

Accentuate the Positive

Appreciative Inquiry Builds on GME Strengths

Healthcare professionals are trained to look for pathology – in other words, to see problems. They spend their careers doing it: focusing on patients' complaints or a slide or an image, then diagnosing and treating the problem.

But these days, medical students and faculty in the School of Medicine, and residents, nurses and others in the Medical Center are also focusing on the positive. Through an exciting initiative called Appreciative Inquiry, or "AI," these teams are recognizing potential and promoting positive change in the organization where they work and train.

"When you build on the things done really well, you expand the range of possibilities rather than thinking only of fixing problems," says Harry T. Peters Sr. Professor of Medicine John Schorling, M.D.

UVa's AI project grew out of the January 2006 Clinical Staff Retreat focusing on Graduate Medical Education (GME). Vice President and CEO, UVa Medical Center R.

Edward Howell committed to funding the project, a testament to both AI's track record and UVa Health System's embrace of positive change.

"It's critical for the UVa Health System to succeed in all areas, including making UVa the most sought-after place to pursue a clinical career, and the most sought-after place to complete a residency," says Howell.



Julie Haizlip, M.D., assistant professor of clinical pediatrics in the critical care division of the UVa Children's Hospital, was one of the interviewees in the Appreciative Inquiry project.

Discovery

Dream

Design

Delivery

"Organizational life isn't a problem to be solved, organizations are homes of infinite imagi-

nation, infinite capacity," says David Cooperrider, who developed the Appreciative Inquiry (AI) approach as a Case Western Reserve University Ph.D. candidate on assignment at the Cleveland Clinic Hospital. Now a professor at Case Western Reserve University's business school, Cooperrider states, "Organizations are a gift; they are centers of human relationships and human develop-

ment. Our job became discovering everything that gives life to this system, when it's most alive, and most effective."

AI is comprised of four stages: discovery, dream, design and delivery. At a retreat to launch AI last October, Richard Frankel, Ph.D., Indiana University professor of medicine and geriatrics, introduced AI with the goal of investigating and improving the culture around GME. Frankel trained the 34-member "discovery team" of faculty, residents and

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A message from Mr. Howell

We are in the hope business – for healthcare is, in reality, the hope business.

From those who come through our doors to those who are touched by us from a distance, hope takes on different forms. For those with a devastating disease, it is the hope of cure. For those living with a chronic condition, it is the hope for a better quality of life. For those without healthcare coverage, it is our assurance of care.

We are a beacon of hope for our larger community, too. We reach out to the community through volunteering and other service. In addition, our expert, compassionate care and the advanced research opportunities we offer create the hope of a meaningful career, and attract those who want to make a difference. This vitality, this energy at the UVA Health System invigorates the community around us.

When people arrive at the UVA Health System, they arrive here with an expectation, with hope. That hope is a tenuous and precious thing, which we honor with the high level of quality and expertise we bring to our work.

"I Heal" is the organizational goal that expresses that concept of quality. But "I Heal" is much broader than just clinical care; it's the idea that every person, every day, performs his or her job to the highest standards – and supports others in doing the same.

That's why when the right meal goes to the right patient at the right time, we can say, "I Heal." Or why, when a computer upgrade happens seamlessly and on time, we can say, "I Heal." Or why, when we connect a patient family member's phone call with the right office, we can say, "I Heal."

It's doing the right things the right way all the time. It's the stewardship of hope.

R. Edward Howell

R. Edward Howell
Vice President and CEO, UVA Medical Center

PNSO Congress Brings Concerns to Forefront

To achieve Magnet designation, the American Nursing Credentialing Center (ANCC) requires organizations to empower nurses in the decision-making process. The UVA Medical Center's Professional Nursing Staff Organization's (PNSO) Congress, which brings together elected delegates from practice areas across the UVA Medical Center each November, is important evidence that UVA Health System nurses have a voice in the direction and environment of their workplace.

"The Forces of Magnetism, those qualities of an exceptional work environment, expect that nurses have avenues for direct involvement in decision-making and that feedback is encouraged and valued," said PNSO President and 2006 Congress Planning Committee Co-chair Sharon Bragg, BSN, R.N.

"Nursing Congress is shared governance in action. It taps into the intellectual capital of registered nurses during a day devoted to sharing ideas and developing creative solutions to issues," said PNSO President-Elect Walter Mason, MSN, R.N. "As a Magnet organization we shine in this model for involving nurses who are not managers or administrators in directly contributing to the priorities for nursing."

Last November 14, more than 70 delegates – frontline nurses – gathered at Jordan Hall for the sixth annual PNSO Nursing Congress. Their mission: to address issues raised by their constituents and results of the Nursing Worklife Survey (NWLS), and to develop solution-oriented initiatives that the Nursing Cabinet, standing committees and delegates will address in 2007.

The theme, "Variety: The Spice of Nursing," allowed for discussions of nurses' diversity as individuals and in how they provide patient care. Keynote speakers were Professor of Nursing Courtney Lyder, N.D.,

R.N., the Medical Center and School of Nursing's first director for diversity initiatives and chair of the University of Virginia's President's Committee on Equal Opportunity/Affirmative Action, and School of Nursing Professor Suzi Burns, MSN, R.N.

The Congress was also a work session on practicalities and organizational direction. "Delegates hold quarterly Congress checkpoints with their constituencies and feedback was loud and clear. Delegates reported that they wanted a Congress that required them to do real work on real issues," said Bragg.

In response, the Congress Planning Committee created work groups on:

- Staffing: Workforce Pressures
- Diversity of the Workplace
- Nursing Worklife Survey results and work breaks
- Development of the Congress Delegate role

"Sessions were energetic and lots of great ideas were brought forward," said 2006 Congress Planning Committee Co-chair Peggy Dame, BSN, R.N.

Chief Clinical Officer and Chief Nursing Officer Pam Cipriano, Ph.D., R.N., FAAN, attended work-group afternoon presentations, which included action plans incorporating minority recruitment, diversity awareness and creating a healthy work environment. "These action plans will build on our community of caring, both for patients and staff," said Cipriano.

The Nursing Cabinet is reviewing the recommendations as part of its 2007 strategic plan development, and work groups will provide updates throughout the year, said Bragg. "The PNSO Congress and the yearlong, continuing grassroots process that leads up to it are how we make plans for continued excellence as a Magnet-designated hospital."

This cake was created over two nights – and nine hours – by second-year School of Medicine students Brittany Tomney and Carolyn Word and raffled off in a bake sale. The event raised funds for bus transportation for those who would like to attend their end-of-year class of 2009 festivities celebrating completing the Basic Sciences curriculum. Associate Professor Lee Ritterband, Ph.D., of the Department of Psychiatry and Neurobehavioral Sciences won the confection.



Organizational Goals

Fourth Quarter Calendar Year 2006 (Oct.-Dec.)

Additional organizational goals quarterly data can be found on KnowledgeLink.

Metric	Goal	4th quarter performance	Goal met?	Change from prior quarter	
I Care Investing in our customers	Patient Satisfaction	88.7	85.9	No	↑
I Heal Investing in our expertise	Mortality Index	<1.0	.80	Yes	Same
I Build Investing in our future	Margin	4.8%	On target	Yes	Same



Julie LeGault, BSN, R.N., who contributes to all three goals every day in the MICU. To achieve "I Care," she said, "We take care of the patient in bed and make sure their family has what they need as well, for they all are experiencing an unexpected medical crisis."

Call Center Helps Nearly 300,000

They never lay eyes on the thousands of people they help each year, but the Call Center is the "face" of the University of Virginia Health System to thousands of people annually. The nine men and women who answered nearly 300,000 calls last year build

The Call Center receives calls from throughout Virginia and the nation.

Eighty percent of their workload is "patient referral calls," which include requests for lab or film results, directions, treatment and prescription information, patient

relationships and their staff calling daily, helping referring docs connect with UVA doctors and services is also a key Call Center responsibility. Staff track each request until they have confirmed that the caller's need was resolved – by making a follow-up call to the referring physician's office. In addition, staff record data about the call to help UVA better serve these physicians in the future.

The Call Center also assists UVA physicians by connecting them directly with referring physicians, when they need to pass on results about a patient's surgery or operating room procedure, for instance. "This service is only available as a physician-to-physician service," says Baldwin. "To maintain a high level of customer service to referring physicians, the UVA physician must stay on the line until the referring physician is available."

Call Center record volume for a single day is more than 1,600 calls, which occurred on the Monday after Thanksgiving last year. What the numbers do not reveal is how little information people may have when they are calling to find out when and where their next appointment takes place. On occasion, callers may not be able to read, so Call Center staff take as much time as needed to help.

"The Call Center is part of the process of getting each of our patients to the right place. We sometimes get calls from patients who get lost or who are confused about the location of their appointment," says Baldwin. "And we can almost always find a solution – and help build positive relationship with UVA."



relationships for the Health System in many ways. They help with physician referrals and consults, and assist patients with gaining access to appointments and healthcare providers. Facilitating nurse recruiting calls is on the horizon as well.

"Our mission is to provide easy and reliable telephone access to UVA Health System services," says Call Center Manager Hildy Baldwin. "We know that a pleasant first experience on the telephone will have a positive impact on someone's entire experience with UVA."

Open 8 a.m. to 6 p.m. Monday through Friday, the Call Center serves referring physicians, patients, potential employees and others by facilitating access to UVA Health System services, physicians and facilities.

condition and general patient information. Call Center staff have access to computerized patient records so that they can connect people with a loved one's hospital room or find the clinic or time of their next appointment. Confirming, canceling, making or rescheduling appointments are common requests.

A few years ago, to assist with the volume of calls, the Center installed a call-processing box, which handles 200 or more calls each day on the patient referral line. With the press of a button, callers are connected to several of the Health System's most commonly requested departments: Orthopaedics, Dermatology, Radiology, Patient Financial Services, Pharmacy or Pain Management.

With over 200 referring physi-

[People & News]

The Scientific Registry of Transplant Recipients (SRTR) ranks the **University of Virginia Health System lung transplant program** as “statistically higher” for one-year patient survival rates. Only four lung transplant centers of the 69 in the United States achieved this ranking, signifying that the Health System’s one-year lung transplant survival rate is above the national average for similar patients. According to SRTR calculations, UVa’s expected patient survival rate was 87.6 percent, but the UVa Health System actually achieved a 98.08 percent survival rate.

Brian Wamhoff, Ph.D., assistant professor, Cardiovascular Medicine, accepted an invitation to serve on the editorial board for the *Journal of Vascular Research*.

UVa Medical Center Chief Information Officer **Barbara Baldwin** has been invited to serve on the board of directors of the Virginia Health Quality Center (VHQC) in Glen Allen, Va. The VHQC partners with healthcare professionals to improve patient care for the state’s more than 900,000 Medicare beneficiaries as well as other target groups.

This month, UVa-HealthSouth Rehabilitation Hospital will install an AutoAmbulator™, which helps patients learn to walk from an upright position, whether recently injured or unable to walk for years. (Most therapies for those unable to walk require patients to lie on their back.) Developed by HealthSouth, the AutoAmbulator is a computer-aided treadmill that trains leg muscles to walk again and bear weight, enabling every system in the body to function more efficiently. Over time, the AutoAmbulator recognizes the body’s ability to do more, until the patient is able to initiate walking on their own. Former patient M. Kendall reported, “After I was hit by a car and sustained a bad brain injury, I did not think I would ever walk again. But after about 20 sessions on the AutoAmbulator, I went from only being able to walk five minutes, to being able to walk 40 minutes using the AutoAmbulator. This machine has been an amazing part of my recovery.”

Professor of Internal Medicine, Division of Endocrinology **Richard Santen, M.D.**, was awarded the William McGuire Memorial Lecture in recognition of his role in the development of aromatase inhibitors, at the San Antonio Breast Cancer Symposium in December.

The School of Medicine has organized its **24th annual 5K race** to benefit Camp Holiday Trails, a local, nonprofit camp for children with special health needs. The race for runners and walkers starts at 9 a.m. on March 17 at Newcomb Hall Plaza. Register online or before March 15 for \$15, or pay \$20 on race day, 8 a.m. to 8:45 a.m. Entrants receive refreshments and T-shirts. Prizes for top finishers in all age groups. Teams from University of Virginia’s professional schools will compete for the prestigious Golden Shoe Award, which will be prominently displayed at Ragged Mountain Running Shop on the Corner. Register at active.com or pick up a form in Jordan Hall lobby. For more information, contact campholidaytrails5K@gmail.com.

UVa School of Medicine will offer its seven-week **Mini-Med School** from March 22 through May 3. From high school students to senior citizens, everyone is welcome, but enrollment is limited to 139 students, the size of a medical school class, due to facility size. Each week, one of the Medical Schools’ most popular professors will discuss topics such as anatomy, aging, cell signaling, diabetes, cancer, hypertension and AIDS. Following each presentation, participants can ask questions and talk with the speaker informally. One evening will include small-group lab visits. Classes meet Thursday evenings from 7 p.m. to 9 p.m. in Jordan Hall. Free parking is available. To apply, call 924-2563 or 924-5839 or go to healthsystem.virginia.edu/internet/minimed.

At the end of this month, the **Short Stay Unit** is scheduled to open on the second floor, east wing of University Hospital. It will have 19 to 20 beds and include the Patient Transition Unit. An open house will be held March 23.

The first edition of the *University of Virginia Journal of Medicine* was published last month. The journal features clinical vignettes of UVa patients (with patient privacy maintained and identity obscured), updates of translational research and technological advances and reviews of important clinical concepts. Articles are written in collaboration by medical students, residents, fellows and attending physicians. The *Journal* is a wonderful opportunity to share with alumni and Virginia physicians the vast array of clinically based educational experience generated by patient care. For more information, contact **Cathy Keefe-Jankowski**, ck8h@virginia.edu.

Safety is compromised when patients do not understand the medical information provided to them. To help alleviate this problem, the National Network of Libraries of Medicine recently awarded UVa Health System Outreach Librarian **Kelly Near** an Outreach Project Award. She will use the award funds to develop health literacy training.

Assistant Professor of Internal Medicine **Michel Kahaleh, M.D.**, was elected to an American Gastroenterological Association panel to help evaluate and refine existing indicators for pancreatic resection outcomes.

In December, employees of the Virginia Department of Transportation erected signs with the new name of the former North Grounds Connector – now known as **Leonard Sandridge Road**, named for the executive vice president and chief operating officer of the University. The road is the main entrance to the North Grounds of the University and the new John Paul Jones Arena.

The National Black Nurses Association Inc., is offering **scholarships** for continuing education. The deadline to apply is April 15. For more information, go to nbna.org and click on “Scholarship Program,” or contact David Simmons, R.N., at 924-5504.

Employee of the Quarter for 3 Central was Certified Health Unit Coordinator **Patricia Reed** and 3 West’s Employee of the Quarter was Health Unit Coordinator **Diane Folz**.

Diane Washington, assistant to the chair of the Department of Radiology, was the School of Medicine Employee of the Month for January. Her nomination pointed out her positive and caring attitude, enthusiasm, professionalism, attention to detail and diligence in all work endeavors. One nominator wrote, “Diane is truly a positive force that touches a wide range of personnel in the department and the School of Medicine – and her abilities and contributions are universally appreciated. . . . Diane is a star.”



Diane Washington

Nutrition Support Specialist **Carol Rees Parrish, M.S., R.D.**, received the 2006 American Society for Parenteral and Enteral Nutrition (ASPEN) Distinguished Nutrition Support Dietitian Advanced Clinical Practice Award. Parrish also was invited to speak last month at the Japanese Society for Parenteral and Enteral Nutrition National Conference in Japan. In addition, Parrish serves as nutrition series editor for the *Practical Gastroenterology Journal*.

The University Health System Consortium (UHC) named the **UVa Medical Center a Top 10 Award recipient** for its supply chain practices.

The award recognizes the top 10 academic medical centers among the UHC’s membership that made significant and measurable achievements in improving their organizations’ supply chain performance and whose leaders model best practices in supply chain optimization.

Jitendra Gautam, M.D., an instructor of research in the Nephrology

Division, won the Society for Leukocyte Biology’s President’s Award for best work by a trainee at its annual meeting in November. Gautam was honored for work he completed as a postdoctoral fellow working under Associate Professor Michael F. Smith, Ph.D., in the Division of Gastroenterology.

Professor **Bankole Johnson, M.D., Ph.D., D.Sc., M.Phil.**, chair of the Department of Psychiatry and Neurobehavioral Sciences, will appear in *Addictions*, an HBO television special on addiction on March 15 at 9 p.m.

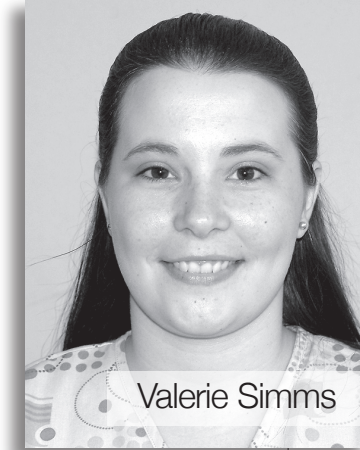
If you have noticed your “O” drive computer screen is less cluttered than before,

it is because **Health System Computing Services** implemented Access-Based Enumeration (ABE). ABE technology allows customers to see only folders they have permission to access.

The School of Medicine’s Match Day will take place at noon on March 15 in the Old Medical School Auditorium. Match Day is the day medical students nationwide receive their residency assignments, and they all open their envelopes at the same time.

Patient Care Technician **Valerie Simms**, 3 West, was named Medical Center Employee of the Month for December.

Simms’ accolades included: “Valerie consistently provides very high quality care to our patients and is always very cheerful and supportive. . . . On several occasions she has assisted me . . . by inserting foley catheters, doing EKGs and helping with dressing changes, sometimes even for patients who were not assigned to her.” Another colleague wrote, “Valerie is a great asset to 3 West.”



Valerie Simms

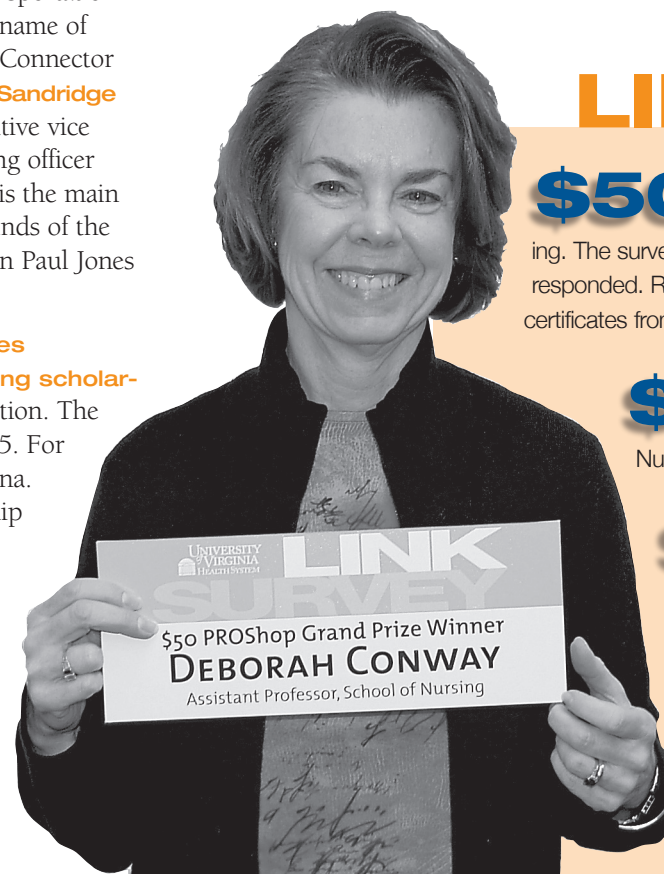
LINK Survey Winners

\$50 **Deborah Conway, MSN, R.N.**, assistant professor in the School of Nursing, won the \$50 PROShop certificate grand prize in January LINK’s Employee Communications Survey drawing. The survey was a great success, thanks to the more than 1,700 UVa Health System faculty and staff who responded. Results are currently being tabulated and will appear in a future LINK issue. All winners received gift certificates from PROShop to use as they wished.

\$25 **Lynda Luttrell**, Office Manager, Nutrition Services
Maggie Short, MSN, R.N., Administrator, Bed Coordination Center
Nursing Operations & Development and Continuum Home Health

\$15 **Jane Bopp, FNP**, Nephrology Clinical Research Center
Lisa Brown, Endoscopy Tech, Center for Digestive Health
Linda Gilmer, Laboratory and Research Specialist II, Hematology and Oncology, Department of Medicine
Barbra Moroney, R.N., UVa Outpatient Surgery Center
Debbie A. Pugh, Administrative Office Coordinator, Community Medicine UVa, LLC

Your suggestions were tremendous. Thank you!



Price Estimate Services at UVa Health System

The University of Virginia Health System is one of few hospitals that offer prospective patients and their families price estimates on hospital and physician services.

“Our goal is patient satisfaction,” says Revenue Cycle Director Kevin Pillow. “Some hospitals offer hospital-only estimates, but none that I know of in Virginia can provide an estimate for both physician and hospital services with one-stop shopping.”

Anyone – both patients and clinical staff commonly inquire – may request a price estimate. They need to provide the CPT code for the expected service or services, or a description of the expected service along with the performing physician’s name. Estimates tailored to each patient usually can be provided within two business days; complicated operating room cases may take longer.

Grant and research pricing is handled through another process via the study coordinators.

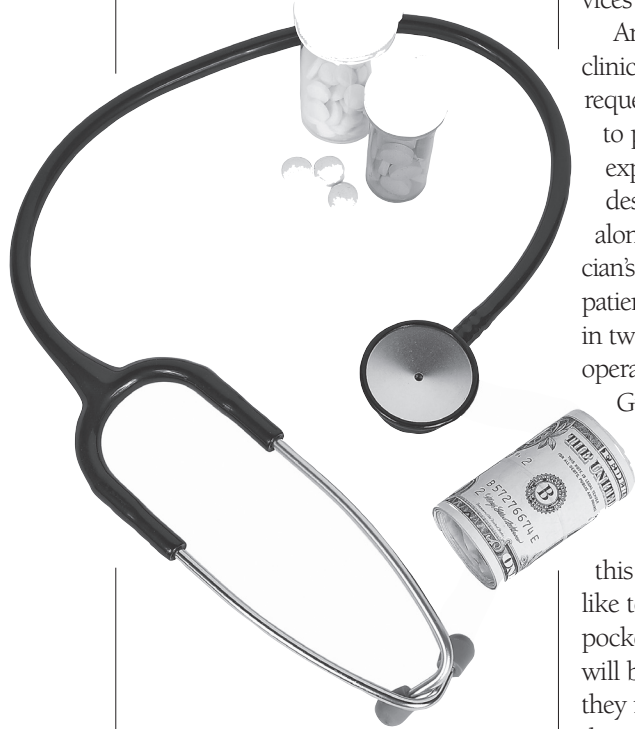
Insurance benefits reviews currently are not included in this process. If consumers would like to know how much their out-of-pocket expense will be, or if a service will be covered by their insurance, they need to discuss coverage with their insurance company directly.

About 80 percent of requests come

from UVa Health System internal clinics, many of which are obstetrics-related, says Pillow, adding that some prospective patients call from out of state when considering whether to choose UVa for a consult.

“Consumerism is a growing influence in our marketplace, as employers work to control the expense of health insurance and make employees more sensitive to the costs of healthcare services,” says Vice President and CEO, UVa Medical Center R. Edward Howell. “Managed care has not had the intended impact. In the future, healthcare will touch people directly in the pocketbook. Insurance coverage will include medical savings accounts or high deductibles and people will investigate costs and quality of care before they receive care.”

“We’re preparing for the future,” says Pillow. “The [healthcare] world is changing – and we’re ready for it.” Price estimates are available from one point of contact: 243-7283 (243-RATE), UVAHSPRICE@virginia.edu or by selecting “Pricing” from the Outlook global address book. For financial screening and hospital payment arrangement questions, call the Patient Financial Services Helpdesk at 924-5376 or toll-free, 1-866-320-9659. Payment arrangement questions for physician services are handled at 980-6171.



Guest Wireless Debuts

The University of Virginia Medical Center introduced guest wireless Internet service last month. Patients and their visitors can now use the Medical Center’s secure network to stay in touch with family via e-mail, keep up with the office or do homework.

“We get a lot of requests,” says Cindy Perry, UVa Health System associate chief information officer. “The whole key when someone is hospitalized is to try to lead as normal a life as possible.” Vendors are another group that request access, for showing product demos, she says.

Patients or visitors whose computers are equipped with a wireless Internet card can contact Patient & Guest Services, which will give them a guest account with a guest ID and a password that expires automatically after seven days. Guest access is direct-

ed only to the Internet and is completely separated from the Medical Center’s electronic medical records.

The UVa Medical Center’s guest subnetwork also blocks access to inappropriate sites. In addition, guest users are required to sign a security agreement.

Guest Internet access is becoming commonplace in medical centers, says Perry, whose team, which included Manager for Network Infrastructure Alan Oktay and Director of Network Support Infrastructure and LAN Mark Monroe, performed a benchmarking study of the UVa Health System’s peers before proceeding with a pilot project. The pilot’s success resulted in the public program.



Patient Mark Alger is in the Medical Intensive Care Unit. Alger helped to test the new guest wireless system before it went public.

“We’re not an ISP. We’re offering a service for better patient satisfaction,” says Perry. “We’re trying to make people comfortable and let them have the most normal time they can have when they’re a patient or visitor.”



the medical center hour

Medicine & Society in Conversation

Wednesdays at noon, Jordan Conference Center Auditorium, 12:30 p.m. to 1:30 p.m., unless otherwise noted.

Special Program
Monday, March 12, 6 p.m.,
McLeod Auditorium

practice sites, crash-test or airline accident “victims.” This conversation with independent author Mary Roach explores her experiences in researching and writing about the busy, and beneficial, (after)lives of human cadavers.

Co-presented with the Virginia Festival of the Book



Paul Farmer, M.D., Ph.D. with a patient in Haiti.

Special Medical Center Hour
Thursday, March 22,
location TBA

VIRGINIA FESTIVAL OF THE BOOK
Final Exam: A Transplant Surgeon Writes About Mortality

Pauline Chen, M.D., Boston, Mass

An eloquent new physician-writer reads

from her book about her personal and professional rites of passage in dealing with death and coming to recognize the need for greater empathy in medical practice and the doctors’ education.

Co-presented with the Virginia Quarterly Review and the Virginia Festival of the Book

March 28
THE KOPPAKA FAMILY FOUNDATION
Empathy for Healthcare Professionals

Richard M. Frankel, Ph.D., Professor of Medicine, Indiana University School of Medicine, Indianapolis, Ind.

What’s at stake in the patient-physician relationship and in communication between doctor and patient? And how does the setting in which the patient sees the doctor – say, the busy and complexly organized human enterprise that is the academic medical center – affect the nature and outcomes of their interaction? A distinguished medical educator offers his perspective on how to improve doctor-patient communication.

Medical Center Hour programs are recorded. Recordings are available: as a television broadcast on local Comcast cable channel 13 on Wednesday evenings at 8 p.m. two weeks after live presentation, as a downloadable audio podcast from the University of Virginia podcasting website, www.virginia.edu/uvapodcast, and on DVD in the Health Sciences Library’s audiovisual resources center. (Programs are shelved by date of presentation and must be watched in the library.)

Hunger

Paul Farmer, M.D., Ph.D., Social Medicine, Harvard Medical School, Boston, and Partners in Health, Boston and Haiti

How does activist physician and medical anthropologist Paul Farmer understand the politics of hunger and health, at home and abroad? And what does he propose we do?

Co-presented with the Center for Global Health

March 14
Docs in the Box: Medicine through Media Lenses

Les Friedman, Ph.D., Hobart and William Smith Colleges, Geneva, N.Y.

From *Dr. Kildare* and *Marcus Welby* in the 1960s to *ER*, *Scrubs* and *House* now, American television feeds the public’s fascination with medicine and with those who practice it. Media portrayals of doctors at work surely reflect our society’s attitudes toward health and health care, but might they also be shaping our expectations of who the doctor is and what he or she is able to do?

March 21
VIRGINIA FESTIVAL OF THE BOOK
Stiff: The Secret Lives of Human Cadavers

Mary Roach, author, Oakland, Calif.

Dead bodies are at work all around us – as anatomy and forensic pathology texts, surgical technique

Positive

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students in how to conduct appreciative interviews. Each member agreed to tell his or her own story and interview 10 others. Interviews centered on five questions:

- Tell me a story about your peak experience around GME, particularly involving residents.
- What was it about you – your unique qualities, gifts or capacities; decisions you made or actions you took – that contributed to this experience?
- What did others contribute to this experience?
- What about the learning environment helped?
- What wisdom do you take from this story about what you would like to see more of at UVa?

The shared experience of the interviews was energizing, say participants. People often start out doubting the process, thinking it all sounds too “warm and fuzzy,” but as they remember how the experience felt and how important it was, they not only wish it could happen again but express ways to enable that. “Just the sharing of the stories is part of the change,” said AI project director Peggy Plews-Ogan, M.D., chief of the division of general medicine, geriatrics and palliative care. “People learn something about each other.”

In December, AI group members held a workshop with faculty in Leadership in Academic Medicine, the School of Medicine’s faculty development program. Many participants agreed to conduct interviews, taking the AI process further into the organization. Interviews are multidisciplinary, with residents interviewing faculty, faculty interviewing nurses and other care providers.

This month, Frankel will work with the group to develop an action plan, moving beyond discovery and into the next steps.

“The School of Medicine and the Medical Center are working closely together to recognize and feature the positives – AI is a process we can all learn from and become a model for others,” says Arthur Garson Jr., M.D., M.P.H., vice president and dean, UVa School of Medicine.

“It’s not about glossing over,” says Plews-Ogan. “We focus on our potential, and when we do that, opportunities crop up that we never saw were there.”

Richard Frankel also will be speaking at the Medical Center Hour on March 28.

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.

Constipation Caused by Prescription Pain Medication

Volunteers over age 18 who have had non-cancer pain for at least three months and have constipation caused by prescription pain medication are needed for a study. The purpose of the study is to see if an investigational medicine is safe and effective in relieving constipation. Participants will receive a physical exam, ECG and lab tests. There will be six visits over 18 weeks. Study-related tests and medication are provided at no charge. Compensation is \$180 for completion of the study. IRB-HSR #12447. UVa Pain Management Center, Lynn Appleby, R.N., CCRC, 243-9102, lac5u@virginia.edu.

Effect of Acupuncture on Polycystic Ovary Syndrome

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. IRB-HSR #12045. UVa Obstetrics and Gynecology, Lisa Pastore, Ph.D., Principal Investigator, 982-6657, ACUP_FOR_PCOS@virginia.edu.

Overactive Bladder in Men and Women

Volunteers ages 18 to 85 are needed for a study investigating urinary urgency, frequency and wetting accidents for the past six months. Participants will have physical exam, bladder testing, lab tests, and investigational medication injected into the bladder. There will be 10 visits in approximately 36 weeks. Study-related tests and medication are provided at no charge. Qualifying subjects will be paid \$2,450 for participation. Principal Investigator: Dr. William Steers. IRB-HSR #12197. UVa Department of Urology, Pat Battle, LPN, CRC, 924-5649 and/or pya@virginia.edu.

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.

Men and Women Needed for a Study of Antidepressants in Parkinson's Disease (SAD-PD)

Adults with a diagnosis of Parkinson's Disease who are also suffering from depression are needed for research study. This is a 16-week study with approximately seven office visits and two telephone calls. Participants will receive either study drug or placebo. Study procedures including lab work and neuropsychological testing are provided at no cost to the participants. HSR-IRB #11150. UVa Department of Neurology, Maryann Lincoln, R.N., BSN,CCRP, 243-5898 or ml6s@virginia.edu.

Suffering from Lack of Sexual Desire?

Female volunteers ages 18 and over are needed for a study of an investigational drug for symptoms of decreased sexual desire. If you are over the age of 18, premenopausal and are frustrated with your lack of desire to have sex and you've been experiencing these symptoms for six months or longer, you may qualify. Participants will receive investigational drug or placebo and study related tests at no charge. Compensation is provided. Principal Investigator: Dr. Anita Clayton. IRB-HSR #12494. UVa Center for Psychiatric Clinical Research, Louise Moore, R.N. CRC, 243-4631 or lam6h@virginia.edu.

Send trial submissions to linktrials@virginia.edu.



To submit ideas or join our mailing list, e-mail 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.

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