



LINK

FOR & ABOUT: The Health System Community

Celebrate! A Week of Appreciation

The UVa Health System is one of the nation's finest academic medical centers. We got there by never being satisfied, by always striving for improvement.

In the process, sometimes it is easy to overlook our successes. Those successes are the very reasons people with the serious illnesses and complex conditions seek us out. Here, they find expertise and care available nowhere else in the region.

During National Hospital Week and Week of the Nurse, we officially take a few moments to step back and celebrate our successes.

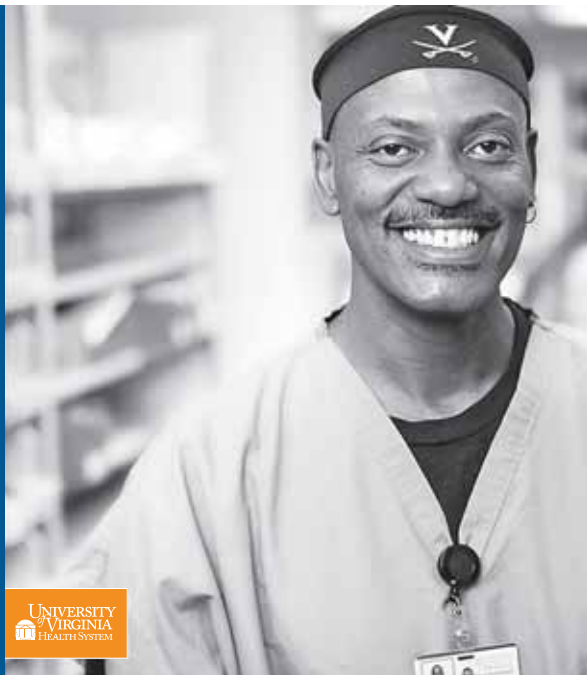
But this week is about more than simply saying, "Aren't we great?" It is about appreciation, a time when we appreciate the ways we go above and beyond for one another and make the whole UVa Health System a fulfilling place to work.

We all know that every day we make a difference for one another, and we do it with a commitment to every one of the 13,000 patients, their families and visitors who come through the Medical Center every day. Our reputation is built on how we deliver on that commitment on a daily basis. Our organizational goals – I Care, I Heal and I Build – are expressions of that commitment: the patient service, quality care and stewardship of resources we all bring to the table.

Leading the way with expertise.

Loves a winning workday. And pitching a winning softball game.

Reuben R.W. Jones, Certified Pharmacy Technician, Pharmacy



Over the past year, we have become familiar with the "Everyday Heroes" and "Leading the Way" placards and banners that showcase our superb staff. This year, you will find additional colleagues – in color – on display throughout the Medical Center to enhance those already on view. Once again, they come from every walk of life, across many disciplines and from every part of the organization.

We are appreciating our colleagues in a new way this year, too. Your Appreciations of your fellow colleagues and coworkers are on

view throughout the UVa Medical Center. For the past few weeks, you have responded to the opportunity to appreciate your colleagues by sending in wonderful stories of how they go above and beyond in the work they do.

As you take a stroll through this issue of LINK, you will find more stories of people across the UVa Health System – and information on the many activities available this week to celebrate who we are and what we do. Take some time to appreciate – and feel appreciated.

P.3 CAMPing it up

P.10 CCMU Open House

P.10 Employee Engagement Survey

National Hospital Week & Week of the Nurse

May 6-12

Special Events

- May 7 Dining Conference Rooms
 - 5 a.m. to 7 a.m.
 - 7:30 a.m. to 8:30 a.m.
 - 11:30 a.m. to 2 p.m.
 - 3 p.m. to 5 p.m.

Refreshments, camaraderie and a multimedia presentation of Appreciation videos from across our community. Have your picture taken with your fellow heroes and leaders, and receive a commemorative frame to take home.

- Visit Appreciation displays throughout the Medical Center – find your Appreciations honoring your colleagues.
- Watch for the Mighty Magnetmobile, bringing games, prizes and the spirit of celebration to all UVa Medical Center employees beginning May 6.

- Visit the PNSO website's "Show & Tell" for daily updates at noon, photos and fun.
- Check out the new "Everyday Heroes" and "Leading the Way" placards on display across the Medical Center.
- Use the meal voucher attached to your April 27 paycheck in the East Cafeteria or Wahoo West.
- LPN Awards, May 7, 5:30 p.m. to 6:30 p.m., Jordan Hall Auditorium
- PNSO Spring Awards, May 8, 1:30 p.m. to 2:30 p.m., Camp Heart Auditorium
- Recycle your eyeglasses. Look for drop-off boxes from the PNSO and Lions Club around the Medical Center and in clinics. Your glasses may help people in need at the Remote Area Medical (RAM) Clinic this summer.
- Every practice area within the organization is encouraged to show its Nursing Pride with creative displays and festivities. The practice areas showing the most Nursing Pride between May 6 and 12 will be recognized.



A message from Mr. Howell

This month, as we observe National Hospital Week and Week of the Nurse, we are celebrating these events as a Magnet-designated hospital for the first time. We earned this recognition for a way of being that permeates the entire UVa Health System, which I believe Emily Dickinson captured beautifully in her poem, "I Shall Not Live in Vain." At our Magnet Award ceremony, I read this poem, which particularly captures this way of being in the lines, "If I can ease one life from aching, Or cool one pain. . . ." (You will find this poem in its entirety on the LINK website [healthsystem.virginia.edu/internet/link].)

Helping even one other person is a form of success. I share this belief with Dean Garson. We both value and reference Ralph Waldo Emerson's well-known prose, "To Succeed." In it, Emerson captures professionalism, and a passion for service and excellence:

"To laugh often and much; to win the respect of intelligent people and the affection of children; to earn the appreciation of honest critics and endure the betrayal of false friends; to appreciate beauty; to find the best in others; to leave the world a bit better, whether by a healthy child, a garden path or a redeemed social condition; to know even one life has breathed easier because you lived. This is to have succeeded."

"To know even one life has breathed easier because you lived." That's a reality each and every one of us makes possible at the UVa Health System. This month, let's celebrate who we are and what we do here every day.

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

You Spoke!

Thank you to the more than 1,700 people from across the Health System who participated in the employee communications survey. The data has been compiled and plans are being developed in response to your feedback. In the meantime, here's what you said:

You feel informed – 90 percent of respondents agreed that UVa Health System communications keep them informed.

You read, listen and discuss – 65 percent of you said *LINK* was your top source of UVa Health System information, followed by manager/supervisor, coworkers and Helpdesk.

You want electronic communications – 74 percent of you preferred e-mail communications, and 73 percent of you check your e-mail many times a day.

You want weekly communications – 94 percent of you wanted weekly communications, via either an e-newsletter or print newsletter.

You want more unsung heroes – You want to see *LINK* cover the wide breadth of employees and job roles it takes to keep the Health System running successfully.

Most popular story categories? You like stories about employee benefits, People & News, employee recognition, patient safety and clinical and scientific research. You are also interested in more stories on construction/parking projects.

You're reading LINK – 45 percent of you read most issues – and 28 percent of you read every issue.



Readers named the *LINK* story about Facilities choosing a green solution to eradicate weeds – and goats Nellie and S'more – as one of their favorites.

KnowledgeLink – Come here often? The largest user group, 48 percent, visit KnowledgeLink less than once a week, mostly to access resources like benefits and e-mail.

Look for changes and improvements in the coming months – and thank you for your feedback!



In March, the University of Virginia Children's Hospital hosted eight pediatric surgeons and nurses from Lund, Sweden, to demonstrate UVa's robotic surgery capabilities. Pediatric urologist Craig Peters, M.D., performed bladder surgery using the DaVinci robotic surgery system, which has a greater range of motion than a surgeon's hands and improves precision when performing laparoscopic procedures.

Celebrating a Milestone

In January, the Pharmacology Department in the School of Medicine celebrated the 50th anniversary of the publication of a landmark in cell regulation: discovery of the molecule cyclic adenosine monophosphate, also known as cyclic AMP, or cAMP. This milestone event was a critical step in understanding how cells communicate, which leads to understanding how the body regulates multiple processes including many processes in the nervous system, the cardiovascular system, the endocrine system and production of energy – all areas that shape how we understand normal health and how we treat many, many diseases.

Why did the University of Virginia Health System celebrate this discovery? UVa's distinguished Pharmacology Professor Emeritus Theodore Rall was part of the original team who discovered the cAMP molecule, in collaboration with Earl Sutherland in the 1950s at Western Reserve University (now Case Western Reserve University). The two men published their discovery in the January 1957 issue of the *Journal of Biological Chemistry*. In 1971, Sutherland received a Nobel Prize for discovering cAMP.

"Discovering cAMP was a central and fundamental discovery in biochemistry and cell biology," said Pharmacology Department Chair James Garrison, Ph.D. "Until we understood that these messengers existed, we could not begin to know how hormones and nerves control a large number of physiological functions. The hormones and neurotransmitters that use cAMP to regulate cell function are important in most aspects of healthcare, drug development, biotechnology into the very foundations of how we understand human biology. Many widely used



drugs such as the beta adrenergic antagonists work by regulating the levels of cAMP in cells.

"When Sutherland and Rall discovered cAMP, they introduced to the world a new player in understanding cell regulation. cAMP is a second messenger in the process and before their discovery, the world didn't even know these second messengers existed," he said, adding that it took more than 20 years for another second messenger to be discovered, although many are known today.

"This discovery opened up a whole new field of research and understanding as people investigated cellular chemistry in a whole new way," said Garrison. "Ted broke the mold in how experiments were conducted as well."

"I brought brilliance, naïveté and downright stupidity to Sutherland's lab," Rall told the crowd, explaining that the techniques he used were considered unworkable by his contemporaries. He made the breakthrough in part because he did not consider conventional wisdom in designing his experiment. By breaking cells open –

something others would not try – he demonstrated cAMP's existence. "I'd studied mitochondria, and I figured if the complex functions of mitochondria could survive dispersal in isotonic sucrose, perhaps the complex mechanisms involved in hormone action could, too."

Rall's word to the wise in doing research? "It doesn't matter if you perform the 'right' experiment for the wrong reasons. The important thing is that you perform the experiment at all, and then keep an open mind when you look at the results. The observations are always 'true,' no matter what your preconceived notions are."

The luncheon also honored pharmacology graduate students. The 2005 Theodore Rall Award for best published paper went to Josh Francis who worked with Raghu Mirmira, M.D., associate professor in the department of medicine's division of endocrinology and metabolism with a joint appointment in pharmacology. Allison Berg won the 2006 award for her work with Professor of Pharmacology Douglas Bayliss, Ph.D.

L to R: 2005 Theodore Rall Award recipient and pharmacology graduate student Josh Francis; Pharmacology Professor Emeritus Theodore Rall, Ph.D., one of the team who discovered cAMP; Tammy Snow, program support technician senior; and Allison Berg, 2006 Theodore Rall Award winner.

UVa Children's Hospital Telethon

Airs on June 2 and 3

For two days next month, the University of Virginia Children's Hospital will become a makeshift television studio to give the entire Central Virginia community the opportunity to meet the extraordinary patients, families and staff. During the broadcast, generous businesses and individuals will donate the vital funds that make it possible for us to offer the best possible care for children and families.

This year, former UVa football stars Tiki and Ronde Barber will also make an appearance and issue a special challenge.

Show your support by tuning in to WVIR NBC-29 on June 2 and 3 or by joining your friends and coworkers at the Walk for Kids on June 2, hosted by Klöckner-Pentaplast.

For more information, visit www.uvachildrenshospital.org or call 924-8432.

[People & News]

The School of Medicine Employee of the Month for March is **Gary Mawyer** of the Department of Urology. Mawyer was praised for his versatility, effectiveness and dedication to the department and to the

School of Medicine. His editing skills are valued and his editing contributions to national publications "have served to enhance the national reputation of the Department

of Urology. "Gary is always friendly, open to suggestions, compliant to required needs and forward-thinking when it comes to practical application of proposed programs," wrote one nominator.

The Surgical Trauma Burn Intensive Care Unit (STBICU), Medical ICU (MICU) and Thoracic-Cardiovascular Postoperative ICU (TCV-PO) have become three of just 78 critical care units across the country to receive the Beacon Award for Critical Care excellence. This adseqw makes the University of Virginia Medical Center one of only a handful of hospitals in the United States with three or more Beacon-awarded ICUs.

The Department of Medicine's Hematology Oncology Division has launched a new website, "Microscopic Hematology" that provides representative digital images of normal and abnormal hematological cells: www.health-system.virginia.edu/microscopic-hematology. Professor of Medicine (Hematology) **Charles Hess, M.D.**, and Clinical Laboratory Scientist **Lindsey J. Garrison, B.A.**, created the website as a teaching tool for education and patient care. Phase 2 of website development will include description, pathobiology and differential diagnosis followed by classification of hematological disorders with cross reference to images.

UVa Medical Center and its buildings are designated as "smoke-free." Employees and visitors wanting to smoke must do so in designated smoking areas. Effective April 1, the UVa Medical Center smoking policy (No. 0005) was revised. Under the revisions, Security Officers and Medical Center management will issue a notice to any employee observed smoking in violation of policy and a copy of the violation notice will be sent to Medical Center Human Resources, which will notify the employee's immediate supervisor.

The University of Virginia School of Nursing ranked no. 19 in U.S. News & World Report "America's Best Graduate Schools 2008" rankings – seven spots above the last survey of graduate nursing programs in 2003. In addition to the overall ranking, two of the School of Nursing's Clinical Nurse Specialist programs were recognized among the nation's best: the Psychiatric/Mental Health program ranked no. 5 and the Adult/Medical-Surgical program ranked no. 6, the same positions each held in 2003.

On May 12, the University of Virginia Health System Department of Obstetrics and Gynecology and AlbermarleFamily.com will sponsor a health education "Mom Expo," a day to support mothers of young children. The free event lasts from 10 a.m. to 2 p.m. UVa experts will speak on how to teach children healthy eating habits; how to make easy, healthy family meals; and strategies that can help mothers in completing a degree or advancing their careers. Parking is free, there will be gifts for attendees, and vendors will fill the Link with offerings for moms. The University of Virginia Bookstore will have a sale featuring books on motherhood. Fifteen percent of booth fees will be donated to the Mom Care Project at UVa Medical Center, founded by AlbermarleFamily.com to support mothering education at the UVa Medical Center for mothers in need. For more information, contact Education Director Diane Sampson, M.A., LCCE, Women's Place, Department of Obstetrics and Gynecology, at 924-9920 or des4v@virginia.edu.

See "People & News" on page 8



In March, the University of Virginia Medical Center and Morrison Management Specialist launched the Signals for Health™ program in the Wahoo West cafeteria to encourage healthy food choices by patrons. Modeled on the Medical Center's Healthy Vending program, Signals for Health defines food choices by their calories, total and saturated fat and sodium content, and classifies them into red (eat sparingly or occasionally), yellow (eat moderately) and green (eat and enjoy). "Life expectancy is going down for the first time since the Civil War – largely due to obesity and the diseases it causes like diabetes," said Arthur Garson Jr., M.D., M.P.H., vice president and dean, UVa School of Medicine. "We hope that by presenting our employees and visitors with the nutritional information about the foods they eat, they will make healthier choices and start down the path to a healthier lifestyle." (See CNN video on KnowledgeLink.)

Celebrating Clinical Social Workers at UVa

Spirits were high when UVa Medical Center social workers gathered to honor the Outstanding Clinical Social Worker of the Year and the Outstanding Community Agency of the Year. These awards are presented by the Department of Social Work, which oversees a panel that reviews nominations and selects the finalists. A presentation by a team including Clinical Social Worker (Pediatric Hematology/Oncology) Elaine Finley, MSW, and Clinical Social Worker (MICU/STICU) Chris Popish, MSW, showcased every department member and where they work. The multimedia show – with rockin' music – also highlighted the values social workers bring to the Medical Center: integrity, personal respect, social justice and many others.

You may already know that the country is expected to experience a nursing shortage. According to the National Association of Social Workers, a shortage of social workers in healthcare services is also on the horizon.

In addition, more than half of all social workers are employed in healthcare settings, and of those, more than 60 percent are experiencing an increase in case-load size, paperwork and waiting lists for services. Social workers' responsibilities include: biopsychosocial assessments, patient and family counseling, discharge planning, community referrals, adoption coordination, crisis intervention and financial assessments.

"The medical and psychosocial complexity of the patients we care for is sometimes mind-boggling. Your compassion, creativity and endless ability to pull off the seemingly impossible is incredible," said Maggie Short, R.N., MSN, administrator, Nursing Operations & Development, Bed Coordination Center and Continuum Home Health, adding, "You are absolutely

integral to the Medical Center being able to meet its strategic goals."

The administrative assistants – Denise Dent, Reba Jones and Linda Lee – received gifts of recognition and appreciation from the clinical social workers with whom they work.

Professional Nursing Staff Organization (PNSO) officers and members presented Say Thanks And Recognize (STAR) pens and star-shaped pins to social workers in attendance. "You do so much. When we see you walk into a patient's room, we feel a sense of relief because we know that you will help provide care by providing answers to questions about housing, finances and transportation," said PNSO President Sharon Bragg. "This is just a small token and a thank-you for your excellent patient care."

The Community Agency of the Year Award went to the Community Children's Dental Center in Charlottesville, which provides full dental services, including sedation, to underserved children up to age 19 in a multicounty area. Executive Director Rebecca Weybright told her audience of social workers: "Getting this award from you means a lot because you understand. You know how hard it is to get dental care." The agency was selected based on criteria that included: promoting the social work values of compassion and client empowerment, serving a diverse population, excellence in client service and a clear commitment to responding to the needs of the economically disadvantaged client.



Phyllis Yensan, LCSW
Outstanding Clinical Social Worker of the Year

Nominations for Outstanding UVa Clinical Social Worker of the Year Award are invited from the entire UVa Health System, from Health Unit Coordinators to therapists, nurses, physicians and housekeepers. Criteria include: commitment and excellence in social work practice in healthcare, creative use of social work skills to maximize patient and/or program outcomes, outstanding teamwork skills, excellent interpersonal relationship skills, commitment to ongoing professional development of self and others, and the ability to develop and nurture community relationships for positive outcomes.

Phyllis Yensan, LCSW, was named Outstanding Clinical Social Worker of the Year. Yensan has served in acute-care settings since 1977, and with the abdominal transplant unit for 16 years. She is well aware of the complex biopsychosocial issues involving this population, and skillfully presents these issues to the caregiving team along with thoughtful, individualized recommendations. Her work has also included teaching the "Practice of Medicine" course for first-year medical students and mentoring UVa students studying medical ethics.

"Phyllis always identifies pertinent issues and shows a high standard of intervention and care," said Medical Director of Transplantation Timothy Pruett, M.D.

Yensan said, "I never feel like I don't work with some of the best – all of you in this room – and it makes me proud."

Celebrating Who We Are

Celebrate

Louise Norko, R.N., MSN, CPNP
Pediatric Nurse Practitioner
UVA Children's Hospital

As a specialist in pediatric endocrinology, Norko devotes much of her time to a team that educates children newly diagnosed with diabetes and their families about administering insulin and the lifestyle changes critical for long, healthy lives with the illness. She also works with children who have other endocrine problems such as congenital hypothyroidism and short stature. Her patients range from newborns to young adults and come from many parts of Virginia as well as West Virginia. She travels beyond the hospital to Kluge Children's Rehabilitation Center and to field clinics in Roanoke, Fredericksburg and Winchester. As a nurse practitioner, she can prescribe medication and has advanced training in pediatrics and physical assessment. "I love my job," she says. "Children have this inner energy source that keeps them going – I learn as much from them as they learn from me."



Louise



Frances

Frances Darnell, LPN
Family Practice Clinic

Frances Darnell has served the UVA Medical Center for 36 years, in orthopaedics, neurology and, for the last 11 years, in the Family Medicine Clinic in the Primary Care Center. LPNs provide skill and caring in their attention to the needs of our clinic patients. While inpatient units no longer have large LPN staffs, some clinics may have only one registered nurse, and patient care rests in the LPNs' skilled hands. Proficient in many skills, Darnell assists with minor surgeries (from vasectomies to mole removals), administers immunization injections, and handles the wide variety of conditions and maladies patients present when they come for primary care. Darnell has taken ownership of coordinating the Prothrombin Time/International Normalized Ratio (PT/INR) Clinic, where she performs a critical test to evaluate the blood's ability to clot properly, giving immediate results to help certain patients maintain medication dosages within a therapeutic range. "I enjoy taking care of patients one-to-one and I get to know them," says Darnell, who is a team leader. "I do a lot of OB patients and babies, and I've watched the babies grow up. It's extremely rewarding."

Heath Stout
Supply Control Coordinator
Inventory Control Department

Helping to keep the storeroom shelves stocked is Heath Stout's job. Stout began his career at the UVA Health System on the loading dock more than two years ago, progressed to Central Sterile and now orders supplies for the hospital storeroom. Much of the work is computerized, but Stout must still operate at breakneck speed, constantly on the phone. His work involves far more than simply placing orders – and coordinating substitutions when appropriate. He must also ensure that prices are correct, and that supplies have arrived and are available in the storeroom. He is also responsible for keeping track of what is on order and where stock levels are for the items under his purview. On a typical day, Stout places more than 50 orders and handles approximately 300 different supplies from multiple vendors. "This is a big job," says Stout, adding that he is just one member of a large department whose teamwork makes the UVA Health System's supply chain reliable and efficient. "Without us, the clinical people can't do their jobs – and we wouldn't have a job without them."



Heath

have included general internal medicine, the medical intensive care unit, neurology, cardiology, gastroenterology and the Emergency Department. "I love the people I work with every day and the patients I care for and learn from," she says. "Every day is very different and I'm always learning new things."

See "Celebrating" on page 12



Karen

Karen Hsu Blatman, M.D.
Co-President of UVA Health System
Housestaff Council

Karen Hsu Blatman is a second-year medical resident, one of more than 700 residents and fellows who help to staff the UVA Medical Center while learning from UVA's attending physicians. Residents are often the first doctors with whom patients come in contact. "I see myself as both a Medical Center employee and a student," she says. "We've learned that, as doctors, we're lifelong learners. The world of medicine is always evolving. We need to learn now how to adapt to an ever-changing medical future." Currently, Hsu Blatman spends about half her time in clinic, including acting as primary physician for her own patients; her hospital rotations

stays more comfortable – just part of his department's job – so he has lots of patient contact. Replacing a broken call bell, adjusting the color on a patient's TV and helping his department install new equipment are a few of the tasks that keep him busy from 4 p.m. to midnight. (Check out the flat-screen TVs and upgraded call bells in the new Short Stay Unit [SSU].) With another colleague, he handles 10 to 15 calls each night, along with other projects. What does Mawyer like best about his job? "I like to help people. When you work in a hospital it's a community job, a public job. Helping people, that's what it's all about," he says.

– or those in end-stage disease (5) when the goal becomes to avoid other complications by eliminating certain foods and limiting fluids. Because kidney disease is often the result of other chronic diseases or conditions such as diabetes and hypertension (high blood pressure), Obrero also finds herself challenged with managing diseases that cause the kidney disease. One of her favorite aspects of her job is the center's team approach, and Obrero works regularly with physicians, nurses, social workers, dialysis technicians and the patient. "I like working with the other disciplines," she says. "Our renal team here is phenomenal; you learn from them and work together to reach goals for the patient and the department as well."

Thessa Obrero, R.D., CSR
Renal Nutritionist
Kidney Center

Nutritionist Thessa Obrero is in her ninth year working with dialysis patients in the Medicine Department's Nephrology Division in the West Complex. "You see results, you're making a difference," she says of her days spent helping people with kidney disease manage their diets. Nutrition is critically important – whether for those in the early stages (1 through 3) when eating properly can impede the disease from progressing



Thessa

Joey Mawyer
Audio-Visual Technician, Clinical Engineering/
Biomedical Communications

Joey Mawyer gets recognized all the time by people who have been patients at the UVA Medical Center. Mawyer, who has been with the UVA Health System for 22 years, helps make patients'



Joey

People & News [continued]

On May 2, the UVa School of Nursing held its third annual conference of the Rural Health Care Research Center. The theme of the all-day conference was, "Improving Services, Access and Treatment for Rural Minority Families: Challenges and Opportunities."

University of Virginia School of Nursing Dean **Jeanette Lancaster, R.N., Ph.D., FAAN**, received the American Journal of Nursing 2006 Book of the Year Award for *Foundations of Nursing in the Community: Community-Oriented Practice*, 2nd edition, in the Community and Public Health category.

The UVa School of Medicine tied for no. 23 nationally in research in *U.S. News & World Report* rankings, up two places from last year, and tied for no. 38 in primary care. UVa is the only medical school in the Commonwealth in the top 50, and one of six schools in the mid-Atlantic to achieve the top 30 in the "research-intensive schools" category.

As part of the **UVa Department of Medicine's Centennial Celebration**, the Department is presenting its Centennial Medical Symposium on May 4 and 5. Sponsored by the Office of

of middle and high school students about the physical, social and cognitive changes that occur between the ages of 10 and 18. Sullivan will explain what is developmentally expected and appropriate at this stage on Tuesday, May 15, from noon to 1 p.m. in Dining Conference Room No. 1 in University Hospital.

The University of Virginia Travel Benefit Program is offering a trip to **Innsbruck, Austria, October 28 through November 4**. The fall trip, offered as a benefit to University staff, faculty, retirees and travelers' families and/or guests through University Human Resources, comes with a base price of \$999 per person based on double occupancy, plus a 10 percent service charge. Prices include round trip airfare, six nights accommodation at a first-class hotel, continental breakfast daily and all hotel and service charges. (Additional surcharges and taxes could exceed \$200.) For more information, contact Jackie Cooke at 924-4430, jmc8e@virginia.edu, or Joni Louque at 243-2205, jel4p@virginia.edu.

The Department of Medicine's Digestive Health Center of Excellence will be hosting Nobel Prizewinner and UVa School of Medicine Visiting Professor **Barry Marshall, M.D.**, for the 12th annual James C. Respass Lectureship in Gastroenterology & Hepatology. Marshall, who discovered that the *Helicobacter pylori* bacterium causes the peptic ulcer, was awarded the Nobel Prize in Physiology or Medicine in 2005. He served in Charlottesville on the UVa School of Medicine faculty from 1986 to 1996, then returned to his native Australia, where he serves as National Health and Medical Research Council McFarlane Burnett Fellow at the University of Western Australia. Marshall will be at UVa from May 13 to May 15 and give two lectures as well as medical grand rounds. Every year, a distinguished leader in the area of gastroenterology and hepatology is invited to address UVa faculty and trainees, honoring the memory of James Respass, M.D., who served the UVa Department of Medicine for nearly 40 years and was instrumental in developing the digestive program.



Virginia Gov. Tim Kaine visited the UVa School of Nursing in February to announce an approach to help address one key contributor to the nursing shortage: an inadequate supply of nursing faculty, which is causing a bottleneck in supplying the thousands of nurses needed across the country. Virginia will be providing nursing faculty salaries with an extra 10 percent pay increase state-

wide (in addition to the normal salary increase for state employees). With healthcare one of his top priorities, Kaine's announcements also included \$200,000 in state funding for nursing scholarships for master's degrees. According to UVa School of Nursing Dean Jeanette Lancaster, the nation's hospitals are facing a shortage of 115,000 registered nurses.

Match Day



Neonatal Intensive Care Unit (NICU) nurses are making ribbon blankies for infants six to 12 months old. Constructed of fleece with textured ribbon tabs at the edges, the ribbon blankies are designed to meet the developmental needs of babies in the tactile phase, and can be purchased in the Hospital Gift Shop. Proceeds go to the Helping Hands Fund, which was created by Neonatal Nurse Practitioner Susan Almarode, RNC, MSN, CNNP, to help support family-centered and developmental projects in the NICU. Funds will be used to purchase positioning aids for premature infants, books for parents to read to their sick infants, meal cards from the cafeteria for families; and provide activity days for NICU's young siblings.

Continuing Medical Education, UVa School of Medicine, the symposium will examine cutting-edge research, clinical best practices and issues that threaten the future of medicine. This two-day event will culminate in a Centennial Gala celebrating this landmark occasion.

To help parents of adolescents, the UVa Faculty and Employee Assistance Program will present **"The Agony and the Ecstasy of Adolescence: Understanding Your Adolescent,"** by UVa Teen Health Center Education, Advocacy and Outreach Coordinator **Mary Sullivan, M.Ed.** (Sullivan is also the mother of three teenagers.) This talk is intended to educate parents

Spotlight on Patient Safety

Throughout 2007, the UVa Medical Center is sponsoring an initiative designed to raise awareness among all staff, managers and physicians regarding their role in patient safety. Each month a different Joint Commission on Accreditation of Healthcare Organizations (JCAHO) National Patient Safety Goal (NPSG) will be highlighted, and areas and departments can nominate themselves or others to be recognized as Star Performers for their efforts related to that month's goal. And the winners – *so far* – are:

January, NPSG #13A – Patient and Family Involvement:

The Language Assistance Services Department.

In addition to providing interpreter services, the Language Assistance Services Department visits all newly admitted non-English-speaking patients and ensures that they are informed about how to actively participate in their care.

February, NPSG #2 – Hand-off-of-Care Communications:

The Emergency Department and the Surgical Admission Suite (SAS).

In the Emergency Department, residents implemented a new, standardized sign-out form that facilitated consistent communication among residents and interns. SAS nurses designed an initiative that facilitated consistent verbal hand-off from the

nursing unit staff. A report sheet was implemented to provide guidelines in obtaining patient information and treatment plans.

March, NPSG #8AB – Medication Reconciliation:

Winners To Be Announced

Throughout the year, National Patient Safety Goals to be highlighted will include medication safety, patient identification, fall prevention, noscomial infection and suicide risk. Information related to each of these goals will be distributed during the designated month.

For more information on Patient Safety or to nominate your area, go into KnowledgeLink and access the Patient Safety website.

Employee Engagement Survey

Your opportunity to speak up and make a difference!

One of the University of Virginia Medical Center's top goals is to be the most desirable place of employment for those who have dedicated their careers to clinical education – in other words, to be our region's employer of choice. Listening to employees is a critically important step in getting there.

Between May 21 and June 8, the Medical Center will conduct an employee engagement survey. This survey will be the first in what will be a regular series of employee engagement surveys conducted every 18 to 24 months. This anonymous, confidential survey will be administered by Morehead Associates, a national firm specializing in employee engagement survey administration.

You'll receive an invitation to participate in the survey this month – and your response is important

to the whole organization. Nobody understands your job better than you do. Results will be used by leadership to better understand where we are successful, and where opportunities exist to improve as an employer.

How does it work? Here's what you can expect:

- The survey will be administered May 21 to June 8.
- The survey will be available both online and on paper.
- Results will be shared with the organization in July. Managers will be expected to share their results with their teams, and to work together with employees to develop action plans.

The survey is 100 percent anonymous and confidential. The UVa Medical Center will use the following steps to insure confidentiality of the survey process:

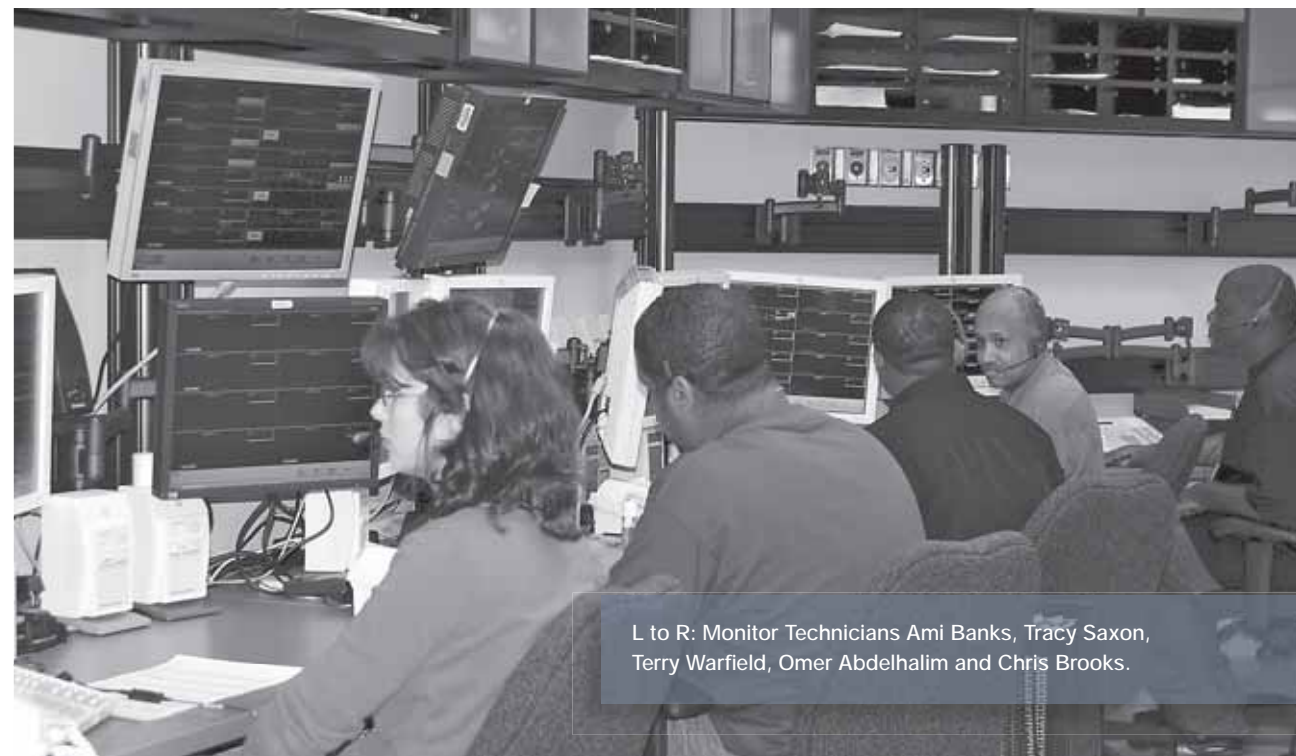
- An independent third party, Morehead Associates, will conduct the survey

- No names or Medical Center passwords will be required to take the survey.
- To protect anonymity, results from each manager's direct reports will be combined and averaged before being shared with managers. For managers whose departments have received fewer than five responses, results from multiple departments supervised by the manager above will be aggregated to ensure that individual respondents remain anonymous.
- Information identifying specific characteristics of respondents – like age, role, number of years at UVa – will be combined and reported only at the organizational level.

This is a new opportunity for the organization to learn from you. Please plan to respond thoughtfully, celebrating successes and providing insight on areas of improvement.



Visit KnowledgeLink for ongoing updates.



L to R: Monitor Technicians Ami Banks, Tracy Saxon, Terry Warfield, Omer Abdelhalim and Chris Brooks.

The Central Cardiac Monitoring Unit (CCMU) will be hosting an open house on May 7 from 10 a.m. to 2 p.m. in room 4238 behind the Critical Care Unit (CCU) on the fourth floor. The unit was founded in 2003 to address Joint Commission for Accreditation of Healthcare Organizations (JCAHO) Patient Safety Goal No. 6: improve the effectiveness of clinical alarms. The unit assists in recognizing arrhythmias. CCMU creates more telem-

etry beds throughout the hospital. For example, a general medicine patient can be placed in a general medicine unit with telemetry capability, making it possible for a patient with both cardiac and medicine issues to be cared for on the same unit. From one monitor technician on 4 East responsible for 25 beds, the program has expanded to 16 techs monitoring 11 UVa Medical Center units, and is projected to watch 550,000 hours of telemetry in fiscal

year 2007. The central monitoring concept is new, with most hospital units created within the past five years, says Medical Center Supervisor of the Central Cardiac Monitoring Unit Lauren Seay, who teaches and increases competencies to both new nurses and veteran nurses. "CCMU has been a need in the healthcare industry. We're on the cutting edge and we're one of the best," she says.

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.

Severe PMS study
Women ages 18 to 49 needed for study of an investigational medication for symptoms of severe PMS, also known as premenstrual dysphoric disorder. Symptoms may include depression, irritability, angry outbursts or changes in sleep or appetite. Study-related tests and study medication or placebo are provided at no charge to qualified subjects. Compensation provided. HIC #11969. UVa Center for Psychiatric Clinical Research, Louise Moore, R.N., 243-4631, lam6h@virginia.edu

Pravachol For Patients With Active Crohn's Disease
Volunteers ages 18 to 65 are needed for a study investigating Pravachol as treatment for Crohn's disease. Participants will take Pravachol, one pill per day, for a total of six weeks. Study-related tests and drugs are provided at no charge. Compensation is up to \$60. Principal Investigator: Brian Behm, M.D. IRB-HSR #11453. Medicine/Digestive Health, Meredith Gross, M.S., 924-2743, mpg8b@virginia.edu.

The Progress Study (Hoffmann-La Roche Inc.)
For Individuals with Chronic Hepatitis C Infection, Genotype 1 and a Body Weight of 187 pounds or higher. Men and women ages 18 years or older are needed for a study investigating higher doses of Pegasys and Copegus in treating Chronic Hepatitis C Infection. Participants should not have been on treatment for HCV before. Study-related tests and drugs are provided at no charge. Principal Investigator: Carl Berg, M.D. IRB-HSR #12758. Digestive Health Center of Excellence (Hepatology), Bess Tarkington, R.N., 982-0871, eht9y@virginia.edu.

Study of Antidepressants in Parkinson's Disease (SAD-PD)
Men and women 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.



Effectiveness of Acupuncture for Infrequent Periods
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.

Adolescent Adrenal Hormone Study
Normal weight and overweight adolescents between ages seven and 17 are needed for a study examining the role the adrenal gland plays in pubertal hormone changes. Volunteers will come to the General Clinical Research Center for a physical exam and screening blood tests, followed later by one overnight stay for sampling of hormones. Single doses of two study medications are given. Parental permission is required. Study-related tests and drugs are provided at no charge. Volunteers will receive a \$100 Visa gift card. Principal Investigator: John C. Marshall, M.D., Ph.D. IRB-HSR #12702. Center for Research in Reproduction, Kristin Helm M.D., or Carrie Cutchins M.S., 243-6911 or pcos@virginia.edu.

Understanding Obesity Study
Healthy, nonsmoking men and women ages 60 years and older are needed for a clinical research study to learn more about aging, appetite, obesity and diabetes. Participants will receive a physical exam and blood tests. Two overnight admissions to the General Clinical Research Center over four weeks are required. Compensation is \$150 at completion of the study. Principal investigator: Ralf Nass, M.D. IRB-HSR# 12223. Department of Medicine, Division of Endocrinology. Contact: Mary Oliveri, 243-5736, mc7m@virginia.edu.

ADHD Young Adult Driving Study
If you have ADHD, are between the ages of 18 and 25, are not routinely taking ADHD medication and have had a vehicular accident or received a ticket in the past two years, then you may qualify for a six-month study being conducted at UVa Health System. The study is evaluating the benefits of medication on driving safety. Compensation is \$600. IRB #12189. For further information, call 924-0481 or e-mail mtd5m@virginia.edu.

Go to KnowledgeLink for more clinical trials.

Celebrating *Continued from page 7*



■ Berta A. Storey, P.T.

Clinician III Physical Therapist
UVa Children's Hospital - Kluge Children's
Rehabilitation Center

For Berta Storey, the focus is on the family. She is an inpatient physical therapist at the Kluge Children's Rehabilitation Center, where family-centered care is undertaken by multidisciplinary teams who consider children and their families part of the treatment team. Storey works with patients whose challenges were present at birth and those who have sustained serious injuries or experience diseases such as cancer. "It's a very diverse patient mix and we seem to see more and more challenging and complex patients," says the 18-year UVa Health System veteran. "Children are surviving more tragic accidents and serious illnesses at a higher rate than they did before." Storey generally works with larger muscle groups, developing strength, flexibility, balance and coordination, working with patients to stand and walk again or to use a means of mobility such as a wheelchair. She gets to know her patients well; their stays can sometimes last months. "There's always something new to learn in my job, and, of course, it's rewarding to see patients improve," she says, adding that she often stays in touch with former patients, sometimes because they return to support patients with their recovery stories. Most are regularly seen by Kluge's outpatient clinic and they also visit her, too. "It's wonder-

ful to see the continued progress and swap stories and get some hugs," she says. "I prefer inpatient rehab because you really get to know the child and their family."

■ Dea Mahanes, R.N., MSN

Advanced Practice Nurse 1 (APN 1)
Nerancy Neuro Intensive Care Unit (NNICU)

"When I stop learning something new every day, I'll leave Neuro," says Dea Mahanes, who is passionate about her work as an APN 1 in the NNICU, where she works with patients who have experienced brain and spinal cord injuries due to sudden accidents, strokes or other events. As an APN 1, she has a master's degree in nursing and focuses on facilitating patient care, patient and family education and counseling, and mentoring NNICU nursing staff. APNs, she explains, concentrate on specific patient populations, apply evidence-based research and study outcomes. As a clinical nurse specialist, she specializes in neurological and critical care, and holds certifications in those areas as well. Many patients who arrive in the NNICU are young and have suffered sudden brain or spinal cord injuries, often with devastating results. But those challenges can be gratifying for those in the NNICU who work to turn around seemingly hopeless situations and see patients return to active lives. "With the aggressive use of cutting edge therapies and evidence-based practice, we have seen that outcomes can far exceed anticipated results," she says.



the **LINK** newsletter

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/internet/link. ©2006 by the Rector and Visitors of University of Virginia.

Editor: Sally Ruth Bourrie Art Director: Diane Butler Contributors: Erin McElwain, UVa Health System Development Office Photography: Jackson Smith, Health System Media Services

UNIVERSITY
of VIRGINIA
HEALTH SYSTEM

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

434-924-5875

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