Leading the Care Zones effort are (from left) Jason Walsh, MBA, RN; Amit Vagarali, MS; and Mark Moseley, MD.

Creating an optimal patient experience can also improve the efficiency and effectiveness of the care we provide at Ohio State's Wexner Medical Center. We are changing what it means to be a value-driven academic medical center by focusing on innovation. This is our Create the Future Now strategy.

Our new James Cancer Hospital and Solove Research Institute and Critical Care Center will bring great things to our Medical Center. But construction can create growing pains for everyone. Our Emergency Department (ED) at University Hospital is an area that has been affected by the construction. The ED lost a break room for staff and nine beds even as patient volumes continue to increase. When the new hospital is completed, the Emergency Department will double in size. Until then, the faculty and staff have a confined area to care for our patients.

Instead of lamenting about the current situation, the ED Operations Council — one of the first councils created — used this change as an opportunity to improve a process, says Jason Walsh, MBA, RN, director of Nursing for the ED and Clinical Decision Unit. Patients in the Emergency Department are currently assigned to nursing staff working in close proximity to each other. But physician assignments can be spread from one end of the ED to the other.

"I may see patients that are hundreds of yards apart, and I would work with different nursing teams, " explains Mark Moseley, MD, who is the assistant chief operating officer of the OSU Health System and the ED medical director. "It might be good for fitness, but it's pretty inefficient for care."

The ED Operations Council, which includes hundreds of staff members, developed a plan to make their workplace more efficient and more effective. They borrowed a national model of Care Zones to reorganize the Emergency Department. Since late March, ED rooms have been renumbered and divided into three zones — Scarlet (critically ill), Gray (moderately ill) and Buckeye (urgent care).

"We're trying to manage our workplace better and make it more efficient," says Moseley. "I know I'm responsible for 10 rooms. Those patients are mine and I can stay focused. They're clustered by acuity."

Part of the revamping included moving 16 beds of the Clinical Decision Unit to the 7th floor of Rhodes Hall South. The Scarlet zone has 19 beds, including the 3 corrections and 2 trauma rooms; the Gray zone has 21 beds; and the Buckeye zone has 11 beds. The Buckeye zone will be open daily from 11 a.m. to 11 p.m. Staffing is assigned to each zone based on the day and the time of day.

This reconfiguration allows one care team to concentrate on one group of patients. It also prevents patients who might have moved from one area to another, from having to repeat their health concerns to different providers. This design also reduces wait times so patients can be seen quicker, which improves satisfaction scores.

An important aspect of the Care Zone plan is to have patients assigned to the appropriate zone for their entire length of stay. It's imperative that the nursing staff work closely with the physician staff to place patients in the correct care zones.

The idea to reconfigure the ED came out of a faculty and staff retreat in January. It grew from a multidisciplinary collaboration involving Pharmacy, Case Management, Social Work, Radiology and Patient Registration. This is an example of valuable teamwork and engagement among staff at all levels that can really create effective change in a short period of time. The plan came to fruition through collaboration with Amit Vagarali, MS, who is the senior process engineer in the Department of Management, Engineering and Process Improvement.

"By losing those beds (during construction) we thought, 'What is the core of the department?' and it's getting them back to the core teams," Vagarali says. Even as the Emergency Department grows through construction from 60 beds to 90 beds, the Care Zone concept of a smaller, cozier area will make the patient experience less chaotic.

"This is more personalized, more efficient, cuts down on the wait time and improves our care," Moseley says.

Because change is constant in health care, this ED redesign is a living, working model that can be improved over time. Our Emergency Department Operations Council is working at a grassroots level to improve our efficiency and effectiveness, reduce patient wait times and increase patient satisfaction scores. This teamwork across our Medical Center is our Create the Future Now strategy.

Learn more about Create the Future Now at medicalcenter.osu.edu.
UH East expands heart services

Ohio State’s University Hospital East recently expanded its services for people brought to that hospital experiencing one of the most severe forms of heart attack, termed a STEMI (an acronym for ST segment elevation myocardial infarction). During a STEMI, the artery supplying oxygenated blood to the heart muscle may become so completely blocked by a blood clot that almost all of the heart muscle begins to die. Action must be taken quickly to restore blood flow to avoid death or severe heart damage.

University Hospital East, which is now a STEMI receiving center, is fully prepared to accept patients with these severe heart attack symptoms and to provide appropriate diagnosis and treatment in the quickened time frame most beneficial to the patient. When a person exhibiting severe heart attack symptoms comes to the UH East Emergency Department or is transported there by an Emergency Medical Services team, a “STEMI Alert” is called. The patient is immediately taken to one of UH East’s two recently renovated cardiac catheterization labs. Within each lab is the most advanced technology available for comprehensive heart care.

Staffing those labs is a team of Ohio State heart experts — Cardiovascular Medicine physicians, nurses and technicians — who can diagnose the patient’s condition and deliver the needed care. This care may include cardiac catheterization and electrophysiology procedures, including heart rhythm studies, device implants (pacemakers or cardioverter defibrillators, for example) or other interventional procedures. As the patient is being cared for, family and friends have the comfort of following an electronic monitoring system for updates about their loved one from a spacious and comfortable waiting area. Consultation rooms allow physicians and families privacy for post-procedure follow-up.

As a STEMI receiving center, UH East now offers expanded services for heart attack patients.

Statewide screening has life-saving potential

Eileen Scahill | The Ohio State University Wexner Medical Center

Ohio State has launched a statewide initiative to screen newly diagnosed colorectal cancer patients and their biological relatives for Lynch Syndrome, the most common form of inherited colorectal, ovarian and uterine cancer. It is estimated that the Ohio Colorectal Cancer Prevention Initiative will save nearly 1,000 years of life among Ohioans.

The effort — made possible through money raised by the annual bicycling event Pelotonia — will identify family members who may be at risk of developing these cancers so they can take precautionary measures. Ohio State’s Comprehensive Cancer Center – Arthur G. James Cancer Hospital and Richard J. Solove Institute (OSUCCC – James) is spearheading this initiative.

Heather Hampel, associate director of the Division of Human Genetics at the OSUCCC – James, says that about 3 percent of colorectal cancer cases result from Lynch Syndrome, which is characterized by inherited mutations in one of four genes for DNA-repair proteins. Each colorectal cancer patient with Lynch Syndrome has, on average, three relatives with the syndrome, heightening their risk for colorectal cancer.

Based in large part on research conducted at the OSUCCC – James from 1999-2008, the Centers for Disease Control and Prevention’s Evaluation of Genomic Applications in Practice and Prevention working group recommends that all newly diagnosed colorectal cancer patients be screened for Lynch Syndrome. The OSUCCC – James has done this since 2006 to help reduce morbidity and mortality in colorectal cancer patients and their at-risk relatives, who can also benefit from increased surveillance methods if they too are found to have Lynch Syndrome.

The Ohio Colorectal Cancer Prevention Initiative includes 42 hospitals throughout Ohio that will implement the Lynch Syndrome screening program at their institutions. Screening staff will advise patients and their physicians of the results, offer genetic counseling and make high-risk cancer surveillance recommendations to patients and family members found to have Lynch Syndrome.

“If you find people with Lynch Syndrome before they develop cancer, you have the potential to really save lives,” Hampel says. “Lynch Syndrome patients can take precautionary measures by having colonoscopies earlier and more frequently, starting at age 20 to 25 and performed every one to two years so precancerous polyps can be detected and removed, or so that cancer can be detected in an early stage when it is more treatable.”

To prevent ovarian and uterine cancers, she adds, women with Lynch Syndrome may choose to have a hysterectomy including removal of their ovaries once they are finished having children.

An estimated 600,000 to 1 million people nationwide are projected to have Lynch Syndrome, however less than 10 percent are currently diagnosed. On average, almost 6,300 Ohioans are diagnosed each year with colorectal cancer. Each year in Ohio, about 1,170 women are projected to be diagnosed with endometrial cancer. Three to five percent of individuals with colorectal and/or endometrial cancer are projected to have Lynch Syndrome.

“Knowledge is power,” says Hampel. “By routinely testing patients across the state for Lynch Syndrome, we can save lives, and help to create a cancer-free world.”

Pelotonia is the annual cycling event with One Goal — to End Cancer. Money raised through Pelotonia funds cancer research at Ohio State’s Comprehensive Cancer Center – James Cancer Hospital and Solove Research Institute. This year’s event occurs Aug. 9-11, with rides of 25 to 180 miles. Learn more about how you can participate in Pelotonia at pelotonia.org.
Believe in Ohio State: The Unverferth House

As an Ohio State quarterback and an Ohio State cardiologist, Don Unverferth, MD, understood the importance of having a game plan. Each year, families of hundreds of Ohio State patients rely on Unverferth House, named in his honor, to be part of their treatment game plan.

The Unverferth House, 190 King Ave., is called the "Home with Heart." It provides a welcome and safe haven for more than 200 families annually who travel to support loved ones treated at Ohio State’s Wexner Medical Center. The Unverferth House offers eight fully furnished apartments, provided free of charge. Families may stay in the house while their loved one is treated, or the patient and family may stay during extended care. The average length of stay at Unverferth House is 17 days, although last year’s stays ranged from one night to 274 nights.

Ninety percent of the families served have a loved one who is being treated at Ohio State’s Ross Heart Hospital. These patients may be undergoing a heart transplant or open heart surgery. However, the House also serves families of patients cared for in intensive care units, The James and Dodd Hall.

This note from a grateful visitor helps explain the meaning of Unverferth House: "After 30 days in my husband’s hospital room, I did not think I could stay another day. Once I got to Unverferth House, I was able to sleep for 17 hours straight. It helped to clear my mind. This house is not only a respite for me but for my 83-year-old mother and father, where we can energize for my husband."

The Campus Campaign Connection:

Families are helped at the Unverferth House in their time of need because of the generosity of those who donate to the Unverferth House Patient and Family Assistance Fund (#309758). This fund supports the operating budget for the house and helps pay for major repairs, replacements and other necessities. Most recently, this fund supported a new roof, parking lot repairs, website maintenance, three new air conditioners and a furnace.

Campus Campaign donations are crucial to the survival of Unverferth House and many other initiatives that improve people’s lives every day. Learn more about Unverferth House at unverferthouse.org.

Medical Center faculty and staff can visit OneSource to learn more about how they can contribute through Campus Campaign 2013 to university and Wexner Medical Center initiatives.

Dear Medical Center Faculty and Staff,

Our Campus Campaign 2013 continues through April 30. Campus Campaign gives us another opportunity to make a difference in people’s lives and to show that “we believe in Ohio State” by supporting a University fund that has special meaning for us.

Whether your gift supports a researcher discovering a new cure or therapy, scholarships for students, a fund to help your co-workers in times of hardship, your contribution will make a difference. No gift is too small – it’s your participation that matters most.

How can you participate in Campus Campaign?

• Complete and return the giving packet you received.
• Visit OneSource for information about how to donate. If you’d like to give to a Medical Center initiative, you’ll find a list of featured funds.
• Contact the Campus Campaign office at 292-3065 or email ccampaign@osu.edu.

Worth Repeating

Accomplishments and advancements from Ohio State’s Wexner Medical Center to share with family and friends:

Byrd honored for clinical cancer research
John Byrd, MD, a nationally renowned leukemia specialist and researcher, recently received the Emil J. Freireich Award for clinical cancer research. This award is given to candidates 55 and younger who have made outstanding contributions to clinical research. Byrd, director of Ohio State’s Hematologic Malignancy Program and member of the Experimental Therapeutics Program, was selected from a broad range of candidates within the areas of clinical research in hematology and solid tumors. The award is presented annually during the MD Anderson-sponsored Foundations of Clinical Cancer Research event.

Stillion elected transplant board officer
Laura Stillion, MHA, FACHE, director of Transplant Services for Ohio State’s Comprehensive Transplant Center, has been elected treasurer of the board of directors and the Executive Committee of the United Network for Organ Sharing (UNOS). The UNOS board of directors also serves as the Organ Procurement and Transplantation Network (OPTN) board of directors. Stillion is Medical Advisory Board chair for Lifeline of Ohio. UNOS is the private, non-profit organization that manages the nation’s organ transplant system under contract with the federal government. The OPTN maintains the only national patient waiting list.

Page honored by AOTF
Stephen Page, PhD, OTR/L, FAHA, Occupational Therapy, has been selected to the American Occupational Therapy Foundation (AOTF) Academy of Research. The Academy was established to recognize individuals who have made significant contributions to the field. To date, only 55 scientists have been invited to join.

Respiratory Therapy lauded for excellence
Our Medical Center’s Respiratory Therapy Department has been awarded the first-ever Center of Excellence in Respiratory Care award. The Ohio Society for Respiratory Care developed this award to honor respiratory therapy departments that have achieved exceptional standards of practice and are committed to enhancing the art and science of respiratory care.

Axelson joins OSU Harding Behavioral Health
David Axelson, MD, has been appointed chief of Child and Adolescent Psychiatry for OSU Harding Behavioral Health, effective mid-summer and pending approval by the OSU Board of Trustees. He will hold a similar position at Nationwide Children’s Hospital. He earned his medical degree from Duke University. Axelson then completed a combined General/Child and Adolescent Psychiatry residency and a National Institute of Mental Health Clinical Research Fellowship in Child Psychiatry at the University of Pittsburgh School of Medicine and Western Psychiatric Institute and Clinic, where he was the Joaquim Puig-Antich Scholar in Child Psychiatric Research.

April 25: ‘Unforgettable’ evening with Natalie Cole
Tickets are now on sale for Grammy Award-winning singer, actress and author Natalie Cole’s performance at 7:30 p.m. on April 25 at the Wexner Center for the Arts. This “Unforgettable” event benefits Ohio State’s Harding Behavioral Health STAR (Stress, Trauma, and Resilience) Program and the Wexner Center for the Arts. Ticket prices begin at $25. Sponsorship packages are available. For more information, contact Holly.Kastan@osumc.edu or 292-5191, or crosenthall@wexarts.org or 292-3096.

April 26: James Scientific Meeting
Learn about the latest in genomics research at Ohio State and other leading cancer institutions at the OSUCCC – James 15th annual Scientific Meeting set for April 26 at the Ohio Union. The meeting features experts from Ohio State as well as institutions such as MD Anderson Cancer Center, Massachusetts General Hospital and the University of Minnesota, who will address basic, clinical, prevention and ethics topics relating to genomics.

April 27: University Hospital East Community Day
Plan to attend University Hospital East Community Day from 9 a.m. to 2 p.m. on April 27 at OSU CarePoint East. Community Day is the Medical Center’s largest community benefit project providing a variety of free screenings and health information to hundreds of participants. Clinical and nonclinical volunteers are needed throughout the day. If you are interested in volunteering, contact Dorian.Harriston@osumc.edu.

Learn more good news about Ohio State’s Wexner Medical Center so that you can share our advancements and accomplishments with friends and family in person or through social media by visiting the News and Media Room at medicalcenter.osu.edu.
Insight on Campus

April 18, 2013

Kathi Kemper, MD, MPH
Director of Ohio State’s Center for Integrative Health and Wellness
Came to Ohio State from Wake Forest

Dr. Kathi Kemper is a nationally recognized expert in integrative medicine whose work as director of Ohio State’s new Center for Integrative Health and Wellness is changing lives throughout central Ohio. Like Dr. Kemper, THE WORLD’S BEST AND BRIGHTEST PHYSICIANS AND RESEARCHERS ARE COMING TO OHIO STATE to create the future of medicine.

What attracted me to Ohio State? I am strongly attracted to Ohio State’s culture of personalized medicine, health and wellness, and collaboration across the entire campus. These elements are the foundation of integrative medicine, and Ohio State is poised to become one of the country’s top integrative medicine programs. It’s an exciting opportunity!

How am I advancing personalized health care at Ohio State? I work with colleagues across Ohio State’s campus to optimize the evidence-based care we provide at our Integrative Medicine clinic, deliver integrative care to every patient care setting at Ohio State, teach healthcare professionals and teams to deliver personalized integrative care, and promote integrative medicine research that improves people’s lives.

But for Ohio State... We would not have one of the country’s premiere integrative health and wellness programs right here in Ohio, with acupuncture, Ayurveda, chiropractic, functional medicine, integrative medicine, mind-body medicine, nutrition, and yoga in one convenient location. Ohio State’s patients already receive the region’s best care. Now, we are making that care even better by bringing integrative care services to every person touched by Ohio State.

Over the next decade, OHIO STATE PLANS TO ATTRACT 500 WORLD-CLASS FACULTY LEADERS WHO WILL PROPEL DISCOVERY in the fields of health and wellness, energy and environment, and food production and security. Through this effort, Ohio State will truly lead the way in finding solutions to the technological, social and environmental stresses faced by our community and our world.

Kathi Kemper, MD, MPH
Director of Ohio State’s Center for Integrative Health and Wellness
Came to Ohio State from Wake Forest

go.osu.edu/kemper