

IN THE CENTER

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Employees Work Overtime Finding SOLUTIONS

“No is never an acceptable answer,” Bob Page, chief operating officer of The University of Kansas Hospital, told managers at a recent leadership meeting.

Page was referring to the philosophy that’s at the heart of a new hospital program called SOLUTIONS, first introduced in December to help identify and resolve patient-care issues.

“We’re not just about a ‘quick fix.’ SOLUTIONS is about developing permanent, long-term solutions that work and allow us to provide the very best in patient care,” Page added.

SOLUTIONS is the place hospital staff can call to get help in resolving system or process problems or issues impacting patient

care if a first call to a department or individual does not generate the needed results. Anyone – nurses, ancillary and support staff, physicians and residents – can call the SOLUTIONS number, 8-5859.

The phone is answered 24 hours a day, seven days a week by trained representatives – all members of the hospital’s management team. To date, more than 80 employees have volunteered to work 500 additional hours – nights, weekends and holidays – to assure the program’s success and resolve more than 160 patient-care issues.

“When an issue is successfully resolved, the representative calls the customer back to confirm satisfaction and close the loop,” explained Terry Rusconi, senior director, Organizational Improvement.

Rusconi worked on developing the program along with fellow Organizational Improvement team members, Ruth Heaton, assistant director, patient and community services, and Shirley Weber, director, business operations of patient care services, who serve as co-leaders of the program.

The SOLUTIONS team has addressed issues ranging from missing



SOLUTIONS leaders Shirley Weber (front), Terry Rusconi and Ruth Heaton of Organizational Improvement and Bob Page, hospital chief operating officer.

telephones to patient bed placement to unique requests by individual patients. Plans are to continue the program through the end of February. At that time, permanent resources should be in place to support hospital staff.

The team has identified several key themes they hope to tackle, such as improving communications among departments, developing a better resource system and helping employees develop even stronger problem-solving skills.

“From this program, we hope to identify which systems and processes are not working as well as they could and work to fix them,” Rusconi said. “This is not about finger-pointing or making excuses. Our hope is to learn from this program and to improve the organization. In doing that, we hope to meet and exceed our patients’ needs and to increase satisfaction of staff and other key customers as well.”

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Steps Taken to Optimize Existing Parking

Construction of the new Biomedical Research Building has impacted parking on the KUMC campus.

“We understand that the loss of parking in lots north and west of Dykes Library has caused some inconvenience,” said Jim Cooper, assistant to the vice chancellor for administration. “To minimize the problems, several steps have been taken, and we continue to monitor the situation on a daily basis so we can be proactive.”

Monitoring of parking lot usage indicates there is usually some space available at the north end of the red permit parking lot along Eaton Street, Cooper said. Also, the new temporary lot, located north of 36th Street, behind the fire station and the post office, is usually less than half full.

Because these lots are some distance from the center of campus, continuous shuttle bus service is provided from all lots on the north side of campus from 6 a.m.-11 p.m., Monday through Friday.

Here is the daily schedule:

- **6:30-9 a.m.:** During the morning rush hour, three 25-passenger busses provide direct shuttle service from parking lots to campus to increase turnaround times and reduce waiting.
- **4-6 p.m.:** During the lighter afternoon rush, two busses are in service.
- **6-11 p.m.:** Passengers must board in front of the hospital for shuttle service to the campus parking lots. The shuttle makes stops approximately every 20 minutes.
- **After 11 p.m.:** KUMC Public Safety provides an escort service by calling 8-5030. (Escort service boundaries are Fisher Street on the west, State Line on the east, 43rd Avenue on the south and just north of Rainbow Extension, along Chester Street to the north.) The average wait for a ride is under 10 minutes.

“We will continue to monitor the parking situation, keep the campus community informed and make those



changes necessary to optimize the use of existing parking until new closer-in parking becomes available,” Cooper said.

Campus administration is currently interviewing potential architects for a new 900-car garage, which will be constructed under the Biomedical Research Building.

“We hope to have this facility designed and under construction by this fall, with completion scheduled for January 2006,” Cooper said.

If you have specific questions or concerns, please contact Cooper at 8-1499 or jscooper@kumc.edu.

Epilepsy Center and EEG Lab Trade Spaces

Call it KUMC’s version of the popular television series “Trading Spaces.”

On Jan. 9, the Comprehensive Epilepsy Center moved from the fourth floor of the hospital to 4041 Sudler, former home of the EEG Lab. That same day, the EEG Lab, which performs electroencephalo-

grams, moved to the area once occupied by the Epilepsy Center.

The swap has benefited both facilities. The Epilepsy Center has new paint and flooring and features larger waiting areas, more patient examination rooms and expanded office space for staff. With its move, the EEG Lab is more conve-

niently located and more easily accessible to patients. The technical staff is also closer to Unit 53 patients who may require EEG monitoring.

Patients began visiting the new Epilepsy Center and EEG Lab locations Jan. 12.

KU First Family Campaign

Student Affairs Manager Creates Scholarship

As the manager of the Student Affairs office for the KU School of Nursing, Elaine Brinson spends much of her time helping students achieve their career goals. One of the obstacles students face is lack of money for school.

“Scholarship funds have gone down, and little is designated for merit scholarships,” Brinson said. That’s one of the reasons she pledged, through her estate, to establish the Elaine J. Brinson Scholarship fund at the Kansas University Endowment Association. The scholarship will be awarded to undergraduate nursing students based on merit.

Making a planned gift for the School of Nursing was an easy

decision for Brinson.

“School of Nursing faculty and staff, more than the public, see the quality of our students. I have seen how much difference a scholarship can make to a student working toward a BSN degree,” she said.

“Because my parents valued higher education and were good stewards of their resources, I have the opportunity to invest in future generations of nurses.”

Brinson’s gift counts toward KU First: Invest in Excellence, the largest fund-raising campaign in KU history. KU Endowment is conducting KU First on behalf of KU and The University of Kansas Hospital through 2004 to raise funds for

scholarships, fellowships, professorships, capital projects and program support for the university, and capital projects, program support and patient services for the hospital.



Fitness Benefit Slated for Breast Cancer Research

The Sixth Annual Susan Henke Miller Try-4-A-Cure benefit is scheduled for Saturday, Feb. 7, from 8 a.m.-noon. All proceeds from the event will go to the Susan Henke Miller Breast Cancer Research Fund at the Kansas Cancer Institute (KCI). To date, this event has raised more than \$75,000 for breast cancer research and education.

This year marks the sixth consecutive year that Prairie Life Center, 10351 Barkley, Overland Park, Kan., has hosted the fundraiser. The center waives the usual guest fee and participants are encouraged, but not required, to make donations to breast

cancer research. During the event, the entire facility is open to the public.

This year’s Try-4-A-Cure fitness events include walk-a-mile, hi-lo aerobics, yoga and step aerobics. Daycare will be provided by calling 913-648-8077 for reservations. Door prizes will be given away, and various gift items will be sold. A silent auction featuring items donated by area businesses has been added this year.

Anne Miller Kindscher, a member of the KCI Advisory Board and an advocate for breast cancer research, organized the first Try-4-A-Cure benefit in 1999 after learning her sister-in-law, Susan Henke Miller, had

been diagnosed with breast cancer.

“I wanted to do something that would help Susan and others who had heard or who would hear the words, ‘You have breast cancer.’ I am convinced that cures for breast cancer will come from research, and I am determined to make a difference,” Kindscher said. “It is important to me to do something meaningful – something that honors Susan’s courage and faith in fighting this disease and something that helps find cures for breast cancers.”

For more information, contact Traci Wilper, KCI event coordinator, at 8-4732.

United Way Leaders

United Way team members serving the hospital, university and KUPI were honored at a recognition luncheon Jan. 12 in the School of Nursing's Varnes Center. Among those attending were United Way ambassadors (from left) **Wilma Craddock**, Pharmacy; **Lisa Hull**, Developmental Disabilities Center; **Beth Van Luchene**, Mental Retardation Research Center; **Dolores Salazar**, Dietetics and Nutrition; and **Tamela Carter**, Business and Strategic Development.



Front & Center



Recycling Solutions

Finding a way to recycle campus Yellow Pages is just the first of many recycling solutions planned by the Student Governing Committee Recycling Committee.

The committee will accept Yellow Pages for recycling through Friday, Jan. 16. Please take your Yellow Pages to the Delp Corridor D Dock. The entrance is across the hall from Occupational Health (G070 Delp). Walk straight back and follow the signs. Neatly stack Yellow Pages on the pallet provided outside the door.

The committee also has made arrangements for a second recycling bin on the south side of campus, next to Kirmayer Fitness Center, and added recycling bins for cans and plastic on the ground floor of the School of Nursing.

Allied Health student **Holly Johnson** and School of Medicine student **Teresa Orth**

(at left) are co-chairs of the committee. Other members include **Fonda Briles**, faculty sponsor; **Dorothy Knoll, PhD**, dean of Student Services; **Jim Cooper**, assistant to the vice chancellor; and **Marcia Gilliland**, contract administrator, Administration Services.

If you have any questions or want to assist with recycling efforts, contact Orth at torth@kumc.edu.

Study Shows Exercise and a Healthy Diet Don't Always Go Together

Does regular exercise bring about healthy changes in diet? A 16-month study conducted by University of Kansas researchers disproves the popular idea.

Joseph E. Donnelly, PhD, KU professor of Health, Sport and Exercise Sciences, and Debra Sullivan, PhD, KUMC associate professor of Dietetics and Nutrition, joined researchers from the University of Colorado to publish the study in the November issue of the *American Journal of Clinical Nutrition*.

The researchers' conclusions showed there were no significant differences in the amount of fat, carbohydrates or protein eaten by men and women in the study's exercise group and control group.

"It is a popular notion that people change their eating habits and change them for the better when they exercise," Donnelly said. "The general public believes that everyone reduces fat and increases carbohydrate intake automatically when exercising, but this spontaneous change to a healthy diet didn't happen."

"I think it's easier for people to believe they can eat whatever they want as long as they exercise," Sullivan said. "If we read the ads in magazines or watch television, we are being told that all we have to do to lose weight is exercise."

Sullivan said that's not the case and that people wishing to lose weight must consciously change their diets along with the exercise.

Major health organizations generally recommend diets that increase the intake of complex carbohydrates and decrease the intake of fat to diminish the risk of cardiovascular disease and diabetes, Donnelly noted in the study.

Called the "Midwest Exercise Trial," the study started at the University of Nebraska-Kearney (UNK) in 1996 and was transferred to Lawrence in 1997 when Donnelly joined the KU faculty. The study was funded with a \$2.4 million grant from the National Institutes of Health.

Participants were recruited from UNK, KU and their surrounding communities. Of the 131 people selected to participate, 74 completed the study. Participants were 17 to 35 years old and were overweight to moderately obese. In addition, they did not have chronic diseases, such as diabetes, high blood pressure or high cholesterol, and were nonsmokers

who led sedentary lifestyles.

For the exercise group, physical activity consisted of walking on a treadmill five days a week. Alternate activities, such as stationary biking or using stationary elliptical trainers, were allowed one day a week. Exercise was supervised by the researchers.

The exercise group progressed from 20 minutes of exercise per day at the beginning of the study to 45 minutes at six months. This level of exercise is recommended by the College of Sports Medicine for programs designed for weight reduction.

The exercise group maintained its normal dietary intake, which was assessed six times during the study. Each assessment consisted of a two-week period when participants were observed eating in a KU cafeteria.

Meanwhile, members of the control group were instructed to maintain their normal physical activities and eating habits throughout the study.



KUMC employees and students exercise at the Kirmayer Fitness Center.

Physician Honored for Helping Others

Lama Chuck Stanford, spiritual director of the Rime Buddhist Center in Kansas City, Mo., presented the Center's Bodhisattva Award to Sharon Lee, MD, during World Peace Meditation ceremonies at the center Dec. 31. The annual award is presented to a member of the community who best exemplifies a Bodhisattva, a person who works for the benefit of others.

Lee has been active in the care of HIV patients and the medically uninsured or underinsured. In 1989, she founded Southwest Boulevard Family Health Care, a Kansas City, Kan., clinic that specializes in caring for patients with HIV. Patients pay on a sliding scale according to their abilities.

Lee also founded Hope Care Center, a nursing home for HIV

patients, and the Permanency Planning Project, an organization that arranges advance adoptions of children of terminally ill HIV patients. In the mid 1980s, she helped found the Duschene Clinic, a free health clinic for the poor run by the Sisters of Charity.

Lee is a 1982 graduate of the University of Kansas School of Medicine and has been a KUMC assistant clinical professor of medicine since 1987.



Lama Chuck Stanford and Sharon Lee, MD

Kirmayer Fitness Programs Announced for 2004

Kirmayer Fitness Center is offering membership incentives for the new year.

If you purchase a membership between Jan. 5 and Feb. 29, you can take advantage of one of the following special offers:

- Join for three months and receive an additional two weeks free.
- Join for six months and receive an additional three weeks free.
- Join for one year and receive an additional four weeks free.
- Sign up for a new payroll deduction membership and

have the first month's "up-front" payment waived.

Also beginning this month, the first 150 people who purchase new memberships or renew existing memberships will receive a special edition Kirmayer Fitness Center "techno bag" that can hold a healthy lunch, cell phone and portable CD player/PDA. Some of the bags will have a surprise inside.

Early bird registration for a new session of fitness classes began Jan. 12 and continues through Jan. 23. During the week of Jan. 19, you may try a class free of charge. There is a

discount for those who register during this week. You do not have to be a Kirmayer member to sign up for a fitness class.

Fitness classes include aqua aerobics, endurance weight training, mat works, pure pilates, yoga, tai chi, self-defense, "zest for life" and student wellness programs.

There also is a free Weight Watchers open house Jan. 27 to sign up for an 11-week Weight Watchers session.

For more information or to set up your own personal fitness program at Kirmayer, call 8-7703.

WHAT'S NEWS

AT KUMC

Computer Drop-Off

The KUMC Safety Office will hold a computer equipment drop-off for all employees Jan. 15 and 16, 8 a.m.-4 p.m., at the Safety Office, B320 hospital.

- If you are a hospital employee, you can dispose of your equipment at any time by contacting the hospital help desk at 8-4894. Hospital Information Systems (HIS) personnel will pick up the equipment. HIS only handles computer-related equipment, not patient care equipment.

- University and KUPI employees should follow these instructions:

1. Complete a “computer equipment disposal form” (available in the Safety Office) for each piece of equipment and attach it to the equipment.
2. Note if the equipment works or does not work.
3. Remove the hard drive.
4. Bring the equipment and hard drive to the Safety Office, B320 hospital.

Departments are responsible for removing all hard drives to prevent the possible distribution of sensitive information. If hard drives are removed and provided at drop-off, there will be no department charge. If hard drives are not removed, there will be a \$25 charge per computer for the Safety Office to remove them.

If you need instructions for removing the hard drives, call the appropriate help desk for assistance (university: 8-7995 or hospital: 8-4894).

If your department needs to dispose of more than 40 computers, contact the Safety Office to have a vendor pick up the equipment.

If you have questions, call the Safety Office at 8-6126 or e-mail rbornkessel@kumc.edu.

Student Health Hours

Beginning in February, Student Health Services will extend clinic hours on Wednesdays. At that time, the new hours for Student Health will be:

- Mondays – 7 a.m.-7 p.m.
- Tuesdays – 8 a.m.-4:30 p.m.
- Wednesdays – 8 a.m.-7 p.m.
- Thursdays – 8 a.m.- 4:30 p.m.
- Fridays – 8 a.m.-4:30 p.m.

Contact the clinic at 8-1941 with questions or to schedule an appointment.

In addition, the clinic now provides health care for students’ partners and children for a minimal fee. For more information, contact Rebecca Vaughn at rvaughn@kumc.edu.

New JayDoc Services

To accommodate the growing health care needs of the community’s uninsured and underinsured, the JayDoc Free Clinic at the corner of Rainbow and Southwest Boulevards is adding adolescent and pediatric services on the first and third Mondays of each month from 6-8 p.m. The clinic, operated by

KU School of Medicine students, also sees patients on Wednesday nights from 6-8 p.m.

The staff usually consists of 10 medical students, a licensed physician and four undergraduate students. Approximately 100 medical students work in the clinic on a rotating basis. The clinic has seen nearly 300 patients since it opened in August 2002. For more information or to volunteer, contact jaydocfreeclinic@kumc.edu.

Mistress of Mystery

KUMC professor and former School of Nursing dean Eleanor Sullivan, RN, PhD, has been appointed to the board of directors of Sisters in



Eleanor Sullivan, RN, PhD

Crime, an international organization that supports women mystery writers and their work.

Sullivan had authored award-winning books in nursing before writing her first mystery, “Twice Dead,” featuring nurse sleuth Monika Everhardt. The second book in the series, “Deadly Diversion,” is due out later this year.

With more than 3,500 members and 46 chapters, including Kansas City, Sisters in Crime promotes the professional advancement of women mystery writers. Headquartered in Lawrence, Kan., the organization was founded in 1986 by a group of women led by University of Kansas alum, author Sara Paretsky.

Classifieds, etc.

For Sale:

Washed-wood kitchen table with leaf, 4 rolling chairs, \$300 OBO; 2 washed-wood end tables and coffee table, all in great condition, \$200 OBO; for pictures e-mail sirmills@gbronline.com. 913-642-7231.

Exercise equipment, Ab-Doer II, includes 3 levels of workout videotapes, used only a few times, \$50. 913-669-3065.

Sofa, curio and dining table with 4 chairs, 2 years old, \$1,500; computer with printer, scanner, camera, speakers, \$350; dining table with 5 chairs, \$100; full bed with rails and headboard, \$300; OBO for all. 913-636-6189.

27 cu. ft. GE refrigerator, almond, good condition, works great, ice maker/water dispenser/in-door feature, paid \$1,500, will sell for \$400. 913-239-0015.

Set of 4 15" x 7" Rally wheels with 215/65 white letter tires, center caps, trim rings, fits S10/S15 truck or Blazer, \$125. 913-599-3106.

To Rent:

3 BR, 2 BA, 2-story house, washer/dryer, 100 feet from Kirmayer, near KUMC. \$1,250/mo. 913-254-9529.

5507 Mission Rd., Fairway, Kan., 3 BR, 1½ BA, appliances, screened porch, hardwood floors, \$1,100/mo. 913-649-3487.

Lost and Found

There are now two Lost and Found locations on the KUMC campus.

Items for the hospital Lost and Found should be dropped off at the Information Desk, located in the hospital's main lobby. The phone number is 8-5177. Items will be held for two weeks. Hours of operation are:

- Monday-Friday – 7 a.m.-8:30 p.m.
- Saturday – 10 a.m.-8:30 p.m.
- Sunday – 10 a.m.-8:30 p.m.
- Holiday hours will be posted.

University Lost and Found is located at Dykes Library Public Services Desk. The phone number is 8-1010. Lost items should be taken to Dykes Library. There will be an attempt to contact the owner of the lost item(s). Hours of operation are:

- Monday-Thursday – 7:30 a.m.-11 p.m.
- Friday – 7:30 a.m.-8 p.m.
- Saturday – 9 a.m.- 6 p.m.
- Sunday – 1-11 p.m.
- Holiday hours will be posted.

Coming Up

Friday, Jan. 16

- Neurology Grand Rounds, "Pathophysiology of Migraine," Fred Michael Cutrer, MD, Mayo Clinic, Rochester, Minn., 8:30-9:30 a.m., 1563a hospital.
- "Leadership" presentation, KU Chancellor Robert Hemenway, PhD, and KUMC Executive Vice Chancellor Donald Hagen, noon-1 p.m., Wahl Hall West Auditorium.

Wednesday, Jan. 21

- Student Wellness, Healthy Weight Week, 11 a.m.-1 p.m., Stoland Lounge, repeated on Jan. 22.
- "How to Communicate Your Event/Announcement at KUMC," Jameson Watkins, noon-1 p.m., B018 School of Nursing.

IN THE CENTER

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Ad Policy - Send or bring your ad, 30 words or less, to Bldg. 48, Room 1070, fax to 8-1063, or e-mail bjjaekel by noon Thursday of the week before it is to run. Ads run free of charge for employees, students and volunteers. All ads must include the advertiser's name and work extension (or student box number) for verification. Only home phone numbers—no pager numbers or work extensions—will be published. Please include area code. No ads for commercial services or pets for sale will be accepted. Ads will not be taken by telephone. Ads may be held a week if space is limited.