications require specialized handling, storage and distribution, has been granted full three-year accreditation from URAC.



## Upcoming Survey

In mid-July, UC Health will distribute a survey to all employees as part of our federal requirement around Affirmative Action. The survey link will allow for optional disclosure of information about veteran and disability status.



## Appointments



JOSEPH CHENG, MD, formerly professor and vice chair of neurosurgery at the Yale School of Medicine, has been named professor and chair of the UC College of Medicine Department of Neurosurgery and will lead all neurosurgery activities at UC Health.



E. STEVE WOODLE, MD, UC professor and William A. Altemeier Chair in Surgery, has been named director of solid organ transplantation at UC Health.



SHIMUL SHAH, MD, UC associate professor of surgery, has been named section chief of solid organ transplantation in the Department of Surgery.

## FEATURED POST

UC HEALTH'S SOCIAL MEDIA TEAM thought the June release of "Wonder Woman" was a great time to highlight some of the amazing women here at our academic health system. The third and final post of our very own "Wonder Woman" series featured Elizabeth Leenellett, MD, medical director for the West Chester Hospital emergency department. The post about Dr. Liz—as she's known to her colleagues—was viewed more than 9,200 times, shared 60 times and received 30 comments.

Be sure to follow UC Health on Facebook, Twitter and Instagram, where we curate content for you to like and share.

**Facebook:** UCHealthCincinnati

**Twitter:** @UC\_Health

**Instagram:** UC\_Health

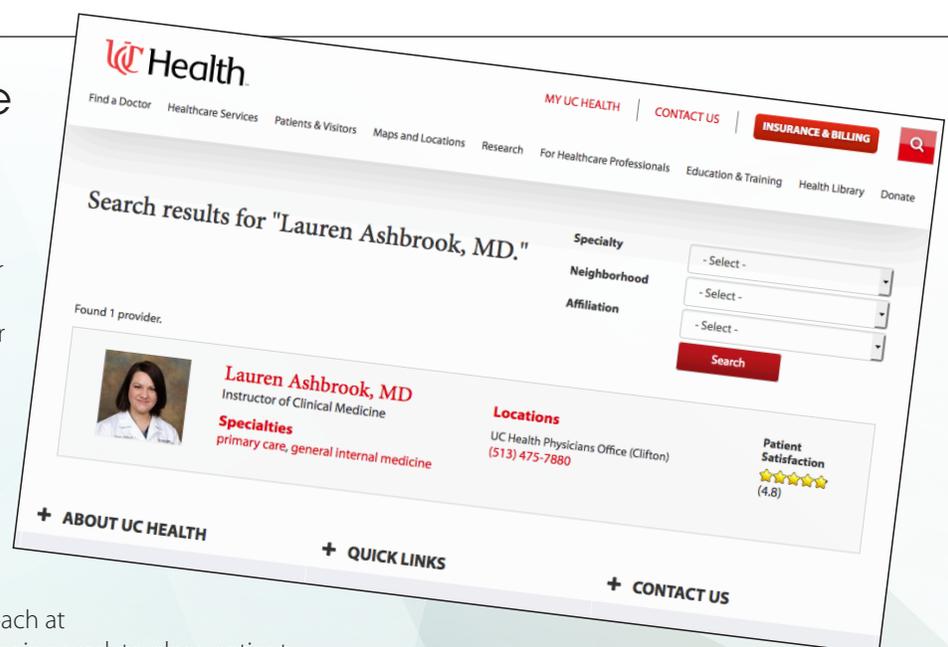
**In mid-June, Otto Warmbier**, a college student from Wyoming, Ohio, returned to the United States from North Korea and his family chose to bring him to UC Medical Center for care. At the request of Warmbier's family, on June 15, UC Health hosted a press conference to respond to and to provide media with an update on his condition. Forty-five reporters from 21 international, national and local media outlets participated.

*Below: At the press conference, from left to right: Kristen Wevers, UC Health senior vice president and chief marketing & communications officer, and UC Gardner Neuroscience Institute physicians Jordan Bonomo, MD, Daniel Kanter, MD, and Brandon Foreman, MD.*



## Improving Experience 'The UC Health Way'

**A system-wide effort** to make provider performance reporting more transparent for our patients is yielding positive results. Last fiscal year, patients gave our providers a "Rate Provider 0-10" score of 83.7 percent—putting us at the 39th percentile compared to peers. For the current fiscal year, through the end of May, our patients rated us at 85.6 percent, moving us to the 47th percentile. This increase puts us among the top decile of improvers, according to Press Ganey. Megan Sullivan, director of quality improvement, credits the improved "Rate Provider" scores to a more proactive approach at recognizing our high performers and also to ongoing work to place patient satisfaction ratings and comments on provider bios at [uhealth.com](http://uhealth.com).



## AHA! MOMENT

### Public Health Research and Positive Change



Susan Pinney, PhD

NEW UC RESEARCH REVEALS that residents of the Mid-Ohio River Valley (from Evansville, Indiana, north to Huntington, West Virginia) had higher than normal levels of perfluorooctanoic acid (PFOA) based on blood samples collected over a 22-year span. The exposure source was likely from drinking water contaminated by industrial discharges upriver.

The study, appearing in the latest publication of *Environmental Pollution*, looked at levels of PFOA and 10 other per- and polyfluoroalkyl substances (PFAS) in 931 Mid-Ohio River Valley residents, testing blood serum samples collected between 1991 and 2013, to determine whether the Ohio River and Ohio River Aquifer were sources of exposure.

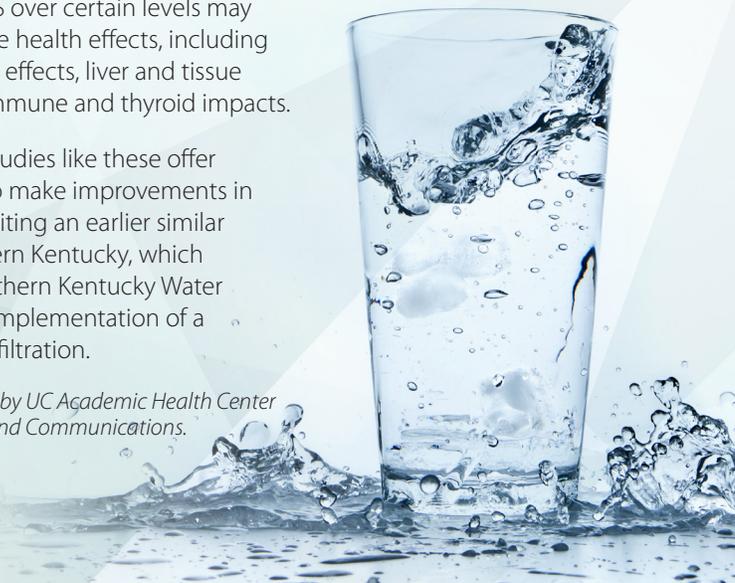
Susan Pinney, PhD, professor in the UC Department of Environmental Health and member of the Cincinnati Cancer Consortium and UC Cancer Institute, served as the study's senior author.

PFCs have had wide consumer use and industrial applications. They are surfactants used in fire-fighting foams and in the manufacture of stain and water resistant coatings, on cookware, furniture and carpeting. PFOA, or C-8, can be found as a residual impurity in some paper coatings used on containers for processed food. As a byproduct of commercial production, PFCs/PFOA are released into the environment and, although no longer used in manufacturing in the U.S., are considered persistent in the environment.

Pinney points out that the primary concern with PFCs/PFOA is that they take a very long time to leave the human body, and studies indicate that exposure to PFOA and PFOS over certain levels may result in adverse health effects, including developmental effects, liver and tissue damage and immune and thyroid impacts.

She says that studies like these offer the potential to make improvements in public health, citing an earlier similar study in Northern Kentucky, which resulted in Northern Kentucky Water Department's implementation of a special type of filtration.

*Content provided by UC Academic Health Center Public Relations and Communications.*



## GEARUP FOR REQUIRED ANNUAL TRAINING

UC HEALTH'S Training and Development, Compliance, Privacy and IT Security teams have teamed up to offer all required annual training during one three-month window in the fall.

From late September through National Compliance Week—which ends Nov. 11—all employees and providers will have access to their training requirements in myKnowledge.

Required trainings for all employees will include HIPAA Privacy Training and IT Security Training.

Providers can expect to take the HIPAA and IT Security courses, as well as Billing Compliance Training and a Medicare Parts C & D training requirement.

The newly established "required training window" will become routine practice, ensuring employees and providers know when to expect training notices.

For more information about required trainings or questions about using myKnowledge, contact Training and Development 513-585-MYTD (6983) or email [training@uchealth.com](mailto:training@uchealth.com).

## PERFORMANCE AND CULTURE

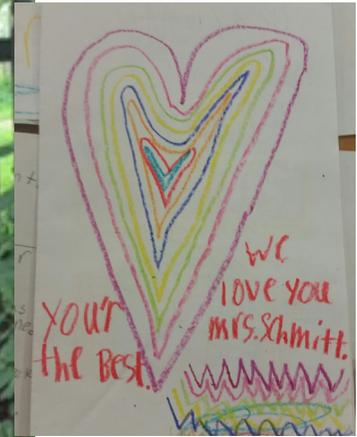


Creating and sustaining an improvement-focused culture is one of UC Health's Core Four strategies. Investing in employee and provider training is one measure of success.

# SNAPSHOT

## UC Health Giving Back

UC HEALTH IS AN ACTIVE supporter of a number of events and community health initiatives across the region, and many of our employees step up as volunteers to help out, share information and provide health screenings. And sometimes our community partners come to us! Here's a peek at some recent activity.



*Above: Nancy Schmitt, laboratory services manager at West Chester Hospital, received quite the thank you package from the students she helps as part of her volunteer work with Junior Achievement.*

*Far left: Art Pancioli, MD, chair of emergency medicine at UC, recently made his 100<sup>th</sup> blood donation to Hoxworth.*

*Left/below: Twelve UC Health volunteers went to Wesleyan Cemetery on May 20 to weed, mulch and take care of other general yard work. Their participation was part of an annual Give Back Day.*



>> Would you like to become a UC Health Volunteer

Ambassador and learn about opportunities for representing UC Health in the communities we serve?

Email Dan Maxwell at [daniel.maxwell@uchealth.com](mailto:daniel.maxwell@uchealth.com).

## COMING UP .....

### **Employee Appreciation Days at Kings Island**

Thursday, July 8, and Saturday, Aug. 26  
Discounted tickets available.  
[visitkingsisland.com/save](http://visitkingsisland.com/save)  
Username: UCHEALTH  
Promo code: Banshee

### **Mobile Mammography Screenings**

Thursday, July 20, 8 a.m. to 2:30 p.m.  
UC Health Business Center  
For Appointments or Financial Assistance, call 513-584-PINK (7465)

### **Findlay Market Pop-up**

Thursday, July 27, 11 a.m. to 1 p.m.  
CARE/Crawley Kaplan Reception Area

### **Quarterly Leadership Meeting**

Thursday, Aug. 10, 8 a.m. and 1 p.m.  
Sharonville Convention Center

### **UC Health Nursing Retreat**

Thursday, Sept. 14, 8 a.m. to 5 p.m.  
Daniel Drake Center for Post-Acute Care  
myKnowledge course number ONS25535

# central line

*For the employees and clinicians of UC Health / July 2017*



**Discounts and Offers** >> UC Health is a proud sponsor of the Western & Southern Open tennis tournament, and our sponsorship means that UC Health employees can access half-price tickets for day and evening sessions on two different days throughout the eight-day event.

Half-price offers (for up to 10 tickets per person) are valid for sessions on Sunday, Aug. 13, and Monday, Aug. 14. Get details for accessing this and other great offers by visiting the "Discounts" page on the UC Health Intranet. More information about the tournament can be found at [wsopen.com](http://wsopen.com).