

UF HEALTH SHANDS EMPLOYEE NEWSLETTER

VOL. 9 NO. 7 | FEBRUARY 2014

NEWS & NOTES

COVER ➤ FORWARD TOGETHER FOR CHILDREN'S CARE

4 EXPANDING SPECIALIZED CARE FOR KIDS WITH NEW PEDIATRIC CARDIAC ICU

8 NURSING UNITS SCORE HIGH IN NATIONAL ENGAGEMENT SURVEY

9 CELEBRATING THE UF HEALTH CANCER CENTER AT ORLANDO HEALTH

NEWS&NOTES

VOL. 9 NO. 7 | FEBRUARY 2014

NEW&NEXT 3

The latest system scoop

FACES 9

See who's making news

KUDOS 11

Recognition for standout employees and programs

TO DO 16

Ideas for your agenda

Timothy M. Goldfarb
Chief Executive Officer

Wanda J. English
Senior Director
Strategic Communications and Public Affairs

Kim Rose
Director
Strategic Communications and Public Affairs
News&Notes Interim Editor

Madelyn West
Creative Services Coordinator
News&Notes Designer

To contribute to future issues
of NEWS&NOTES:

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

This month's cover shows the beautiful mosaic created for UF Health Shands Children's Hospital's new Pediatric Cardiac ICU by UF Health Shands Arts In Medicine artist-in-residence Mary Lisa Kitakis-Spano.

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



FSC LOGO

To be well, be kind to yourself (and others)

I met Kathryn Parker, R.D., L.D./N, UF Health Diabetes Center program manager and educator, when we worked for the city of Gainesville. She was director of the award-winning wellness program and a fantastic resource for employees. Now I get to see her here, and I always enjoy her. Kathryn inspires me with her passion for helping people live better lives – and with her boundless enthusiasm! (She is radiant and lively!) I'm aware of people's energy because I naturally have a lot of it – and I've also had thyroid disease, which can greatly impact energy and vitality. I had my thyroid gland removed a while back, which turns out is a big deal because the pesky thyroid is like the gas pedal controlling metabolism. I'm grateful for attentive and compassionate care by my fantastic UF Health physicians, but I struggle with thyroid-replacement hormone adventures, weight fluctuation and energy challenges that affect many thyroid patients until we find balance. We all have some sort of mountain we're climbing.

Throughout this journey, Kathryn has been a good friend I can call for a pep talk – and a reality check, because she understands the mysterious endocrine system.

Last month, I asked her advice. I'm working out with a personal trainer three times a week and eating healthy, but I'm not getting results quickly enough. She stopped me in my tracks mid-whine and asked me to rethink my expectations.

She said, "Be gentle with yourself." We live in an on-demand world and we can't approach health that way. Changes and good health require a long-term effort, patience and perspective, she said. It's not like a fast-turnaround project at work, and we need to adapt our expectations as we evolve and age.

"Listen to your body," she said. "Do what feels right."

The pep talk continued. "You sit in the office on your rear all day, you need to get up and go outside from time to time. Stretch, move, inhale the air, let your body do what it's built to do and enjoy itself!"

Kathryn and I reviewed my recent labs as well as screening results from last spring's HR Wellness event in which I took advantage of free employee health screenings (including the A1c blood sugar test that reflects average blood glucose levels from the past couple of months). She helped me see I'm already doing well, exercising, eating right, monitoring my progress and lowering my risk for many diseases. She is a great cheerleader and coach. After our call, I got up and went for a walk. Even my heart felt better.

It goes to show that a little kindness and encouragement can really impact someone's sense of wellness and their healthy outlook. When the big picture is overwhelming, we can help each other take a step back for perspective. We're lucky to work with a lot of compassionate, caring people around here.

Kim Rose
Director, Strategic Communications
UF Health Communications

South campus expansion plans are underway

Faculty and hospital leaders are engaged partners

In September, if you recall, we announced an exciting plan to build a new tower on the south campus for two “specialty” hospitals, one for neuromedicine and the other for cardiovascular care. The plan is based on increasing our numbers of patients requiring neurologic, neurosurgical, heart and vascular care.

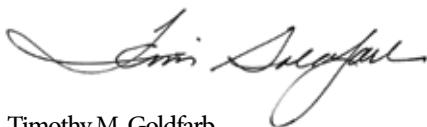
The UF Health Shands Hospital board of directors approved our preliminary proposal in November. If we proceed, construction is scheduled to begin in August; it will take about three years and the hospitals should open in 2018. Our board will consider the project this summer.

Building something new is concrete proof, literally, that we’re fulfilling our patient care mission. Our growth represents your outstanding work. You’re building relationships and communicating with referring physicians so they send patients here. And you’re ensuring that patients and their loved ones have a positive personal experience and feel important and valued, which encourages them to choose UF Health over our competitors. All your efforts are building blocks for our future growth, which will benefit us all.

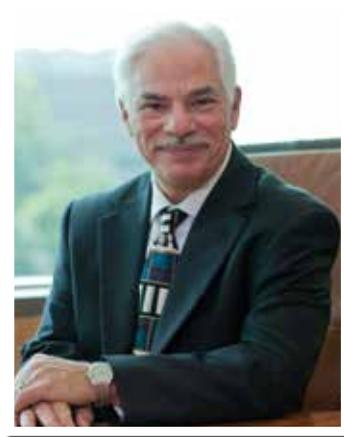
We’re seeing great energy generated by UF Health Shands staff and UF faculty working together. This integrated approach extends to how we’re developing the vision for the new hospitals. A group of cardiovascular and neuromedicine faculty leaders along with facilities, nursing and operations leaders together visited peer academic medical centers, including Massachusetts General and Brigham and Women’s Hospital in Boston, and Cedars-Sinai Medical Center in Los Angeles. They assessed hospital architecture and design best practices. The visits demonstrated we have a fantastic platform at UF Health to build upon – they emphasized that our cancer hospital design, for example, is as innovative and competitive as any of the other facilities we have seen.

We have an exciting vision for the future of UF Health and we all contribute to making it a reality. Thank you.

Sincerely,



Timothy M. Goldfarb
Chief Executive Officer
UF Health Shands



Quick facts

Here’s what’s planned
(subject to change):

- Final board approval is scheduled for August.
- The cost to build and equip the tower will be \$380-\$400 million.
- The building will be located off Southwest Archer Road, on the site of the south campus patient and visitor outdoor parking lot and retention pond.
- The hospital will house 204 inpatient private beds: 36 neuro ICU beds, 92 cardiovascular ICU beds and 76 non-ICU beds.
- Twenty operating rooms will include five catheterization ORs; two intraoperative ORs with MRI technology; five hybrid ORs for both neurosurgery and heart/vascular services; and eight standard ORs.
- Services will span inpatient and outpatient cardiac care and neuro care (excluding movement disorders).
- An additional parking garage and surface parking area will be developed on the south campus.
- UF Health is working with Flad Architects, Affiliated Engineers Inc. and Skanska (project development and construction).

UF Health takes another step “Forward Together” ICU expands specialized care and comfort for young patients and families



On Jan. 10, we celebrated a new milestone for UF Health by opening a state-of-the-art Pediatric Cardiac Intensive Care Unit. This marks another step in our commitment to UF Health Shands Children's Hospital as a place in which the highest-quality medical treatment and expertise is matched by an environment that supports innovative care and provides comfort to meet the needs of our young patients and their families.

“This is one more example of our progress and momentum to achieve goals set out in the ‘Forward Together’ strategic plan for UF Health,” said **David S. Guzick, M.D., Ph.D.**, UF senior vice president for health affairs and UF Health president.

“The new ICU reflects our commitment to align clinical space and clinical programs and to create a truly family focused children's hospital. It enables us to advance our multidisciplinary team approach to engage experts focused on a specific medical condition – in this case, congenital heart disease. We are answering our call to do what is best for patients.”

Faculty and staff are working hard to accommodate consistently increasing patient volumes and demand for pediatric services, including those provided at the UF Congenital Heart Center.

“We have been so successful that we ran out of patient care space and decided to transform administrative space, which didn't originally have the infrastructure for clinical care. This significant investment says a lot about our commitment to patients above all else,” Guzick said.

Attendees at the opening event heard from **Mark Bleiweis, M.D.**, UF College of Medicine professor of surgery and pediatrics and the UF Health Congenital Heart Center director and principal cardiothoracic surgeon. He acknowledged faculty and nursing colleagues, including **F. Jay Fricker, M.D.**, UF College of Medicine professor and division chief of pediatric cardiology and the UF Health Congenital Heart Center medical director.

“Thanks to our physicians, nurses and clinical staff, we have developed one of the nation's top centers of excellence for congeni-



CONGENITAL HEART DEFECTS MOST COMMON OF ALL BIRTH DEFECTS

Feb. 7-14 is national Congenital Heart Defect Awareness Week.

CHDs are abnormalities in the structure and/or electrical impulses in the heart that are present at birth. Affecting an average of one in 100 babies, congenital heart defects are the most common of all birth defects.

Each year, almost 40,000 children are born with at least one heart defect and about 4,000 die from related complications. CHDs are the leading cause of death among children under 1.

Now more than ever, advancements in treatment allow those born with heart defects to live active, healthy lives well into adulthood.

With a full complement of pediatric cardiac specialists, and under the leadership of director and principal cardiothoracic surgeon Mark Bleiweis, M.D., the UF Health Congenital Heart Center is ranked among the nation's top pediatric cardiology and heart surgery centers by U.S. News & World Report.

Our team treats patients of all ages who have congenital heart defects and some forms of acquired heart disease. At UF Health Shands Children's Hospital, our new 23-bed, 18,000-square-foot Pediatric Cardiac Intensive Care Unit is a critical- and intermediate-care unit for children with heart disease.

During CHD Awareness Week, visit the CHC on Twitter (@UFCHC) and Facebook (www.facebook.com/ufchc) to read inspiring stories about our patients.

tal heart care," Bleiweis said. "Patients from throughout Florida, the nation and other countries come to us seeking care at UF Health. Diagnoses can occur when a patient is in utero, at birth, during early childhood or in adulthood and we can treat and solve even the most complex congenital heart defects. It's our honor to partner with our patients and families and be their source of hope."

UF Health Shands CEO **Tim Goldfarb** acknowledged past and present faculty and staff whose commitment led to this achievement. He thanked College of Medicine physicians, UF Health Shands nurses and diverse teams who have dedicated their careers to helping children and their loved ones.

"We're fulfilling our promise to expand outstanding pediatric care at UF Health Shands Children's Hospital and make it even more accessible to the families who need us," Goldfarb said. "We're matching physical resources with the incredible human intellectual firepower and capital across the organization. We're united and energized by a common focus and passion – our patients." **N&N**



UF HEALTH SHANDS CHILDREN'S HOSPITAL | SERVICE

New Pediatric Cardiac ICU offers innovative design

Renovation supports staff providers, patients and families

An extensive renovation of the UF Health Shands Children's Hospital 10th floor east wing transformed administrative offices into a state-of-the-art ICU where our world-class pediatric heart experts can offer the latest care and technology in a comforting, family friendly environment.

The light-filled space carries a "Florida Sky" theme through the entryway, where painted bluebirds fly along the walls and guide visitors inside. Soft blue-green décor complements the natural light gently bathing the entire unit, thanks to windows that span the length of the hallway. A main welcome desk is marked by overhead light, a turquoise glass front and a sunshine motif underfoot. Nursing workspace is decentralized and nursing desks are located along the halls. Each has observation windows into two rooms, allowing staff to closely monitor patients.

All 23 private rooms have sliding glass doors and privacy curtains reflecting the same soft hues as the walls. A private bathroom in each room offers privacy for patients and family members. Overhead light controls are located by the bedside, giving patients some autonomy over their environment.

Honey-colored wood floors and recessed lighting draw attention, rather than the high-end, specialized ICU equipment. Each room features wall-mounted tools that discretely store things like blood pressure, oxygen and dialysis equipment. Every bed has an adjustable overhead procedure light, like the ones found in operating rooms, with LED bulbs that don't transfer heat to the body. Along with several large, portable procedure lights, they allow medical teams to offer many bedside treatments without relocating patients.



PEOPLE ARE TALKING: WHY DESIGN IS SO IMPORTANT

Our hospital design projects are led by **Brad Pollitt**, UF Health Shands Facilities vice president. Pollitt is a trained architect who's passionate about collaborating with others, such as Flad and Associates, and our in-house talent, including **Tina Mullen**, who directs UF Health Shands Arts in Medicine and serves as our interior design lead. They created the new Pediatric Cardiac ICU.

"As we build or renovate clinical space, we scour best practices and develop our own most forward-thinking design for our patients and staff," Pollitt said. "For the Pediatric Cardiac ICU, we invited faculty leaders and visited other major medical centers to assess design. This is world-class space in which our teams can practice world-class medicine that will make our patients and families as comfortable as possible."

Pollitt said that as our medical staff learns to prolong the lives of children with chronic conditions such as cystic fibrosis, pediatricians are now caring for older patients. For some specialty services, patients undergoing pediatric care may be in their mid-20s.

"Our faculty and nursing staff will care for patients in a broad age range, so we picked themes that support children but that aren't childish," Pollitt added. "We've used images and color that are youthful but not cartoonish. The entire family can find them pleasing."

Mullen, who has teamed up with Pollitt and the facilities staff on many new buildings and renovations over the years, is equally as passionate about health care design.

"We have a beautiful, bright Florida sky and we wanted to bring that feeling inside the building," she explained. "I imagined a child looking up at the sky with the light warming them."

A tile mosaic (featured on this newsletter cover) by AIM artist-in-residence **Mary Lisa Kitakis-Spano** may look familiar to those who have seen her work in other pediatric areas. Elements such as these subtly or directly connect our children's spaces, Mullen said. This helps families with way-finding and brings comfort with familiarity.

Mullen and team designed the Pediatric E.R. with a Florida ocean/water theme and the children's hospital's new entryway will pull it all together in a cohesive Florida-nature design.

Mullen said, "Our approach is to engage the imagination of every child and young adult who we serve in the children's hospital."

Thrilled with the design is **David S. Guzick, M.D., Ph.D.**, UF senior vice president for health affairs and UF Health president. He described the transformation of the space as "exhilarating" and said it "stops you in your tracks" upon entering.

"I want to thank Brad and Tina, Flad and the design teams, who did a tremendous job," he said. "It is remarkable how you can take an office space and make it a place where families can find comfort and hope."

Existing skylights were given a facelift and now have larger, pyramid-style panes, and the linear shapes are echoed in the recessed ceiling lights along the unit. Wherever a staff person or visitor stands in the unit, there is light and color to draw the eye.

Thank you to everyone involved in design of the beautiful, thoughtfully designed ICU. Not only will pediatric heart patients and their families benefit, but our staff also will be able to provide the highest-quality care available in an innovative, healing space. Stay tuned for more articles about our UF Health Congenital Heart Center and Pediatric Cardiac ICU faculty and nursing staff, and the way they will continue life-enhancing work on the unit. **N&N**

Plan to get engaged!

Top nursing units score high in national engagement survey

(L-R) Justine Abram, M.S.N., R.N., CNRN, UF Health Shands Hospital Neurosurgery Unit nurse manager, and Missy Reynolds, M.S.N., R.N., NE-BC, UF Health Shands Children's Hospital PICU nurse manager, share how they've worked to engage their nursing teams.



Engagement is a popular buzzword in the workplace for good reason. When employees are engaged with work, staff interactions improve. Workplace environments are pleasant. And most importantly, patient satisfaction and positive clinical outcomes increase.

In 2013, four UF Health Shands nursing units – the Pediatric Intensive Care Unit (PICU), the Internal Medicine Care Unit, the Bone Marrow Transplant Unit (BMTU) and the Neurosurgery Unit – saw tremendous improvements in their National Database of Nursing Quality Indicators engagement survey results.

Justine Abram, M.S.N., R.N., CNRN, UF Health Shands Hospital Neurosurgery Unit nurse manager, implemented strategies to hold her groups accountable.

“Management met with nurse, patient care assistant and support technician groups to determine what they felt the roles of others were. We were able to show in an all-staff meeting where people were failing to understand each other’s roles and duties,” Abram said.

“It was an eye-opening experience for all, and we started the team-building component from there.”

In the PICU, **Missy Reynolds, M.S.N., R.N., NE-BC**, UF Health Shands Children's Hospital PICU nurse manager, reinforces positive behavior.

“For me, I make a deliberate attempt to recognize each person’s strengths and look for positives. I try to be conscientious of kudos and emphasize what we do well,” Reynolds said. “One way the PICU emphasizes what they do well is posting positive patient family comments on bulletin boards.”

The Customer Service is Key program also plays a big role in the PICU,” Reynolds said.

“Many of our staff has been recognized as quarterly gift-card winners. We make a big deal of it with a cookie cake, balloons and announcement of winners at every shift change.”

While engaged employees are crucial to the experienced care and expert caring our nursing staff provides, it’s important that employees in all areas gauge their engagement. The UF Health Shands Employee Engagement Survey is coming in March. Don’t miss your opportunity to impact your workplace environment. **N&N**

UF HEALTH | QUALITY

State's top cancer programs unite to expand care

Introducing UF Health Cancer Center – Orlando Health



(L-R) Wayne Jenkins, M.D., Orlando Health Physician Partners president; Jamal Hakim, M.D., Orlando Health interim president; Dianna Morgan, Orlando Health board chair; Bernie Machen, UF president; David S. Guzick, M.D., Ph.D., UF senior vice president for health affairs and UF Health president; Mark Roh, M.D., UF Health Cancer Center at Orlando Health president; and Timothy M. Goldfarb, UF Health Shands CEO.

Orlando Health and UF Health have joined forces to establish one of the state's largest, most comprehensive cancer programs. The UF Health Cancer Center at Orlando Health will expand care and treatment options for patients throughout the region.

Statistics show the number of cancer cases in Florida is rising. According to recent studies by the National Cancer Institute, Florida now has the second-largest cancer burden in America, and cancer has surpassed heart disease as the leading cause of death in the Sunshine State.

"Everything we do at UF Health is centered on our patients and our mission to improve quality of life. We are unwavering in our commitment to address the health needs of Floridians with the most compassionate, highest-quality care," said **David S. Guzick, MD, Ph.D.**, UF senior vice president for health affairs and president of UF Health.

"This new relationship will create Florida's leading program to respond to the state's increasing demands for oncology clinical care and research."

The program officially began Jan. 31, when Orlando Health's affiliation agreement with the University of Texas MD Anderson Cancer Center expired. Mark Roh, MD, who was president of MD Anderson Cancer Center Orlando, is now president of the UF Health Cancer Center at Orlando Health.

Orlando patients will continue to receive their cancer care with the same Orlando Health physicians, oncologists, surgeons and staff they have come to know and trust. In addition, patients also will have more options for leading-edge treatment and expanded access to additional specialists, new drugs, clinical trials and other resources. The program also provides greater flexibility by offering care at community medical facilities closer to patients' homes, whether in the Orlando or Gainesville areas.

Both Orlando Health and UF Health are highly respected with a rich history as health care leaders. Orlando Health includes central Florida's first teaching hospital and its oncology services employ a specialized multidisciplinary approach ensuring each patient benefits from the expertise of a team of professionals. Here at UF Health, we have the state's premier teaching hospital and our world-class physicians, nursing staff and providers are recognized regionally and nationally for their expertise.

"This is an important new step for cancer treatment in Florida," said UF President Bernie Machen. "By connecting our university's research and treatment expertise with the exceptional health care organization that is Orlando Health, we bolster our capacity to improve patient care and outcomes." **N&N**

THE NEW INTEGRATED INTRANET: WHAT'S IN IT FOR YOU?

Notifications and social networking

You'll be able to build your own networks of people within the organization, and learn more about their professional skills and areas of expertise. When they share or like content from within the intranet, you'll receive notifications, which will in turn help you to discover pages, guidelines, forms and other content that will help you do your job.

Better document search

A common issue brought up by current intranet users was how to find the right form or procedure – you need to know which department or group is responsible for the document and then find their section of the intranet. We're working on building a more robust system that will allow you to find forms and procedures from a primary search function, regardless of who authored the form.

Ability to create groups

You'll be able to build collaborative virtual groups to share documents, have discussions and provide resources, etc. You can make them protected or open.

System news and leadership messages

The new intranet will be your go-to place for system news, announcements, events and other updates. It will also give our senior leaders a platform where they can post their own messages and insights about the big picture of what's occurring within UF Health.

Success stories about patients and providers

You can read stories about patient and provider successes that help reinforce and honor our mission to provide the best patient experience and make differences in people's lives.

Patient care and quality outcomes

There will be a widget (tool) to provide staff with an at-a-glance snapshot of our latest numbers and statistics as we measure patient care and quality outcomes.

New portal resources will benefit all UF Health staff

Online information hub and collaboration space



Improved user-friendly and convenient online resources are on the way! UF Health is getting a new, integrated intranet portal that will launch later this spring.

The new portal will become the central information hub and collaborative space for faculty and staff across UF Health. Eventually, it will replace some outdated existing resources, such as the ShandsConnect Portal main page, to provide a more user-friendly and efficient intranet experience to support our work.

As the UF Health Web Services team began to develop ideas for the new intranet, they spoke to dozens of employees from administrative, academic and clinical areas about how they use existing intranet resources. A common challenge is navigation from section to section. The current designs feel like a collection of independent sites and applications and do not facilitate communication across those silos.

The new portal will address these issues by creating a more robust 'umbrella' intranet that is integrated and encompasses the entire intranet environment at UF Health. Using communication and networking tools inspired by other successful intranets and social media platforms, the new UF Health intranet will more closely tie content together into an easily searchable and navigable whole.

Stay tuned for announcements and instructions. **N&N**

UF HEALTH SHANDS HOSPITAL | SERVICE

PATIENT EMERGENCY FUND PROVIDES NECESSITIES IN TIMES OF NEED

Following recent radiation treatment at UF Health Shands Cancer Hospital, a 17-year-old patient could not afford the specialized compression garment he needed to wear at night. Our staff tapped into the Patient Emergency Fund to help him purchase the critical item.

Patient and Family Resources social workers use the fund to meet the material needs of inpatients and their family members. They provide practical resources, such as gas cards, utility or rent payments or nights in a hotel room.

Another example is if a father needs to work while his child is in the ICU, the fund can provide gas cards to pay for transportation between work and the hospital.

"We know a lot of people want to help families," said **Kevin Putansu**, UF Health Shands Hospital Patient and Family Resources clinical specialist. "This is how you meet that need in a structured way."

The UF Medical Guild has been the primary source of financial support for the Patient Emergency Fund. As the economy has struggled, so have donations. The fund has dropped from about \$35,000 to \$15,000.

To qualify for assistance, participants are screened based on financial need, which matches a percentage of the federal poverty level. Help is provided on a case-by-case basis.

"We had a patient who was coming from Pensacola and had five clinic visits over a two-day period of time," Putansu said. "He was brought here by Medicaid transport, which brings patients and drops them off. He had no money for a place to stay, so we were able to provide a night in a hotel,"

For more information or to donate to the Emergency Patient Fund, contact **Harvey Green**, UF Health Office of Development and Alumni Affairs executive director, at 352-273-5881.



UF HEALTH SHANDS | QUALITY

I COMPLY! SMALL TALK AND BIG CONSEQUENCES

Every patient we meet has a story. Sometimes our desire to share our patients' stories conflicts with UF Health Shands Hospital policies and federal or state laws.

Before sharing patient protected health information (PHI) or other sensitive information, please remember:

- Only share the minimum information necessary for you to perform your assigned job duties.
- Don't discuss patient information in public areas (e.g., elevators, hallways or cafeterias). Whenever possible, move conversations about sensitive or confidential information to private areas where you cannot be overheard.
- Curiosity is never a reason to share PHI.
- Sharing patient stories to others without a professional need-to-know, even if names are not used, is not allowed.
- Violating patient confidentiality may result in serious consequences.

Ultimately the stories we may wish to share don't belong to us, they belong to our patients. Let's work together as we continue to treat our patients and the information we receive with the utmost respect and sensitivity.

Questions? Contact UF Health Compliance Services

Email: compliance@shands.ufl.edu

352-627-9050

Anonymous Compliance Hotline: 1-888-329-3569

<http://shands-compliance-services.sites.medinfo.ufl.edu/>

DID YOU KNOW...?

Patients are making more appointments than ever online at UFHealth.org

35

average weekly appointment requests before the new website launch

224

average weekly appointment requests after the new website launch (a 558% increase)

For 2014, we are on a path to increase that number by another

25%



UF HEALTH SHANDS | SERVICE

MAKING FLU TALK CONTAGIOUS

With flu season at its peak, now more than ever it's important to ensure we're protecting ourselves and our patients from the bad bug. In December, UF Health Shands employees achieved a 63 percent vaccination rate with more than 100 departments at 75 percent or better.

Justine Abram, M.S.N., R.N., CNRN, UF Health Shands Hospital Neurosurgery Unit nurse manager, emphasized the value of face-to-face staff communication.

"At daily huddles, our clinical leader Letitia Williams and I have talked about the importance of the vaccine not only for keeping patients healthy, but us too," Abram said.

"We want our peers to be healthy so we have adequate staffing levels."

Abram and her team posts fliers with times when the Occupational Health Services flu cart visits the unit, which has kept the vaccination initiative top-of-mind.

Steve Ritz, UF Health Shands Hospital Radiation Oncology administrative director, went a step further and scheduled an OHS nurse to visit his department and administer vaccinations.

Ritz challenged his staff: Achieve a 75 percent vaccination rate and lunch is on him. His staff rose to the challenge and was rewarded with a pizza lunch.

He said, "Any way to make it fun and competitive – that's what works for our employees."

UF HEALTH | SERVICE

LEARN ABOUT EATING DISORDERS

About 24 million people in the U.S. struggle with an eating disorder each year. February is National Eating Disorder Awareness Month. UF Health Eating Disorder Recovery Center physicians and staff offer various levels of care for people with eating disorders, including inpatient hospitalization, partial hospitalization, intensive outpatient programs and individual outpatient appointments. If you know someone who is struggling, or if you have a patient who could benefit from an evaluation, call 352-265-EDRC to learn more. EDRC is online at UFHealth.org/EDRC.

UF HEALTH SHANDS | SERVICE

UF HEALTH SHANDS REHAB HOSPITAL AND ELDERCARE COLLABORATE TO PROVIDE MONTHLY LECTURE SERIES FOR SENIORS

UF Health Shands Rehab Hospital and ElderCare of Alachua County are partnering to provide monthly lectures open to all local seniors. The hour-and-a-half sessions are held on the second Thursday of every month at the Alachua County Senior Recreation Center in northwest Gainesville. The next workshops will take place from 2:30 p.m. to 4 p.m. on Feb. 14 and March 14.

The lectures are provided by health care experts from UF Health Shands Rehab

Hospital with educational and clinical expertise on diverse aging-related subjects.

"The topics we choose go along with current events happening each month as an effort to keep seniors motivated and active," said **Lana Watson, M.H.S., OTR/L**, UF Health Shands Rehab Hospital clinical coordinator of speech and recreational therapies.

The series launched in October with

stroke physical therapist **Jennifer Amsinger P.T., D.P.T.** She said attendees had lots of questions and were very engaged.

Upcoming speakers include **Greg Capra, R.N.**, rehabilitation nurse; **Valerie Carrington B.S.N., CRRN**, clinical practice coordinator; and **Andrea Gilbert, OTR/L**, occupational therapist.

For more information, call 352-265-9040 or visit ElderCare.UFHealth.org.

UF HEALTH SHANDS CHILDREN'S HOSPITAL | SERVICE

Let There Be Sound project supports children learning to hear and speak



Pictured here, Abbott Austin (center) and his family recently launched the Let There Be Sound project with their UF Health team.

In addition to the day he was born, 3-year-old Abbott Austin celebrates two other “hearing birthdays” – in June and December – to commemorate when each of his cochlear implants were activated at UF Health and when his life in the hearing world began.

The Austin family recently launched the Let There Be Sound project to help other families of children born with profound deafness. They assembled 25 plastic buckets filled with therapy toys, flashcards, a guide to free and low-cost resources and other items designed to help families as their children with cochlear implants learn to hear and speak.

“The sand bucket is symbolic of your child’s current vocabulary/language ... it is likely close to or completely empty,” Austin’s mother, Danielle, wrote in a letter to parents. “It’s your goal to fill your child’s ‘sand bucket’ with language and vocabulary.”

Also included in each bucket is a Happy Hearing Birthday Card from Abbott.

“Danielle and husband Darrell are such awesome advocates for Abbott. Their undying commitment to help him develop age-appropriate oral language skills has paid off 10-fold,” said **Brittany Lane, CCC-SLP**, a UF Health speech language pathologist and clinical lecturer in the UF College of Public Health and Health Professions. “Abbott is just about the smartest 3-year-old chatterbox you’ll ever meet!”

Danielle said, “We’ve been beyond fortunate to have, within our reach, excellent therapists, access to great therapy toys and a loving and supportive family all willing to pitch in and help out. It’s our family’s way of paying it forward one child at a time.”

UF Health staff will distribute the buckets to families once a child’s cochlear implant is activated. **N&N**

UF Health Chest Pain Center receives full accreditation

UF Health Shands Hospital's Chest Pain Center received accreditation from the Society of Cardiovascular Patient Care. Chest Pain Center designation is awarded to 563 hospitals nationwide and indicates the organization's expertise in assessing, diagnosing and treating patients who arrive with symptoms of a heart attack.

The 12-month accreditation process involved intense collaboration and effort between numerous departments and individuals from nursing, emergency medicine, cardiovascular medicine, administration, EMS information technology and elsewhere throughout UF Health.

The SCPC's methodology combines a rigorous self-assessment with an external peer assessment that accumulates data, evaluates performance and suggests ways for the organization to improve quality, cut costs and increase customer satisfaction.

"Congratulations are in order for everyone involved in the survey and for the clinical teams involved in the care of our patients," said **Irene Alexaitis, D.N.P., R.N., NEA-BC**, UF Health Shands Hospital Nursing and Patient Services vice president and chief nursing officer. "Their work and dedication to our patients made our accreditation possible."

Leaders extended special recognition to **Carla Schmidt**, Chest Pain Center/STEMI coordinator, for her outstanding performance and leadership during the application and survey process.

"A mountain of work went into this well before the actual accreditation application and process began," said **Adrian Tyndall, M.D., FACEP**, UF College of Medicine emergency medicine chair and UF Health Shands Hospital Emergency Room medical director. "This accreditation is a testament to the outstanding teamwork and the great patient care UF Health will continue to provide." **N&N**

According to the Society of Cardiovascular Patient Care, accreditation as a Chest Pain Center

- emphasizes standardized diagnostic and treatment programs
- provides more efficient and effective evaluation
- assists rapid treatment of patients with chest pain and other heart attack symptoms
- serves as a point of entry into the health care system to evaluate and treat other medical problems
- promotes a healthier lifestyle
- reduces risk factors for heart attack

UF HEALTH SHANDS HOSPITAL | QUALITY

UNIT 54 EARNS ITS STARS

The team at UF Health Shands Hospital Medical/Surgical Cardiac Care Unit 54 earned the 5-Star Excellence award for patient satisfaction and quality care.

Presented by third-party vendor Professional Research Consultants Inc., the 5-Star Excellence award places recipients in the top 10 percent of patient care and satisfaction rankings nationwide.

Rose G. Phillips, M.S.N., R.N., NE-BC, Unit 54 nurse manager, said the award was a pleasant surprise for her team. They have won patient satisfaction awards in the past, but this honor was unexpected.

"We were really excited to get this award because we've been working hard with our registered nurse and patient care assistant teams," Phillips said.

She said the increase in patient satisfaction is also thanks to the changes they made regarding PCAs' work flow and the hiring process for new PCAs.

"We began hiring PCAs who were interested in pursuing more advanced degrees in health care because we noticed they were more engaged with patients and co-workers," Phillips said. "We also did a pilot test with a different system for PCA work flow and received positive feedback from patients."

Phillips says that the group effort will continue, and she hopes to make this award an annual achievement.

UF HEALTH BREAST CENTER REACCREDITED, UNIQUE IN AREA

The UF Health Breast Center received reaccreditation from the National Accreditation Program for Breast Centers. It's the only accredited breast center in North Central Florida.

"Patients can be reassured they'll receive the highest quality care available anywhere, including minimally invasive breast biopsies, breast conservation and the most advanced diagnostic mammography available," said **Christiana Shaw, M.D.**, a UF College of Medicine assistant professor of surgery and the UF Health Breast Center program leader.

For information, visit UFHealth.org/breastcenter

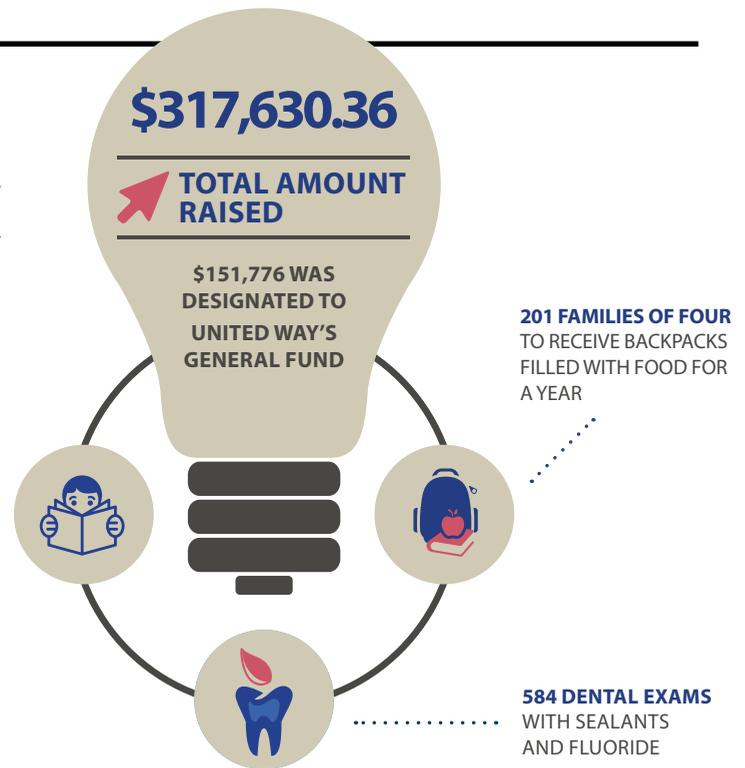
TO DO

UF HEALTH SHANDS | PEOPLE

UNITED WAY CAMPAIGN RESULTS ARE IN

Thank you to everyone who participated in our UF Health Shands United Way Campaign. We took the "Power of One" theme and combined our power to raise \$317,630.36!

58,375
BOOKS FOR
AREA SCHOOLS



UF HEALTH FLORIDA RECOVERY CENTER | GROWTH

The UF Health Florida Recovery Center opened its newest satellite location in Jacksonville in October, adding to our addiction services in Orlando, Tampa, Vero Beach and Gainesville (FRC's main campus). The providers at the Jacksonville practice will offer comprehensive evaluations, an intensive outpatient program, individual outpatient appointments and continuing individual and family therapy sessions.

[Learn about our addiction services at FloridaRecoveryCenter.UFHealth.org/JAX](http://FloridaRecoveryCenter.UFHealth.org/JAX)

UF HEALTH SHANDS | PEOPLE

CELEBRATING A CIVIL RIGHTS MILESTONE

This year marks the 50th anniversary of the Civil Rights Act of 1964 and the 15th year UF Health Shands Hospital celebrates Black History Month.

It's "the Golden Jubilee of Civil Rights," according to **Joyce Smith**, UF Health Shands Employee Relations Diversity committee member. The committee has planned guest speakers, dances and musical performances. The Rev. Karl V. Smith, pastor of Greater Bethel AME church, will present the keynote.

"Just like any other celebration, it's important that all people, regardless of race, are well-informed and educated on the contributions and pride we all have as citizens in this country," said Smith, who is executive assistant to UF Health Shands CEO Tim Goldfarb.

"Civil rights are about equal rights. We need to celebrate and rejoice in our successes but continue to keep our eyes on the prize moving forward."



Join us from 11:30 a.m. to 12:30 p.m. on Friday, Feb. 21, for the UF Health Shands Black History Month Celebration in the UF Health Shands Hospital (north campus) Atrium.