Making patient transfers efficient, safe
Transfer Center helps hospital accept more patients who need care

Every month hundreds of patients are admitted to The University of Kansas Hospital through an increasingly important process known as the Transfer Center.

The center coordinates phone calls from physicians at hospitals across the region who are requesting transfer of their patients to our hospital for a higher level of care. Many of them are from smaller hospitals in Kansas or the local Kansas City market — though transfers from throughout the country and even overseas aren’t unusual.

“Most hospitals in rural communities provide great care for their patients, but they don’t have the resources to provide, say, specialized neurological care for a stroke patient or plastic surgery for a burn victim,” said Nursing Director Liz Carlton, RN, who oversees our hospital’s transfer process.

As a tertiary healthcare facility — offering several levels of specialization beyond a primary hospital — “it’s our responsibility to provide that care,” Carlton added, “and the Transfer Center helps us make sure those patients arrive here as efficiently and safely as possible.”

The patient transfer can be initiated in as little as 10 minutes …

The Transfer Center received 647 calls in June, the most ever in one month. The center connects physicians at the sending hospitals directly with on-call physicians here. It also works with our nursing teams for bed placement and nursing reports, and it often coordinates transportation by air or ground ambulance.

Coordination is key. The patient transfer can be initiated in as little as 10 minutes, streamlining the move for all healthcare teams involved, as well as patients and their families.

Transfer Center helps hospital accept more patients who need care

The process includes thorough patient reporting, allowing our physicians to watch for medical trends. For instance, a high percentage of transferred patients arrive with sepsis, a dangerous level of infection. Our medical educators use that insight to extend sepsis training to those hospitals.

Most of the Transfer Center patients sent to our hospital are admitted directly to nursing units, which is unique. At other hospitals, patients typically are transferred into the Emergency Department first, an extra step for patients and families.

“With an efficient transfer process,” Carlton said, “we can expand our support to more hospitals in Kansas and beyond — and to their patients.”

By the Numbers: Transfer Center

The University of Kansas Hospital’s Transfer Center streamlines the patient-transfer process between sending hospitals and medical teams here.

647
Transfer Center requests in June 2014, the highest ever

<table>
<thead>
<tr>
<th>Number of calls</th>
<th>FY2010</th>
<th>FY2011</th>
<th>FY2012</th>
<th>FY2013</th>
<th>FY2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>7,000</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6,000</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5,000</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4,000</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3,000</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Top 10 areas by accepted transfers*

- Internal Medicine: 47
- Trauma: 45
- Critical care: 44
- Cardiology: 44
- Neurology: 37
- Orthopedics: 30
- Burn: 27
- Neurosurgery: 17
- Oncology: 16
- Plastic surgery: 15

*May 2014

To suggest a By the Numbers, email Advances@kumc.edu.
Events

Building resilience – Cancer and other serious illnesses bring stress. Explore ways in which resilience can neutralize stress and how to draw on your internal resources to help you bounce back. The class is 2-3 p.m. Tuesday, July 8, at The University of Kansas Cancer Center-Overland Park. Call 913-383-8700 to register.

Long-term solutions for pain – There are quick fixes for chronic headaches, neuropathy and back and neck pain, but are they the best? Discuss other options for pain management that may serve you better in the long run. The program is 4-6 p.m. Thursday, July 10, at Turning Point: The Center for Hope and Healing in Leawood. Call 913-383-8700 to register.

Healthy eating on a budget – Maximize your nutrient intake while staying on a budget. Learn how to create shopping lists and meal plans for any season, budget or grocery store. The class is 11 a.m.-noon Tuesday, July 15, at The University of Kansas Cancer Center-Lee’s Summit. Call 913-383-8700 to register.

Komen race – Registration has started for the Susan G. Komen Race for the Cure, and The University of Kansas Cancer Center again is forming a team. The annual event, a fundraiser for breast cancer research and patient care, is Aug. 10 at Union Station. Deadline to register online is 9 p.m. Friday, Aug. 1. To register for our team online:
• Go to komenkansascity.org
• Select “Komen Race for the Cure,” then “Register”
• Select “Join an Existing Team”
• Log in or select “First Time Registration”
• Find “Company/Corporate Name”
• Select “The University of Kansas Cancer Center” and join

Details and more events are at kumed.com/event-detail.

PROGRAM SPOTLIGHT
A novel approach to complex tumors

The skull base surgical team at The University of Kansas Hospital is among the nation’s pioneers in using an advanced approach to remove complex brain tumors, often without a single incision.

The procedure is called minimally invasive transnasal endoscopic surgery. It involves a thin lighted tube with a tiny camera on the tip; state-of-the-art imaging equipment; some of the region’s most renowned surgeons; top specialists from departments across the hospital; a high degree of training and expertise – and the patient’s nose.

Using the nose and nasal passages as a corridor, the team navigates an endoscope through the challenging terrain of the skull base to reach the tumor. Supporting the underside of the brain, the skull base protects delicate and complex structures that include cranial nerves and multiple arteries controlling hearing, vision and balance.

“The endoscope allows us to access narrow places, providing large, panoramic views,” said Otolaryngology’s David Beahm, MD. “This offers us better visualization of the tumor or skull base disorder we’re treating.”

Guided by highly detailed computer images, the team employs a minimally invasive approach to treat both cancerous and noncancerous tumors of the brain, spine, nose, sinuses and eye sockets. Among other conditions treated: cerebral spinal fluid leaks, decompression of cranial nerves and ligation of arteries and aneurysms.

“For our patients, the advantages include faster recovery, shorter hospital stays and lower risk of infection,” explained Roukoz Chamoun, MD, a key neurosurgeon on the team. Minimizing incisions also offers the obvious benefit of a better cosmetic result and functional outcome for the patient, he added.

In addition to Otolaryngology and Neurosurgery, the skull base surgery program is a collaboration among Ophthalmology, Interventional Radiology, Radiation Oncology, medical oncology and other specialties.

The hospital is one of only a few in the nation that specializes in removing skull base tumors using virtually all types of standard and minimally invasive techniques. Beahm credits the academic medical center’s collaborative culture and multidisciplinary approach with putting the skull base surgery program on the map.

EXPOSURE
Disaster ready

During their annual hazardous materials decontamination drill last month, 27 employees from The University of Kansas Hospital’s Emergency Department, Nursing and other teams trained for a disaster in real time. They practiced donning and doffing decontamination suits, decontaminating “patients” (EMS students from a local college) and using showers and other equipment in the ED’s decontamination trailer.
**In the News**

A recap of recent articles, TV segments and other media coverage of the region’s leading academic medical center

► ‘Wichita 8’ prove school can work – *The Wichita Business Journal*, June 20. The article features the eight students who are preparing for their final year at the University of Kansas School of Medicine–Wichita. They represent the first class slated to graduate from the school since it expanded its third- and fourth-year medical school to a full four-year program.

► ‘Baseball legend’s death turns up heat on chewing tobacco’ – KMBZ, June 27. *Tony Gwynn’s* death from salivary gland cancer has increased awareness of the dangers of chewing tobacco. *Edward Ellerbeck, MD, PhD*, chair of the Cancer Control and Population Health Research Program at the University of Kansas Cancer Center, said smokeless tobacco is a big problem in local rural areas. He said it is critical for users to see a doctor as soon as they notice symptoms like white spots or lumps in the mouth.

► Warning about secondary drowning is a lifesaver – *KCTV-5*, June 23. A news report about secondary drowning saved the life of a 2-year-old girl, her mom said. On June 5, KCTV-5 interviewed *Sarah Hoehn, MD*, medical director of the Pediatric ICU at the University of Kansas Hospital, about secondary (or dry) drowning. It can happen if you inhale water, which causes inflammation in the lungs. Symptoms, however, don’t show up for 12-24 hours.

Two weeks after seeing that news segment, *Tiffany Eidson* in Merriam noticed the symptoms (lethargic, coughing and choking) in her daughter hours after playing in a hotel pool. She and her husband performed CPR and rushed her to a hospital. The original TV segment was prompted by our hospital’s Public and Government Relations.

► Rise in gasoline-related burn injuries – *KMB-C TV 9*, June 17. In the past three weeks, an alarming 40 patients have come to the University of Kansas Hospital’s burn unit – many of them after using gasoline to light brush fires, bonfires and grills. “What people don’t realize about gasoline is how tremendously flammable the vapor is,” said *Richard Korentager, MD*, Plastic Surgery chair.

**Young entrepreneurs**

Summer’s here, which is the perfect time to hold a lemonade stand at The University of Kansas Hospital. Patients *Dade Cannon*, 10, and *Kaia Marchbanks*, 14, set up shop June 18 on Pediatrics (Unit 44). They collected $46.10, which they are donating to Eric’s Camp Fund. The local organization funds trips for seriously ill children to have fun at the famous Hole in the Wall Gang Camp in Connecticut.

**Rave reviews for new rehabilitation center**

The University of Kansas Hospital’s new Inpatient Acute Rehabilitation Unit, which opened June 24, is everything staff and patients had hoped for – and maybe then some. “One patient cried when she saw it,” said *Julie Ginter, PT*, Rehabilitation Services director. “She said, ‘There’s so much sunlight. It’s beautiful!’”

The new facility, which is just west of the main campus on Rainbow Boulevard and 39th Street, offers more than double the space of Rehabilitation’s previous area. It includes a large rehabilitation gym, therapeutic kitchen facilities, a patient dining area, a family lounge and a transitional apartment for patients and their caregivers to practice independent living skills before going home. Watch a video at youtube.com/user/KU/Hospital.

**Alzheimer’s study: Delay memory loss?**

The Alzheimer’s Disease Center at the University of Kansas Medical Center is participating in a national study to determine if a new antibody treatment can prevent onset of memory problems.

The study will seek to enroll 1,000 people age 65-85 who have no symptoms but who may be at higher risk for the disease.

The development of amyloid plaques in the brain has been linked to Alzheimer’s disease. The study – called Anti-Amyloid Treatment in Asymptomatic Alzheimer’s, or A4 – will seek to determine if a drug treatment can slow memory loss associated with buildup of the plaques.

The study will last approximately three years, and participants will visit the clinical research site once a month during that time. *Jeffrey Burns, MD*, co-director of the KU Alzheimer’s Disease Center, said his center’s participation in the new study complements its related work, such as exploring the role of exercise in reducing the buildup of these plaques in the brain. “Even if we could delay the onset of this devastating disease by five years, we could cut the prevalence of the disease in half,” he said.

The center is recruiting study participants. Call 913-588-0555 or go to a4study.org for details.

**‘In the Game’ offers injury prevention tips**

Are you involved in a sport? Sign up for *In the Game*, The University of Kansas Hospital’s sports medicine e-newsletter packed with injury prevention tips and stories for athletes of all levels.

Whether you’re a student athlete, weekend warrior, parent or coach, *In the Game* has something for everyone. The newsletter is distributed by email four times a year and also provides updates on the hospital’s sports medicine program. To sign up and see previous issues, go to kumed.com/InTheGame.
Our People

- **Daisy Award winners** – Every quarter, several nurses at The University of Kansas Hospital receive the Daisy Award, a national program that honors extraordinary nurses for their clinical skills and compassion. The awards are based on comments by patients and colleagues. Congratulations to our most recent winners (with testimonials from their nomination forms).

  - **Denise Campbell-Bogner, RN**, Nursing Case Management – “Denise is always caring – not only for her patients but for her patients’ families as well. She does everything with a smile on her face.”
  - **Lester ‘Corky’ Carcopa, RN**, Operating Room – “Corky is an ‘old-school’ surgical nurse who can scrub in many types of cases. He is experienced, skilled and conscientious, and he always has the patient’s best interests foremost in mind.”
  - **Victoria Cavlovich, RN**, Nursing Case Management – “I had surgery on my birthday, which Victoria noted on my ID bracelet. After surgery my throat was dry, so I told her chewing gum sounded good. She came back with a Happy Birthday balloon tied to a packet of gum, along with a birthday card signed by all the staff. It made my day!”
  - **Conner Keyeski, RN**, Neuroscience and ENT ICU (HC-9) – “Conner took care of a patient who was scheduled to have a tracheotomy placement. The patient, who owns an Italian catering business, was worried he wouldn’t be able to eat after surgery. The next night Conner showed up with Lidia’s Italian food for the patient and his wife – their ‘final’ meal before surgery. The couple called it their date night. They were in awe of what Conner did to lift their spirits.”

New Physicians

- **Kevin Ault, MD** Obstetrics and Gynecology
- **Vernita Hairston, MD** Neurology
- **Omar Jawdat, MD** Neurology
- **Deepika Polineni, MD** Pulmonary and Critical Care
- **Mandi Sehgal, MD** Family Medicine
- **Hadley Wyre, MD** Urologic Oncology

---

My Cancer Center Saved My Life

At The University of Kansas Cancer Center, patients like Smokey receive the latest cancer care in one convenient location. Here, experts develop customized treatment plans for each patient, as unique to them as their own fingerprint. This personalized approach leads to better outcomes.

Why would you go anywhere else? Just ask Smokey.

The University of Kansas Cancer Center
12 convenient locations

To make an appointment, call 913-588-1227. kucancercenter.org

Richard “Smokey” Dyer, retired Kansas City fire chief, husband, father and cancer survivor. Smokey found his #HopeInSKC. Read his story at kucancercenter.org/SouthKC.