



The Patient-Centered Organization

Goals designed to ensure our success in the future

Healthcare in the United States is changing dramatically. Changes in the demands placed on healthcare – and in the way people are choosing healthcare providers – will mean that top hospitals need to be both high-tech and high-touch. In the next decade, hospitals that are successful will deliver world-class, advanced medical care but also will need to excel in customer service – becoming nothing less than patient-centered organizations.

“As individuals and departments, we’ve always focused on doing our best for patients,” says R. Edward Howell, vice president and CEO UVA Medical Center. “But if we are to meet the challenges of the coming century, we must do even more.”

Part of what is driving the changes in healthcare delivery is demographics. The baby boomers – the largest generation in U.S. history – begin turning 60 this year. With more members of this generation leading longer, more active lives, hospitals will be asked to do more, for more people, and for a longer period of time than ever before. At the same time, market forces like the Internet have changed the way people make healthcare decisions: patients and families are now actively researching, shopping for and traveling to get



I Care

Sometimes procedures can keep patients on the table for hours. The little things mean so much, like a warm or a cool cloth on their head, a wet swab in their mouth, coming back when you’ve promised, or keeping the family updated. “I Care” means giving my best to others and going the extra mile.

Loretta Starkes
Electrophysiology (EP) Lab



I Heal

Through active, two-way communications with staff, we maintain an ongoing review of hospital events based on national safety goals, which is our contribution to the “I Heal” goal. Together, we’re making the UVA Health System one of the nation’s safest hospitals..

Abraham Segres
Quality & Performance Improvement



I Build

In the Medical Labs, we’ve taken “I Build” to heart. Without diagnostic codes we can’t bill for services. We’ve reduced missing outreach diagnostic codes from 18 percent to 3.2 percent a month, enabling the Medical Center to collect lab revenues that otherwise would have been lost.

Lynne Foster
Medical Laboratories

the medical care they feel best meets their needs. And while healthcare consumers will continue to look to nationally known institutions like UVA to provide the most advanced medical treatment available, factors like customer service and responsive, high-quality patient care are increasingly important.

“Because they know that we have resources, knowledge and awareness that are the finest in our field, our patients will come to us with high regard for our capabilities – and our expectations of ourselves must surpass theirs,” says Howell. “We all must pull together.”

See “Goals” on page 5

P.2 Nursing Diversity Helps Patients

P.3 Executive Chefs

P.4 Meet the Outstanding Contributors

The UVA Heart & Vascular Center Completes Phase One Expansion

In 2001, the UVA Heart & Vascular Center began contemplating its expansion with one overriding concept: to provide patients the full gamut of heart and vascular care in a single location, within a healing, soothing environment.

An open house last month celebrated completion of Phase One of the four-phase project, the first

expansion since 1989. “Quality comes in many packages and is a hallmark of the work of every staff member in this center, not just the leaders. It’s a 24/7 way of life, from those who provide direct patient care to those who keep this center comfortable and operating efficiently. This beautiful, state-of-the-art center can be attributed fully to these

people,” said Chief of Cardiology and Co-director of the Heart & Vascular Center Lawrence W. Gimple, M.D. The center cares for more than 35,000 inpatients and outpatients each year.

Planning for the expansion began by gathering input from staff, physicians and patient-feedback surveys. See “UVA Heart & Vascular Center” on page 7

Improving Patient Care Through Religious Sensitivity

Diversity is often considered only from a racial or cultural point of view. But religious diversity is also important, especially for those who provide care to patients from a broad range of backgrounds.

"The Health System, and this community, are a microcosm of the global condition," says Jonni Thoma, R.N., BSN, administrative coordinator, Department of Ophthalmology, and chair of the PNSO Diversity and Culturally Appropriate Care Committee.

"It's important for people who come here for care to understand

that we are sensitive to and respectful of each and every person. The employees of this organization are dedicated to understanding and providing outstanding care that respects religion, gender orientation, disability, vision and/or hearing-impairment, language, and cultural and ethnic diversity. Everyone wins by respecting this philosophy, and it is part of what makes this such a great institution."

Awareness that a patient is Muslim is particularly relevant for caregivers because this religion

guides every aspect of its adherents' lives – which is what Veronica "Roni" Mohammed, R.N., BSN, yearned for when she converted to Islam many years ago. Raised a Methodist, she sought a faith that addressed her life as a whole.

"The Quran gives you guidance in your everyday living," says Roni,



Veronica "Roni" Mohammed, R.N., BSN

who works full-time in the Nerancy Neuro Intensive Care Unit (NNICU) and part-time as clinical research coordinator for Dr. Nina Solenski.

Islam's holy book offers principles for personal and social conduct as well as for worship. That the Quran's text is identical worldwide, and is always interpreted in the same way, also appealed to her. Muslims believe that the Jewish Torah and Christian Bible are holy books and that the Quran is the final book of the three.

Islam is one of the fastest growing religions in the United States. A survey by Georgetown University's Center for Muslim-Christian Understanding, found most Muslim Americans are under age 50, more than twice as likely to be college graduates and have higher family incomes than the national average.

See "Sensitivity" on page 5

Spotlight on Patient Safety

Supporting the Patient's Role in Medication Reconciliation



Medication Safety is a priority for the Health System's Patient Safety Program. Educating consumers about medication safety, and

their role in their own care, is an important component of our public education programs. In two new publications, the Patient Safety Subcommittee recently introduced tools for clinician and patient use that promote medication safety and reduce the likelihood of errors.

Through its Venture Award, the UVa Hospital Auxiliary provided funds to produce the *Six Steps to Medication Safety* handout and a *Medication Record* for use in all patient care areas.

Six Steps to Medication Safety includes tips for action in these steps:

- Know Your Medicines
- Use Medicines Correctly and Ask Questions
- Organize Your Medicines
- Keep a Health Record
- Work With Your Healthcare Providers
- Refilling Your Prescriptions

The *Medication Record* offers a place for patients to document and update allergies and vaccinations as well as daily and episodic medications, which patients and caregivers will find indispensable in medication reconciliation. Medication reconciliation – checking the patient's home meds against the medication plan when the patient is seen in the Medical Center – can be simplified and strengthened if patients are educated to know, track and report the name, strength, amount, timing, reason and special instructions related to their medications.

The *Six Steps* handout (PE #15005) and *Medication Record* (PE #15006) can be ordered from Printing & Copying Services at: <http://www.virginia.edu/uvaprint/HSC/>.



Sign Up Now for Day of Caring

The Laurence E. Richardson Day of Caring is a great opportunity for Health System staff to join other area volunteers and make a meaningful contribution to communities throughout Charlottesville, and Albemarle, Fluvanna, Greene and Louisa counties. Last year, 226 UVa Health System employees volunteered 1,778 hours, completing 29 projects that included working with children and seniors; clerical assistance; arts and crafts; and painting, construction and landscaping. Total value of their service: \$32,075.12.

Plus, it's fun. Just ask Tim Breeden, acquisitions, education, and outreach support, UVa Claude Moore Health

Sciences Library: "I can't imagine not participating! Just getting away from your routine for a day and building camaraderie with coworkers would be reward enough, right? But every project I've been assigned to has been so worthwhile and the recipients so appreciative that by the end of the day you've gained much more than that.

"You realize that helping others is not only fun and fulfilling, it's downright addictive!"

This year's Day of Caring is September 20. Register – either as an individual or team – by July 25. Teams must select a Team Leader who can devote about four hours before the Day of Caring.

Caring for Muslim Patients

- Respect modesty and privacy; knock before entering and announce your arrival.
- Do not offer to shake hands with the opposite sex.
- Limit eye contact with the opposite sex.
- When possible, provide the patient with same sex nurse and physician.
- If long-sleeved gowns are not available, allow the patient to bring their own.

Admired Leader Ron Bouchard Retires

Chief Administrative Officer Ron Bouchard, who retired early this month after 26 years of service, left a strong legacy throughout the University of Virginia Health System. He combined that most valuable of qualities: the ability to develop high-level policy while keeping in mind the human beings who have to implement it. He could run the numbers and understand people, too.

"He's been a good colleague and a friend to everybody in the organization," says UVa Health System Chief Operations Officer Margaret Van Bree. "One of Ron's hallmarks is that everybody knew him, and whether you're the CEO or an administrative assistant, you felt comfortable seeking out his advice."

Bouchard arrived at UVa in 1980 as assistant vice president for personnel administration. Recognizing his talent, Virginia Gov. Gerald Baliles tapped him to be the State

of Virginia Director of Human Resources in 1984.

Bouchard returned to UVa in 1986 as associate vice president for administration and, when UVa Medical Center got permission to set up purchasing and human resource systems specifically to meet the needs of the healthcare environment, Bouchard helped the organization and its employees bridge that change smoothly.

"Ron makes sure we don't have policies for policies' sake, that they are meaningful," says Van Bree. "He was able to translate big picture ideas and help us understand how they would affect people at the front line."

Bouchard actively supported everyone touched by the UVa Health System, says R. Edward Howell, vice president and CEO UVa Medical Center. "Ron has been a staunch advocate for the programs and policies that benefit the patients and the employees of the Medical Center."



Bouchard's professional commitments also included frequent speaking engagements, articles in periodicals and books, consulting to organizations nationwide and his own successful volume, *Human Resources Practices for Small Colleges*.

"While we will miss his leadership, his genuineness and his remarkable common sense, we share Ron's happiness as he begins this new phase of his life," says Howell.

Patient Financial Services Breaks Record

When UVa Medical Center Chief Financial Officer Larry L. Fitzgerald challenged the Patient Financial Services team to collect \$66 million in one month, \$4 million more than the 100-member group had ever collected, it looked like a big stretch. But if they met that goal, he said he'd "flip burgers" for them.

In May, the group added nearly \$67.5 million in revenues to support the UVa Health System's mission. They accomplished this goal by pounding the phones, and dotting i's and crossing t's on forms from a wide spectrum of organizations, each with its own unique requirements, such as Medicare, Medicaid and insurance companies.

When Vice President and CEO UVa Medical Center R. Edward Howell learned about their



Patient Financial Services Director John Frierson and Patient Services Specialist Cynthia Wilson are served lunch by UVa Medical Center Chief Financial Officer Larry Fitzgerald and Vice President and CEO UVa Medical Center R. Edward Howell.

achievement, he said he wanted to express his gratitude, too. "We're here, he said, "not only to thank you for the \$67 million but for what you do every day. It's our pleasure to serve you."

Fitzgerald won't let them rest on their laurels, though. He's set the bar even higher: \$76 million. When they get there, he promised he'll get his head shaved on the premises.

For more information or to register, contact Lindsay Neese in Health System Community Relations at 924-5458 or lyn3z@virginia.edu. Registrations should include:
1. name and contact info (department address, phone number, e-mail);
2. project type preference (health and human services, landscaping, painting, arts and crafts, construction and clerical/organizing/cleaning); and
3. T-shirt size.

Outstanding

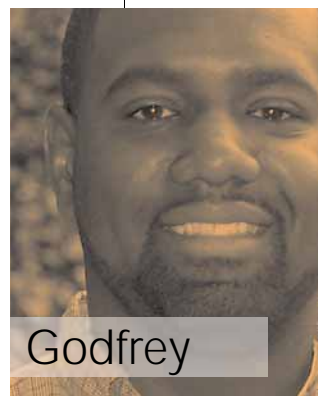
Outstanding Contributors Recognized

The highest honor a University of Virginia employee can receive is the Outstanding Contribution Award. Last month, six UVa Health System staff members received an engraved plaque with clock, \$1,000 and gratitude from the University, their colleagues and those they serve.

These award winners share certain qualities:

- Going out of their way to help others
- Finding solutions
- Remaining upbeat, despite challenges

"Our greatest strength is the wealth of resources across the whole Health System," says Vice President and CEO UVa Medical Center R. Edward Howell. "Seeking each other out and supporting one another keeps us at the forefront of patient care and makes the Health System a great place to come to work."



Godfrey

Godfrey Branche
Systems Operations Tech, Pharmacy
Ensuring that patients throughout the UVa Health System get the right medication when they need it is a key part of Godfrey Branche's job, but he's not a nurse or a pharmacist. Instead, he keeps the automated

medication and computing systems running properly around the clock.

And he doesn't "call it in" – he goes to every problem and investigates until he's got it fixed.

Sadly, the fact remains that Godfrey can't fix everything. "We do not hold him responsible for not fixing our personal problems," the Investigational Drug Services team admitted with a smile.

"It just goes to show – and I've been here 15 years – that it's worthwhile to go above and beyond," says Godfrey. "Never give up, you do get recognized."

Mary Ann Himes Fields

Medical Center Manager, Community Relations, Outreach and Service

The Department of Community Relations, Outreach and Service touched more than 26,000 individuals last year. "This could not have been accomplished without Mary Ann's leadership," wrote Health System Marketing Administrator Shannon Janney.



Mary Ann

Last summer, when numerous children presented in

UVa Children's Hospital Emergency Department with heat-related illness, Mary Ann created the award-winning HEATline Program. The program partners the Health System with other non-profit organizations and corporations to educate parents, coaches and children about the importance of drinking water to stay healthy in the heat. The result? Fewer kids appeared in the ED with heat-related illness.

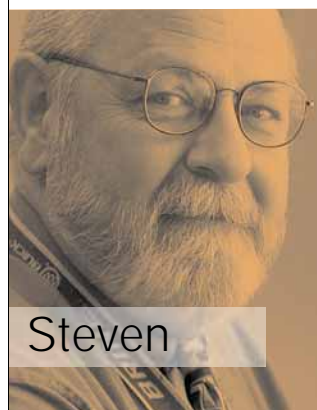
Mary Ann also builds staff volunteerism. She coordinates the RAM Clinic, Day of Caring and many more programs. Thanks to tracking systems she developed, the UVa Health System can now showcase the community service our staff performs, including people served and lives touched.

Steven Kell

General Manager, Medical Automation Research Center (MARC)

Six years ago, Steven Kell was a temp in the MARC. Now he manages the place – and his upbeat, can-do attitude has not changed a bit.

As MARC's general manager, Steve represents the center at conferences and on the media, mentors students, manages daily infrastructure issues and supervises



Steven

employees. Five years ago, when two projects were jeopardized by departures due to staff promotions, Steve took on the projects himself. Today,

they are the cornerstones of MARC's internationally recognized "Eldercare Technologies" that improve senior care while reducing costs. A creative problem-solver, Steve's name is on five patents. His contributions are "invaluable," wrote MARC Business Manager Margaret Margin. "He uses his ingenuity to save money and solve problems, his life experience to educate, and his research instinct to make the world a better place."

"MARC staff members work diligently at overcoming challenges to achieve meaningful results for healthcare in a timely and ethical fashion," says Steve, adding that this award should go to his whole team. "I was just the point man."

Katherine D. Morris

Dental Assistant, Department of Dentistry

That Kathy's clinical skills are excellent goes without saying. It's the extra mile she goes every day that earn her colleagues' respect and her patients' appreciation.

Despite seeing more than 50 patients each week, Kathy, who has been with the Department of Dentistry since



Katherine

1979, regularly calls patients before and after appointments, transports patients with special needs and builds a rapport

with patients that helps the dentists focus on diagnosis and treatment. Her kindness creates "an atmosphere of friendliness not usually found in an institution of this size," wrote Clinic Coordinator/Supervisor Catherine Pearson.

Kathy's dedication is legendary. During the holidays, she uses her leave to visit the department's nursing home patients. "Sometimes just a few words of joy from the heart will start the healing process," says Kathy.

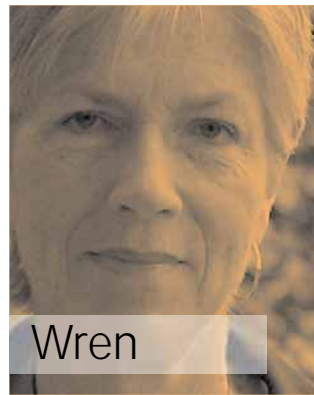
Wren Olivier, MSSW, ACSW

Clinical Social Worker, General Medicine Floors, Medical Center

Last year the General Medicine floors admitted more than 1,000 patients.

Many of the patients on these floors have multiple, serious health challenges; some are medically unable to go home after discharge; and others have no home to return to at all.

Social Worker Wren Olivier finds them outpatient care so they can live in their own communities while freeing space for those who need inpatient care.



Wren

"From the perspective of the patients and their families it is not possible to put a value on these accomplishments," wrote Zachary M. Bush, M.D., chief resident, clinical instructor, Internal Medicine, adding that Wren has influenced and educated thousands of people inside UVa and beyond.

Winning this award, says Wren, who returned to her home state of Louisiana to help rebuild New Orleans area schools after Hurricane Katrina's devastation, "means recognition of my work here and my contributions to the well-being of patients in the hospital. Social workers navigate the system on patients' behalf."

Maggie Short

Administrator, Nursing Operations and Development and Continuum Home Health

"Maggie never forgets the reason we are here: to help people in need of care," wrote Mary Miller, R.N., BSN, nurse liaison, Continuum Home Health. "People in the community trust UVa to come into their home."



Maggie

Maggie consistently finds solutions to people's needs – most recently, the need for home care. In 1995, the 29-year UVa Health System veteran co-founded UVa's Continuum Home Health, now the largest home health services provider in Central Virginia, providing more than 100,000 patient visits and therapy days annually in 11 counties.

Maggie combines her dedication to patients with business savvy. Thanks in part to her UVa Darden Business School education, Continuum remains cost-effective and efficient, with low staff turnover.

"This honor is so meaningful to me because it was initiated by my staff," says Maggie. "I am so fortunate to work with some of the most talented, caring and compassionate individuals, each of whom epitomizes our organizational goals of 'I care, I build and I heal.'"

Goals

Continued from page 1

To maintain our leadership in this new healthcare environment, the UVa Medical Center is introducing three key organizational goals focused on the patient, and around which all staff can unite:

Investing in our customers, Investing in our expertise, and Investing in our future. On a personal level, these goals can be thought of as representing three principles: "I care. I heal. I build."

Training on these goals – what they mean and how to measure them – has been part of the mandatory Leadership Development Program for all Medical Center managers conducted by Anne Williams in the Health System's Center for Organizational Development. Williams, who heads the Leadership Development Program, guided managers in demonstrating how all employees – in every area of the Health System – contribute to each of these goals.

"We want every employee to feel connected to these goals and to understand that they have an impact on each one. Whether you're providing patient care, fixing a boiler or installing a new computer system, you can be working to support these goals," says Williams. "The fact is, everybody already contributes to these goals every day."

Training on the goals also will be part of orientations for all new employees and new leaders.

New Health System Goals

Principle	Our Commitment	Our Goal
I CARE	To ensure that patients and families have the best possible experience at UVa	To score higher in patient satisfaction than three-quarters of our regional peer group
I HEAL	To produce the highest quality, specialized medical care with exceptional effectiveness	To exceed key quality and patient safety measures and benchmarks, and save more lives than expected
I BUILD	To invest in the people, facilities and technology needed to provide the best medical care and remain at the forefront of medical research and education	To manage finances prudently and set clear financial goals that ensure funding of key investments into the future

Setting goals has already made a critically important difference for the UVa Medical Center. Four years ago, the Medical Center established operating margin goals to ensure that the organization could improve facilities and invest in key technologies. That decision enabled the Medical Center to increase inpatient beds; add "smart" operating rooms wired with the latest technology; and open a new, expanded Heart & Vascular Center. (See story, page 1).

Contributing to an institution where our patients arrive with high expectations of being made well, and of being treated well, is a privilege for all of us. "Focusing on these three goals gives us the opportunity to build a great institution that does great things for our patients and that is a great place to work," adds Howell. "We cannot help but succeed if each of us takes them to heart."

Sensitivity

Continued from page 2

Since 9/11, Islam has fallen prey to misconceptions, particularly that it advocates violence, says Roni. "It's just the opposite. 'Islam' means peace, purity and submission. Unfortunately, there are extremist groups in every religion."

Another misconception is that Islam oppresses women. The Quran gives women significant property and other rights, including education, says Roni, adding that the UVa

Health System has female Muslim physicians and other professionals on staff.

Roni has felt supported by her coworkers. Years after converting to Islam, she decided to wear the Islamic headscarf, or "hijab." She arrived at work feeling right in her faith but fearful of people's reactions.

Many patients assumed she had cancer. They were surprised to learn that she's a Muslim – and from Fredericksburg.

Her coworkers reassured her, saying, "Roni, we support you. And we'll all wear scarves, if you like."

For more information, including how to care for Muslim patients, contact Roni for a PowerPoint presentation called ISLAM and the Circle of Life she gave at the 2005 Diversity Fair: 982-6996 or VDM2R@hscmail.mcc.virginia.edu.



Dawn R. Starks Johnson

The School of Medicine Employee of the Month for May is **Dawn R. Starks Johnson**, executive assistant to the chief of cardiology, Department of Internal Medicine/ Cardiovascular Division. Known for her caring attitude

and attention to quality, Dawn is a consistent mentor and problem-solver, providing assistance, guidance and support to everyone with whom she works. As one nominator commented, "Ms. Johnson is one of the most effective and productive employees I have worked with in the past 29 years. ... Dawn makes sure that the morale of the division personnel remains high by doing the small things that count. She celebrates events, such as individuals' birthdays and other special personal events, and makes people feel good about coming to work."



Mary J. White

The School of Medicine Employee of the Month for June is **Mary J. White**, human resources coordinator, Department of Pathology. Mary's nomination pointed out that she has streamlined HR-related processes

and tirelessly found solutions for all situations, always with a positive, conscientious demeanor. "Mary," wrote one nominator, "is the best administrator of personnel affairs that I have ever dealt with at UVa. She has handled many personnel matters for me, many difficult and some quite delicate, with efficiency and grace."

The UVa Hospital Auxiliary is accepting applications for its **2006 Venture Awards**, which support programs that benefit patients, patients' families or in some way improve service to the Medical Center community. This fall, the Auxiliary will award a total of \$20,000. Medical Center departments and clinics are eligible. Any staff member may

submit an application by the Aug. 1 deadline. For more information, contact Bonnie Morton, Venture Awards chair, at bm8p@virginia.edu.

The Professional Nurse Staff Organization (PNSO) is accepting nominations for its **2006 Distinguished Nurse Manager Award**. The nominee must be a registered nurse, carry the title of manager, have been in the manager role for greater than 12 months and must supervise nurses. Any nurse in the PNSO may submit the primary nomination. Administrators, coworkers and other healthcare disciplines may submit supporting evidence. The deadline for submissions is July 30, and the award will be presented at the PNSO Summer Leadership Forum on Sept. 6. For more information, and to download a nomination form, please visit the PNSO website, www.uvanurses.virginia.edu.

July 30 is the deadline for **2006 Community Service Award nominations**. All UVa Health System (Medical Center, School of Medicine, Health Services Foundation, School of Nursing and Claude Moore Health Sciences Library) faculty and classified staff, full-time and part-time, are eligible. The award honors an exceptional individual who makes volunteerism and community service a way of life, and makes selfless and extraordinary contributions outside their job duties for the betterment of the local community and beyond. Anyone can make a nomination. There are two categories: one for overall community service and one for health-related outreach. Awards will be presented on October 24.



SEMM brings together doctors, nurses, paramedics and EMT's. Here, Dr. Jeff Ferguson leads a team in patient care at the Foxfield races.

Free Saturday Health Screenings

Stroke. Cancer. Heart Disease. Diabetes. No community is immune from these serious diseases, but regular checkups and education can go a long way in prevention. For this reason, UVa Health System is offering free health screenings on the first Saturday of every month from 10 a.m. to noon in the University Hospital's pre-admission suite located just off the lobby. UVa health professionals will check blood pressure, calculate BMIs (body mass indexes) and teach participants about their health risks. No appointment is necessary. This is a walk-in event with free parking. For more information, call 924-DOCS (3627).

Nomination forms and award criteria are available at: <http://www.healthsystem.virginia.edu/internet/human-resources/Forms/CSA-Rules.pdf>.

The Medical Center Employee of the Month for May is **Jason Morris**, patient care technician for Neonatal Emergency Transport System (NETS). Jason saved the lives of his three coworkers when the NETS 1 team was involved in an accident on Interstate 64 near Afton Mountain in May. As the person who nominated him wrote, "We would NOT be alive today if it weren't for his expert driving skills, anticipation and reflexes, clear thinking and control of the truck. ... I have always respected him, but now I owe him my life."

UVa Health System Special Events Medical Management Needs You!

Did you know that Special Events Medical Management (SEMM) is looking for nurses and paramedics for paid positions on-site at UVa football and basketball games; Fridays After 5; and concerts and performances at the Charlottesville Pavilion and other events? Contact Allen Williamson at 531-5752.

Gifts & Donations

Community Support Tops \$1.8 Million for UVa Children's Hospital

In a tremendous show of community support, the 22nd annual UVa Children's Hospital Telethon raised \$1,820,583 to provide for the special needs of UVa's young patients and their families. The proceeds will also support pediatric research at UVa to develop new treatments and therapies for children.

Donations came from organizations and individuals across Central Virginia and the Shenandoah Valley. Many also came from smaller fundraising activities, including benefit walks, golf tournaments and raffles. Klöckner Pentaplast of Gordonsville raised \$165,000 through various events, including the annual Walk

for Kids. More than 400 individuals, many associated with the UVa Health System, showed up for this year's walk.

"We are overwhelmed by the support we receive each year," said R. Edward Howell, vice president and CEO UVa Medical Center. "It is extremely gratifying to serve a community that appreciates the special care we provide and gives back so generously."

"These funds greatly enhance our efforts to bring new discoveries to the bedside for children, and really provide leverage. For example, our track record is that every dollar raised for research returns \$30 from the National Institutes of Health," noted Arthur Garson, Jr., M.D., M.P.H., vice president and dean UVa School of Medicine.

Charlottesville remains among the nation's most generous regions, routinely earning the Children's Miracle Network Award for generating the highest per capita phone pledges in the country.

Live Telethon segments featured UVa Children's Hospital staff, facilities and patients. The parents of premature twins Zoe and Mia Norton told how their tiny infants were rushed to UVa by the Newborn Emergency Transport System. Sisters Katie and Kerry Morgan shared their experiences as teenagers living with diabetes. Former patients, including 12-year-old Charley Gorman, shared remarkable stories of recovery. Charley learned to walk again at the UVa Kluge Children's Rehabilitation Center after suffering a severe stroke.

UVa Heart & Vascular Center *Continued from page 1*



A new, second-floor bridge between the Heart & Vascular Center and the Primary Care Center saves patients time and distance between the clinic and diagnostic exam areas.

Capacity, integration and comfort became the project's watchwords.

Patients can find outpatient services and diagnostics in adjacent spaces. The Primary Care Center and west end of the Hospital's second floor have been connected by a new walkway, significantly easing patients' travel between clinic visits and accompanying diagnostic exams. Cardiology, vascular and cardiovascular surgery specialties come together in 36 clinical exam rooms. Clinic and lab space has doubled, creating greater patient access and privacy. The space also will adapt easily to changing technology in the cardiology and vascular fields.

Diagnostic and clinic areas are close and connected for the convenience of patients and staff. The two areas that share the most contact with each other – the Echo and Vascular Labs, where diagnostic testing of heart

and vein problems occurs, and the clinic, where outpatient care is managed – are next door to each other. A dedicated clinical research suite supports additional clinical trials, such as gene therapy, enabling research to be quickly translated into practice.

Today, Heart & Vascular Center patients have a new, dedicated elevator off the hospital lobby, eliminating extra steps for patients and their families. The elevator will also lessen traffic elsewhere in the hospital.

"I've never been so excited about an elevator in my life. It's a huge patient comfort part of this project," says Heart Center Administrator Karen Forsman.

The colors throughout the center are soothing terra-cotta, sage green and eggplant, and each unit's staff selected its own paint colors, artwork and fabrics within that palette. "We all

feel better with space that has warmth to it," says Forsman. "Leadership gave us the endorsement to do that, as long as we stayed in budget. When you see the attention to the details, you can see the payoff in the expended commitment and energy."

This expansion owes a debt of gratitude to the Cancer Center's Infusion Center and the Breast Center, says Forsman. "They showed us what was possible, and we felt bolstered by their example."

Expansion is planned for completion next year. When all four phases are accomplished, the center's clinic and laboratory space will have tripled, there will be 36 clinical exam rooms, nine interventional cardiology labs, 20 pre- and post-procedure rooms, 11 ultrasound rooms, a dedicated ECG room, a cardiovascular transition unit, and additional nuclear cameras and treadmills. The Heart & Vascular Center expansion is a key component of the current Hospital Expansion Project that will provide clinical and support space for the Heart Center, Perioperative Services, the Department of Radiology and the Department of Clinical Laboratories, and should be concluded next year.

"We wanted the space to be an extension of the caliber of our staff," says Forsman. UVa Medical Center is one of Solucient's 100 Top Cardiovascular Hospitals, recognized for providing both the best technology and the finest patient-oriented care.

Advancing healthcare through *clinical trials*

Please call the trial coordinator to enroll confidentially or for additional information.

How clinical trials benefit you

At the University of Virginia Health System, clinical trials are taking place every day, making available the best medical research in a setting where learning, discovery and innovation flourish. And it is our patients – today and in the future – who reap the rewards, whether or not they participate in a trial. Please call the trial coordinator to enroll confidentially or for additional information.

Genes, Salt and Blood Pressure

Generally healthy men and women, ages 18 to 70, normal to moderate weight, are needed for a study on genes and the response of blood pressure to dietary salt. Participants with low, normal or high blood pressure are selected according to their genetics and will receive: physical exam, EKG, chest X-ray, blood chemistries and urine tests. The study includes two weeks of prepared food (3x/week food pick-up) and \$100 for study completion. HIC #11494 (L). UVa Endocrinology, **Cindy Schoeffel, M.D.**, 924-1634, cds2t@virginia.edu

Menopause Hot Flash Study

Volunteers, naturally or surgically menopausal, ages 45 to 65 with a minimum of seven moderate to severe hot flashes daily, are needed for a study. We want to see if an investigation medication can relieve the intensity and frequency of meno-

pause symptoms safely. Participants will attend up to six study visits over a 20-week period and keep a daily record of symptoms using a touch-tone phone. Study-related tests and drugs are provided at no charge. Compensation is provided for time and travel. IRB-HSR #11996 (L), UVa Women's Midlife Health, **Melissa Dean-McKinney**, 243-4722, mdd3a@virginia.edu

Stress During Pregnancy Study

Researchers at UVa Health System are interested in how women experience and deal with stress during pregnancy. Six weeks of relaxation training will be provided to half of the participants. Researchers will also examine how coping strategies affect the course of the pregnancy and the health of the infant. You may be eligible if, at the beginning of the second trimester, you feel stressed, and do not yet have any children. You will be paid for your participation. IRB-HSR #12234 (L), UVa Psychology, **Andrea Chambers**, 243-5243

Acupuncture/Polycystic Ovary Syndrome (PCOS) Study

Women ages 18 to 43 with Polycystic Ovary Syndrome (PCOS) are invited to participate in a study involving the influence of acupuncture on reproductive hormones and ovulation. PCOS

symptoms may include infrequent periods, weight gain and unwanted body hair. The study involves 16 visits over a five-month period. Eligible participants will complete glucose fasting tests, blood and urine samples, and questionnaires. Study-related tests are provided at no cost. Compensation is \$170 for completion of the study. Lisa Pastore, Ph.D., Principal Investigator. IRB-HSR #12045 (LMP001), UVa Obstetrics and Gynecology, **Virginia Hisghman, MSOM, L.Ac.**, 982-6657, vih3e@virginia.edu

Heart Disease and Abnormal Cholesterol Study

Adults ages 45 or older with a history of heart disease, vascular disease or abnormal cholesterol levels are needed for a study looking at the effect of adding extended release niacin to simvastatin (Zocor®). Researchers want to know if this investigational drug combination is effective in reducing the risk of heart attacks, strokes and other heart related complications. Participants will undergo a physical exam, EKG and blood tests. Study medication and study-related tests are provided at no charge. IRB-HSR #12130; Allan Simpson, M.D., Primary Investigator, UVa Cardiology, **Linda Bailes**, 982-1058, lgs2m@virginia.edu

Send trial submissions to linktrials@virginia.edu.

the **LINK** newsletter

To submit ideas or join our mailing list, email linkpub@virginia.edu or FAX 924-2969.

LINK is published 12 times a year for the employees, faculty, students, volunteers, donors and patients and families of the University of Virginia Health System. Find archived copies at www.healthsystem.virginia.edu/link. ©2006 by the Rector and Visitors of University of Virginia.

Editor: Sally Ruth Bourrie **Art Director:** Diane Butler **Contributors:** Charles Feigenoff, Marybeth Morsberger, Patient Education Workgroup, University Relations **Photography:** Jack Mellott (cover and pp. 2 and 7), Allen Williamson (p.6), Health System Media Services, U.Va. News Services

UNIVERSITY
of VIRGINIA
HEALTH SYSTEM

P.O. Box 800224
Charlottesville, VA
22908-0224

434-924-8053

Nonprofit Org.
U.S. Postage Paid
Charlottesville, VA
Permit #232