



UF HEALTH SHANDS EMPLOYEE NEWSLETTER

VOL. 9 NO. 12 | AUGUST 2014

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UF HEALTH SHANDS | SERVICE

## Hospitality and Service training — more than just another class

In years past, I would've been skeptical about any "training initiative" that required pulling myself away from my daily work responsibilities for a few hours. Sure, learning more about hospitality and service is important — but do I really have time to set aside my day-to-day tasks for a few hours?

In the past, my answer probably would've been no.

Today, my answer is an emphatic yes.

Not long after becoming a UF Health Shands employee, a life-changing event necessitated that my family and I frequent UF Health Shands Hospital. Both personally and professionally, I am receiving a crash course in health care.

Few of us know how it feels to be a hospitalized patient, or a family member of one, until it happens to us. Being on the other side of the terminology, the tests, the machines, the noises, the protocol, wayfinding — it's overwhelming. And if you spend enough time at any hospital, something will go wrong. It's inevitable. It could be a medication's side effects, or something more trivial like a lumpy pillow, a broken remote, or a noisy patient next door.

But it's not these things you'll remember. It's the people. The receptionist who made you feel welcomed. The nurses who went the extra mile to make sure you're comfortable. The physician who patiently re-explained something until you understood. The employee in the hallway who noticed you looked lost and escorted you to your destination.

Our new UF Health Hospitality and Service Standards of Behavior training focuses on hospitality, teamwork, communication and professionalism and responsibility. Believe me when I tell you, it only takes a few days in the hospital to realize how important these behaviors truly are to patients and their families.

For those of us who aren't on the "front lines" of patient care, these principals are still essential. If we aren't being kind to our co-workers, that negativity can find its way down the hall, across a department, and eventually to a visitor or patient. And it only takes one negative experience to override many good deeds.

It takes a village to create a warm, welcoming atmosphere in a system as big as ours. From personal experience, I can say without reservation that we have created that environment here, but it can always improve. I encourage you to embark on your training with an open mind and implement what you learn. Our patients and their families will appreciate it more than you know.

Todd Taylor  
News&Notes Editor  
UF Health Communications

## UF HEALTH SHANDS | PEOPLE

## Interim CEO Ed Jimenez shares goals for the year ahead

As seasons change with some predictability, July 1 signaled a new year for our academic health center. We welcomed our new physicians in training, the new budget year began and I, too, began my new role as interim CEO for UF Health Shands after serving as chief operating officer for UF Health Shands Hospital since 2010. I want to thank Tim Goldfarb, who led the hospital system as CEO for 13 years and recently became UF Health executive vice president for regional and governmental affairs. I've learned a huge amount from Tim since I joined UF Health and I'm glad we'll continue to work together.

I feel fortunate that I get to partner with you in new ways as we continue to build on the foundation Tim established and keep moving forward. Tim has been celebrated for his commitment to our patients and staff, his strong partnerships to achieve shared goals and how he leads with integrity and compassion. I embrace the same values that made Tim a great leader.

My interim CEO role will allow me to work as the senior leader, while still remaining connected to the day-to-day activities of our hospitals. We won't hire a new COO, but I will ask senior staff to assume some duties I held as COO so I can accommodate new responsibilities. We have a great team and I thank everyone for their support during the transition.

What are my goals for the coming months? We will focus on achieving even greater wins in patient safety, quality and hospitality. Quality remains job 1. These things are linked to provide our patients with their best experience, medically and personally, through their interactions with our faculty and staff.

I will dedicate myself to mentoring and professional development efforts that span the College of Medicine and our hospitals. I want to encourage leaders to learn from each other. The first step is to understand where opportunities exist to support faculty and staff this way.

I want to make sure we work more in lock-step with the colleges of Nursing, Pharmacy, Public Health and Health Professions and Dentistry. We've developed great relationships and collaboration and there's still room to improve.

From a business perspective, I'd like to elevate our tenacity for achieving our business goals — how we compete locally and regionally to improve the patient-referral experience for private-practice physicians to work with UF Health. Part of this is to formulate a vision for how we grow and expand over the next five years — where we invest, build facilities and develop programs.

Another area of focus will be my role in helping to generate and lead philanthropic efforts with the Office of Development. This is critical to support our future growth.

As interim CEO, I have an expanded role in regional and governmental affairs. Tim and I have partnered in these areas and we're on the same page. We'll have great balance as we continue to develop regional business strategies with other health partners and advocacy efforts and relationships with legislators. The legislative piece of the puzzle is very important. I am grateful that Tim is staying on in his new role. Tim paved the way and established very strong relationships with state and national legislators and health care leaders for more than a decade. If he'd resigned with just a few months' notice it could have put important relationships in jeopardy. These aren't transactions, they're relationships. You can't hand them off quickly. Over the next year or so, we have an opportunity for a natural transition.

Of course, I want to remain connected to the 8,000-plus UF Health Shands staff and our UF colleagues that make UF Health a special place. You make miracles happen because you believe you can make a difference.

I'll continue to discuss these themes with you here and in other communications. I'm excited about all the great things we'll accomplish together!

Thank you,

Edward Jimenez  
Interim Chief Executive Officer  
UF Health Shands



Ed Jimenez

# Faculty and staff leaders inspired by hospitality and service initiative

## Inspirational stories shared during training sessions

### Next steps:

All faculty and staff working at UF Health Shands, UF College of Medicine and UF Health Physicians will be invited to sign up for Hospitality and Service training this fall. Stay tuned for more information from your supervisors. As this pilot program continues, it will be introduced in other areas of UF Health.

### Comments from senior leaders after attending training:

"Fantastic program. Motivated to move this out to team. Very sincere and authentic."

"Really positive, interactive course. Good job facilitators!"

"Very excited to see this program become a way of life at UF Health."

"This was a great day! I think the hospitality training will help us refocus on our patients!"

"Wonderfully inspiring and motivating."

"Changed my attitude from bad to very positive."



Marvin Dewar, M.D., J.D., UF College of Medicine senior associate dean and UF Health Physicians CEO, helped lead and develop the UF Health Hospitality and Service program and now facilitates training for UF Health colleagues.

**Discussions** during this summer's Hospitality and Service Standards of Behavior training sessions for UF Health leaders unearthed countless stories about the positive impact our employees have on patients' lives.

**Greg Hollingshead**, UF Health Shands HR Human Resource Development director, had the chance to hear our leaders share examples of impeccable hospitality and service. Stories such as how an admissions clerk helped a young cancer patient's fireflies thrive; a food service employee offered to track down a wheelchair and provide a ride for a tired, lost patient; and a group of nurses coordinated an impromptu birthday party for a patient, just to name a few.

"You hear some of these stories and it can tear you up," Hollingshead said. "These employees didn't have to do what they did."

The principles emphasized and stories told during Hospitality and Service training have had an immediate impact on many of our leaders.

"It was a reminder to slow down and look around. Once I sought out opportunities to help,

I had some amazing interactions with patients that were the bright spots in my busy day," said **Melanie Fridl Ross**, UF Health senior vice president and chief communications officer. "At the hospital's west entrance I noticed a couple waiting to leave because it had started to rain. I offered my umbrella and walked them to the garage. I was headed there anyway, and had a fun conversation with them. Before, I might not have realized they could use an assist — I might not have slowed down long enough to ask. They raved about the medical care they received, and I bet they were really happy they didn't get wet, too!"

Created by UF Health Shands and UF College of Medicine leaders, the Hospitality and Service standards' collaborative spirit carries over into the training rooms. Sessions are attended and co-led by a mix of faculty and staff from throughout the academic health center, many of whom might otherwise never cross paths.

"This effort was developed jointly by all stakeholders at UF Health and training is offered to joint groups of the hospital, physician practices and college personnel," said **Marian Limacher**, M.D., UF College of Medicine senior associate dean for faculty affairs and professional development. "We can learn from each other and even get to know each other better."

As training continues for all of our staff, we look forward to hearing your stories and receiving your input during these sessions. Whether you work behind the scenes or on the front lines of patient care, we all have an impact on our visitors and each other.

"Caring for our patients doesn't just occur in our hospital rooms or our practices," Ross said. "A simple greeting as we pass someone in the hall or an offer to help someone find their way can make a small but significant difference in their day. The training also emphasizes the importance of how we treat each other as colleagues. Fostering a positive and supportive work environment is part of creating a culture of hospitality for everyone." **N&N**

UF HEALTH SHANDS | SERVICE

## Young patients become junior chefs

Departments collaborate to spark innovative program



Chris Brown (left), M.S., CCLS, UF Health Shands Children's Hospital Child Life Services director, visits with Ty Burrow, 5, while he makes pancake batter during a recent Junior Chef event.

**When a group** of children cautiously entered the UF Health Shands Children's Hospital Unit 44 Playroom for June's Junior Chef event, it was unclear if the young patients would enjoy themselves.

But not long after the participants picked out chef's coats and hats and found their seats, it was evident that the event was destined for success.

With the help of UF Health Shands staff and volunteers, patients made their own wholegrain pancake batter and poured it onto skillets in the shape of Mickey Mouse. They finished off their pancakes with healthy toppings ranging from mango slices in the shape of eyes to shaved cantaloupe resembling hair.

"So many kids have a great interest in food, so we like to get them involved," said **Jason Chidress**, UF Health Shands Food and Nutrition Services associate director. "For the kids that can't

get off their unit, we offer to have one of our chefs come out and do a demonstration in their rooms."

UF Health Shands Children's Hospital Child Life Services, Morrison Healthcare and UF Health Shands Food and Nutrition Services collaborated to create the Junior Chef program, which began in May and is expected to recur monthly at the children's hospital.

"These kids have some pretty rough experiences here and it can be stressful and traumatic," said **Chris Brown**, M.S., CCLS, UF Health Shands Children's Hospital Child Life Services director. "They miss their kitchens and their own homes, so doing something normal like cooking helps them get their mind off being in the hospital."

For more information about UF Health's Child Life Program, visit [ufhealth.org/child-life-program/overview](http://ufhealth.org/child-life-program/overview). **N&N**

### Recurring activities include:

- Teddy Bear Clinic
- Dream Team Movie Night
- CMN Movie Matinees
- Caleb's Pitch Syringe Painting
- Ice Cream Social
- Music in Me music group

## Fast Facts

### UF Health Shands Children's Hospital Child Life Program

- Four certified child life specialists.
- One child life assistant.
- Utilizes more than 120 volunteer hours weekly.
- The team works with patients in the Pediatric Cardiac ICU/Congenital Heart Center and Units 42, 44 and 45.

UF HEALTH SHANDS | PEOPLE

## Meet Cherise and John

UF Health's new brand commercial makes its debut

Cherise West and John Wingard, M.D., UF Health medical oncologist, take in the Florida Museum of Natural History Butterfly Rainforest during a recent UF Health commercial shoot.



**Meet Cherise.** Cherise West from Jacksonville was diagnosed with leukemia and was told she had no hope for a cure. Meet John. **John Wingard, M.D.**, UF Health medical oncologist, works on bone marrow transplants from donors who aren't an exact patient match — like Cherise's mom. John never treated Cherise, but Cherise is here today because of him. It's invisible connections like these that help move medicine forward with every patient we serve.

Over the past year, UF Health has become a household name with our "Invisible Connections" campaign. We've made great strides to build the UF Health brand name in the minds of consumers but there's still work to be done, which is why we recently added the "Meet Cherise and John" story to our campaign.

In Cherise's words, "I would be happy to do anything you ask to help spread the UF Health name. UF Health saved my life."

Thanks to patients like Cherise who allow us to share their stories, we can tell the broader story of UF Health to consumers throughout the state. Our UF Health advertisements run on television, in print, on the radio and online — including ads on Facebook and Pandora.

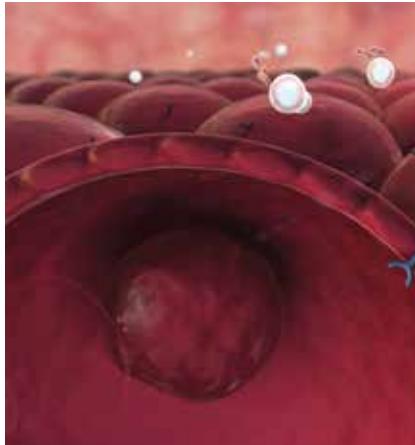
Visit [youtube.com/user/UFHealth](https://youtube.com/user/UFHealth) to view the new commercial. **N&N**

A special thank you  
to the Florida Museum of  
Natural History at the  
University of Florida for  
letting us use the Butterfly  
Rainforest for the day.

UF HEALTH | SERVICE

## Lab Notes

Check out some recent research developments happening at UF Health



- Combining two different medications could help patients with Type 1 diabetes at least partially regain the ability to produce their own insulin. **Michael Haller, M.D.**, a UF College of Medicine pediatric endocrinologist, likens his approach to treating type 1 diabetes to a game of cops and robbers. First, he ferrets out problematic cells of the immune system that could be behind a patient's inability to produce insulin and wipes them out with a medication called Thymoglobulin, a drug initially developed for use in organ transplantation. Then he uses a medication called Neulasta, a drug designed to improve the lives of people with certain forms of cancer, to stimulate the production of new and potentially beneficial immune cells. Haller presented the results of the study June 15 at the annual meeting of the American Diabetes Association in San Francisco. "The treatment is almost like trying to hit the reset button on the immune system," Haller said. "We're trying to wipe out the bad cells and stimulate the good cells at the same time."

- It's usually in the first few months that parents of newborns with Leber congenital amaurosis realize something is wrong. The babies fail to focus on their parents' faces, may be abnormally sensitive to light or have unusual eye movements. Parents then receive the devastating diagnosis: severe, permanent visual impairment. A new grant will allow UF College of Medicine ophthalmology researcher **Shannon Boye, Ph.D.**, and colleagues at the University of Pennsylvania, to test a gene therapy that could potentially reverse one form of this hereditary disorder. Leber congenital amaurosis, the most common cause of childhood blindness, is a group of degenerative diseases of the retina caused by genetic mutations in one of 19 genes currently associated with the disorder.

- For the approximately 25 million Americans who have asthma, quick relief medication is a lifeline when breathing becomes difficult. But what many asthma sufferers may not realize is there is a drastic difference between prescription medication and what is available for purchase over the counter. A UF pilot study found that an over-the-counter asthma medication containing racemic epinephrine was drastically less effective than albuterol, the standard inhaled prescription medication. The study was published online in the *Journal of Allergy and Clinical Immunology: In Practice* on April 18. Although albuterol has long been considered the gold standard for quick relief of asthma symptoms, some patients may opt for an over-the-counter alternative for a variety of reasons, such as convenience or because they lack health insurance, said **Leslie Hendeles, Pharm.D.**, UF College of Pharmacy professor. Hendeles said, "It is important for people with chronic asthma to be under the care of a physician and receive an inhaled steroid for prevention of symptoms."

**UF HEALTH SHANDS | SERVICE****COMING SOON: "MYTRAINING"**

UF and UF Health have joined forces on another shared initiative. Our IT and HR teams have developed a new integrated, online training management system for use by UF and UF Health Shands staff across the system. The new "myTraining" portal will be rolled out starting in September.

Once we transition all resources to myTraining, it will be a more user-friendly, one-stop location for everyone across UF and UF Health to easily manage employee training records, view training schedules, register for professional and required classes, and complete online education.

For our UF Health faculty and staff accustomed to using Healthstream, the rollout to myTraining will occur in phases. Healthstream will still be used this fall for required online education and inservices for those who work in the hospitals, outpatient services and core business units. By the end of the year, however, myTraining will replace HealthStream. It will include education resources for clinical and non-clinical staff covering regulatory, compliance and privacy; clinical quality and patient safety; nursing education; EPIC electronic medical records; environment of care; and other topics.

Stay tuned for details and instructions. UF faculty and staff will receive ongoing communications from UF main campus; and UF Health Shands staff and Healthstream users will learn more from UF Health Shands Human Resources.

**myTRAINING**  
learn ▶ grow ▶ achieve

**UF HEALTH SHANDS | QUALITY****If you don't see a Gator Pass, you need to ask!**

A recently introduced patient sign-out system, Gator Pass, helps account for a patient's location when they are off their assigned unit. It is used in adult inpatient nursing units at UF Health Shands Hospital and UF Health Shands Cancer Hospital to ensure patient safety.

Patients are asked to sign out and wear the Gator Pass if they are not accompanied by hospital personnel, which is only permitted if the patient's nurse and physician have approved.

Patients are accountable for informing staff that they are leaving the unit and will be expected to make a timely return to avoid being late for upcoming medical care. The pass identifies the patient's home unit and phone number so that others can quickly make contact if the patient experiences a sudden change in health while off the unit.

In the past, patients only had a wristband as identification. A staff member would enter the wristband ID information into the system to locate where the patient was supposed to be, potentially leading to a delay in care.

Gator Pass has already increased two-way communication by helping to ensure patients are on their unit for scheduled procedures and that they are given their medications on time and by enhancing communication between care providers.

Gator Pass began as a pilot program on UF Health Shands Hospital inpatient Units 64, 65, 74 and 75. UF Health Shands Nursing; UF Health Clinical Quality and Patient Safety; and UF Health Hospitalist physician teams all played a role in its development and implementation.

If you find an inpatient outside their unit without a Gator Pass, please notify security or direct the patient back to their area, and let them know that the Gator Pass helps us keep them safe and provide timely and efficient care at UF Health. **N&N**

UF HEALTH SHANDS | QUALITY

# New upgrades enhance patient safety reporting system

**Ability to track event investigation progress highlights new features**

To protect our patients, we report potential and actual harm events using a patient safety reporting system. Recently, the PSR system underwent four upgrades to improve patient safety and increase clarity in the incident reporting process.

## Automated feedback to track progress of event investigation

PSR reporters now have the ability to track the progress of their event by opting into email notifications, which will let the reporter know when:

- The manager investigation is complete.
- The risk manager closes the event.

## Nationally recognized AHRQ harm scoring system

Our PSR system now includes a common format set by the Agency for Healthcare Research and Quality for level of harm on closure pages. This provides a measurement for harm during investigation and final review of the event. The use of AHRQ formats will make our PSR harm trending reports more meaningful and will allow for comparisons across health care organizations worldwide.

## Reporter-to-risk management alert system

Because the exact patient harm may not be known at the time of the event, PSR reporters will now assign a level of severity to the report from a list of three options:

- 1 Routine event — requires response within two work days.
- 2 Needs risk management within 24 hours.
- 3 Major harm event — needs immediate risk management attention; risk managers will automatically be alerted by email for expedited investigation.

## “Just Culture” management investigation

The management investigation tab has been upgraded to reflect Just Culture investigation principles:

- Consoling staff for human error and fixing the system to reduce likelihood of a similar error.
- Coaching for at-risk behavior and creating incentives to make it easier for staff to do the right thing.
- Reserving disciplinary action for reckless acts or repetitive rule violations.
- Resulting action plans will be coded with the most effective actions listed first to help managers think about more effective strategies. **N&N**

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UF HEALTH | SERVICE

**INTRODUCING UF HEALTH'S OFFICIAL SOCIAL MEDIA HUB: THE PULSE**

**The Pulse is UF Health's new social media hub, created by UF Health Communications and IT Web Services. From The Pulse homepage, visitors can quickly scan our official social media accounts for the latest news, valuable health tips and important information. And they can do it without clicking through or subscribing to various social media services.**

Visit [social.ufhealth.org](http://social.ufhealth.org).

**Benefits for all users:**

**The latest news** — The front page delivers the latest updates from all of UF Health's official social media accounts.

**Filtering** — Users can utilize the site's filtering feature to check posts by account type: Facebook, Twitter or YouTube, with other accounts available as they come online.

**Search** — Users can search posts by keyword, phrase or hashtag.

**Interactivity** — Users can easily like or share posts if they're logged into the appropriate social media service, or choose to follow any official account directly from the homepage.

**An official record** — The Pulse features an account directory that enables users to quickly scan all official account names and types.

**Benefits for administrators:**

**Posts** — Site administrators can scan, edit and remove posts from the front page.

**Accounts** — Administrators can quickly view, verify, restrict or delete an account. No posts are displayed on the homepage without account verification, and revoking an account's verified status will remove posts from the homepage but not from the site archive.

**Archive** — The Pulse's archive database contains a copy.



UF HEALTH SHANDS | QUALITY

**EMERGENCY TEAMS IMPROVE MEDICATION SAFETY**

The Epic Rover portable scanner is a new tool emergency room staffs are using to ensure patients receive the right medications. This device is now in place in the UF Health Shands E.R., UF Health Shands Pediatric E.R. and the UF Health Shands Emergency Center at Springhill.

The Rover is a mobile application for barcode medication administration — a portable version of Epic used with an iPod and scanner.

"The Rover device has already caught multiple medication errors such as a nurse giving the wrong medication/IV fluid or ordering a discontinued medication," said **Cassie Marcelle, M.S.N., R.N., RN-BC**, UF Health Shands Nursing systems analyst.

The Rover also makes patients' most up-to-date medical records quickly accessible to staff members, eliminating the need to log in and out of computers.

"Rover saves time by reducing the number of devices needed to login to for a single medication administration," said Marcelle. "All documentation related to the medication can take place right at the patient's bedside."

Future plans include expanding use of the Rover to inpatient areas, as well as using the application with iPhones.



Casey Smith, R.N., demonstrates how the new Epic Rover technology is used at the UF Health Shands Emergency Center at Springhill.

## UF HEALTH SHANDS PSYCHIATRIC HOSPITAL | PEOPLE

**EMPLOYEE SPOTLIGHT: JULIA SULLIVAN, M.S.N., RN-BC**

**Julia Sullivan, M.S.N, RN-BC**, has been the coordinator for adult psychiatric programs at UF Health Shands Psychiatric Hospital since December. In this newly created position, she has been able to provide patients and their loved ones with more enriching activities, educational materials and an environment more conducive to healing.

"I love my new job," Sullivan said. "I am able to focus on patients and their families and provide them with the resources and support they need."

Working with **Alexis Henderson**, certified peer specialist, Sullivan said they are more organized than ever before. Together, they facilitate groups several days a week on coping skills, relapse prevention and self-compassion. Sullivan said patients are responding well to the added therapy and that nurses and physicians are giving positive feedback.

The pair created patient education folders with information about healthy lifestyle habits, the discharge process and aftercare. Sullivan believes their work is enhancing the patient experience and improving quality of life for patients after they leave the hospital.

"In the future, I hope to continue doing this kind of work," Sullivan said. "Living well centers around life management and a strong support system of family and friends."



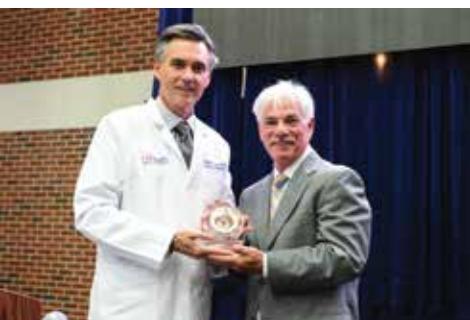
## UF HEALTH | PEOPLE

**SHANDSCAIR HOSTS FIFTH ANNUAL EMERGENCY MEDICAL SERVICES BBQ**

In celebration of EMS week, ShandsCair recently hosted its Fifth Annual EMS BBQ. Pictured here are (from left) Bryan Goss, R.N., EMT-P, ShandsCair flight paramedic; Christine Brophy, R.N., ShandsCair neonatal flight nurse; Ed Crews, R.N., EMT-P, R.R.T., ShandsCair chief flight nurse; Staccie Allen, ARNP, EMT-P, ShandsCair program director; Jamin Major, Santa Fe College paramedic student; Duane Fugate, E.M.T., Alachua County Fire Rescue; Ed Jimenez, UF Health Shands interim CEO; Ron Lewis, Alachua County Fire Rescue lieutenant/paramedic; Carolyn Gause, R.N., EMT-P, ShandsCair adult/pediatric flight nurse/paramedic; Tim Goldfarb, UF Health executive vice president for regional and governmental affairs; Alex Tang, R.N., ShandsCair neonatal flight nurse; Bill Northcutt, Alachua County Fire Rescue chief; Gwen Thomas-Howard, ShandsCair operations manager; and Chris Drum, UF Health Business Development, ShandsCair regional manager.

## Celebrating Tim Goldfarb

**Outgoing CEO honored for 13 years leading UF Health Shands**



(Top photo) Tim Goldfarb embraces Bea Cameron, UF Health Shands Information Services application system analyst, following a recent celebration honoring him for his service as UF Health Shands CEO.

(Bottom photo) From left, Michael L. Good, M.D., UF College of Medicine dean, presented Tim Goldfarb with the College of Medicine Dean's Award for Exceptional Leadership.



(From left) David S. Guzick, M.D., Ph.D., UF senior vice president for health affairs and UF Health president, presented outgoing UF Health Shands CEO Tim Goldfarb with a copy of a tribute video on a UF Health-branded flash drive.

**On June 25**, the week before his July 1 transition into a new role as UF Health executive vice president for regional and governmental affairs, hundreds gathered in the UF Health Shands Hospital Atrium to honor **Tim Goldfarb** for his service as UF Health Shands CEO from 2001 to 2014.

A series of tributes were led by **David S. Guzick, M.D., Ph.D.**, UF senior vice president for health affairs and UF Health president; followed by **Michael L. Good, M.D.**, UF College of Medicine dean; and **Janet Christie**, UF Health Shands Human Resources senior vice president. They praised Goldfarb for his steady and skilled leadership, supportive partnership and commitment. Good presented Goldfarb with the College of Medicine Dean's Award for Exceptional Leadership.

A video segment featured several other long-term colleagues paying their respects

to Goldfarb and noting his strategic vision, thoughtful mentoring and the employee- and patient-focused culture he established through his warm and caring approach.

Goldfarb thanked faculty and staff for allowing him to represent them and UF Health Shands.

"I always dreamt of working in a hospital with people like you," Goldfarb said. "The board officially hired me, but it's you that kept me here."

Both Guzick and Goldfarb expressed their support for and confidence in **Ed Jimenez**, who is now UF Health Shands interim CEO. Guzick also said he is thrilled that Goldfarb will stay on board at UF Health and continue his excellent work in regional and governmental affairs. **N&N**

UF HEALTH SHANDS CHILDREN'S HOSPITAL | QUALITY

# Children's hospital programs move up in rankings

Five pediatric specialties place higher in U.S. News & World Report's 2014 listing



Moving up the ranks	2013	2014
<b>Diabetes and Endocrinology</b>	<b>17</b>	<b>14</b>
<b>Cardiology and Heart Surgery</b>	<b>32</b>	<b>27</b>
<b>Gastroenterology and GI Surgery</b>	<b>34</b>	<b>34</b>
<b>Pulmonology</b>	<b>40</b>	<b>35</b>
<b>Neonatology</b>	<b>unranked</b>	<b>36</b>
<b>Cancer</b>	<b>46</b>	<b>41</b>
<b>Nephrology</b>	<b>26</b>	<b>41</b>

This illustration shows the new UF Health Shands Children's Hospital entrance, which will open in September.

In the annual Best Children's Hospitals listing released in June, U.S. News & World Report ranked seven UF Health Shands Children's Hospital pediatric programs among the nation's best this year. Those recognized are diabetes and endocrinology (14th nationally), cardiology and heart surgery (27th nationally), gastroenterology and GI surgery (34th nationally), pulmonology (35th nationally), neonatology (36th nationally), cancer (41st nationally) and nephrology (41st nationally).

UF Health Shands Children's Hospital was ranked higher in five of these seven pediatric specialties than last year, and was also the highest-ranked Florida hospital for cancer and diabetes and endocrinology.

"The continued, year-to-year improvement of UF Health Shands Children's

Hospital in national rankings is a testament to our excellent team of staff, physicians and nurses," said **Mark Amox**, UF Health Shands Children's Hospital administrator. "As our children's hospital continues to gain momentum, we are honored to be recognized for the high-quality care we provide to our patients and families each day."

Our UF Health leaders' commitment to the UF Health Shands Children's Hospital was crystallized in the 2010 strategic plan, which emphasized expert, humanistic care to achieve the highest levels of patient quality and safety. As part of this plan, the new Pediatric Cardiac ICU opened in January. It complements other recent projects such as our dedicated UF Health Shands Pediatric E.R.

The U.S. News Best Children's Hos-

pitals rankings list the top 50 hospitals in each of 10 specialties, including: cancer, cardiology and heart surgery, diabetes and endocrinology, gastroenterology and GI surgery, neonatology, nephrology, neurology and neurosurgery, orthopaedics, pulmonology and urology.

UF Health Shands Children's Hospital was one of only two Florida hospitals that U.S. News ranked in seven specialties. As we continue to match the excellence of our stellar faculty and staff with state-of-the-art facilities, we look forward to the opening of the new UF Health Shands Children's Hospital dedicated entrance and lobby In September.

Visit [health.usnews.com/best-hospitals/pediatric-rankings](http://health.usnews.com/best-hospitals/pediatric-rankings) for more information. **N&N**

## TO DO

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UF HEALTH | SERVICE

### STAY HEALTHY WITH PRIMARY CARE

The GatorCare health plan team encourages members to identify a primary care provider. An annual wellness exam is a covered benefit using the GatorCare network, meaning there's no out-of-pocket cost. Once you are an established patient, it's easy to get a quick appointment if you're ill or have an unexpected medical need. A primary care visit is more cost-effective than going to an emergency room (and it frees up emergency medical staff to handle the more severe cases).

For help finding a primary care physician, call 265-UFMD or contact Lindsey Johnson, GatorCare health coach, at 265-7251 or johnjt@shands.ufl.edu.



UF HEALTH | SERVICE

### STUDY UP ON SAFETY TIPS FOR THE NEW SCHOOL YEAR!

As we prepare for the influx of students returning to the Swamp for fall semester, it's especially important for our UF Health staff to be prepared for possible increases in suspicious activity.

"Patient care does not end with medical treatment," said University of Florida Police Department Capt. Eric Rice, commander of law enforcement services. "It is important to protect patients and visitors from crime as well."

Be aware of your surroundings by taking note of things that aren't "normal." Doors that are propped open, missing items in your workplace or someone behaving in an unusual or suspicious manner are all possible cause for caution or alarm. UF Health staff members can help by making safety a priority in our workplace.

"Always notify UF Health Shands security immediately of suspicious activity," said Steve Truluck, UF Health Shands Safety and Security director.

**Here are four tips to remember in the coming months:**

- Slow down! Don't rush. Speed can cause you to forego safety practices due to time constraints.
- Stay alert! Always be aware of your surroundings and park in well-lit areas.
- Secure valuables! If you must have valuables in your vehicle lock them out of sight in the trunk.
- Buddy up! Use the buddy system, don't walk alone between dusk and dawn. Contact Safety and Security to escort you to your vehicle after hours if needed. Call 265-0911 if you're at a UF Health Shands facility, and 392-1111 for all other UF Health campus locations.



**UF HEALTH | SERVICE****LET GATORCARE HELP YOU REACH YOUR  
HEALTH AND WELLNESS GOALS**

Did you know you can access a multitude of wellness resources to help you achieve your health and wellness goals? GatorCare's wellness offerings include presentations on nutrition, exercise and stress topics; body composition and blood pressure screenings; health challenges for teams and individuals; tobacco-cessation support; one-on-one health coaching; and more. For information, contact Morgan Papworth, GatorCare wellness coordinator, at 352-265-7260 or [morgan.papworth@bcbsfl.com](mailto:morgan.papworth@bcbsfl.com).

Become a wellness partner today! As part of the UF and UF Health Wellness Program, we are seeking wellness partners to help spread the word about employee wellness initiatives and to serve as liaisons for the program. Partners should have an interest in and dedication to wellness and a desire to support the health and welfare of fellow employees. Partners do not have to be enrolled in GatorCare to participate, and initiatives will support all UF and UF Health employees, regardless of their insurance coverage. To sign up or for more information, visit the GatorCare wellness page at [gatorcare.org/wellness](http://gatorcare.org/wellness) or call 352-265-8001.

**ELDERCARE OF ALACHUA COUNTY | FINANCE****SOMETHING NEW IN ORANGE AND BLUE FASHION SHOW**

The Senior Recreation Center, operated by ElderCare, is hosting the fourth annual Something New in Orange and Blue Fashion Show. Proceeds will benefit the center's programs and services for seniors in North Central Florida. Models will don clothes from a variety of boutiques and stores, and food and drinks will be provided. Tickets are \$25 per person. Call 352-265-9040 for more information or visit [eldercare.ufhealth.org](http://eldercare.ufhealth.org) (click on "About ElderCare" and "Events").

**THURSDAY, SEPT. 4  
5-9 P.M.**

**UF HEALTH | QUALITY****I COMPLY! A MESSAGE FROM COMPLIANCE SERVICES**

The UF Health Shands Compliance Services team provides resources to help all UF Health employees and departments understand and comply with applicable laws and policies and adhere to the highest standards of ethics and integrity.

When you see "I Comply!" on a communication tool or document, it is a message from UF Health Shands Compliance Services.

Each employee plays a vital role in achieving compliance, and the "I Comply!" series of educational

materials is just one of the ways we seek to help you succeed.

Remember, all employees have a responsibility to read and acknowledge the UF Health Shands Code of Conduct, participate in training, adhere to policy and procedures, report suspicious activities and reach out for assistance when needed.

Look for "I Comply!" on our website, News&Notes, Shands News, screensavers and posters.

**WE'RE COMMITTED TO KEEPING YOU INFORMED ON COMPLIANCE-RELATED MATTERS SUCH AS:**

**INFORMATION ABOUT NEW LAWS THAT AFFECT YOU**

**HIPAA AND PRIVACY TIPS  
CORE POLICIES REMINDERS**

**CODE OF CONDUCT  
GUIDELINES**

**AND MUCH MORE**

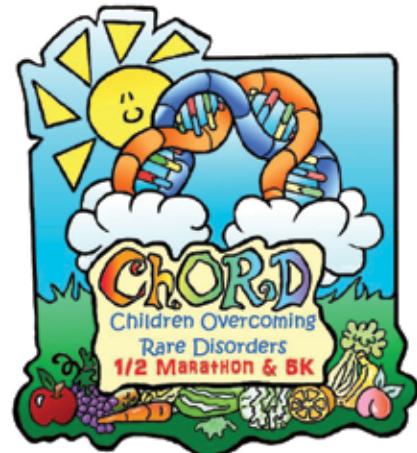
**UF HEALTH | FINANCE****CHORD HALF MARATHON/5K SLATED FOR SEPT. 20**

The second annual ChORD "Children Overcoming Rare Disorders," Half Marathon/5K will be held at 7 a.m. on Saturday, Sept. 20, starting and finishing at the UF Cultural Plaza parking lot on Hull Road (across from the Southwest Recreation Center).

Funds raised will support areas of greatest need in the UF College of Medicine department of pediatrics division of genetics and metabolism.

They include nutrition education, sibling meet-and-greet events and scholarships for metabolic camps.

Last year's race attracted more than 240 participants and raised more than \$12,000. To register or learn more about sponsorship opportunities, visit [chordrace.kintera.org](http://chordrace.kintera.org) or contact Lindsay Raub, event coordinator, at [chordinfo@yahoo.com](mailto:chordinfo@yahoo.com).

**REGISTRATION OPTIONS:**

**Early Registration: Aug. 1-31**

**Registration: Sept. 1-16\***

**Event-Day Registration: Sept. 20**

*\*Online registration closes Sept. 17 at midnight.*

**Reminder:**

If you are approached by a patient or family member interested in fundraising for UF Health, please inform them about the MyCommunity Fundraising program and refer them to Jessica Jennings at 352-265-7237 or [jenjes@shands.ufl.edu](mailto:jenjes@shands.ufl.edu). To learn more about MyCommunity Fundraising, visit [giving.ufhealth.org/events/host-a-fundraising-event/](http://giving.ufhealth.org/events/host-a-fundraising-event/).