



UF HEALTH SHANDS EMPLOYEE NEWSLETTER

VOL. 9 NO. 6 | DEC 2013 - JAN 2014

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Share it with co-workers or recycle it when
done. Thank you.**



FSC LOGO

How do you eat an elephant?

January is my favorite month for taking stock and deciding which areas of my life require more attention.

But this column isn't about making resolutions, it's about avoiding them.

Like everyone, I get stuck in old patterns. There are certain activities I avoid, move forward on my checklist and then berate myself about when nothing changes.

I experience frequent bouts of despair about my unfulfilled dream of de-cluttering and keeping my entire house in order – permanently. I own home-organization manuals from feng shui to Peter Walsh. I actually maintain order in all but one room. The heart of my house, my favorite space: my home office. It's where I write, read, do art projects and meditate. It's got a pretty rug and curtains, a big desk, a sitting area and meditation cushion. I have a cherished library of hundreds of volumes, and mementoes from my life and travels.

But books are crammed into all available shelf space and stacked on the floor, papers burst from expensive filing systems from The Container Store, and crates overflow with cards and photo albums from before we went digital.

I utter grand pronouncements that THIS is the year I'll organize my study! I then spend a few unproductive hours sitting on the cushion, contemplating my stuff and reading old letters. Then the year speeds by and I'm again making the promise I can't seem to keep.

So I called my friend Markus Dietrich, who directs the UF Health Shands Employee Assistance Program.

"Markus, please explain procrastination. Why are we goal-oriented and successful in some areas, but we procrastinate and fail in others? What's up with that?"

Markus laughed, and said he's also "an expert in the practice of procrastination." He muttered something about cleaning out his garage.

Apparently, there are many reasons we procrastinate. Markus warned, "Smart people are good at rationalizing," so be honest with yourself.

Sometimes we simply avoid an unpleasant activity in favor of something more fun (such as watching Netflix instead of starting our taxes). Sometimes we let a challenge build until it seems unmanageable and we're overwhelmed (like planning next fiscal year's budget). The anticipation can prevent us even starting. (Like when five years' of stuff has taken over that garage, Markus.)

More profound reasons we stall can include fear and anxiety. We may avoid tackling a challenge because we're filled with self-doubt and think we may fail, face rejection or have to deal with deep emotions that arise as a result of diving in.

Awareness is half the battle. Think about what underlying causes trigger your procrastination. Play the "What if" game in your head, visualize yourself tackling the issue and how you will feel after completing the task. Then break down the activity into manageable pieces. Markus quotes the riddle, "How do you eat an elephant? One bite at a time." Tackle your challenge step-by-step and be realistic.

This year I'm going to put aside my concerns that I'll throw or give away things I will later miss. I'm blessed with abundance, and memories will stay with me whether or not I keep all my old photos and birthday cards. Instead of dreading a weekend of purging, I'm going to block a couple of hours at a time to sort one bookcase or closet. Bite by bite.

I wish you a productive new year.

Kim Rose
Director, Strategic Communications
UF Health Communications

Patient feedback to leaders reflects importance of service

Experience is more than quality medical treatment



Dear Colleagues:

As I look back on 2013, I'm struck by our consistently high patient volumes and how well you've all handled the resulting workload. You're under tremendous pressure and you remain exceptionally dedicated to meeting our patients' needs. Thank you.

My fellow executive leadership team members and I receive a great amount of feedback from patients every month in the form of calls, emails and letters telling us about their experiences at UF Health. We take these stories personally and proudly share praise directly with the faculty and staff creating these positive encounters. Far and away, patients are extremely grateful for your fantastic care.

I'm especially moved to hear stories about the great lengths you go to adapt and meet expectations when patients make special requests or face challenges. You jump through all sorts of hoops and handle very complex situations.

Many times, I will read a patient complaint and grasp that the problem was one small moment when the service or an interaction with staff was not consistent in a series of otherwise stellar encounters. The customer service experience is fragile. A patient can receive perfect medical care, but it can be tainted by things like an unreasonable or ill-communicated wait time, or an interaction with an impatient, frustrated or unwelcoming employee. Just one seemingly minor instance where we fail to meet expectations can damage a patient's overall perception of UF Health.

In response to a patient experience issue, many of us get involved and dedicate resources to assess the situation, talk to everyone involved and carefully follow through with service recovery. You are so busy, I'd rather we provide outstanding work from the start and avoid the time-intensive service-recovery process.

When we're "on the same page," we're holding ourselves accountable and sharing expectations for thoughtful, attentive behaviors. This is good not just for our patients, but it's good for us. It takes communication, teamwork, professionalism, pride and a spirit of hospitality. It takes treating every customer as our most important priority.

Consistent customer service maintains the momentum that ensures patients keep choosing UF Health – that is, choosing you. Customers are the best advocates for the phenomenal work you do. They will let others know when they are happy with their UF Health experience, and that recognition draws others to us and helps us maintain the excellent reputation we've earned.

Again, I thank you sincerely for doing the hard work that keeps up our high standards of quality care and attentive, caring service to meet the needs of our patients and give them their best possible experience at UF Health.

Sincerely,

A handwritten signature in black ink, which appears to read "Tim Goldfarb". The signature is fluid and cursive.

Timothy M. Goldfarb
Chief Executive Officer
UF Health Shands

UF HEALTH | QUALITY

Online tools support patient education and engagement

Emmi resources available for clinical staff

To preview Emmi programs, please visit ViewEmmi.com and enter "UFSHANDS" and your name.



We've taken a new and innovative step to improve patient satisfaction at UF Health in Gainesville. We now offer Emmi Solutions, a web-based patient-education system designed to engage and empower our patients to more actively participate in their care. Once assigned with Emmi logon information, patients and their families can use any computer or mobile device to quickly access easy-to-understand, interactive and educational audiovisual programs recommended by their care teams. For example, our staff can ask a patient to use Emmi to review information that explains a recent diagnosis or an upcoming procedure.

"By using Emmi to provide patients with resources consistently across the continuum of care, we benefit from operational efficiencies, an improved informed consent process and, most importantly, increased patient satisfaction," said **Betty Jax, M.S.N., A.R.N.P., R.N.-B.C.**, UF Health Shands Nursing Education administrative director.

Our patients have already shared positive feedback about their experience with these tools. A patient told her outpatient

diabetes educator that she had completed her "Emmi homework" and found the tools very helpful and easy to use.

Our staff can assign Emmi learning tools to patients at any point in their care and can check to see if the patient has gone online to view the programs. We can also customize the information on the site by providing links to other resources. Many hospitals report that by using Emmi, staff can focus their patient education on "teach back" techniques that confirm a patient's understanding and reinforce important care information.

To preview Emmi programs, please visit ViewEmmi.com and enter "UFSHANDS" and your name.

Cathy Zorilo, M.S.N., A.R.N.P., R.N., UF Health Quality and Patient Safety senior quality improvement specialist, added, "We are working closely with Emmi Solutions to reach each practice and department manager to integrate Emmi programs into current workflows. We appreciate everyone's participation and support so that we can be successful." **N&N**



UF HEALTH | SERVICE

I Comply!

Think before you post

Many of us rely on social media to communicate with friends and family, but inappropriate posts, tweets or comments can negatively affect our mission and reputation at UF Health.

When using Facebook, Twitter or other social media tools, please remember:

- Patients must be our priority.
- Using social media should never interfere with our work responsibilities or impact work productivity.

- Patients' protected health information, or PHI, must remain confidential.
- A simple status update or post about a workplace challenge or a communication with a patient or co-worker can result in an accidental disclosure of PHI.
- We want patients to have confidence in UF Health and its employees.
- Embarrassing, obscene or inappropriate material should never be posted online as it may reflect poorly on UF Health.

Violating UF Health Shands Social Media Policy HR-322 may result in serious consequences. **N&N**

Questions?

Email compliance@shands.ufl.edu

Main Line: 352-627-9050

Compliance Hotline: 1-888-329-3569

MyUFHealth - your chart, your health

UF Health's secure patient portal

WITH MYUFHEALTH, YOU CAN:

TAKE A MORE ACTIVE ROLE IN YOUR HEALTH CARE

SECURELY ACCESS INFORMATION ONLINE FROM ANY LOCATION ON YOUR COMPUTER OR SMARTPHONE

LOOK UP YOUR RELEASED TEST RESULTS OR REVIEW YOUR HEALTH HISTORY 24/7

COMMUNICATE WITH YOUR OUTPATIENT PHYSICIANS OR STAFF MEMBERS USING SECURE MESSAGING



REQUEST PRESCRIPTION REFILLS

REQUEST TO SCHEDULE AN OUTPATIENT APPOINTMENT

VIEW FUTURE AND PAST SCHEDULED APPOINTMENTS



PRINT OUT AN IMMUNIZATION HISTORY FOR YOUR CHILDREN'S SCHOOL OR SPORT ACTIVITIES

VIEW HEALTH INFORMATION FROM PHYSICIAN VISITS OR HOSPITAL STAYS



MYUFHEALTH MOBILE

(for Android, iPhone, iPad and iTouch)

Access your MyUFHealth account on the go. Download the MyChart Mobile app from the iOS or Android app store to manage your MyUFHealth account from your mobile device. You must have an existing MyUFHealth account to use MyChart Mobile.

As an employee of UF Health, you are likely cared for as a patient by staff and providers at UF Health. A resource that's available for you as a patient is MyUFHealth, formerly known as MyChart.

MyUFHealth is a secure patient web portal on which you can access portions of your medical record. Patients can create a MyUFHealth account and access the site securely with a computer or with a mobile app for smartphones and tablets.

MyUFHealth is safe, convenient, saves time and gives you the privacy you deserve.

You will need a personal email address and an activation code to enroll in MyUFHealth. Ask your health care provider for an activation code and sign-up instructions. Access your account online at UFHealth.org/MyChart or on the go using the MyChart mobile smartphone and tablet app available from the Android or iOS app store.

For patients at UF Health Jacksonville, MyUFHealth will launch in July when the UF Health Jacksonville outpatient practices begin using the Epic electronic medical record system. **N&N**



Guest column:
The case for patient- and family centered care

By Christine Cassisi and Chris Brown, M.S., C.C.L.S.

*Cassisi is the UF Health Quality and Patient Safety department Patient Experience director.
 Brown is the UF Health Shands Children's Hospital Child Life Services director.*



Christine Cassisi



Chris Brown,
M.S., C.C.L.S.

Health care has been evolving away from a “disease-centered” or “system-centered” model of care toward a “patient- and family centered” model of care, also referred to as PFCC. Here at UF Health, we are on this same path.

The Institute of Medicine defines patient centeredness as health care that establishes a partnership among practitioners, patients and their families to ensure that decisions respect patients’ wants, needs and preferences, and that patients have the education and support they need to make decisions and participate in their own care. Core concepts of patient- and family centered practice include treating everyone — patients, family members and co-workers — with dignity and respect; sharing information honestly and transparently; and seeking patient/family participation and collaboration, from the bedside to the board room.

There is increasing recognition for the relationship between PFCC and overall quality of care. Focusing on the full patient experience is linked to better medical outcomes, reduced errors, greater patient/family satisfaction, greater physician/staff satisfaction, better profitability and competitive position, and decreased litigation.

Patient-centered care is a cornerstone of our UF Health Forward Together strategic plan, which calls for incorporating patient “voices” and expertise through advisory councils and focus groups. A great example of how we support this goal is at UF Health Shands Children’s Hospital, where we established a new Family Advisory Council. We bring family members together with hospital leaders to incorporate the patient/family perspective and collaborate on future projects. **N&N**



“I wanted a patient and family advisory council for UF Health Shands Children’s Hospital since the start of our organized pediatric patient- and family centered care endeavor four years ago. Partnering with patients and families, listening to them and understanding their experiences and needs provides the foundation for exceptional and high-quality care. Now more than ever we are moving forward together.”

Nicole Paradise Black, M.D., M.Ed., a UF College of Medicine pediatrics associate professor, pediatric hospitalist and pediatrics residency program director at UF Health Shands Children’s Hospital.



UF HEALTH | SERVICE

SUPPLY CHAIN SERVICES IS ON THE MOVE

Some of our colleagues in the UF Health Supply Chain Services division are moving. By the end of December, the Strategic Sourcing and Publication Services departments will relocate office operations to the Integrated Service Center (ISC) at 4807 SW 63rd Ave.

The relocation will enhance the daily workflow process for the teams to be onsite at the ISC, where all medical supplies are managed for UF Health Shands hospitals and UF Health Physicians practices. Staff will remain easily accessible to customers and phone numbers will remain the same.

Employee customers are invited to visit the new location. For more information, please visit the Supply Chain Services portal site, Supplychain.intranet.ufhealth.org.



UF HEALTH | SERVICE

WELLNESS RESOURCES FOR EMPLOYEES AVAILABLE IN ONE CLICK

Check out the UF-UF Health Shands Wellness Committee's new website by visiting GatorCare.org/Wellness.

The site launched in October and offers a directory of wellness resources for everyone across the UF and UF Health community, whether or not you are covered by GatorCare health insurance.

Learn more about fitness, emotional well-being, smoking cessation, weight loss, nutrition, recreation, stress-reduction and other health services. Get information about wellness-related training and additional learning resources. The site will be updated regularly throughout 2014.



UF HEALTH | PEOPLE

UF Health partnered with UF main campus to host ScienceWriters 2013, the conference for the National Association of Science Writers and the Council for the Advancement of Science Writing. About 400 science writers from across the country attended the conference at UF in November. Speakers included several UF Health researchers and attendees visited some of our UF Health research institutes. The UF Health Communications team worked hard to showcase our experts and their innovative activities.

Pictured from left: UF Communications staff members Linda Homewood, A.P.R., UF College of Pharmacy news and communications director; Karen Rhodenizer, UF College of Dentistry communications director; Chris Bilowich, Creative Services videographer; Sarah Carey, M.A., A.P.R., UF College of Veterinary Medicine public relations director; John Pastor, former UF Health Science Center director of news and publications; Tracy Wright, UF College of Nursing public relations and alumni affairs director; April Frawley, news and publications editor and UF College of Medicine science writer; and Ann Koralewski, public functions coordinator.



UF HEALTH | PEOPLE

At the 31st Annual Pumpkin Carve-Off this October, nine teams with 21 competitors raced to create pumpkins within six competition categories: traditional, celebrity, automated, children's, nerd and best in show.

The UF College of Medicine department of medicine's division of pulmonary, critical care and sleep medicine team won best in show with their jack o' lantern creation: the big, bad wolf, whose functioning fake lungs could be seen through its carved ribcage. Pictured from left: Joanna Nolte, A.R.N.P., clinical programs coordinator; Phil Scott; and Christine Eagan, R.N., research programs and services coordinator.

At the competition's close, all teams won the real prize of having their pumpkins displayed in several inpatient units, including all of the pediatrics units at UF Health Shands Children's Hospital. We thank Flad and Associates for their long-term sponsorship of this fun event throughout the years.



UF HEALTH | PEOPLE

Each November, we proudly celebrate our UF Health veterans. At this year's event, held Nov. 7 in the UF Health Shands Hospital Atrium, our keynote speakers included Roque Perez-Velez, P.E., UF Health Management Engineering Consulting Services director. Perez-Velez is a U.S. Army Reserves major working for the 143rd Sustainment Command (Expeditionary). He has been deployed to Iraq (2007-2008) and Afghanistan (2010-2011). He spoke about his commitment to serving our country and with gratitude about the support that the UF Health family extends to its active and veteran military personnel. Perez-Velez is pictured here with MECS teammates Derek Murray, P.E., senior engineer; John W. Jackson, E.I.T., staff engineer; his wife, Nancy E. Roman-Perez; Adam Silver, engineering intern; Janna Browning, engineering intern; and Cristina Rivero-Mejia, staff engineer.

UF HEALTH | QUALITY

QUALITY IS JOB 1 FOR ALL OF US

Learn more at Quality Grand Rounds

Starting January, all UF Health faculty and staff are invited to Quality Grand Rounds. Join us monthly to learn about what really impacts quality of care and service for patients at UF Health. We'll review important quality statistics, quality improvement and case studies. Stay tuned to get details as they're finalized for specific dates, times and locations.



Honoring doctors and teams for excellence

CSK luncheon recognized care, service and advocacy efforts

Around UF Health, you'll likely see employees proudly displaying a small set of keys on their lapel. The keys are awarded for outstanding behavior through the Customer Service is Key employee-recognition program. CSK is a UF Health Shands Human Resources program that recognizes staff members who take the extra step to make a positive impact on the experience of their patients, co-workers and visitors.

In October, the following UF College of Medicine physicians on the UF Health Shands medical staff and a variety of UF Health team members nominated for CSK awards were honored at a special recognition luncheon.

Congratulations to these physicians and patient care teams on their CSK awards. We thank you for providing excellent patient care and service. **N&N**

EXCELLENCE IN PATIENT CARE, CUSTOMER SERVICE OR PATIENT ADVOCACY BY A PHYSICIAN

Andrew Ahn, M.D., UF College of Medicine neurologist

Nadeem Shafi, M.D., UF College of Medicine pediatrics
critical care physician

EXCELLENCE IN PATIENT CARE, CUSTOMER SERVICE OR PATIENT ADVOCACY BY A PATIENT CARE TEAM

UF HEALTH SHANDS HOSPITAL – PEDIATRICS CRITICAL CARE, CARDIOLOGY AND ANESTHESIOLOGY:

Elizabeth Feally, C.R.N.A., UF Health Shands Hospital anesthesia
administration, nurse anesthetist

Andrew D. Pitkin, M.D., M.B.B.S., M.R.C.P., F.R.C.A.,
UF College of Medicine pediatric cardiovascular
anesthesiologist

Kristin Shuman, C.R.N.A., UF Health Shands Hospital
anesthesia administration nurse anesthetist

Gonzalo Wallis, M.D., UF College of Medicine
pediatric cardiologist

Srinivas Badugu, M.D., UF College of Medicine
pediatric cardiology fellow

Torrey D. Baines, M.D., UF College of Medicine
pediatrician

Jai Udassi, M.D., UF College of Medicine pediatric
cardiologist

Steven A. Robicsek, M.D., Ph.D., UF College of
Medicine anesthesiologist

Steven N. Roper, M.D., UF College of Medicine
neurosurgeon

SUPPORTING ONE ANOTHER IN PROVIDING GREAT PATIENT CARE

Dietrich Gravenstein, M.D.,
UF College of Medicine anesthesiologist

Nikolaus Gravenstein, M.D.,
UF College of Medicine anesthesiologist

Gordon Gibby, M.D.,
UF College of Medicine anesthesiologist

Kelly Spaulding,
UF College of Medicine department of
anesthesiology program assistant

Surgery team shines five stars bright

The UF Health Shands Children's Surgical Center Outpatient Surgery team was awarded the Five Star Excellence award for the eighth year in a row – placing them in the top 10 percent of quality patient care providers nationwide.

The star awards are presented by Professional Research Consultants Inc., a third-party vendor that measures patient satisfaction and patient perception of the quality of care provided by physicians and staff.

Tammy Phillips, M.S.N, R.N., C.N.O.R., UF Health Shands Children's Surgical Center clinical leader, says this award is an annual goal for her team because it takes into account many important aspects of a patient's experience.

“Everything is considered in this award, from how the patient is medicated and treated to how well the team works together to provide care and comfort for the patient and their family,” Phillips said. “This award says, in a nutshell, that the staff here treats patients as if they are family.”

David Kays, M.D., is the UF College of Medicine pediatric surgery chief and UF Health Shands Children's Surgical Center medical director. He attributes the success of the team to the open lines of communication that the staff extends to patients and their families.

“Having a child undergo surgery or another procedure under anesthesia can be highly stressful for parents,” he said. “The CSC staff understand and mitigate that stress exceptionally well.”

The CSC staff was also awarded the 2013 UF Health Shands Nursing Nightingale Award for Best Caring Team in May during National Nurses Week.

Congratulations on your success and for ensuring your young patients and their families have the best possible experience.

N&N

CONGRATULATIONS TO OUR FIVE 2013 FIVE STAR WINNERS FOR SCORING IN THE 90TH PERCENTILE FOR PATIENT PERCEPTION OF QUALITY.

UF Health Shands Cancer Hospital 6 West Surgical Unit

UF Health Shands Cancer Hospital 6 East Surgical/Transplant/Urology Unit

UF Health Shands Cancer Hospital 8 East Oncology Unit

UF Health Shands Hospital 54 Medical/Surgical Unit

UF Health Shands Pediatric E.R.

UF Health Shands Children's Surgical Center

Psychiatric nurses place top at national conference



Beth Maree, M.S.N., R.N., P.M.H.C.N.S.-B.C., N.E.A.-B.C.; Sherry Lindsay, M.S.N, A.R.N.P.-B.C.; Nicole Perez, B.S.N., R.N.; Daryl Cummings, M.S.N., R.N., B.C.; Miski Horner, B.S.N., R.N.; and Julia Sullivan, M.S.N., R.N., at the APA conference in San Antonio, Texas.

Three nurses from UF Health Shands Psychiatric Hospital placed second nationally for a project they presented at the 27th Annual American Psychiatric Nurses Association Conference held in Texas in October.

The APNA accepted 122 posters on projects and programs implemented by psychiatric nurses across the nation. Projects were entered in research, education and practice categories.

Our three top winners, who were honored in the practice category, were **Daryl Cummings, M.S.N., R.N., B.C.**, nurse manager; **Sherry Lindsay, M.S.N, A.R.N.P.-B.C.**; and **Nicole Perez, B.S.N., R.N.**, for their project titled “An Assault-Reduction Program in the Acute Psychiatric Setting.”

Cummings said it’s an honor just to have a poster recognized at the conference.

“This conference is a big deal,” she said. “It’s an honor to have any work of ours be accepted. It got the UF Health name out there in big letters.”

A second team UF Health Shands Psychiatric Hospital nurses, including **Julia Sullivan, M.S.N., R.N.**, Cummings and Lindsay, also submitted an education project called, “Suicide Assessment: Teaching Nurses How and What to Ask.”

Additional staff attended the conference, including **Beth Maree, M.S.N., R.N., P.M.H.C.N.S.-B.C., N.E.A.-B.C.**, Nursing and Psychiatric Programs director; and **Miski Horner, B.S.N., R.N.**

Maree said UF Health was well-represented and shared outstanding work being done at UF Health Shands Psychiatric Hospital to advance patient care quality and safety.

She said, “It is a privilege to lead this team of dedicated and innovative professionals serving these vulnerable populations.” **N&N**

UF Health teaching hospitals earn four stars from UHC

Recognized among national leaders for quality and safety

In October, UF Health Shands Hospital and UF Health Jacksonville were both recognized among the nation's leaders for patient safety and quality care.

The University Health System Consortium announced that our hospitals scored four stars out of five for overall quality and accountability performance.

UHC is an alliance of 118 academic medical centers and 299 affiliated hospitals. The rating uses scorecard assessments of organizational performance across broad patient-care measures of mortality, effectiveness, safety, equity, patient-centeredness and efficiency.

In the UF Health Forward Together strategic plan, quality patient care is at the heart of everything we do. This accomplishment is a testament to the collaboration between faculty and staff and it's something we can all celebrate together.

We began following the Forward Together plan three years ago, and it called for a UHC five-star rating within five years. A five-star award will place our hospitals among the top 10 academic health center hospitals nationally.

"I am confident that because of your skills and passion for quality we can reach this very high bar and earn the top recog-

niton for the outstanding work you are doing. You deserve this, and UF Health deserves this," said **David S. Guzick, M.D., Ph.D.**, UF senior vice president for health affairs and UF Health president.

In a systemwide email, Guzick thanked the leadership teams of both hospitals and all staff who contributed to this success. The Gainesville team includes: **Tim Goldfarb**, UF Health Shands CEO; **Randy Harmatz, M.B.A.**, UF Health senior vice president, chief quality officer and director of the UF Health Sebastian Ferrero Office of Clinical Quality and Patient Safety; **Kayser Enneking, M.D.**, recent chair of the UF Health Shands board of directors Quality Committee and UF College of Medicine assistant dean for clinical affairs; **Tim Flynn, M.D.**, UF College of Medicine senior associate dean for clinical affairs and UF Health Shands Hospital chief medical officer; **Marvin Dewar, M.D.**, UF College of Medicine senior associate dean and UF Health Physicians CEO; **Ed Jimenez**, UF Health Shands Hospital senior vice president and chief operating officer; and **Irene Alexaitis, D.N.P., R.N., N.E.A.-B.C.**, UF Health Shands Hospital vice president and chief nursing officer, and her Magnet-designated nursing staff.

"These individuals and their skilled teams have worked with relentless diligence and commitment to ensure our patients receive the highest-quality care," he said.

"Attaining four-star UHC status at both teaching hospitals is an exceptional achievement and an indication that we are on the right path with faculty, staff, students and volunteers unified together as UF Health." **N&N**



"These individuals and their skilled teams have worked with relentless diligence and commitment to ensure our patients receive the highest-quality care."

David S. Guzick, M.D., Ph.D.,

UF senior vice president for health affairs and UF Health president



"I was surprised and humbled to learn of this nomination. I just do what I do every day, but then knowing I have affected my students in this way is really heartwarming."

Megan Molyneux, M.O.T., O.T.R./L.

UF HEALTH SHANDS REHAB HOSPITAL | PEOPLE

REHAB HOSPITAL EMPLOYEE RECOGNIZED FOR OUTSTANDING WORK

In November, **Megan Molyneux, M.O.T., O.T.R./L.**, UF Health Shands Rehab Hospital occupational therapist, was recognized as an outstanding fieldwork educator by the Florida OT Fieldwork Consortium and occupational therapy students from the University of St. Augustine. Molyneux's job includes teaching level-one practicum OT students to be comfortable providing patient care. She emphasizes that therapists can provide occupational therapy while engaging patients in everyday activities.

TO DO

UF HEALTH SHANDS | QUALITY

PROTECT YOURSELF AND THE COMMUNITY

UF Health Shands employees have been participating in our annual flu campaign to protect against the seasonal illness.

“The flu vaccination is an important Joint Commission infection control and patient safety initiative, and it protects the community at large,” said **Trina Girimont, A.R.N.P, COHN-S/CM**, UF Health Shands Human Resources Occupational Health Services director.

There’s still time to get your flu vaccine at OHS. If you get vaccinated before Dec. 31, you will qualify for additional benefits at the Spring Wellness Fair.

All UF Health Shands employees are required to either receive a vaccination or submit a declination form via the Healthstream education module on the ShandsConnect Portal.



Get your flu vaccination!

The Centers for Medicare and Medicaid Services require acute care hospitals to annually report the number of employees, contracted staff and volunteers who are vaccinated.

Call OHS at 352-265-0250 and schedule a time to get your flu vaccine.

UF HEALTH SHANDS | PEOPLE

MLK CELEBRATION TO FEATURE MOVING MELODIES

Every January at UF Health, members of the UF Health Shands Human Resources Employee Relations Diversity MLK Committee celebrate the legacy of the late Martin Luther King Jr. This annual event has welcomed area pastors and community members as speakers, and many of them focus their message on the importance of community.

For 2014, MLK Committee chair **Shirley Williams**, UF Health ENT and Allergy at Hampton Oaks patient surgical and financial coordinator, hints at a few musical surprises.

“There will definitely be some special treats,” Williams said. New to this year’s celebration will be a MLK gospel choir featuring UF Health staff and community members, she added.

The event is open to all UF Health employees, and Williams encourages people who are not located at UF Health Shands Hospital to make time for the celebration and to bring co-workers from outpatient services and other locations. The event will be held at the UF Health Shands Hospital (north campus) Atrium. Watch Shands News and other internal announcements for more event details.



UF HEALTH | FINANCE

MOONLIGHT & MARTINIS! CHEERS TO AL’Z PLACE

This elegant evening event supports Al’z Place, a day-care center for people with Alzheimer’s disease and memory disorders. A fun-filled night featuring dinner, dancing and a silent auction. Works of art created by Al’z Place participants will be on display for purchase. Join us at the Mercedes-Benz Dealership, 4000 NE Main Street. For more information, please call 352-265-9040 or visit Moonlightandmartinis.org for tickets.



UF HEALTH SHANDS | PEOPLE

TAKE CONTROL OF YOUR WORK LIFE

The Employee Engagement Survey is coming up – are you ready?

Do you know what your supervisor and co-workers are doing to improve work life in your area? If you haven’t heard from managers about an action plan for workplace improvement from the 2013 Employee Engagement Survey’s results, ask! Our leaders are responsible for improvement, but it depends on you to speak up to improve work life in your unit. You can share feedback through the annual engagement survey.

“We use the Employee Engagement Survey and action plans to gauge work life improvement progress at UF Health Shands,” said **Greg Hollingshead**, UF Health Shands Human Resources HR Development director.

To give a good assessment on the upcoming survey, it’s important for you to know what your unit has been working on now. Talk to your manager about last year’s survey results and what steps are in place to improve work life.