

# CENTER *express*

THE UNIVERSITY OF KANSAS HOSPITAL • UNIVERSITY OF KANSAS MEDICAL CENTER

## Nurses Impact Hospital's Phenomenal Turnaround

The focus of The University of Kansas Hospital's Fifth Annual Nursing Staff Meeting was the impact of nursing on the hospital's phenomenal turnaround in the past decade – as well as carrying the strategic nursing plan into 2009.

Chronicling the hospital's success story since 1998 were **Tammy Peterman, RN, MS**, executive vice president, chief operating officer and chief nursing officer, and **Chris Ruder, RN, MS**, vice president, Patient Care Services. **Bob Page**, president and chief executive officer, also addressed the group.

### Since 1998 ...

- Patient satisfaction soared from the 5th percentile to the 90th percentile.
- Mortality rates improved



Among attendees of the annual Nursing Staff Meeting were (from left) **Jennifer Bowman, RN**, nurse manager; **Staci Ciudicessi, RN**, nurse manager; **Stacia Kraemer-Peters, RN**; **Lynn Murphy, RN**; and **Paula Burnham-Simonich, RN**; all from Cardiothoracic Surgery units.

to some of the lowest rates in the country for teaching hospitals.

- Employee turnover declined dramatically.
- Inpatient admissions increased 65 percent.
- Outpatient encounters increased 117 percent.

- Emergency Department visits increased 70 percent.

### Since 2004 ...

Peterman stressed the critical link between patient satisfaction with nursing and overall patient satisfaction, with nearly an 84 percent

correlation. Patient satisfaction with nursing steadily increased from between 65 and 75 percent in 2004 to between 95 and 98 percent in the first half of 2008.

“Every time you have a connection with patients, you’re impacting their lives,” Peterman explained. “Patients and their families remember everything you say and do, so never underestimate the impact you have.”

In addition, more than 300 professionals applied for just over 100 nursing positions at the hospital during this past spring recruiting season. “We continue to focus on being the employer of choice in Kansas City,” she said. “Your ability to tell our story is critical to attracting new staff and patients.”

Peterman also detailed the hospital's numerous significant accomplishments and awards during the past fiscal year.

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## Page, Stites to Lead Cystic Fibrosis Ball

The Cystic Fibrosis Foundation's 40th annual Breath of Life

Ball gets a helping hand this year from The University of Kansas Hospital and the University of Kansas Medical Center.

**Bob Page**, hospital president and chief executive

officer, is chair of the event. Honorary chair is **Steven Stites, MD**, a pulmonologist and leader in the fight against cystic fibrosis. He chairs Internal Medicine at KUMC and is on the

hospital's medical staff.

The 2008 black-tie gala benefit is Saturday, Nov. 8, at the Westin Crown Center Hotel. Proceeds go toward finding a cure and improving

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Cystic Fibrosis, continued from page 1

treatments and the quality of life for people with CF.

"It's appropriate representatives from the hospital and medical center are called upon to help lead the 40th anniversary of this great event because this campus was there at the beginning. We intend to honor that legacy in 2008," Page said.

**Joseph Kanarek, MD**, chaired the first Breath of Life Ball in 1968. He retired in June 2005 after spending his career as director of the KUMC Pediatric Cystic Fibrosis Clinic.

Stites noted the campus remains heavily involved in cystic fibrosis treatment and research.

"There have been tremendous strides in cystic fibrosis research," he said. "As a result, patients with CF are living longer with greater quality of life."

## What Is Cystic Fibrosis?

CF is a chronic, progressive and life-threatening genetic disease that affects the lungs and digestive systems of about 30,000 children and adults in the U.S. CF makes the simple acts of eating and breathing a challenge. There is no cure. More than 10 million Americans – one in 31 – are unknowing, symptomless carriers of the defective gene responsible for CF. Thanks to the CF Foundation's work, the median age of a patient with CF has doubled in the last 25 years; more than 44 percent are 18 or older. Worldwide, about 70,000 people have CF.

The Pediatric Cystic Fibrosis Clinic provides specialized medical care for those with CF. The clinic is among only 16 accredited

care centers in the country chosen by the national Cystic Fibrosis Foundation to participate in the 2008 quality improvement program. The medical center is also a chief referral center for newborn cystic fibrosis screening. KUMC researchers are actively involved in finding a cure and improving therapies for CF.

"There are more potential therapies in the pipeline than ever before, and each year, people with CF live longer. It's absolutely essential this work continues and strengthens," Page said.

## Nominations Are Open for Pain Champions

About 80 percent of people admitted to hospitals have pain. And when a hospital patient is in pain, nobody's happy.

That's why Pain Champions

will be recognized and honored during September, which is Pain Awareness Month. The multidisciplinary Pain Advisory Group, which includes staff from The University of Kansas Hospital, the University of Kansas Medical Center and Kansas University Physicians, Inc., will choose the honorees from nominations.

"A Pain Champion is someone who consistently recognizes pain management as an important issue and is proactive in helping patients with treatment," said **Jennifer Surprise, RN**, clinical nurse specialist, Pain Management. "Pain management is tied not only to good health care, but also to patient satisfaction."

You may nominate any campus employee from any discipline. The nomination deadline is Tuesday, Sept. 2. For a nomination form or more information, contact Surprise, 8-4470, [jsurprise@kumc.edu](mailto:jsurprise@kumc.edu).

exposure

## Scrubs Donated to Red Cross for Families Who Lose Homes

Thanks to a scrubs drive, the Wyandotte County chapter of the American Red Cross now has about 500 pounds of scrubs in various sizes for area families who lose their homes to fire and other disasters. The University of Kansas Hospital, the University of Kansas Medical Center and Kansas University Physicians, Inc., teamed up with the American Red Cross for the effort. Among those involved were (from left) **Rachel Cummins, RN**; **Jennifer Fuentes, RN**; **Jennifer Tarwater**, American Red Cross; **Jack Thompson**, KUMC Resource Control; **Thu Janes, RN**, nurse manager; **Sarah Van Dalsem**, KUMC Public Affairs; and **Jack Kitner**, Resource Control. The nurses are from Unit 53, Neurology, ENT and Urology.



# eXtracurricular

Please send news and calendar items to [mmurphy@kumc.edu](mailto:mmurphy@kumc.edu) or contact Marli Murphy at 5-5192. Items must be received by noon on the Monday prior to publication.

## Thursday, Aug. 14

ALZHEIMER'S DISEASE and Memory Disorders Caregiver Support Group: 2-3:30 p.m., Phyllis Switzer, 145 Landon Center on Aging. Information: 8-1227.

HOLY DAY MASS: 4:45 p.m., Spencer Chapel.

LUNG CANCER Support Group: 5:30-6:30 p.m., Brandmeyer Patient Resource Center, Cancer Center and Medical Pavilion, Westwood Campus.

## Friday, Aug. 15

NEUROLOGY/NEUROSURGERY Grand Rounds: "Paraneoplastic Neurological Syndrome," Farhan Ahmed, MD, 6:45-8:45 a.m., Lied Auditorium.

ONCOLOGY JOURNAL CLUB: Brian Petroff, PhD, DVM, 8:30-9:30 a.m., 3015 Sudler Auditorium.

HOLY DAY MASS: 12:15 p.m., Spencer Chapel.

## Monday, Aug. 18

HEART DISEASE Management Support: Monday and Thursday, 3:30-4:30 p.m., Pat Twenter, RN, and Emily Gross, clinical dietitian, White Heart Learning and Resource Center Conference Room, Center for Advanced Heart Care.

## Tuesday, Aug. 19

LONDON CENTER ON AGING Seminar: "Diseases and Conditions of the Eye in Older Adults," Kevin Skelsey, MD, 3-7 p.m., 200 Landon Center. Registration is \$30. CE credit is available. Information: 8-1464 or [wduncan@kumc.edu](mailto:wduncan@kumc.edu).

CARDIAC SUPPORT Group: Third Tuesday, 7-8:30 p.m., White Heart Learning and Resource Center Conference Room, Center for Advanced Heart Care. Information: 8-1227.

## Wednesday, Aug. 20

INTERNAL MEDICINE Grand Rounds: "Pathogenesis of the Microcirculation and Atherosclerosis," Patrick Moriarty, MD, 8-9 a.m., 3015 Sudler.

JAYRISK SERIES 2008: "Risk Reduction in Physician Office Practices," 6:30-7:30 p.m., Multipurpose Room, Westwood Campus.

## Thursday, Aug. 21

KANSAS INTELLECTUAL & DEVELOPMENTAL DISABILITIES Research Center Seminar: "Angiotensin II Receptors and Adult Stem Cells in Cancer Biology and Therapy," Masaaki Tamura, DVM, PhD, 11:45 a.m., Beller Conference Center. Lunch provided for first 40 attendees.

US, TOO, PROSTATE CANCER Support: Third Thursday, 7-9 p.m., Rieke Auditorium.

## Endoscopy Center Open House Planned

The University of Kansas Hospital's new Endoscopy Center will host an open house for staff and VIPs 2 to 4 p.m., Friday, Aug. 22.

On the first floor of the main hospital, the GI center features 10,000 square feet of space for patient care. The former Emergency Department has been renovated from top to bottom with a build-out on the north end. The center opens to patients Monday, Aug. 25.

## Hawk Week Will Welcome Students

Hawk Week 2008 welcomes students and faculty to the University of Kansas Medical Center campus during the first full week of classes, Monday, Aug. 25, through Friday, Aug. 29.

The second annual event is designed to provide information on KUMC's student programs and services, as well as social opportunities.

### Monday, Aug. 25:

- Volunteer Idea Fair, 11 a.m. to 2 p.m., School of Nursing Atrium  
*Agencies across Wyandotte County offer options for volunteering.*
- Reception for Students & Faculty of Color, noon to 1 p.m., Murphy Hall Lobby

### Tuesday, Aug. 26

- "What Is Wellness?," noon to 1 p.m., 1023 Orr Major  
*This overview about finding balance and wellness in a student's busy schedule also promotes Student Wellness Programs.*

### Wednesday, Aug. 27

- Blood Drive, 8 a.m. to 5 p.m., Stoland Lounge
- Hot Dog Roast, 11 a.m. to 1 p.m., outside Dykes Library
- Hawk Night, 4:30 to 6:30 p.m., Kirmayer Fitness Center  
*Enjoy free food and T-shirts while watching demonstrations of fitness classes.*

### Thursday, Aug. 28

- Student health insurance presentation, noon to 1 p.m., 1014 Orr Major  
*Lisa Shryock, director, Student Health Operations, explains options.*
- International Students Reception, noon to 1 p.m., 4024 School of Nursing
- Alumni Relations Ice Cream Social, 2 to 4 p.m., School of Nursing Atrium

### Friday, Aug. 29

- Jayhawk Spirit Day  
*Wear crimson and blue to support the Jayhawks in the first football game of the season, Saturday, Aug. 30, against Florida International.*

For more information, contact **Ryan Gove**, director, Student Engagement, 8-6681.



# eXchange

## Vehicles

2003 FORD EXPLORER, 62K, 2-door, white, \$6,200. 913-980-2428.

2003 HONDA VT1100C Shadow Spirit motorcycle, 3K, like new, \$5,000 OBO. 913-526-4945.

2003 SATURN VUE, 88K, excellent condition, black with tan interior, tinted windows, CD player, AC, photos available, \$7,500 OBO. 913-558-5279.

1997 ACURA 3.5 RL, 132K, runs well, \$4,500 negotiable. 816-337-6802.

1995 MAZDA MILLENIA Sedan, 164K, beige/champagne, leather interior, sunroof, 6-disc CD player, power seats, Kelley Blue Book value \$2,410, asking \$2,200. 913-449-8908.

1994 FORD TEMPO, runs, needs some mechanical work, \$500. 913-631-4151.

## Garage Sales

NEIGHBORHOOD SALE, Saturday, Aug. 16, Park View Manor, 7804 N.W. 77th Place, Kansas City, Mo.

GARAGE SALE, 8 a.m.-2 p.m., Saturday, Aug. 16, 9106 W. 101 St., Overland Park, women's clothing, size large, professional attire; portable dishwasher, \$200; miscellaneous items. 913-558-6750.

MOVING SALE: Sofa and love seat, 7 years old, \$230; bed with headboard and mattress, 6-drawer mirrored dresser, additional dresser, \$250; La-Z-Boy recliner, 5 years old, \$180; and more. 304-654-0876.

## For Sale

AUTO ACCESSORIES, detachable faceplate with remote, amplifier, speaker box, equalizer, 5000-watt speakers, \$500; 22" chrome rims with low-profile tires, \$1,000. 816-547-5269.

1970s FARINA ORGAN with bench and music, \$100 OBO; 1970s sewing table, metal with wood top, dual working table for sewing machine and serger, paid \$2,000, \$400 OBO. 913-526-2467.

2 CHIEFS TICKETS, club level, excellent seats, versus St. Louis Aug. 28; New Orleans, Nov. 16; Buffalo, Nov. 23; San Diego, Dec. 14; Miami, Dec. 21; face value, \$210 per game. 913-485-4878.

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MUSICAL EQUIPMENT, Boss drum machine, \$75; multi-track recorder, \$200; Furman mixer, \$175; digital delay, \$150; wireless microphone system, \$300; effects pedals, \$40 each; and more. 816-461-2571.

SAMSUNG M520 SLIDER cell phone, Sprint, near-perfect condition, includes 3 megapixel camera, Bluetooth, streaming music, GPS capability, Web, background music, speakerphone and more, paid \$325, \$250 OBO. 816-665-2956.

LITTLE TIKES Cozy Coupe car with high seat back, durable tires, \$13; children's wooden activity cube with interactive learning features, paid \$65, asking \$15; both for children 1-5 years. 816-363-8696.

AMERICAN IDOLS LIVE ticket, Saturday, Aug. 30, Sprint Center, \$75. 913-449-1343.

## Housing

### • FOR SALE

NORTH KANSAS CITY HOME, 3 BR, 1 BA, great neighborhood, huge yard, fresh paint throughout,

near highway, \$100,000 or make offer. 816-529-5210.

### • FOR RENT

SHAWNEE HOME, 3 BR, 1 BA, remodeled kitchen and bath, 1-car garage, stainless steel appliances, washer/dryer, 10 minutes to KUMC, \$900/month. 913-963-2087.

## Wanted

KC ENTERTAINMENT BOOK coupon from pages H16-H17, will pay \$1 per coupon or trade from book. 913-593-9588.

BEGINNING TENNIS player for play practice, Fairway area. 913-226-8235.

## Carpools

LAWRENCE to KUMC, work 12-hour shifts, leave about 5:30 a.m. 785-841-8412.

## Pets

BLACK LAB CHOW mix, 6 years old, needs home with big yard, friendly, great with children and dogs, will include dog house and food. 816-529-5210.

## Free

CONTEMPORARY SOFA, 7' long, good condition, may need cleaning, you pick up. 816-588-5481.

**eXtra:** Find these and other classifieds on the hospital intranet, 24/7, <http://intranet.kumc.com>.

## Nurses, continued from page 1

Ruder discussed quality, cost and growth accomplishments in fiscal year 2008.

- Ventilator associated pneumonia rates continue to be well below benchmarks.
- Hospital acquired pressure ulcer incidence rates are significantly below national benchmarks.
- Inpatient admissions, outpatient encounters, Operating Room and Emergency Department volumes all increased during the last fiscal year.

- 203 staff members received \$68,200 in certification reimbursement. The hospital's nurses have earned more than 60 different professional certifications.

The final topic was carrying the nursing strategic plan into 2009. Among action items:

- Maintain Magnet readiness
- Further implement O<sub>2</sub>
- Prepare for various accreditations
- Improve throughput and reduce diversion

- Transition into new and remodeled areas
- Emphasize a culture of safety
- Focus on retention strategies
- Launch the 2009-2012 Nursing Strategic Plan
- Continue to develop staff and leadership

"We are not and will never be done with our journey toward excellence," Peterman concluded. "The better we get, the more others expect of us – and the more we expect of ourselves."

## CENTER eXpress

**Bob Page**  
President and CEO  
The University of Kansas Hospital

**Barbara Atkinson, MD**  
Executive Vice Chancellor  
University of Kansas Medical Center

**Staff**  
Marli Murphy, Editor  
Kirk Buster, Graphic Designer  
Kimm Fromm Foster,  
Communications Manager  
Dana Spoor, Communications  
Manager  
Mary King, Communications  
Services Director

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