Arizona Daily Star

**UAMC's Patient Concierge Strives for 5-star Experience**

It’s been a year since Julie Kennedy Oehlert began her newly created job as vice president of patient experience at Tucson’s only academic medical center, which includes two hospitals: the UA Medical Center – University Campus and the UA Medical Center – South Campus, 2800 E. Ajo Way. She wants to make sure patients enjoy their hospital stay. And accomplishing that goal requires culture change.  

Read more

Arizona Republic

**Flood Spawns County West Nile Virus Concerns**

Public-health officials say they will closely monitor mosquito infestations that could rise from the small ponds and water-filled basins created by Monday’s record-breaking rainfall and flooding. The chief worry is that mosquito breeding could result in more insects carrying West Nile virus across the Valley.

“It’s definitely a concern,” said Dawn Gouge, a University of Arizona professor and public health entomologist. “This is the time of year when the virus activity really gets going.”  

Read more
**KTAR News (Phoenix)**

**Phoenix Children's Hospital Adds Counselors to Answer Insurance Questions**

When parents bring kids to Phoenix Children's Hospital, their concerns often extend beyond medical care to what they are entitled to under their health-care coverage, be it an employer's plan or the state's Medicaid system. To ease that confusion, the hospital now offers Family Financial Services, with a team of certified counselors ready to help with those questions.

Daniel Derksen, MD, director of the University of Arizona's Center for Rural Health, said Arizona's demographics make helping people navigate health insurance more important here. Read more

**KVOA-TV (NBC Tucson)**

**UAMC Clinical Study Could Help Patients with Paralysis**

A new clinical study at the University of Arizona could help people with spinal injuries walk again. This clinical study comes soon after the six-time Olympic gold winner, Amy Van Dyken-Rouen, was left paralyzed after an ATV accident in June.

UAMC is one of 60 trauma centers selected for this study. "This is what we are supposed to do; this is what we want to do. . . And if they are injured and they have a broken neck, they can come here. They have an opportunity to participate in the research and further science," said Peter Rhee, MD, chief of trauma at UAMC. Read more

**Becker's Hospital Review**

**150 Hospital and Health System CFOs to Know**
Becker's Hospital Review has named Misty Hansen, CFO of the University of Arizona Health Network, to its list of “150 hospital and health system CFOs to know.”
To develop this list, the Becker's Hospital Review editorial team considered nominations, reviewed prior Becker's Hospital Review lists and conducted editorial research. Read more