

IN THE CENTER

13 JULY 2000 • VOLUME 2 • NUMBER 28

Patient satisfaction soars

"Everything we do is for the patient" is more than just a slogan at KU Med as evidenced by recently released results from patient surveys. Patient satisfaction has reached the 53rd percentile, increasing nearly 400 percent and eclipsing the goal of 50 percent set nine months ago. Moreover, in June patient satisfaction reached the 62nd percentile, its highest monthly score.



Members of Unit 15 Neuro, which has consistently scored high on the patient satisfaction survey.

The survey tracks patient satisfaction in such areas as admission, accommodations, nursing care, meals and treatment. Because many hospitals nationwide use the same survey, KU Med is able to

compare its results with those of similar institutions.

For the month of June, six units - 15 Neuro, 42, 51, 52, 56 and Rehab - scored above the 50th percentile. Seven survey sections scored above the 50th percentile, including the sections for rating

rooms, meals, nursing, test and treatment, visitor and family, physician and personal issues.

For the quarter (April-June), eight units - 15 Neuro, PICU, 42, 43, 45, 52, 56 and Rehab - scored above the 50th percentile. Five survey sections, including rooms, meals, nursing, visitor and family, and personal issues scored above the 50th percentile.

"We set an intermediate target of 50th percentile performance and then allowed management and staff

latitude to reach that goal," said Bob Page-Adams, vice president of Organizational Improvement. "This is a significant accomplishment and gives us confidence as we shoot for our next target of 75th percentile performance."



Unit 42 ranks consistently high in patient satisfaction surveys. Nurse manager Sara Willdermood, center with white shirt, says it's because she has "the best staff."

At the management level, the goal was accomplished in several ways, including visits by the CEO, the executive staff and nursing management; establishing teams to address improvement opportunities in each of the patient satisfaction survey areas; holding bi-weekly leadership forums to discuss customer service issues; training all management and staff on customer service skills; and distributing patient satisfaction survey results on a weekly basis.

Make a difference with a senior friendly attitude

Remember that you don't just work for KU Med, you are KU Med. We may only have one chance to make a good impression. How our senior visitors feel about their interactions with you will in part determine how they feel about KU Med. It will also determine what they say about us to their friends and families. Here are a few tips to keep in mind as you relate to older adults:

- Information is a critical need of our senior visitors. They need to know where to go for assistance, how to get there, what they might need to bring and who to ask for. The Senior Resource Center, located just inside the main lobby, is equipped to answer many of these questions.

- Smile. It is not always easy to get around KU Med. A smile, on your face or in your voice, will take away a lot of the feeling that this is a large, impersonal institution. Eye contact is equally important.

- As much as possible, try to do a "warm transfer" of our senior guests. This means not just pointing them somewhere, but personally handing them off to another person or escorting them to their destination.

- What you say is important, but only if it is heard. Speak clearly and more slowly when talking to senior visitors.

- Don't use medical or KU-specific terminology, but phrase things in a way that most people will understand.

- Be sure you have their attention by having them look at your face as you speak.

- Loudness distorts sound, so don't shout.

- Over-emphasizing sounds will make it more difficult for seniors to get clues by reading your lips.

Editor's Note: Thanks to Terry Rusconi, Organizational Improvement, and Jill Georges, Speech-Language Services, for supplying us with tips for this article.

In the Center Summer Issues

Beginning this issue, *In the Center* will consist of four pages. Our regular 8-page issues will resume in the late summer.

KUMC appoints new director of student financial aid

After a three-month nationwide search, Jack Taylor has been named director of student financial aid at KUMC. Taylor has been the assistant director of student financial assistance at Kansas State University since 1995 and has also been responsible for undergraduate admissions since

last year. Prior to his role in financial aid, Taylor was an admissions representative and multicultural recruitment coordinator.

"We were attracted to Jack's experience in the financial field as well as his interpersonal skills," said Dorothy Knoll, dean of student services. "We have

made student financial aid user-friendly and service-oriented and Jack already had that attitude going."

Taylor received his bachelor's and master's degrees from K-State. "I have heard," says Dean Knoll, "that people who look good in purple also look good in red and blue!"



With temperatures soaring into the high 90s, a couple of rubber duckies have the right idea.



Wilma Smith, cashier in the Café, is honored at her retirement reception after more than 31 years of service.

Front & Center . . .



KUMC employees and friends rolled up their sleeves to help paint and repair a house in the Rosedale community as part of United Way's Day of Caring. Here, Elizabeth Cook and her dad John Cook, Facilities Management, install a porch railing with some help from Shelley Bratton, Alumni and Community Relations.

Kim Cuda, Alumni and Community Relations, and John Cook, Jr. put finishing touches on the porch railing.



CLASSIFIEDS, ETC.

For Sale:

Full size water bed w/all workable parts, leather trim headboard and bed, very good condition, \$200. 816-509-3714 ask for John.

Catalina swimming pool, above ground, 4' x 13' x 21', demo, never used, fully equipped w/pump, filter, ladder, etc., easy assembly, \$2000. 785-842-3092.

Total gym exercise machine, w/accessories and VCR tape, used once, new was \$600, asking \$300 OBO. 913-362-0574.

Magnavox big screen TV, 10 years old, in good working condition, \$700 OBO. 816-313-9814.

18.1 cu. ft. freezer, \$150; electric oil heater, \$10; Old Kirby vacuum w/attachments, \$15. 913-262-4737.

Automotive:

1994 Honda Accord EX, black, 4-dr, moon roof, aluminum wheels, \$8800 OBO. 816-767-1757.

1993 Lexus ES 300, gold package, cashmere ext., beige leather interior, 82K mi., 6 cyl., loaded, sun roof, heated seats, AM/FM cassette, anti-theft system, keyless entry, \$10,500. 913-685-3234

Housing:

For Sale: 3BR, 1BA bungalow within walking distance of KU Med. Natural woodwork/floors, fp, sunporch, lots of light, great shape. New roof and furnace/AC. Fenced yard, 1-car garage. 816-561-9531.

3 BR, 3 bath, new oak kitchen cabinets, dining room, family room, 2 fireplaces, 2 car garage, large storage shed, patio and privacy fence, Westwood tennis court and racquet club, very reasonable. 816-350-0366 or 913-406-1441.

For Rent: 4 BR, 2-1/2 bath, end of cul-de-sac, large fenced yard, Lenexa, small pets considered, \$1300/mo. 913-599-1953.

For Rent: New duplex, 1 blk. from KU Med, W/D, microwave, dishwasher, private drive, 1100 sq. ft. 913-851-0812.

Study Subjects Wanted:

Healthy adult subjects, 18-50 years old, to participate in non-invasive study of memory and learning. Involves 1-hour visit to the Cognitive Neuroscience Lab for the recording of event related brain potentials (ERPs or brain waves). For more information, contact Jennifer Vavold, 85997.

Persons with mental retardation and aggression, destructive behavior and/or self injury wanted for drug study. May also have autism. Ages 6-65 years. No seizures for the past year. Contact Dr. Jennifer Zarcone, ext. 86473.



IN THE CENTER

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In The Center, a weekly employee and student publication of the University of Kansas and KU Med, is published by the KU Med Public Relations and Marketing Department. Send story ideas to Mary King, G114 Hospital, e-mail: <mking>; 8-1298 or Toni Wills, e-mail: <twills2>; 8-1846.

Ad Policy - Send or bring your ad to G114 KU Med, or fax to ext. 8-1225, or e-mail: <lgarrett> by noon Thursday of the week before it is to run. Ads run free of charge for employees, students and volunteers. For-sale ads are limited to three items. All ads must include the advertiser's name and work extension (or student box number) for verification. Only home phone numbers—no pager numbers or work extensions—will be published. Please include area code. No ads for commercial services or pets for sale will be accepted. Ads will not be taken by telephone. Only one phone number per ad. Ads may be held a week if space is limited.

coming up

Friday, July 14

- 'Journey to China' art exhibition through August 31, 2000, Dykes Library.

Monday, July 17

- Grief Loss Support Group, 3-4 p.m., KU Med Radiation Oncology Conference Room.

Tuesday, July 18

- Cognitive Therapy Addiction Treatment, 1-2:30 p.m., KU Med Family Medicine.
- Head & Neck Cancer Support Group, 6-7 p.m., KU Med, 5th floor, Room 5003.

Wednesday, July 19

- Diabetes Self-Management Series, 9-11 a.m., KU Med Cray Diabetes Center, Room 1107.
- KUMC Interfaith, noon-1 p.m., KU Med, 2023 Wescoe.
- School of Medicine Promotion and Tenure Informational Meeting, noon-1:30, Lied Auditorium.

Thursday, July 20

- Prostate Cancer Support Group, 7-9 p.m., KU Med Rieke Auditorium.
- Burn Patient Family Support Group, 6-7 p.m., KU Med Burnett Burn Center Waiting Room.

Oops!

In the July 6th issue, we incorrectly identified Dorothy Knoll as the Executive Dean of the School of Medicine. She is the Dean of Student Services. We regret the error.