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JHAWK forecast

The Jayhawk Healthcare Administrators Working for Kansas student organization promotes leadership, marketability, relationships, and knowledge for students pursuing a career in health services administration through personal and professional development activities.

Christmas in October a Success!

By Paul Rohrer

On Saturday, October 27th, 2007, the JHAWK Student Organization participated in the reschedule of Christmas in October, which was rained out two weeks prior. JHAWK partnered with the University of Kansas Medical Center, KU Hospital, and the Rosedale Development Association to help plan the campus-wide event. In total, there were about 140 volunteers engaging in projects at 8 different houses.

The day turned out to be fantastic for volunteers and the homeowner. The person we volunteered to help was John, a 70-year-old widower who was experiencing some health issues.

He was required to bring his home back to code and we helped through an Extreme Makeover Home Edition of sorts. 19 volunteers spent the day scraping and painting the exterior of his two-story stucco home in the East Argentine neighborhood of Kansas City, KS. We were also able to patch a concrete step and perform some minor yard work. This monumental project would not have been completed without the hard-working volunteers who came together to help build community.

Everyone was able to physically see how their efforts brought joy to John, who said that his home had never looked so good. When he was screened as a participant on the house tours by the planning committee, John was standing on a ladder about two inches away from a live power line, trying the best he could to do the work with the resources available to him. Everyone felt that if we did not help him, John would become seriously injured as a result.

I want to express my gratitude to all of the volunteers who crawled out of bed when it was still dark on a Saturday morning to help make a difference in a stranger's life. We also would not have been able to do the work without the donation of ladders and professional painting equipment by Shane from Paintsmith.

Finally, I would like to encourage everyone in the program to take ownership of similar projects. Not only do community service projects give volunteers the "warm-and-fuzzies" for making somebody's day, but they are an excellent opportunity to provide project management and planning experience. Participation in these projects is also a great way to help expand your network and build camaraderie within the program.

O2: An Exclusive Look Into the Launch

By Veronica McDaniel

As most of you know, the entire hospital and three JHawk clinics have gone live during the week of November 12th. University of Kansas Hospital's new electronic health record is O2. It stands for **Optimal Outcomes** in patient safety, satisfaction, and quality for our patients. Also like oxygen, the goal is a system everywhere, essential and easy to use. The name of the software is EPIC. It is not named that because Epic only provided the model system for us. We have customized the software to include document imaging (Chart Maxx), order sets, and other decision making software.

The hospital started in 2005 by selecting Epic as a vendor. In early 2006 after months of data-gathering, demos, site visits and reference checks, greater than four hundred staff participated in the selection. Design-build-validate (DBV) sessions from October 2006 to April 2007 involved more than one hundred of our staff. Over the summer the system we built was thoroughly tested by clinical staff to ensure that it seamlessly integrated with our other systems. There were many reasons and benefits for selecting O2:

- Reduced medication errors
- Real-time updating of patient information
- Improved access to a more complete picture of your patients
- Better and more complete information for better clinical decision-making
- Fast access to information such as allergies, medications, code status
- Anywhere, anytime chart availability – no more "paper chases"
- Always legible - no more "handwriting analysis"
- More intuitive computer screens and navigation
- Faster turnaround for getting test results
- Streamlined, easier experience for patients
- Safer handoffs
- Reduced ED triage wait times

It has truly been an exciting and amazing experience in working on O2. My position is as a clinical nurse analyst with the ambulatory team on the O2 project. My responsibilities involve evaluating the workflows within the clinics so that my team and I are able to formulate a system that meets the needs of all staff, from the physician and nurses to the front desk personnel. I focus on the clinical areas within the clinics such as clinical documentation, orders (medications and clinical procedures), and the charges associated with the various procedures. I also train physicians, nurses, and other ambulatory staff on the use of O2. My team and I provide support to all ambulatory staff during Go-live and are on call for any questions or problems that may occur during this time.

Because of my clinical background as a registered nurse, I am better able to focus on things that may be of importance to the clinical workforce. The MHSA program has educated me on the worth of being a great leader and the proficiency that is involved in becoming a leader of an organization. This program has really enforced the importance of team work and its identity within the place of work. Teamwork has been very critical towards the implementation and triumphant success of the O2 project within the hospital and ambulatory clinics. Teamwork has been critical because of the strong leadership that has been utilized throughout the O2 project. It is because of this remarkable leadership, that our teams were able to possess strength, knowledge, determination, and immense collaboration skills that were needed to employ this project.

O2 contains the heart, soul, and talents of hundreds of KU people who helped design it. Even though it is based in the Epic product, it also is a distinctive blend of Epic; an order set system, a document imaging system, and interfaces with inimitable devices. Most of all, it reflects our goal of a system that is focused **on the patient**.

Importance of Admitting

By
Amy Hochman

A hospital's Admitting Department is a busy place on any given day. Constant interacting with other departments is the norm and can include communications with laboratory, radiology, emergency, medical records, and social work to name a few. Additionally, one-on-one patient interviewing is required to obtain demographic information. Other medical personnel that are encountered daily by an Admitting Representative include emergency medical services (paramedics, firefighters, etc.), physicians, and nurses. The Admitting Department is a great place to get exposure to other occupations and observe how the patient treatment process actually flows.

Generally, Admitting responsibilities include registrations, pre-registrations (contacting the patients to get information before the visit to save time and pre-certify insurance), and assigning beds to patients being admitted to the hospital. I can speak best to my experience in the Emergency Admitting Department, and can assure you that the tasks mentioned above only touch on surface. Admitting Representatives field a great number of clinical questions as we complete our business-related tasks, and must be prepared to refer them to the appropriate professional. We must be very knowledgeable of insurance and what plans are in-network or out-of-network for the hospital. Insurance information changes daily whether it is the billing address or name of the company, and we must stay current to make sure that the claims are billed correctly. Most importantly, each patient interaction must be handled sensitively and with appropriate communication.

The Admitting process is crucial in the patient cycle for many reasons. Accurate demographic information ensures that follow-up for test results can be done. Obtaining information on emergency contacts and advanced directives can be very helpful for clinical staff that needs to inform family of an emergency or get additional consent forms signed if the patient is unable to. Further, the hospital's billing department relies on the demographic and insurance information collected by Admitting to bill the patients and insurance companies. If it is incorrect or incomplete, the hospital may lose a great amount of money on treating the patient. It is essential for hospital administrators to have a general understanding of the Admitting Department process. From the initial identification and registration of the patient, to the final billing and clinical follow-up at the end of the treatment cycle, Admitting can have a great effect on the final outcome of the patient treatment process.

JHAWK Continues Philanthropy Efforts

Spurred on by second-year student Anurag Patel (who is now the event sponsor) JHAWK is encouraging all students to participate in the 2007 Adopt-a-Child program.

Further Information from Anurag:

Program: Parents sign up from the Wyandotte County area that are in need. They make a wish list with their child (ren) to see if people in the community can help. Members of the community adopt a child(ren) and buy up to $50 worth of items off the wish list for the parents. The parents receive the unwrapped gifts prior to the holidays so they see the gifts, wrap them, and give them to their children. (I love this last part because it helps preserve that look a child gives their family members when they get a present.)

What JHAWK can do: I'd like to see what sort of interest we can generate in our program to adopt one, two, or more children. I've done this within KU Med the last few years and have had a rewarding time doing it. In my last attempt, with a group much smaller than ours (30 people), we adopted 6 families and had plenty to offer them.

What I would like to do:

1. By the end of this week (November 30), see who is interested to gage how many children we, as a group, can adopt.
2. Get a sign up sheet going after children are adopted next week
3. Design a process for accepting these donations the week of December 10
4. Buy whatever may be left on the wish lists that week from cash donations.

Please **email me** if you are interested in helping with and donating to this very worthy cause. One other request: I would love, Love, LOVE, NEED… someone to help me out on this to keep things running smoothly.

Thanks all,
Anurag
Apatel3@kumc.edu

Many Thanks!

The JHAWK Board would also like to sincerely thank Anurag for bringing this opportunity to our attention. It is great to see this kind of community involvement!

The Fruits of JHAWK Labor During Christmas in October

Students gather at the Christmas in October location with homeowner, John.

Many thanks go to JHAWK Vice President Paul Rohrer for heading up this effort, recruiting volunteers, and gathering supplies.

If we can do this much good during Christmas in October, imagine what we can accomplish for the children of Wyandotte County during the Adopt-a-Child program!

Reminders and Resources

Sure, we all know that a new semester is coming up, but do we know when all the deadline are? Don't let your deadlines slip by! Here are a few items to note as we head into the spring semester.

KUMC Office of the Registrar
http://www.kumc.edu/studentcenter/registrar.html

Last day for a 100% tuition refund if withdrawing for a class:
January 16, 2008

First day of classes: **January 17, 2008**

First day there is a late fee enrolling:
January 25, 2008

KU Enroll & Pay:
https://sa.ku.edu

KU Academic Calendar
http://www.kumc.edu/studentcenter/acadcalendar.html

Questions about HP&M classes or department-specific issues?
Contact Adam Keener
akeener2@kumc.edu
(913) 588-3763

All About the Medical Service Corps

By Ryan Schauer

The United States Air Force has over 1,000 Medical Service Corps (MSC) officers serving in positions all around the world. Over the last year I've had the unique opportunity to shadow health administrators at two Air Force medical centers. As an active duty Air Force member, I never realized the magnitude of what military health administrators do.

Throughout their career MSC officers become proficient in many different areas of health administration, often facing challenges unique only to the military. According to a MSC job description, "MSC encompasses command, administrative, logistical, and educational functions supporting the provisions of health care to authorized beneficiaries. This includes hospital administration, budgeting, managed care, health plan management, group practice management, strategic planning, human resources management, information management, medical readiness and facility management."

My first shadowing experience was at Scott Air Force Base in southern Illinois. Ironically this was where I first started my Air Force career as an ICU medic. Scott is a major hub for the Air Force aeromedical evacuation system. It's responsible for the care of 60,000 local beneficiaries and 1,500 aeromedical patients from all over the world. One of the MSC officer's responsibilities is to maintain "skills readiness" for over 800 airmen. Skills readiness insures that all medical personnel are ready to deploy and provide medical care at any location with little advance notice; something that civilian administrators don't have to worry about.

The second location where I shadowed was Tinker AFB, outside Oklahoma City. I interviewed the Commander of the Tinker Medical Group. During our interview he described the process of opening and running a field hospital in a deployed location. Today's military field hospitals are far different from what we remember on the show "MASH." For example, the Air Force now has the capabilities of running advanced surgery and intensive care units in the field. Because of this the Air Force is able to better the outcomes of battle injuries for our deployed soldiers. Most field hospitals have the same capabilities as stateside medical centers.

These experiences allowed me to see the importance of having health administrators in the armed forces. Hearing first hand about their trials and tribulations inspires a little appreciation for the "civilian" hospitals most of us will be employed in the future. As an added note, we have a couple students in our program who have scholarships to serve as Navy health administration officers when they graduate.

If you would like to hear more about military health administration or if you're interested in shadowing, you can contact me by email at rschauer@kumc.edu.

Are You Tired of Just Getting By?

By Paul Rohrer

As future health care leaders, we are living with constant pressure that dictates whether we will succeed or fail. The reality is that life is going hand us difficult situations and to be an effective leader, one needs to look beyond "right" versus "wrong" to solve problems. This is an area of opportunity where it is necessary to develop tools that work for you.

I have found myself not wanting to go through the motions to just get by in life, but to live an abundant and effective life.

With a little help from my wife I enrolled in the Focus Seminars of Kansas City training last March. Focus is an effectiveness training that lasts approximately 10 days over the course of 5-6 weeks. A technique called "insight/action learning" is used for trainees to reach a deeper understanding of themselves and their relationships with others. This insight can then be used to tackle the barriers and limitations that we experience in our lives.

Personal growth is something that I aspire for and that desire led me to the training. In the last eight months I have been tested many times and the tools that I learned in the training have helped me to become a more effective person. My relationship with my wife has strengthened because we are able to communicate on a deeper level by living in our hearts.

I have begun demanding authenticity in my relationships with other people that I hold close. Essentially there are two types of people that I encounter – "sunshine" and "leeches." Removing the bloodsuckers from my life and reestablishing my community is allowing me to experience abundance of joy and fulfillment.

I also feel that I am able to prioritize more effectively to create balance in my life. No longer will I allow other things come before my well-being, my family's well-being, and my spiritual well-being. As a result, I am happier and the people who love me are happier.

In preparing for health care leadership careers, we know that we are going to be tested. Our success or failure is going to be based on how we respond to the challenges we are faced with. I feel that this effectiveness training is something that MHSA students will want to do before embarking on the journey of the rest of our lives. For those who are interested in creating a more abundant life, I would love to be a resource for you. If there are questions, please contact me at trohrer@kumc.edu.

Upcoming Events

December 6
JHAWK Lecture Series
Jeremy Armstrong, MHSA, CEO of St. Luke Hospital in Marion, Kansas
6:30-7:30pm, Location TBA

December 10
Finals Week Begins

December 13
JHAWK Board Meeting in Orr-Major
5:30pm
(contact any Board member for more details)

December 13 (following JHAWK meeting)
Post-Finals Gathering at
Rudy's Tenampa Taqueria - 1611 Westport Road Kansas City, KS - 7pm
*(**RSVPs are required** because of the venue—please contact sharper@kumc.edu as soon as possible if you have not already signed up and you plan to attend)*

December 14
Finals Week Ends

December 15
JHAWK Holiday Party!
Charlie Hooper's in Brookside

Flu Season!

The Kansas Department of Health and Environment is currently engaged in a flu prevention campaign. Here are a few tips from their "Don't Let Flu Bug U" fact sheet:

- Avoid contact with sick people
- Stay home from work and school, when possible, when you are sick
- Cover your mouth and nose with a tissue when coughing or sneezing
- Wash your hands often
- Get adequate sleep
- Drink lots of water
- Don't smoke
- Eat nutritiously
- Exercise

http://www.kdheks.gov/flu/download/PersonalStepsFlyer.pdf

One Remaining Alumni Happy Hour for Fall 2007

December 6 @ Gilhouly's
39th & Bell, Kansas City, MO
http://search.cityguide.aol.com/kansascity/bars/gilhoulys/v-111826447

PLEASE NOTE

The JHAWK website is currently under construction as we move to University hosting of the site.
We apologize for any inconvenience during this time. We will let you know when the hosting transfer is complete and we are once again able to update the site.
Please contact jhawk@kumc.edu if you have any questions.