

Insider

A Newsletter for the Associates of University of Cincinnati Medical Center

UCMC Adds More Color

University of Cincinnati Medical Center is adding more color! The grounds department has been busy adding landscaping features around the hospital in order to improve patient experience. Some of the improvements recently made include:

- Cleaning up and trimming of green spaces
- Addition of flowers and window boxes to the “back porch” area
- New landscaping design around the admitting area and main entrance
- New Japanese Maple planted in the courtyard by main entrance as part of an Earth Day event.

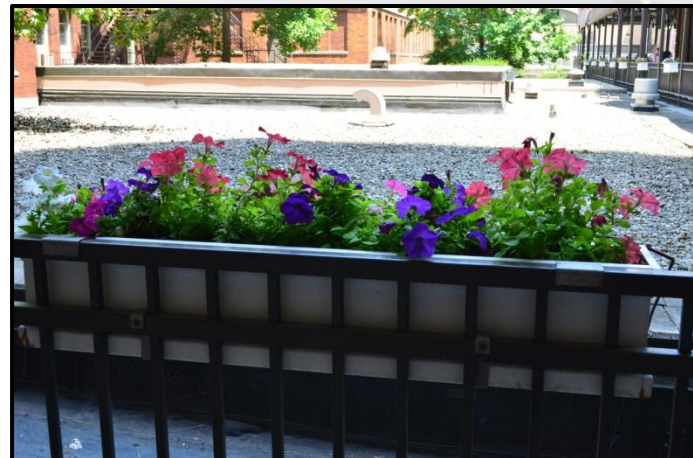
Additional plans are being made to continue improving the landscape around UC Medical Center. These plans include the addition of new benches and flower pots outside the Outpatient Building entrance, the planting of grass and trees in the space previously occupied by Pavilion A and planting flowers in the flower beds by Holmes Hospital.



Pictured: Flowers planted near the admitting area & main entrance



Pictured: Flowers planted in the courtyard



Pictured: Flowers planted around the “Back Porch”

API Healthcare Upgrade

Upcoming Changes to ActiveStaffer & TimePC

The current API Healthcare solutions being used at UC Health for time and attendance and for staff scheduling will be upgraded in September.

The software upgrade will provide a single point of entry that can be accessed both internally and externally for users currently working with TimePC, ReportXpress and ActiveStaffer. The new interface has an enhanced intuitive design that will allow users to perform time entry and scheduling tasks with greater ease and efficiency.

Training will be offered to associates currently using TimePC and ActiveStaffer through e-learning and instructor-led classes. Stay tuned for more information throughout the upcoming months.

UCMC President's Corner



Dear UC Medical Center Associates,

Today I would like to talk about words. We utter thousands of words every day. How carefully do we choose them?

We are often casual with our words, as if they were pennies, not dollars. Yet our words speak volumes about us. They offer a window to our professionalism. They hold a mirror to our values. And they are the building blocks of a culture of safety.

Words matter. When we were young we heard the adage, "Sticks and stones will break my bones, but names will never hurt me." The saying helped us fight back tears from time to time, but of course, it was only partly true. Wiser now, we know the power of the words we choose when speaking with family, friends and colleagues.

There are words that bring us together and words that drive us apart. There are words that heal. There are words that hurt. We can use supportive language to evoke loyalty and dedication. And we can use constructive, sincerely delivered criticism to teach, refine and progress in the direction of continuous improvement.

There is a balance to strive for: a place where consideration and compassion meet the very real need to be better. We are wise each time we give praise when it is due. We are also wise when we stop and think after something goes awry. We are disciplined when we use facts, rather than anger and emotion, to help our colleagues achieve their potential.

Digging down into the DNA of our RITE values – respect, integrity, teamwork and excellence – we find meaning steeped in words. We engender respect with words that are professionally delivered; we demonstrate integrity with words that are truthful; we build teamwork with words of encouragement and support; we achieve excellence with words of guidance.

Ultimately, RITE words are the currency of our RITE values. They foster a culture of safety for all of us, providers and patients. They foster an environment in which we feel secure when performing our jobs, enabling us to perform those jobs to the best of our ability. They foster an environment in which associates feel safe in speaking up, without fear of reprisal, if something is wrong.

You have heard me say this before: Great service to our patients starts with great service to each other. A culture of safety starts with respect for each other. To achieve both, we can begin by listening more carefully to the words we use each day.

Sincerely,

Lee Ann Liska

A handwritten signature in black ink that reads "Lee Ann Liska".

President & CEO
UCMC

Follow Lee Ann on Twitter @ucmcceo

Compliance Corner

The Physician Payments Sunshine Act

The Physician Payments Sunshine Act, also known as the Open Payments program, was passed by Congress in 2010 as part of the Affordable Care Act. This summer, key provisions of the Sunshine Act take effect and physicians and UC Health need to be prepared.

Under the Sunshine Act, manufacturers of drugs, devices, and other items must report to the U.S. Department of Health and Human Services payments or transfers of value made to physicians and teaching hospitals. "Payments" that are reportable include both cash transactions and transfers of value. Some examples of what may be reported are: consulting fees, compensation for serving as a speaker, honoraria, gifts, entertainment, food and beverages, travel and lodging, education, and grants. The Sunshine Act applies to teaching hospitals and doctors of medicine, osteopathy, dentistry, dental surgery, podiatry, optometry and chiropractic medicine.

The payment data will be published on the Center for Medicare and Medicaid Services ("CMS") website in mid to late September 2014. While physicians and teaching hospitals do not have obligations under the Sunshine Act, it is strongly recommended that all physicians and UC Health entities review the payment data that is reported about them. To do this, physicians and teaching hospitals must formally register with CMS. There are two phases to the registration process – Phase 1 and Phase 2. Physicians and teaching hospitals should register for Phase 1 no later than July 25th. Once Phase 1 is completed, physicians and teaching hospitals can register for Phase 2 and be able to view reported payments and transfers of value pertaining to them. It is recommended Phase 2 registration is completed by mid-August. If any of the reported information is incorrect or inaccurate, the information can and should be disputed with the manufacturer. The dispute process is very time sensitive so inaccurate data should be addressed immediately.

Going forward, it is recommended that physicians and UC Health entities maintain records of any payments and transfers of value received from manufacturers so that future published data can be easily compared and if necessary, corrected. CMS has developed a free mobile app to help track, store and view the reported data that is available on the CMS website. For more information about the Sunshine Act, please go to <http://go.cms.gov/openpayments> or contact the Compliance Department at corporatecompliance@uchealth.com.

Physician Payments Sunshine Act Compliance Tips:

1. Become familiar with the Sunshine Act and the information that will be reported
2. Register for Phase 1 and Phase 2 with CMS and subscribe to the CMS listserve to receive updates
 - a. Register for Phase 1 at <https://portal.cms.gov/wps/portal/unauthportal/home/>
 - b. Step-by-step registration instructions for Phase 1 and Phase 2 can be accessed on the CMS site or at <https://www.cms.gov/Regulations-and-Guidance/Legislation/National-Physician-Payment-Transparency-Program/Downloads/Phys-Teaching-Hosp-Phase-1-EIDM-Registration-Steps-%5bJune-2014%5d.pdf>
3. Keep all records of payments and other transfers of value
4. Review and if necessary correct reported information

Associate Immunizations



Central Ohio is now experiencing the largest outbreak of measles in the country since 1996 at the same time there is an outbreak of mumps around Ohio State University. Both of these diseases are easily spread

and can make their way down to the Cincinnati area if only one infected person brings it with him or her. The best way to protect yourself from getting either disease and then spreading it to others is to make sure you are not susceptible. This can be confirmed by having received 2 MMR vaccines in the past or having lab evidence (blood test result) of immunity (protection). UC Health requires proof of immunity to measles, mumps, rubella and chicken pox to work at one of our facilities providing healthcare. However, if you were hired prior to 2008 your records may not include the necessary immunity information and you may be susceptible. Even if you were young at time when these childhood illnesses were prevalent, you may have not been infected yourself and developed immunity. Therefore, if you were hired before 2008 and are unsure of whether you had **two** MMR's and **two** Varicella (Chicken Pox)vaccines or lab tests indicating immunity to measles, mumps, rubella and chicken pox, Associate Health and Wellness encourages you to contact our department at 585-6600 and have us check your records. If they don't include the necessary information you will be required to complete vaccination or have the blood tests, whichever you choose. Even if you were hired after this time the Associate Health and Wellness staff will be happy to check your records just to be sure. Let's do the best we can to keep our patients and fellow co-workers safe and healthy!

Quarterly Memorial Service

A Memorial Service will be held by the Spiritual Care Department on Thursday, July 24 at 7 p.m. in Staff Development, Classroom A (Room 1457) at University of Cincinnati Medical Center.

Family members of patients who passed January – March 2014 have been invited.

Staff members are welcome to attend this service. Please call the main Chaplain office at 584-4562 if you will be attending.

Free Cancer Risk Screening

UC Health Otolaryngology – Head and Neck Surgery and UC Health Primary Care are offering another round of **FREE** head and neck cancer risk screenings.

The screenings are being offered at the new UC Health Primary Care Downtown Cincinnati office located at 425 Walnut Street, Suite 200 on July 15, 2014 from 9 a.m. – 4:30 p.m.

Space is limited. Call (513) 475-8400 to reserve your spot today.

Third Floor Staff Make Huge Impact

Our patient's satisfaction and experience is a priority across UC Health. Listening to our patients' concerns and requests can help us better understand their needs as we work toward being recognized as a premier provider of advanced specialty care in the Midwest. University of Cincinnati Medical Center Women's Health Services listened to their patients and found that sometimes the simplest of things can have a huge impact.

Small Change Brings Big Impact

Women's Health Services on the third floor of UC Medical Center has made the patient experience a priority. During rounds, unit members asked patients about their experiences with antepartum, labor, delivery and postpartum services. Through patient responses, they were able to better understand how they are doing, how they can improve care, how they can better meet expectations and enhance overall services and amenities.

Offering complimentary coffee to visitors is one of the most recent additions to the unit. The suggestion kept surfacing as family members would stay by patients' beds for hours at a time. The new coffee machine provides visitors and family members with the options of coffee, espresso or hot chocolate. Sometimes small changes make a huge difference!



Pictured: Associates with the new coffee machine on third floor.

Quiet Time Gives New Moms a Chance to Rest



We all know that a hospital is a place where patients should get as much rest as possible as they heal from an illness, injury or delivering a baby. But getting that rest is not always easy.

Guests, staff and patients talking, loud televisions, deliveries, cleaning services, phones ringing and overhead announcements all contribute to the noise pollution in a hospital. This occurs more often than we prefer and often affects the physical and emotional health of patients. Many patients who just delivered a baby reported that they were exhausted just from being a patient at UC Medical Center! As more patients and families were interviewed, it became clear that a change was needed. Patients were in need of rest.

The Postpartum Unit on the third floor has now instituted "Quiet Time." A daily announcement over the paging system reminds associates and visitors that patients are resting during the hours of 1 – 3 a.m. and 2 – 4 p.m. Patients may request staff to enter their room during this time if needed. Since "Quiet Time" went into effect, patients have said they appreciate the quiet and enjoy sharing private time with their newborn and family. Women's Health Services is pleased to be making changes that enrich our patients' experience and healing.

Lunch is Served

Winning Recipe Featured in Café

On Wednesday, July 9, University of Cincinnati Medical Center's cafeteria featured Elisabeth Mayers' black bean turkey chili. Elisabeth's recipe was the third place winner of the Healthy Recipes for Healthy Living competition that took place in May.

Her chili was chosen for its healthy and general appeal, creativity and ease of preparation.

To view the winning recipes, click [here](#).



Pictured (l-r): Ruby Hemphill-Crawford, Elisabeth Mayers, Nancy Barone

Putting for Parkinson's



The fifth annual Putting for Parkinson's Golf Outing will take place on Friday, July 18 from 7 a.m. – 9:30 p.m. at the Highland Country Club in Fort Thomas, Kentucky.

This event helps increase public awareness of Parkinson's disease and raises money to help fund medical research grant requests through the University of Cincinnati's Gardner Center for Parkinson's Disease and Movement Disorders.

Silent auction donations may be made by contacting Joy Layman at (859) 445-1935.

To register, click [here](#).

New Auxiliary Sale Coming to UCMC

Ten Thousand Villages in Cincinnati is a fair trade retailer of artisan-crafted home decor, personal accessories and gift items from across the globe. Featuring products from more than 130 artisan groups in some 38 countries, University of Cincinnati Medical Center is part of a network of over 390 retail outlets throughout the United States selling Ten Thousand Villages products.

As one of the world's oldest and largest fair trade organizations, Ten Thousand Villages has spent more than 60 years cultivating trading relationships in which artisans receive a fair price for their work and consumers have access to distinctive handcrafted items. UC Medical Center's Auxiliary seeks to establish long-term buying relationships in places where skilled artisans are under- or unemployed and in which they lack other opportunities for income. A founding member of the World Fair Trade Organization (WFTO), Ten Thousand Villages sees fair trade as an alternative approach to conventional international trade.

Please visit this new Auxiliary Sale August 5 – 7 in the front lobby of UC Medical Center. Profits from the sale will go to the UC Medical Center Auxiliary. See the flyer on page 7 for more information.

Associate Discounts

Summer is flying by! Have you had a chance to take advantage of any of the discounts offered to associates including discounts to local outdoor attractions?

Kings Island, Coney Island, Beach Water Park are just a few of the outdoor attractions to visit.

Click [here](#) to view all of the discounts offered to UC Health associates.





UC HealthTM

Saturday, July 19, 2014

TICKETS ONLY

\$28⁵⁰
per Guest

\$11⁷³
Picnic Meal*

\$5.99 processing fee per order

Log online to:

visitkingsisland.com/affiliates
and enter the user name and password

User Name: kiuchealth

Password: 2014

*Picnic Meal is all-you-can-eat from 5:30 p.m.—7:30 pm

VISITKINGSISLAND.COM

513-754-5700

Soak City is open May 24—August 24 and August 30—September 1

TEN THOUSAND VILLAGES

SALE

AROUND THE CLOCK



BEGINS AUGUST 5 AT 9AM

ENDS AUGUST 7 AT 7PM

University Of Cincinnati Medical Center, Main Lobby

Proceeds Benefit University Hospital of Cincinnati Auxiliary, Inc.

Fairly traded gifts, home decor, jewelry, art, and other
treasures handcrafted by artisans around the world

Cash, Credit Cards, and Payroll Deduction



TEN THOUSAND
VILLAGES®



Gift Shop Promotions

LORI'S Gifts
Zero Now re:sourxe

Week of June 30th



\$5⁰⁰

Summer Fashion
Jewelry

4 DAYS *Special*

July 3rd- 6th



\$5⁰⁰

Sunglasses
& Readers

Limited Quantities

Week of July 7th



\$5⁹⁹

Crinkle
Scarf

Limited Quantities

4 DAYS *Special*

July 10th - 13th



25%^{off}

Purses
& Wallets*

Week of July 14th



25%^{off}

Jewelry
& Watches*

4 DAYS *Special*

July 17th - 20th



\$14⁹⁹

Umbrellas
Retired Patterns
by Galleria

Limited Quantities

Week of July 21st



Red-Lined Merchandise

50%^{off}

July
Clearance
Sale

4 DAYS *Special*

July 24th - 27th



25%^{off}

Lunch Totes,
Mugs &
Tumblers*

Week of July 28th



25%^{off}

All Footwear
Includes Socks,
Snuzzles & Sandals

4 DAYS *Special*

July 31st - Aug 3rd



Greeting Cards
Buy 1, Get 1 at

50%^{off}

equal or lesser value

*certain exclusions apply; see store for details.

product styles & colors vary by location

Choose Closer to Work

Skin care is now available in Clifton

As a UC Health employee, enjoy several discounts on skin care including:

- 50% off your 1st light peel
- 20% off all treatments
- 20% off skin care products including Obagi and NIA24



Cathy Fricke, skin care specialist, is part of the UC Health Plastic Surgery team of board certified plastic surgeons.

She brings 20 years of clinical skin care experience to our advanced skin care practice, and is knowledgeable in the latest skin care technology, including light acid rejuvenation peels for all skin types, and several of the most well-known clinically based skin care product lines.

Cathy is passionate about promoting quality skin care and education while focusing on each individual's skin care goals. She has special training and certification in oncology esthetics and health-challenged skin.

To make an appointment with Cathy, call (513) 475-8881.

For more information, visit UCHealth.com/PlasticSurgery

Locations

UC Health Physicians Office
222 Piedmont Ave, Suite 7000
Cincinnati, Ohio 45219

UC Health Physicians Office North
7690 Discovery Drive, Suite 1700
West Chester, Ohio 45069

UC Health Physicians Office South
UC Health Women's Center
7675 Wellness Way, 4th Floor
West Chester, Ohio 45069





THANK YOU FOR YOUR DEDICATION AND HARD WORK

HALF OFF Tickets

(300 Terrace Level, max 12) for the following sessions:

Session 2, Sunday 8/10, 11AM (Was: \$30 / Now: \$15)

Session 3, Sunday 8/10, 7 PM (Was: \$30 / Now: \$15)

Session 5, Monday 8/11, 7 PM (Was: \$35 / Now: \$17.50)

Discounts will be available through Ticketmaster up until the day of play, or until the session is sold out.



How to buy?

- Navigate to the event page here:
<http://www.ticketmaster.com/Western-Southern-Open-tickets/artist/821732>
- Select appropriate session
- Before choosing a seat, enter code **UCHEALTH** to unlock discounts
- Choose your seat(s) (maximum, 12 tickets) and continue to check out

 **Health.**