UAHN Celebrates Nurses Week!

The University of Arizona Health Network has a number of events planned to honor our great nurses during National Nurses Week, May 6-12. About a third of UAHN staff are nurses. Please remember to thank them for all their hard work!

Twelve of our nurses have been named to the Tucson Fabulous 50 Nurses list of 2012. Read more on page 6 of this issue.

Nurses Week Events

**Monday, May 7: “Monday Funday”**
South Campus: 10 a.m.-12 p.m. (front courtyard)
University Campus: 1-3 p.m. (front lawn)
Activities will include relay races, a dunk tank and more! Nurses who bring a canned food item will get the chance to dunk Vicki Began, University Campus chief nursing officer; Dr. Andy Theodorou, University Campus chief medical officer; Dr. John Kettelle, South Campus chief medical officer; or John Marques, UAHN vice present for human resources, in the dunk tank!

**Tuesday, May 8: “Happy Thoughts”**
9 a.m.-12 p.m., hospital lobbies
Community members, patients and staff are invited to make thank you cards in the South Campus and University Campus lobbies. Cards will be distributed to ALL nursing staff units, including off-site clinics

**Wednesday, May 9: “Breakfast Bonanza”**
South Campus: 7-10 a.m. (La Galeria)
University Campus: 7-10 a.m. (Kiewit Auditorium)
Nurses are invited to enjoy a free breakfast. Goodie baskets will be provided for our off-site locations!

**Thursday, May 10: “Nurse for a Day”**
Units will compete in a network-wide banner decorating contest. Winners will have leadership shadow their units and join them for a dessert party!

Events

**HealthStream Roll Out/Webinars**
The HealthStream Learning Management System, already in use at South Campus, is rolling out to University Campus. Our annual Corporate Compliance course will be on HealthStream for University Campus employees beginning April 30, due June 1. Other online education trainings will remain on current platforms at this time. Webinars on using HealthStream are available May 1, 8-9 a.m.; May 3, 2-3 p.m.; May 4, 6-7 a.m. and May 7, 9-10 a.m. Register on the intranet.

**“Voices and Visions” Art Exhibit**
Through May 8, The University of Arizona Cancer Center – North Campus Exhibit features works by artists affected by women’s cancers, in celebration of breast cancer awareness.
An Epic Celebration

On April 23, the University of Arizona Health Network’s Epic Project team came together with UAHN leaders to celebrate the official launch of the Epic Project, which will replace our organization’s multiple medical records systems with one single electronic system. Slated for completion in 2015, Epic is a major initiative that will allow for more efficient record keeping and improved service to patients.

Epic team members received passports to signify the beginning of their “Epic journey.” Pictured: Rafael Diaz, University Campus associate vice president of pharmacy and supply chain, and Alex Adams, UAHN marketing specialist/event coordinator.

Piñatas were used to symbolize the breaking down of the old medical records systems to be replaced by Epic. Pictured: Maria Fletcher, associate vice president of revenue cycle.

Hema Jayaram, Epic data conversion project manager, signs the project banner.

Kim Rogan, administrative assistant to Chief Medical Information Officer Peter Catinella, MD, cuts into the Epic cake.
Your Epic Team

The Epic Steering Committee and team leadership would like to thank all of the staff that expressed an interest in participating on the team. The process of identifying the project’s subject matter experts representing all clinical and geographical areas is in progress. These key individuals will assist with validation testing of the Epic system, such as work flow reviews, order set content, etc.

Steering Committee
Jodi Mansfield, Interim President and CEO, UAHN
Steve Goldschmid, MD, Dean, UA College of Medicine
Vicki Began, Chief Nursing Officer, University Campus
Peter Catinella, MD, Chief Medical Information Officer
Jean Fedigan, Chief Nursing Officer, South Campus
Sarah Frost, Administrator, South Campus
Shirley Gabriel, Vice President and Chief Information Officer
Misty Hansen, Chief Financial Officer
Karen Mlawsky, CEO, The University of Arizona Medical Center
Rafael Diaz, VP, Pharmacy and Supply Chain
Andy Theodorou, MD, Chief Medical Officer, University Campus

Leadership Team
Clint Hinman, Epic Project Director
Peter Catinella, MD, Chief Medical Information Officer
Shirley Gabriel, Vice President and Chief Information Officer

Physician Champions
Barbara Eckstein, MD (ambulatory)
Donald Green, MD (specialty)
Kevin Reilly, MD (ED)
Tejo Vemulapalli, MD (inpatient)

Ambulatory Team
Consultant TBD (Project Manager)
Araceli Aguayo
Jenny Battleson
Judy Boler
Angel Fobes
Elizabeth Lucas
Larry Schoff
Diane Steuart
Tina Thorpe
Andrea Zinn

Inpatient Team
Kimberly Reitter (Project Manager)
Timothy Booth
Corey Bruce
Nerissa Champaco
Jerri Fields
Yih (Bill) Fu
Jessica Long
Penni Musser
Kimberly Neal
George Nilsen
Tosh Noseworthy
Rhonda Ranger

OR/Anesthesia/Radiology Team
Asha Mony (Project Manager)
Minerva Aguilon
Leah Bracht
Walter Stephen Brown
Barbara Harting
Scott Morgan
Ralph Perrin

Technical Team
Breda Adams (Project Manager)
Kaprii Grady
Robert Kern
Mike Krock
Robert Larson
Sabrina Matthews
Thomas Ryan
Robert Seay
George Wagner

Data Conversions Team
Hema Jayaram (Project Manager)
Janet Ash
John Stuart Borders
Christian Botsford
William Paape
Jaimy Schlesing
Janice Tennant
David Waffler
Mary Helen Whisiker

Ancillary/Reports/Testing/Oncology Team
Denise Brice (Project Manager)
Doug Burch
Chris Campen

Nurse and Operational Champions
Jill Arzuman
Maureen Delage
Lois Jackson
Jo Anne Kane
Gail Priestley
Joni Raneri
Kara Snyder
Laurel Stickell

Training Team
Lauri Pemberton (Project Manager)
Edward Brenner (ED/inpatient)
Myra Julien (ambulatory)
Anne Miro (inpatient orders)
Edna Rodriguez (oncology)
Andrew Romero (pharmacy)
Janna Scott (radiology)
Chere Smith (OR/anesthesia)
Michael Tucker (inpatient documentation)
Lisa Wieczerek (HIM/inpatient)

Administrative Support
Kim Rogan, Office Coordinator
UAMC – South Campus Now a Provisional Level III Trauma Center

The University of Arizona Medical Center – South Campus has been named a provisional Level III trauma center by the Arizona Department of Health Services, Bureau of Emergency Medical Services and Trauma System.

This spring ADHS, which has established criteria for designating trauma centers at varying levels based on a hospital’s resources and capabilities, granted provisional Level III status to both South Campus and Mountain Vista Medical Center in Mesa for the next 16 months. During that time frame, the American College of Surgeons will survey the hospitals to re-evaluate and accredit them as Level III trauma centers.

South Campus and Mountain Vista are the only Level III trauma centers in Arizona. Level III trauma centers have resources for emergency resuscitation, surgery and intensive care of most trauma patients and have transfer agreements with Level I or Level II trauma centers that provide back-up resources for the care of exceptionally severe injuries.

The development of a Level III trauma center at South Campus has been in the works for four years, said Peter Rhee, MD, chief of the Division of Trauma, Critical Care and Emergency Surgery at the University of Arizona Department of Surgery.

“\n
This designation is part of a regional plan, coordinated through the Tucson mayoral office, to optimize emergency care and resources here in Tucson and Southern Arizona. Our goal is to seek and implement the right care, at the right place, the first time, for both improved efficacy and efficiency,” he said.

Donald Green, MD, UA associate professor of surgery, has been named director at the South Campus trauma center.

“He is a seasoned trauma surgeon who has battlefield experience with the U.S. Special Operations community and has recently retired from the U.S. Navy. We are fortunate to have been able to recruit such a sought-out talent. His compassion, maturity and expertise are an asset to Southern Arizona,” Dr. Rhee said.

Jackie Debeche, RN, director of the South Campus Emergency Department, extended kudos to Mazda Shirazi, MD, Kathryn Noe, RN, and Irene Gohn, RN, from the South Campus and to Michelle Ziemba, RN, Alice Magno, RN, and Arvie Webster, RN, from University Campus for their efforts to make the Level III designation a reality.
Streetcar Breaks Ground Near UAMC – University Campus

The Tucson Modern Streetcar Project officially kicked off April 12 with a groundbreaking ceremony near the corner of Warren Avenue and Helen Street.

The streetcar, named SunLink, will connect the Arizona Health Sciences Center, main UA campus and downtown Tucson and is expected to be up and running by late 2013. The 3.9-mile route will start downtown and end just south of The University of Arizona Medical Center – University Campus.

Traffic at and immediately around the hospital should not be impacted by streetcar construction, said Steve Brigham, director of capital planning and projects for The University of Arizona Health Network. He said once the project is completed, the medical center may start to see some patients arriving via SunLink.

For more information about the streetcar, including a video of the groundbreaking, visit http://tucsonmodernstreetcar.com.

Local leaders and community members gathered for a streetcar groundbreaking ceremony on April 12.

New MRI Scanner Larger, Faster

On April 18, The University of Arizona Medical Center – University Campus received a new, state-of-the-art MRI scanner. The Siemens Magnetom Aera 1.5 Tesla MRI was delivered via crane to the hospital’s first floor and will be ready for use by the beginning of May. The one-of-a-kind-scanner, customized by scientists in the UA Department of Medical Imaging, is larger, faster and able to produce higher-quality images than the hospital’s existing equipment, says Diego Martin, MD, PhD, chair of the UA Department of Medical Imaging.

Patient scans with the new machine will be completed in as little as 20 minutes total room time, compared to 45 minutes or longer at other imaging centers.

The new machine is part of a bigger plan by Dr. Martin to revamp the department and establish it as a national leader in medical imaging. The University of Arizona Health Network conducts about 340,000 imaging exams each year.
Tucson ‘Fabulous Fifty’ Nurses includes 12 from UAHN

12 nurses from The University of Arizona Health Network will be among those honored at the 2012 Tucson Fabulous 50 Nurses gala on May 12.

The 17th annual event is the city’s culminating celebration to National Nursing Week, May 6-12, and is sponsored by the Tucson Nurses Week Foundation.
The Fabulous 50 nurses were chosen from throughout the Tucson area by their peers for their role modeling and mentoring of others, concern for humanity, contributions to the Tucson community and significant contributions to nursing.

The University of Arizona Health Network salutes each of its 2,000+ nurses during National Nurses Week and especially the following Fab 50 nurses:

Fonda Franklin, RN  
Wound/Ostomy Care, South Campus

Skipper Haggard, RN  
Behavioral Health, South Campus

Patricia Kief Pine, RN  
Perioperative Services, University Campus

Yuki Peterson, RN  
4 Northwest, University Campus

Cindy Rishel, RN  
Professional Practice, University Campus

Jon Sumner, RN  
Perioperative Services, University Campus
South Campus Expressive Arts Department Uses Creativity to Heal

The old saying goes: Actions speak louder than words. The same thing can be said about art, which often speaks volumes, according to Catherine Firpo, PhD.

Firpo is manager of The University of Arizona Medical Center – South Campus’s Expressive Arts Department, which works with behavioral health patients at the hospital and its Behavioral Health Pavilion. The department uses a variety of creative activities, like painting, sculpting, music and movement, theatre and more to help patient get in touch with and express their feelings.

“Artwork is very revealing,” says Firpo, a visual artist who has a doctorate in mythological studies with an emphasis in depth psychology. “What people are drawing is just as important as what they’re saying.”

Whether it’s drawing a self-portrait, painting a mask that shows a patient’s inner self, or creating a poem as a group, the projects can help give patients and their caregivers greater insight into what they are experiencing, says Firpo. The activities also serve as an outlet for difficult emotions patients might be feeling, like grief or anger, she says.

“It’s really cutting edge, and it’s really about healing,” Firpo says. “What sometimes can’t be said verbally comes out visually. Everyone has the gift of creativity, and creativity is one of the gateways to access healing.”

The six-member Expressive Arts team facilitates eight one-hour group sessions a day for patients at the Level 1 psychiatric facility during the week, and three sessions on weekends. One-on-one sessions also are available if requested by a doctor. The Expressive Arts staff regularly meets with social workers and psychiatrists involved in patient care to keep them abreast of their patients’ experiences with Expressive Arts.

“The Expressive Arts Department helps patients process personal issues in non-verbal ways,” says Richard Van Rhoads, medical director of psychiatry at South Campus. “People need a variety of ways to express thoughts and feelings. Some people are less oriented toward talking, and this gives patients another therapeutic modality. The programs also help patients with socialization skills. The Expressive Arts therapist is a key member of the interdisciplinary team.”

Patients get to keep any artwork they create during Expressive Arts and are encouraged to hang in their rooms, which Firpo says can go a long way in instilling a sense of pride.
Longtime ‘Cuddler’ Barbara Montgomery Named Volunteer of the Year

It’s hard to say how many babies Barbara Montgomery has snuggled in her 21½ years as a volunteer in the Neonatal Intensive Care Unit at The University of Arizona Medical Center – University Campus. But after logging more than 5,500 volunteer hours, you might call her a master cuddler.

Montgomery is this year’s recipient of the Dorothy F. Novak Distinguished Volunteer Award, named for the late founder of Volunteer Services at University Campus and given annually to an outstanding volunteer.

Montgomery is part of the hospital’s Cuddlers program, which places community members in the NICU to hold, rock, feed and diaper babies, and to provide some relief for nurses.

The job is a perfect fit for Montgomery, a mother of two and grandmother of one, who says she’s “always been partial to little babies.”

Docs Who Dunk

Med students, residents, faculty and staff hit the court on April 21 for the 10th annual Doctors Hoops Tournament at the University of Arizona Student Recreation Center. Five teams participated – a team of UA College of Medicine students and teams from the Departments of Anesthesiology, Radiology, Internal Medicine and Psychiatry. The med students took home the first place trophy, while Anesthesiology placed second and Radiology came in third.
SMART Service: Our Values in Action

Recent comments from patient surveys and letters remind us why we work in health care...

**South Campus**

“Victor, the transport person, was great. I was nervous and he joked with me and told me it was only going to take a little time and it did. Tell him thanks. People in X-ray were also very nice.”

“I never stepped out of the room without at least one person asking if they could help me.”

“The first night on the fourth floor the nurse there was nice enough to look for a recliner that I could sleep in as a visitor. That really helped me a lot.”

**University Campus**

“I have already told everyone in both my children’s classes to go to UAMC. We live in Sierra Vista, but it’s worth the drive. Best nurse staff on Peds floor that I have ever encountered!”

“Rosa from housekeeping is the sweetest most courteous individual I have met in a really long time. Cannot say enough positive things about her.”

“It seemed that when you rang the bell for someone to come, they were right there. Even the one helping the person next to you would stick her head over and ask if there was anything you needed.”

**A tremendous resource for those of us who suffer...**

I am a 57-year-old man suffering from a host of auto-immune problems and generally am in pain, am swollen and have trouble walking and moving in general. Today I went to UAMC for heart evaluations in preparation for a knee surgery I need badly. I went in for my tests in pain, moving very slowly, and not able to concentrate well due to how I felt. I was greeted and cared for by what I can only describe as some of the most professional, kind and compassionate people I have ever met. They treated me with respect, made allowances for my impairments, spoke and acted toward me as if I were an important human being who needed care, and they delivered in spades. This hospital is a tremendous resource for those of us who suffer. I can assure you that most of the hospitals in Tucson can’t come close to your staff. And the best part, all of this seemed genuine and natural – not put on, which tells me you have a truly caring and dedicated staff. Normally my pain makes me grumpy a bit, but at no time did I feel irritable with your staff. God bless all of you and all the fine people who cared for me today. You are a true blessing for those of us who need decent medical care.
Medication Errors Reduced with eMAR

Medication errors in hospitals are a very serious issue and can often lead to patient harm.

The University of Arizona Health Network, in working proactively and aggressively toward the reduction of possible medication errors, implemented an Electronic Medication Administration Record (eMAR) at the University Campus this spring.

“This was accomplished by a tremendous six-month effort from a team that included our ‘Super Users,’ including Nursing, Respiratory Therapy, Pharmacy and ISS SCM team members. The team made workflow decisions and configuration changes to more than 2,500 items,” said Sanjay Suri, MD, MHA, director, ISS Clinical Systems, UAHN.

Medication orders appear electronically in a patient’s chart after pharmacist approval. The technology alerts nurses electronically if a patient’s medication is overdue, and nurses can check clinical information related to certain medications.

“I love it. Even our most computer-shy employees love it. We are fortunate to have computers in the patient room, so this has really become a streamlined process for us. It appears to be very user friendly and we have not had any significant issues. I think the overall sentiment is ‘why didn’t we do this earlier?’” said an RN in Diamond Children’s PICU.

The overriding benefit of implementing eMAR is to ensure patient safety and reduce medication administration error.

"The investment has been more than worthwhile. Knowing that medications are administered in the right dose at the right time to the correct patient is integral to ensuring medication safety and supports our culture of patient safety,” said Vicki Began, chief nursing officer and vice president of Patient Care Services on the University Campus.
The federal government has approved the creation of a Safety Net Care Pool in Arizona, which reimburses AHCCCS providers to help them recover the costs of providing care to uninsured or underinsured patients. What does this mean for UAHN?

The Safety Net Care Pool, short term, means dollars into our system to reimburse us for patients that we have already taken care of. This is vital to the financial health of the organization. We expect to receive our first payment of $32 million before June 30 to help us recover our $36 million loss through February. However, the program lasts only two years, so we have about a year to figure out what our new business model will be to meet the challenges of the new health-care reimbursement system.

What got you interested in working in a health care?

I’ve always had an aptitude for the sciences and technology, and I started out wanting to be a physician. I have a bachelor’s degree in biology, with a double minor in chemistry and math. I applied for two graduate programs at the same time – a microbiology and immunology program and an MBA program with a concentration in health administration. The MBA program accepted me first and I couldn’t turn it down. The business world was a culture shock to me in the beginning; I was used to being in a lab, so it was challenging. But the degree was my entry card to a health-care administration position, and I’ve never looked back. I enjoy the stimulation of being around smart and accomplished people in health care, and I’m able to blend my aptitude for the sciences with the business world.

Do you have a question about the Health Network, issues facing the health-care industry or any other topic? Send an email to communications@uahealth.com and your question might be featured in a future issue of Network News. Questions are presented to Jodi Mansfield anonymously.