

Message from Bob Page

The books aren't officially closed, but all signs point toward fiscal year 2009 being the best year ever for The University of Kansas Hospital. We achieved the highest scores in patient satisfaction in our hospital's history. Our risk-adjusted mortality index hit a record low. We surpassed all other organizational goals while caring for more patients -- patients who also were more acutely ill -- than ever before. And our patient volumes increased 8.6 percent. What a great year!

We produced these results through a partnership between physicians, nurses, ancillary professionals and other personnel from across the enterprise, dedicated to delivering the best possible care to our patients. Examples of recent successes include the Surviving Sepsis Program, Rapid Response Teams, PhysDoc implementation in O₂, drug utilization and workflow through the hospital. These are just some of the initiatives helping make the patient experience at our hospital outstanding.

Outside organizations are also recognizing our excellence. We recently were notified we will receive a site visit as part of the Missouri Quality Award process. This award recognizes leading organizations who achieve world-class performance. To even be considered for the Missouri Quality Award is an honor and a reflection of the outcomes we produce daily. We chose this evaluation process because it uses the same criteria as the Malcolm Baldrige National Quality Award and is recognized as one of the best state programs in the country.

Working together, we will continue to advance our hospital's quality story to an even higher level. Thank you for your dedication and commitment to making The University of Kansas Hospital a recognized leader in health care.

Patient satisfaction

Press Ganey

- Fiscal year 2009: 90th percentile
- July 2009: 93rd percentile
- Physician care: 91st percentile (July 2009)

I'm happy to report we finished fiscal year 2009 with strong Press Ganey patient satisfaction rankings. In fact, we surpassed our annual goal and achieved an overall patient satisfaction ranking in the 90th percentile for the year. Your commitment to providing outstanding service to our patients and their families helped us achieve these results. Ratings on physician-related questions finished the fiscal year at the 96th percentile.

New staff



Carrie Bastin, MD
Anesthesiology

Scores for the first few weeks of the new fiscal year have experienced a slight decline. Surveys returned from patients discharged in July rank us at the 93rd percentile, compared to the 98th percentile in June. Even though we have had large numbers of new staff, physicians, residents and students join the team, I am confident through a renewed focus on exceeding patient expectations, we can return patient satisfaction scores to the best in the country.

Mortality

Mortality index

- June 2009: 0.53/Top 2 percent
- FY2009 year-end average: 0.63/Top 6 percent

June completed a year of exceptional work, which produced outstanding patient outcomes. In fact, our fiscal year-end mortality index reached an all-time best performance of 0.63, placing us in the best 6 percent of [University HealthSystem Consortium](#) hospitals. June marks the 29th consecutive month our risk-adjusted mortality index was below 1.0 (expected). This means 272 patients were discharged from our hospital whose diagnoses and other health-related risk factors indicated a low likelihood of survival. They were able to return home to their families because of the high quality care together we provide every day.

Also, our focus on patient outcomes was evident in the recently garnered national recognition in [U.S. News & World Report](#). Our rankings in each of the programs evaluated through this process were primarily driven by our patient outcomes. People are noticing our hospital and choosing to come to us for care because of our reputation for great outcomes and exceptional service.

Legislative review

William Reed, MD, has been appointed to serve on the [Kansas Health Policy Authority](#). The KHPA comprises 16 members, including nine voting members appointed by the governor and legislative leaders. Kansas Senate President Steve Morris appointed Reed, chairman of Cardiovascular Diseases, to the authority, subject to Senate confirmation.

Technology update

The O₂ team has turned its attention to The University of Kansas Cancer Center. After laboratory and radiology order entry goes live Sept. 21 in the cancer center, documentation in the exam area is the next order of business. Go-lives roll out weekly Oct. 5-30.



[Peter Gochee, MD, PhD](#)
Otolaryngology



[Clinton Humphrey, MD](#)
Otolaryngology



[Venesa Ingold, MD](#)
Anesthesiology



[Damien Stevens, MD](#)
Internal Medicine
Sleep Medicine

Training will be staggered as well. The new functionality will allow physicians, nurse practitioners, physician assistants and clinical nurse coordinators to document about 15 components in O₂. Those include vital signs, medication refills, phone notes, progress notes, patient education and four new areas:

- Cumulative dose tracking for chemotherapy
- Common toxicity criteria
- Basic research communication
- Cancer staging

News briefs

Gift advances future of heart care -- In a surprise announcement Aug. 17 in the Center for Advanced Heart Care, heart program physicians pledged a lead gift of more than [\\$2.1 million in a \\$10 million endowment initiative](#). Pledged over a 10-year period, the gift establishes the Mid-America Cardiology Associates Inc./MidAmerica Thoracic and Cardiovascular Surgeons Inc. Endowment Fund for patient care. The physicians' goal is to grow the endowment within the next decade with the help of other donations from the community.

The fund is unrestricted, and only the interest will be used. An oversight committee will set priorities for fund distribution each year, which may include areas such as patient services and programs, staff education and clinical research. The fund will be managed by KU Endowment, the hospital's partner in philanthropy.

Trauma Program reverified at Level I -- The hospital's Trauma Program has been [reverified at Level I](#) status by the American College of Surgeons. This is the highest level any trauma program in the country can achieve.

The hospital is the first in northeast Kansas and currently the only Greater Kansas City hospital to achieve this rating. The Trauma Program was first verified at Level I by the ACS in September 2000.

The [nearest ACS Level I trauma center](#) in Kansas is in Wichita and the nearest in Missouri is in Columbia.

Inpatient Rehab expands therapy services -- In early August, Rehabilitation Services completed several renovation projects to enhance patient care. With the addition of four beds (two private and two semiprivate), the unit now has 21 beds on the third floor of Delp. The physical therapy gym on that floor was converted to a combined dining and multipurpose room, allowing for the addition of the semiprivate room. The two private rooms were formerly patient rooms previously used for speech therapy and an office.



[Ky Stoltzfus, MD](#)
Internal Medicine
Hospital-Based Care



[Jonathan Wilcher, MD](#)
Emergency Medicine

Hospital readies for Drive-Thru Flu Shot event

Planners are organizing the hospital's Saturday, Oct. 31, Drive-Thru Flu Shot event from 8 a.m. to 1 p.m. Between 250 and 300 clinical and nonclinical volunteers are needed to staff morning and early afternoon shifts. Watch next month's issue of MedStaff News or 24/7 for more information.

CME

Men's Health: Opening a New Frontier

6-9 p.m.
Thursday, Sept. 17
Brio on The Plaza
502 Nichols Drive
Kansas City, MO
2.5 CME

Inpatient rehab and occupational, physical and speech therapies were moved to the second floor of Delp.

Hospital board member dies in tragedy -- [Tom Murphy](#), a valued member of The University of Kansas Hospital board, died in a tragic automobile accident Aug. 14 in Colorado.

Murphy was vice president of corporate brand marketing for Sprint Nextel Corp. in Overland Park. In 2005 he joined the hospital Board of Directors.

He was well known for his dedication to advancing the hospital's causes. A member of the Treads & Threads steering committee, he was a strong supporter of the hospital's growth and outreach activities, including the establishment of the Westwood Campus and the Founding Partnership with Sprint Arena.

Campus supports Race for the Cure -- More than 400 employees, families and friends from the hospital and other campus entities joined in the Aug. 9 [Susan G. Komen Race for the Cure](#) at Union Station. This year, four campus groups -- the hospital, KUMC, KU Endowment and The University of Kansas Cancer Center -- participated as The University of Kansas Cancer Center team. The team sponsored the Survivor Pavilion, where Roy Jensen, MD, director of the cancer center, spoke to survivors. Overall in Kansas City, more than 28,500 runners, walkers and volunteers took part in the 5k run/walk race. A popular fundraiser for breast cancer research, the event raised more than \$1.2 million.

A limited number of passes remain for Treads & Threads, which is sold out. -- Some passes are being reserved for physicians, and a waiting list exists. Main event passes are \$200. Patron passes, which are \$300, include a variety of benefits plus special recognition in promotional materials and advertising. Call 8-8888 for more information. The eighth annual [Treads & Threads](#) gala is Friday, Sept. 11, at Kansas Speedway. Proceeds from 2009 will expand treatment for blood and marrow transplant patients and establish appearance services to help survivors feel whole again.

Publications

Ann Davis, MD, Pediatrics, co-author, "Moving from Tube to Oral Feeding in Medically Fragile Nonverbal Toddlers," [Journal of Pediatric Gastroenterology and Nutrition](#), August 2009.

Tomas Griebing, MD, Urology, co-author, "Tolterodine Extended Release Is Well Tolerated in Older Subjects," August 2009, [International Journal of Clinical Practice](#).

Jeff Holzbeierlein, MD, Urology, co-author, "Management of the

Target Audience: This activity is designed for primary care providers, internists, family physicians, urologists, gerontologists, physician assistants and advance practice nurses.

To RSVP, which is required, call 8-8888.

Breast Cancer: From Prevention to Survivorship

7:30 a.m.-2 p.m.

Friday, Sept. 25

The Overland Park

Convention Center

Overland Park, KS

4.75 CME

Target Audience: This educational program is directed toward medical and surgical oncologists, general internists, general surgeons, family practitioners, gynecologists, geneticists, researchers, oncology nurses, nurse practitioners and health care personnel involved in women's health, breast cancer prevention, treatment, survivorship and research.

[Register online.](#)

Advances in Healthcare for Women: A Multidisciplinary Symposium

8 a.m.-1 p.m.

7:15 a.m. registration and breakfast

Saturday, Oct. 17

Overland Park Convention Center

6000 College Blvd.

Overland Park, KS

4 CME

Target Audience: This program is designed for gynecologists, internists, family practitioners, nurse practitioners and physician

Contralateral Testicle in Patients with Unilateral Testicular Cancer,"
August 2009, [World Journal of Urology](#).

Ajay Nangia, MD, Urology, co-author, "Techniques of Vasectomy,"
August 2009, [Urology Clinics of North America](#).

assistants.

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