

CENTER *express*

THE UNIVERSITY OF KANSAS HOSPITAL • UNIVERSITY OF KANSAS MEDICAL CENTER

New rankings highlight success

Nurses, pain management in magazine's top 10

The good news keeps rolling in for The University of Kansas Hospital, which has received three more top rankings from *U.S. News & World Report*.

The magazine listed the hospital third in patient satisfaction for nursing – tied with Mayo Clinic in Rochester, Minn. – among the nation's most-elite hospitals. Regarding patient satisfaction, the hospital also was ranked seventh for pain management and 13th for overall patient satisfaction.

The report compares the 154 centers named to the magazine's "America's Best Hospitals" list in July. The new report is based on data from HCAHPS, the first national, standardized, publicly reported survey of patient perspectives of hospital care.

In the data, 80 percent of our hospital patients said their nurses were "always" courteous, listened carefully and gave clear explanations; 71 percent said their pain was "always" well controlled; and 75 percent gave the hospital a 9 or 10 in overall patient satisfaction.



The hospital's nurses are ranked third in the nation (tied with Mayo) in patient satisfaction. Among the stellar RNs on staff are **Akiko Kubo** (front row, from left), **Rozina Rajab-Ali** and **Sidonie Walker-Reid**. Middle row from left: **Noreen Thompson**, **Shelly Gilliland** and **Leigh Collins**. Back row from left: **John Hennrich** and **John Carothers**.

"What it tells us is our focus on patient satisfaction and quality is absolutely the right thing to do," said **Tammy Peterman, RN, MS**, executive vice president, chief operating officer and chief nursing officer. "And our patients are beneficiaries of that focus."

The new triumphs follow a string of impressive hospital feats in recent months. In July the hospital's ENT, heart surgery and kidney disorders specialties were named to *U.S. News & World Report's* "Best Hospitals" list. And on Oct. 1, the hospital was named No. 2 in the nation among academic medical centers by the UHC.

Best Places to Work: We're No. 56

The University of Kansas Hospital is ranked 56th among the nation's top 100 Best Places to Work in Healthcare.

The hospital learned in early September it was named to the annual list by *Modern Healthcare* magazine. The actual rankings were released Oct. 27.

With competition open to all hospitals and clinics, medical suppliers and health insurers in the country, "it's quite an honor to be among the top 100," said **Dwight Kasperbauer**, operations vice president

and chief human resource executive. "And when you consider there are about 30,000 hospitals in the United States, our ranking is very significant."

For added perspective, the hospital was the only one in the Kansas City metro to make the list, No. 43 overall among all hospitals, and No. 10 among large hospitals with at least 2,500 employees.

For the study, the hospital provided *Modern Healthcare* with a written profile of the organization,

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benefits programs and policies. The magazine also requested anonymous survey feedback from 400 employees. About 80 percent of those randomly selected staff members participated in the survey, which was administered by a third-party agency.

Employees were asked an in-depth set of questions about eight core areas: leadership and planning, culture and communications, role satisfaction, working environment, relationship with supervisor, training and development, pay and benefits, and overall satisfaction.

With flu rising, remember care procedures

Regardless of immunization or immune status, employees at The University of Kansas Hospital must ensure they're wearing appropriate protective equipment when caring for patients with suspected or confirmed influenza:

- Wear a surgical mask with eye protection upon entering an influenza patient's room. (Glasses are not considered eye protection.)
- Wear an N-95 respirator with goggles or a PAPR when performing cough or aerosol-producing procedures, such as bronchoscopy or intubation. Reuse PAPR hoods.

Post signs on patient's door:

- "Contact with Mask Precautions" sign
- Bottom half of the document "Suspected or Confirmed influenza Precautions"

If you need either of these signs, go to 24/7's flu page to download one. Print and post them on the patient's door.

The signs also direct visitors to speak to the nursing staff before entering an influenza patient's room. Encourage them to wear a white cone mask while they are in the patient room.

For information, contact Infection Control, 8-2779.

Hospital extends **United Way** deadline to midnight, Nov. 8

There's still time to donate to The University of Kansas Hospital's United Way campaign. Pledges are close but short of the \$100,000 goal. As of 12:30 p.m. Oct. 28, donations had reached \$87,359.

Given the metro area's greater-than-ever need for United Way assistance, the hospital has extended its campaign deadline to midnight Sunday, Nov. 8.

Donate electronically or via a pledge form

See the Oct. 28 email you received from the United Way to make an online pledge. If you need a pledge form, visit Human Resources at the hospital or the Westwood Campus, or contact your department's United Way ambassador.

If you've not made your donation, please consider making one now. Contributions by payroll deduction go into effect January 2010.

All donations are tax deductible.

Information: **Jane Gonzalez**, jgonzale@kumc.edu; **Dorothy Gunderson**, dgunderson@kumc.edu; or **Lisa Ward**, lward2@kumc.edu.

KUMC campaign in full swing

As the hospital extends its campaign, the University of Kansas Medical Center's United Way effort is getting started. It runs through Wednesday, Nov. 11.

KUMC's goal this year is \$88,000, up about 3 percent from what was raised last year.

Like the hospital, KUMC is using an online system to help streamline the giving process. A United Way email was sent to employees Oct. 26 with their personal login information.

Troubles pledging online? Obtain paper pledge forms from **Paula Baum**, pbaum@kumc.edu.

Precious cargo

The University of Kansas Hospital's Drive-Thru Flu Shot Event is set for Saturday, Oct. 31. With a shortage of seasonal flu vaccines around the nation, resident **Rudd Hetrick, PharmD**, and others in Pharmacy are keeping a close eye on the hospital's supply. The Drive-Thru Event will require brief closures of the Bluff Garage and Blue Lot 99, north of Dykes Library.



eXtracurricular

Thursday, October 29

UNIVERSITY OF KANSAS Medical Center Auxiliary Fall Bazaar: 8 a.m.-4 p.m., hospital lobby. Also 8 a.m.-4 p.m. Oct. 30.

KANSAS CAREER Opportunities: Noon-3 p.m., Hixson Atrium. Meet representatives from rural Kansas communities.

Friday, October 30

NEUROLOGY/NEUROSURGERY Grand Rounds: "Novel Insights into the Dynamics of Epilepsy," Ivan Osorio, MD, 6:45-9 a.m., Lied Auditorium.

PEDIATRIC GRAND Rounds: "The Impact of Childhood Stress on Adult Disease," Chet Johnson, MD, 8-9 a.m., Wahl Hall West Auditorium.

LONDON CENTER on Aging 6th Annual Chili Feed: 11 a.m.-1 p.m., 200 Landon Center. Tickets \$5 each. Proceeds benefit center's "Adopt-a-Senior" program. To purchase tickets or for delivery (on campus only): Hallie Cates-Calloway, 8-0606 or hcallowa@kumc.edu.

Saturday, October 31

DRIVE-THRU Flu Shots: 8 a.m.-1 p.m., route begins Rainbow Blvd. and 36th Ave. To support Harvesters, the Community Food Network, donate nonperishable food items, paper products or a monetary gift. Information: 8-1227.

Monday, November 2

PATHOLOGY & LABORATORY Medicine Grand Rounds: "Transfusion-Related Acute Lung Injury (TRALI)," S. Gerald Sandler, MD, noon-1 p.m., Lied Auditorium.

Tuesday, November 3

FACULTY RESEARCH Day: 11 a.m.-5 p.m., School of Nursing Auditorium and Beller Conference Center.

STUDENT FINANCIAL Aid Wellness Program: "Financial Aid

101," Sara Honeck, noon-1 p.m., B018 School of Nursing.

Wednesday, November 4

INTERNAL MEDICINE Grand Rounds: "An Update in Sleep Medicine," Damien Stevens, MD, 8-9 a.m., 3015 Sudler Auditorium.

LONDON CENTER on Aging Ethics and Medicine Series: "Health Care Reform," noon-1 p.m., 200 Landon Center. Reservations: Matt Chandler, 8-3094 or mchandler@kumc.edu.

KANSAS PUBLIC Health Grand Rounds: "APHA's PHACT Toolkit for Public Health Advocacy," Marvin Stottlemire, JD, PhD, noon-1 p.m., 1023 Orr-Major.

CENTRAL PLAINS Geriatric Education Center Seminar: "Pressure Ulcer Prevention Program," Sharee Wiggins, NP, 3-6 p.m., 200 Landon Center on Aging. Register: coa.kumc.edu/cpgec/upcomingprograms.htm.

Thursday, November 5

BLOOD & MARROW Transplant Support Group: First and third Thursdays, 1-2:30 p.m., Atrium Conference Room, Westwood Campus. Information: 8-1227.

KUMC town hall to review FY '11

University of Kansas Medical Center leaders will host a town hall meeting for all faculty, staff and students to review fiscal-year 2011 planning.

Barbara Atkinson, MD, KUMC executive vice chancellor, and **Karen Miller, RN, PhD**, senior vice chancellor for Academic and Student Affairs, will give a presentation about the planning process.

The meeting will be noon-1 p.m. Friday, Nov. 6, in the School of Nursing Auditorium. Bring a lunch – and any questions or comments you might have.

Send calendar items to centerexpress@kumc.edu. Items must be received by noon on the Monday prior to publication.

Nearing retirement? Seminars offer advice

The VALIC Retirement Office, which provides financial services to employees at The University of Kansas Hospital, will host retirement seminars Tuesday, Nov. 3, and Thursday, Nov. 5.

"Retirement Strategies for Life" will address the emotional and financial aspects of retirement planning. The seminars are ideal for people who are seriously considering retirement within five years.

Topics include distribution planning (using real-life examples), Social Security and Medicare, and investment and estate planning.

Register online at my.valic.com/seminars. Use the registration code for the seminar you choose:

- 11 a.m.-12:30 p.m., Tuesday, Nov. 3, Multipurpose Room, Westwood Campus. Registration code 7013WES11AA.
- 4-6 p.m., Thursday, Nov. 5, Wyandotte Room, hospital cafeteria. Registration code 7013KAN11AA.

The seminars also are open to University of Kansas Medical Center employees. Information: **Greg Dillard**, 5-5475 or gdillard@kumc.edu.

KUMC open enrollment videos available

Eligible University of Kansas Medical Center employees who weren't able to attend a benefits open enrollment meeting can catch an online version. The Kansas Health Policy Authority has posted a series of videos that explain the basics of the State Employee Health Plan and the options available for medical, dental, vision and prescription drug coverage.

The videos are available at khpa.ks.gov/sehp/2010_Videos.html.

Open enrollment at KUMC closes after Saturday, Oct. 31. Information: Benefits Office, 8-5087, 1044 Delp.

Smile! Studio photographer here Nov. 14-15

The University of Kansas Medical Center Auxiliary is making it easy for you to get a family portrait.

A professional photography studio, Studio Creations, will snap family photos Nov. 14 and 15 in The University of Kansas Hospital cafeteria's Wyandotte Room. Just in time for the holidays, it's your free gift worth \$70.

Call 913-689-8365 or e-mail portraitappt@live.com by Nov. 13 to schedule a morning, afternoon or evening appointment.

Up to 12 people can be in your portrait. Each household will receive one 10" x 13" color portrait free. You may purchase extra poses and sizes.

Plus, the hospital will benefit from having your family photo taken. Studio Creations will donate \$5 per sitting to the Auxiliary. Proceeds will be reinvested in the hospital and medical center through annual gifts.

'Jayhawk Fans' to kick off KU Bookstore author events

The KU Bookstore is rolling out the red carpet for a series of author signings. The first, noon-1:30 p.m., Thursday, Nov. 5, will feature **Matt Fulks**, author of "For Jayhawks Fans Only!" Former KU basketball great **Bud Stallworth** also is scheduled to appear. The event will be held outside The University of Kansas Hospital cafeteria.

The new 240-page book features stories from fans, broadcasters and players. It recounts highs and lows of the program over the past half century, from the 1957 triple-overtime loss to North Carolina through NCAA basketball championships and the 2008 Orange Bowl victory.

More author visits are planned for Nov. 20, Dec. 3 and Dec. 17. Watch for details.

exchange

Vehicles

2000 FORD TAURUS, 173K, dark blue, gray interior, good cond., slight damage to right front fender, new parts in last 6 months, photos. 918-232-2332.

For Sale

48" BIG-SCREEN TV, \$400; Kenmore washer/dryer, \$400. 913-961-5790.

TWIN MATTRESS, extra long with frame, used once. 913-236-8989.

COACH ZOE wristlet bag, chocolate brown, zip-top closure, leather pull on top, 12" leather strap, belt buckle side accents, photos, \$65. 816-419-8263.

2 HALF-PRICE CHIEFS tickets, Dec. 20 vs. Cleveland, section 116, row 15, seats 7-8, \$89/pair. 785-424-4404.

HOUSEHOLD ITEMS: refrigerator, \$100; queen bedroom set with pillow-top mattress and mirror, \$400; sectional couch, \$200. 913-961-5790.

ENTERTAINMENT CENTER, oak, holds large TV, excellent cond., 3 sections, photos, originally \$1,600+, asking \$650. 816-550-7485.

2 EDDIE BAUER infant car seat inserts, microfiber, neutral colors, paid \$25 for both, asking \$10. 913-575-4658.

2 BUNDLE ME car seat covers, fit any style car seat, mint cond., paid \$50 for both, asking \$25 for both or \$15 each. 913-575-4658.

2 GRACO SNUGRIDE infant car seats, neutral colors, with 4 navy blue bases, purchased in January 2009, gently used, excellent cond. 913-575-4658.

KU BASKETBALL tickets, section 10, row 6, seats 1-2, various games, have season tickets but can't attend all. 913-594-2372.

TRUE SNOW tires, 2 sets: 1 set p185 75/r14 (tires only); 1 set lt 225/75 r16 on rims, both used 1 season, excellent cond. 816-809-4693.

WOODEN JEWELRY box, new, 13"x 8"x 9," black lid with mirror, movable earring stands, 5 swing-out drawers, other features, still in box, \$24. 816-363-8696.

HARRY POTTER books, first 4 in series, hardbacks in case, paid \$90, asking \$20; Webkinz assorted animals, \$3 each. 816-363-8696.

Please send classified ads to centerexpress@kumc.edu or post online at 24/7. Items must be 25 words or less and received by noon Monday. Ads run on a space-available basis.

1950s PHILCO console radio/phonograph with records, make offer. 913-727-1080.

MISC. ITEMS: infant car seat, baby bottles with accessories, baby clothes, toy lawnmower, lawnmower bag (good cond., hard cover), Panasonic telephones, large flower pot. 913-220-6822.

Housing

For Sale

RANCH-STYLE HOME on large fenced lot, 3 BR, 1 BA, quiet neighborhood, 20 minutes from KUMC, 2-car garage, full basement, \$119,000. 913-302-2996.

For Rent

BEAUTIFUL BUNGALOW, 2 BR, 1 BA, 3550 Wyoming St., close to KUMC, pets OK, washer/dryer, garage, hardwoods, fireplace, \$850/month. 913-685-3777.

HOUSE, 1 BR, 1 mile west of KUMC, no pets, \$400/month, plus utilities. 913-403-9943.

Pets

FEMALE POMERANIAN, 5 years old, shy, needs quiet, loving home. 816-529-7100.

BLACK LAB, 11 months old, smart, very trainable, AKC certified, great breeding line, needs new home. 918-232-2332.

SHEPHERD-MIX female (1 year old) and hound-mix female (10 months) need good home. 816-974-0312.

Wanted

HOUSEHOLD ITEMS: king-size metal bed frame and headboard, coffee table, end tables and microwave. 816-820-6189.

2 CHIEFS TICKETS for December game vs. Denver Broncos, reasonably priced. 913-217-8762.

2 CHIEFS TICKETS for December game vs. Denver Broncos for son's birthday. 816-529-5210.

OLD-FASHIONED ceramic radiant gas heater, preferably ventless, style used in fireplaces in older homes. 816-668-7981.

CARE ASSISTANCE for parents, some evenings and weekends, not long-term, various hours available, mother is handicapped and father (primary caregiver) just released from hospital. 913-439-9959.

exceptional



Cathi Johnson, RN, has won the first-ever Elizabeth Page Award for Excellence in

Rehabilitative Care.

Unit coordinator on Rehab Services, "CJ" has been with The University of Kansas Hospital 30 years. **Bob Page**, hospital president and CEO, established a fund in his mother's memory to honor the exceptional care she received in rehabilitation services.

Johnson will be honored at an

awards reception 5:30-7 p.m. Nov. 17 in the Center for Advanced Heart Care lobby.

Fonda Briles has received the Support Staff Award from the National Association of Student Personnel Administrators for Region IV-West. The region encompasses 10 states.

The award honors her contributions to higher education and student affairs professionals. She'll



receive the award at a meeting Tuesday, Nov. 3, in Santa Fe, N.M. Briles has been with the

University of Kansas system 25 years – 18 in Lawrence, the last seven in the University of Kansas Medical Center's Division of Student Services. As assistant to the Dean of Students, she was instrumental in organizing the student-run recycling program on campus and serves as that organization's advisor.

Last spring she was named KUMC's Outstanding Student Organization Advisor of the Year. She also is a co-advisor for the Community Outreach Program and spends much of her time giving back to the community.

Briles in April created the KU Women's Hall of Fame Website.

CENTER express

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