

# central line

FOR THE EMPLOYEES AND CLINICIANS OF UC HEALTH | OCTOBER/NOVEMBER 2018



Robin Davis-Henderson is encouraged and inspired by the customers she serves. See page 2 for details.

## Understanding Risk

Multispecialty team taking on high risk care  
page 5

## Finding Hope

One man's fight to beat lung cancer  
page 6

## Sound Care

Putting musical talents to work for patients  
page 11

## | 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**.



*A fighter's story:  
read about one  
young man's  
determination  
to beat lung  
cancer.*  
**PAGE 6**

*Central Line is a bi-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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Volume 2, Issue 5



| lofgren's letter |

# Thank You

The holiday season offers us the opportunity to reflect on the past and think toward the future.

While our year has been marked by notable accomplishments, what excites me most are the stories that I hear every day of the little things we do that make a big difference.

Like the occupational therapist who organized a private concert for a patient who had been in our care for a prolonged period of time. Or the database administrator who works behind the scenes to maintain the technology and tools that many across our system need to do their jobs. Or the physician who offered hope when it was most needed to a young man facing a lung cancer diagnosis. Read his story on page 6 of this edition of *Central Line*.

There are so many stories like these, each reinforcing what a privilege it is to work alongside each of you here at UC Health.

Thank you for all you do for UC Health and for one another. And thank you for the hope you provide to the patients we serve.

We could not do what we do without you.

Sincerely,

Richard P. Lofgren, MD  
UC Health President & CEO

## | on the cover |

Robin Davis-Henderson wanted a change of pace when she started working at the gift shop in UC Health's Business Center in 2015. A former airline employee, Davis-Henderson wanted to untie from the phone and have more freedom in her work. At UC Health, she feels encouragement and inspiration from both her boss and the customers she helps, while maintaining a warm smile and always greeting visitors by their first name.

# Medical Record Rights

On March 26, 2018, the Office for Civil Rights received a complaint alleging that UC Medical Center had violated the Federal Standards for Privacy of Individually Identifiable Health Information and/or Security Standards for the Protection of Electronic Protected Health Information. A patient alleged that they were denied complete access to their medical record.

The Privacy Rule says that an individual (or his/her representative) has a right to access their protected health information (PHI) maintained by the covered entity, such as UC Medical Center, in a designated record set, for as long as the covered entity maintains the designated record set. Additionally, the covered entity must act on the request for access no later than 30 days after the request is received. The covered entity may have up to 60 days to respond under certain circumstances. The covered entity must provide the PHI in the form and format in which the patient requested, if it is "readily producible" in that form/format. Finally, the covered entity may charge the individual a reasonable, cost-based fee that complies with applicable laws and regulations. A covered entity may not, under any circumstance, withhold a patient's PHI due to an unpaid bill.

A covered entity may deny a patient's access to his or her PHI under limited circumstances. This denial can be for all or part of the information. The patient also has the right to have the denial reviewed by another licensed healthcare professional who did not have any input into the original denial. The covered entity may not require a reason for the access request from the patient, nor may it deny access solely on the reasoning, if the reason is known. Following are a few examples of situations where access requests may be denied without review from another licensed health professional:

- Information is psychotherapy notes or is compiled in anticipation of, or for use in, legal proceedings.
- Information is part of a research study (e.g., a clinical trial) that is ongoing, when the individual agreed to a temporary suspension of access.
- Information is under control of a federal agency.

Examples when a patient may appeal an access denial can include, but are not limited to:

- Access is reasonably likely to endanger the life or safety of the individual or another.
- Access is reasonably likely to cause substantial harm to a person referenced in the information.
- Access granted to a patient's representative is reasonably likely to cause the patient harm.

UC Health has a policy regarding a patient's right to his or her medical record. The policy, "Access to Protected Health Information," may be viewed on the Intranet under Policies (within the policy portal under HIPAA).

For questions or concerns about patient access to medical records, contact any member of management, human resources, UC Health's chief privacy officer or privacy operations analyst. You can also email [hipaa@uhealth.com](mailto:hipaa@uhealth.com), call the HIPAA hotline at 513-58-HIPAA (4-4472) or call the anonymous compliance helpline at 866-585-8030.

*Article provided by staff within UC Health's Compliance Department.*

# Resolve to Get Involved

Still planning your 2019 New Year's resolution? Why not consider getting more involved in your community?

By becoming a UC Health Volunteer Ambassador, you will get the chance to participate in events throughout the year that support the health and wellness of our UC Health neighbors.

From Give Back weekends, to parades and wellness fairs, to Thanksgiving food drives, our UC Health Volunteer Ambassadors do it all.

Ambassadors also have the opportunity to attend lunch and learn events, where they hear from leaders who are strengthening our local community.

In 2017 alone, UC Health Volunteer Ambassadors invested over 1,000 hours of volunteer time into our local communities. More than 500 employees have already given back by volunteering this year. Join your colleagues to make an even bigger impact on the communities we serve.

Email [ambassador@uhealth.com](mailto:ambassador@uhealth.com) to request more information about becoming a UC Health Volunteer Ambassador.



*Carthage Carnival 2018*



| safe & well |

## Health Screening, On the Go

UC Health's new Mobile Mammography Unit was unveiled in October during a ribbon cutting event at 3200 Burnet Avenue. Before the ribbon was cut, two breast cancer survivors spoke of their experience with UC Health mobile mammography and the UC Cancer Institute's Breast Cancer Center.

The two shared stories of their breast cancer diagnoses, each of which followed mammograms on the mobile unit. Both expressed gratitude for the convenient experience, indicating that they may have put the screening off for a later date had it not been for the mobile unit being at the "right place at the right time" for them.

UC Health's Mobile Mammography Unit offers the same advanced technology available at UC Health facilities. Schedule your appointment today for one of the upcoming Mobile Mammography Unit stops. See the full schedule at [uhealth.com/584-pink/events/](http://uhealth.com/584-pink/events/) or call 513-584-PINK (7465).

| Where's UC Health |

# On Air



Have you caught a glimpse of UC Health experts on WCPO-TV? Then you may have seen our Health Innovations segment, which airs during WCPO's Cincy Lifestyle program.



Co-hosted by former WCPO news anchor Clyde Gray, Health Innovations serves to educate viewers on the latest health advancements that are creating better treatments and better patient outcomes.



You can see all of UC Health's Health Innovations segments at [uhealth.com/health-innovations/](http://uhealth.com/health-innovations/). Videos are also posted to the Videos section of The Link.

**UC Health experts are also featured weekly on local radio. "Medical Monday" segments air each Monday morning on 55KRC and are then posted to [uhealth.com](http://uhealth.com).**



# Assessing Risk

## New clinic formed for patients at high risk for breast, ovarian cancers

// By Katie Pence

One in 8 U.S. women will develop breast cancer during a lifetime—a daunting statistic that may sound like every woman is at high risk for a breast cancer diagnosis.

However, the risk of breast cancer development for an average woman is less than 1 in 25 during a 10-year time frame, and experts now know identifiable risk factors and have instruments that can identify women who are truly at moderately high or very high risk for cancer.

With this knowledge, the UC Cancer Institute's Breast Cancer Center has opened a Risk Assessment and Management Program to evaluate whether a patient is at high risk for the development of breast and ovarian cancers.

“The goals of the high risk program are to promote awareness of levels of breast and ovarian cancer risk to patients, families and healthcare providers and to provide an expert evaluation for the management of high risk patients,” says

Elyse Lower, MD, director of the center, professor at the UC College of Medicine and a UC Health oncologist. “Based on individual risk assessment, patients will be offered appropriate counseling, testing and primary prevention measures to reduce the likelihood of cancer development.”

Backed by a multispecialty UC Health team including gynecologic oncology, surgical oncology, breast imaging, oncology and genetic counseling, the clinic is held Monday mornings on the third floor of the UC Health Barrett Cancer Center. Patients who have been identified as possible high risk for cancer development can self-refer or be referred by their physician.

Those who are eligible for the high risk clinic include people with:

- Strong family history of breast (male or female) and/or ovarian cancer.
- Known personal or family genetic abnormality in a breast cancer-causing gene, like BRCA, CHEK-2 or Palb B2.
- Prior breast biopsy showing atypical results.
- Gail model breast cancer risk of greater than or equal to 1.67 percent

over the next five years or greater than 20 percent lifetime risk.

- History of chest wall radiation to treat Hodgkin's disease.
- Dense breasts on imaging.

“Physicians will evaluate treatment based on criteria met by the individual, providing information needed to make decisions on risk reduction based on one's wishes,” Lower says.

Risk-reduction strategies could include genetic testing; increased surveillance (diagnostic mammograms and breast MRIs); prophylactic surgeries, like preventive mastectomies or hysterectomies; or chemoprevention.

“A high risk clinic like ours can provide data which can foster research collaboration within the institution, region and other academic centers, as well,” says Lower.

“Comprehensive assessment and management is an unmet need in our region,” Lower adds, “and we're so happy to provide this tool for individuals at risk.”

To schedule an appointment or find out more, call 513-584-RISK.

# Finding Hope

*Young man facing lung cancer diagnosis sees promise of academic medicine*

// By Dama Ewbank



Learn more about Tim's journey. Watch a bonus interview at [uhealth.com/central-line](http://uhealth.com/central-line).

Tim Kimmel was in and out of hospitals for months before learning in the fall of 2017 that he was facing stage 4 lung cancer.

Then 36 years old, and with a daughter just shy of one, Tim was sad and not sure what to do.

He sought the help of John Morris, MD, co-director of the University of Cincinnati Cancer Institute Lung Cancer Center and UC Health oncologist.

"He gave me a lot of hope," says Tim of Dr. Morris. "He told me not to worry. We're going to figure out what's wrong.

"It really changed my perspective."

A non-smoker and avid runner, Tim's diagnosis came out of nowhere. In December 2017, he began treatment, which included a newly approved therapy.

Tim, who turned 37 in October, marked the one-year anniversary of his diagnosis on Nov. 13, 2018.

He and his wife—having put a number of plans on hold after his diagnosis—are making plans to grow their family.

And he has a desire to spread the word about lung cancer and reinforce that it can happen to anyone.

"Lung cancer can affect anyone with a pair of lungs," Tim says. "I continue to live each day to the fullest and advocate for lung cancer awareness."

**"He gave me a lot of hope."**

Lung cancer is the leading cause of cancer death in the U.S., yet if detected early, lung cancer has cure rates as high as 80 to 90 percent. Early detection is essential to improving survival.

UC Health's Lung Cancer Screening Program was the first lung cancer screening program in the region. Learn more at [uhealth.com/cancer](http://uhealth.com/cancer).

# Aha! Moment

## Study: Non-invasive Hysterectomy Could Lead to Shorter Survival Rates

A new study co-authored by a UC Health resident physician and published in the Oct. 31 online edition of the *New England Journal of Medicine* shows that a non-invasive radical hysterectomy may lead to shorter survival rates than open surgery in women with early-stage cervical cancer.

The study, co-written and developed by researchers at Massachusetts General Hospital, Northwestern University, MD Anderson Cancer Center and Columbia University, could provide important information to help physicians decide the best course of treatment for patients with early-stage disease.



Radical hysterectomy involves the removal of the uterus and the ligaments (tissue fibers) that hold it in place. The cervix and an inch or two of the vagina around the cervix are also removed.

"Minimally invasive surgery has been the alternative to laparotomy, or open surgery, for radical hysterectomy in patients with early-stage cervical cancer before evidence regarding its effect on survival was available," says Daniel Margul, MD, PhD, a first-year resident physician in the Department of Obstetrics and Gynecology at UC and UC Medical Center who worked on his portion of the project as a student at Northwestern. "Despite the lack of evidence supporting the use of minimally invasive radical hysterectomy for cervical cancer, the approach has been broadly adopted in the United States and is considered to be a standard approach in national guidelines."

The epidemiologic study, made up of 2,461 women, looked at patients who underwent radical hysterectomy for stage IA2 or IB1 cervical cancer between 2010 and 2013 at Commission on Cancer (CoC)-accredited hospitals in the United States.

"In our analysis, 1,225 women (49.8 percent) underwent minimally invasive surgery. Women treated with minimally invasive surgery were

more often white, privately insured and from ZIP codes with higher socioeconomic attainment; these patients also had smaller, lower-grade tumors when compared with women who underwent open surgery," Margul says. "Over an average follow-up of 45 months, the four-year death rate was 9.1 percent among women who underwent minimally invasive surgery and 5.3 percent among those who underwent open surgery.

"Before the use of minimally invasive radical hysterectomy, in the 2000 to 2006 period, the four-year relative survival rate among women who underwent radical hysterectomy for cervical cancer remained stable. The use of minimally invasive surgery coincided with a decline in the four-year relative survival rate of 0.8 percent per year after 2006."

Margul says these data show that minimally invasive surgery was associated with shorter survival rates, when compared to open surgery, which was more invasive.

"The reasons for this effect on survival are not clear from our work, and more studies are needed to examine this," he says. "However, this provides important data which could eventually change current guidelines and impact the way physicians decide to treat patients with certain early stage cancers."

The study was supported by the National Cancer Institute, the National Institute of Child Health and Human Development, the American Association of Obstetricians and Gynecologists Foundation, the Foundation for Women's Cancer, the Jean Donovan Estate and the Phebe Novakovic Fund. Margul cites no conflict of interest.

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

## Can you tell me about some new communications tools for providers?

A number of new tools have been added to support provider communications. These include:

### The Link Physician/APP Space

A new section of The Link, UC Health's mobile app, is dedicated to communicating with physicians and advanced practice providers. Log onto [thelink.uchealth.com](http://thelink.uchealth.com) using your UC Health network ID and password (your Epic sign on). Download the mobile app by searching your app store for The Link UC Health.

### Epic Secure Messaging

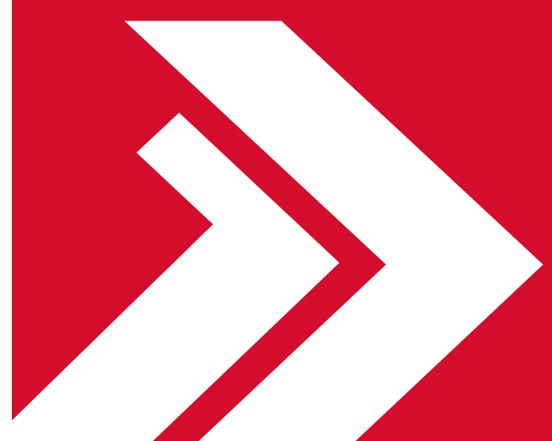
This new secure text messaging feature within Epic became available for use by UC Health physicians, advanced practice providers, clinical pharmacists and registered nurses on Monday, Oct. 15. This is a new functionality within Epic that allows UC Health clinicians to connect with each other regarding patient care in non-emergency instances through real-time, secure text messaging. For technical support, contact the UC Health Service Desk at 513-585-6972 (MYPC).

### Mobile Provider Directory

The "UC Health - Provider Directory," is a mobile application that allows UC Health clinicians to easily share their contact information with each other. The directory is now available for use on iPhone and Android devices, and is available exclusively to physicians and advanced practice providers with medical staff membership and/or clinical privileges at any UC Health hospital.

### Do you have a question we can answer in the next edition of *Central Line*?

Email [central-line@uchealth.com](mailto:central-line@uchealth.com).



# Awards, certifications & recognitions

For the second year in a row, UC Health has been named among the nation's top healthcare organizations for information technology by the College of Healthcare Information Management Executives (CHIME). CHIME



designated UC Health for **2018 Most Wired** recognition at the CHIME Fall CIO Forum in San Diego. The organization also ranked UC Health top among Ohio health systems for interoperability.

UC Health recently won the 2018 Excellence in **Economic Inclusion Award** in the Developer/Owner category from the Ohio-Kentucky Construction Summit. UC Health's award was a result of efforts to increase construction-related economic inclusion and workforce

diversity—both a major focus of the UC Gardner Neuroscience Institute building project.

Ten from UC Health were selected by Venue Magazine as part of their newest class of **Rising Star Medical Leaders**. The annual awards program honors respected young medical professionals in Cincinnati. Honorees from UC Health were: Dustin Calhoun, MD; Tonya Dixon, MD; Katie Greathouse, RN; Nicholas Marko, MD; Mary McCarty, MD; Heather McKee, MD; Nicholas Messinger, PharmD; Amanda Porter, MSN; Matthew Tubbs, MD; and Lily Wang, MD.



## Featured post

On the afternoon of Oct. 30, 2018, one couple abandoned tradition and exchanged their everlasting vows at an unusual venue—Room 19 in University of Cincinnati Medical Center's Medical Intensive Care Unit (MICU).

By staging the event in the MICU, the bride's father—receiving care for a progressive lung disease—was able to give his daughter away to be married. A photo of the wedding was shared on UC Health's Facebook page.

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

## Leading in the Care of Distinct Populations 'The UC Health Way'



An Epic welcome kiosk has been added to the third floor of the UC Health Physicians Office-Clifton. At the kiosk, patients who are pre-registered can check in, pay their co-pay and past due balances, sign up for My UC Health, take a photo, sign documents electronically, scan e-check-in slips and much more. Kiosks will eventually be placed in the new home of the UC Gardner Neuroscience Institute, which opens in 2019. After, the kiosks will most likely be implemented in large-volume clinics as part of a strategy designed to ease the registration process and ultimately improve patient experience.

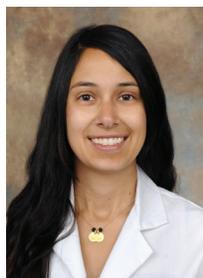
# New UC Health physicians



Timothy Foster, MD  
Physical Medicine & Rehabilitation  
(Sports Medicine)



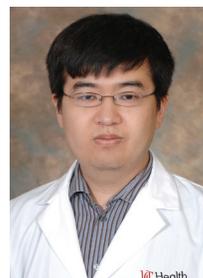
Chandra Gravely, MD  
Obstetrics & Gynecology



Anita Goel, MD  
Emergency Medicine



Chandan Gupta, MD  
Primary Care (General Internal Medicine)



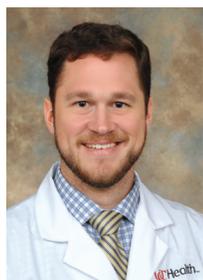
Xiaoran Guo, DO  
Infectious Diseases



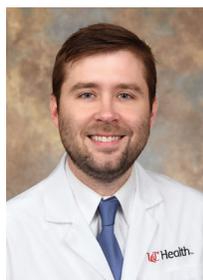
Cindy Hansel, MD  
Obstetrics & Gynecology



Michael Hellmann, MD  
Pulmonary & Critical Care Medicine



Robert Hobohm, MD  
Radiology



Michael Jerkins, MD  
Primary Care (Pediatrics & Internal Medicine)



Arun Jose, MD  
Pulmonary & Critical Care Medicine



Dipen Khanapara, MD  
Hospitalist Medicine



Spenser Lang, MD  
Emergency Medicine



Kyle Lewis, MD  
Radiology  
(Breast Imaging)



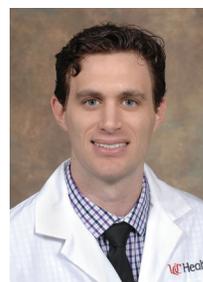
Ryan Miller, MD  
Hospitalist Medicine



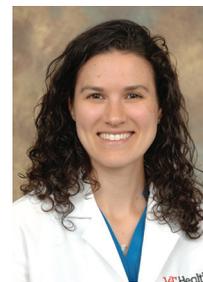
Kyle Niziolek, MD  
Emergency Medicine



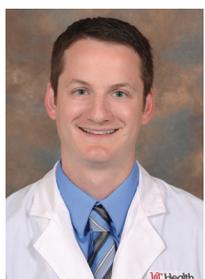
Henry C. Sagi, MD  
Orthopaedics & Sports Medicine  
(Trauma)



Russell Sawyer, MD  
Neurology  
(Memory Disorders)



Laura Taylor, MD  
Primary Care  
(Family Medicine)



Kyle Walsh, MD  
Emergency Medicine



Firew Wubiee, MD  
Gastroenterology  
(Digestive Diseases)



For more information about each new physician, including practice location and scheduling information, search by last name at [uhealth.com/physician-search](http://uhealth.com/physician-search).

| coming up |

### Celebration Ceremony

46th Annual Rev. Dr. Martin Luther King Jr. Celebration Ceremony  
Kresge Auditorium, UC College of Medicine  
Friday, Jan. 18, 2019  
10 a.m. – noon

### Quarterly Leadership Meeting

Thursday, Jan. 31  
8 a.m. and 1 p.m.  
Sharonville Convention Center



UNIVERSITY OF CINCINNATI | UC Health

### Save the Date

#### Tristate Opioid Symposium

Saturday, March 2, 2019  
8:30 a.m. – 3 p.m.  
UC's Kowalewski Hall  
Visit [uc.edu/about/opioidtaskforce](http://uc.edu/about/opioidtaskforce) for details and updates.

### For 2019 Planning:

UC Health designates seven holidays and includes these as part of our PTO factor. The holidays and their 2019 dates are:

- New Year's Day, Tuesday, Jan. 1
- Martin Luther King Jr. Day, Monday, Jan. 21
- Memorial Day, Monday, May 27
- Independence Day, Thursday, July 4
- Labor Day, Monday, Sept. 2
- Thanksgiving Day, Thursday, Nov. 28
- Christmas Day, Wednesday, Dec. 25

| snapshot: UC Health giving back |

# UC Health Giving Back

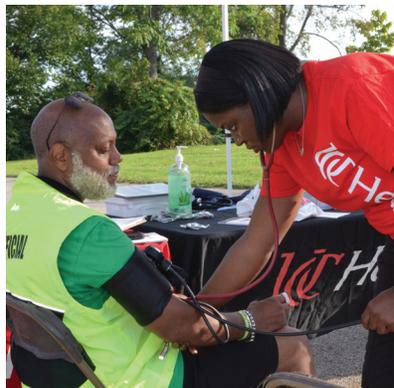


UC Health Volunteer Ambassadors spent the weekend of Oct. 6-7 giving back to our community and representing UC Health.

Volunteers participated in the Oct. 6 Cincinnati-Avondale African-American Male Wellness Walk Initiative (AAMWWALK), which is dedicated to changing health disparities among African-American men.

That same day, volunteers took to UC's campus in their UC Health red to march in the university's annual homecoming parade.

On Sunday, Oct. 7, UC Health volunteers helped out at the East Walnut Hills Owls Nest Fest Music Festival.



**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 and legislators come to us!

Would you like to become a UC Health Volunteer Ambassador and learn about opportunities for representing UC Health in the communities we serve? Email [ambassador@uhealth.com](mailto:ambassador@uhealth.com).



# Sound Care

*Cardiovascular nurse merges musical talents with passion for caregiving.*

// By Katie Carter



Juliana Dills  
RN / Cardiovascular Nurse / UC Medical Center

Juliana Dills, a cardiovascular nurse on 6th South at UC Medical Center, joined UC Health in 2009. Since then, patients and colleagues have been blown away by the care she provides and by her impressive cello skills.

Nursing wasn't Juliana's first career choice. A master's degree-graduate from the University of Cincinnati's College-Conservatory of Music, Juliana traveled playing the cello until her mother suddenly fell ill with cancer.

It was a dark time for Juliana—whose mother had sacrificed a lot for her cello career—but the time she spent then caring for her mother led her to a new found passion in nursing.

"I was touched by how dedicated the hospice nurses worked when my mother was ill," says Juliana.

Juliana has found a way to incorporate her passion for music and nursing into one. During her free time, she plays the cello for patients on unit floors, in the lobby or even in patient rooms at UC Medical Center.

**"Music is a healing arts," she says. "I want to help people recharge and forget why they are in the hospital."**

Juliana normally plays around the holiday season or after lunch, but she's been known to set up and play whenever she can.

Working on a unit that cares for critically ill patients and those recovering, Juliana has the opportunity to provide comfort and peace during a time of healing.

She enjoys getting to know the patients, especially through music.

One memory she shared was when a patient in her teens requested the song "A Thousand Years." In front of everyone, the young patient sang as Juliana played the cello.

**"I just love playing the cello and I figure patients would find enjoyment out of it too."**



**See Juliana's musical talents.**

Watch a bonus video at [uhealth.com/central-line](http://uhealth.com/central-line).



3200 Burnet Avenue  
Cincinnati, OH 45229-3019

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# You Spoke and We Listened.

UC Health employees have access to a new discounts vendor, which provides more discounts locally and nationally, and includes discounts for gym/fitness memberships and daycare providers.

Access the new UC Health Perks program by visiting [uhealthperks.com](http://uhealthperks.com). Log on using your UC Health network user ID and password (single sign on).

**You can also get to UC Health Perks and other employee discounts and offers by selecting the Discounts button on The Link.**

**HAVE QUESTIONS?**  
We're here to help!  
[\(888\) 935-9595](tel:888-935-9595)

## WELCOME TO UC HEALTH PERKS

UC Health Perks is a fully customized program that provides exclusive employee rates on a variety of programs, including auto, home, pet insurance, and more. If you don't see what you're looking for, contact [customerservice@corestream.com](mailto:customerservice@corestream.com) to recommend future program offerings, or come back to see what new programs we've added based on employee suggestions.

