

# What's Up

A NEWSLETTER FOR THE ASSOCIATES OF DANIEL DRAKE CENTER FOR POST-ACUTE CARE AND BRIDGEWAY POINTE

## 2014 Outstanding Associates of the Year Named

On Feb. 9, Dr. Rick Lofgren, UC Health President & CEO, announced the 24 nominees of the 2014 Outstanding Associate and Leader of the Year Awards along with the six finalists. Among the finalists was Daniel Drake Center's own **Bob Stitt**, RT, Business Development Assessment Liaison. Bob was the first respiratory therapist hired to the Assessment Liaison Team at Daniel Drake Center, and was given the challenge of increasing patient referrals from the Dayton market. Bob enthusiastically jumped at the opportunity and, in less than three years, has increased referrals from the Dayton area by 300%, securing a significant number of patients for Drake's Long-Term Acute Care (LTAC) and Skilled Nursing units. His focus on growing business for Drake, however, does not overshadow his dedication to providing excellent care for patients. With a patient-first approach, he is known for his motto: "Help people first, and then grow business." Bob uses his motivational skills and passion for his work to train and increase his team's productivity. Under his direction, the liaisons have met or exceeded their quarterly referral goals, bringing in more than 2,000 referrals to Drake annually. While he is a strategic thinker with sound sales tactics, he also is an empathetic liaison between the patient and clinicians, frequently shepherding the patient through the transfer process. Bob, who holds hard work, perseverance and integrity as his goals, is truly admired for his compassion and positive attitude.



Bob Stitt, Drake Finalist

The winners were announced on Feb. 12. **Sarah Dixon**, RN, Coordinator, Kidney Transplant and Vascular Access, University of Cincinnati Medical Center, is the Outstanding Associate of the Year and **Kevin Brooks**, RPh, Director, Pharmacy Services, Ambulatory Care Clinics, West Chester Hospital, is the 2014 Outstanding Leader of the Year.

A complete list of nominees including Kristie Collins, Development Specialist at Bridgeway Pointe, is attached. We congratulate Bob, Sarah, Kevin and all the nominees for their outstanding service to UC Health.



UC Health winners & finalists of the 2014 Outstanding Associate & Leader Awards, l-r: **Kevin Brooks**, Leader of the Year Winner, RPh, Director, Pharmacy Services, Ambulatory Care Clinics, West Chester Hospital; **Lee Ann Taylor**, Leader Finalist, Manager, Physician Liaison Program, West Chester Hospital; **Elizabeth Waldeck**, Associate Finalist, Charge Nurse, Emergency Services Department, West Chester Hospital; **Sarah Dixon**, Associate of the Year Winner, Coordinator, Kidney Transplant and Vascular Access, University of Cincinnati Medical Center; **Bob Stitt**, Associate Finalist, RT, Business Development Assessment Liaison, Daniel Drake Center; and **Jason Huff**, Leader Finalist, Clinical Director, Transplant Services, Hemodialysis, University of Cincinnati Medical Center.

## Welcome New Associates

Senita Barnes, Bridgeway Pointe  
Denise Burley, Physical Therapy  
Rashea Copeland, FANS  
Matthew Freeborn, 2 North  
T'Aun Greynolds, LTAC 3 South  
Rebecca Hollon, LTAC 3 South  
Brittany Hooten, LTAC 3 South  
Allyson Kessel, Pharmacy  
Ken Olding, Christ Respiratory  
Previn Ricks, IS&T  
Mindi Wilking, Christ LTAC

## New Lab Manager



Keith Russell, BA, MT (ASCP) has been named the Laboratory Manager at Daniel Drake Center.

Keith brings more than 20 years' experience in the Clinical Laboratory to this role. He received his Bachelor's degree in Medical Technology from Thiel College and moved to Cincinnati

in 1999 where he worked in the Health Alliance Core Laboratory. Keith is returning "home" to Drake, as he previously worked in the Drake Laboratory from 2005 to 2012 when he transferred to the UCMC Microbiology Laboratory.

Keith has strong leadership qualities that exemplify patient centered care. He believes in servant leadership and working towards building teams with a common goal of providing the best care possible for the patients and clinicians he serves. *"I am very pleased that Keith has agreed to join the UC Health Laboratory leadership team, and I am confident that he will add invaluable knowledge, passion and patient centric focus to our efforts,"* said Teresa Williams, Divisional Director, Lab Services.



**Think Warm!...**  
but if Winter blues have you down, EAP can help. Call 585-6100 for free confidential counseling.

## American Heart Mini Updates



The Daniel Drake Center American Heart Association teams have currently raised \$6,585 and have 112 participants overall. The event is three weeks away, Sunday, March 15, so there is still time to register and donate.

### To Join a Daniel Drake Center team:

- Go to [www.heartmini.org](http://www.heartmini.org)
- On the left under "Information," click "Find a Company" scroll down & click "UC Health"
- Under "Drake Center," find the team you would like to join & click "Join Team"

### Volunteers Needed at Expo and Day of Event

Interested in participating in the Heart Mini, but don't want to run/walk? Contact Marla Fuller at [Marla.Fuller@UCHealth.com](mailto:Marla.Fuller@UCHealth.com) to volunteer.

### UC Health After-Party

Register for any UC Health team by March 1 and get free entrance to the UC Health after-party! Light bites, refreshments and entertainment will be provided.

**Where:** Aronoff Center Lobbies (floors 1-3)

**Time:** 10 a.m. – 3 p.m.

**Cost:** Free

**Who:** Participants of UC Health Heart Mini Teams  
**(All guests of the after-party must be registered on a UC Health Team. Don't forget to register your family and friends).**

### Would You Like to Buy a Heart for \$1?

To raise money for the Daniel Drake Center American Heart teams, several areas are selling hearts for \$1 including the Cafeteria, Gift Shop, and the Outpatient Therapy Department. You can write your name, in honor or memory of someone, or in support of someone. Thank you for supporting the American Heart Association!





## William Hurford, MD, Named UC Health's First CMO



William Hurford, MD, Chair of the Department of Anesthesiology at the University of Cincinnati's College of Medicine since 2003, has been named the first Chief Medical Officer of UC Health. UC Health CEO Richard Lofgren, MD, who announced Dr. Hurford's appointment, said, "This newly

created position is extremely significant for UC Health," noting that the CMO is responsible for the overall performance of the UC Health clinical services in terms of quality, safety, service, efficiency and clinical outcomes.

Dr. Lofgren added that it is a great asset to have a candidate who not only has an acknowledged record of achievement as a clinician, educator, researcher and administrative leader, but also is already well acquainted with UC, the College of Medicine and the UC Health system. "Bill knows our system, our capabilities, our challenges, and has earned the respect of his faculty colleagues and all of us at UC Health. He'll be able to use that knowledge, understanding and relationships to immediately begin making an impact in this new leadership position."

## Reminder: Flexible Spending Account Reimbursement Deadline Fast Approaching

Tuesday, March 31, is the postmark deadline for associates to file reimbursement claims to your UC Health medical or dependent care flexible spending account for expenses that were incurred between January 1 and December 31, 2014. Custom Design Benefits must receive your 2014 claims with a postmark date not later than March 31, 2015.

For an FSA claim form or a list of qualifying expenses, log onto the UC Health benefits portal at [www.uchealth.bswift.com](http://www.uchealth.bswift.com) and go to the *Flexible Spending* shelf in the Library. After March 31, you cannot claim any money remaining in your 2014 Flexible Spending Account(s). Remember - your spending accounts are flexible, but the deadline is not!

For questions, please contact Custom Design Benefits at [flexclaims@customdesignbenefits.com](mailto:flexclaims@customdesignbenefits.com).

## Education Corner

### Grand Rounds Presentation

Everyone is invited to attend a Grand Rounds presentation on March 3, Conference Room F, A Level, at Noon. "The Exoskeleton & Rehabilitation" program will be presented by Lisa Kelly and Trent West from Daniel Drake Center's Outpatient Therapy department. Please feel free to bring your lunch. Call 418-2673 if you have questions.

### Heartsaver CPR/AED Class

This class is for Non-Clinical associates, and the next sessions will be held May 6, July 16, or October 14. This is a great way to learn CPR and how to assist someone who is choking. This class is being offered to help enhance safety at Daniel Drake Center. To register, talk with your manager or call 418-2673.

### e-Learning Education

Be on the lookout for continued education that will be either assigned or available for you to complete in RITEKnowledge. In a world of technology, both the UC Health Training & Development Department and Daniel Drake Center will continue to use e-Learning to bring you the latest information that will help you with your job and help you in caring for our patients and residents.

The Daniel Drake Center Education Department suggests that you check your RITEKnowledge profile page about once a week along with checking emails regarding communication about upcoming e-Learning training and mandatory assignments.

### **Current ACTIVE e-Learning assignments include:**

#### **e-Learning Course/Audience**

- LTAC Restraints  
*All LTAC clinicians*
- Safe & Effective Nutrition Care  
*All Nurses*
- SNF Restraints  
*All SNF nurses and PCAs*
- Storage and Transportation of Oxygen  
*All clinical associates @ all locations*
- Central Line Care Education  
*Nurses*

#### **Coming Soon!**

- ISO Enteral Tube Education  
*Nurses*
- Fall Prevention Education  
*Non-clinical & Clinical Staff*

## Compliance Corner

### Privacy Rule Provisions Related to Disclosures of Protected Health Information (PHI) to Friends & Family

On Sept. 9, 2014, the U.S. Dept. Health and Human Services (HHS), Office for Civil Rights (OCR), received a complaint alleging that the University of Cincinnati Medical Center had violated the Federal Standards for Privacy of Individually Identifiable Health Information and/or the Security Standards for the Protection of Electronic Protected Health Information. Specifically, the complainant alleged that on March 14, 2014, a nurse at UC Medical Center impermissibly accessed a family member's medical information.



The Privacy Rule does not require a health care provider to share information with a patient's family or friends, unless they are the patient's personal representatives. The law does permit providers to share information with a patient's family or friends in certain circumstances. A health care provider may share relevant information with family members or friends involved in the patient's health care or payment for the patient's health care, if the patient tells the provider that they can do so, or if the patient does not object to sharing of the information. For example, if the patient does not object, a patient's doctor could talk with a friend who goes with the patient to the hospital or a family member who pays the patient's medical bill.

A provider may also share relevant information with friends and family if, using their professional judgment, they believe the patient does not object. For example, if a patient sends a friend to pick up their prescription, the pharmacist can assume the patient does not object to their being given the medication. When the patient is not there or is injured and cannot give their permission, a provider may share information with friends and family when they decide that doing so would be in the patient's best interest.

Protection of patient confidentiality is important. You are encouraged to ask questions and report possible issues to:

- Your Supervisor
- Any member of management
- Human Resources Department
- Chief Privacy Officer
- HIPAA Coordinator
- HIPAA email at [HIPAA@UCHealth.com](mailto:HIPAA@UCHealth.com)
- HIPAA Line at (513) 584-4472
- Anonymously by calling the HELPLINE at (866) 585-8030

For more information, please contact Victoria Norton, Chief Privacy Officer (513) 585-7155 or Kristen Tefft, HIPAA Coordinator (513) 585-7124. You can also write to [HIPAA@UCHealth.com](mailto:HIPAA@UCHealth.com).

## Daniel Drake Center Ambassadors Still Needed!

The Ambassador Program is in full force and going very well! There are currently 29 Ambassadors who have seen 135 patients thus far. Roxane Henderson, Patient Relations Coordinator who is in charge of the Ambassador Programs says, *"We're making a positive impact on patients and their families while here at Drake, but more Ambassadors are still needed!"*

Here is how the Ambassador Program Works: Upon admission, each patient is assigned an Ambassador. The Ambassador meets briefly with the patient/family within two business days of admission as well as every other day for the first week, then weekly thereafter. The goal is to build a collaborative, trusting relationship with the patient and family during their stay, someone with whom they can share concerns, ask questions, and trust to see that their needs are met. Ambassadors will help with immediate service recovery by forwarding concerns to the appropriate person or to Roxane. If interested, please contact Roxane at 418-5919 or [Roxane.Henderson@UCHealth.com](mailto:Roxane.Henderson@UCHealth.com). Help make a difference at Daniel Drake Center—volunteer to be an Ambassador!

## Calendar



### Feb. 25

Associate Health & Wellness will be in the Education Office, 1<sup>st</sup> floor, 1-4 p.m. If you need immunizations, TB testing, MMR vaccines, or hepatitis B vaccines, please stop by. They also administer flu vaccines in season and annual respiratory fit testing.

### March 3

Grand Rounds, Conference Room F, A Level, at Noon. Page 3.

### March 12

The Birthday Breakfast will be held on March 12<sup>th</sup>, 7:45-8:45 a.m. in Conference Room F on A Level (note room change location for this time), for all associates celebrating their birthday in January, February or March. Please call 418-2614 to reserve your seat.

### March 15

American Heart Mini Marathon & Walk. Page 2.

### March 19-20

National Telehealth Conference. Page 5.

**What's Up** is published bi-weekly by the Public Relations & Marketing Department for associates and volunteers of Daniel Drake Center and Bridgeway Pointe. The goal of *What's Up* is to offer the most up-to-date information and hospital news pertinent to the Daniel Drake Center-UC Health work experience. Send your news items or suggestions to: [DrakeNewsRoom@UCHealth.com](mailto:DrakeNewsRoom@UCHealth.com) or call Michelle Cordy, Consultant, (513) 418-2771.



## UC Health and UC Host 2nd Annual National Telehealth Conference

UC Health is fast emerging as a national leader in telehealth, and as such is collaborating with the University of Cincinnati College of Nursing and other local and regional partners to host this event.

**WHEN:** March 19-20, 2015

**WHERE:** College of Nursing, University of Cincinnati

**WHY:** To provide telehealth experiential learning for health care providers, administrators & faculty

### What Sets It Apart From Other Conferences:

The experiential learning nature of this conference offers health care providers, administrators, faculty and other innovators the opportunity to review telehealth applications at work. There are engaging sessions for telehealth novices to advance providers looking for new partnership ideas and outcomes that may be incorporated into your own operations.



#### OPENING REMARKS:

**Richard Lofgren, MD, UC Health President & CEO**

Dean Greer Glazer, PhD, UC College of Nursing

Interim Dean William Ball, MD, UC College of Medicine



#### KEYNOTE ADDRESS:

**The Future of Health Care and the Role of Telehealth**

**Bill Woodson:** A nationally noted speaker, Woodson is senior vice president and co-leads Sg2's Center for Strategic Planning focusing on developments in health care strategy and growth. His thoughtful analysis and provocative opinions guide healthcare leaders as they navigate the evolving health care landscape.

**Speakers:** UC Academic Health Center faculty and UC Health clinicians and administrators, as well other national experts.

**COST:** \$150 (includes breakfast, lunch & break refreshments)

**SPECIAL DISCOUNT RATE FOR UC HEALTH ASSOCIATES:** \$100

**CEUs:** Application has been submitted for continuing education contact hours for nurses.

Contact Debi Sampsel at [debi.sampsel@uc.edu](mailto:debi.sampsel@uc.edu) or (513) 558-5305, to obtain information regarding approval status.

Patients using telehealth will grow to 7 million in 2018 from 350,000 in 2013, so **register today** to learn more about how telehealth is changing the face of healthcare.

**REGISTER & LEARN MORE:** [www.nationaltelehealthconference.com](http://www.nationaltelehealthconference.com)

It's

# Your Time To Thrive



Wellness  
Matters

Get the motivation, tools and know-how to  
take charge of what makes you happy and well

**[join.virginpulse.com/uchealth](http://join.virginpulse.com/uchealth)**





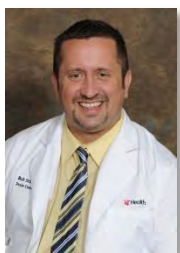
# UC Health Associate of the Year Award

## Associate Category Finalists



***Sarah Dixon, RN***  
***Coordinator, Kidney Transplant and Vascular Access***  
***Educator, Chronic Kidney Disease***  
***University of Cincinnati Medical Center***

After serving as a nurse and hemodialysis technologist in the University of Cincinnati Medical Center hemodialysis unit for several years, Sarah Dixon was asked to create a new role as UCMC's first chronic kidney disease educator and vascular access coordinator. Sarah manages the full spectrum of care for patients with kidney disease, including organizing vascular access placement, helping patients evaluate dialysis options, educating and shepherding them through the transplant process, and facilitating the transition of care for patients entering end-stage renal care. Sarah serves as the liaison between the patient and the multi-disciplinary team of clinicians and physicians. She is known for her commitment to her patients and coworkers, communication skills, initiative and work ethic. Sarah has implemented processes that deliver convenient, cost-effective and patient experience-centered care that has resulted in a 75% increase in patient visits and referrals to UCMC. She is dedicated to educating the community on kidney disease, and routinely hosts community seminars on the topic. Sarah is described as personable, knowledgeable, competent, intelligent, empathetic, and energetic.



***Robert Stitt, RT***  
***Business Development Assessment Liaison***  
***Daniel Drake Center for Post-Acute Care***

Bob Stitt was the first respiratory therapist hired to the Assessment Liaison Team at Daniel Drake Center, and was given the challenge of increasing patient referrals from the Dayton market. Bob enthusiastically jumped at the opportunity and, in less than three years, has increased referrals from the Dayton area by 300%, securing a significant number of patients for Drake's Long-Term Acute Care (LTAC) and Skilled Nursing units. His focus on growing business for Drake, however, does not overshadow his dedication to providing excellent care for patients. With a patient-first approach, he is known for his motto: "Help people first, and then grow business." Bob uses his motivational skills and passion for his work to train and increase his team's productivity. Under his direction, the liaisons have met or exceeded their quarterly referral goals, bringing in more than 2,000 referrals to Drake annually. While he is a strategic thinker with sound sales tactics, he also is an empathetic liaison between the patient and clinicians, frequently shepherding the patient through the transfer process. Bob, who holds hard work, perseverance and integrity as his goals, is truly admired for his compassion and positive attitude.



***Elizabeth Waldeck, RN***  
***Charge Nurse, Emergency Services Department***  
***West Chester Hospital***

Elizabeth Waldeck has served as a nurse in the West Chester Hospital Emergency Department since the hospital opened in 2009, and has become a leader not only through her role as Charge Nurse, but by using her experience, knowledge and skills to promote positive change within the hospital. Serving on many committees, Elizabeth takes an active role in implementing improvements and refining processes, which result in patient satisfaction scores reaching an extraordinary 96%. Elizabeth is instrumental in supporting WCH's "immediate bedding model," which results in door-to-doctor times of less than 15 minutes on average (a nationally recognized achievement for West Chester Hospital). She was named the first Chair of the Unit Based Council for the ED, allowing her to lead the teams' efforts on behalf of patient safety, staffing models, bedside reporting for intensive care patients, staff educational opportunities, and many other initiatives. In addition, she is an active representative for the ED in the Professional Practice Congress, leads process improvement projects, supports WCH's trauma services program, serves as the unit scheduler and is the chair of the Unit Morale Committee. Elizabeth is an excellent communicator and enthusiastic team player who constantly models the RITE Core Values. Her team knows that when Elizabeth is on duty, the ED is in good hands.

# UC Health Associate of the Year Award

## Leader Category Finalists



**Kevin Brooks, RPh, MBA**

**Director, Pharmacy Services, Ambulatory Care Clinics**

**West Chester Hospital**

**Director, Pharmacy Services**

**Lindner Center of HOPE**

Kevin Brooks has served as the Director of Pharmacy Services at West Chester Hospital since the facility's opening in 2009, and has overseen the creation and growth of the hospital's inpatient and outpatient pharmacies, as well as the West Chester Hospital PGY-1 Pharmacy Residency Program. With his leadership and dedication to quality, the WCH pharmacy has achieved among the highest safety scores of any department in the hospital. His achievements include creating a program in which prescription medications are brought directly to patients upon discharge (a process that is now being implemented system-wide), bringing pharmacy services for the Lindner Center of HOPE into the UC Health system, assisting the Daniel Drake Center with evening pharmacy services, and taking leadership as primary administrator of more than a dozen West Chester Hospital-Based Outpatient Clinics. In addition, Kevin serves as a member of the West Chester Hospital senior leadership team, and continues to nurture and develop growth opportunities for his staff. He has initiated a book club for those pharmacy associates interested in developing their leadership skills, and is known for his dedication to excellence, quality, safety and service.



**Jason Huff, MSN, RN**

**Clinical Director, Transplant Services, Hemodialysis, Diabetes NOW, Hoxworth/Barrett Center Infusion Services**

**University of Cincinnati Medical Center**

Jason Huff is described as a transformational leader who inspires others to advance to their full potential. Since becoming the director of the Hemodialysis/Apheresis Unit at the University of Cincinnati Medical Center, Jason has effected systemic change resulting in a team that works collaboratively. Jason is a champion of change and innovation, leading his department on its journey to Magnet Status by empowering staff members to take ownership of the unit and become active leaders. With a fair and balanced approach to problem solving, Jason has addressed concerns such as staff scheduling and retention, infection control issues, and educating a diverse patient base. Jason has championed LEAN processes by eliminating unnecessary supplies, consolidating job duties and reducing unneeded staff hours, with the input and support of his team. Under his mentorship, many of his associates have achieved advanced degrees and clinical certifications, attained higher competencies, and received DAISY Award recognition. Jason is dedicated to improving his community through health education and has volunteered countless hours providing flu vaccinations, planning charitable events, and organizing continuing education opportunities for staff. Having inspired deep loyalty in his team, he is known as the consummate team player who inspires others with his energy and enthusiasm.



**Lee Ann Taylor, RN, MBA**

**Manager, Physician Liaison Program**

**West Chester Hospital**

Lee Ann Taylor is responsible for the management of West Chester Hospital's Physician Liaison Program. The program is designed to secure new business, improve the level of service provided to physicians, and introduce new initiatives that help WCH to offer the highest level of care. Lee Ann is recognized for her quick follow-through, ability to problem solve, willingness to tackle tough issues, collaborative personality, and innovative thinking. Her outstanding customer service skills allowed her to become a trusted resource for more than 475 primary care and referring physicians. Utilizing service-oriented marketing, account management, strategic messaging, customer office calls, and adherence to compliance, Lee Ann and her team have helped to increased referrals by more than 50,000 patient visits in the last fiscal year. Lee Ann initiated an insurance pre-certification program, which effected an 87% increase in outpatient testing referrals from 100 targeted physician practices. Lee Ann works removes barriers that may impede the flow of business from referring health care facilities. Lee Ann provides her growing team of liaisons excellent training and guidance, while also allowing them the autonomy to work independently. She is described as a visionary leader who focuses not on what she'll gain from a relationship, but on how she can contribute to the greater good of the organization.



# UC Health Associate of the Year Award

## All Associate / Leader of the Year Nominees

**Megan Adams, RN**

4W Neuroscience Unit  
UCMC

**Robin Bratt**

Nurse Practitioner, Neurology  
and Rehab Medicine  
UC Physicians

**Amber Brogden**

Business Administrator, OB/GYN  
UC Physicians

**Kevin Brooks, RPh**

Director, Pharmacy Services,  
Ambulatory Care Clinics  
WCH

**Nicole Brown**

Clinical Operations Manager,  
Surgery Department  
UCMC

**Linda Carlson**

Manager, IS&T  
UCHBC

**Tim Collier, RN, CN-I**

Coronary Care Step-Down Unit  
UCMC

**Kristie Collins**

Development Specialist  
DDC

**Sarah Dixon, RN**

Coordinator, Kidney Transplant and  
Vascular Access  
UCMC

**Sandee Ernst, MSW**

Outpatient Social Work  
UCMC

**Phyllis Frazier**

Equipment Operator,  
Grounds/Movers  
UCMC

**Marcela Gonzalez**

Manager, Ambulatory Services  
UCMC

**Lori Hagerty**

Clinical Operations Assistant,  
Barrett Center  
UC Physicians

**Lauri Heck, RN**

Employee Health  
UCHBC

**Linda Howe, RN, CN-1**

NICU  
UCMC

**Jason Huff, MSN, RN**

Clinical Director, Transplant  
Services, Hemodialysis  
UCMC

**Jennifer Krause**

Manager, Case Management  
WCH

**Larry Stalica**

Sr. Business Administrator, Dept. of  
Cardiology  
UC Physicians

**Yash Patil, MD**

Assistant Professor of Otolaryngology  
Director, Adult Airway Reconstruction  
Program  
Physician

**Robert Stitt, RT**

Sales Manager, Assessment Liaison  
Team  
DDC

**Lee Ann Taylor, RN, MBA**

Manager, Physician Liaison Program  
WCH

**Kim Vance**

Assistant Chief Nursing Officer  
UCMC

**Elizabeth Waldeck, RN**

Charge Nurse, Emergency Services  
Department  
WCH

**Susan Williamson, RN**

Nurse Clinician, Women's Health  
UCMC

# **Are you considering retirement and confused about Medicare or individual health plans?**

**Attend an educational meeting to  
learn the basics of Medicare, the  
Affordable Care Act, and what it all  
means for you!**

## **When:**

Wed, Feb. 25 at 6:00 p.m.

Sat, Mar. 7 at 9:00 a.m.

## **Where:**

RetireMED®iQ Advisory Center

2300 Wall Street

Suite H

Norwood, OH 45212

*To register email: [thausfeld@mbseniorsolutions.com](mailto:thausfeld@mbseniorsolutions.com)*



**You have options.  
Be Smart!**

# Anyone. Anywhere. Anytime.

## Donate blood on behalf of UC Health

**Anyone** can donate on behalf of UC Health including family, friends, former patients and their families! Just be sure to write UC Health as your organization on your donor form

**Anywhere** Hoxworth has 8 convenient Neighborhood Donor Centers in addition to their mobile van. Check [www.hoxworth.org](http://www.hoxworth.org) for full details

**Anytime** you don't have to wait for a blood drive. Go when it fits your schedule! Call (513) 451-0910 for an appointment near you

### Neighborhood Donation Centers

*\*Center hours vary. Call (513) 451-0910 for times*

Anderson	7715 Five Mile Rd (45230)
Blue Ash	9708 Kenwood Rd (45242)
Central	3130 Highland Ave, 4 <sup>th</sup> Floor (45267)
Downtown	105 E. 4 <sup>th</sup> St. (45202)
Ft. Mitchell	2220 Grandview Dr, #140, Ft. Mitchell, KY (41017)
Mason	6554 S. Mason-Montgomery Rd, Mason, OH (45040)
Tri-County	11812 Springfield Pike (45246)
Western Hills	2041 Anderson Ferry Rd (45238)





# usbank arena

EXCLUSIVE GROUP OFFER

SESAME STREET LIVE ORDER FORM

APRIL 14-15, 2015

No matter where you're from or where you've been, everyone is special – so join in! Elmo, Grover, Abby Cadabby, and their Sesame Street friends welcome Chamki, Grover's friend from India, to Sesame Street. Together, they explore the universal fun of friendship and celebrate cultural similarities, from singing and dancing, to sharing cookies! Join the fun and make a memory with your friends and family!

## TICKET ORDER INFORMATION

LOCATION	REGULAR PRICE	DISCOUNTED PRICE	NUMBER OF TICKETS	TOTAL
SUNNY SEAT (VIP Seat and a pre-show Meet & Greet photo opportunity) <small>*LIMITED AVAILABILITY* Not Discounted but, can be purchased at regular price</small>	\$63.00	\$63.00		
GOLD CIRCLE (Floor Seats) <small>*LIMITED AVAILABILITY* Not Discounted but, can be purchased at regular price</small>	\$28.00	\$28.00		
FIRST 5 ROWS OF LOWER LEVEL	\$23.00	<b>\$18.00</b>		
REMAINING LOWER LEVEL	\$15.00	<b>\$10.00</b>		
HANDLING FEE PER ORDER (NOT PER INDIVIDUAL TICKET) =				\$3.00
<input type="checkbox"/> ACCESSIBLE SEATING REQUESTED			TOTAL AMOUNT DUE =	

## TICKET ORDER INFORMATION

**PLEASE CHECK WHICH SHOW YOU WILL BE ATTENDING:**

<input type="checkbox"/>	Tuesday, April 14 <sup>th</sup> @ 7:00 pm	<input type="checkbox"/>	Wednesday, April 15 <sup>th</sup> @ 7:00 pm
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## 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			

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 1 do not require a ticket provided they sit on an adult's lap. If the child has had their first birthday then they are required to purchase a ticket.**

### DEADLINE TO HAVE TICKETS MAILED:

**MONDAY, APRIL 6, 2015**

### DEADLINE FOR TICKETS TO BE LEFT AT WILL CALL:

**MONDAY, APRIL 13, 2015**

EMAIL ORDER FORM: skern@usbankarena.com

FAX ORDER FORM: 513-333-3079

MAIL ORDER FORM: U.S. Bank Arena

Attn: Sarah Kern

100 Broadway

Cincinnati, OH 45202

**FOR MORE INFORMATION CONTACT SARAH KERN**

skern@usbankarena.com or 513-421-1302

BOX OFFICE USE ONLY

ORDER CHECKED BY: