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**SCIENCE FICTION.
SPIRITUALITY.
MEDICINE.**

**THAT'S HOW MUSTAFA M. AHMED, M.D.,
ARTFULLY DESCRIBES ORGAN TRANSPLANTATION**

UF HEALTH SHANDS EMPLOYEE NEWSLETTER

VOL. 9 NO. 9 | APRIL 2014

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Timothy M. Goldfarb
Chief Executive Officer

Wanda J. English
Senior Director
Strategic Communications & Public Affairs

Kim Rose
Director
Strategic Communications & Public Affairs

Todd Taylor
Communications Coordinator
News&Notes Editor

Madelyn West
Creative Services Coordinator
News&Notes Designer

To contribute to future issues of NEWS&NOTES:

UF Health Communications
352-265-0373 taylt@shands.ufl.edu

To view NEWS&NOTES online, please visit the Employee tab on BESTnet, located on the ShandsConnect Portal.

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



Getting — and staying — connected!

As I write this, we're rolling out communications for the annual Employee Engagement Survey — and simultaneously my team is welcoming a new coworker! As the survey ends, it will be time for me to sit down with him for our 30-day new employee check-in meeting. We'll discuss how he's settling in so I can make sure he feels supported and has the resources needed to thrive here.

In my role as a manager, and as a long-term employee, I often think about engagement. New employees expect to encounter new situations and ways of doing things and require an investment of time and support as they get oriented. Established employees may need support adjusting to change and facing challenges; and they also need encouragement to remain flexible and positive when performing non-exciting, or even monotonous, tasks.

Getting — and staying — engaged requires ongoing effort. I'm intrigued by how to create a lasting sense of workplace connection, belonging and commitment. Here are some of my own "lessons learned."

Keep reinforcing a sense of connection among your coworkers. Start team-building the minute a new employee walks in the door. And even when you're comfortable with your colleagues, don't get complacent.

Cultivate a fresh mindset and rethink work processes and habits. When we orient a newbie, we're especially open to their ideas. Whenever possible, encourage the team to explore new approaches.

The fast-paced health care hustle and bustle can stimulate and excite some people — and it can overwhelm and exhaust others! Help new staff adjust and also help everyone, including long-service employees, to decompress. Dedicate a break room or behind-the-scenes space where people can get away for a few minutes, recharge and enjoy each other's company.

Remember that everyone reacts differently to periods of change as well as monotony. Some quite easily accept what they cannot personally influence and don't become stressed. Others feel unsettled and anxious. Kind encouragement and reassurance from a colleague can make all the difference.

Regularly check in and connect with teammates. Everyone appreciates offers of help and supportive feedback. Giving heartfelt praise — recognizing others' efforts — is a great morale-booster.

It's a great time to get energized about engagement! Let's celebrate what's working well and be open to altering how we work so that we keep each other motivated and happy here at UF Health.

Kim Rose
Director, Strategic Communications
UF Health Communications

Now I'm off to see if my new teammate, Todd Taylor, needs some help! (He's taking over as News&Notes editor. Stay tuned for his first column next month.)

UF HEALTH SHANDS | PEOPLE

Employees, please speak up — we're listening

We talk all the time about patient satisfaction and our patients' experience. Just as critical is your satisfaction and experience as an employee and member of the UF Health family.

The truth is, we do our best work when we feel valued, appreciated and respected by our managers, leaders and employer. This type of workforce engagement and connection leads to great teamwork. When we feel a sense of kinship and shared ownership, it generates personal accountability and we want to do our very best work. And that attitude of engagement is the key to providing our patients and customers with the care and service they deserve.

So it all comes back to you. How are you doing? Tell us how we can support you.

By now, I hope most of you have responded to our calls to action: "Take Five for the Employee Engagement Survey" and "Can You Give Us A High Five?" You have until April 14 to complete the online survey, and I encourage you to spend a few minutes sharing your insights.

Your answers help us measure the organization's internal "vital signs" and tell us what it's like to work here. You can tell us how we're doing overall as your employer, and how your department leaders are doing. It helps us know if we're meeting your needs. We use results to identify what's working and to home in on weak spots and adjust and improve at the department and organizational levels.

Where teams are actively participating in this process, we see improved communications, teamwork, workflow and use of resources that support you and the great work that you do every day.

This is why your engagement is critical to our success. If you're engaged, you're paying attention and aware of your interactions with your coworkers and customers. You feel a sense of empowerment because you're contributing to the organization in a meaningful way and you're making a difference.

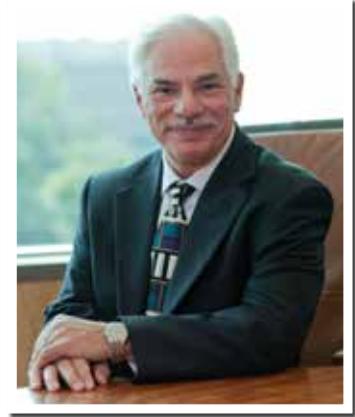
We all deserve to feel engaged in our work and with our colleagues. We're part of something very special and meaningful here — we're making a difference in our patients' lives and in each other's lives.

Please, get engaged! We look forward to hearing from you and reporting back on results.

Thank you for everything you do.



Timothy M. Goldfarb
Chief Executive Officer
UF Health Shands



Crucial health care decisions should be made in advance



For more information, visit <http://www.nhdd.org>, and UFHealth.org/advance-directives.

If you encountered an unexpected accident or illness that left you unable to articulate which treatment and care options you prefer, what would happen?

While some of your patients may have a plan prepared for such an occurrence, others may need family members and physicians to make these decisions for them.

But what about your wishes?

Everyone 18 and older is encouraged to complete an advance directive, also called a living will, and designate a health care surrogate to speak on his or her behalf if the need arises. UF Health is joining others around the country to observe National Healthcare Decisions Day on April 16.

You are invited to attend our events to learn more. Stop by 7 a.m. to 2 p.m. Wednesday, April 16, at the UF Health Shands Hospital Atrium. Alternatively, join us that day at one of two UF Health Physicians locations — the UF Health Medical Plaza and UF Health Springhill.

Staff will provide resources to help you plan for unforeseen medical circumstances and care near the end of life. Questions that will be

answered during these events include: When to begin thinking about a living will; which forms to complete and where to send them; and how to be sure that your wishes will be properly executed. Pick up the UF Health Advance Directives packet, which includes forms you can use to make your wishes known. If you've already completed an advance directive, have your completed form scanned into your UF Health medical record.

Make a commitment to yourself today to begin thinking about advance directives — you're not too young to make your health care decisions known.

At UF Health, National Health Care Decisions Day is just the beginning. We are working to encourage and help our medical staff and patients prepare advance directives, and to streamline the process so information can be stored centrally and easily retrieved from any point of care in the health system.

For more information, visit <http://www.nhdd.org>, and UFHealth.org/advance-directives. **N&N**

UF HEALTH SCIENCE CENTER | SERVICE

LAB NOTES Check out recent developments in research at the UF Health Science Center.



Breathing the air outside their homes may be just as toxic to pregnant women — if not more so — as breathing in cigarette smoke. It can increase

a mom-to-be's risk of developing deadly complications such as preeclampsia, according to findings from a new UF study. Led by UF epidemiologist **Xiaohui Xu, M.D., Ph.D.**, researchers compared birth data with Environmental Protection Agency estimates of air pollution, finding that heavy exposure to four air pollutants led to a significantly increased risk for developing a high blood pressure disorder during pregnancy. The research was published in the January issue of the Journal of Epidemiology & Community Health.



Five years after having proton therapy for early and intermediate-risk prostate cancer, 99 percent of men are living cancer-free and

with excellent quality of life, according to a UF Proton Therapy Institute study published recently. Three-quarters of those with high-risk prostate cancer are also disease-free. The study, published in the online edition of the International Journal of Radiation Oncology Biology Physics, adds to the body of evidence pointing to a significant role for proton therapy in the effective and efficient treatment of prostate cancer, said **Nancy P. Mendenhall, M.D.**, lead author and medical director of the UF Proton Therapy Institute.



A UF research team has been approved for a funding award from the Patient-Centered Outcomes Research Institute, or PCORI, to study emergency

department-to-home transitions for patients with chronic medical conditions. Principal Investigator **Donna Lynne Carden, M.D.**, will lead the three-year research project. Her team hopes to break the cycle of repeated, costly and preventable emergency department visits and hospital admissions by improving the patient transition from emergency department to home. For the study, Carden is collaborating with faculty and staff from the UF College of Medicine, the College of Medicine-Jacksonville, the College of Public Health and Health Professions, the University of North Carolina Wilmington School of Nursing, Florida Medical Quality Assurance Inc., the Area Agency on Aging in Gainesville and Jacksonville, and emergency department patients.

UF HEALTH | SERVICE

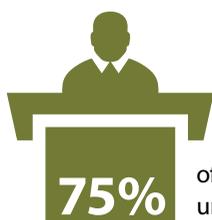
APRIL IS NATIONAL ALCOHOL AWARENESS MONTH

The National Council on Alcoholism and Drug Dependence designates April as Alcohol Awareness Month.

Roxane Harcourt, LCSW, LMFT, the new executive director at the UF Health Florida Recovery Center, said approximately 50-60 percent of people who seek treatment are motivated to change and remain sober.

"Even though alcoholism is one of the most devastating and costly problems in our country, there is help out there, and treatment does work," she said. "Overcoming addiction is possible. People do get well and live happy, sober and productive lives."

To get help for yourself or someone you love, learn more at FloridaRecoveryCenter.UFHealth.org.



75% of crimes are committed by people who are under the influence of alcohol?

Did you know...

18 million

Americans suffer from alcohol-use disorders?



25%

of children in the U.S. are exposed to alcohol-use disorders within their families?



75%

of domestic abuse is committed while one or both individuals are intoxicated?

Checking the vital signs of engagement

Monitoring our long-term organizational health

Checking a patient's vital signs — heart rate, pulse, temperature — are basics in patient care. Long-term monitoring establishes a treatment plan, if necessary. Follow-up appointments, post-treatment evaluations and wellness visits all contribute to health measurement.

As a health care organization, our vital signs are measured by performance in clinical quality and patient care outcomes; satisfied patients; advancements in research and education; and awards and accolades. Digging into employee engagement tends to lift those numbers and benefits all — creating a happy work environment in which staff can thrive.

Rose Phillips, M.S.N., R.N., NE-BC, is nurse manager for UF Health Shands Hospital Medical/Surgical/Cardiac Care Unit 54. She led her staff to take charge in creating a healthy and happy work environment.

Staff-led initiatives include engaging in interactive ways, like a staff baby picture contest in which colleagues guessed who was who. Other staff members lead a “Glam Squad” that offered makeovers to unit patients. Phillips said that patients appreciate the efforts so much they often tear up.

Of her team, Phillips said, “Everyone wants to be here. Everyone wants to do what's best for the patients.”

Encouraging staff to talk with — rather than about — each other has “made a world of difference,” she said.

“We're now more engaged with each other and patients — and our performance is reflecting those efforts.” **N&N**

Some of our best vital signs from 2013 included:

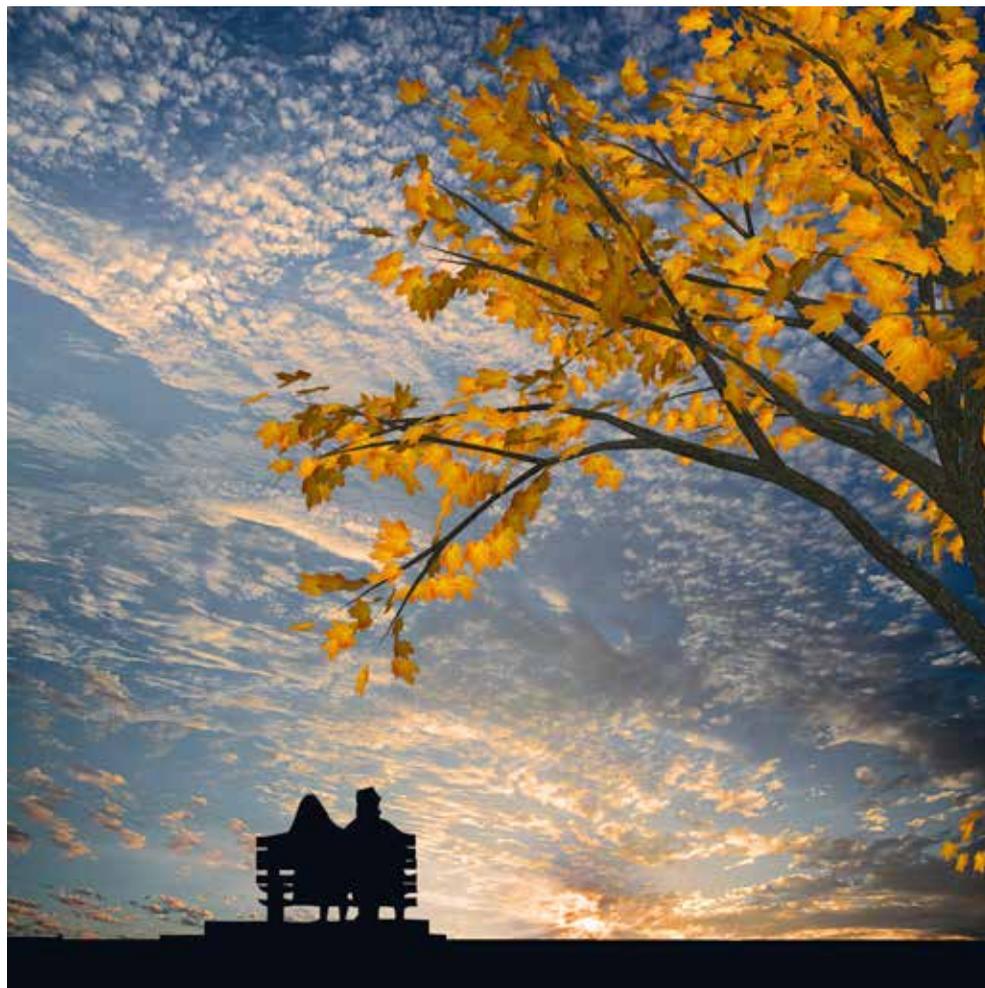
- four-star UHC designation
- Magnet re-designation by the American Nurses Credentialing Center (UF Health is now a three-time Magnet recipient organization)
- multiple Beacon Awards for Excellence recognizing quality critical-care nursing practice, patient care and outcomes
- UF Health Shands Chest Pain E.R. accreditation
- senior leadership rounding and risk huddles
- Quality Grand Rounds



“Take five” for the Employee Engagement Survey this month. The survey began March 24 and runs through April 14. Ask your supervisor how to log on and give your feedback.

Occupational therapists prepare rehab patients

Outings build skills for life outside the hospital



April is Occupational Therapy Month. To learn more about UF Health Shands Rehab Hospital, visit UFHealth.org/rehab.

Lindsey Dhans, M.O.T., O.T.R./L., a UF Health Shands Rehab Hospital occupational therapist, treats patients who have suffered traumatic brain injuries. She and other occupational therapists often bring patients out of the hospital setting for community outings.

Dhans said excursions help patients integrate back into society and engage socially with the people around them. Occupational therapists want to see that the skills they teach their patients in the rehab setting can help them after they leave.

“As occupational therapists, we work with our patients to reclaim their independence. Of course, we want them to master the basics like dressing, bathing or eating,” Dhans said. “But we know that life is so much more than that. Outings give our patients a chance to practice other functional skills in settings that have personal meaning.”

Dhans said they take their patients out to eat, to parks and to museums, and these outings give people a sense of what life will be like when they leave the hospital.

Dhans recently helped a patient who arrived at the hospital unable to walk, speak or interact. He had undergone a tracheotomy and had a feeding tube.

“Toward the end of his stay, we took him to Perkins with his mom,” Dhans said. “He walked in, asked for a table, ordered on his own, ate and enjoyed conversation with us. It was a hallmark moment.” **N&N**

The case for quality

Quality Grand Rounds continue in April

To keep **critical clinical quality** issues top-of-mind, the Quality Grand Rounds continue each month and are open to all. A diverse mix of staff break down complex topics that affect quality of care and outcomes and, ultimately, our patients' experience and satisfaction.

Debbie Lynn, UF Health Quality and Patient Safety quality and accreditation director, shares details about what goes on at Quality Grand Rounds and why you should plan to attend.



How is the information presented at Quality Grand Rounds useful to support staff?

Lynn: Ultimately, our goal is to keep staff and physicians informed about the latest strategic quality goals. Information is presented in an open learning environment. Sessions are filmed and made available on the ShandsConnect portal. We cover topics such as Strive for Five — our journey to achieve a University HealthSystem Consortium five-star rating; quality statistics and publicly reported data on patient outcomes; and quality improvement practice changes within UF Health.



What long-term topics are you planning?

Lynn: Upcoming topics include the Care One Clinic; advanced directives; clinical learning environment review for fellows and residents; patient safety rounds; and palliative care. We welcome feedback and ideas for future topics of interest.

Quality Grand Rounds are held the second Thursday of each month in UF Health Shands Hospital (north campus) Room 6120. The next session is 1 p.m. Thursday, April 10. **N&N**



Three reasons staff and physicians should make time for Quality Grand Rounds:

- **Get informed.** Colleagues share quality and patient safety initiatives from across the organization.
- **Stay educated.** Quality experts break down root cause analysis solutions to improve safety.
- **Be active.** Hear how evidence-based best practices can be implemented within UF Health.



One can save eight.

Have you thought about organ donation?

UF HEALTH SHANDS TRANSPLANT CENTER | SERVICE

Giving the Gift of Life

The saying “living life after death” may seem like an oxymoron to some, but to more than 25,000 people, it’s a reality. In 2013, more than 25,000 patients nationally received life-saving organ transplants, 1,688 of whom were transplanted at Florida centers. All of these people were given a second chance at life through the gift of donated organs.

There are currently more than 121,000 people in the U.S. awaiting life-saving organ transplants. Of them, 5,185 are listed at centers in Florida, and 653 are listed at UF Health Shands Transplant Center.* It is estimated that every 10 minutes, another person is added to this list. Sadly, an average of 18 people die each day waiting for a transplant. While the medical technology is available for successful transplantations, the fact remains that there is a drastic shortage of organs available for transplant.

National research shows that more than 80 percent of the population support organ and tissue donation, but the national consent rate remains at 50 percent. This discrepancy results from many people either not knowing their loved one’s wishes, not knowing enough about organ donation, or having false or misleading information about donation.

The teams at LifeQuest Organ Recovery Services and UF Health work diligently to help combat the shortage of organs through education, promotion and awareness campaigns. LifeQuest covers a 36-county territory in North Florida and works with more than 70 hospitals throughout this region to provide professional training to health care professionals involved in the identification and referral of potential organ donors.

One person joining Florida’s Joshua Abbott Organ and Tissue Donor Registry has the possibility of saving eight other lives through organ donation and enhancing hundreds of other lives through the gift of eye and tissue donation. People of all ages, from newborns to seniors, have become organ donors. **N&N**

**Source: Health Resources and Services Administration/Organ Procurement and Transplantation Network as of Feb. 7, 2014*



Florida

For more information or to register as a life-saving donor, visit www.DonateLifeFlorida.org.

UF HEALTH SHANDS TRANSPLANT CENTER | SERVICE

Transplant 101: Facts

Did you know that about every three days, a transplant patient receives a new organ thanks to our interdisciplinary teams at UF Health Shands Transplant Center? Over the course of 50 years, UF Health Shands Transplant Center faculty and staff have performed more than 7,000 organ transplants. They provide life-saving care for adult and pediatric patients receiving heart, lung, kidney, pancreas and liver transplants.

Stephan J. Moore, M.H.A., FACHE, CMPE, UF Health Shands Transplant Center administrative director, said the unique teaching environment at UF Health facilitates collaboration between diverse staff and teams.

“A successful transplant center requires a high level of communication and teamwork between medical disease specialists — physicians who care for the patient’s end-stage organ disease — and the surgical team,” Moore said.

Our multidisciplinary transplant teams are comprised of 112 staff members, including medicine physicians; surgeons; nurses; financial coordinators; donor coordinators; administrative support staff; social workers; physical and respiratory therapists; and psychologists. The staff works with anesthesiologists and pharmacists, as well as the pilots and flight teams who help transport organs. People support the transplant team along every phase of the patient’s journey — from pre-transplant to lifelong post-transplant care.

UF Health has the only transplant center in North Central Florida and several of our programs are ranked among the top nationally for volumes and survival rates. **N&N**

by the numbers

UF Health Shands Transplant Center

MEDICINE PHYSICIANS

SURGEONS

transplant
cardiologists:
7

Heart
7

transplant
pulmonologists:
2

Lung
4

transplant
nephrologists:
3

Kidney
5

transplant
hepatologists:
7

Pancreas
5

Liver
5

Are you a registered organ donor?
Learn more at www.donatelifeflorida.com

UF HEALTH | SERVICE

THE SENSITIVE PROCESS OF ORGAN RECOVERY



When families face end-of-life decisions for a loved one, it takes a team effort to support them as they transition through shock and grief. Many times, it is during these darkest hours that you’ll see a LifeQuest team member comforting a family or working behind the scenes to manage the delicate process of organ donation. You may have seen someone on the LifeQuest organ procurement team and not realized who they are. During National Donate Life Month, we want to provide you some insights about their world.

It starts with a referral from the hospital of a potential donor — a patient who has suffered a catastrophic brain injury and who has met a predetermined trigger for referral. LifeQuest coordinators then communicate with the hospital and make an initial assessment to determine if that patient meets the criteria for donation. They also check the donor registry to determine if the individual had recorded a donor directive.

LifeQuest teammates pictured (L-R): Chris Calloway, family advocate; Stephanie Jones, R.N., CCRN, CPTC, senior clinical coordinator; and Michael Scala, R.N., B.S.N., EMT-P, clinical coordinator.



One can save eight.
Have you thought about organ donation?

					
Transplant Program	Heart	Lung	Kidney	Pancreas	Liver
Year started	1985	1994	1966	1994	1990
# Transplants performed	911	562	4,598	254	1,661
Transplants performed in 2013	25	29	93	2	38
Coordinators	12	5	10	10	8

Unique specialties within each program

Heart	Kidney	Pancreas	Liver
advanced heart failure	live-donor transplants	simultaneous pancreas and kidney transplant	segmented liver transplant
ventricular assist device	deceased donor transplants	pancreas after kidney transplant	working toward a live-donor transplant
	participation in the national paired kidney donor-exchange program	isolated pancreas transplant only	

For more information, visit www.LifeQuestFla.org

When the health care team has exhausted all life-saving efforts, and after a patient has been determined to be brain dead, a LifeQuest family advocate will huddle with the care team to discuss offering the option of donation with the patient’s family. At this time, a LifeQuest family advocate, such as **Chris Calloway**, will first meet the family.

“Helping families find hope and peace during this most difficult time is the most gratifying part of my job, and it has had a profound impact on my life,” Calloway said. “You realize real quick that life is a gift, and we should appreciate every day that we have, because tomorrow is not promised to anyone.”

When consent for donation has been authorized, clinical coordinators begin the process of matching the donor’s organs with patients on the waiting list and arranging for the recovery operation.

“It has been a great experience interacting with all of the critical

care units at UF Health Shands,” said **Michael Scala, R.N., B.S.N., EMT-P**, LifeQuest clinical coordinator. “The dedication they have to their patients and the phenomenal job they are doing to honor the donation decision has been very moving.”

While up to eight lives can be saved through one person’s decision to become an organ donor, the process still can be difficult for the team.

When the procurement team was asked what message they would love to give the nurses and doctors who work so hard to save lives, they all agreed with **Stephanie Jones, R.N., CCRN, CPTC**, LifeQuest senior clinical coordinator.

“We want staff to understand that we know it is difficult to lose a patient,” she said. “We hope they can see that while it is a huge loss, something good and beautiful can come out of it when a person chooses to give life and hope to other families in their time of need.” **N&N**

UF HEALTH | PEOPLE

Transplanting hope:

UF Health Shands Transplant Center colleagues share their inspiration about this transformative specialty

SCIENCE FICTION. SPIRITUALITY. MEDICINE. THAT'S HOW MUSTAFA M. AHMED, M.D.,
ARTFULLY DESCRIBES ORGAN TRANSPLANTATION.

*To explain why transplantation is one of the most challenging and rewarding areas of modern medicine,
we talked with Ahmed and two of his colleagues on the UF Health Shands Transplant Center team.*



Mustafa M. Ahmed, M.D.



Roberto J. Firpi, M.D., M.S., AGAF



Tracy McGinn, ARNP, M.N., B.C., CCTC



One can save eight.
Have you thought about organ donation?

Mustafa M. Ahmed, M.D.,
UF College of Medicine
transplant cardiologist

N&N: Tell me about your job – what is a typical day like for you?

Ahmed: I see patients across the varied spectrum of heart failure, spending time in clinic, the Cardiac Catheterization Lab and on the wards.

N&N: Tell us something most people may not know about the UF Health Shands Transplant Center.

Ahmed: I view advanced heart failure and transplantation as a holistic approach to cardiology and patient care. There are so many pathways that culminate in the failing heart; it demands a broader perspective while caring for these complex individuals.

N&N: What do you find most rewarding about working with the transplant team?

Ahmed: I enjoy the connections we are able to make as a team of providers with the patients and families we support. Without our tremendous team, we wouldn't be able to impact people's lives the way we all hope to. It's the team work and the personal relationships I am most fond of.

Roberto J. Firpi, M.D., M.S., AGAF,
UF College of Medicine liver transplant
medical director and transplant hepatology
program director

N&N: What led you to select transplantation as your career focus?

Firpi: I got exposed to liver transplantation early in my career while working closely with the best teachers in the United States: Dr. Gary L. Davis, former UF College of Medicine director of hepatology; and Drs. John Vierling and Paul Martin in Los Angeles. They inspired me to be the best and succeed in hepatology and transplantation.

N&N: Why does transplantation inspire you?

Firpi: For patients, the chance of getting a liver transplant is a chance to improve or extend their life. For donors, it's a cherished gift that reveals their generosity to others. To me it's important to help patients achieve their goals in life when they know they don't have much time due to a very debilitating disease and that the only way to survive is getting a new liver.

N&N: What is the biggest challenge you and your team face?

Firpi: With the success of liver transplantation in the last few decades, the pool of donor livers fails to keep pace with the growing number of patients on the transplant waiting list. I believe other challenges are the need for new therapies to treat recurrent hepatitis C after transplant and the need for new ways to detect and treat liver cancer early.

N&N: What do you find most rewarding about working with the transplant team?

Firpi: The most rewarding part is seeing the transformation of our patients. From being very sick before the transplant to relatively healthy after their transplant, we have the opportunity to give people hope and a future that they might have otherwise lost, and that is something that we don't take lightly.

Tracy McGinn, ARNP, M.N., B.C., CCTC,
UF Health Shands Transplant Center
heart transplant coordinator

N&N: Tell me about your job – what is a typical day for you?

McGinn: A typical day involves evaluation of patients in clinic or on the inpatient service, telemanagement of patients regarding diagnostics performed, management of their symptoms and medication adjustments, making arrangements to have procedures scheduled, and making critical decisions for care in urgent or emergent situations.

N&N: What led you to select transplantation as your career focus?

McGinn: The trigger to pursue this specialty was when I had the opportunity to take care of the first heart transplant patient performed at this center. Transplant was new, exciting and complex. I have been fortunate to have opportunities in developing the heart failure program, to be involved the growth of the circulatory support program and to continue to have direct patient care in all aspects. Truly, my job has been most satisfying for making a difference and providing hope to patients.

N&N: Why does transplantation inspire you?

McGinn: My commitment was enhanced from personal experience after becoming a transplant patient myself. I bring patients a unique perspective for coping with their illness, the waiting process for transplant, the good, the bad and the ugly of the medications required after transplant — plus the potential quality of life after transplant. This seems to help some patients and fulfills my need to give back to a community.

N&N: What do you find most rewarding about working with the transplant team?

McGinn: The team of professionals I work with are some of the best, committed, hardworking, most professional people I know. Everyone is dedicated to our purpose and extremely knowledgeable about the specialty care. I would not be as successful in my career without my team providing the care and support throughout my 20-plus year tenure in this program. **N&N**

One can save eight.
Have you thought about organ donation?



(Left) Organ donor Raivyn Summerfield.

(Below) Heart transplant recipient Annemarie Ward (left) and Tracie Hessley, Raivyn's mother.



UF HEALTH | SERVICE

Raivyn's Gift of Life

Raivyn Summerfield was just 10 years old when she learned about organ donation. Following a family member's passing, her mother explained how a person could save lives after their death through organ donation. This ignited a passion in Raivyn, who became a determined advocate for donation.

"She was relentless on the subject," said Raivyn's mother, Tracie Hessley. "Raivyn would educate anyone about donation by looking them in the eye and asking the person directly, 'Are you a registered organ donor?' If they weren't, they learned why they should be and how to go about getting it done."

On April 19, 2012, just four years after first learning about donation, an unimaginable tragedy struck. Fourteen-year-old Raivyn was riding an ATV with friends near her home in Live Oak when she was in a terrible accident. She was airlifted to the UF Health Shands Trauma Center with a traumatic head injury, broken collarbone and fractured pelvis. The doctors worked tirelessly to save her life. Sadly, three days later, Raivyn died. On

the darkest day of Hessley and her family's lives and in the midst of shock and grief, their "Rai" of sunshine went on to save and enhance many lives through organ and tissue donation.

When Raivyn died, she became an organ donor to four people, ranging from an 8-year-old-girl to a 55-year-old man. Her heart went to an 18-year-old woman named Annemarie Ward.

Ward was just 7 years old when diagnosed with a rare heart disease that made even walking a chore. In and out of the hospital most of her childhood, Ward was given her life back when she received Raivyn's strong and vivacious heart. Last May, during an event to encourage people to register as organ and tissue donors, Ward and her family met Hessley and Raivyn's family in Jacksonville. The embrace between Hessley and Ward was beautiful and whole-hearted.

"I have a new heart and a new life," Ward said. "I am finally free. The generosity, kindness and warmth of Raivyn's family has been incredible." **N&N**

UF COLLEGE OF MEDICINE / PEOPLE

UF UNDERGRADS SHADOW UF PHYSICIANS

For many undergraduates considering a field in medicine, the decision can be difficult and a bit daunting. How do they know if it's something they'll enjoy? How do they decide which area of medicine to study?

At UF Health, some physicians are going above and beyond to help ease the decision-making process for many of these students.

Kfir Ben-David, M.D., UF College of Medicine surgery assistant professor, mentors undergraduates to help them see what medicine is like before deciding to enter medical school. Ten students have shadowed him since 2007. Some are paired up with him through a UF College of Medicine class called Physician Shadowing, while others approach him independently.

"I went to undergrad here," Ben-David explained, "and I wished I'd had somebody like me that would say 'Yes, come see what medicine is like, come see what surgery is like, come to clinic. Come see if this is what you really want to do.'"

Other College of Medicine physicians have offered similar mentorship to undergraduates, including **James Clugston, M.D.**, family health and community medicine assistant professor; **Michael Moser, M.D.**, orthopaedics associate professor; and **Seth Smith, M.D.**, orthopaedics and rehabilitation assistant professor.



UF HEALTH / PEOPLE

EMPLOYEES WEAR RED TO PROMOTE HEART HEALTH

UF Health participants supported National Wear Red Day, Feb. 7, to help raise awareness for heart disease. Attendees at our UF Health Shands Hospital Atrium event took advantage of free health screenings to find out their risk for heart disease, stroke or diabetes. **Carla Schmidt, B.S.H.,CCPC, C.V.T.**, UF Health Chest Pain E.R. and STEMI coordinator, was on hand to educate people about the warning signs of a heart attack, urging us to remember that "Heart attacks have beginnings." For more information, please visit our site UFHealth.org/heart-care-services/early-heart-attack-care.



Oncology team scores 5-Star achievement

'Family-feel' teamwork boosts patient satisfaction

UF Health Shands Cancer Hospital's oncology team received its eighth 5-Star excellence award in patient care and satisfaction.

The 5-Star Excellence award is presented by Professional Research Consultants Inc., a national, third-party vendor that measures patient satisfaction and perception of the quality of care. Recipients rank in the top 10 percent for quality patient care nationwide.

Helen Welsh, M.S.N., R.N., UF Health Shands Cancer Hospital Oncology Unit 8 East nurse manager, said the staff's teamwork and dedication to patient care contribute greatly to high patient satisfaction.

"Oncology patients meet challenges with great grace and courage," Welsh said. "The staff on 8 East strives to make each day one of comfort and hope for the patients and their families."

Jan S. Moreb, M.D., is a UF College of Medicine hematologist and oncologist and the Hematologic Malignancies Stem Cell Transplantation Program clinical director. He said the entire staff is dedicated and committed to improving the quality of patient care.

"The result of the staff's efforts is obvious excellence in delivering care for this special group of patients," Moreb said. "I am proud to be associated with this service."

Ann Charles, P.C.A., C.N.A., UF Health Shands Cancer Hospital Oncology Unit 8 East support tech, also noted that teamwork accounts for high patient satisfaction rates.

She said, "We all work together and have compassion for the patients. We all feel like a family." **N&N**

Nursing shines for Beacon Awards

Units awarded gold and bronze-level recognition

On the heels of last winter's Magnet re-designation by the American Nurses Credentialing Center, two UF Health Shands Hospital nursing teams recently received additional national accolades.

The UF Health Shands Cancer Hospital Trauma/Lung Transplant Unit 5 West has been recognized by the American Association of Critical-Care Nurses as a gold-level Beacon Award for Excellence winner, while the hospital's Post-Anesthesia Care Unit brought home bronze-level honors.

Both awards are "firsts" for different reasons. Five West is the first medical/surgical unit at UF Health Shands Cancer Hospital to receive this honor, while the PACU is the first PACU in the nation to receive a Beacon Award.

The association describes the three-year, three-level Beacon Award as "a significant milestone on the path to exceptional patient care and healthy work environments."

"This award recognizes our hardworking nursing staff for excellent and sustained performance and clinical outcomes. Everything we do is designed to support the highest quality care and the best patient experience," said **Irene Alexaitis, D.N.P., R.N., NEA-BC**, UF Health Shands Hospital Nursing and Patient Services vice president and chief nursing officer.

"Each and every staff member plays an integral part in making our unit excellent," said **Colleen Counsell, M.S.N., R.N., CCRN**, 5 West nurse manager. "Our staff goes above and beyond to make our unit gold."

She and **Elno Palonpon, B.S.N., RN-BC**, 5 West clinical leader, credited the nursing expertise and interdisciplinary collaboration among their colleagues for outstanding results.

PACU nursing leaders were humbled to achieve such a high honor that emphasizes quality patient care.

"This is a tremendous achievement; the journey to excellence is ongoing. The PACU staff is an awesome team of people who always strive for excellence," said **Michele Brunges, M.S.N., R.N., CNIOR**, PACU nurse manager.

Diane Skorupski, M.S., R.N., CNOR, NE-BC, UF Health Shands Hospital Perioperative Services associate vice president, also recognized the team approach.

She said, "Achieving the Beacon Award is an example of our post anesthesia nurses' relentless pursuit of excellence in the delivery of high-quality patient care." **N&N**

Read the full Beacon Award for Excellence release at UFHealth.org/category/shands.



RAISING HOPE AT WORK

UF HEALTH SHANDS | FINANCE

UF HEALTH SHANDS EMPLOYEES RAISE HOPE

Employees showed their dedication during the 2014 Raising Hope at Work giving campaign. The number of departments with 100 percent participation, and the number of employees who contributed, greatly surpassed our expectations. The campaign raised \$150,000, which was 150 percent more than our original goal.

The funds raised will help improve the quality of patient care, the number of people we are able to serve and the distance we can travel to help those in need. Because of our employees' unwavering support, we have already opened the UF Health Shands Children's Hospital Pediatric Cardiac ICU on the hospital's 10th floor, and this spring we will add a new helicopter for the UF Health ShandsCair emergency transport program.

The generosity of everyone who collaborated for this remarkable cause is something we will be able to see every day at work, as we watch our gifts in action. Thank you for raising hope at UF Health Shands, and we look forward to next year's campaign.

UF HEALTH SHANDS PSYCHIATRIC HOSPITAL | SERVICE

UF HEALTH EMPLOYEES WALK TO RAISE AWARENESS ABOUT EATING DISORDERS AWARENESS

UF Health Business Development Manager **Terrie Huss, R.N.**, staffed a table at the National Eating Disorders Awareness Walk in West Palm Beach in February. She and others from the UF Health Eating Disorder Recovery Center showcased UF Health services at several walks throughout Florida and Georgia this spring. The medical team at EDRC, which is located at UF Health Shands Psychiatric Hospital, treats adolescent and adult male and female patients for severe eating disorders, including anorexia nervosa. For more information, visit UFHealth.org/EDRC.



April is Employee Wellness Month!



UF and UF Health are currently hosting 2014 Spring Wellness events for all benefits-eligible employees. To register for an event at location convenient for you, please visit UFHealth.org/WellnessEvent.

Pre-registered employees who attend and complete a personal health and biometrics assessment will receive a free lunch from SweetBerries. UF Health Shands employees who got their influenza vaccination and who do not use tobacco, or who have completed a smoking-cessation program, may receive an additional incentive gift.

Please contact the UF Health Shands HR Benefits Office at 352-265-0043 with questions.

2014 SPRING WELLNESS EVENT SCHEDULE

DATE	EVENT LOCATION
Monday, March 31	UF – Florida Gym
Tuesday, April 1	IFAS – Straughn Extension Professional Development Center
Wednesday, April 2	Emerson Alumni Hall – President's Room
Thursday, April 3	UF Clinical and Translational Research Building – Lobby
Friday, April 4	UF Smathers Library, Room 1A
Monday, April 7	UF Health – Patient Financial Services (39th Avenue)
Tuesday, April 8	UF Health – 1329 Building, Conference Room 1253
Wednesday, April 9	UF Health Shands Rehab Hospital (39th Avenue)
Thursday, April 10	UF Health Shands Rehab Hospital (39th Avenue)
Friday, April 11	UF Health Information Technology – CH2M Hill Training Room (Williston Road)
Friday, April 11	UF Health Orthopedic and Sports Medicine Institute
Monday, April 14	UF Health Patient Financial Services
Monday, April 14	UF Health Sleep Center Conference Room (Magnolia Parke, 39th Avenue)
Tuesday, April 15	Ayers Building Lobby (2nd Avenue)
Wednesday, April 16	UF Health Medical Plaza
Thursday, April 17	UF Health Cancer Hospital Auxiliary Conference Room
Friday, April 18	UF Health Cancer Hospital Auxiliary Conference Room
Monday, April 21	UF Health Shands Hospital Atrium and Founders Gallery
Tuesday, April 22	UF Health Shands Hospital Atrium and Founders Gallery
Wednesday, April 23	UF Health Shands Hospital Atrium and Founders Gallery
Thursday, April 24	UF Health Shands Hospital Atrium and Founders Gallery
Friday, April 25	UF Health Shands Hospital Atrium and Founders Gallery

**THURSDAY,
MAY 15
8 A.M.**



UF HEALTH | SERVICE

PLAN NOW FOR ANNUAL WOMEN'S HEALTH FAIR

Thursday, May 15, 8 a.m.-noon
UF Hilton Conference Center, Gainesville

Women's Advantage annual community health fair offers free health screenings (including blood pressure, cholesterol, glucose, BMI and bone density); health information and resources; activities and games; and prize drawings. For more information, please visit UFHealth.org/events.



UF HEALTH | SERVICE

**UF SMALL ANIMAL HOSPITAL OFFERS
DISCOUNTED WELLNESS PLANS**

To encourage pet owners to take a more active role in keeping their pets healthy, the UF Small Animal Hospital is now offering personalized wellness plans for pets. Each plan provides discounted veterinary services for one year, saving pet owners an average of hundreds of dollars per year on visits they were already planning to make.

Wellness plan participants also receive a discounted exam fee if they need to see a specialist. Call 352-392-2235 or visit <http://smallanimal.vethospital.ufl.edu/> for more information.



ELDERCARE OF ALACHUA COUNTY | PEOPLE

BIKE TO SUPPORT RIDE TO REMEMBER

Saturday, April 26
7 a.m. registration; 8 a.m. ride; 10:30 a.m.
family event

**SATURDAY,
APRIL 26
7 A.M.**

The Ride to Remember is a charity event that benefits Al'z Place, a daycare center for people with Alzheimer's disease and severe memory disorders. Registration, which includes a T-shirt, is \$40 online or by mail and \$50 on the day of the event. The bike trails range from one to 100 miles long. Rest stops will be provided with drinks and snacks. Registration for the bike ride begins at 7 a.m. and the ride begins at 8 a.m. Following the ride, participate in this year's family fun event beginning at 10:30 a.m. Activities for children will include a bounce house, face painting, hula-hooping, jump-rope, a balloon toss and a bicycle helmet fitting. The cost is \$10 per family and includes lunch and giveaways. Call 352-265-9040, or visit gccfla.org/rtr to register.

The bike rides begin at either Boulware Springs Park in Gainesville (3400 SE 15th Street) or Flemington Community Park in Ocala (18200 N. Highway 329).