

Physician Profile

The 'Physician Profile' column is designed to enhance understanding and awareness of UVMC Medical Staff members' practices. If you would like to recommend a particular practice to be featured, please contact Barbara Evert, MD, VP/Chief Medical Officer, at 440-4547 or Wendy Castaldo, Director of Medical Staff Development, at 440-7847.



Lisa Ward, DO

For an emergency department physician, you know things are going well when your patients ask if you have a private practice and are accepting new patients. According to Dr. Lisa Ward, DO, UVMC Emergency Department physician, medical and administrative ED professionals often provide the first impression that creates a lasting impression for the entire medical facility. Optimizing that first impression is one of the major goals of Dr. Ward and the entire UVMC Emergency Department.

Born in the Panama Canal Zone, Dr. Ward's parents were both US government employees. When it came time for college, Dr. Ward attended Texas A&M for her undergraduate degree in biology. After volunteering as an EMT during college, Dr. Ward attended medical school at the Texas College of Osteopathic Medicine.

She completed her internship and residency at Grandview Hospital in Dayton and remained on staff as assistant residency director. Moving across town to the former Franciscan Medical Center, she worked in the emergency department until its closing.

Dr. Ward joined the UVMC Emergency Department as a staff physician in October 2000 and served as medical director of the ED in 2007 and 2008.

"I'm really pleased to be associated with the Upper Valley Medical Center. While fast-paced, diverse and challenging, the cases we see in emergency medicine here are more family-related than what I saw in the inner-city on a regular basis. We have great two-way interactions with our patients," Dr. Ward said.

Dr. Ward called the staff and facilities at Upper Valley "top notch" and said receiving support and encouragement from both the administrative and medical staffs makes her job as medical director a positive experience.

"Although I originally did not have my sights set on becoming medical director, I now really enjoy the opportunity that I have to continue to grow professionally and to play a part in initiating and implementing positive change for our patients as-well-as for the staff," she noted.

"Working together, the administrative and medical staff members of the emergency department can be proud of the continuous improvement that we are able to achieve," she stressed. (See related article on page 5.) "Working as both a clinician and an administrator allows me feel the pulse of the department and help make changes for improvement."

In addition to an active work life, Dr. Ward is the mother of two active pre-teen boys and enjoys boating with her husband and family. Balancing work and family life is always a challenge. In addition to her already busy schedule, Dr. Ward is actively involved in making medical mission trips and encourages other medical practitioners to get involved as well. As a result of growing up in the Panama Canal Zone, speaking fluent Spanish helps her communicate with the people she treats both at UVMC and on her mission trips.

Find the Code Word

Don't forget: A "code word" is buried somewhere in this issue of *At A Glance*. The first Medical Staff member to call 440-7635 with that code word will win a **\$50 gift certificate** to the restaurant of his/her choice! [Sorry, you can only win one time in a calendar year.] We had a tie for the last issue – winners were **Dr. Cass Cullis** and **Dr. Lisa Ward**. Thanks for reading *At A Glance*!