

IN THE CENTER

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Al Chapman recognized as listener, leader and friend

A voice of reason in times of chaos. A cultivator of ideas in times of complacency. A provider of wise counsel in times of ambition.

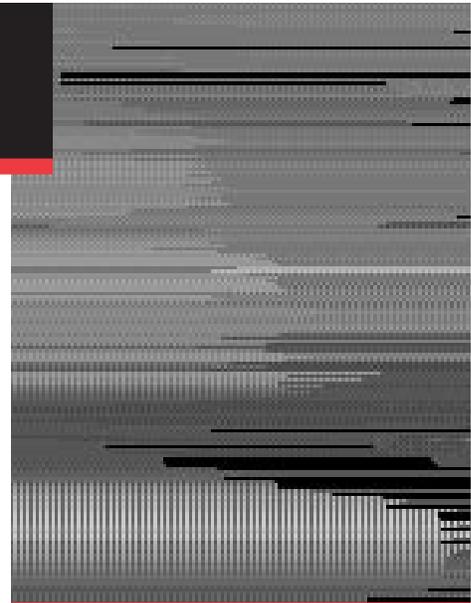
These were just a few of the words used by colleagues, students and friends recently to describe the tenure and character of one of KUMC's most distinguished and respected leaders, A.L. (Al) Chapman, PhD.

Dr. Chapman, who retires at the end of June as vice chancellor, academic affairs and dean of graduate studies and research, was honored for his 37 years of service to KUMC at a reception June 15 in Hixson Atrium hosted by Executive

Vice Chancellor Donald Hagen, MD.

"Your reputation as someone who listened, cared and could be trusted is a legacy that few can claim," Dr. Hagen said. "We must learn to value your contributions and mirror your style of listening, caring and being a life-long learner. You're a tough act to follow!"

Dr. Hagen added that, because Dr. Chapman often worked "behind the scenes," many people do not realize the depth of his influence on both the Kansas City and Wichita campuses. In addition to his leadership in establishing KUMC research programs, Dr. Chapman has provided an important link to the



A.L. Chapman, PhD, will retire at the end of June after 37 years of service to KUMC.

community through his active membership in several local business, education and civic groups.

Dr. Hagen also announced the creation of the A.L. Chapman Lectureship, which will bring nationally recognized scientists to the campus each spring to present a seminar in conjunction with Student Research Day. Dr. Hagen then presented Dr. Chapman with a book of letters, photos and other memorabilia of his career at KUMC created by close to 100 friends and colleagues.

"Al, as you read these, you'll know with certainty the admiration and fondness of your colleagues, associates and

The final countdown is on for the JCAHO survey June 21-25. Remember these tips:

- Wear your name badge at all times
- Answer survey questions in your own words
- If you don't know the answer to a question, know where you can find it
- Know the importance of keeping patient information confidential

- Know how your job supports the KU Hospital mission and values



- Remember FOCUS PDCA
- Review the JCAHO Survey Preparation Quiz Book
- Review the JCAHO Spotlights

Continued on page 7

Research Institute and KTEC launch new venture



Rich Bendis, president and CEO of KTEC, left, and A.L. Chapman, PhD, president of the KUMC Research Institute, sign the agreement establishing Precede Fund L.C.

Researchers at KUMC and throughout the Kansas City area will benefit from a new joint venture between the KUMC Research Institute and the Kansas Technology Enterprise Corporation (KTEC). The new for-profit company, Precede Fund L.C., was formed to invest in and package biomedical inventions, devices and other technological innovations for commercial purposes to benefit the public.

According to company spokespersons, the new firm is designed to help move promising biomedical technologies from the research laboratory to a level where a for-profit company can be formed or the technology can be licensed to an existing for-profit company.

“This fund will fill an important niche in the infrastructure needed to build

a Kansas City research base,” said A.L. Chapman, PhD, president of the KUMC Research Institute. Dr. Chapman also anticipated that three to five technologies in the Kansas City area would be selected for investment in the first few years of the fund’s existence.

Three Kansas City foundations, the Hall Family Foundation, the Hoechst Marion Roussel Foundation, and the Kauffman Center for Entrepreneurial Leadership at the Ewing Marion Kauffman Foundation, have each granted the Research Institute \$150,000 to help start the entrepreneurial fund. KTEC will invest \$250,000 in the fund, and the Research Institute will invest the grants and an additional \$50,000, for a total initial offering of \$750,000. Additional

investments and grants will be sought in Kansas and Missouri.

The Research Institute was established in 1992 as a not-for-profit foundation to promote and support medical research. In addition to performing clinical trials, the Institute receives and administers grants from the private sector, many of which support faculty research at KUMC. Over six years, the Institute has provided nearly \$2 million of internal research funding to KUMC faculty members for pilot research. In fiscal year 1998 alone, the Institute funded nearly \$700,000 of internal faculty research projects.

As in the Precede Fund L.C. enterprise, the Institute also helps move laboratory research discoveries through the patent, licensing agreement and commercialization process. In 1998, the Institute evaluated 45 invention disclosures and projects for research funding and/or licensing potential, managed 22 active licenses and held 22 active patents, many of which are licensed to private industry.

Other recent activities of the Research Institute include the purchase of eight acres to the north of the KUMC campus for the Center on Aging, and the development of a proposed two-story addition to the existing animal facility for basic science research.

'What's Happening?'



Progress Report

Irene Cumming
President and CEO
KU Hospital

The University of Kansas Hospital is 97 years old, yet brand new, having been organized as a Hospital Authority for only eight months. This report is summarized from Irene Cumming's "What's Happening?" Progress Report presented in late May and early June to keep physicians, staff and employees informed.

How is the hospital different now?

The hospital is not, and cannot be, the organization it once was. By law, the hospital is an independent organization. Because it is growing and adapting to the marketplace changes, it has become more responsive, more flexible and more

creative. Today we are moving at a faster pace ...

working to gain market share ... build our infrastructure ... prepare for JCAHO and define our identity within the community. As we do these things, we are accountable to our patients, to a Board of Directors and to each other.

Who are we?

Our mission statement and values define who we are. Copies of these documents have been distributed and posted throughout the hospital. Our mission and values form our culture. Excellence must define us — it's the way we do things! And we must have, and

must be, partners to achieve our mission — partners with our physicians, the community and with each other.

You may notice that our values spell out "WE CARE." These identify us as a place of caring and a place for caring. The values of service, excellence, involvement, partnering, responsibility, honesty and openness are values that each of us can believe in.

What makes us different from community hospitals?

We are the region's premier academic medical center. It is a clear point of difference and our positioning in the marketplace through marketing and public relations. We are using this advantage to help us increase our market share and to create a clear identity in people's minds.

But our mission can only be achieved through people living our values. If we create and live a culture of excellence, we will continue to attract excellent people, as physicians, staff and employees. This culture of excellence will also set us apart from other health care providers. It is a culture centered upon our patients. Everything we do must be focused on providing the very best care and service for our patients and their families. This is what drives our organization.

How are we doing?

We now have a Board of Directors. As individuals and as a group they are committed to the future of this hospital. They are giving us excellent counsel and direction, constantly challenging us to think in new ways to take us to new levels of service and success. Understandably, we have made some mistakes in the transition, mistakes that have, at times, created additional stress and pressure for our employees.

We have had to work through the start-up of a new Materials Management system, a new Human Resources department and a new Radiology system. We've addressed a number of staffing issues, especially the use of agency staff. As a result, we have not yet achieved our goals in patient satisfaction or employee satisfaction.

We have taken swift and firm actions to identify the issues and solve the problems. We are redesigning how work is being done, setting performance standards based on service and holding people accountable for the results. I am very gratified to see the commitment and the willingness to go "the extra mile" which so many of you exhibit.

We have also had some great successes. We have nationally recognized departments, new units, new programs and new locations. Medical Records was recognized by University HealthSystem Consortium (UHC) as a role model institution for the way they manage our patient information and provide invaluable



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We have opened two new units, The Burnett Burn Center (above) and the new Pediatric Pavilion (below).



We are establishing a Level One Trauma Center, an effort that has showcased our interdisciplinary cooperation.



service to the physicians and the hospital.

We have opened two new units, The Burnett Burn Center and the new Pediatric Pavilion. We are establishing a Level One Trauma Center, an effort that has showcased the interdisciplinary cooperation across the campus. With the opening of KU MedWest, we have dramatically increased our visibility and community access.

We have accomplished all of these things while meeting our budget and financial projections.

Where do we go from here?

The academic medical center is an institute for advanced medicine. To fully achieve this, we must deliver preferred,

quality care, supported by our patient-centered culture and our ability to "tell our story," so people will choose us.

We must maintain a positive financial position allowing for strategic growth and expansion. In doing these things, we will be a premier health care provider where medical professionals train and are involved in research.

Our strategic initiatives are built on our mission and vision and focused on the needs of our communities. Dependent on our systems, resources and financial performance, they are designed to optimize our market position.



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The strategic initiatives this next year are to establish the following centers of excellence: Trauma, Transplantation, Seniors Center, Spinal Cord Injury Program (above) and Advanced Imaging Center (left).



We have identified three critical initiatives for our performance: We will manage organizational change, transforming ourselves into a patient-centered organization, providing the best environment for training future health care professionals and supporting research. We will manage value, ensuring that the quality of our care and our service produce the highest patient care while managing costs, allowing for our business to grow. We will manage markets, establishing ourselves, both in terms of services and geographical coverage, as the region's preferred provider.

The strategic initiatives this next year are to establish the following "centers of excellence:" Trauma, Transplantation,

Seniors Center, Spinal Cord Injury Program and Advanced Imaging Center.

What are the operational priorities in the year ahead?

We have teams working to make the hospital a more accessible organization and facility for patients and physicians. We're working to decrease the utilization of nursing agencies — which has already declined. We have seen significant improvement in the materials management area and have new management in place to accomplish more. There has been major progress made in updating management and operations. We are re-engineering the way we provide our clinical laboratory services, with a focus to provide excellence for patients and physicians. Our medical

director partnerships, now in their second full year, are examples of how we partner and provide the best, most cost-effective care we can.

In the area of customer service, we are working on an organization-wide initiative to support a patient-centered culture.

What should employees be doing?

First, we must hold ourselves to higher standards. We must come to work each day committed to doing our best. We must expect more of each other. Each one of us must take the responsibility to identify needs and to solve problems.

Over the next six months the focus is on JCAHO accreditation, improving patient satisfaction, improving employee satisfaction, improving physician satisfaction, implementing our human resource strategy, making sure we are ready for issues associated with the Year 2000 date change and meeting our financial targets.

Over the next year we need to continue to focus on delivering patient-centered health care. We must build our referral base to increase our market share. We need to create a "seamless facility" for access and accessibility for our patients and physicians. We must work to increase our "centers of excellence" to include seniors' care, organ transplantation and neurosciences, while continuing to improve our operational systems and processes.

Our promise to employees.

Just as this administration is asking its employees to make a commitment, so is it making a commitment to its employees.

You will know where we are going and how we are doing. You will have the resources and training you need to be successful in your position. As an organization, you can count on us to be patient-focused, to share information with you openly and honestly and to encourage innovation, creativity and risk-taking.

Each of us must do our part to provide patient-focused health care.

Expectations of employees.

We must partner with others to ensure we accomplish our goals. We must make sure we are involved and have the competencies to do our job. We must understand the results we need and do our part to accomplish them. We must hold ourselves accountable to the mission, vision and values we have defined.

Let us all be honest with each other and share our ideas and concerns. Let us be willing to look at things in new ways, be innovative and creative and take risks to solve problems.

We all know that our patients are the reason we are here. As we do our jobs, as we talk with one another and work together, always ask yourself, "Is it good for the patient?"

If the answer is yes, then figure out how to make it happen. Partner with the people who can make it happen. Ask questions, raise issues, solve problems. Make "Is it good for the patient?" the question that drives everything we do.

OUR VALUES

Our shared values set us apart and support the University of Kansas Hospital as a place of caring and a place for caring.

Well-delivered, compassionate service
Excellence, every day in every way
Community involvement
Achievement through partnering
Responsibility and personal growth
Ethics, honesty and openness

Our mission and our values form our culture.

OUR MISSION

With a dedication to excellence,
it is the mission of the University of Kansas Hospital
along with its partner physicians
to maintain and enhance the health of all people
living within the communities that we serve
and to facilitate and support
the education, research and public service activities
of the University of Kansas Medical Center.

Dr. Chapman

Continued from page 1

employees,” Dr. Hagen said. “You’ve touched many lives.”

“I look at this gathering as a chance for me to thank you,” Dr. Chapman said to the large crowd of well-wishers.

“Anything I’ve been able to accomplish here has been because of people like you. You’ve done so much to help me, and for that I’m deeply grateful.”

Dr. Chapman earned his baccalaureate and masters degrees at the University of Missouri-Columbia, and his doctorate in anatomy from the University of Nebraska School of Medicine. He began his career at KUMC in 1962 as instructor of anatomy, and was the first faculty member to occupy Wahl East. During his tenure at KUMC he has been director of the histology laboratories, the medical histology course and the Electron Microscopy Research Center, and was vice chairman of the Anatomy Department from 1981-85. He has served as a dean of graduate studies and research and a dean of graduate school, and in 1992 was named president of the KUMC Research Institute, Inc. In 1993, he became associate vice chancellor for research administration and dean of graduate studies, and in 1995 served as acting executive vice chancellor. In 1996, he was named vice chancellor, academic affairs and dean of graduate studies and research.

Dr. Chapman and his wife Pat will retire to a farm in southern Missouri.



In his 37-year career at KUMC, Dr. Chapman touched many lives and made countless contributions to the medical center, including the development of the Electron Microscopy Research Center in the early 1970s.



Among those who paid tribute to Dr. Chapman at the June 15 reception were Karen L. Miller, RN, PhD, FAAN, dean of the Schools of Nursing and Allied Health. Noting that Dr. Chapman plans to become a vintner during his retirement on a Missouri farm, Dr. Miller presented him with a bottle of “A.L. Chapman” label merlot.



CLASSIFIEDS, ETC.

FOR SALE:

Portable dishwasher w/ butcher block top, works, \$60 as is. Call 432-7475.

Three-piece hunter green sectional action furniture w/2 recliners, queen hide-a-bed and storage box w/telephone, good cond., 3 years old, paid \$1,700, \$700 OBO. Call 780-6748 and leave message.

Beautiful, solid wood bedroom set, less than 1 year old. Call 831-7395.

Yellow gas range 30", \$75; yellow frost-free refrigerator, \$100; white (stacked) washer & dryer, \$200. Call 346-6974 after 2 p.m.

Comfy sofa, \$50 OBO. Call Nancy, 381-8672.

Washer, works great, \$75; queen-size hardwood bedroom set: bed, mattress, 4-drawer dresser and bedstand, all for \$200; breast pump "Pump in Style '98," \$125. Call Nancy, 741-7551.

83 Executive Runabout boat with 140 HP Mercruiser, stainless steel prop, fishfinder and accessories included, exc. cond., \$4,200. Call 772-7414.

AUTOMOTIVE:

1988 Toyota Corolla, auto, 4-door, A/C, cassette, 100K miles, good cond., \$2,400. Call 384-9752 after 6 p.m.

1991 Plymouth Grand Voyager LE, 116K miles, loaded, exc. cond., \$5,500. Call 897-6431.

Go-Kart, 5 HP Briggs and Stratton, 1 seat, needs work. Call 299-4135.

HOUSING:

For Sale: Merriam townhome, 2BD, 1 full & 2 half BA, full bsmnt., 5 min. to I35, Shawnee Mission schools, \$64,000. Call 722-2703.

For Sale: Beautiful starter home in KCMO, near Gladstone, approx. 20 min. from KUMC, 2BD, 1BA, updated kitchen and bath, attached gar., bsmnt., large corner fenced lot, deck, new paint inside and outside, vaulted ceiling, quiet neighborhood, only \$73,500. Call 455-1148, ask for Tandria Price.

For Rent: Small apartment for 1 person, 3 blocks from KUMC, \$425/mo., all utilities paid. Call 362-3996.

Roommate Wanted: 2 nursing students and 1 cat looking for roommate (female 21-25 preferred) for 3BR apt. in nice Mission neighborhood 5 minutes from KUMC, separate bath, \$270/mo. plus 1/3 cable, phone and electric, available Aug. 1. Call 432-2146.

WANTED:

18+ child care provider for two daughters, ages 6 and 7, of a KU Hospital employee, 8 a.m.-4:30 p.m. shift, prefer close to campus, student or family of an employee. Call 455-8468 for details.

PETS:

Free kitten: beautiful young tan tabby, will be 12 weeks old July 1, very friendly, playful, and affectionate, litter trained, has had first round of immunizations, avail. July 1. Call 962-4892.

Correction: A photo caption on page 6 of the June 10 *In The Center* misidentified Kathy Robinson, assistant director of nursing, as Lois Clendening.

Mark McGwire, George Brett benefit KC Reads

St. Louis Cardinals first baseman Mark McGwire's two homers during last week's three-game series with Kansas City brought a \$10,000 donation to KC READS from Starbucks.

KC baseball legend George Brett signs his book *From Here To Cooperstown* at Unity Temple on the Plaza June 19. The benefit for KC READS and amyotrophic lateral sclerosis (ALS) is sponsored by Rainy Day Books in Fairway. For ticket information call 384-3126.

IN THE CENTER

Donald Hagen, MD
Executive Vice Chancellor
KUMC

Irene Cumming
President and CEO
KU Hospital

Ken Arnold
Editor

IN THE **CENTER** is the employee and student publication of the University of Kansas Medical Center. It is published weekly by the Public Relations and Marketing Department. The deadline for submitting news briefs is noon on the Thursday before they are to appear. Send story ideas to Ken Arnold, editor, G114 Hospital, or e-mail: <karnold> or call ext. 1298.

coming UP

Friday, June 18:

- Sign up (through June 26) for the American Heart Association Heart Walk at G114 KU Hospital, or call ext. 1233. Minimum donation of \$25 required. Walk is June 26, 8 a.m., Mill Creek Park.
- CenterNet NIH Roundtable Broadcast, "Organ Transplantation," 11 a.m.-noon, 1025 Orr-Major.

Monday, June 21:

- Alzheimer's Disease Support Group, noon-1:30 p.m., Delp Cafeteria.

Tuesday, June 22:

- Pain Resource Committee 1999 Lecture Series, "Pain Management Issues in Cancer Patients: Focus on Quality of Life Issues," 11:30 a.m.-12:30 p.m., 1023 Orr-Major.
- Cognitive Therapy Addiction Support Group, 1-2:30 p.m., Family Medicine Clinic.

Wednesday, June 23:

- Diabetes Self-Management Series, 9-11 a.m., 1107 KU Hospital.
- KUMC Interfaith, noon-1 p.m., 3041 Wescoe.
- National Stuttering Project Support Group, 7-9 p.m., 1018 Orr-Major.

Thursday, June 24:

- "Healing Into Wholeness," 11:30 a.m., registration and lunch to the first 40 attendees, noon-1 p.m. program, Clendening Auditorium, call ext. 6550 to register.
- CenterNet Videoconference Broadcast, "Treatment of Psychotic Disorders for the New Century: From Social Containment to Reintegration," hosted by Hugh Downs, 11 a.m.-12:30 p.m. and 2-3:30 p.m., 1025 Orr-Major.
- Lung Transplant Support Group, noon-2 p.m., Westwood City Hall, 47th and Rainbow.
- Burn Patient Family Support Group, 6-7 p.m., Burn Center Waiting Room.