Robert Poston, MD, nationally known for his work in the use of robotics for minimally invasive cardiac surgery, has been appointed professor and chief of the Division of Cardiovascular and Thoracic Surgery in the Department of Surgery. In addition, he has been named the Jack G. Copeland Endowed Chair of Cardiothoracic Surgery at the UA Sarver Heart Center. With his arrival, University Medical Center is the only hospital in Arizona, and one of only a handful in the nation, to offer robot-assisted minimally invasive coronary artery bypass surgery. This surgery dramatically decreases recovery time and improves patient comfort. Dr. Poston has already performed 6 of these surgeries since his arrival with very good outcomes and shortened length of stays.

University Medical Center has been named, for the second year in a row, as one of 50 best hospitals in America by Becker’s Hospital Review. The list focuses on acute-care, multi-specialty academic medical centers and large community hospitals. We are listed along with institutions such as Brigham and Women’s Hospital, Cedars-Sinai Medical Center, Cleveland Clinic, Duke University Medical Center, Johns Hopkins Hospital, Massachusetts General Hospital, Ronald Reagan UCLA Medical Center and Vanderbilt Hospital to name a few. Our continued appreciation to a great UAH team that makes this type of recognition possible.

Diamond Children’s Medical Center (DCMC) received the 2011 RED (real estate and development) award for best medical project of the year from AZRE (Arizona Commercial Real Estate) Magazine. The award banquet was held at the Phoenix Ritz Carlton earlier this week and included all the major developers, architects, and contractors in Arizona. Lori Throne, Director of Women and Children’s Services and Steve Brigham, Director of Capital Planning received the award on our behalf.

Service Excellence - UA Healthcare has made Service Excellence one of its top priorities and has launched the Service Excellence Steering Committee. The purpose of the Steering Committee is to establish the overall Service Excellence Strategy/Direction for UAH. Each entity of UAH has identified Service Excellence Champion(s). They include:

- UAH Service Excellence Lead – Vicki Began, RN, Chief Nursing Officer
- UPHH - Sarah Frost, Associate Administrator and Jean Fedigan, Chief Nursing Officer
- UPH Physicians – Dr. Bruce Coull, CMO
- UPH Health Plans – Veronica Piotrowski, Director Communication and Organizational Outreach
- UMC – Lori Throne, RN, Director, Women and Children’s Services and Heidi Costello, RN, Director, Adult Health Service

One of the goals is for all of UAH, partnering with the Studer Organization to make a difference to our patients and their families in their overall care experience no matter where they receive care within our organization. Recently, a team of UAH leaders visited Covenant Healthcare to learn more about how their system applies service excellence throughout all aspects of their organization. March 2-4, the Studer Group will be doing an assessment UAH-wide, to identify what is working well and where there are opportunities for improvement in service excellence. An implementation plan will be developed and rolled out in the coming months. Over the next 12 months, the focus will include: aligning of goals for UAH, rounding for outcomes, and using the AIDET tool for communication. We will continue to provide updates as this important system-wide initiative continues to evolve.