



SHANDS EMPLOYEE NEWSLETTER

VOL. 9 NO. 4 | OCTOBER 2013

NEWS & NOTES

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PAINT A PUMPKIN,
PEDAL OFF FOR CHARITY
OR MAKE STRIDES WITH
UF HEALTH!



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Proud to Think Pink for UF Health



By the time this newsletter goes to print, I'm hoping there will be a little chill in the air. I look forward to our seasonal shift here in Florida, and I will take what I can get!

I'm afraid I don't get fired up about fall football games or even tailgating. I'm a proud UF grad (Go Gators!) but I prefer our local arts festivals, book sales – and some very meaningful events that hit home for me personally.

I get revved up every October to support national Breast Cancer Awareness Month. Last year, I had a great time volunteering at UF Health's "Think Pink" events. On Oct. 12 we will again host the Pink Pedal-Off charity bike ride and Pink Pumpkin Painting Party. The community is very supportive of these events and it's fun to mingle with enthusiastic bike riders in their UF Health shirts (including many faculty and staff), and parents and children decorating pumpkins for a great cause. Read more on page 18.

I also lace up my sneakers annually for the American Cancer Society's Making Strides Against Cancer walk (Oct. 26 in Gainesville). Aside from an opportunity to stroll around and socialize with fellow walkers, it's a way to raise funds and awareness for breast cancer prevention, early detection and treatment – and to end the disease in the future. Experiencing a community event such as this in person is inspiring; participants are linked by a common experience. You can join or sponsor a UF Health team by searching "Gainesville Making Strides" online and connecting to the ACS website.

I do the walk on behalf of my amazing mother, who is a breast cancer survivor. I walk to celebrate my best friend, a fellow long-term UF Health Shands employee who had a double mastectomy here at UF Health and is also a feisty survivor. I walk on behalf of other very dear UF Health colleagues and way too many loved ones who have fought breast cancer. As my list grows each year, it fuels my determination to get involved.

I'm proud to represent UF Health at these events with my colleagues. We get to hear inspiring stories from people who have been our patients, eager to tell us about the life-saving care they received from our doctors and nurses. That's why we're here. I hope you'll get involved, too!

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

Finding your passion at work



Dear Colleagues:

I'm pleased to offer this guest column. Sharing what inspires me will help you understand me and how I approach being a leader.

If I lived a few hundred years ago, I think I might be the parable guy, the community storyteller, the guy who observes and reflects back the culture to help change things for the better. I like to share stories and this one illustrates what's on my mind right now.

Recently I had the chance to meet two patient unit employees because I learned of extraordinary steps they took to support a patient. They were tending to a terminally ill young mother. Leading into the weekend, she received devastating news from her medical team that she may not make it through the weekend. This young, single mom was beside herself with anxiety. She needed to finalize official paperwork so that her parents would have legal custody of her child. She was desperate. She couldn't get peace of mind knowing the end was near and this had not been done.

By the time she shared her fears with her nursing team, it was late on Saturday and she had lost hope. But our staff members were determined to help her. They contacted on-call colleagues. They called all over, talked to legal people in the community, got instructions and found a notary who could sign the paperwork over the weekend. They didn't rest until they helped this young mother fulfill this final wish.

Sadly, our patient did not make it past the weekend. But she died knowing this critical step to put her affairs in order had been completed. In her mind, she knew her child was in safe hands.

This is a testimony to these employees – and to all of you. It's just one example of the compassionate care you provide. It's wonderful.

This story hits me because the floor is a busy place. On a patient unit, everyone has their own patients and challenging workload. It would be easy to give up trying to take on this challenge, after the first or second try they could have stopped.

But they were determined to help a patient in need. They took complete control and ownership to solve the problem. I value that element of accountability. That's what we aspire to every day; to serve others the best we can.

Thank you to these special employees and for letting me share their inspiring story.

Sincerely,

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

Ed Jimenez
Chief Operating Officer
& Senior Vice President
UF Health Shands Hospital

UF Health shares plans for long-term growth

Renovations are underway, future plans aim for a new south campus patient tower

The following announcement was shared in August with the UF Health community and the public. This message came from David S. Guzick, M.D., Ph.D., UF senior vice president for Health Affairs and UF Health president; Timothy M. Goldfarb, UF Health Shands CEO; and Michael L. Good, M.D., UF College of Medicine dean.

“We hope you share our excitement for the evolution of UF Health and the opportunities it will offer. Thank you for working so hard to serve our patients and ensure our success.”

David S. Guzick, M.D., Ph.D.,
UF senior vice president for
health affairs and UF Health
president.

At UF Health, our top priority is to meet the health care needs of our patients, both in our local communities and throughout the state. Here in Gainesville, we've experienced continually increasing demands for services; our hospitals have maintained such high patient volumes that we are frequently functioning at full capacity. Thanks to your dedication and hard work, we continue to deliver the highest quality care to an ever-increasing number of patients.

Indeed, we anticipate even more growth in the future. The details below demonstrate our commitment to delivering world-class care to our patients and serving as a regional health care resource for years to come. We are proud to contribute to the area's economic growth and to position UF Health academically as part of the University of Florida's initiative to be in the top 10 of the nation's public universities.

UF Health Shands Children's Hospital Entrance (completion in early spring 2014)

Children's hospital enhancements will include a new glass-front pavilion entrance and atrium, designed especially for pediatric patients and their families. We will offer dedicated elevators to children's hospital services. These changes will improve way finding and access to the co-located children's areas on the east side of the building. Preparations are underway and exterior enhancements are set to be completed early spring 2014. The welcome area lobby is scheduled to be complete in summer 2014.

Volunteer Services & Gift Stop Changes

To allow for the children's hospital entrance renovations, the Gift Stop team will relocate from the east lobby to the first-floor space where Volunteer Services currently resides. To make room, Volunteer Services staff will permanently move to the ground floor west of the atrium elevators (where Facilities was located). Renovations are starting now and moves will occur this fall.

10th Floor Pediatric Services (completion in January 2014)

Meanwhile, 10th-floor renovations continue to further expand children's services. The former executive suite (the 10-2 wing) will be transformed into a specialized pediatric intensive care unit—the UF Health Congenital Heart Center (CHC). We are extending the schedule for this CHC renovation to allow for additional upgrades to the existing Pediatric Intensive Care Unit (PICU) on the 10-4 wing. The PICU will temporarily move to the new CHC area while PICU changes take place. When the PICU department moves back to the improved area, we will

open the CHC. These 10th-floor additions will ultimately free some fourth floor space formerly used for pediatric cardiology, allowing for future pediatric area enhancements. We anticipate these changes will be finalized this fall, with all moves completed in January 2014.

Mother and Newborn Services

Along with a focus on pediatric care, we have already made improvements on units dedicated to women's health. In 2012, we created a new women's unit on the ninth floor consisting of all private rooms for both postpartum and gynecology patients. Then, this past spring, we renovated the third-floor entry to Labor and Delivery and its critical triage area, where patients are initially evaluated. The new area provides the warm welcome and privacy that we were not able to achieve in the past. The renovated east entrance pavilion and atrium will welcome women and their families with convenient access to these services.

We will soon focus on additional UF Health Shands Children's Hospital renovations, including the Neonatal Intensive Care Unit, when these other steps are completed. The NICU expansion will begin within 12 months based on Lab Administration relocations (see below). We remain committed to expanding the NICU into one large, state-of-the-art facility to provide the best possible care for newborns and their families. In the longer term we intend to co-locate pediatric surgical pre-op, operating rooms and post-op areas as part of the children's hospital expansion.

Lab Operations/Support Services

Space is now available in the Medical Science Building (MSB) to accommodate Surgical Pathology late this year. The main hospital third-floor space vacated by Surgical Pathology will allow the expansion of the Core Lab and accommodation for Lab Administration in the same area. This co-location and expansion will enable staff to provide greater efficiency and services for inpatient and outpatient customers.

UF Health Shands Hospital Atrium

As we renovate the east entrance for patients accessing pediatric and women's care, we will reconfigure the existing UF Health Shands Hospital Atrium, which is centrally located off the hospital front circle. This renovated Atrium will be used as a patient and visitor waiting area with furniture that can be rearranged for special events. The area will be more patient and visitor focused and used as the main entrance for adult services. Patients entering from the east parking areas to access adult services will be directed to this Atrium through an entrance adjacent to the new children and family east entrance.

New Specialty Hospital Plans (completion in 2018)

With anticipated future growth, we will need more inpatient beds and associated clinical services in key adult care areas. Our long-term plans include continuing to develop the south campus on Archer Road with a new tower to house two specialty hos-



The plan for a new specialty tower on the south campus will be reviewed by our board in the spring.

pitals, for patients receiving neuromedicine and heart care. In order to provide state-of-the-art care to patients with neurologic, neurosurgical, heart or vascular conditions, we need state-of-the-art operating rooms and ICUs, along with complementary outpatient facilities.

The UF Health Shands Hospital board of directors will evaluate a formal proposal next spring and we hope to begin construction next summer. The new building will be located on the east side of the Archer Road campus entrance, where the visitor parking lot and retention pond currently reside. Following planning and preparation, construction would conclude with an opening date in 2018.

Shands Guest House

The UF Health Shands Guest House, announced earlier this spring, will provide easily accessible campus lodging for visiting patients and their out-of-town family members or caretakers. Planning for the construction of the Guest House will now be harmonized with planning for the new tower.

As you can see, we have developed robust, long-term strategies for meeting our patient and community needs and remaining a trusted regional and statewide health care resource. We hope you share our excitement for the evolution of UF Health and the opportunities it will offer.

Thank you for working so hard to serve our patients and ensure our success. **N&N**

Making connections

Mobile phone access improves at UF Health Shands facilities

PHASE ONE (FALL):

UF HEALTH SHANDS CANCER
HOSPITAL

UF HEALTH SHANDS HOSPITAL

UF DENTAL SCIENCE BUILDING

UF STETSON MEDICAL
SCIENCES BUILDING

UF HUMAN
DEVELOPMENT CENTER

UF ACADEMIC
RESEARCH BUILDING

MCKNIGHT
BRAIN INSTITUTE AT UF

UF HEALTH SCIENCE CENTER
COMMUNICORE BUILDING

UF BIOMEDICAL
SCIENCES BUILDING

UF VETERINARY MEDICINE
BASIC SCIENCE BUILDING

UF PUBLIC HEALTH AND
HEALTH PROFESSIONS
BUILDING
(NURSING AND PHARMACY)

PHASE TWO (SPRING):

UF COLLEGE OF
VETERINARY MEDICINE

UF HEALTH MEDICAL PLAZA

UF CANCER GENETICS
RESEARCH BUILDING

UF CLINICAL TRANSLATIONAL
RESEARCH BUILDING

UF HEALTH SPRINGHILL

UF HEALTH SHANDS
PSYCHIATRIC HOSPITAL

Mobile phone users in our UF Health Shands facilities along Archer Road will soon enjoy more reception bars and better connectivity. This is thanks to the installation of 1,416 small indoor antennas and enough fiber-optic cable to span from Pensacola to Key West.

This will allow multiple mobile providers to easily connect to UF Health Shands facilities, resulting in better reception. The “Phase One” process recently began with the installment of a multicarrier distributed antenna system (DAS) in the UF Health Shands Cancer Hospital.

For the past 12 years, UF Health Shands Hospital featured Sprint and Nextel providers in the building. Currently, AT&T is the sole mobile provider on the new multicarrier system, with negotiations for Sprint and Verizon in progress.

To minimize the impact on patient care and operations, UF Health Information Technology engineering teams will contact nurses and department leaders ahead of time to arrange the fiber-optic cable installation set-up. In critical care areas, the crew will work during low patient volume hours, such as nights and/or weekends.

“Our goal of improving communications has always been with patients and their families in mind,” said **Larry Benton**, UF Health IT Communications director.

Phase One of the project is expected to be complete by mid-December, while budgeting approval from AT&T for Phase Two is expected in February.

For more information, please contact Benton at Benton@shands.ufl.edu or 352-258-8273. **N&N**



Hi ho Silver, away!

Get your flu vaccine by Dec. 31

Keep yourself and our patients safe this flu season by getting your vaccine. It's 100 percent safe and 100 percent free.

UF Health Shands Human Resources Occupational Health Services will provide the vaccine at no cost for all UF Health Shands staff and volunteers; and to UF College of Medicine credentialed faculty and staff who provide direct patient care. Just present your employee ID at the time of your vaccination.

This year, OHS will administer a quadrivalent vaccine — one that protects against four different strains of the virus. (In the past, we have traditionally used a trivalent that protects against three strains.) There will also be egg-free and latex-free doses available for people with allergies.

All UF Health Shands employees must either be vaccinated or fill out an online declination form via HealthStream by Dec. 31. Employees who get vaccinated by that date will earn extra incentives at Human Resources Worksite Wellness Events in the spring.

OHS will continue the flu vaccine campaign through April or as long as vaccination supplies last. OHS office hours are Monday through Friday at UF Health Shands Hospital (north campus) Room 1004. This year's flu vaccine campaign is based on The Lone Ranger. You can also look for the traveling "stagecoach," as OHS team members will make at least one trip to each of the UF Health Physicians practices and other Gainesville facilities and departments to administer the vaccine. **N&N**

Look for the traveling "stagecoach" or stay tuned to News&Notes, Shands News, emails and fliers for details about flu season vaccination opportunities.



REHAB TEAM CONNECTS AMPUTEES WITH MENTORS

This summer, UF Health Shands Rehab Hospital hosted its first amputee peer-mentor training. The event sought to promote support and a sense of community among people who recently underwent amputation and those who are further along in the rehabilitation process.

Fourteen recent patients and five members of the UF Health Shands Rehab Hospital staff spent the evening sharing stories and providing resources and support to one another.

"We are committed to promoting peer support that will facilitate successful life transitions, adjustment to disability and awareness of community resources, advocacy groups and activities," said **Rebecca Piazza**, UF Health Shands Rehab Hospital clinical coordinator.

The training sessions are made possible through the UF Health Shands Rehab Hospital Amputee Specialty Program's partnership with Amputee Empowerment Partners and its sponsor Hanger Inc., a prosthetics and orthotics company. This collaboration is designed to bring UF Health Shands

Rehab Hospital closer to achieving reaccreditation from the Commission on Accreditation of Rehabilitation Facilities.

"The Amputee Specialty Program addresses adaptation to limb loss, decisions on care options, safety modifications to the home, follow-up treatments, information on community resources and, of course, peer support," Piazza said.

To many new amputees, their outlook on what lies ahead becomes filled with loneliness and anxiety. The opportunity to speak with someone who has gone through the same experience and can provide guidance, tips and understanding is invaluable.

"At the end of the training night, it was clear that new friends had been made," said Kyra Ketnick, licensed prosthetist from Hanger Inc. "Any chance for amputees to connect empowers them to get back to doing the activities they love."

The trainings will occur based on need and interest of those with limb loss who are interested in serving in a peer mentor capacity.



UF HEALTH SHANDS | SERVICE

BENEFITS CHECK-UP

UF Health Shands employees, it's time to select your benefits. Please make time to review your medical, dental, vision and life insurance selections from last year and make changes to your 2014 plan. Check and update your benefits online through HR Self Service.

IN-PERSON BENEFITS ENROLLMENT, OCT. 7

UF Health Shands Human Resources Benefits enrollers will be available to assist employees in the UF Health Shands Hospital Atrium from 7 a.m. to 6 p.m. beginning Monday, Oct. 7, as well as at several other locations this month.

Stay tuned to Shands News for details.

BENEFITS INFORMATION DAYS, OCT. 14-17

Benefits Information Days, which include enrollment assistance and onsite vendor information tables, will take place 7 a.m. to 4:30 p.m. in two locations: Oct. 14 -17 at the UF Health Shands Hospital Atrium; and Oct. 18 at UF Health Shands Psychiatric Hospital and UF Health Shands Rehab Hospital.

It's important to review and understand your plan and take advantage of these resources to ensure you and your dependents select the most appropriate coverage. Check your home mailbox for the annual benefits information packet and newsletter, and check your work email inbox for updates this month.

WHY CHOOSE GATORCARE?

GatorCare is the health insurance plan offered to UF Health Shands employees.

UF Health physicians, practices and specialty services are Tier 1 GatorCare providers. It is more cost-effective to use Tier 1 providers.

UF Health faculty and staff enjoy expedited access to appointments through our GatorAdvantage program.

Practices are in convenient locations, including the recently opened UF Health Pediatrics at Magnolia Parke. They have several pediatricians and a nurse practitioner on staff.

The GatorCare plan does not require you to have a referral to see a specialist.

Provider directories and details about GatorCare are easily accessible online at <http://gatorcare.org/>.



UF HEALTH PHYSICIANS | SERVICE

Did you know that UF Health Pediatrics at Magnolia Parke, a GatorCare provider of children's health care, opened in July? Our physicians are UF faculty members certified by the American Board of Pediatrics and expertly trained to provide your young family members with the full spectrum of pediatric services. Learn more at <http://UFHealth.org/peds-mp>.



Breast Cancer Spotlight

October is national Breast Cancer Awareness Month. Please help us recognize some of our UF Health oncology specialists and their work on behalf of our breast cancer patients and programs.



Karen Daily, D.O.
 UF College of Medicine assistant professor of medicine

Daily is a clinically based investigator and educator with a focus on breast cancer. She also founded the High Risk Program within the UF Health Breast Center. The team there identifies women at above-average risk for developing breast cancer and offers prevention and early detection strategies.

What inspired you to choose your clinical focus?

Medical oncology gives the opportunity to guide patients through information about their diagnosis and treatment. A cancer diagnosis is an intense life experience, so there's a great impact that can be made in this field to the patient and family, and the relationships made over time are rewarding.

What do you like best about your work?

I love patient care first and foremost. I also enjoy interacting with trainees from medical students through fellows; they ask great questions and bring a fresh, enthusiastic perspective to the clinic or the hospital. I also enjoy participating in clinical trials; it balances out the sadness of the times we don't have great treatments to offer to know there is hope for the future.

What is most important to you when caring for a patient?

This may sound clichéd, but I try to treat each patient like a member of my own family. It is important to me that patients understand their treatment options whether or not they choose what I recommend.

What keeps you passionate about your work?

What keeps me passionate, sadly, is the tragedy in what we do. It is the women who leave behind young children that really stay with me. It is also inspiring to realize how many women have participated in clinical trials leading to great advancements in the field.

How do you participate in Breast Cancer Awareness Month?

I love to get the message out about prevention and early detection. Each woman should discuss her risk of breast cancer with her physician and make an individualized plan. Exercise and staying at a healthy weight can reduce the risk of developing the disease. And for women who are newly diagnosed, I would tell them they have options. Make sure to get a multidisciplinary team approach for your care.



Christiana Shaw, M.D., M.S.
 UF College of Medicine assistant professor of surgery

A UF Health surgical oncologist since 2010, Shaw is honored to work with a team who truly cares about each patient. She offers compassionate, high-quality care for her patients and welcomes the challenge to provide cures for the most complex cancer cases.

What inspired you to choose your clinical focus?

In cancer surgery, you meet people at a very significant time in their life. Being able to intervene at that key time and guide them through cancer treatment, empower them, and stand by them during tough times is very satisfying.

What do you like best about your work?

One of my favorite things is talking to families in the surgical waiting room after a successful operation. These families have been my patient's support system and oftentimes, when the operation is finally over, their stern faces and walls of strength crumble with relief. Many of them shed tears of joy, while some of them give me a hug.

What is most important when caring for a patient?

I want them to feel empowered. I want them to know they are not in a helpless situation, and I want them to feel that our team is standing by them through this challenging time, that they are not alone.

What keeps you passionate about your work?

Certainly patient care plays a big role, but I also love teaching. There are few things more fulfilling than watching a resident grow into a seasoned clinician.

How do you participate in Breast Cancer Awareness Month?

I participate annually in the American Cancer Society Making Strides Against Breast Cancer walk. I was even the co-chair of the event in 2011 with Dr. Karen Daily in medical oncology. I often give informational talks and participate in panel discussions. I gave one of my favorite talks to students at Eastside High School a few years ago.



Lisa Spiguel, M.D.
 UF College of Medicine assistant professor of surgery

As a UF Health breast cancer surgeon, Spiguel values collaborating with others to help cure women of breast cancer. She focuses her clinical efforts on the surgical care of breast cancer and benign breast disease, the assessment of patients at high risk for breast cancer, and overall breast health.

What inspired you to choose your clinical focus?

I chose breast cancer surgery because I believe it is one of the most rewarding and honorable professions. It is a field of practice focused on treating the whole individual. It integrates surgery with medicine to help provide a cure to one of the most common cancers affecting women worldwide. I am honored to do what I do for my patients.

to go above and beyond to provide additional treatment avenues for our patients through exciting clinical trials.

What drew you to our organization? What sets our programs apart?

Every member of our team is fellowship-trained, which means that we have spent time after our residencies to focus on breast cancer care. Our focus is to not only provide our patients with the solid standards of care, but

What is most important to you when caring for a patient?

That I treat them as the individual they are, and not the cancer that they are diagnosed with.

How do you participate in Breast Cancer Awareness Month?

I am actively involved in UF Health outreach efforts such as the Pink Pumpkin Pedal Off and the Orange, Blue and Pink Cancer Symposium; as well as an annual educational seminar at a local Baptist church. **N&N**

Clinical Translational Research Building opens

Diverse scientists unite to bring medical discoveries to patients



(Left to right) Carol Walker, UF Facilities, Planning and Construction assistant vice president; David R. Nelson, M.D., UF College of Medicine professor of medicine, molecular genetics and microbiology and UF Clinical and Translational Science Institute director; David S. Guzick, M.D., Ph.D., UF Health Affairs senior vice president and UF Health president; U.S. Sen. Bill Nelson; Marco Pahor, M.D., UF College of Medicine aging and geriatric research professor and chair and UF Institute on Aging director; Michael L. Good, M.D., UF College of Medicine dean; and Michael G. Perri, Ph.D., UF College of Public Health and Health Professions dean.

U.S. Senator Bill Nelson joined UF leaders Aug. 12 at the ribbon-cutting ceremony to celebrate the opening of UF's new Clinical and Translational Research Building. The CTRB houses the Institute on Aging and the Clinical and Translational Science Institute. Funded through a unique collaboration of the National Institutes of Health and UF, the \$45 million, 120,000-square-foot facility brings together a range of scientific disciplines to speed the process that

brings medical discoveries to patients. Also home to UF Health Senior Care and multiple academic departments and research groups, the new building is on the northeast corner of Mowry Road and Gale Lemerand Drive. UF Health courtesy shuttle service to the CTRB is available upon request for patients and research participants. **N&N**

A senior's best friend

ElderCare reaches out to senior pet owners



UF Health Physicians Patient Access Center coordinators Laura Buono and Amy Campbell served as team captains for a recent pet food drive for ElderCare.



Staff donations collected during a pet food drive for ElderCare.

Pets are our companions for life. Most animal lovers will do anything for our pets and even put their needs before our own.

But this sacrificial love for furry friends has ElderCare, a 100 percent grant- and donation-funded agency, concerned for the population of seniors it serves in Alachua County and the north central Florida region. Many of its clients set aside their own food in order to help their dogs and cats.

With the help of the UF Health Physicians Patient Access Center, ElderCare has implemented three pet food drives since 2011 and just recently had its fourth during June and July. This drive, which was supposed to originally last only five weeks, was extended due to the need in the community.

Jamie Freeman, UF Health Physicians Patient Access Center project coordinator, said his team heard about ElderCare's story and its pet food need and immediately wanted to take action.

"The seniors often sacrifice their own health in order to feed the companions who

sustain them emotionally," Freeman said. "We decided we needed to do something to help keep these pets fed and their human companions healthy and on track."

Using its Meals on Wheels delivery system, ElderCare was able to provide for seniors identified as needing this pet food service.

Access Center staff responded to the drive by collecting more than 400 cans of food, 58 bags of dry food, assorted dog treats and about a dozen bags of cat litter.

Freeman said he has heard nothing but good news from ElderCare about this response. All the clients who received the donations were delighted to have food for their pets.

We celebrate our colleagues for reaching out to support ElderCare, a UF Health-operated program that serves seniors. For more information about ElderCare, please visit <https://ufhealth.org/eldercare>. **N&N**

New gift helps breast cancer research pedal forward

Funds raised through charity bike ride and cycling jersey sale



The Collaboration of Scientists for Critical Research in Biomedicine, or CSCRb Inc., a Gainesville-based nonprofit group, recently presented a gift to the UF Health Cancer Center's treatment-resistant breast cancer research fund in the amount of \$16,150.

The gift represents \$15,000 raised through CSCRb's Pink Pumpkin Pedal-off charity bicycle ride and \$1,150 resulting from sales of the organization's copyrighted Pink Ribbon Cycling Jersey.

"This gift is very meaningful to us because it represents community involvement in support of breast cancer research taking place right here at UF that honors the memory of the women among our friends and families who have been lost to breast cancer and celebrates those who are breast cancer survivors," said Barb Wills, a member of CSCRb.

Wills and fellow CSCRb member Barb Thomas have been deeply affected by the disease. At age 7, Wills lost her mother to breast cancer, and Thomas is a breast cancer survivor. These experiences led the women, both of whom are avid cyclists, and other members of the group to establish the Pink Pumpkin Pedal-off charity

CSCRb Inc. board members make a gift presentation to the UF Health Cancer Center fund for triple-negative breast cancer research.

bicycle ride in 2012. The first-time event raised \$15,000 in support of UF Health triple-negative breast cancer research. In addition, sales of the organization's Pink Ribbon Cycling Jersey, which Thomas designed following her breast cancer experience, added \$1,150 to the total gift in support of UF Health research of treatment-resistant breast cancer.

The gift is made in advance of this year's Pink Pumpkin Pedal-off charity bicycle ride, scheduled to take place Oct. 12.

"Private gifts like this to our cancer research funds are so important to scientific discovery, because they facilitate our ability to identify and support new and promising scientific investigations that haven't developed far enough along to be competitive for the larger, federal grant awards," said Paul Okunieff, M.D., UF Health Cancer Center director, UF College of Medicine radiation oncology chair and the Marshall E. Rinker Sr. Foundation and David B. and Leighan R. Rinker chair. "Seed grants can literally lay the scientific foundation needed for an investigator's grant application to even be considered for a National Institutes of Health/National Cancer Institute award."

Triple-negative breast cancer is aggressive and does not respond to established therapies as well as other breast cancers. Most breast cancer treatments target tumor estrogen receptors, progesterone receptors or human epidermal growth factor receptor 2, known as HER2. These are not present in triple-negative breast cancer tumors — hence "triple-negative" in the name — and breast cancer chemo and hormone therapies successfully targeting those receptors do not have the same benefit for women diagnosed with triple-negative breast cancer. As many as 25 percent of all breast cancer cases are triple-negative, and it is a particularly deadly form of breast cancer with a high rate of recurrence, yet it is one of the least studied forms of breast cancer. **N&N**

Filling the gap

Occupational therapist improves community access to rehab services

When it comes to rehabilitation services, many people across the country have found it difficult to access affordable, quality health care. In fact, right now, there are fewer than 15 free or low-cost rehabilitation clinics in the United States.

That is why **Lindsey Dhans, O.T.**, UF Health Shands Rehab Hospital occupational therapist, was inspired to spearhead a free occupational therapy clinic right here in Gainesville. The Equal Access Clinic Network OT Specialty Clinic had its grand opening Aug. 15 at UF Health Family Medicine at Main, and its services are open to everyone 18 years and older on the third Thursday of every month from 6 to 9 p.m.

As a 2012 University of Florida graduate with a master's degree in occupational therapy, Dhans was determined to give back to her community.

Through her work, she has found that even those who are insured will experience a gap in their coverage and many programs either don't cover rehabilitation services or won't cover them well enough for patients to reach their full recovery potential.

"I wanted to be a part of helping to fill that gap," said Dhans, who serves as the OT Specialty Clinic director. "Though I'm new to the organization, the entire team has embraced me and embraced the establishment of the clinic, each offering some of their time and talents to help make it a reality."

As an extension of the Equal Access Clinic network, which offers free health care clinics to those in need in the community, the specialty clinic will provide evidence-based occupational therapy services ranging from cognitive training to education on in-home exercise programs.

Martin Wegman, a UF College of Medicine student and a member of the student board of directors for the Equal Access Clinic, said that the clinic team is excited to work with the new OT Specialty Clinic staff to provide existing and new patients with services they might not otherwise be able to access.



"Though I'm new to the organization, the entire team has embraced me and embraced the establishment of the clinic, each offering some of their time and talents to help make it a reality."

Lindsey Dhans, O.T., UF Health Shands Rehab Hospital occupational therapist.

"This new clinic will complement current services already integrated in our network—moving us one step closer to achieving our mission of providing high-quality, comprehensive, patient-centered care to all," Wegman said.

Right now, the clinic operates through the efforts of volunteers and is accepting students with an interest in occupational therapy or who are currently enrolled in the master of occupational therapy program at the UF College of Public Health and Health Professions.

To meet patient demand, this fall the team plans to increase the free services to twice a month.

"I had the incredible fortune to join the UF Health Shands Rehab team," Dhans said. "This clinic will allow patients to care for themselves again and return to the daily tasks most of us take for granted." **N&N**

Kidney transplant couple praise UF Health team

Husband and his organ-donor wife receive “unbelievable” care



Bruce Ambrose received a kidney from his wife, Joy.

“The transplant staff was awesome, they knew how to answer everything. Whatever they had to do, they were good at it. You don’t find many hospitals that care like UF Health does.”

Bruce Ambrose

Bruce Ambrose’s kidney troubles began last December when he and his wife, Joy Ambrose, first noticed a major plummet in his energy levels. Bruce, who would walk several miles at least once a week, was having a hard time just going to work. After running some tests, the couple found out that Bruce’s low energy levels were due to complications from kidney failure.

Most kidney transplant patients in Florida wait anywhere between six months to two years for a donor match, according to the U.S. Department of Health and Human Services. So Joy decided to get tested to see if she could be Bruce’s donor. Her kidney was a match.

The Ambroses prepared for what they thought would be a grueling couple of months. But their perceptions of the upcoming hurdle began to change when they attended their first UF Health Shands Transplant Center presurgical workshop.

“We met a lot of patients in the classes,”

Joy said, “and they all said the same thing: if you have a team that works as hard as UF Health’s, the recovery is so much easier.”

As the couple got closer to surgery day, their classmates’ assertions proved true. The Ambroses were amazed at both the quality and amount of care and attention they received from UF Health transplant coordinators, nurses, physicians and anesthesiologists, along with the professionalism of the environmental services staff.

“One of the big things we strive to do in the kidney transplant program is to make sure that the patient is always priority one,” said **Michael J. Casey, M.D.**, UF College of Medicine division of nephrology, hypertension and renal transplantation assistant professor of medicine. “We try to put their minds at ease and anticipate any issues or questions they might have.”

This dedication to quality patient care has not gone unnoticed. UF College of Medicine’s division of nephrology, hypertension and renal transplantation was ranked 34th in the 2013-2014 edition of U.S. News & World Report’s Best Hospitals.

“We do everything that we can to make sure we keep a patient-centered approach before, during and after the transplant,” Casey said. “None of it would be possible without the outstanding efforts of the nurses, pre- and post-transplant coordinators, and extensive ancillary staff.”

“The transplant staff was awesome,” Bruce said, “they knew how to answer everything. Whatever they had to do, they were good at it. You don’t find many hospitals that care like UF Health does.”

Joy added, “Everybody there needs to be commended on what they do, it’s unbelievable. I’ve never had a hospital be so caring. If I didn’t know any better I’d think I was in a resort.” **N&N**

UF HEALTH | QUALITY

DID YOU KNOW?

Our UF Health Quality Clinical Risk Management team has made significant progress to increase patient safety incident reporting. This helps us address processes and procedures at risk for causing errors and possible patient harm.

Recent efforts include partnering with UF Health Shands Human Resources to integrate a Just Culture approach to care, which helps encourage accountability and foster an environment for staff to feel safe about reporting.

The team has also developed an “express report,” an online patient safety report, or PSR, that’s quicker and more efficient. They also offer a 24-hour patient safety hotline — 352-538-2635 — for adverse event consultation.

In addition, risk managers perform quarterly unit huddles to share PSR trends and root cause analysis (RCA) process-improvement stories with staff. In this way, staff members learn how PSR reports are making care safer at UF Health.

As a result, we’ve seen an increase in the frequency of employees reporting issues through the PSR. Last year, the rate of PSRs per 1,000 patient days was approximately 26; this year the rate rose to 35.3.

Thank you to all faculty and staff who have contributed to these quality wins.

UF HEALTH SHANDS | QUALITY

FIVE FOR FIVE: STAR AWARDS

Five UF Health teams have been recognized nationally for outstanding patient satisfaction with quality care. Our patient surveys are administered by Professional Resource Consultants, Inc. PRC works with hospitals nationwide to assess patient perception of quality care and annually grants 5 Star Excellence in Healthcare Awards.

Congratulations to our five 5 Star teams for scoring in the top 90th percentile for patient perception of quality.

- UF Health Shands Cancer Hospital 6 West Surgical Unit
- UF Health Shands Cancer Hospital 8 East Oncology Unit
- UF Health Shands Hospital Unit 54 Medical/Surgical
- UF Health Pediatric E.R.
- UF Health Shands Children’s Surgical Center

UF Health Shands Hospital received a 4 Star Award for overall inpatient satisfaction. This is earned by scoring in the top 75th percentile for patient perception of quality.

Congratulations to our winners and all our hard-working colleagues across UF Health who are providing top-quality, patient-focused care! Keep reading News&Notes for an upcoming series of profiles featuring our 5-Star units and managers.

UF HEALTH PSYCHIATRIC HOSPITAL | SERVICE

PALS TACKLES BULLYING IN SCHOOLS

October is National Bullying Prevention Month. Did you know that more than 160,000 U.S. students stay home from school each day for fear of being bullied? Studies show peer support can be effective in preventing bullying and suicide.

The UF Health Partners in Adolescent Lifestyle Support (PALS) Program at UF Health Shands Psychiatric Hospital provides Gainesville’s troubled adolescents with peer support and intervention. PALS is active in all Gainesville public high schools and at Fort Clarke Middle School and A. Quinn Jones Center. PALS counselors work with student leaders to improve their leadership skills; encourage their empathy and compassion; and help them create open forums with peers. Learn more at <https://ufhealth.org/partners-adolescent-lifestyle-support-program-pals>.



Support PALS at the 2013 Cadillac Invitational Golf Tournament

When: Thursday, Nov. 14 Where: Haile Plantation Golf & Country Club

For event details and to register, visit <http://golf4pals.com>



UF HEALTH | PEOPLE

Think Pink! Get involved

UF Health community events raise funds and awareness for breast cancer



Oct. 1-31 UF HEALTH MAMMO-CHALLENGE!

Female UF and UF Health Shands employees ages 40 to 70 who schedule their annual mammogram at UF Health Women's and Diagnostic Imaging at Springhill during October will be registered to win an iPad mini, a pink iPod Nano, or a UF Health Breast Cancer T-shirt and pink grocery tote.

Oct. 12 PINK PUMPKIN FEST

8:30 a.m. Pink Pumpkin Pedal-Off Charity Bike Ride

Register to ride your choice of 20, 40 or 55-mile routes leaving the campus of the UF Cancer and Genetics Research Complex to tour the University of Florida campus, Gainesville's historic Southeast District, the natural beauty of local lakes and habitats, and along Florida's scenic Hawthorne Trail. Wear a pink ribbon to honor a loved one affected by breast cancer. Registration fee includes Dri-Fit shirt and lunch. All proceeds benefit triple-negative breast cancer research at UF Health Cancer Center.

10 a.m. UF Health Pink Pumpkin Painting Party!

The third annual Pink Pumpkin Painting Party is a fun, family event designed to heighten breast cancer awareness and honor friends and loved ones affected by breast cancer. Pumpkins are free!

Visit <http://cancer.ufl.edu/> for more details about the event.

Oct. 26 MAKING STRIDES AGAINST BREAST CANCER WALK - American Cancer Society

Join a UF Health team and receive a UF Health T-shirt and grocery tote! Register to participate or be a virtual walker, or sponsor a UF Health team. Go online and search "Gainesville Making Strides" to connect to the ACS site.

We hope you will Think Pink this month! **N&N**

Why comply?

Privacy and confidentiality principles explained

Privacy and confidentiality matter to most people, particularly when it's our own information in question. Privacy means being free from intrusion or disturbance in one's private life; "having the right of privacy." Confidentiality means that access to information and documents is limited to the persons authorized with access because the data is classified to protect the owner's privacy. Privacy applies to the person, whereas confidentiality applies to the data. We all want organizations and their employees to respect our privacy and maintain confidentiality when they use, maintain or disclose information that is about us.

The rules and behavior

Most industries must adhere to confidentiality laws and regulations that require written policies and ongoing training for their employees regarding expectations to safeguard the information they use, maintain or disclose. Organizations and individuals who fail to comply with those rules face tremendous financial penalties and consequences. Yet we still hear of violations of confidentiality. There isn't one reason, nor is there a single solution, but there are some principles we can apply to influence behavior within our own organization to help create a culture of confidentiality.

Reflections of our expectations

Many violations are a result of individuals becoming inattentive, not understanding the significance or not remaining informed of their responsibilities. Our own expectations of how our personal information will be handled are:

- *The information will be used only for its intended business purpose.*
- *The entity we share our information with has created policies and conducts ongoing training of its employees.*
- *The employees of the entity will apply the safeguards.*
- *The entity conducts ongoing evaluation of the safeguards put in place to meet the requirements.*

We expect that if our information is not safeguarded and is used or disclosed inappropriately, we will be informed and the entity will address that risk.

Self-evaluation

Every now and then, it's a good practice to evaluate our own behavior and practices. Do you as an employee fulfill these same expectations you have for others who handle your information when you use, maintain or disclose confidential information of others? Do you have two sets of standards that you live by, and if so, why?

Principles to live by

Two principles we should apply to help us influence and create a confidential culture are to be attentive and to be accountable. Being attentive means to be aware, thoughtful, evaluate and listen. It's easy to become careless as we become comfortable in our roles, but it's important that we not allow ourselves to become lazy, to take shortcuts or to not remain informed of current expectations through the policies and education communicated to us by the organizations we work for. We must also be accountable and responsible when we identify issues or have made an error in how we managed or completed an activity. It's important that we report issues promptly so that the designated individuals within the organization can take the necessary actions to minimize any potential risk or harm to customers and the organization. We can all help develop the right culture in our organization by being attentive and accountable. **N&N**

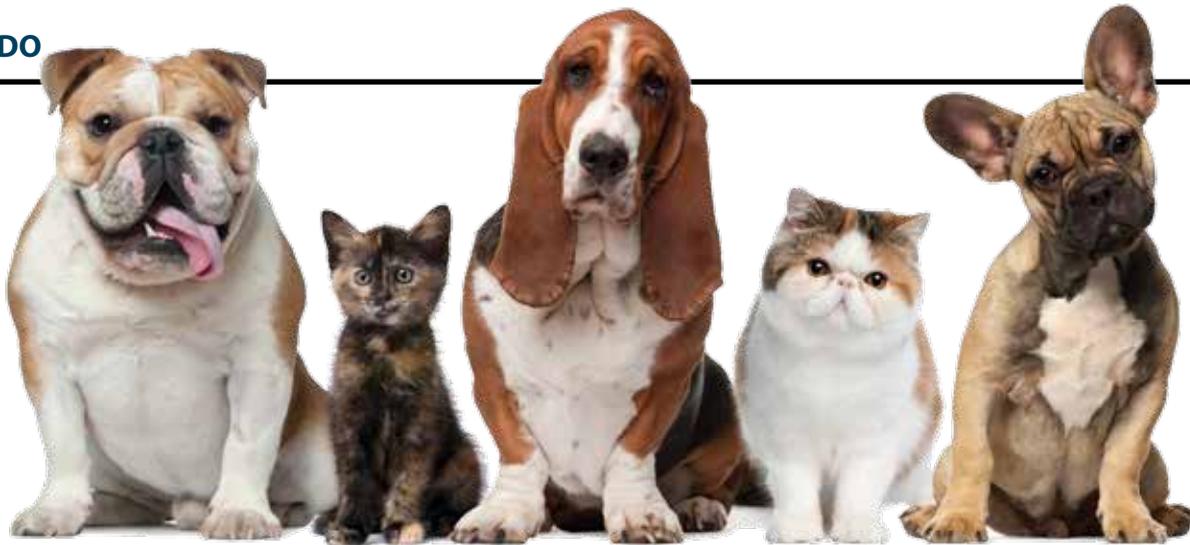
TALK TO US

If you have any questions, please feel free to contact the UF Health Shands Compliance Department at compliance@shands.ufl.edu

Also check out our Confidentiality Core Policies on the portal:

https://my.portal.shands.ufl.edu/portal/page/portal/DEPT_CONTENT/Policies/CORE

TO DO



UF HEALTH | SERVICE

UF SMALL ANIMAL HOSPITAL OFFERS DISCOUNTED PET 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.

For more information, call 352-392-2235 or visit <http://smallanimal.vethospital.ufl.edu/>.

UF HEALTH SHANDS | PEOPLE

UF HEALTH SHANDS EMPLOYEES SUPPORT UNITED WAY

How can the power of one multiply to impact thousands? Right now, UF Health Shands employees are making a lasting impact in our community by participating in the United Way campaign.

Our involvement with United Way of North Central Florida has a direct impact on improving education, income and health in our community through the programs of 26 United Way Community Impact Partner Agencies, including our own ElderCare of Alachua County. Not to mention that many departments partner with United Way throughout the year in various community events such as book and food drives and delivering Meals on Wheels.

At last month's 2013 Day of Action, our employees teamed up for a "volunteer getaway" to support organizations like Girls Place, St. Francis House and YMCA.

But it doesn't end there. YOU can make a difference through your donation and financial support for United Way. There are three easy ways to donate:

- **Make a pledge (online via our ShandsConnect Portal or paper pledge)**
- **Participate in department-specific United Way fundraising events**
- **Get involved and volunteer at a United Way partner agency**

Your manager has the tools for making the 2013 United Way campaign a success, including donation details about how you can be a campaign champion. Here are ways UF Health Shands staff can be involved:

- **"3 for a Tee" - Employees who donate \$3 or more per pay period (or a \$78 one-time donation), will receive a Power of One T-shirt. Please wear this T-shirt on Fridays through Oct. 25.**
- **Be a Leader (donate \$750 or more) – For first-time contributors at the \$600 level, Shands will contribute \$150 toward your donation. (Those who gave \$750 last year are not eligible for the \$150 contribution.)**
- **Additionally, employees who contribute to the campaign will be entered to win one of three iPad minis! Winners will be announced weekly.**

