Diagnostic Transportation: Going the extra mile

When Shelly Martin took the lead of the Diagnostic Transportation team in 2012, one of her early acts seemed like a scene from a television show — Undercover Boss. Martin had already talked with the 80-plus staff members who are responsible for transporting patients within main campus hospitals. Staff focus groups had been held to highlight areas of strength and to identify areas of concern or that needed improvement. Martin quickly realized what her predecessor Georgia Dragon had recognized — staff were dedicated to the Medical Center and their patient service roles. However, there was room for improvement and innovation.

There was an opportunity to Create the Future Now. That's when Martin decided to go "undercover." She joined the ranks of her Transportation team, greeting patients at the hospital door and taking patients from their beds to testing and back. The "undercover" work paid off by adding a layer of understanding that comes only with experience. Staff were right when they voiced concerns about respect and recognizing the value of each person's contribution to our patient care mission. The Transportation team began working on issues of respect from multiple angles, including within. The process is evolving, but so are the results, which continue to be positive for team members, other staff and, most certainly, our patients.

"When staff feel valued and respected, they reflect that in the care they give. It's important for each of us to look past the stereotype to see the person in front of us," explains Martin, a 15-year Ohio State veteran. Martin, who teaches Diversity programs for staff orientation, previously worked for seven years in Nursing Education.

While Transportation team members may not make a diagnosis or administer a treatment, they are the lifeblood of our Medical Center. Transporters come in contact with almost every inpatient cared for in our hospitals. They ensure that patients arrive safely and on time for a test or procedure. Transporters have the ability to positively impact how patients feel about and respond to the care they receive, which can ultimately contribute to their health.

Personal, Technical Advances

A self-admitted "people person," Martin restructured Diagnostic Transportation so that there is greater one-on-one supervision and interaction among staff. While that improved intra-department communication, the switch from a pager-based to a phone-based system provided a technical upgrade that markedly improved communication with other Medical Center units.

"Using pagers meant an automatic five-minute delay while the page was sent and answered. With the phones, our team members can notify an area that they are on their way or if there's a delay. The receiving staff can be ready for the patient, rather than anxiously awaiting a patient or moving on to another task when unsure of an arrival time," Martin explains.

Martin says of this communications improvement and reduction in delays: "Staff are happy. Our transportation team members are happy because they have the tools to do their jobs well. And, of course, the patients are happy because they are being cared for in a timely, professional manner."

Part of the Team

Along with improved communications and greater respect, the Transportation team has also aligned itself more strongly with our Medical Center goals, including greater efficiency and effectiveness. Overtime hours have been reduced in order to help our Medical Center meet its financial goals and responsibilities.

The Transportation team is also ensuring that team members are recognized and rewarded for performance excellence. For example, the team's break room will be upgraded. Walls nearby will display portraits of Transportation staff at work and notes of appreciation from patients and other staff. Diagnostic Transportation is working on a website, so that additional information, recognition and images can be shared.

The motto of Diagnostic Transportation is "We go the extra mile." As a team, Transportation looks to the future and where that "extra mile" will lead. Team leaders are exploring "patient only" elevators to increase patient comfort and improve satisfaction. The team is investigating initiatives that will provide better wheelchair accessibility, cleanliness and care.

Martin says Diagnostic Transportation is also helping "create the future" through the training and mentorship of its staff. More than half of the staff are students. For many, their Medical Center work and education are laying the groundwork for careers in health care and increasing responsibilities as leaders.

"We teach, we coach and we mentor. We go the extra mile for our staff and our patients," Martin adds.
The Service Board of Ohio State’s Wexner Medical Center has demonstrated once again its commitment to supporting our staff and to ensuring that Ohio State patients and visitors have the best experience possible. The Service Board awarded 38 grants this month for staff-suggested initiatives. In dollars, the grants are worth more than $64,000. However, for patients and families the value is even greater - offering much-needed support as they journey toward improved health.

This project listing by area is testament to the generosity of Service Board members who have worked to raise funds through jewelry and book sales, football parking and other activities. It also demonstrates the creativity, practicality and caring of staff who have found simple, relatively inexpensive ways to improve the care we provide and the health of our patients.

- **Blood and Marrow Transplantation** – Support for reunion and networking, Cyndi Kirkendall
- **Breast Imaging** – Electronic tablets for patients during long stays, Cindy Miller
- **Burn Survivor Camp** – Registration and equipment support, Becky Coffey
- **CarePoint East** – Digital camera for physical therapy use, Laurie Bell; Folders for patient education materials, Jennifer Belu; Blood pressure cuffs for low-income patients with hypertension, Allison Macerollo and Mary Elswick; iPad for use in diabetes education, Elizabeth Snyder; Two iPads for education using interactive 3D modeling, Susan Frederick
- **Comprehensive Transplant Center** – Pillows for post-op patients, Jack Williams and Kristen Hill
- **Comprehensive Wound Center** – Books on tape for hyperbaric patients, Kim Pence
- **EMG Laboratory** – Patient education models/posters, Page Callentine
- **Family Medicine** – Transportation assistance for low income and physically disabled patients to keep appointments, Barbara Goedde; Food models and booklets for diabetes education, Emily Vrontos
- **Harding (Child & Adolescent)** – Clothing, toys, games, educational items, incentives, Marybeth McDonald, Nancy Corson, Bijana Heipp, Sarah Michelle Moore
- **Harding (Adult)** – iPad for education and lamination machine, Michelle Reynolds
- **JamesCare East** – Monthly support group lunch, Kelly Callahan
- **Lung Volume Reduction Surgery Program** – Patient lodging and travel support, Mahasti Rittinger
- **Maternal Fetal Medicine** – Crackers/juice for moms with gestational diabetes during long wait times, Jill Sanner
- **Nisonger Center Clinical Services** – Toys for client use, Sherry Feinstein
- **OB/GYN Clinic** – Monthly nutrition and education program for pregnant women in substance-abuse recovery, Maryann Hess
- **Rardin Family Practice** – Diabetes testing supplies, Amy Heid; Bags to help patients with medication adherence, Becky Wilkins
- **Ross Invasive/Prep and Recovery** – Aromatherapy, Mariah Edington
- **Ross 6** – IV poles to permit greater movement, Amber Davis and Peggy Ripley; Scales and blood pressure cuffs for heart failure self-management, Maghee Disch
- **Social Work** – Infant car seats for those who can’t afford seats, Elizabeth Parlet
- **Talbot Hall** – DVDs for patient unit, Linda Granville
- **University Hospital East High-Risk Prematurity Unit** – Safe Sleep Pak-N-Plays, sheets and sleep sacks for the infant mortality reduction initiative, Tammy Johnson
- **University Hospital Volunteers** – Books, crayons and cards for family waiting areas, Donna Thimdit

Since 1985, the Service Board of Ohio State’s Wexner Medical Center has worked tirelessly to support medical research and education and to enhance the patient care experience. Today, more than 250 Service Board members offer positive support to our patients through numerous volunteer and fundraising activities. More than $1 million has been donated through the years to help our patients and families. Service Board members also lead or assist with activities such as Community Day, Burn Unit golf outing, Rhodes Hall Plaza lighting, Breakfast with Santa, and holiday stockings for newborns.

If you would like to support the work of the Service Board, please consider becoming a member. A membership form is available at medicalcenter.osu.edu, search Service Board.

Service Board offers positive support
Insight onCampus

May 16, 2013

15

Ohio State faculty and staff can help ensure that Wexner Medical Center patients have the best hospital experience possible by participating in the Patient and Family Advisors program. This program is open to former Ohio State patients and their family caregivers.

“The advisors’ roles are as varied as their backgrounds, interests, skills and experiences. The common thread is that they all have a desire to help Ohio State improve the patient experience,” explains Sharon Cross, LiSW, who heads the program.

Advisors may participate in discussions with staff, speak about their experiences at new employee orientation, review policy updates or educational materials, talk with staff or clinical students, or serve on focus groups. Some advisors may actively take part three-to-four hours a week, while others may be available only an hour a month.

“If someone had a wonderful experience at our Medical Center, we’d love to learn more about that and grow it in other areas. If someone had an experience that wasn’t as favorable, we’d like to know about that, too, so we can change and improve the care provided to others,” she explains.

Advisors enroll in the Medical Center’s volunteer program to learn more about our Medical Center and its operations and policies. They will be matched to a Medical Center area by interests, skills and the amount of time they can commit. Advisors can also apply to become members of an Advisory Council. Begun in 2006 at the James Cancer Hospital, Advisory Councils serve several areas: Medical Center (systemwide), The James, Women and Infants, OSU Harding Behavioral, Sickle Cell care and Primary Care locations.

Since 2006, the number of advisors has increased tenfold. Cross believes the ranks of advisors are growing because many former patients and caregivers enjoy the reward that comes from making a positive difference in the care of others. They also enjoy the perks of Medical Center volunteers, including the sense of camaraderie and being part of one of the nation’s top academic medical centers.

If you would like more information about the Advisors Program at Ohio State’s Wexner Medical Center, call 293-0526 or contact patientadvisors@osumc.edu. The next general information session will be held June 11.

Advisors share experiences to help others

Ginny Halloran | The Ohio State University Wexner Medical Center

Great Advisors:

· Share their personal experiences
· Are open to diverse discussions
· Provide constructive suggestions and feedback
· Understand that what may seem like a small step can have a giant impact on the larger patient and family experience
· Enjoy collaborating with staff in a nationally recognized academic medical center environment
· Are passionate about improving the quality of care for all people

Enhancing education at University Hospital East

University Hospital East’s Education Center opened recently in Suite 1601 of UH East’s Tower building. The new area features meeting rooms, a conference center, computer work stations, a TV lounge and sleeping areas for residents and medical students. In addition to its contributions to our Medical Center’s research and care mission areas, UH East play an important role in education and training of healthcare practitioners. For more information about the Education Center, contact Krista Maxey at 257-5630 or Krista.Maxey@osumc.edu.
Worth Repeating

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

‘Journey to Innovation’ honored

‘Journey to Innovation,’ a video series celebrating diversity at Ohio State’s Wexner Medical Center, received a PRism Award from the Central Ohio Chapter of the Public Relations Society of America on April 23. Profiles from the series were printed during the past year in Insight. The series, which won the Internal Video Program award, follows the journeys and accomplishments of 12 foreign-born Ohio State physicians. The video series was made possible by a grant from Ohio State’s Medical Alumni Society; Ismail Nabeel, MBBS, MPH; the Wexner Medical Center Diversity Council; and the Department of Marketing and Strategic Communications. Discover the series on youtube.com/OSUMedicalCenter (search “Journey to Innovation”).

Nurses to deliver national presentations

Ohio State nurses have been selected to make five presentations at the 27th Annual American Psychiatric Association in October. These presentations will draw upon the comprehensive excellence shared by the OSU Harding Behavioral Health care team. Presentations to the national audience include:

• Falls in the general adult psychiatric inpatient population: A literature review - Barb Reece, RN
• Trauma Support System - Grayce Sills, RN, PhD
• Taking Clinical Charge: Formulating a Core Charge Nurse Team to Transform Care - Tammy Moore, RN, MS, NEA-BC
• Core Programming: Maximizing talent and efficiency - Moore
• Mixing Models: Creating Synergy in a Transdisciplinary Environment - Sills and Moore

STAR recognizes Thomas, Szykowny

The Stress, Trauma and Resilience (STAR) Program honored Andrew Thomas, MD, MBA, and Lee Szykowny, MD, in April for their outstanding contributions to the STAR Program and the trauma field. The STAR Program, an initiative of Ohio State’s Wexner Medical Center and OSU Harding Behavioral Health, improves lives by developing and delivering trauma-informed clinical services and educational programs to help those suffering from trauma and related mental illness. Thomas, medical director for Ohio State’s University Hospital, is an associate professor of Clinical Internal Medicine. He collaborates with medical staff, nursing and administrative leaders to enhance the quality and safety of patient care and the level of customer service within University Hospital and to provide solutions for medical staff issues. Szykowny joined the OSU Harding Hospital Board in 2004 and the STAR Leadership Development Board in 2010. Szykowny’s continuing support and leadership has helped the STAR Program positively impact patient care and staff satisfaction at OSU Harding Hospital and at Ohio State’s Wexner Medical Center.

Mazaferri receives AHA Pulse Award

The American Heart Association (AHA) honored Ernest Mazaferri Jr., MD, medical director of the Ross Heart Hospital, with the Pulse of Columbus Physician Award. Mazaferri was selected by the central Ohio peers for exceptional work through Ohio State’s STEMI program and the AHA’s Mission: Lifeline program. Working with the AHA, regional hospitals and EMS providers, Mazaferri developed regional treatment guidelines that decrease door-to-balloon time, allowing EMS agencies and regional hospitals to provide rapid care and treatment that meet AHA and American College of Cardiology benchmarks.

ACEP recognizes DeBard

Mark DeBard, MD, has been selected by the American College of Emergency Physicians (ACEP) to receive the 2013 John G. Wiegenstein Leadership Award. Considered ACEP’s highest honor, the award goes to a current or past ACEP leader. DeBard served two terms on ACEP’s board of directors and then as council vice speaker and as speaker. The award will be presented this autumn in Seattle.

Carbone honored with Innovator Award

David Carbone, MD, PhD, who leads the Thracic Oncology Center at Ohio State’s Comprehensive Cancer Center – Arthur G. James Cancer Hospital and Richard J. Solove Research Institute (OSUCCC–James), received the Sixth Annual Landon Foundation – AACR Innovator Award for International Collaboration in Cancer Research. The award is presented by the American Association for Cancer Research (AACR) and the Kirk A. and Dorothy P. Landon Foundation. It supports an established international cancer research collaboration involving institutes in multiple countries by supplementing existing funding and by providing the means to facilitate travel, train in new techniques and disseminate scientific knowledge gained from the collaboration.

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.

Heart Champions Walk/Run

June 22
At Ohio Stadium

Take part in a heart-healthy 5K to help raise awareness of heart disease prevention and to celebrate those affected by heart disease. Special recognition will take place for heart survivors and loved ones with heart disease.

Participants can choose to walk or run the 5K that starts and ends in Ohio Stadium.

To learn more or to register, visit go.osu.edu/heartchampions.