



Saying 'thanks' is
all it takes

Saluting our
veterans

INSIDE: A Q&A WITH
TWO UF HEALTH SHANDS
EMPLOYEE VETERANS



SHANDS EMPLOYEE NEWSLETTER

VOL. 9 NO. 5 | NOVEMBER 2013

NEWS & NOTES

COVER ↗ GIVING THANKS

4 INTERPRETER RESOURCES EXPANDED FOR HEARING-
IMPAIRED AND FOREIGN-LANGUAGE PATIENTS

10 EMPLOYEE VETERANS SHARE THEIR STORIES

16 CUSTOMER SATISFACTION PUTS PEDIATRIC E.R. TEAM
IN TOP 10 PERCENT

NEWS&NOTES

VOL. 9 NO. 5 | NOVEMBER 2013

NEW&NEXT 3

The latest system scoop

FACES 10

See who's making news

KUDOS 16

Recognition for standout employees and programs

TO DO 19

Ideas for your agenda

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Publix commercials make me weepy

(and why I've been here awhile)

My department has a Thanksgiving pot luck, and through the frivolity (PR people can be entertaining) it makes me feel lucky to work here.

I've been an employee here for a very long time. And when I say long, I mean I've earned several "milestone" service pins and been along for the ride since we were a single teaching hospital. My roles evolved along with Shands Hospital, Shands HealthCare, UF&Shands and now UF Health. I've just aged myself, haven't I? When I joined Shands, I only expected to stay a couple of years. My long-term career goal has been simple: to keep learning and not get bored. I had no idea in my 20s (ahem) how this place would keep me on my toes and give me such great opportunities to grow professionally and personally.

My credo is that my overall experience in life, and my resulting happiness, is ultimately my choice. Some gently mock my "Rose-tinted glasses" but I'm just naturally enthusiastic and easily inspired when given the chance. Even those Publix commercials that show people being kind to each other make me sappy. I suspect this is why I'm a great fit for a health care PR career. I like change, I try to see the positive in every curve in the road and I'm proud to work with people who save lives and improve the experience of our patients. I admire and enjoy the people I get to spend my days with here.

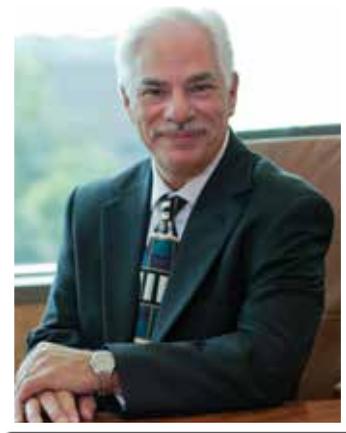
In my communications roles, I've seen our doctors, nurses and clinical staff in action. I've watched transplant surgeries, flown to an accident scene with the ShandsCair crew and seen our critical care staff help patients and families through the worst possible crises. I've had patients from all walks of life share their dramatic stories about how we gave them another chance when nobody else could help them. Behind the scenes, I've worked with tons of non-clinical employees who are taking care of business (literally). I've worked side-by-side with our executives and seen how hard they always strive to do the right thing for our patients and staff. I've witnessed how tirelessly our employees give of themselves to care for patients and each other, how much heart you put into often exhausting work and create the family like bond so many of us enjoy.

Many of my life-long friendships started here at work. A place like UF Health can create very meaningful shared experiences if you're open to them. So, as I wax grateful about working in this inspiring environment, I hope you will, too.

Kim Rose
Director, Strategic Communications
UF Health Communications

Many reasons to give thanks

UF Health grows despite industry setbacks



Dear Colleagues:

As we reflect on why we're grateful, as your CEO I am thankful to be working with you in a thriving health care organization. This is something I don't take for granted.

Our national and state economies are still struggling to survive the recession. Smaller businesses, especially, remain in crisis. An example in my own life relates to my son-in-law. In the past three years, he's worked for four different banks as his employer was acquired by other companies. He had to reapply for his job. At one point he was the only remaining original employee who survived an across-the-board layoff. Our family is grateful he's still working after all that upheaval.

Some areas of the economy, such as manufacturing, seem to be stabilizing. Yet many industries besides banking are still in transition, including health care. Hospitals were once considered recession-proof, but that's not the case. We still face reimbursement cuts, state and federal funding cuts, charity care demands, reduced consumer spending and the increasing cost of providing care. If you've followed the news, you've seen that several hospitals and health systems have had to cut costs and reduce staffing. This includes well-respected academic health centers. Some that come to mind are Vanderbilt University Medical Center, Indiana University Health, Wake Forest University Baptist Medical Center and Barnes-Jewish Hospital. Here in Florida, several large health systems have had layoffs and program cuts. Many of our peers are struggling.

Yet we have been blessed because we've had a good plan to counter these industry challenges. We stepped up efforts in our local markets by introducing GatorAdvantage and GatorCare to encourage employees to get care within our system. We've been building relationships with physicians around the state and regional health providers including Orlando Health, Tallahassee Memorial and Health Management. These relationships allow us to reach more patients in broader markets. Our volumes, as you know, have been so high we're investing in new clinical programs and facilities, and we have exciting plans for future growth.

So, even if things feel chaotic and difficult at times, and as we change together, please remember to give thanks. High volumes and busy workloads are a blessing. We are very strong compared to many peer hospital systems. We're successful because we're working together and we're very fortunate to be part of UF Health.

Thank YOU for the work you do every day to serve our patients and to support each other.

Sincerely,

A handwritten signature in black ink that reads "Timothy M. Goldfarb". The signature is fluid and cursive, written over a white background.

Timothy M. Goldfarb
Chief Executive Officer
UF Health Shands

Not lost in translation

Intepreter resources help break down language barrier for deaf and hearing-impaired patients



VIDEO REMOTE INTERPRETING CARTS

Thanks to our UF Health Quality department Patient Experience team, we now have another resource to support patient-focused care. Video remote interpreting carts are now included in the range of options available for language interpreting at UF Health Shands hospitals and facilities. These new VRI carts will help faculty and staff communicate with deaf and hearing-impaired patients who use American Sign Language.

Four VRI carts were introduced at UF Health Shands facilities in September. Each cart features a user-friendly computer with a microphone and camera that enable the user to interact with ASL interpreters as needed 24 hours a day, seven days a week. The ASL interpreters are nationally certified, have medical interpreting experience and are trained in HIPAA compliance. It takes 60-90 seconds to reach a remote interpreter once you access a VRI cart, versus waiting as long as three hours for an

Blue, dual-handset phones are located in each unit to connect staff and patients to language interpreters 24 hours a day.



We



about our patients.

FOREIGN-LANGUAGE RESOURCES

As inpatient volumes have increased, so have demands for foreign-language interpretation services in our main campus hospitals. Earlier this year, we introduced the CyraCom Language Interpretation System. Each inpatient unit has two bright blue, double-handset phones which link patients, physicians, nurses and staff with live interpreters as needed, round the clock. The system provides immediate access to interpretation in 200 languages.

Our hospital-based interpreter team has also grown.

“Thanks to additional funding, we now have three onsite interpreters. They are busy all the time, and this supports the delivery of great care,” said **Chris Cassisi**, Patient Experience director with the UF Health Quality department.

Interpreters help improve communication between patients with limited English proficiency and their medical team. They join the team in a patient’s room and interpret the exchange of information between the patient and physician or nurse.

“Walking from a room knowing you eased a patient’s experience makes my job worthwhile,” said Roxana Urrutia, an interpreter on the Patient Experience team.

“Patients build relationships with the interpreters, who are so caring and inspiring,” said **Anne Meiring**, Quality Improvement senior specialist. “We are constantly told how patients perform better when in the presence of interpreters.”

Challenges include the need to accurately identify the specific language needs of a patient with limited English proficiency, and to prevent unqualified individuals interpreting for patients. We provide a special language card so a patient can simply point at their preferred language.

“The language cards can prevent physicians and staff from misidentifying a patient’s preferred language,” Meiring added.

Our ultimate goal is to prevent patients from experiencing adverse events due to failure in communication.

“We are seeing a big increase in the use of CyraCom and onsite interpreters,” Meiring said. “Our efforts in making sure nothing is lost in translation are slowly proving to decrease the number of incidents that happen because of miscommunication.” **N&N**

interpreter to be available in person to assist you. Two VRI carts are shared between UF Health Shands Hospital (north campus) and UF Health Shands Cancer Hospital (south campus). Any employee in one of these facilities who needs a cart can call UF Health Shands Hospital Environmental Services to deliver the cart within 30 minutes. Environmental Services will also return to pick up the cart from the patient care area. The other two carts are stationed at the UF Health Shands

Critical Care Center E.R. (south campus) and our UF Health facilities at Magnolia Park on Northwest 39th Avenue.

Use of the carts may not be suitable for all patients, such as those who are highly emotional or violent; have a visual impairment; have limited cognitive abilities; are heavily medicated, intoxicated or in severe pain; or are children.

Way to go, Patient Experience team, and thank you.



Rehab patient James Geisler said working with AIM helped ease his pain during recovery.

UF HEALTH SHANDS REHAB HOSPITAL | SERVICE

Rehab hospital welcomes new Arts In Medicine program

Healing interaction helps ease patients' pain during recovery

The powerful, healing connection between medicine and the arts is recognized by a growing number of medical centers across the country, and UF Health Shands Rehab Hospital is now among them.

A new program offered by our well-established UF Health Shands Arts in Medicine program is making a difference for patients undergoing physical rehabilitation.

Kelseanne Breder, a UF graduate with degrees in psychology and theater arts, is the first AIM artist-in-residence at UF Health Shands Rehab Hospital. She spends time with patients, playing and singing music, dancing and engaging them in breathing and movement exercises.

Breder helped patient James Geisler, who received a hip replacement earlier this fall. He told her about going to a Simon and Garfunkel concert in New York City's Central Park in the early 1970s. She responded by playing the popular Simon and Garfunkel tune "Cecilia."

"That really took me back," Geisler told her. "You actually made me forget about the pain in my leg for a little while."

Lana Watson, M.H.S., O.T.R./L., is the clinical coordinator for speech and recreational therapies at UF Health Shands Rehab Hospital. She spearheaded the effort to bring AIM to the hospital by linking with **Tina Mullen**, AIM director.

"This has been a long-term goal of ours, and we are excited to see it moving forward," she said. "I really think this is the beginning of something special."

UF Health Shands Rehab Hospital colleagues **Jessica Cromwell**, rehab aide and secretary, and **Amy Kinsey, C.T.R.S.**, recreational therapist, worked hard to plan and implement the program.

Watson said Breder has established strong bonds with patients, many of whom need significant rehabilitation care following traumatic injuries and medical setbacks. It's this type of personal touch and close attention that adds to our patients' overall positive experience at UF Health.

"We want to connect with our patients emotionally, help them rebuild physically and facilitate a healing environment while they are in the hospital," Watson said. "The Arts in Medicine Program will help us do that." **N&N**

UF HEALTH | SERVICE

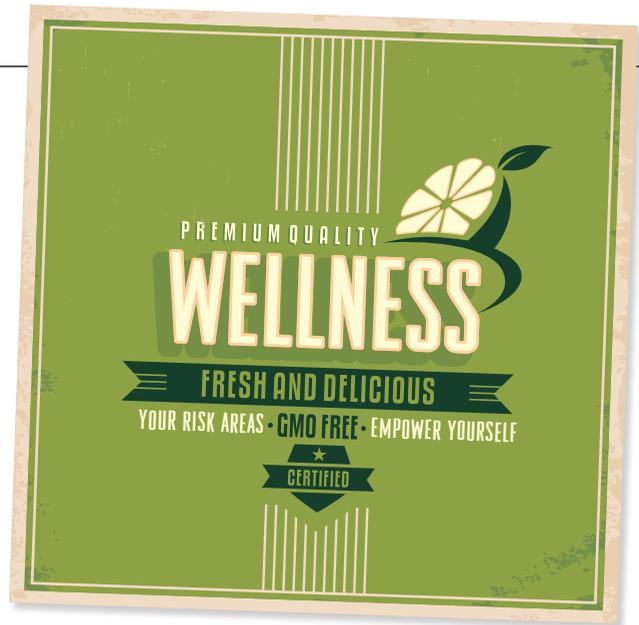
**NEW EMPLOYEE WELLNESS COMMITTEE
BETTER REPRESENTS UF HEALTH**

Faculty and staff from across UF Health and UF's main campus recently launched the joint UF-UF Health Shands Wellness Committee. It recognizes our mutual desire to provide enhanced wellness opportunities for employees and maximize shared resources and expertise.

The committee met several times over the summer to develop a shared purpose and vision. The team will find ways to promote existing wellness opportunities and develop joint programs that foster improved employee health and a healthy community. Its vision is to model a culture of health through collaboration and the use of current resources to provide a wellness program that increases employee engagement, improves health and manages health care costs.

"We are excited to work with the university collaboratively and build on the wellness activities and awareness events we currently provide," said **Janet Christie**, UF Health Shands Human Resources senior vice president.

The committee has formed two workgroups. Their focus is developing evidence-based pilot programs to promote a healthier workforce and communication strategies to encourage use of campus and hospital offerings through a shared website and other multi-media resources. Watch for details in the coming months.



For more information, please contact Angie Brown, UF co-chair, at 352-392-4626 or aabrown@ufl.edu, or Denise Huggins, UF Health Shands co-chair, at 352-265-0441 or HUGGID@shands.ufl.edu.

We thank our Wellness Committee members for making our health and quality of life a top priority.

UF HEALTH SHANDS HOSPITAL | QUALITY

KNOW THE SIGNS! NEW POLICY FOR ISOLATION PRECAUTIONS

New, colorful signage now brightens patient units to alert staff about each patient's isolation precautions, which must be enforced for infection control.

Isolation precaution categories are reduced from six to four – droplet, airborne, contact and enhanced. These are recommended by the Centers for Disease Control and Prevention.

Marie Ayers, UF Health Shands Hospital Infection Control interim director, said the signs will help staff recognize and understand proper protocols and minimize confusion.

"We're adopting CDC recommendations to simplify our policy," Ayers said. "The

old messaging of 'universal precautions' is now 'standard precautions.' This applies to every inpatient in the UF Health system."

The new policy launched Oct. 1, and reinforced hand-hygiene protocols and the use of standard precautions for all staff. We're also asking visitors to follow hand-hygiene protocols – rather than wear gowns and gloves – as they do not typically travel from patient to patient.

Look for the new posters, a tip sheet and 'badge buddy' cards. Questions? Speak to your nurse manager or reach out to Infection Control at 50-BUG (352-265-0284 or ext. 50284).

Our four new isolation precaution categories:

- droplet
- airborne
- contact
- enhanced



UF HEALTH SHANDS | FINANCE

2014 EMPLOYEE CAMPAIGN: RAISING HOPE AT WORK FUNDS WILL HELP US INVEST IN UF HEALTH SERVICES

As UF Health Shands employees, we know you are passionate about the life-saving work performed right here in our facilities. You take pride in this work as you know it is a team effort and extends far beyond our walls.

By participating in the 2014 employee campaign, Raising Hope at Work, you are making a gift in which you will see lasting effects—every day, right in your workplace. The employee campaign supports all our patient care efforts in Gainesville, from building new spaces, renovating units, purchasing equipment, and providing our patients with the best medical technologies available.

Our previous employee campaigns have been tremendously successful, including last year's Champions of Hope – for which the Respiratory Care staff raised more than \$11,000! We invite

current participants to renew your pledges and continue to help keep UF Health recognized among the top academic health centers in the nation. If you haven't participated yet, please consider a gift and help push your team to becoming this year's Champions of Hope winners.

With your support and commitment, we can make a difference right here at UF Health. Your contribution, at whatever level you choose, is deeply appreciated. Thank you.

To learn more about the campaign and make your pledge, please visit RaisingHopeatWork.org.

LAB NOTES: WHAT'S HAPPENING AT UF?

Check out recent developments in research and education at the UF Health Science Center.



GENE THERAPY AND HEMOPHILIA

A fraction of patients with a common form of the bleeding disorder hemophilia develop an allergic reaction to the blood-clotting treatment they need to keep them alive. But using gene therapy, UF researchers were able to reverse this reaction and provide long-lasting treatment for the disease in an animal model, according to findings published in the September journal *EMBO Molecular Medicine*. If successful in humans, gene therapy could not only provide much-needed therapy for patients with hemophilia B, but also spare them from costly and difficult treatment regimens, said **Roland Herzog, Ph.D.** Patients with hemophilia B don't make Factor IX, a protein that allows the blood to clot.



NEW GRANT PAVES WAY FOR INNOVATIONS IN PATIENT CARE

UF researchers have received a four-year, \$1.8 million grant from the National Institutes of Health to verify the effectiveness of a new genomic screening method that could help predict possible infections and complications in patients with severe traumatic injuries. These complications, which often appear in the lungs and kidneys can develop suddenly and are notoriously difficult and costly to treat, causing death or preventing full recovery for hundreds of thousands of trauma patients in the U.S. each year. UF researchers helped develop the new technique. "We're going to know before their symptoms appear whether they're at risk of getting complications," said **Lyle Moldawer, Ph.D.** "What we know with trauma and infection is, the earlier you intervene, the better the results are."



LETTECE CURE CANCER

A new defense against prostate cancer, the most common cancer in men in the United States, may come from seaweed found off the coast of Florida. UF pharmacy researchers have screened various seaweeds with cancer-preventive potential and identified one that shows particular promise. They isolated specific compounds in this common green alga, known as sea lettuce, and undertook studies to understand exactly how they work. Their findings, published September in *Cancer Prevention Research*, show how the species may protect multiple organs from disease and may be particularly effective in preventing prostate cancer.

Veteran's Day is Nov. 11 and we extend our great respect and gratitude to our UF Health staff who are serving or have served in the U.S. Armed Forces. This year, we asked two UF Health Shands employees to share their personal stories.

**Saying 'thanks' is
all it takes**

**Saluting our
veterans**



Tell us about your time in the military:

Holloway: “I am a Field Artillery Officer performing duties as the S-1 (Personnel Officer) for the 211th Regiment (Regional Training Institute – Florida) at Camp Blanding Joint Training Center and have served for almost 16 years.

James: “I spent four years in the United States Air Force active duty. I enlisted just before Sept. 11, 2011, and left for basic training just after. I was stationed at Elmendorf Air Force Base, Alaska for three years as an Airborne Surveillance Technician Instructor and Evaluator. I flew on an aircraft called AWACS (Airborne Warning and Control Systems).

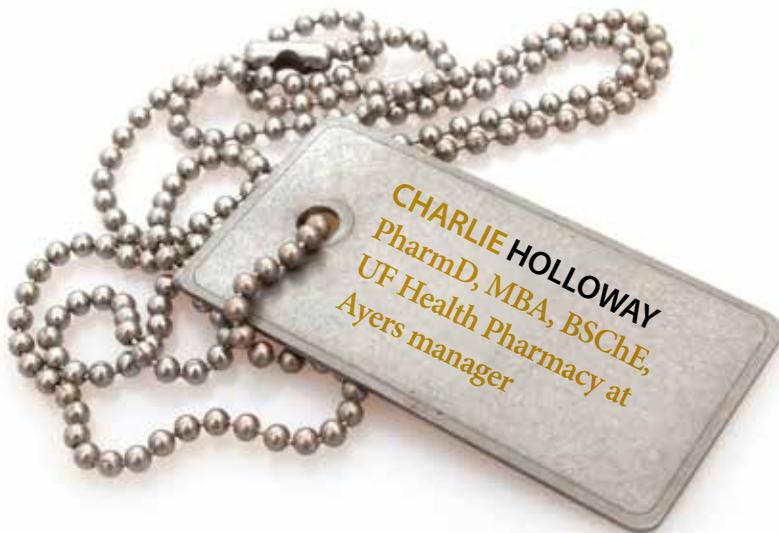
What were positive experiences during your service?

Holloway: “I cannot emphasize enough about all the great things our soldiers, sailors, airmen and marines are doing every day. Their acts of bravery, sacrifice, and caring rival those of the ‘Greatest Generation.’

“I made lifelong friends, including my wife, Didi, who is also a veteran. I had incredible people who mentored me along the way. I know I am a part of a long brotherhood that continues to make this country great.”

James: “I loved serving and everything about it. I lived in Alaska and travelled to Hawaii, Ecuador, Japan, Thailand, Australia, Saudi Arabia, Israel and Turkey. I received some of the best training available – from arctic, water and land survival schools to instructor and leadership schools.

“More than that, I made friends I have kept to this day. We were part of something much bigger and much more important than any of us could have imagined. I had some of the best supervisors who helped shape me into the person that I am today. It was always amazing after we completed a mission and found out exactly what we had recovered, assisted or facilitated.”





How have you leveraged your military experience for your job at UF Health?

Holloway: “The Army paid for 10 years of school, so that counts! After six months as a pharmacist, I was in charge of a community hospital’s pharmacy operations. I have no doubt my military background was instrumental in getting hired at Alachua General Hospital.

“I have been placed in positions of great responsibility and leadership my entire career, so I feel qualified to perform as a supervisor. I almost never get stressed doing the work that we do. I joke with my staff that I have done this job with mortars bursting overhead – there is nothing here that can rattle me!”

James: “Serving in the military creates a work ethic not always seen in the civilian sector. You are always held accountable, inspected and evaluated on the way you do your job as well as your conduct outside of the workplace. These are traits that are easily transferrable to any job.

“Working with such a large flight crew and with many different ranks and roles has helped me in my role in the E.R. and with ShandsCair. Now that I am on the flight crew with ShandsCair, some of my military flight experience has been useful to me now.”

How can UF Health staff members support or honor co-workers who are active duty service members, veterans who have served, or their families?

Holloway: “The best way is to realize that there are veterans and active military members among us. We should strive to care for all patients equally, and the best way to honor a veteran is to care for their family. Most veterans want nothing more than to be appreciated. You have no idea what it means to me when someone comes up and shakes my hand and simply says, ‘Thanks for your service.’ It makes me feel good that I can do my duty and protect our people and that I am not forgotten.”

James: “UF Health can continue to be supportive with their active duty, Reserve and National Guard members. Understand that coming home is quite different than being deployed and takes adjustment. Recent veterans may find the transition to civilian life difficult. Be patient and pull from their expertise. Allow them to offer insight while also teaching them how things are work in your department. Allow them to feel that they part of a new team when they come to work at UF Health.”

Is there anyone you'd like to honor or recognize?

Holloway: “I have four incredible kids who have endured the hardships that come with being Army brats. My beautiful wife Didi has been with me since my first marriage became a casualty of deployment. I come from a long line of military men who have instilled a strong sense of patriotism and service to country. My younger brother is a Military Police Officer, my dad was an active duty Infantryman, one grandfather who is retired Navy and the other, who recently passed, was Air Force. My wife has two brothers who are former soldiers. I thank my boss, Bill Harbilas, PharmD, UF Health Shands Hospital Pharmacy Services assistant director, for accommodating my schedule. Finally, I want to thank the brave fighting men and women, current and former, who keep our country strong and citizens safe.”

James: “I'd like to honor all veterans and the families and friends who stand by them – those who have served, who are serving and who have been injured or given their lives for us. I would like to recognize family support programs and the veterans' programs that provide the support needed for a patient population that often has special health care needs.” **N&N**





Bruce Mast, M.D.

UF HEALTH | SERVICE

Raising eyebrows: The latest in plastic surgery



To learn more or to make an appointment, please visit the UF Health Plastic Surgery and Aesthetics Center at Springhill website at UFHealth.org or call 352-265-8402.

With a constant societal push to look and feel one's best at all times, the cosmetic surgery industry continues to grow. But which new treatments and advancements in technology are safe and which are scams? UF Health board-certified plastic and reconstructive surgeon **Bruce Mast, M.D.**, explains what developments are making the cut.

"One of the big things now is fat grafting," said Mast. "But there are a lot of not entirely accurate claims out there in the media."

Another "trendy" surgery, he said, is the "Lifestyle Lift," which consumers will see advertised on major networks. Additionally, the "Lipo Laser" or "SmartLipo" is exploding in popularity and serves as an alternative to the classic liposuction procedure by melting fat with a laser.

"The reality is it doesn't work any better than regular liposuction," Mast said. "A lot of non-traditional cosmetic surgeons are doing that procedure and it can cause injury to the skin."

Safety, as always, is a primary concern to Mast and other UF Health physicians. Plastic surgery is safe, he said, when performed by the right doctors with the right training — in the proper environment. At UF Health, cosmetic surgery is performed by certified plastic

surgeons or dermatologists, who also perform non-surgical skin care and have a new cosmetic dermatology program. Otolaryngology at UF Health also has a well-qualified facial plastic surgeon who offers facial cosmetic surgery.

Even with new trends, half of Mast's surgeries are breast enhancement, reduction and reconstruction. The rest, he said, are a combination of facial surgeries, body contouring and other area-specific cosmetic surgeries. In September, the team moved to a new building at UF Health Springhill. There, the plastic surgeons share a building with breast cancer specialists so women affected by the disease can see a breast cancer surgeon and plastic surgeon in the same day for a reconstruction consultation.

To learn more or to make an appointment, please visit the UF Health Plastic Surgery and Aesthetics Center at Springhill website or call 352-265-8402. And remember, UF employees get the GatorAdvantage — expedited access at UF Physicians practices and UF Health Shands outpatient facilities, and complimentary parking. Just remember to say, "I am a GatorAdvantage member" when you call for an appointment and at checkout. For more information, visit GatorAdvantage.UFHealth.org. **N&N**

Jonesville welcomes new physician to the family



Althea Tyndall-Smith, M.D.

UF Health Family Medicine recently welcomed **Althea Tyndall-Smith, M.D.**, to its team of family medicine physicians. She joined **Alpa Desai, D.O.**, and **Run Gan, M.D.**, at the Jonesville practice, which celebrated its one-year anniversary Nov. 1.

Originally from Guyana, South America, Tyndall-Smith came to Florida from Pennsylvania to be closer to her brother, **Joseph A. Tyndall, M.D., M.P.H., F.A.C.E.P.**, UF College of Medicine emergency medicine chair and UF Health Shands Critical Care Center medical director.

“We were always close growing up,” said Tyndall-Smith. “He has his family here with young children, and I have young children as well. I felt it was important for our families to be together to have a better life.”

Tyndall-Smith likes the practice and philosophy of family medicine. She believes an individual’s health can be dependent on the people who constantly are around them, and that having one physician that treats an entire family can have an influence on a family’s overall health.

Tyndall-Smith’s favorite part about working as a family medicine physician is the variety she encounters every day in the office.

“I love that I get to see kids as well as 80- to 90-year-old patients. I treat children, parents and grandparents, and I perform a wide variety of check-ups and procedures,” she said. “I come in every day and I’m not quite sure what I’m going to see. It keeps me on my toes.” **N&N**

*“I come in every day and I’m not quite sure what I’m going to see.
It keeps me on my toes.”*

Althea Tyndall-Smith, M.D.
UF Health Family Medicine

Pediatric E.R. team a triple-threat winner

Ranked again in top 10 percent for excellence

The UF Health Shands Pediatric E.R. team has received a Five Star Excellence award for the third consecutive year since opening in 2011.

Professional Resource Consultants Inc., a national third-party vendor that measures patient satisfaction, grants Five Star Excellence awards to organizations that provide exceptional quality patient care and generate great patient satisfaction.

The award places the UF Health Shands Pediatric E.R. team in the top 10 percent nationwide for overall quality of care.

This recognition is due to the hard work and dedication of the Pediatric E.R. team, according to **Jennifer Light, M.D.**, UF College of Medicine pediatric emergency medicine chief and UF Health Shands Pediatric E.R. medical director. She said the collaboration between nurses and doctors reduces patient diagnostic variability by setting standards for evidence-based medicine.

“Even though the number of patients has almost doubled from 2011, our throughput times have stayed the same,” she said.

In addition to low wait times, Light said patients appreciate the calming environment and pristine condition of the Pediatric E.R. waiting areas.

“Everyone from the doctors to the nurses to the environmental and maintenance staff strives for excellence,” Light said. “The patients come here for our team.”

The staff uses a few strategies to keep the focus on patient-first and family centered care.

Tracy Ison, R.N., M.S.N., UF Health Shands Pediatric E.R. nurse manager, agreed.

She said, “All members of the team feel it is their job to meet the needs of patients and their families. This is the consistent message that families receive.”

Thank you to everyone who staffs and supports the Pediatric E.R. to serve our young patients and their families. **N&N**



Hospital housing voucher program awarded gift

Fund established to provide affordable accomodation for patient families



(L-R) UF Health Shands Hospital Senior Vice President and Chief Operating Officer Ed Jimenez pictured with the Samaritan Hospitality House team's Sara Rich, co-founder; Hedy Maus, board member; Leslie Rich, secretary; and Donald Rich, co-founder; and Leslie's neurosurgeon, Brian Hoh, M.D., UF College of Medicine neurovascular program chief.

In support of the UF Health Shands Hospital housing voucher fund, the Samaritan Hospitality House Inc. presented a \$40,000 check in September to establish the Samaritan Housing Fund. The fund will provide hope for families who struggle to find affordable housing while their loved ones receive long-term treatment at UF Health.

Not long ago, Randa Mayers was one of those patients. She says she wouldn't be alive today if her sister, Robin, hadn't been at her side, providing her with familiarity when everything felt so uncertain. Helped by the UF Health Shands Hospital housing voucher fund, Robin spent two months in an apartment located just minutes from the hospital.

The recent donation from the Samaritan Hospitality House will help expand the voucher program. The organization's founders, Donald and Sara Rich, whose daughter Leslie was treated at UF Health for a ruptured brain aneurysm, know the stress and financial burden that comes with a hospitalized family member. They want to help relieve that hardship for other families.

Donald Rich said, "We are very fortunate to be in the position to make this gift and to help ease the financial burden and healing of families with long-term patients." **N&N**

UF HEALTH | PEOPLE

UF HEALTH HEART WALK TEAM COMES OUT TOPS AGAIN

We did it again! UF Health came out tops for the second year in a row in the Sept. 28 Alachua County Heart Walk. We kept our title as the company raising the most money (more than \$30,000) and having the most participants (more than 800 UF Health walkers). Thank you to everyone who joined this successful effort!

It was hard to miss the sea of blue UF Health T-shirts, which again won the Heart Walk T-shirt contest. Our UF Health booth featured giveaways including drawstring backpacks, temporary tattoos and balloons as well as trail mix and Gatorade energy chews. UF Health Shands nurses also offered blood-pressure checks to participants. Our biggest attraction was a photo booth complete with props so walkers could take fun pictures that were printed as keepsakes and also provided electronically for sharing with friends and family.

If you weren't able to make it, we hope you'll join us next year in our fight against heart disease and stroke in the community. Thank you to everyone who supported this great cause, making it another successful Heart Walk for the UF Health team!



How do our patients and communities benefit? UF Health supports the AHA Heart Walk and Heart Ball each year. Local AHA efforts raise between \$400,000 and \$500,000 and the AHA's Southeast affiliate gives back by awarding UF annual research grants totaling \$1-1.5 million.

UF HEALTH SHANDS | PEOPLE

THANK YOU FOR HARNESSING THE POWER OF ONE



THE POWER OF ONE

Last month, UF Health Shands employees showed our support for United Way, leading to one of our most successful workplace campaigns yet.

Themed "The Power of ONE," we recognized contributions our employees made to the community as individuals and together as one on behalf of UF Health.

Did you know that members of our own UF Health Shands family use services provided by the United Way of North Central Florida Community Impact Partner Agencies?

- The Early Learning Coalition helps support many employees' children's daycare and educational needs.
- The Boys and Girls Club provides a safe environment for families to spend quality time together.
- Healthy Families Florida and Catholic Charities ensure healthy family development for many of our staff.
- Our very own ElderCare of Alachua County provides Meals on Wheels and other critical services to area seniors.

On behalf of the UF Health Shands United Way Steering Committee, thank you for your commitment to improving quality of life in our community!

TO DO

UF HEALTH SHANDS | SERVICE

CONFIRM YOUR BENEFITS BY NOV. 15!

From Nov. 8 to Nov. 15, all UF Health Shands benefits-eligible employees can access your individualized benefit Confirmation Statement online through HR Self Service on the ShandsConnect portal.

This is a one-time, last chance opportunity to view benefit elections you made for the 2014 plan year during the recent annual Open Enrollment period. These elections take effect Jan. 1.

After this opportunity and during the plan year, you won't be able to make additional changes unless you experience a qualifying work/life event. We're following IRS rules!

USE EASY ONLINE TOOLS OR VISIT WITH ENROLLERS

TO GET STARTED:

- Log in to the ShandsConnect Portal using the login ID and password that you use every day (your P-Synch password).
- Click on "Human Resources Self Service" located under "Employee Resources."
- Click on "Benefits."
- Click on "Confirmation Statement 2014."

FOR MORE INFORMATION OR ASSISTANCE, VISIT ELAN GROUP ENROLLERS IN THE UF HEALTH SHANDS HOSPITAL ATRIUM NOV. 8, 10, 14 OR 15.

You can also contact UF Shands HR Benefits at 352-265-0043 or email mybenes@shands.ufl.edu

For best results, please read all the information. If your elections are complete and accurate, check the box on the bottom of the page and log off. If you wish to correct information, you may continue using the "Select" button and proceed to "Edit" the plan or plans that are incorrect. If you make changes it is important that you save them by clicking "Submit" before you exit. Failure to submit will result in no changes.

For login ID and password assistance, contact the UF Health IT Services Help Desk at 352-265-0526.

UF HEALTH SHANDS PSYCHIATRIC HOSPITAL | FINANCE

SUPPORT UF HEALTH SHANDS PSYCHIATRIC HOSPITAL PALS PROGRAM

Cadillac Invitational Golf Tournament

presented by Bosshardt Realty and benefiting UF Health Partners in Adolescent Lifestyle Support (PALS) Program

Thursday, Nov. 14

Haile Plantation Golf and Country Club, Gainesville

This year's golf tournament will feature an 18-hole golf scramble; lunch, during which PALS mentors will share their stories; dinner; and the chance to win exciting prizes.

Registration begins at 10:30 a.m. Lunch will be served at 11:30 a.m. Shotgun start at 1 p.m.

The PALS program, overseen by professionals at UF Health Shands Psychiatric Hospital, provides peer support and therapeutic intervention to troubled students and enhances leadership skills for teen leaders. Licensed child psychologists and mental health counselors work closely with peer leaders to teach students how to deal and cope with issues such as violence, bullying, drug abuse, diversity and low self-esteem. For more information, please visit <http://www.golf4pals.com>.



WHAT'S NEW THIS YEAR:

- Quadrivalent vaccine protects against four strains of the virus.
- Egg-free doses are available for people with egg allergies.
- Latex-free vaccine is also available.

UF HEALTH SHANDS | SERVICE

SADDLE UP FOR YOUR FLU VACCINATION

Don't let the flu bug hijack your happy trails!

Many employees have already received their free flu vaccination. Have you? We saw cases of influenza in Alachua County as early as October this year. So please get vaccinated NOW if you haven't already.

UF Health Shands Occupational Health Services is offering free vaccinations at hospital and satellite locations. Check the OHS portal page to see the Google Calendar link for when the "Flu Fargo & Co. Stagecoach" arrives at your workplace.

UF Health Shands employees must get the vaccine or complete an online declination form by Dec. 31. Those who comply will be eligible for an additional incentive when you complete a personal health assessment and participate at our 2014 Worksite Wellness Events.