



UC Health Appoints Richard P. Lofgren, MD, MPH, FACP President & CEO

Richard P. (Rick) Lofgren, MD, MPH, FACP, has been appointed president and CEO of UC Health. His appointment is effective today, Dec. 2. Lofgren is both a physician who is board-certified in internal medicine and a highly experienced health care administrator whose career spans 35 years. He succeeds James A. Kingsbury, who announced his retirement in May.

“I am truly honored to be appointed to this position and deeply appreciate the trust the board has placed in me,” said Lofgren. “I look forward to working with the UC Health board, the UC Health executive team, the UC College of Medicine dean and chairs and the University as a whole to propel UC Health forward and position it as one of the nation’s most preeminent providers.”

Lofgren previously served at UK HealthCare (UKHC), the University of Kentucky’s health system, and held two senior-level positions during his tenure there that

Transformed UKHC into a highly successful health system.

His first appointment at UKHC, made in 2004, was chief medical officer (CMO). As CMO, he was a member of the senior executive team that transformed UKHC into an integrated clinical enterprise and developed a growth strategy that saw the health system’s market share grow from 28.5 percent to 43.3 percent and revenues grow from \$345 million to \$705 million during a five-year period. He also implemented several new quality and safety programs that reduced mortality to 30 percent lower than expected. Lofgren was then promoted in 2008 to vice president for health care operations and chief clinical officer with executive oversight of the operations of UKHC’s clinical services, including its three hospitals, ambulatory services and faculty practices.

In this expanded role, Lofgren piloted UKHC to a new level of performance that led to significant growth across multiple hospital services over five years: he grew discharges by 23.6 percent; operating room cases by 33 percent; and emergency department visits by more than 66 percent. He also dramatically increased the number of inpatient and outpatient referrals to UKHC despite the serious economic downturn, driving 32 percent growth of inpatient transfers and 24 percent growth of new patient visits to physician practices.

Most recently, Lofgren served as senior vice president and chief clinical officer for the University Healthsystem Consortium (UHC) in Chicago. As a member of UHC’s senior executive team, Lofgren was responsible for helping UHC members improve the quality, safety, efficiency and effectiveness of their clinical services as they transform their health care delivery systems. His responsibilities included health care delivery redesign, operational efficiencies, performance improvement and applied health services/quality research.

Before joining UKHC, Lofgren held various hospital, faculty and administrative posts throughout the Midwest, including the Medical College of Wisconsin, the University of Pittsburgh (and the Pittsburgh VA Medical Center); the University of Minnesota (and the Minneapolis VA Medical Center) and Michigan State University. He received his undergraduate degree from the University of Michigan, completed his residency and chief residency at the University of Minnesota and received a master of public health from the University of Minnesota School of Public Health. Lofgren, who is 59, is married to Lynn Lofgren. They have three grown daughters.



UCMC President's Corner



Dear UC Medical Center Associates,

Since returning here in June, I have fully immersed myself in UC Health's five-year strategic plan, Plan 2017. While senior leadership is overseeing the progress of all 20 initiatives, we are spending a significant amount of our time focusing on Initiative #7, which is to "improve patient and family experiences at all service sites."

At UCMC we are doing a number of things to improve the patient and family experience.

One is adding a question to our Press Ganey survey asking patients if they were rounded on hourly. The intent of this is for our staff, whether it is a physician, nurse, therapist, PCA or environmental services, to check on our patients each hour and address any concerns or needs they may have. This may include asking questions such as "How are you feeling?" and "Is there anything I can do for you?"

The UCMC Patient and Family Centered Care Committee has taken another important step to improve the patient and family experience by reducing our more than 13 visitor policies into one policy, which includes allowing visitors to stay overnight with their loved one. This has significantly increased our patients' satisfaction. The committee is currently working on improving handoff of care at shift changes and how we can include the patient and their family in this interaction.

These are just two of many examples of projects that our staff is currently working on to increase our patients' satisfaction while at UCMC. You will continue to hear about new efforts being made throughout the hospital that provide our patients and families with a better overall experience. As you go about providing care for your patients I encourage you to put yourself in their shoes and see the experience through their eyes.

Lee Ann Liska
President & CEO
UCMC

Follow Lee Ann on Twitter @ucmcceo

UC Health Implementing ICD-10

If you haven't already heard, UC Health is implementing the ICD-10 Code Set. This transition is required for everyone covered by the Health Insurance Portability and Accountability Act (HIPAA), including healthcare providers, payers, software vendors, clearinghouses and third party billing companies.

So, what exactly is ICD-10?

ICD-10 is the 10th revision of the International Statistical Classification of Diseases and Related Health Problems, a coding of diseases, signs and symptoms, abnormal findings, complaints, social circumstances and external causes of injury or diseases, as classified by the World Health Organization. The change to ICD-10 only affects diagnosis and inpatient procedure coding. CPT codes will continue to be reported for outpatient procedures and services.

The majority of associates and physicians will have to complete e-learning ICD-10 training starting in January 2014, as the deadline to implement these new code sets is **Oct. 1, 2014**. Please be on the lookout for more details and training information.

For updates and to learn more about ICD-10 and UC Health's implementation click [here](#).

Save the Date – Holiday Breakfast!



Don't miss the Holiday Breakfast, compliments of the UCMC Medical Staff!

Join us Tuesday, Dec. 17, from 6-8:30 a.m. for this event! The location is still being determined and will be

communicated to you when more information is available.

The medical staff greatly appreciates the hard work and dedication of associates, and the holiday breakfast is their way of saying "thank you!"

Please bring your ID badge to this event.

The Cincinnati Opera Returns to UCMC

The Cincinnati Opera is coming back to University of Cincinnati Medical Center to provide us with another beautiful performance. The program is on **Friday, December 13 at 11:30 a.m.** in the Main Lobby.

The program will include several selections including; Angel divin, Amarilli, Arpeggiata and more. The performance will last about 20 minutes.

We hope you can join us for this fun event and we look forward to seeing you there!

UC Health-Daniel Drake Center to Open New LTAC at Christ Hospital

UC Health announced that on Nov. 25 Daniel Drake Center for Post-Acute Care opened a new, 30-bed, long-term acute care (LTAC) unit at The Christ Hospital in Mt. Auburn. **Daniel Drake Center at The Christ Hospital** will provide the same high level of care available at DDC's main campus for patients recovering from medically complex illnesses and injuries, including pulmonary and vent weaning. It is staffed similarly, with a multidisciplinary team of specialty trained professionals, including: physicians; nurses; respiratory therapists; physical, occupational and speech therapists; and dietitians. The unit is located on The Christ Hospital's third floor—3-West. Sunil Dama, MD, pulmonologist, will serve as medical director of the unit; Brenda Ziegler is administrative director; and Pat Adkins is director of clinical services.

"I would like to thank our partners at The Christ Hospital for their collaboration on this project, as well as the many UC Health employees who played a part in making this new venture a reality," said Nancy Barone, COO, UCMC and DDC. "The project team, the strategic team and so many others are to be commended for their outstanding work including: Brenda Ziegler for her tremendous leadership and tireless pursuit to assure every detail was addressed; Pat Adkins for creating and staffing the new care team; John Deledda, MD, for his efforts to build the medical staff; Al Miller for his liaison lease work; and Paul Alley for his legal support throughout the planning process," she added. The phone number for the new unit is (513) 744-5680.

Enroll Now. 2013 W-2 Forms Will Be Available Electronically

Enroll by Jan. 12, 2014 to receive your electronic 2013 W-2 form online around Jan. 15, 2014. If you have previously enrolled W-2 online system, you do not have to re-enroll. This service offers many benefits, including:

- Secure, online access to your W-2
- W-2 is available immediately; no need to wait for a mailed copy
- Instantly obtain a W-2 reissue
- Download W-2 into tax preparation software (7 partners to choose from)
- Make correction (W-2c) requests
- Plus much more!

How to log in:

- Please go to <http://paperlesspay.talx.com/healthall>
 - Enter your User ID which is your **EIN**
 - Enter your **PIN**:
 - **If you have never logged into the system**, you will need to enter your Default PIN which will be {the last 4 numbers of your SSN + your 4 year date of birth}. You will then be prompted to enroll in the Authentication program. This step is designed to ensure secure access to your W-2 information.
 - **If you have previously enrolled and logged into the system** but have forgotten your PIN, please click on the "Forgot my PIN" link and follow instructions on how to obtain your current PIN.

Now that you've logged in, you can:

- Get your Electronic W-2 for 2013 in just 2 simple steps:
- [How to Consent to Receive a W-2 Online](#)
- [How to get Your Original W-2 Online](#)
- Obtain a Reissued W-2 Statement if yours is misplaced:
- [How to get a Reprint of Your W-2](#)
- Make a W-2 Correction (W-2c) Request:
- [How to Correct Your W-2 Information](#)

If you have questions about the process, **please call the W-2 Hotline (513) 585-6085.**

Payroll Tax Increase in 2014

The Social Security Administration announced that the maximum amount of earnings subject to the Social Security payroll tax will increase to \$117,000 from \$113,700 beginning January 1, 2014.

The portion of the Social Security FICA that employees pay remains unchanged at the 6.2 percent withholding rate. Correspondingly, the portion of the tax that employers pay also remains at 6.2 percent of employee wages. This amounts to a combined total Social Security FICA tax of 12.4 percent.

The Medicare portion of the FICA tax remains at 2.9 percent of which half, 1.45 percent is paid by employees and the other half by employers. Beginning in 2013, high earning employees paid in excess of \$200,000 in a calendar year became subject to a 0.9 percent Additional Medicare Tax for a total of 2.35 percent. The employer-paid portion of the Medicare tax on these amounts remains at 1.45 percent.



Compliance Corner – Do you know...

The UC Health Code of Conduct is Coming?

Per *Dictionary.com*, a Code of Conduct is a set of conventional principles and expectations that are considered binding on any person who is a member of a particular group.

The UC Health Code of Conduct outlines the expectations of all Associates and Physicians in a variety of circumstances, establishes our business ethics and compliance, and is in line with our RITE Core Values.

The UC Health Code of Conduct was approved by the UC Health Board of Trustees:

- To comply with the United States Sentencing Commission Guidelines regarding an effective Compliance & Ethics program;
- To comply with the Office of Inspector General compliance program guidance for areas within health care;
- So that all Associates will know what expectations UC Health has for them when they are conducting business; and
- Because it is the right thing to do.

Responsibilities of all associates:

- Read the Code of Conduct;
- Comply with the Code of Conduct;
- Complete the Code of Conduct training;
- Email CorporateCompliance@UCHealth.com with any questions; and
- Report possible issues to:
 - Your supervisor, or
 - Any member of management, or
 - Human Resources department, or
 - Corporate Compliance, or
 - HELPLINE at 866-585-8030.

Watch for a letter and Code of Conduct to come to you through inter-office mail or by regular mail through the US Post Office with information regarding mandatory training through RITEKnowledge.

For more information about UC Health's Corporate Compliance Program, please:

- Contact Lisa Taylor at 585-8043 or Christa Nordlund at 585-6453;
- Write to the department email address at CorporateCompliance@UCHealth.com; or
- Visit the Compliance Department website at:
<http://intranet.uchealth.com/Departments/CorporateCompliance/Pages/Home0729-8582.aspx>.

New Chair, UC COM Dept. of Biomed. Informatics; UCMC Fellowship for Clinical Informatics

We are very happy to announce that Peter White, PhD, has accepted our offer to serve as Rieveschl Chair of the new Department of Biomedical Informatics at the College of Medicine and Director of the Division of Biomedical Informatics in the Department of Pediatrics and Cincinnati Children's Research Foundation. Dr. White currently serves as Director of the Center for Biomedical Informatics at the Children's Hospital of Philadelphia and is Research Associate Professor in the Department of Pediatrics at the University of Pennsylvania Perelman School of Medicine. His appointment in Cincinnati will be effective February 1, 2014, pending approval of the UC Board of Trustees. He will be functioning in this role two to three days each week before providing a full-time effort beginning July 1, 2014.

The overall mission of the Department of Biomedical Informatics is to use data to effectively create and apply knowledge to improve the understanding, diagnosis, treatment and prevention of health care issues. In this new role, Dr. White will develop vibrant and successful research and education programs in biomedical informatics that will build on previous work achieved here. The department will be the academic home for informatics faculty and will assist with collaborations and data sharing among our three institutions. The department was previously approved by the UC Board of Trustees.

Dr. White, who will have a secondary appointment as Professor of Pediatrics, will lead efforts to develop a collaborative service core to support institutional needs for both bioinformatics expertise and medical informatics research. Additionally, he will develop a medical fellowship program for clinical informatics at University of Cincinnati Medical Center, with the first fellow expected during the 2016 fiscal year, and a doctoral program in biomedical informatics, pending UC and Ohio Board of Regents approval.

RITE Experience training is off to a great start. Please remember that this is a **mandatory, enterprise wide training initiative** that directly affects the achievement of Plan 2017 Initiative 7: Improve Patient and Family Experiences at all Service Sites. **In order to serve you better, we are using a phased approach for the training.**

Phase 1		
<i>Business Center Associates</i>	<i>October 2013 – May 2014</i>	<i>May complete training at either UCH BC or UCMC</i>
<i>UCMC Associates</i>	<i>October 2013 – May 2014</i>	<i>May complete training at either UCH BC or UCMC</i>
<i>UCP Associates who do not work at the WCH Campus</i>	<i>October 2013 – May 2014</i>	<i>May complete training at either UCH BC or UCMC</i>
<i>Physicians and Residents</i>	<i>October 2013 – May 2014</i>	<i>No Changes – We will be working with the departments to schedule training.</i>

Phase 2		
<i>WCH Associates</i>	<i>Training resumes - July 2014</i>	<i>Information regarding class dates/times will be sent out in Spring 2014</i>
<i>Drake Center Associates</i>	<i>Training resumes - July 2014</i>	<i>Information regarding class dates/times will be sent out in Spring 2014</i>
<i>UCP Associates who work on WCH Campus</i>	<i>Training resumes - July 2014</i>	<i>Information regarding class dates/times will be sent out in Spring 2014</i>

Some Facts of the RITE Experience initiative:

1. There are four modules:
 - The RITE CARE: Delivering Excellent Service at UC Health
Course Code: 9TDRITEXP1CARE
 - The RITE CARE with HEART: Recovering Service at UC Health
Course Code: 9TDRITEXP2HEART
 - Measuring the Customer Experience: Accountability and Transparency at UC Health
Course Code: 9TDRITEXP3MCE
 - The Business of Health Care: Becoming a Stakeholder in UC Health
Course Code: 9TDRITEXP4BOHC – **Coming Soon**
2. You may take the modules in any order
3. Check RITEKnowledge for class dates, times and locations
4. Please see above for your location's required completion dates.
5. The course facilitators will be leaders from all locations
6. We reserve the right to cancel classes with less than 5 participants.

Additional information regarding the training modules and directions for registering for classes can be found on the Training & Development page on the UC Health Sharepoint (Intranet) Site: [Departments > Training and Development > RITE Experience](#).

Please contact the UC Health Service Desk at 585-MYPC with RITEKnowledge questions. Contact Training & Development at 585-MYTD or training@uchealth.com for questions regarding the course content and training.

Give the Gift of Wellness
This Holiday Season

One Day of Wellness Wrapped Up For the Holidays

Skin Care Assessment
Nutritional Consultation
One Integrative Medicine Service
One Health Coach Consultation
\$250

Skin Care Assessment
Nutritional Consultation
One Integrative Medicine Service
One Health Coach Consultation
A Fitness Assessment
\$325

If you're looking for that one gift that sets you apart,
consider the gift that can last a lifetime.
The gift of wellness.

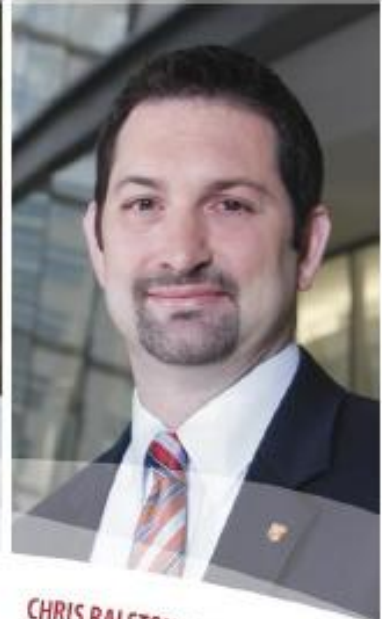
Gift certificates available.



GWEN BROWN BLOOD RECIPIENT



LIZ LOTHROP BLOOD DRIVE RECIPIENT



CHRIS RALSTON BLOOD DONOR

UPCOMING **BLOOD DRIVE**

Hosted by University of Cincinnati Medical Center
Hoxworth Central - Hoxworth Building – 4th Floor
Tuesday, December 3, 2013
8:30 am – 4:00 p.m.

All donors at this drive will be entered to win either a
Chipotle or Kroger Gift Card (30 winners will be chosen).

To sign up, go to www.hoxworth.org/groups/university or call 513-451-0910.
Questions? Contact Bill Konecny 584-0208 or william.konecny@uchealth.com



Our Donors Save Lives.
Who Will You Save?

Rev. 2/12 Hox7-S166



Hoxworth
BLOOD CENTER
UNIVERSITY OF CINCINNATI 

YOU'RE INVITED!

We are inviting friends,
donors and recipients to
Celebrate the 75th Birthday of
Hoxworth Blood Center.

Wednesday, December 11
Fountain Square

Fun and Festivities begin at 11:30
Formal Event at Noon.

Complimentary Cookies
Hot Chocolate and Coffee.

EXCLUSIVE GROUP OFFER - DISCOUNT ORDER FORM

FRIDAY, DECEMBER 13, 2013



For the first time ever, Rock Theater originators, Trans-Siberian Orchestra will be performing their acclaimed rock opera, "The Lost Christmas Eve" live! Join us this winter for the exciting on-stage premiere of "The Lost Christmas Eve," a heart-warming story of loss and redemption on a magical Christmas Eve in New York City.

"The Lost Christmas Eve" takes you on a journey into the inspiring world of TSO creator/producer Paul O'Neill. The story encompasses a run-down hotel, an old toy store, a blues bar, a Gothic cathedral, and their respective inhabitants all intertwined during a single enchanted Christmas Eve in New York City

"We're excited to perform "The Lost Christmas Eve" as it was originally conceived, a singular rock opera!" says Paul O'Neill. In the second half of the show there's even more to look forward to with brand new music as well as TSO live favorites from "Christmas Eve and Other Stories!" Don't miss TSO and the debut of "The Lost Christmas Eve" presented by Hallmark Channel at U.S. Bank Arena for 2 spectacular shows on Friday, December 13th at 4pm and 8pm.

SHOW SCHEDULE AND TICKET PRICING

<u>4:00 PM</u>	<u>8:00 PM</u>
P1: \$55.50 (Reg. \$60.50) – Floor and Side of Stage	P2: \$55.50 (Reg. \$60.50) – Back of Floor and Lower Sides/ Corners
P2: \$45.50 (Reg. \$50.50) – Back of Floor and Sides	P3: \$45.50 (Reg. \$50.50) – Lower Level Ends and Upper Sides
P3: \$35.50 (Reg. \$40.50) – Lower Level Corners	

This is a very popular show seats are not guaranteed. Please submit your orders early to guarantee the best possible seats

TICKET ORDER INFORMATION

PLEASE CIRCLE WHICH PERFORMANCE TIME:		4:00 PM	8:00 PM
TICKETS	NUMBER OF TICKETS:	PRICE:	TOTAL :
PROCESSING FEE PER ORDER (NOT PER TICKET) =			+ \$3.00
TOTAL AMOUNT DUE =			\$
<input type="checkbox"/> ACCESSIBLE SEATING REQUESTED			

CONTACT INFORMATION

NAME		PHONE	
COMPANY/ GROUP NAME			
ADDRESS TO MAIL TICKETS			
CITY		STATE	ZIP CODE
EMAIL ADDRESS			

PAYMENT INFORMATION

VISA	MASTERCARD	AMERICAN EXPRESS	DISCOVER
CARD NUMBER			
EXPIRATION			
SIGNATURE			
PLEASE MAKE CHECKS PAYABLE TO U.S. BANK ARENA			

DEADLINE TO ORDER TICKETS IS:

WEDNESDAY, DECEMBER 4, 2013

EMAIL ORDER FORM: sblevins@usbankarena.com
 FAX ORDER FORM: 513-333-3079
 MAIL ORDER FORM: U.S. Bank Arena
 Attn: Sarah Blevins
 100 Broadway
 Cincinnati, OH 45202

FOR MORE INFORMATION CONTACT SARAH BLEVINS
sblevins@usbankarena.com or 513-421-1302

All tickets and seat locations are subject to availability. Tickets must be purchased in advance by mail, email or fax. Orders will be filled on a first come, first serve basis. No refunds or exchanges.

Children under 2 do not require a ticket provided they sit on adult's lap.



Cincinnati Ballet | 1555 Central Parkway | Cincinnati, Ohio 45214 | OFFICE: 513.621.5219 | BOX OFFICE: 513.621.5282

UC Health Services employees and your families are invited to

20% off tickets

December 20-29, 2013

Choreography: Victoria Morgan

Music: Ilyich Tchaikovsky, performed by Cincinnati Symphony Orchestra, conducted by Carmon DeLeone

The holidays wouldn't be complete without *Frisch's Presents The Nutcracker*. The tradition returns for the ultimate family experience including stunning sets and costumes and Tchaikovsky's melodious score played by the Cincinnati Symphony Orchestra. The beloved story of Clara and her nutcracker doll turned handsome prince is the dream-like adventure we cherish with loved ones season after season.

Performance dates and times

December 20 @ 7:30	December 21 @ 2:00	December 21 @ 7:30	December 22 @ 1:00
December 22 @ 5:30	December 26 @ 7:30	December 27 @ 7:30	December 28 @ 2:00
	December 29 @ 1:00	December 29 @ 5:30	

Tickets start at \$32.
ORDER EARLY- Prices subject to change based on availability.

FOR TICKETS:

- **PROMO CODE G1314UC**
- **Online: cballet.org Click on: BUY TICKETS Go to: Promotions**
Enter code: G1314UC
- **Phone: 513.621.5282 or 513.562.1114**
- **In person at Cincinnati Ballet Box Office, not available at the Aronoff Center Box Office**

Subject to additional fees, not valid on previously purchased tickets
or in conjunction with any other offer.

No refunds or exchanges.

Orders received after Friday, December 13, 2013 will be held at Will Call.

Campus Recreation NEWS



R.E.C. Kids Winter Break Camp: Dec. 30 – Jan. 3

R.E.C. Kids will be back in session during the winter holiday, from Dec. 30 through Jan. 3, with the exception of Jan. 1. Join us for four days of sports, games, arts & crafts, swimming, climbing, and much more. R.E.C. Kids events are open to children ages 5-12. Registration is \$128 per child for campus recreation members, and \$152 per child for non-members. Reminder: there will be no camp on Jan. 1. For more information, please visit our [R.E.C. Kids website](#). To register, please call the front desk at 513-556-0604, or stop by the Member Services Desk.



\$30 Holiday Memberships Available!

(Commit to be fit Dec. 15, 2013 – Jan. 5, 2014, and fight the holiday creep!)

Our Holiday Membership price is \$30 per person for three weeks of membership, and will be available for purchase at the Member Services Desk from December 16 through January 6. This is a great time to keep those holiday calories off while enjoying all of the amenities a Campus Recreation membership has to offer. Be sure to share this offer with family and friends who are in Cincinnati for the holidays!