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Ernst Appointed by UC Health

Sangita Kapur, MD was appointed Associate Professor in Nuclear Medicine effective January 1, 2017. She will oversee the Division of Nuclear Medicine as a new faculty member. Dr. Kapur joins the Medical Department of UC Health in her new role.

Wahab Named Delegate to Faculty Forum

Shaun Wahab, MD was named one of three Academic Affairs delegates to the UC Faculty Forum. The Faculty Forum meets quarterly to discuss faculty promotions and other topics. The Forum is open to all faculty members.

Mihal Receives Babcock Resident Travel Award

David Mihal, MD is the recipient of the Babcock Resident Travel Award for 2017. Established by Diane Babcock-Weiss, M.D., the award will support Dr. Mihal’s travel to the ASNR Annual Meeting in March of this year. Dr. Mihal’s travel and activities in informatics, his work in quality improvement and patient safety, and his prolific authorship are all part of the plan.

Mohan Replaces Shewchuk

David Mihal, MD received the Graduate Medical Teaching Award of Excellence. This award is given by the Graduate Medical Office to a resident or fellow who demonstrates leadership in mentorship of trainees or medical students and contributions to UC Health and the GMU community. Dr. Mihal most assuredly meets his criteria. In his appointment, he will continue the teaching excellence that characterized Dr. Shewchuk’s tenure.

New Interventional Radiology Suite Opens

The new Interventional Radiology suite opened on the 8th floor of the Medical Office Building in March of this year. The new suite features an additional MRI, and a restructuring and upgrade of the CT scanners and Ultrasound. The new suite will not only to enhance our current departmental capabilities, but also to prepare for the future. The new imaging equipment is being brought in as part of the statewide department renovation process. It is exciting to be building full spaces for advanced analytics and 3D printing, and forming a robust center for clinical trials.

From the Chair

As I write this column, the spring season has officially begun. The snow has melted, the flowers have bloomed, their opening day parade, and the sun—scratch that, the sun has risen—has melted. Renovation plans are in full swing, with restructuring our entire departmental spaces, not only to enhance our current departmental capabilities, but also to prepare for the future. The new imaging equipment is being brought in as part of the statewide department renovation process. It is exciting to be building full spaces for advanced analytics and 3D printing, and forming a robust center for clinical trials.

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Impact Training Improves Patient Satisfaction

The Radiology Department was introduced to the IMPACT Training in August 2016 to improve the measures of Patient Experience. Changing Patient-Centered Care” every day to every patient through a continuous improvement process, encompassing compassion and healing in our patients’ and families’ lives. IMPACT was originally designed as a program for training nurses, but UC Radiology adapted it to apply to all staff who deal with patients. Each quarter, a facilitator from the Clinical Operations Department introduces M. Make a Connection. P. Positive Intent. A. Appreciate. C. Communicate. T. Thank. has also shared IMPACT with a new and exciting approach to how we connect with our hospitals.

Some of the new approaches are simple… but the improvement in patient satisfaction has been impressive. At the beginning of August 2016, UC Radiology’s Press Ganey scores for Test or Treat Department, Staff/Concierge, and Staff/(better outcomes of our facilities to other’s were on the line. With a National Rank of 764/876 in the JCAHO rankings. After completing and perfecting our IMPACT Training, March 2017, Press Ganey scores improved to 85% and increased our National Rankings to 305th in the top 100 hospitals.

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Healthcare Training Improves Patient Satisfaction

UC Health is making an 8 step Problem Solving Process available throughout its organization. Ross Ristagno is conducting training programs throughout the hospital. The one-hour meet-up focuses on principles of solving and can be used for any goal. Participants establish what they are doing now, what they would like to accomplish, acceptable goals and steps to achieve it, and a method to measure progress toward the goal.

The Radiology Department, Cardiac MRI 8 Step Lean Process, followed the 8 step training program on April 6th and included faculty and staff from Radiology and Cardiology (photo below).

Another team is working to ensure that patients referred for imaging studies on our campus are not waiting in the rooms. Some of the new approaches are simple… but the improvement in patient satisfaction has been impressive. Teams members on this project include Radiology and Orthopaedic Department Leaders, as well as quality improvement and revenue cycle management representatives. Groups are to address other issues any planted.
The Radiology Department was introduced to IMPACT (Intricate Problem Solving Tool) training in August 2016 in the form of a presentation titled “Changing Patient-Centered Care” by every radiologist through a communication and interaction emphasizing compassion and healing in our patients and families. IMPACT was originally designed as a program for training nurses, but UC Radiology adapted it to apply to all staff who deal with patients. Each month, a new word of the week (G) is introduced. M. Make a Connectivity, D. Develop, A. Appreciate, A. Communicate, T. Thank. We have shared our Radiology staff a new and exciting approach to how we connect with our patients.

Some of the new approaches are simple... but the improvement in patient satisfaction has been tremendous.

At the beginning of August 2016, UC Radiology’s Press Ganey scores for Test and Treat Domain, Staff Comfort for Waiting Conduits and Alertness of recommending our facility to others were at the 95th percentile with a National Ranking of 91 in the top 100 programs. After completing and perfecting our IMPACT Training, March 2017 retesting showed our National Ranking had increased to the 99th percentile. Following this training, other UC Medicine departments are adopting IMPACT training.

The one-month meeting outlines methods to problem solving and can be used for any goal. Participants establish what they are doing now, what they would like to accomplish, a clear goal and steps to achieve it, and self-monitoring and retesting. The training is ongoing.

We have the best doctors.

Cincy Magazine published its Best Doctors list in January 2016, featuring a list of 45 Greater Cincinnati medical specialty choosing in a peer survey conducted by the Best Doctors in America® list. UC Radiologists who were recruited included:

- Under Radiology:
  - Rebecca Van Cleemput MD
  - Thomas Tornick MD
  - Under Nuclear Medicine:
  - Michael G. Gelfand MD
  - John R. Dollison MD
  - Tal Lazar MD
  - Alexander J. Tornick MD

Cincinnati Magazine published its Top Doctors list in January 2016, featuring a list of 22 Greater Cincinnati medical specialty choosing in a peer survey conducted by Cincinnati Magazine published its Best Doctors issue for 2016, which included the following radiologists:

- Medium:
  - Michael J. Gelfand MD
  - Robert Ernst MD
  - Ralph Shipley, MD
  - Sadhna Verma

- Pediatric:
  - Jonathan Moulton MD
  - Michael J. Gelfand MD
  - K. Ann Choe MD

- Interventional:
  - Brian D. Coley MD
  - Alan S. Brody MD
  - Andrew Martin

- Breast:
  - Kathryn D. Frederick MD
  - Ralph Shipley, MD
  - Madhu R. Duggirala

- Radiation Oncology:
  - Robert Ernst MD
  - Ralph Shipley, MD
  - Sadhna Verma

- Surgery:
  - Matthew M. Durr MD
  - Michael J. Gelfand MD
  - Michael J. Gelfand MD

- Pathology:
  - Elizabeth G. Mathews MD

Some of the new approaches are simple... but the improvement in patient satisfaction has been tremendous.”

After our IMPACT Training, March 2017 Press Ganey scores improved to the 83rd percentile and increased our National Rankings up to the 97th percentile.

The University of Cincinnati Radiology Department is pleased to introduce its Residency Program to the public.

We would also like to congratulate two individuals of the University of Cincinnati College of Medicine for their inclusion in “Rising Stars in Radiology” profiles in the following publications.


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UC Health Offers Problem Solving Process

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At the beginning of August 2016, UC Radiology's Press Gown survey for Test or Treatment 1.0 of the IMPACT training. Following Radiology's example, the Cardiac MRI 8 Step Lean Process has been adapted to IMPACT training.

The one-day meeting applies the world of Lean to solving problems and can be used for any goal. Participants establish what they want to accomplish; set an achievable goal and steps to achieve it; establish the milestones to assure that patients referred for imaging are seen in a timely manner.

We have the Best Doctors

Cincy Magazine published in Best Doctors issue for 2016-2017, featuring a list of 46 Greater Cincinnati medical-surgical departments in a survey conducted by the Best Doctors in America®. UC Radiologists were recognized in:

Under Radiology:
- Rebecca Jane Cornelius MD
- Thomas Tonidand MD
- Under Nuclear Medicine:
- Michael J. Gottfried MD
- Edward J. Silberstein MD
- Rebecca Sue Cornelius MD

Cincinnati Magazine published in Top Doctors list in January 2017, based on a questionnaire asking local physicians who they would turn to for medical attention. UC Radiologists named for their leadership:

Mary Mahoney MD
Edward J. Silberstein MD
Rebecca Sue Cornelius MD
New Interventional Radiology Suite Opens

The new Interventional Radiology suite opened on the 5th floor of the Medical Arts Building on March 23, replacing a smaller space in the 2nd Floor Imaging Center. The new suite offers 13 iORs, including four women’s iORs, and an additional iOR dedicated to pain management. The new suite features state-of-the-art imaging equipment and is designed to meet the needs of the department’s expanding patient population.

From the Chair

As we look to the future, what will the spring season officially have begun? The days have warmed and the flowers have bloomed. Despite the challenges that remain, much has been accomplished. The UC Department of Radiology and Nuclear Medicine continues to grow, not only to enhance our current departmental mission but also to prepare for the future.

The new imaging equipment is being installed, and we continue to work with the appropriate licensing to ensure the safety of our patients and staff. The new suite has been designed to accommodate the growing needs of our department and to provide a state-of-the-art environment.

Mary C. McKinney, MD, FACR
Chief of the Image Guided Therapeutics Section
Department of Radiology