

# central line

For the employees and clinicians of UC Health | October 2017



## 1 Service With a Smile

Medical assistant puts patients at ease

## 4 Re-Imagining Experience

Radiology partners with innovation experts at GE Healthcare

## 5 One Step at a Time

Runner resolute to beat cancer

More than 100 graduates of UC Medical Center's Neonatal Intensive Care Unit (NICU) returned with their families on Sept. 9 for a festival-style, super-hero-themed reunion in the hospital's open-air courtyard.

Sponsored by Friends of Tiny Hearts, the volunteer organization that provides support to the UC Medical Center NICU and its families, the event drew about 500 guests in total, with dozens of NICU staff, nurses and physicians also in attendance to reunite with past patients.

Picture above, from left to right: Event guest Ethan Nurre with NICU team members Marilou Torres-Knipper; Henry Akinbi, MD; Missy Nurre; and Sue Bhatti.

# Offering Comfort



Colleagues,

Maya Angelou said: "I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."

The stories in this edition of *Central Line* remind me of that often-cited quote.

Offering comfort to patients is the hallmark of Lead Medical Assistant Amy Nicely, featured on page one. Her calming style and warm smile help to ease the minds of people seeking treatment at our Pain Medicine Center in West Chester.

Move on to page five and you'll find Erin Lawry's story. A breast cancer diagnosis and five surgeries later, Lawry still remembers and regularly recounts the reassurance she felt in the care of UC Health Senior Breast Imaging Technologist Sharon Williams.

Reading these stories, I can't help but be reminded why I'm so inspired by our purpose: to advance healing and reduce suffering.

Thank you for all you do.

Sincerely,

A handwritten signature in black ink that reads "Richard P. Lofgren". The signature is fluid and cursive, with the first name being the most prominent.

Richard P. Lofgren, MD  
UC Health President & CEO

"I'm so inspired by our purpose: to advance healing and reduce suffering."

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### OUR PURPOSE

To advance healing and reduce suffering.

### OUR MISSION

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

### OUR VISION

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

### OUR VALUES

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

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

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

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# Difference Maker

*Medical assistant's warm smile puts patients at ease*

Amy Nicely / Lead Medical Assistant / UC Health Pain Medicine Center, West Chester

BY DAMA EWBANK

AMY NICELY lives up to her name. She's nice. And she always wears a smile—always. For the patients she sees, and for her colleagues, too, Nicely's warmth must be reassuring.

As lead medical assistant at UC Health's Pain Medicine Center in West Chester, Nicely helps to set up and prep patients for procedures, like steroid and trigger point injections. She's among the first people that the center's patients encounter.

"We work with patients who don't feel well," Nicely says. "They hurt. They aren't at the top of their game. We have to try to put their minds at ease."

The mother of a 10-year-old daughter, Nicely joined UC Health seven years ago,

"We work with patients who don't feel well... We have to try to put their minds at ease."

immediately following her education and training. She always wanted to be in the medical field, and at the Pain Medicine Center she and her team work with patients to reduce their pain, improve their quality of life and increase their activity level.

Most gratifying to her is the impact her team has on those they serve.

"To be able to see a patient transform is a wonderful feeling," says Nicely.

When it comes to UC Health's PRIIDE values, Nicely connects most

to empathy and understands the importance of putting herself in someone else's shoes. And she's extremely happy to think that her daughter sees her making a difference for others.

"I'm very proud to be part of UC Health," says Nicely. "I'm a permanent fixture!" ●



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

## OUR ROOTS

# New Again

## *Century-old building transformed*



IN MID-SEPTEMBER, the University of Cincinnati held a public ribbon cutting for Kowalewski Hall, home to the university's James L. Winkle College of Pharmacy. The space—though transformed—is anything but “new.”

The technology-rich environment with a new auditorium, laboratories, classrooms and building mechanics sits within a century-old structure that was once home to the Miami-Ohio Medical College, precursor to the UC College of Medicine.

Designed by Hannaford and Sons—namesake of the famed Cincinnati architect Samuel Hannaford (1835-1911), the building first opened in 1918 and later became known as the Health Professions Building (HPB), housing several UC College of Medicine departments. In 1976, the building became home to the UC College of Pharmacy and was renamed in 2015 after a beloved former pharmacy dean, Joseph F. Kowalewski (“Dean Joe”), who served as dean from 1949-1970. ●



## Safe & Well

### SEEK ASSISTANCE

CHALLENGING WORK OR HOME situations can sometimes make coping difficult, but a no-cost benefit at UC Health may be able to help.

The UC Health Employee Assistance Program (EAP) is a free, confidential counseling service available to UC Health employees as well as their household members ages 18 or older.

Through EAP, employees seeking support can schedule appointments with licensed counselors and social workers who are available to address a number of topics, including:

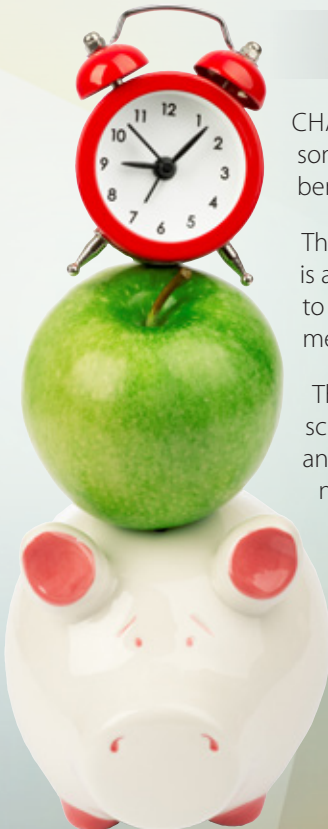
- Workplace support, mediation and conflict resolution
- Marriage/couple and family issues
- Substance abuse
- Domestic violence
- Grief and loss
- Anxiety, depression and stress

- Crisis intervention
- Work/life balance
- Wellness and self-care

The program follows an eight-session model, providing an initial assessment lasting approximately 90 minutes, with follow-up sessions lasting approximately 50 minutes. Phone consultations are also available.

More information is available on the UC Health Intranet. Search “EAP” or click the Employee Assistance Program link on the Human Resources page.

Schedule a confidential appointment or phone consultation with UC Health’s Employee Assistance Program by calling 513-585-6100. An intake coordinator is available from 8 a.m. to 4:30 p.m. Monday through Friday. ●





## Your Questions Answered

### Is the Health & Hospital Levy up for a vote this year, and is UC Health impacted?



Yes, on Tuesday, Nov. 7, Hamilton County voters will decide whether to renew the Health & Hospital Levy (Issue 4), which funds indigent care in our community. Renewal of the Health & Hospital Levy will not raise taxes.

UC Health receives funds from the Levy, which are used at UC Medical Center to provide essential healthcare services to underinsured and uninsured Hamilton County residents. Cincinnati Children's

Hospital Medical Center also receives funds from the Health & Hospital Levy.

UC Health employees wanting more information about the Nov. 7 Issue 4 vote, or those wishing to become involved, can contact Candace Sabers, vice president for government relations, at [candace.sabers@uchealth.com](mailto:candace.sabers@uchealth.com).

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

## COMPLIANCE CORNER: A Partner and Proactive Resource

HAVE YOU EVER WONDERED, "What does the Compliance Department do?"

You may know that the Compliance Department audits, investigates and helps when something goes wrong, but compliance team members also provide proactive consultation.

Healthcare is one of the most highly regulated areas to conduct business. Many departments are individually regulated by numerous federal and state laws that are ever changing. While the expectation is that every regulated department is an expert in its own area, the Compliance Department is available to assist in the interpretation of laws and regulations that are new or complex.

Compliance staff also provide guidance when departments add new service lines or change the structure of existing services.

The greatest sign that our organization has an effective compliance program is that staff reach out to the Compliance

Department proactively, as opposed to leadership engaging them reactively when matters have gone wrong.

Consider compliance as a partner and proactive resource the next time you need assistance navigating the complex maze of healthcare laws and regulations. Let us help you be successful the first time and put our patients and families first.

Contact compliance at 513-585-7224 or by email at [compliance@uchealth.com](mailto:compliance@uchealth.com). •

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

**Be on the lookout for the 2017 Compliance and Ethics Survey**, which will hit inboxes Oct. 9 and runs through Oct. 23. Also mark your calendars for Compliance and Ethics Week Nov. 5-11, 2017. Watch for details about planned events across UC Health locations.

# Getting it Right

## UC Radiology partners with GE Healthcare to reimagine work

BY DAMA EWBANK

WHETHER THEY REALIZE IT or not, nearly every patient who comes to the hospital will receive radiology services. From diagnostic imaging to interventional procedures that deliver targeted treatment, radiology is part of almost everyone's hospital visit.

Because of its importance in the care continuum, radiology can also have a real impact not only on the patient experience, but also on the experience of colleagues across the system.

That's why, say department leaders, it's important that at every touchpoint—internal and external, and from patient care, to scheduling, to research, to billing—the radiology team is ready to deliver the highest level of service.

Many within radiology have been working to drive pockets of measurable improvement, but a commitment to getting this right across the entire department hit a crescendo in late July when dozens of team members from across the system—including physicians, researchers, technologists and business and support staff—gathered for an intensive three-day workshop facilitated by the GE Healthcare Global Design Group's Menlo team.

Their goal: together as a team, re-envision the radiology department.

"As UC Health is working to transform as a system, we realized how important it is for us to work creatively as a team to improve the overall experience radiology offers for patients, referring physicians and staff," said Mary Mahoney, MD, chief of imaging services for UC



*A game of rock, paper scissors reinforced the need to get behind others and offer encouragement. Pictured here (left to right): Erica Washburn, Joe Hudepohl, Susan Braley, MD, and Amanda Edwards.*

Health and Benjamin Felson Endowed Chair & Professor of Radiology at UC.

The three-day radiology workshop was based on design thinking, an innovative, human-centered, problem-solving approach to tackle complex challenges, said Achala Vagal, MD, vice chair of research within the radiology department.

"The underlying concept in a design thinking mindset is empathy towards the stakeholders, which, for radiology, includes both patients and referring clinicians," Vagal added.

Panels of referring physicians from across UC Health attended the session to offer candid feedback on their interactions with the radiology department. In addition, patients delivered testimonials about their own experiences. Workshop attendees then split up on day one and traveled to GE Global Operations, Embers restaurant

and UC Health locations within UC Athletics and in West Chester to benchmark customer experiences.

From these site visits and conversations, the radiology team developed a list of opportunities—their "Wouldn't It Be Nice If" statements—to guide their future planning. On day two, team members chose their top focus area and worked in sub-teams to imagine what their successful future would look like.

What kicked off on day one with a paper-airplane-building exercise to drive home a lesson of innovation, iteration and trial and error, culminated on day three with solid next steps on a path toward improved communication, efficiency and overall performance.

They're now actively working to put teams behind identified focus projects and drive forward their departmental transformation. ●

## One Step at a Time

*Runner determined to stay positive following cancer diagnosis*

BY KATIE PENCE

ERIN LAWRY, 46, is no stranger to challenges. She has completed over 40 marathons and iron man competitions and is always pushing herself further and helping others along the way.

That's why when she was diagnosed with cancer in 2016, she never—not even for a second—thought about giving up.

"I just had to stay positive—one step at a time, you know?" she says.

Lawry had cared for her mother, who passed in away in 2014 after a fight with liver bile duct cancer.

"After my mom passed away, I continued to run in her honor, and I did five marathons and a half iron man in two years," she says. "I just felt really strong. I ran the Boston Marathon again and qualified, and I started a new job. Things were taking a turn in the right direction."

During a post-workout grocery trip one afternoon, Lawry noticed a mammography van.

It was the 40-foot UC Health Mobile Diagnostics Van, which offers 3-D mammography by the same radiology technicians who see patients at UC Health locations.

"They were closing for the day, but I went ahead and knocked anyway, and the tech got me right in," she says. "I really feel like my mom put the van there for me that day."

A week later, Lawry got a call that she needed to be seen for an ultrasound and a biopsy. She was met with a familiar face at the Barrett Cancer Center.

"The tech that was on the van that day, who I found out was Sharon Williams—the woman who let me into the van when they were closing down and helped to save my life—was there, and she just stayed with me and kept reassuring me," she recalls.

Lawry endured several biopsies and was ultimately diagnosed with ductal carcinoma in two separate areas in her left breast.

"I was in shock. I mean, I didn't have

"It truly threw me for a loop. I thought I was going to die."

any lumps. I didn't think anything was wrong. I was just getting a mammogram. It truly threw me for a loop. I thought I was going to die."

Lawry decided to have a mastectomy and reconstruction. Luckily, her cancer had not spread to her lymph nodes, so chemotherapy and radiation were not needed.

Throughout it all—even once against doctor's orders, Lawry sheepishly admits—she kept on running.

And she's continued to be active raising money and awareness for the UC Cancer Institute, the mammography van and the radiologists who saved her life.

"If Sharon wouldn't have let me in that day, who knows where I'd be," she says. "I'm thankful to my team at the UC Cancer Institute and all of my supporters for helping me live, thrive and just keep running." •



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





# NEWS AND NOTES

## Appointment



PIER PAOLO SCAGLIONI, MD, has been named professor and chief of the Division of Hematology Oncology in the Department of Internal Medicine at the UC College of Medicine, effective Jan. 8, 2018. His appointment is pending approval by the UC Board of Trustees. Scaglioni, who will also hold the Herbert F. Koch Endowed Chair, will serve as a leader within the UC Cancer Institute, and will conduct laboratory research and see patients within UC Health.

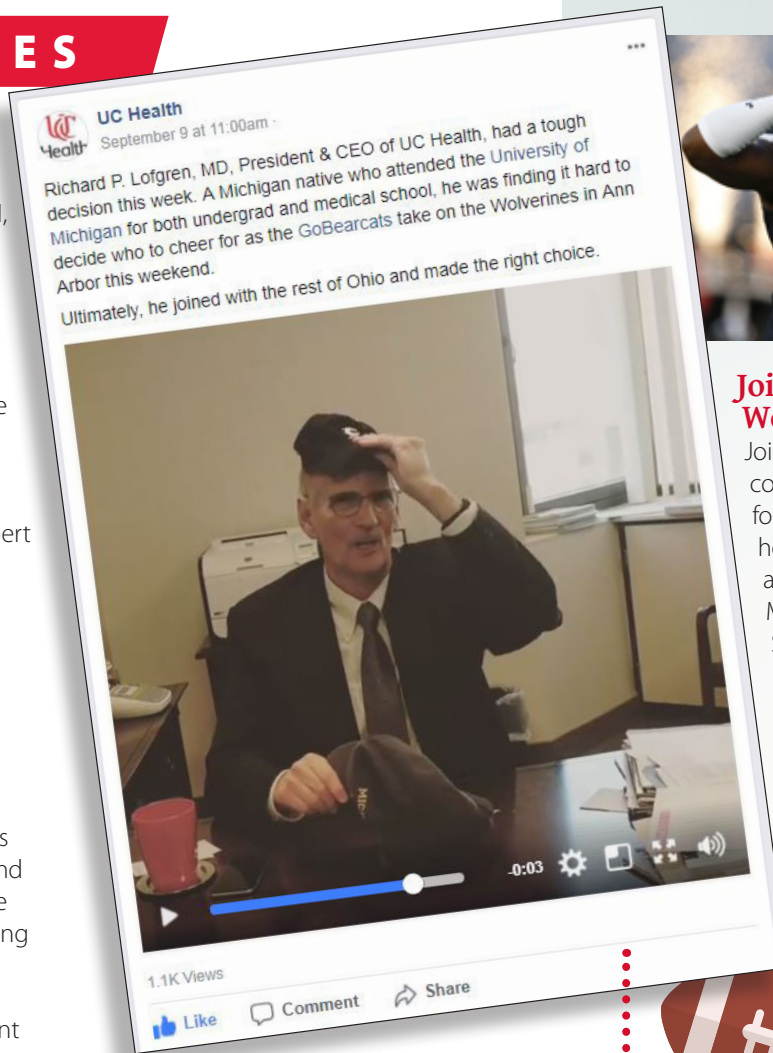
## Recognition



The American Heart Association has recognized UC Medical Center with the Mission: Lifeline® Silver Plus Quality Achievement Award and West Chester Hospital with the Mission: Lifeline® Silver Receiving Quality Achievement Award. The awards recognize hospitals for implementing quality improvement measures for patients suffering from severe heart attacks (ST elevation myocardial infarction, or STEMI). "Silver Receiving" indicates an 85-percent adherence over 12 months to the award program's designated quality achievement indicators. To also achieve "Silver Plus" a hospital must not only qualify for "Silver Receiving," but must also achieve a 75-percent or greater achievement score for treating (within 120 minutes) STEMI patients transferred from other facilities.

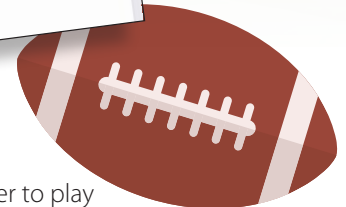


ANDREA HAMEL, MD, obstetrics and gynecology, has been recognized as Cradle Cincinnati's 2017 Champion for Knowledge for her work aimed at better understanding the complexities of infant mortality and preterm birth. Hamel was presented with the recognition at the Sept. 13 meeting of the Hamilton County Commissioners.



## Join In and Wear Black!

Join your UC Health colleagues in all black for the Bearcats homecoming game against Southern Methodist University Saturday, Oct. 21. Visit [gobearcats.com](http://gobearcats.com) and use promo code UCHEALTH for \$25 tickets, which include admission, a T-shirt and pre-game tailgate with inflatables, food trucks and live music.



## FEATURED POST.....

THE CINCINNATI BEARCATS hit the road in September to play University of Michigan—the alma mater of UC Health President and CEO Richard P. Lofgren, MD. UC Health's social media team asked the Wolverine fan who he'd be cheering for during the matchup, and Lofgren said he'd temporarily trade his maize and blue for red and black. It was all caught on film and shared via Facebook, gaining more than 1,100 views.

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

## Clinical Trial Spotlight: Mild Alzheimer's Disease

**What:** A local research study is now underway to evaluate whether an investigational medication can slow the progression of Mild Alzheimer's Disease.

**Details:** Qualified participants will receive study medication and related care at no cost, as well as possible compensation.

For more information, call 937-535-5012.



# Driving Operational Excellence

## 'The UC Health Way'

### When patients are medically ready

to leave the hospital, there can often be any number of delays in getting them discharged, which can lead to dissatisfaction. Not quickly freeing up acute-care beds can also cause delays in care for others waiting to be admitted. A multidisciplinary team at UC Medical Center—including physicians and representatives from nursing, patient progression, pharmacy, care management and IT/data—took on what they called the "Timely Discharge Project." The

18-member team conducted an 8-step problem solving exercise and developed a number of countermeasures to get closer to their goal of safely discharging patients as early as possible in the work day. Work-flow modifications, a daily planning huddle, the creation of standard work and better communication were among the team's action plans, which have resulted in measurable improvement over last year.



### Training Window Now Open

All employees and providers now have access to assigned annual compliance training requirements in myKnowledge. Required trainings for all employees include HIPAA Privacy Training, General Compliance Training and IT Security Training. Providers will take the HIPAA and IT Security courses, as well as Billing Compliance Training and a Medicare Parts C & D training requirement. The deadline to complete online compliance training is Thursday, Nov. 23. For more information about required trainings or questions about using myKnowledge, contact the UC Health Service Desk at 513-585-MYPC (6972).

*In September, UC Health held its 3<sup>rd</sup> annual Spinal Cord Injury Expo at Daniel Drake Center for Post-Acute Care. The free event offered networking opportunities, resources and educational presentations for the spinal cord injury community and others with mobility or functional impairment. Author and four-time quad rugby national champion and Paralympic gold medalist Mark Zupan served as the event's guest speaker. Zupan shared how his life changed after an accident left him quadriplegic at age 18. Zupan is pictured here with the Expo's organizer and UC Health physician Angela Stillwagon, DO (left), and UC Health's Danielle Shoreman, MD (right).*

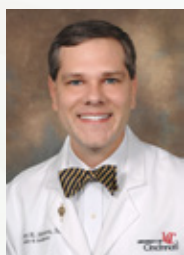
## AHA! MOMENT

### Panic Disorder Symptoms May Be Tied to Acid-Sensing Receptor



PANIC DISORDER, characterized by spontaneous and recurrent episodes of incapacitating anxiety, typically emerges during adolescence or early adulthood and can take an exhausting emotional and physical toll on the body. Physical symptoms can include heart palpitations, sweating and/or chills, trouble breathing and dizziness, nausea and even chest pain.

While significant progress in both diagnosis and treatment has been made with panic disorder, a lot remains unknown about what triggers these panic symptoms. There is evidence that a pH imbalance disruption in the body, known as acidosis, can unexpectedly cause a panic attack.



Jeffrey Strawn, MD

UC researchers have found that a particular acid-sensing receptor, TDAG8, may have significant relevance to the physiological response in panic disorder. The research, a collaboration between Jeffrey Strawn, MD, and Renu Sah, PhD, both associate professors in the UC Department of Psychiatry and Behavioral Neuroscience at the UC College of Medicine, appears in the journal *Brain, Behavior, and Immunity*.

"We evaluated the role of this receptor in patients with panic disorder (including adolescents who were close to the onset of panic disorder)," says Strawn. "We saw a relationship between this receptor and panic disorder symptoms, in addition to differences between patients with panic disorder and healthy individuals."

Strawn says the findings show a direct link between increased TDAG8 expression and severity of panic disorder as well as raise the possibility that patients in treatment may reflect a "remission" of TDAG8 expression.

"It will be important for additional studies to further explain the functional relevance of TDAG8 and associated inflammatory processes as well as other acid sensors in patients with panic disorder to explore the role of TDAG8 with predicting treatment response," he says.

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

## CELEBRATING NATIONAL HOSPITAL AND HEALTH SYSTEM PHARMACY WEEK

Hospital and health system pharmacists have moved beyond compounding and dispensing medications to become vital members of multidisciplinary patient-care teams. The critical role pharmacists play will be celebrated Oct. 15–21 as part of National Hospital and Health System Pharmacy Week.

UC Health Pharmacy Services wants employees and consumers to know more about the pharmacist's role in preventing medication errors, advising prescribers on the best drug choices and working directly with patients to ensure they understand how to use their medications safely and effectively.

Pharmacy Services supports and provides enhanced patient-care roles taken on by pharmacists resulting from advances in training and technology. Pharmacists who graduate today receive six years of education focused on medication therapy and many pharmacists practicing in hospitals and health systems also complete post-graduate residency programs.

Learn more about managing medications by visiting the informational booth Wednesday, Oct. 18. The booth will be set up from 11 a.m. to 1 p.m. in the lobby of 3200 Burnet Ave.





## SNAPSHOT

### UC Health Giving Back

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



UC Health welcomed several state and federal officials to Cincinnati in September. State Representative Brigid Kelly and State Senator Cecil Thomas visited UC Health, each meeting with Rick Shumway, UC Medical Center chief administrative officer. While here, Kelly also met with Ann Smith, senior vice president, inpatient services, and toured UC Medical Center's emergency department, surgical intensive care unit and helipad.

U.S. Senator Sherrod Brown participated in a meeting with UC Health President and CEO Richard P. Lofgren, MD, UC President Neville Pinto, PhD, and Cincinnati Children's Hospital Medical Center President and CEO Michael Fisher.

Pictured above: Shumway, Smith, Kelly and Air Care & Mobile Care Nursing Director Matt Gunderman.



Representatives from UC Health's Weight Loss Center and physician liaison team participated in the 2017 Schneider Electric Services Safety, Health and Environment Fair. The crew offered information to Schneider Electric Services employees about healthcare options offered by UC Health in West Chester. The Weight Loss Center team provided nutrition advice and details on UC Health's weight loss services.



>> Would you like to become a UC Health Volunteer

Ambassador and learn about opportunities to represent UC Health in the communities we serve? Email Dan Maxwell at [daniel.maxwell@uchealth.com](mailto:daniel.maxwell@uchealth.com).

## COMING UP .....

### Remaining UC Health Benefits Fairs

Thursday, Oct. 5, 11 a.m.–1:30 p.m.  
Lindner Center of HOPE

Tuesday, Oct. 10, 11 a.m.–2 p.m.  
UC Medical Center

Wednesday, Oct. 11, 11 a.m.–2 p.m.  
West Chester Hospital

Thursday, Oct. 12, 11 a.m.–2 p.m.  
UC Health Business Center

### National Telehealth Conference

Monday, Oct. 9, and Tuesday, Oct. 10  
Procter Hall, UC College of Nursing  
CME and nursing credits offered. Get discounted admission using code UCHEALTH. Learn more or register at [www.nationaltelehealthconference.com](http://www.nationaltelehealthconference.com).

### UC Health Give Back Day

Saturday, Oct. 14  
Multiple volunteer opportunities. Email [daniel.maxwell@uchealth.com](mailto:daniel.maxwell@uchealth.com) to sign up.

### Mobile Mammography Screenings

Monday, Oct. 23, 9 a.m.–1 p.m.  
Daniel Drake Center for Post-Acute Care

Thursday, Oct. 26, 8 a.m.–2:30 p.m.  
UC Health Business Center

Thursday, Nov. 2, 8–11 a.m.  
UC Medical Center  
(lot next to Emergency Department)

Tuesday, Nov. 14, 9 a.m.–1 p.m.  
Victory Parkway

For appointments or financial assistance, call 513-584-PINK (7465).

### Findlay Market Pop-up

Thursday, Oct. 26, 11 a.m.–1 p.m.  
CARE/Crawley Kaplan Reception Area

### Quarterly Leadership Meeting

Thursday, Nov. 2, 8 a.m. and 1 p.m.  
Sharonville Convention Center  
Registration open in myKnowledge.

# central line

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

**Discounts and Offers >>** The Cincinnati Zoo and Botanical Garden is offering UC Health employees discounted tickets to their HallZOOeen events throughout October. From noon to 5 p.m. each Saturday, the Zoo will offer special animal encounters and trick-or-treat stations, along with other Halloween-themed activities. Get your discounted tickets to HallZOOeen by visiting [cincinnatizoo.org/groups/group-discounts/](http://cincinnatizoo.org/groups/group-discounts/). Click the Log In button under Corporate Discounts and use discount code UCHealth.

