



UF HEALTH SHANDS EMPLOYEE NEWSLETTER

VOL. 9 NO. 13 | SEPTEMBER 2014

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Please put News&Notes back in the rack! Share it with co-workers or recycle it when done. Thank you.



New children's hospital lobby is a game-changer for young patients

At some level, most of us can relate to a young patient who is visiting our children's hospital.

If you've ever brought a child into a clinical setting, you've likely witnessed apprehension associated with the experience. And if you haven't, maybe your own childhood memories conjure up this feeling.

No matter how great the hospital, it's not a place a child wants to be — and many of our young patients are repeat visitors. So anything we can do to improve their experience is very important.

They say you never get a second chance to make a first impression, but if you've had the chance to visit our new children's hospital lobby, you know that we don't need a second chance.

While still technically a "hospital-within-a-hospital," our children's hospital hardly feels that way anymore. Primary-colored panels on the building's exterior, a dedicated entrance, an interactive video wall, elaborate flooring, children's artwork and its own elevators are just a few new features that make the children's hospital more welcoming. Whether young patients come in through the new entrance or the Pediatric E.R., they will know they are in a place created for them. While the renovations and décor won't eliminate all their fears, the atmosphere will welcome families and ease their anxiety.

And we're not yet finished. Plans to incorporate themes — such as the Pediatric E.R.'s "under the sea" or the Pediatric Cardiac ICU's "sunshine, treetops and sky" themes — in other children's care areas are in the works.

While U.S. News & World Report's 2014-15 Best Children's Hospital rankings confirmed that our children's hospital's services are among the nation's elite — ranking seven of our 10 pediatric specialties in their Top 50 — it's great to see that it's quickly becoming one of the nation's best-looking children's hospitals as well.

If you haven't seen the new children's hospital welcome area, we encourage you to stop by, or visit blueprints.UFHealth.org for photos, videos and details.

Todd Taylor
News&Notes Editor
UF Health Communications

The art and science of listening: Improving the workplace and how we care for our patients



Ed Jimenez

Right now, an area of focus for the management team and all employees is in reviewing the results of the annual Employee Engagement Survey. We make it a priority to gather information from UF Health Shands staff to help assess how well we're doing to create a work environment that supports you. We all want to do our best work and enjoy the process. In addition to our focus on the patient experience, we want you to have your best experience as an employee at UF Health.

Each one of us impacts each other's personal and overall experience. It's important for us to improve the workplace together.

Results of the spring survey are being shared and people have spoken — in fact, over 70 percent of our colleagues have spoken. You've told us we're making strides but there's room to do better, to make more progress. You're confident about how we make patient safety and quality care a priority. You let us know that organization-wide communication and teamwork are getting better. You're confident in our leaders, and you've told us we are still a competitive employer when it comes to wages, benefits and career opportunities. But we have more strides to make in physician-staff relations, and we must continue to focus on delivering safe, quality care as well as exemplary hospitality and service. We need to continue our momentum making this a great place not just for patients — but also for each other.

Now it's time to discuss results at the unit level. My sincere hope is that all the nearly 9,000 UF Health Shands staff will participate with managers to look at survey results and offer feedback and ideas — and then take action.

We've all got to be accountable, to be part of the process. We need you on this journey. When you meet as a department to discuss a plan of action, join the conversation. Help us collaborate better, problem-solve together, remove silos of 'us' and 'them' and take the next steps.

Some of our teams have done a fantastic job improving operations and communications in their units, based on last year's results. They have made engagement a focus. In previous editions of this newsletter, we've shared stories of nurse managers leading the way, for example. Staff engagement is good for everyone and it brings teams together. We need to celebrate these accomplishments and learn from each other.

This fall we're also asking you to enroll in Hospitality and Service training, and to start to practice new Standards of Behavior. This approach will take us a step further and help us think about ways we serve each other and our patients and customers.

Please know that your executive leaders and managers have made a commitment to support engagement, hospitality and service. We've promised to "walk the talk" and participate with you. When we're all part of the solution, we can continue to make this an even better place.

Thank you,

A handwritten signature in black ink that reads "Edward Jimenez". The signature is written in a cursive, flowing style.

Edward Jimenez
Interim Chief Executive Officer
UF Health Shands

Children's hospital opens doors to new lobby

State-of-the-art resources now greet pediatric patients

Quick facts

- The redesigned atrium features an interactive wall.
- The children's hospital lobby elevators (formerly known as the east visitor lobby elevators) will only offer service to children's hospital-dedicated floors: Floors 1, 3, 4 and 10.
- Keep up with all construction and renovation updates at UF Health by visiting blueprints.UFHealth.org.

Last fall extensive renovation began to create what is now a dedicated façade and lobby for the UF Health Shands Children's Hospital. The distinctive, bold primary color palette on the exterior provides an entrance way to the elaborate new lobby, which evokes a calming and hospitable atmosphere and a pleasant distraction for our pediatric patients and their loved ones.

The vibrant Sebastian Ferrero Atrium is the latest milestone in UF Health's plans to expand patient-centric pediatric health and wellness services by capitalizing on existing strengths and committing necessary resources to deliver enhanced pediatric services. Investments have been focused on meeting the specific needs of pediatric patients, their families and the community; adopting a more patient and family centered integrated care model; and growing the ranks of pediatric specialists and other pediatric health care providers.

"Just over four years ago, we outlined a plan called Forward Together that would further enhance our ability to achieve the highest level of quality care and safety for all our patients, train the next generation of health care professionals and spark important new discoveries to improve health," said **David S. Guzick, M.D., Ph.D.**, senior vice president for health affairs at UF and president, UF Health. "I'm pleased to see our efforts to create a warm and welcoming environment come together in this dedicated space for our youngest patients."

UF Health leaders held a ribbon-cutting ceremony Sept. 3 to celebrate the opening of the Sebastian Ferrero Atrium. Speakers included Guzick; **Scott Rivkees, M.D.**, UF College of Medicine department of pediatrics chair and UF Health Shands Children's Hospital physician-in-chief; **Ed Jimenez**, UF Health Shands interim

CEO; **Tom Mitchell**, University of Florida Foundation vice president for development and alumni affairs; and **Horst and Luisa Ferrero**, Sebastian Ferrero Foundation founders. The atrium is named in honor of their son.

Said **Mark Amox**, UF Health Shands Children's Hospital administrator, "We're excited that our patients and families will have, for the first time, a fully pediatric experience from the time they enter the hospital until they leave. Creating a better experience for our patients and families — clinically and environmentally — is very important to sustaining our high-quality programs and outcomes."

The colorful floors sparkle and fixtures gleam, and the pediatric teams feel energized by the improvements. Amox said the increased focus on the facility and physical environment has created an enhanced sense of pride and vibrancy among faculty and staff.

"The environment of care has an incredible impact on morale and energy that helps us drive toward our goals of being the provider of choice," he said.

"The new lobby relates to the full spectrum of pediatric patients," said **Susan Hahn**, UF Health Shands Facilities Development project manager and account executive. "It is designed to engage all patients through the use of interactive activities and help relieve their stress."

While our pediatric patients, their families and visitors and our staff will benefit directly from a redesigned children's hospital, our community at large will also benefit.

Brad Pollitt, UF Health Shands Facilities vice president, said, "We have created an iconic image for the community to identify UF Health Shands Children's Hospital, while providing a child-friendly environment for children of all ages." **N&N**



The sculpture "Tomorrow" by Romero Britto is featured inside the entrance of the recently opened UF Health Shands Children's Hospital lobby.

Baby-Friendly designation anticipated for children's hospital

Improving the experience for mothers and newborns



Millirose Enriquez-Lim, B.S.N., R.N., wife of Duke Lim, M.S.N., R.N., CNML, UF Health Shands Nursing and Patient Services associate vice president, engaged in skin-to-skin contact with their newborn daughter Luissa Anais Lim at UF Health Shands Children's Hospital.

When **Holly Danko, A.S.N, R.N., CCRN (C.S.O.)**, encountered a new mother who was receiving care in the UF Health Shands Hospital Cardiac ICU, she learned the patient had just given birth to a baby 10 weeks prematurely. It would have been easy to overlook some of the steps necessary to provide critical education and emotional support to this new parent given her own immediate health concerns.

Instead, Danko proactively addressed the patient's breastfeeding goals — assisting her with pumping, hand expression and collection, and colostrum storage. With the support of her colleagues, Danko was able to transport the new mother to the NICU for skin-to-skin therapy and bonding with her newborn.

This is a shining example of the approach we need to take to become a designated "Baby-Friendly" hospital by Baby-Friendly USA, which recognizes hospitals that offer an optimal level of care for infant feeding and mother/baby bonding. Clinical teams at UF Health Shands Hospital are participating in Best Fed Beginnings, a first-of-its-kind, nationwide quality improvement initiative to help hospitals improve maternity care and obtain Baby-Friendly designation.

"It is important for nurses to be aware of how imperative it is for a mother to bond with her baby," Danko said. "A program like this is needed

to provide the necessary education for our mothers and families so that breastfeeding will continue after they leave the hospital."

Upon a mother's request, nurses caring for newborns can now call for expressed breast milk even if the mother is in an ICU, and skin-to-skin practices are encouraged. After delivery, even after a C-section, infants are immediately placed on the mother's chest to encourage bonding, provided both the mother and baby are medically stable.

Breastfeeding has shown to be one of the most effective preventive health measures for mothers and newborns. Hospitals participating in Best Fed Beginnings educate mothers on the importance of breastfeeding, provide excellent maternity care and achieve optimal infant feeding outcomes and mother/baby bonding.

This initiative encourages mothers and babies to stay together and in the same room for baths, hearing tests and other practices that previously separated them. To reach the goals of this initiative, our clinic and hospital staff need to be informed and ready to educate expectant or new mothers.

"Getting this program initiated was challenging," said **Sandra Sullivan, M.D.**, a UF College of Medicine department of pediatrics clinical associate professor. "Even with the support of executive hospital leadership, transforming culture is a journey."

We anticipate a hospital site visit from Baby-Friendly USA later this fall. The two-day, comprehensive assessment will measure how well we have integrated the 10 implementation steps listed in the sidebar (right).

"As a teaching hospital this is so important. It's not just about us, it's about our medical residents and practitioners taking this out into other communities as well," said **Kati Harlan, M.S.N., R.N., LHRM**, UF Health Clinical Quality and Patient Safety senior quality improvement specialist. "We are impacting not only this generation, but generations to come."

Visit babyfriendlyusa.org for more information. **N&N**

Quick Facts

The American Academy of Pediatrics-endorsed 10 Steps to Successful Breastfeeding (from Baby-Friendly USA):

1. Have a written breastfeeding policy that is routinely communicated to all health care staff.
2. Train all health care staff in the skills necessary to implement this policy.
3. Inform all pregnant women about the benefits and management of breastfeeding.
4. Help mothers initiate breastfeeding within one hour of birth.
5. Show mothers how to breastfeed and how to maintain lactation, even if they are separated from their infants.
6. Give infants no food or drink other than breast milk, unless medically indicated.
7. Practice rooming in — allow mothers and infants to remain together 24 hours a day.
8. Encourage breastfeeding on demand.
9. Give no pacifiers or artificial nipples to breastfeeding infants.
10. Foster the establishment of breastfeeding support groups and refer mothers to them on discharge from the hospital or birth center.

Faculty and staff: flu vaccination required by Nov. 15!

Otherwise formal opt-out, mask mandated at UF Health Shands, UF Health Physicians

Flu vaccination events

UF Health Shands Hospital Atrium

Tuesday, Sept. 9
(6:45 a.m. to 5 p.m.)

Wednesday, Sept. 10
(6:45 a.m. to 5 p.m.)

Thursday, Sept. 11
(6:45 a.m. to 5 p.m.)

Friday, Sept. 12
(6:45 a.m. to 5 p.m.)

Friday, Sept. 26
(1:30-4:30 p.m.)

UF Health Shands Cancer Hospital, Room 1205

Monday, Sept. 15
(6:30-10 a.m.)

Tuesday, Sept. 16
(2-4 p.m.)

Wednesday, Sept. 18
(6:45-10:30 a.m.)

Monday, Sept. 29
(6:45-10 a.m.)

Tuesday, Sept. 30
(2-4:30 p.m.)

UF Health Shands HR OHS staff will also visit multiple off-site locations. Visit Flu Central at bridge.ufhealth.org/flu to view an updated schedule of flu vaccination events across UF Health.

Flu is the sixth-leading cause of death in the U.S., resulting in approximately 36,000 deaths and 226,000 hospitalizations annually.

Last year, the flu season was unusually severe across the U.S. and internationally. Alachua County was no exception. At UF Health Shands Hospital, we admitted 387 patients with lab-confirmed flu and 15 patients died from flu-related complications. We faced a public health crisis in which everyone — including younger people as well as vulnerable patient populations and hospital staff — was at increased risk for illness from the season's H1N1 virus.

Health care workers infected with influenza have been the cause of outbreaks of the disease in hospitals, clinics and nursing homes. We have a responsibility to protect our patients, visitors and each other by making sure we are immunized against the flu. We need your participation and compliance.

“Providing outstanding care to patients is our top priority. The last thing we want to do is put them at risk,” said **Irene Alexaitis, D.N.P., R.N., NEA-BC**, UF Health Shands Hospital chief nursing officer and Nursing and Patient Care Services vice president. “It’s important for all of us to take this new policy seriously and get our flu vaccinations in a timely manner.”

Around the country, policies encouraging health care employees to get vaccinated have led to increased compliance.

“Many of our academic health center peers throughout the nation have introduced mandatory flu vaccination for staff; and more than a dozen U.S. states have legislated mandatory flu vaccination for health care providers,” said **Timothy C. Flynn, M.D.**, UF College of Medicine senior associate dean for clinical affairs and UF Health Shands Hospital chief medical officer. “Compared to unsuccessful voluntary flu vaccination programs, most institutions with mandatory policies have achieved compliance rates exceeding 90 percent.”

GET VACCINATED BY NOV. 15

UF Health is introducing mandatory flu vaccination or a formal opt-out/mask process in areas of the organization where

care is provided to patients.

The mandatory flu vaccination or formal opt-out policy applies to the following individuals who provide service in UF Health Shands, UF College of Medicine and UF Health Physicians, and UF College of Dentistry facilities and programs: UF Health Science Center college and institute physicians, residents and clinical providers; UF Health Shands employees; UF Health Physicians employees; credentialed medical staff and allied health staff; students; trainees; and volunteers.

These UF Health clinical care providers, individuals who interact with patients and anyone whose work brings them into patient care areas and into proximity to patients are expected to be vaccinated against the flu by Nov. 15. For employees of UF Health Shands and UF Health Physicians, and UF College of Medicine physicians and allied health providers on our medical staffs, we encourage vaccination through UF Health Shands Occupational Health at no cost to staff.

OPT OUT OF THE VACCINE — WEAR A MASK

Those who choose to opt out of getting the vaccination for medical, religious or personal reasons will be required to follow a formal process by Nov. 15. These UF Health Shands-employed individuals must complete an online opt-out module on Healthstream to complete the declination process. UF-employed providers and other credentialed medical staff and allied health staff providing care at UF Health Shands must complete and submit an opt-out form through the UF Health Shands Medical Staff Administration department.

Starting Nov. 15 through March 31, individuals above who decline vaccination will be required to wear a surgical mask whenever they are within 6 feet of a patient in any of the following areas: admissions and registration areas; examination and procedure rooms; inpatient units; open care areas such as holding/waiting areas and post-anesthesia care units; patient waiting areas; outpatient practices; and off-site home care settings. Masks will be available and will need to be changed when entering/leaving new areas.

STARTING NOV. 15 THROUGH MARCH 31, INDIVIDUALS WHO OPT OUT OF FLU VACCINATION WILL BE REQUIRED TO WEAR A SURGICAL MASK WHENEVER THEY ARE WITHIN 6 FEET OF A PATIENT IN ANY OF THE FOLLOWING AREAS:

admissions and registration areas • examination and procedure rooms • inpatient units • open care areas such as holding/ waiting areas and post-anesthesia care units • patient waiting areas • outpatient practices • off-site home care settings

Masks will be available and will need to be changed when entering/leaving new areas.

Detailed guidelines will be provided.

To help enforce this new protocol, after Nov. 15 we ask staff working in the areas above to ensure the appropriate individuals are either displaying a flu vaccination sticker on their employee ID badge or wearing a mask.

WHERE TO GET VACCINATED

UF Health Shands and UF Health Physicians staff and volunteers and UF College of Medicine credentialed medical and allied health staff practicing at UF Health are encouraged to receive their vaccine free through UF Health Shands Occupational Health Services starting Sept. 9.

UF Health Shands OHS, located at UF Health Shands Hospital (First Floor, Room 1004), is open 7 a.m. to 5 p.m. Monday through Friday. Please show your staff ID badge as a scanner will be used to document the vaccination. Once vaccinated, staff and volunteers will receive a sticker, which they must display on their identification badge. Vaccination compliance among these core groups will be documented.

From Sept. 9 to Sept. 30, UF Health Shands OHS will co-host several flu vaccination events with the UF Student Health Care Center in the UF Health Shands Hospital Atrium and UF Health Shands Cancer Hospital Auxiliary Conference Center.

OHS staff with mobile flu carts will also visit UF Health Shands Hospital and UF Health Shands Cancer Hospital departments and multiple off-site locations. Visits will include the UF Health Physicians outpatient practices, UF Health Shands HomeCare and ElderCare, administrative offices on Williston Road, the UF Health Patient

Access Center and HIRM, Magnolia Parke, UF Health Shands Rehab and Psychiatric hospitals and others. Please show your staff ID badge as a scanner will be used to document the vaccination.

Clinical providers and staff who receive their flu vaccination from a different provider (outside UF Health or UF) will be asked to show proof of vaccination paperwork to obtain a vaccination sticker.

Policies: For UF Health Shands employees, refer to UF Health Shands HR Policy 604 and revised HR policy 301. For UF Health Shands medical staff, refer to UF Health Shands Medical Staff Policy — Seasonal Influenza Vaccination Program dated June 2014. Failure to comply will result in a progressive disciplinary process through UF Health Shands Human Resources or the Medical Administration Office.

OTHER FACULTY, STAFF AND STUDENTS

All UF Health Science Center college faculty and staff can get vaccinated on site for free when the UF Student Health Care Center visits UF Health.

UF Health Science Center students and students from other, non-UF programs must be vaccinated prior to starting any clinical rotation at UF Health. UF Health Science Center students can get vaccinated for free at the UF SHCC clinics.

RESOURCES

Visit Flu Central at bridge.UFHealth.org/flu for full details and to view an updated schedule of flu vaccination events across UF Health. **N&N**



Don't let the flu ruin your party — stay healthy and get your flu vaccine by Nov. 15.

**VISIT
BRIDGE.UFHEALTH.ORG/FLU
FOR MORE INFORMATION**

UF HEALTH | PEOPLE

EMPLOYEE PROFILE: SHANNON ROBINSON, ARNP, BC-FNP, COHN-S



The 2013 theme was “High ho silver away ... to get our flu vaccines.”

Shannon Robinson, ARNP, BC-FNP, COHN-S, UF Health Shands Human Resources Occupational Health Services nurse practitioner, has worked 21 years for UF Health Shands. He has been with OHS for nine years and for seven years, he’s helped develop themed campaigns to promote flu vaccination. With a mobile flu

vaccination cart in tow, Robinson travels through UF Health patient-care facilities to vaccinate UF Health Shands employees and credentialed medical care providers on the UF Health Shands medical staff. This year’s OHS campaign will have a “Mardi Gras” theme and the tagline “Don’t let the flu ruin your party.”

How did these themes for the cart begin?

It started as a small thing to bring up vaccine rates. The first year was a “Take one for the team” theme and we dressed the cart as a football field.

What was your favorite theme?

My favorite was the pirate theme. We did a “Pirates of the Caribbean” theme where I dressed as a pirate and had a 10-foot-long pirate ship.

What made you decide to dress in costume?

I’ll take any occasion to dress up but the professional answer is to encourage people to get their flu vaccines and make it fun — give them something to talk about. It’s also a good way to make sure a person got this year’s flu vaccine; if you ask them what the theme was they should be able to tell you.

How do people react to your costumes?

I’ve haven’t heard anything bad about them. Everybody is usually like, “Wow, this is great!”

What do you have in store this year?

I’m definitely going to wear a really elaborate mask.

UF HEALTH | QUALITY

ADVICE FROM DEPARTMENTS WITH HIGH FLU VACCINATION RATES

Helen Welsh, R.N., M.S.N., understands how important it is for health care employees to receive their flu vaccination.

“Besides protecting ourselves, we need to protect our patients and visitors,” said Welsh, UF Health Shands Cancer Hospital Medical Oncology Unit 8 East nurse manager.

Last year, several UF Health Shands Hospital departments and units had high flu vaccination rates.

Yarisbell Collazo, R.N., M.S.N., UF Health Shands Hospital Medical/Surgical Unit 55 clinical leader, said unit leaders used their daily safety huddles to encourage team members to get their flu vaccinations.

“Every day last flu season we told everyone to remember their flu shot and encouraged them to go get it when the UF Health Shands Human Resources OHS mobile flu cart came around,” Collazo said.

While it’s critical for staff providing direct patient care to receive their flu shots, it’s equally important for nonclinical staff to receive them. Our Safety and Security and Facilities departments were among those with high flu vaccination participation last season.

Gussie Boatwright, UF Health Shands Hospital Security Operations manager, recognized the importance of her staff getting the flu shot because they are often in contact with patients.

“Many of our staff members are the first in contact with the guest, so we wanted to support this hospital-wide initiative,” she said.

John Willingham, UF Health Shands Hospital Facilities Maintenance director, collaborated with co-workers Bobby Baird, UF Health Shands Hospital Facilities Facility Operations director, and Dewayne Roark, UF Health Shands Hospital Facilities Maintenance director, to

encourage their department to get their flu vaccinations.

“Bobby, Dewayne and I gave testimonials about why we get the flu shot every year and the results we gain,” Willingham said. “Not to mention how it protects our patients, staff, family members and other co-workers.”

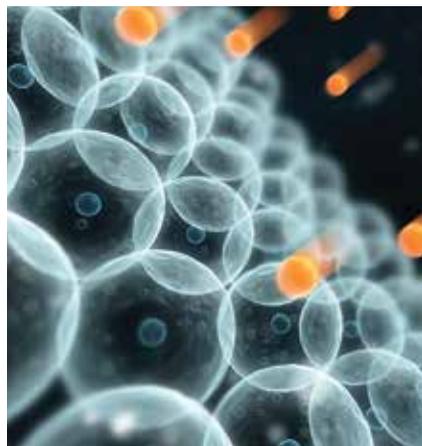
ONLINE FLU VACCINE EDUCATION FOR PATIENTS

UF Health has partnered with EmmiSolutions to provide consistent, basic patient education across the continuum of care.

UF Health Physicians will be sending an electronic request to patients to complete web-based education called the “Flu Vaccine Reminder.” Please encourage patients and family to complete this education module. If you are a UF Health Shands employee and also a patient with us, please be aware that you will receive these communications.

Lab Notes

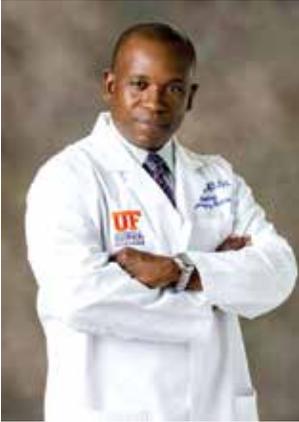
Check out some recent research developments happening at UF Health



- When it comes to staying healthy, it's a cell-eat-cell world. As cells age, damaged proteins and lipids accumulate within them. Impaired cell parts can send free radicals into the body, and dysfunctional proteins and lipids may break down DNA within cells, causing them to become toxic. Cells usually clean up their own damage through a "housekeeping" process called autophagy. But as the body ages and in people with certain diseases, cells' ability to do this housekeeping becomes less efficient. That means it may be harder for people to recover from cardiac events such as heart attack or other illnesses. Led by **Debapriya Dutta, Ph.D.**, postdoctoral research associate at University of Illinois at Urbana-Champaign, and **Christiaan Leeuwenburgh, Ph.D.**, UF College of Medicine division of biology and aging professor and chief, UF researchers have found that combining calorie restriction with a supplement of resveratrol, an antioxidant found in the skin of red grapes, dark chocolate and blueberries, could kick-start this housekeeping process, helping heart cells recover from damage, according to a study in rats published in the journal *Free Radical Biology and Medicine*.
- A daily low dose of aspirin can offer important protection against cardiovascular disease, but UF researchers say that the people who could receive the most benefit from the medication may not be taking it. Led by **Arch G. Mainous III, Ph.D.**, UF College of Public Health and Health Professions department of health services research, management and policy chair, a UF study found that only 40 percent of people who were at high risk of cardiovascular disease said they received a doctor recommendation for aspirin therapy, while one-quarter of people at low risk reported their doctors told them to take the drug. The results appeared in the *Journal of the American Heart Association*.
- The famous slogan is "A diamond is forever," but that phrase might be better suited to herpes. Unlike most viruses, which succumb to the immune system's attack, herpes remains in the body forever, lying in wait, sometimes reactivating years later. Researchers have long wondered what causes herpes viruses — two strains of which are linked to cancer — to reactivate after remaining dormant once the initial infection resolves. Now a team of researchers, including two UF scientists, has discovered that interactions with other infections later in life can trigger these dormant viruses to resurface and cause disease. Understanding more about how specific pathogens interact with each other could help scientists devise new and better ways to combat these infections and the diseases they cause, according to findings the researchers published in the journal *Science*.

Hospitality and Service initiative builds on proven principles

Faculty and staff respond to training



Adrian Tyndall, M.D., M.P.H., UF College of Medicine emergency medicine chairman and UF Health Shands chief of emergency services.



Laura Gruber, M.B.A., M.H.S., UF Health Physicians senior director of administration, strategy and education.

Outstanding patient care and hospitality go hand-in-hand, and nobody knows this better than **Adrian Tyndall, M.D., M.P.H.**, UF College of Medicine emergency medicine chairman and UF Health Shands chief of emergency services.

Before the UF Health Shands Emergency Center at Springhill opened in July 2013, Tyndall and his clinical leadership team spearheaded a mandatory full-day pre-opening retreat focused on hospitality. Every faculty member and employee who would staff the center was required to attend.

Based on Patient First University, a hospitality initiative developed at UF Health Physicians, the retreat was a success and the center's team has received high praise from the community for customer service.

"I believe this full-day exercise had a dramatic impact on the entire team," Tyndall said. "At the end of the day, we knew what we wanted to achieve, we were motivated and, ultimately, I believe we have been successful thus far."

While Tyndall has seen Patient First University's successes first-hand, he believes the global nature of our new UF Health Hospitality and Service initiative and its prescribed Standards of Behavior is crucial.

"What we have not been able to effectively do so far is to adopt a culture where

every fiber of our organization revolves around ensuring that the patient experience at our facilities is second to none," he said. "It is a cultural change that also forces us to examine how we treat each other as employees in the work environment"

Laura Gruber, M.B.A., M.H.S., UF Health Physicians senior director of administration, strategy and education, helped create Patient First University. She agrees that delivering the new initiative to employees throughout the academic health center is essential.

"An important element of the hospitality initiative is that it is being delivered to the entire system — physicians, non-physician clinical staff and individuals in administrative roles," Gruber said. "It is also now rolled into new employee orientation activities."

Gruber and Tyndall were both thrilled to be chosen as Hospitality and Service training facilitators and believe that the three-hour sessions will have a positive impact on faculty and staff.

"I'm absolutely delighted to participate as a facilitator; this is an area in which I have a great deal of passion," Gruber said. "I think our employees, who have such varied perspectives and experiences, will enjoy the videos and stories we share during these sessions." **N&N**



"At the end of the day, we knew what we wanted to achieve, we were motivated and, ultimately, I believe we have been successful thus far."

Adrian Tyndall, M.D., M.P.H.,
UF College of Medicine emergency medicine chairman
and UF Health Shands chief of emergency services.

UF HEALTH SHANDS REHAB HOSPITAL | SERVICE

Peer mentors help amputees at new support group

Rehab hospital hosts certified peer visitor training session

“Having an amputation changes your life but it doesn’t mean life as you know it has to end.”

Becky Piazza, M.S., OTR/L,
UF Health Shands Rehab Hospital clinical coordinator

This summer, UF Health Shands Rehab Hospital staff hosted a certified peer visitor training session through the Amputee Coalition of America. A certified peer visitor is an amputee who volunteers to provide information and support for individuals preparing for an amputation or coping following surgery. The event was held at the city of Gainesville Alachua County Senior Recreation Center, which is operated through ElderCare of Alachua County.

People who require an amputation are usually very upset and fearful about the procedure, according to Suzanne Questell, P.T., UF Health Shands Rehab Hospital Rehab Services director.

“What better time for a fellow amputee to come and visit, talk about life with limb loss and offer support and resources for a patient,” she said.

In 2013, Becky Piazza, M.S., OTR/L, UF Health Shands Rehab Hospital clinical coordinator, worked with local orthotic and prosthetic companies in the Gainesville area along with colleagues at the rehab hospital to launch Gator Amps, a support group for amputees in our community. The group meets from 6 to 8 p.m. on the first Tuesday of every month at UF Health Shands Rehab Hospital.

“Hosting the certified peer visitor training with the Amputee Coalition of America is a big accomplishment for our group,” Piazza said. “These are the types of things we hope to achieve with our members and for the local amputee community. Getting amputees in touch with other amputees is a primary goal.”

The Gator Amps amputee support group has been meeting for more than a year with active participants from the amputee community. Not only is it an avenue to bring amputees together but it also allows participants to mentor newer amputees and caregivers.

“Having an amputation changes your life but it doesn’t mean life as you know it has to end,” Piazza said. “Our participants are learning that they can continue to live life to the fullest by exploring new ways to stay active and engaged in the things that are meaningful to them.”

For more information about the Gator Amps support group, email Piazza at piazrr@shands.ufl.edu. **N&N**



At a recent support group meeting at our rehab hospital, Gator Amp participants tested adapted cycling options with Gator Cycle of Gainesville. Participants asked questions about adapted sports and leisure, shared their experiences and considered options that might work for their unique situations. Many participants had the opportunity to ride a bike for the very first time since their amputations, and several participants were able to ride the TerraTrike through the hospital.



Quick Facts

UF Health Shands will issue hospital-owned scrubs to personnel in the following areas:

- All surgical areas
- Burn Intensive Care Unit and Burn OR
- Sterile Processing
- Central Distribution Center
- Labor and Delivery areas
- Cardiac Cath EP Lab
- Interventional Vascular Radiology
- Endoscopy

UF HEALTH SHANDS | QUALITY

CLEANING UP OUR SCRUB POLICY

Scrubs are a familiar sight at UF Health. This spring, a new UF Health Shands core policy was introduced that addresses the use of UF Health Shands-issued hospital scrubs — the misty blue ones with a Shands label. The policy outlines who must wear them and limits where they should be worn.

UF Health Shands Core Policy 06.015 explains the appropriate use of scrubs and a cost-effective system of providing them to staff.

If you are authorized to wear these scrubs, you must change into them at the workplace. Scrub dispensing machines are located throughout our north and south campus hospitals. Hospital-provided scrubs may not be worn outside the hospital.

Hospital scrubs can take a beating during the day-to-day activities of many employees. In the event of an incident involving blood and/or body fluid contamination to scrubs, hospital personnel can sign for and obtain scrubs from UF Health Shands linen personnel.

Please read the entire policy to ensure compliance. You can find CP 06.015 on the ShandsConnect Portal under Special SHC Resources — click on Policies and Procedures.



UF HEALTH | SERVICE

UF HEALTH-BRANDED VEHICLES ON THE MOVE

Keep an eye out for UF Health's newly branded shuttle vehicles. There are currently two guest shuttles, two employee shuttles and one patient/visitor parking van wrapped with the UF Health brand and messaging. In the coming months, you'll see UF Health's seven remaining patient and employee transport vehicles hit the road with a makeover: three guest shuttles, three employee shuttles and one additional parking shuttle.

UF HEALTH | PEOPLE

WELLNESS TALES — STAFF MEMBERS GET HEALTHY!

With our October UF-UF Health Wellness Program edition of News&Notes around the corner, we caught up with a couple of employees who take pride in staying fit and maintaining a healthy lifestyle. Look for additional wellness profiles in our next edition.

Julie Sablik, UF Health Aorta Center program manager, is training for a 10-mile race in October and a half-marathon in January.

WHAT DO YOU DO TO GET FIT?

JS: I go to the UF Health Fitness and Wellness Center with a co-worker, which in my opinion is a key element to reaching your fitness goals because you can hold each other accountable to making your workouts. This program is so great because your workouts are guided by a trainer who tailors it to your abilities, which again makes you more accountable to getting a great workout in because you want to complete the workout that they give you.

WHAT ADVICE CAN YOU GIVE ABOUT HOW TO STAY HEALTHY?

JS: At the end of the day, it has to be a lifestyle change you want to make because if the commitment isn't there then you won't achieve the results you want.

The UF Health Fitness and Wellness Center is located on our south campus off Southwest 13th Street.

Katrina Ciccarelli, UF Health College of Medicine department of surgery and UF Health Communications marketing coordinator, has lost 50 pounds in recent years.

WHAT WERE YOUR REASONS TO GET HEALTHY?

KC: I started to think about how the weight was affecting my life, my attitude and, most importantly, health issues that run in my family, including diabetes and heart disease. Most of my family members who are overweight have one or both of these conditions and I want to make sure I don't fall into that trap.

WHAT DO YOU DO TO GET FIT?

KC: I have been a Weight Watchers member for almost a year, which has really made me more aware of not only the food choices I'm making, but portion sizes as well. I also try to exercise at least three times per week, sometimes more, usually mixing it up between aerobics classes at the gym, running stadiums (when it's not so hot!), jogging, weight machines or cardio videos on YouTube.

WHAT ADVICE CAN YOU GIVE ABOUT HOW TO STAY HEALTHY?

KC: It took me a long time to make being healthy part of my lifestyle and not just a phase. For years I was off and on, but something finally clicked and now making good food choices and exercise is just the way I live my life. Early on, I had support from healthy friends who encouraged me to work out with them.

Weight Watchers at Work is available through UF Health Shands Human Resources Development. For more information, visit weightwatchers.com/about/cpp.



Julie Sablik



Katrina Ciccarelli



Kate Gallagher, M.S., UF Health Shands Psychiatric Hospital Intake Department evaluation counselor.

UF HEALTH SHANDS PSYCHIATRIC HOSPITAL | PEOPLE

EMPLOYEE SPOTLIGHT: KATE GALLAGHER, M.S.

Kate Gallagher, M.S., is an evaluation counselor with the UF Health Shands Psychiatric Hospital Intake Department. She has worked for UF Health Shands for nine years. In addition to her regular duties of counseling potential patients and their families and admitting people into the hospital, she tends to the garden behind the building.

“I enjoy the therapeutic moments of existential intimacy with people in crisis,” Gallagher said. “I know not every job includes the level of healing and purpose that my job does.”

Gallagher often sings to patients in distress during the intake process.

“Song has such a welcoming component,” she said. “Sometimes I’ll try it to see if their facial coloring gets better, their breathing gets deeper or if they smile. If their body language says, ‘I know what that is — I feel safer,’ then I’ll keep going with it.”

Rob Carroll, M.H.A., the new intake director at UF Health Shands Psychiatric Hospital and Gallagher’s supervisor, said Gallagher is a well-rounded employee who constantly goes out of her way to help patients and co-workers.

The UF Health Shands Psychiatric Hospital is an 81-bed facility for patients suffering from psychiatric conditions, which include eating disorders, depression, anxiety/panic disorder, mood disorders, addiction and psychosis.



UF HEALTH | SERVICE

SHANDSCAIR HELICOPTERS TAKE OVER THE SWAMP

Members of the ShandsCair team run past three ShandsCair helicopters that landed on Florida Field at Ben Hill Griffin Stadium during a recent photo shoot. ShandsCair is the emergency air and ground medical and critical care transport system for UF Health and the premier aeromedicine program in Florida. ShandsCair’s new EC-155 (not pictured) — the Southeast’s largest, fastest and most advanced aeromedical helicopter — began service July 15.



This aerial view shows UF Health Shands Hospital, UF Health Shands Cancer Hospital (foreground) and other parts of the academic health center main campus in Gainesville.

UF HEALTH SHANDS HOSPITAL | QUALITY

UF Health hospitals ranked among nation's best

Three specialties land in U.S. News & World Report's annual rankings

UF Health Shands Hospital was recognized among the nation's elite in three adult medical specialties in U.S. News & World Report's 2014-15 Best Hospitals rankings — nephrology (25th), cardiology and heart surgery (41st) and pulmonology (47th).

U.S. News & World Report analyzed nearly 5,000 U.S. hospitals to determine rankings in 16 adult medical specialties. Only 3 percent of these hospitals earned top 50 rankings in at least one specialty.

In addition to being ranked among the nation's top 50 hospitals in three specialties, UF Health Shands Hospital also was listed as "high-performing" in eight other specialties: cancer; diabetes and endocrinology; gastroenterology and GI surgery; geriatrics;

gynecology; neurology and neurosurgery; orthopedics; and urology.

Overall, UF Health Shands Hospital was recognized among the best in North Florida and the state as a whole.

"At UF Health we are dedicated to providing safe, quality care to our patients, and advancing discoveries to find new and better ways to treat them," said **David S. Guzick, M.D., Ph.D.**, senior vice president for health affairs at UF and president, UF Health. "As an academic health center, this recognition reflects the commitment our faculty and staff have to our missions of patient care, education and research and the unwavering dedication they have to the people who entrust their care to us."

UF Health Jacksonville also was recognized as one of the best hospitals in North Florida, and was listed as "high performing" in nine specialties: cancer; cardiology and heart surgery; diabetes and endocrinology; geriatrics; gynecology; nephrology, neurology and neurosurgery; pulmonology; and urology.

The rankings take into consideration the reputation of each hospital, patient survival rates, and a set of care-related factors such as nursing and patient services. Medical centers are also assessed for competence in providing complex care for patients who are high-risk.

For more information visit health.usnews.com/best-hospitals. **N&N**

Alachua General Hospital honored with Florida historical marker

Community, hospital leaders gather to recognize hospital's legacy



Attendees heard speakers share memories of Shands AGH.



As the Shands AGH historical marker was unveiled, the following looked on: (from left) Melanie Barr, Alachua County Historical Commission chair; Florence Van Arnam, a local medical historian and former Shands AGH Auxiliary volunteer; Ed Braddy, city of Gainesville mayor; Lee Pinkoson, Alachua County Board of County Commissioners chair; and Tim Goldfarb, UF Health executive vice president for regional and governmental affairs and former UF Health Shands CEO.

An excerpt of AGH's Florida historical marker reads:

Historic Alachua General Hospital (AGH) stood on this site for nearly 82 years. A county or community-supported venture for much of its history, the hospital served the needs of Alachua County citizens for generations as a respected health care resource.

The public, local officials and UF Health administrators gathered July 11 for the unveiling of a Florida historical marker that honors the legacy of Alachua General Hospital, Alachua County's first community hospital. The ceremony was held at Innovation Square Park, where Shands AGH once stood.

"It's an honor to pay tribute to AGH — not the building, but the thousands of people who, for decades, provided life-enhancing medical care and compassionate attention to residents of Alachua County and the surrounding communities," said **Tim Goldfarb**, UF Health executive vice president for regional and governmental affairs and former UF Health Shands CEO.

The marker was installed on the site where the hospital stood for nearly 82 years, at the corner of Southwest Fourth Avenue and Southwest

Seventh Terrace. Generations of Alachua County families were treated at AGH, which gained a reputation for providing the area with high-quality, compassionate care.

The state issues markers to designate sites that are significant local landmarks and are of historical and visual interest to visitors. They recognize notable places, persons or events in the areas of architecture, archaeology, history and culture.

Among those who spoke at the event were Goldfarb; Ed Braddy, city of Gainesville mayor; Lee Pinkoson, Alachua County Board of County Commissioners chair; Melanie Barr, Alachua County Historical Commission chair; and Florence Van Arnam, a local medical historian and former Shands AGH Auxiliary volunteer.

To watch the ceremony, visit <http://vimeo.com/100746606>. **N&N**

UF HEALTH | PEOPLE

PFS MARCH FOR BABIES TEAM REMAINS “UNSTOPPABLE”

For the seventh consecutive year, the UF Health Shands Hospital Patient Financial Services March For Babies Team led UF Health in fundraising for this March of Dimes community effort.

\$71,244

Total amount UF Health raised for the event

\$13,114

Amount raised by UF Health Shands Hospital Patient Financial Services Team



UF HEALTH | SERVICE

UF HEALTH RECOGNIZED FOR IT INITIATIVES

For the second consecutive year, UF Health has been recognized for information technology initiatives that better connect patients' various health care providers in order to provide better medical care.

In July, UF Health was named among the nation's "Most Wired" by Hospitals and Health Networks, the flagship publication of the American Hospital Association.

"The UF Health IT department has been instrumental in keeping our organization on the leading edge of medical advancement," said **David S. Guzick, M.D., Ph.D.**, senior vice president for health affairs at UF and president, UF Health. "Guided by our 2010 Strategic

Plan, 'Forward Together,' we made a commitment to electronic medical records as a means of simultaneously improving the quality of care and providing the substrate for clinical research. The Most Wired designation recognizes key achievements in these areas, and is a reflection of the vision that characterizes our efforts to achieve world-class outcomes with comprehensive, patient-centered care."

Information systems improve quality and patient safety, improve our business processes and give us information to make better decisions, said **Kari Cassel**, UF Health IT senior vice president and chief information officer.

"We embed those same systems in our educational curriculums to teach our UF Health students how to effectively use technology," Cassel said. "We also work closely with our scientists and faculty to empower clinical research studies, the results of which add back into our clinical knowledge base to benefit patient care."

A survey conducted by the magazine, the 16th annual Health Care's Most Wired Survey, determined the designees. The survey, which was conducted between Jan. 15 and March 15, asked hospitals and health systems nationwide to answer questions regarding their IT initiatives.

UNITE

Imagine.

UF Health Shands United Way Campaign

UF HEALTH SHANDS | PEOPLE

UF HEALTH SHANDS UNITED WAY CAMPAIGN KICKS OFF SEPT. 29

Each fall, UF Health Shands employees come together to support United Way. This year, we encourage every UF Health Shands employee to UNITE and participate in the 2014 UF Health Shands United Way campaign.

The campaign kicks off with an event on Monday, Sept. 29, in the UF Health Shands Hospital Atrium. Join us as we unite and support our community. Watch for updates in Shands News for more details leading up to the event.



FREE RESOURCES FOR EXPECTANT MOTHERS

UF HEALTH | SERVICE

Every expectant mother wants the best for her baby. The Healthy Addition Prenatal Program staff members are dedicated to the good health of all mothers and their babies. As a member of Healthy Addition, you will receive the following to encourage good health practices during pregnancy:

- **Pregnancy risk screening and monitoring.**
- **Education on healthy lifestyle and dietary habits.**
- **Prenatal information.**
- **Emotional support and answers to questions and concerns.**
- **Reinforcement of provider's plan of care.**

This program is open to all GatorCare members. For more information call 1-800-955-7635, option 6, or email healthyaddition@floridablue.com.



UF HEALTH SHANDS | FINANCE

HELP FUND CANCER RESEARCH WITH PINK RIBBON PANERA BAGELS

Did you know that eating bagels can help cure cancer? Your order of Panera Pink Ribbon bagels on Friday, Oct. 17, will support women's cancer research right here at UF Health. During the Oct. 17 Panera Goes Pink event 100 percent of every Pink Ribbon Bagel sold in Panera's Gainesville and Ocala cafes will be donated to UF Health's women's cancer research fund to support research in the fight against breast and gynecological cancers. Visit UFHealth.org/pinkbagels for ordering information.



UF HEALTH SHANDS | SERVICE

ANNUAL BENEFITS OPEN ENROLLMENT COMING SOON

UF Health Shands Benefits Open Enrollment begins Oct. 6 and closes Oct. 24. Open Enrollment information regarding rate changes or benefits plan design will be mailed to all benefits-eligible employees' homes the week of Oct. 1. They also will be posted on the ShandsConnect Portal under Human Resources — click on Departments, then Benefits.

As in years past, enrollers will be in the UF Health Shands Hospital Atrium from Oct. 6 to Oct. 24 to assist employees who prefer to have one-on-one assistance with enrollment.

The UF Health Shands Human Resources Benefits department will host, "Benefits Information Days," with vendor representatives on site at the UF Health Shands Rehab Hospital on Monday, Oct. 13, and at the UF Health Shands Hospital Atrium, Oct. 14-16.

Look for more information in Shands News, October's News&Notes and in email announcements.

UF HEALTH | PEOPLE

HELP UF HEALTH CHOMP OUT HEART DISEASE

Join UF Health in the fight against heart disease and stroke at the 2014 Alachua County Heart Walk at the North Florida Regional Medical Center Duck Pond. All registered participants get a free UF Health T-shirt.



**SATURDAY,
SEPT. 27,
7:30 A.M.**

To join a UF Health team:

1. Visit AlachuaHeartWalk.org.
2. Click "View all groups" and select "UF Health."
3. Create a new team or join an existing one.



TO DO



UF HEALTH SHANDS | SERVICE

UF HEALTH VENDING MACHINES OFFER HEALTHY OPTIONS

Looking for an afternoon snack? GatorCare, in conjunction with its vending partner Canteen, is working to include healthier options in vending machines. The project began in the 1329 Building and will soon spread to our Archer Road hospitals and throughout the UF Health system. These healthier items feature ingredients you can actually pronounce, less sodium and sugar, more protein and healthy fats. All healthier items are denoted with the UF-UF Health Wellness Program logo. Try one today!

UF HEALTH SHANDS | SERVICE

MINORITY MEN'S AND WOMEN'S HEALTH EXPO SLATED FOR SEPT. 20

Join us for the Fifth Annual Minority Men's and Women's Health Expo from 10 a.m. to 2 p.m. Sept. 20 at the Paramount Plaza Hotel and Conference Center. All Alachua County residents are welcome to attend the expo to meet health experts and learn more about cancers that affect the black community. RSVPs are encouraged. For more information or to RSVP, visit cancer.ufl.edu/administration/events/health-summit/.



Participants from last year's Pink Pumpkin Pedal-off celebrated following the ride.

UF HEALTH SHANDS | FINANCE

PINK PUMPKIN PEDAL-OFF RETURNS ON OCT. 4

The Third Annual Pink Pumpkin Pedal-off hits the road on Saturday, Oct. 4. Register to ride one of three distances through North Central Florida's beautiful countryside. All proceeds benefit the UF Health treatment-resistant breast cancer research fund for triple-negative breast cancer. For more information, visit pinkpumpkinpedaloff.org.