

UW HEALTH PATIENT EXPERIENCE 2019 AWARD WINNERS

PATIENT EXPERIENCE AWARDS

Each year, UW Health honors the physicians, advanced practice providers (APPs) and teams who have achieved the highest level of exemplary communication skills as recognized by their ambulatory patients through survey feedback/data.

PROVIDER CHAMPIONS

ANESTHESIOLOGY¹

Peggy Y Kim, MD Chronic Pain

DERMATOLOGY¹

Michelle L Elmer, PA* Dermatology
Gail E Jahnke, NP Dermatology
Julie Lederman, NP Dermatology
Stefan M Schieke, MD Dermatology

FAMILY MEDICINE¹

Brian G Arndt, MD Family Practice
Rachel C Bennett, MD Family Practice
Michelle L Bryan, MD Family Practice
Kathleen E Carr, MD Family Practice
Ronni Hayon, MD* Family Practice
Laurie S Kuhn, MD Family Practice
Trisha L McCormick, DO Family Practice
Elizabeth Perry, MD* Family Practice
Christa A Pittner-Smith, MD* Family Practice
David P Rabago, MD Family Practice
Jessica L Rasmussen, PA Family Practice
Adam Rindfleisch, MD Family Practice
William E Schwab, MD* Family Practice
Anna B Veach, DO Family Practice

MEDICINE - PRIMARY CARE¹

David J Ciske, MD* General Internal Medicine
Nancy S Fuller, MD General Internal Medicine
Lisa M Kaufman, MD* General Internal Medicine
Kristin A Lewicki, MD, FACP General Internal Medicine
Kristen L Panther, NP General Internal Medicine
Christine S Seibert, MD, FACP General Internal Medicine
Jeremy P Smith, MD, FACP* General Internal Medicine
Johanna C Streytle, MD General Internal Medicine
Elizabeth R Trowbridge, MD* General Internal Medicine

MEDICINE - SPECIALTY CARE¹

Eva K Allen, NP Hematology/Medical Oncology
Howard H Bailey, MD Hematology/Medical Oncology
Christie M Bartels, MD* Rheumatology
Mark E Burkard, MD, PhD Hematology/Medical Oncology
Natalie S Callander, MD Hematology/Medical Oncology
Arjang (Aji) Djamali, MD Nephrology
Diane F Elson, MD* Endocrinology
Christopher D Fletcher, MD Hematology/Medical Oncology
Karen M Huseby-Moore, NP* Hematology/Medical Oncology
Maryl R Johnson, MD, FACC Cardiovascular Medicine
Vaishalee P Kenkre, MD Hematology/Medical Oncology
Thomas C Puchner, MD* Allergy
Anne M Traynor, MD* Hematology/Medical Oncology
Jennifer M Wright, MD Cardiovascular Medicine

NEUROLOGY¹

Laura J Buyan-Dent, MD, PhD* Neurology
Frederick S Edelman, MD Neurology
Elizabeth A Felton, MD, PhD Neurology
Candace Weber, PA-C Neurology

NEUROSURGERY¹

Robert J Dempsey, MD Neurosurgery
Shelly K Schmoller, PA-C Neurosurgery

OBSTETRICS AND GYNECOLOGY¹

Heidi W Brown, MD* Female Pelvic Medicine and
Reconstructive Surgery
Christine A Heisler, MD, MS Female Pelvic Medicine and
Reconstructive Surgery
Ryan C McDonald, MD Obstetrics and Gynecology
Terri A Michel, NP* Obstetrics and Gynecology
Kristen M Sharp, MD* Obstetrics and Gynecology

OPHTHALMOLOGY AND VISUAL SCIENCES¹

Justin L Gottlieb, MD Retina
Gregg A Heatley, MD, MMM* Glaucoma
Daniel W Knoch, MD* Comprehensive Ophthalmology
Jane M Seliger, NP Ophthalmology

ORTHOPEDICS AND REHABILITATION¹

Brian J Bruno, PA, LAT Sports Medicine
Sara A Christensen Holz, MD Rehabilitation Medicine
Pamela J Lang, MD Orthopedic Pediatrics
Rebecca L Nelson, PA Sports Medicine
Blaise A Nemeth, MD, MS* Orthopedic Pediatrics
Paul S Whiting, MD Trauma
Carey A Walters, PA Spine Medicine

PEDIATRICS PRIMARY CARE¹

Lindsay M Geier, MD* Pediatric General
Catherine Kelley, MD Pediatric General
Megan F Neuman, MD* Pediatric General

PEDIATRICS SPECIALTY CARE¹

Ellen L Connor, MD Pediatric Endocrinology

RADIATION ONCOLOGY¹

Greg M Cooley, MD Oncology
Margaret R Straub, PA* Oncology

SURGERY¹

Michael L Bentz, MD* Plastics
Jacob A
Greenberg, MD, EdM, FACS Minimally Invasive Surgery
Mary Beth Henry, NP Surgical Oncology
Scot R Johnson, NP* Transplant
Tony L Kille, MD Otolaryngology
Kristen L Knox, PA* Otolaryngology
Amanda Mravec, AuD, CCC-A Audiology

UROLOGY¹

Craig J Kozler, MD Urology
Ruthie R Su, MD, MS Pediatric Urology
Patricia Thaker, NP Pediatric Urology

¹The winners of this award, based on 2018 survey data, scored in the top 10% within their UW Health medical school department for the item *Care provider's efforts to include you in decisions about your treatment*. The departments of Pediatrics and Medicine were broken into Primary and Specialty Care. To qualify, providers had to receive at least 30 responses and score in the top quartile within their specialty in the national Press Ganey database.

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PROVIDER CHAMPIONS, continued

BEHAVIORAL HEALTH²

Amy L Bauer, LPC Psychiatry
Jane B Gogan, PhD Psychiatry
Erri C Hewitt, PhD* Psychiatry

²The winners of this award, based on 2018 survey data, scored in the top 10% of UW Health Behavioral Health providers for the item *Competence of therapist*. To qualify, providers had to receive at least 30 responses and score in the top quartile of Behavior Health providers in the national Press Ganey database.

URGENT CARE³

Linda Pfister, NP Urgent Care
Sarah Roy, NP* Urgent Care
Elizabeth Wolter, PA Urgent Care

³The winners of this award, based on 2018 survey data, scored in the top 10% of UW Health Urgent Care providers for the item *Degree to which provider took the time to listen*. To qualify, providers had to receive at least 30 responses and score in the top quartile of Urgent Care providers in the national Press Ganey database.

TEAM AWARDS

The winners of the Team Award are recognized for embodying UW Health's Ambulatory Service Standards through exemplary proactive behavior and positive attitudes, which are reflected in patient perceptions.

CLINIC⁴

Primary Care

Team Manager/Medical Director

Family Medicine

Cross Plains* LuAnn White/Pamela A Olson, MD
Cottage Grove Lea Veltum/Christa A Pittner-Smith, MD

General Internal Medicine

West Towne* Holly Halberslaben/Ann M Schmidt, MD
Women's Health, West Holly Halberslaben/Nancy S Fuller, MD

Pediatrics

East Cinnamon Mayoh/Amy N Plumb, MD

Specialty Care

Allergy, Asthma and Immunology,
20 S Park* Donna Croxford/Michael W Ritter, MD
Cardio Congenital,
University Hospital Jessica Gross/Anne M O'Connor, MD
Cardiology, American Family
Children's Hospital Ryan Brown/Dan M O'Connell, MD
Endocrinology,
The American Center Michelle Schroeder/
Michael J Garren, MD

Team Manager/Medical Director

General Surgery,
The American Center Michelle Schroeder/
Michael J Garren, MD

General Surgery MLP,
University Hospital Amy Pawlitzke/Anne O Lidor, MD

Hematology and Oncology, American Family
Children's Hospital Kristen Blotz/Dan M O'Connell, MD
Mohs Surgery, East* Melanie Hanks/Juliet L Aylward, MD
Mohs Surgery, West Melanie Hanks/Juliet L Aylward, MD
Radiation Oncology, East* .. Stephanie Bailey, Laura Koberstein-
Caracas/Bethany M Anderson, MD

Radiation Oncology,
University Hospital Stephanie Bailey, Laura Koberstein-
Caracas/Bethany M Anderson, MD

Rheumatology, American Family
Children's Hospital Kristen Blotz/Dan M O'Connell, MD/
Catherine C Allen, MD

Sauk Prairie Cardiovascular Medicine,
Sauk Prairie Kara Weiss/Paul D DiMusto, MD

Speech MLP,
Digestive Health Center Molly A Knigge/Susan L Thibeault, PhD

⁴The winners of this award, based on 2018 survey data, scored in the top 10% of UW Health Primary or Specialty Care clinics for the item *How well staff worked together to care for you*.

IMAGING⁵

Team Manager/Medical Director

Radiology, Cross Plains* Kari Pulfer/Christopher G Guglielmo, MD
Mammography, Yahara* Jessica Harried/Ryan W Woods, MD
Radiology, Oregon Kari Pulfer/Christopher G Guglielmo, MD
Radiology, Stoughton Kari Pulfer/Christopher G Guglielmo, MD

Team Manager/Medical Director

MRI, Research Park* Kari Pulfer/Christopher G Guglielmo, MD
Bone Mineral Density
1 South Park Derek Fuerbringer/
Christopher G Guglielmo, MD

⁵The winners of this award, based on 2018 survey data, scored in the top 10% of all UW Health Imaging departments for the item *Worked together to care for you*.

*2018 Winner