In February, I joined UF Health wide-eyed and overwhelmed. Coming from a small, close-knit organization it was impossible not to feel like a small fish in a gigantic pond. I remember reviewing my department's organizational chart on my first day and wondering how many months (or years) it would take to learn everyone's name.

Over time, I've begun to feel more comfortable. My co-workers made me feel welcomed and the team I belong to is a connected group. But just as important, UF Health as an organization is working hard to bring us all closer together — a tall task with more than 20,000 employees across our Gainesville and Jacksonville campuses. Many of these efforts are highlighted in this edition.

The UF Health Bridge, for example, is a new intranet portal that can be accessed by anyone in the UF Health system and offers group collaboration, resource libraries, internal websites, social components and more. I'll be the first to admit that I'm resistant to change, but give this new tool a chance — it is a great upgrade from our ShandsConnect Portal. If you haven't yet, visit bridge.UFHealth.org and you'll see what I mean.

You'll read about our Diversity Ambassadors group, which encourages all UF Health employees to celebrate our different cultures and backgrounds. The group hosts multiple celebrations throughout the year to showcase UF Health's diversity, and everyone is invited.

Also in this issue, we introduce the new Raising Hope at Work employee campaign, which gives us all a chance to be a part of UF Health's continued growth and expansion. This year's campaign helps lay the foundation for our new heart and vascular and neuromedicine hospitals, which break ground in January.

I still haven't learned all the names in that organizational chart. And if you spun me around three times in the middle of one of our hospitals, I'd likely never find my way out. However, in less than a year I can honestly say that I feel like I'm part of the UF Health family. Thanks for all you do to make this a great place to work.

Todd Taylor
News&Notes Editor
UF Health Communications
The personal touch: Caring for patients and each other

This time of year, as we enjoy holiday time with our loved ones, let’s not forget our patients who need us to treat them like they are family while in our care.

We all work hard and live busy lives, and we’re pulled in many directions. So it’s important that we take time when possible, such as over the holidays, to recharge and enjoy our relatives and our community. However, we have patients and visitors who are spending the good part of their holidays with us at UF Health, and I encourage you to think of yourselves as their surrogate family members.

I’m drawn to the example of a young, terminally ill mother we were caring for this time last year. She asked her nursing team to help ease her transition and peace of mind by helping to set her affairs in order and connect with her relatives to ensure the care of her children. The staff on the unit went out of their way to help the entire family and meet the wishes and emotional needs of their patient beyond the expected medical care and service.

Another recurring example is when our staff members bring in special treats and help patients honor birthdays and holidays that are important to them, and we celebrate with them.

This type of special touch is what we want for our patients during their experience at UF Health. It’s the hospitality and service approach we would want for our loved ones in the same situation.

The relationships with your co-workers are the foundation for this sense of community in the workplace. We sometimes underestimate the importance of the “family” we have here at work. Sometimes it takes a special holiday or reason for celebration, when we have a staff potluck meal and “break bread” or we take time to socialize together, to realize that we’re part of something very special.

UF Health is more than a place in which we provide the latest medical advances, or the highest-tech, life-saving care and expertise. It is a place full of special individuals with a shared passion to improve other people’s lives.

The health care industry draws people who want to make a difference. We are strong because we strive for excellence, we are improving service, we take a team approach, and we are patient- and family-centered and compassionate.

When we care about each other and do our best work, we see results that help us connect the dots. This is evident in the wonderful recognition our teams received this year in our improved four-star out of five rating for quality patient care and excellent clinical outcomes from the University HealthSystem Consortium. This is external validation of the commitment seen in action every day throughout this organization.

Thank you for making a positive difference for your patients and visitors, and for your colleagues in the UF Health family.

Sincerely,

Ed Jimenez
Interim CEO
UF Health Shands

During a recent visit to UF Health Shands Cancer Hospital Oncology Unit 8 East, Jimenez visited with (from left) clinical leader Suzette Martin, M.D., B.S.N, R.N., O.C.N., and nurse manager Helen Welsh, M.S.N, R.N.
It’s been an exciting year for UF Health, full of achievements, celebrations and outstanding performance by our faculty and staff. We upped the ante in 2014, expanding our outreach, introducing front-line technology and evolving at the forefront of health care.

As we look back at UF Health’s monumental year, we can’t help but anticipate what will be an eventful new chapter for our organization in 2015.

2014 in review

The year began with the creation of the UF Health Cancer Center at Orlando Health, a collaboration of expert cancer doctors and researchers that provides outstanding cancer care. The integrated environment offers patients better access to clinical trials, leading-edge treatments and enhanced personalized care.

In March, UF Health Shands Children’s Hospital unveiled a new Pediatric Cardiac ICU, located on the 10th floor and part of the UF Health Congenital Heart Center. With 23 private patient rooms, the specialized ICU has more space for our UF College of Medicine pediatric cardiologists, cardiothoracic surgeons and cardiac anesthesiologists and their UF Health Shands Nursing teams to provide the highest-quality and innovative care for young patients and their families.

A successful organization has outstanding leaders at the helm, and this year UF Health celebrated one of its finest and longest-tenured as he transitioned into a new position. Tim Goldfarb, who was CEO of UF Health Shands for 13 years, took a new role July 1 as UF Health executive vice president for regional and governmental affairs. Goldfarb passed the torch to Ed Jimenez, who served as UF Health Shands Hospital chief operating officer for four years before assuming the role of UF Health Shands interim CEO.

UF Health ShandsCair added an EC-155 model helicopter this summer — the largest, fastest and most advanced civilian aeromedical helicopter in the Southeast. Its ability to transport two patients to Gainesville from as far away as the Keys, Atlanta or Pensacola, without stopping to refuel, expands UF Health’s ability to reach patients with the most complicated cases.

In July, Alachua General Hospital was honored with a historical marker at Innovation Square Park. The commemo-
AGH was Alachua County’s first community hospital, where staff members provided life-enhancing medical care to the residents of the county and its surrounding communities.

Later in the summer, we celebrated the opening of the UF Health Shands Children’s Hospital Sebastian Ferrero Atrium. The lobby area, decorated in serene hues with youthful pops of color, is a calming environment and pleasant distraction for pediatric patients and their loved ones. In U.S. News & World Report’s 2014 Best Children’s Hospital Rankings, seven pediatric specialties were ranked among the nation’s best, with four earning a higher ranking than last year.

UF researchers received a $12 million grant from the National Institutes of Health to establish the Sepsis and Critical Illness Research Center. The center will bring together physicians from different disciplines to gain a better understanding of what causes sepsis and to develop better methods for treating and preventing this devastating complication in patients.

Fall began with the 10th anniversary of the UF Health Shands Level 1 Trauma Center, where our critical care teams have treated more than 22,000 patients. The center’s highly specialized experts are the reason for our continued Level 1 certification and outstanding reputation. A trauma attending physician is in-house 24/7, and in all trauma alert cases, an emergency room attending and resident, two registered nurses, a critical care tech and other staff members are present. They draw on the expertise of a multitude of specialty and subspecialty physicians and clinical teams who can be mobilized quickly to care for patients with highly complex, traumatic injuries.

The UF Health Shands Emergency Center at Springhill also celebrated its one-year anniversary in 2014. The freestanding, 911-receiving E.R. served more than 16,000 patients in its first year.

The UF Diabetes Institute was established in October to offer a systemwide collaborative approach toward the research and treatment of diabetes. The institute brings together more than 100 faculty and staff from across UF — including the colleges of Medicine, Engineering, Public Health and Health Professions, and Nursing, as well as the Institute of Food and Agricultural Sciences — as a comprehensive hub for diabetes research and patient care at the state level.

Later in October, UF Health Shands Hospital was nationally recognized with a four-star rating from the University HealthSystem Consortium for overall quality and accountability performance — an important accomplishment that highlights our outstanding patient care.

“This has been a banner year for UF
Health,” said David S. Guzick, M.D., Ph.D., senior vice president for health affairs at UF and president of UF Health. “We experienced tremendous progress and reached many exciting milestones this year, thanks to the momentum and passion of our incredibly talented UF Health faculty and staff, and I thank you for all you’re doing.”

**A look ahead to 2015**

We look forward to a strong partnership with UF’s 12th President W. Kent Fuchs, Ph.D., who will begin his new role on Jan. 1. Fuchs previously served as provost of Cornell University and will guide UF as it moves toward its preeminence goals.

UF Health in Gainesville will continue expanding in 2015 with the construction of the new **UF Health Heart & Vascular Hospital** and **UF Health Neuromedicine Hospital** on our south campus, which will help us meet our patients’ increasing needs for these services. Site preparation began in the fall for the new facility, which will have 216 private beds and 20 operating rooms. The hospitals will be located east of the UF Health Shands Cancer Hospital and will include another parking garage. The facilities will open for patients in 2018 and enable us to accommodate an increasing demand for expert care.

**Gatorade celebrates its 50th anniversary** in 2015. The sports drink was first developed in 1965 by a group of UF researchers to replenish water, carbohydrates and electrolytes during rigorous athletic activities. Gatorade has become a global brand distributed in more than 80 countries.

This spring, **UF Health will share a new strategic plan** as our road map for continued collaboration and partnership in the years ahead, building on the Forward Together plan.

UF Health will welcome the **George T. Harrell, M.D., Medical Education Building** in the summer of 2015. Named after UF College of Medicine’s founding dean, the facility will boast technologically advanced teaching and learning tools, and it will provide collaborative, multidisciplinary education and small-group learning to nurture great future physicians.

“Our future is bright and our academic health center’s growth will provide our exceptional employees with better resources than ever before. This will help us reach our goal of becoming the best academic health center in the Southeast,” Guzick said. “As promised, we are moving forward together to make a real impact on people’s lives as a regional health care resource.”

UF Health Shands interim CEO Ed Jimenez extended his thanks to everyone at UF Health for their contributions.

“We could not have reached these exciting milestones and we would not have so much to look forward to without your vision, passion, skills and hard work. We have incredible talent and many special people in our UF Health family, and together we’re building a very bright future for UF Health and promising a healthier tomorrow for our communities.”

N&N
How well do you know the new Hospitality and Service Standards of Behavior?
Take a quick quiz to find out!

During UF Health Hospitality and Service training sessions, employees are learning new Standards of Behavior — principles and guidelines that will build on the already excellent environment of care at UF Health. Test your hospitality expertise to see how familiar you are with the new practices.

1. You enter a crowded elevator with a colleague. Do you:
   ○ a. Offer a smile and greeting to those present
   ○ b. Pull out your phone and check your messages
   ○ c. Talk with your co-worker about an interesting patient diagnosis
   ○ d. Be quiet and respectful

2. While headed to a meeting, you see a woman who looks lost. Do you:
   ○ a. Tell the attendant at the help desk that the woman needs help
   ○ b. Hurry by; you don’t want to be late for your meeting
   ○ c. Stop and ask the woman if she needs assistance, then make sure she receives service

3. It’s a normal day for you at UF Health. Where should your employee ID Badge be located?
   ○ a. Stored with the rest of your personal items
   ○ b. Clipped at waist-level to avoid creases on your shirt
   ○ c. At your desk, where it won’t get lost
   ○ d. Clipped at shoulder level and facing forward so you can be easily identified while at work

4. You’re walking through the hallway to get to the cafeteria for lunch. Do you:
   ○ a. Take the time to check work emails on your phone
   ○ b. Acknowledge the presence of other people with a smile, nod or friendly greeting
   ○ c. Shout to get the attention of your co-workers at the end of the hall

5. The “AIDET” communication process is essential when providing care. What does AIDET stand for?
   ○ a. Accept, Involve, Discover, Educate, Teamwork
   ○ b. Alert, Intuitive, Dependable, Encouraging, Trusting
   ○ c. Accommodate, Imagine, Devote, Empathize, Teach
   ○ d. Acknowledge, Introduce, Duration, Explanation, Thank you

5 out of 5:
EXCELLENT: You treat patients and colleagues with respect and care. You are a natural host, and have incorporated the behaviors presented in hospitality and service training into your everyday life. Thank you for your hard work!

4 out of 5:
GREAT: You’re doing a fantastic job at displaying our new Standards of Behavior, but sometimes daily life gets in the way. No one is perfect, but if we turn a little extra attention to our behaviors, we can ensure our patients and customers consistently receive outstanding care.

3 or fewer:
ROOM FOR IMPROVEMENT: Try to be more observant of your behaviors in the health care environment. Remember, we need your help to create an environment where people feel acknowledged, understood and valued. The key is practice. Success comes when you follow the standards of behavior every day until they’re natural and automatic.

Help us build a culture of hospitality and service at UF Health! If you haven’t signed up for training yet, register in our new learning management system, mytraining.ufhealth.org. Log in with your UF Health Shands computer workstation ID and password. N&N
**Bridging the gap**

Bringing UF Health staff together with a new intranet portal

**Have you** ever wondered how to get a group from across multiple UF Health departments together to review important paperwork? What about quickly looking up an employee who helped you with a project to extend a word of thanks? Or have you wished there was one place where you can access the applications you need to complete your day-to-day work duties alongside the latest news from around the organization?

Wonder and wish no more. We’re happy to introduce a fantastic tool that connects each of us to what matters at UF Health — our integrated intranet, the UF Health Bridge.

Bridge.UFHealth.org is the brainchild of our employees. After years of research and back-end development, the UF Health IT and Communications Web Services team built this tool from the ground up, using input from faculty and staff and adopting industry best practices. The Bridge is an innovative Web portal that combines functionality and flair. Major functions such as group collaboration, a resources library, dynamic internal websites and systemwide communications are all features of the Bridge, with social elements woven throughout the site.

Beginning Monday, Jan. 12, all UF Health faculty and staff computers will default to the Bridge. For UF Health Shands staff, finding the links and applications you’ve been using on the ShandsConnect portal will be easy on this new site.

A full list of applications for clinical, administrative, research and educational activities can be found by clicking “Applications” from the main menu bar. Other department-specific areas, such as UF Health Managed Care, can be quickly accessed by using the search bar at the top right of the Bridge home page.

Directories such as CHRIS — labeled as Shands Phonebook (GNV) — and UF’s directory are found at the top left of the Bridge home page.

Look for detailed instructions and how-to guides in upcoming Shands News articles, as well as live demonstrations throughout the UF Health campus this spring. N&N

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**How do I find…?**

*Here are the top five most-clicked areas on ShandsConnect and instructions for how to find them on the Bridge after the transition to bridge.UFHealth.org in mid-January:*

1. **UF HEALTH SHANDS HUMAN RESOURCES**
   From the home page, hover over “Services” in the main menu bar. A menu will pop up; click “HR Gainesville – Shands.” You’ll be redirected to an intranet page, where you will find employee relations information, forms, policies, employee and manager self-service and more.

2. **UF HEALTH SHANDS PHARMACY SERVICES**
   From the home page, click “Care” in the main menu bar. You’ll be redirected to a full list of resources. Under the “Clinical Care Services” column, click “Pharmacy Services.” You will be redirected to the department’s intranet page.

3. **3. UF HEALTH SHANDS PATIENT AND FAMILY RESOURCES**
   From the home page, hover over “Care” in the main menu bar. A menu will pop up; click “Patient and Family Resources” (the last link under the “Clinical Care Services” column). You’ll be redirected to the department’s intranet page, where you will find content, including policies, utilization management, training and more.

4. **UF HEALTH SHANDS NURSING AND PATIENT SERVICES**
   From the home page, hover over “Care” in the main menu bar. A menu will pop up; click “Nursing” (under the “Clinical Care Services” column). You’ll be redirected to the department’s intranet page, where you will find content, including policies, utilization management, training and more.

5. **UF HEALTH SHANDS SUPPLY CHAIN SERVICES**
   From the home page, hover over “Services” in the main menu bar. A menu will pop up; click “Supply Chain Services” (under the “Services” column). You’ll be redirected to the department’s intranet page, where you will find all the familiar areas from the original portal page: Irene’s Insights, council pages and policies.
Lab Notes: What’s happening at UF Health?
Check out some recent research developments happening at UF Health

- In October, UF announced the formation of the UF Diabetes Institute, a collaboration of dozens of researchers campuswide all focused on forging advances in treatment for a disease that afflicts an estimated 29.1 million Americans and 1 in 10 Floridians. “This comprehensive approach to diabetes prevention and care fits well into our strategic plan for bringing people together across disciplines to make advances in education, research and patient care,” said David S. Guzick, M.D., Ph.D., senior vice president for health affairs at UF and president of UF Health. “The new institute will strengthen our ability to care for patients in our hospital and clinics.” Leaders of the UF Diabetes Institute believe the sum of the resources from across campus and around the state will be greater than its parts. The institute will include nearly 100 faculty members from the colleges of Medicine, Engineering, Public Health and Health Professions, Nursing, and the Institute of Food and Agricultural Sciences.

- UF researchers are using the leaves of plants to study new ways to deliver drugs that treat pulmonary hypertension, a disease with few treatment options, according to a study published online in the September issue of the journal Hypertension. Researchers at UF Health and the University of Pennsylvania have identified hormones that can be used to treat pulmonary hypertension. The twist is the way the hormones are delivered: They are grown in the leaves of plants at a high-tech greenhouse at the University of Pennsylvania. In patients with pulmonary hypertension, the arteries of the lungs become constricted, which forces the heart to work harder to pump blood through the lungs. Over time, the heart’s right chamber becomes enlarged and dysfunctional. Currently, the most successful drugs for the disease cost tens of thousands of dollars. When patients are treated with other medications, they typically see only a slight improvement — about a 10 percent reduction in pulmonary pressure. In this study, rats treated with the plant medicine experienced a 20 percent reduction in pulmonary pressure. After four weeks of using the plant-delivered medication to treat rats with pulmonary hypertension, the researchers found that the medication reduced pulmonary pressure by 32 percent.

- The UF Health Center for Movement Disorders and Neurorestoration has been designated a Tourette Syndrome Association Center of Excellence. To receive the designation, the UF Health center formed a consortium with four other medical centers across the Southeastern United States. The Southeast consortium was one of 10 centers in the United States to receive the designation. The Tourette Syndrome Association formed the program to help establish a standard of care for patients. The association plans to partner with the 10 centers of excellence to set a standard of care, increase access to treatment and accelerate research on Tourette syndrome and other related tic disorders.
Flu season is nothing to sneeze at
Make sure you’re protecting yourself and others

It’s that time of year again — days are short, nights are cold, peppermint lattes are abundant and flu season is underway. Eighty-eight percent of UF Health Shands staff received their flu vaccination by Nov. 15, and those who didn’t are required to follow certain safety measures. If you didn’t get a flu shot before the Nov. 15 deadline, please take note of the following guidelines:

- Individuals who opted out of the flu vaccination are required to wear a surgical or procedure mask in patient areas until March 31.
- It’s not too late to get vaccinated. UF Health Shands Occupational Health Services, located in Room 1004 on the first floor of UF Health Shands Hospital, will continue to provide flu shots until April 30 (the end of flu season) or as long as supplies last.
- Once you get vaccinated, you will be required to wear a mask for two more weeks until the vaccine provides full immunity.
- If you have any influenza symptoms, DO NOT come to work — please stay home.
- All employees with symptoms must remain out of work until symptoms have resolved for at least 24 hours.

You may not return to work until you are cleared by OHS. Call OHS at 352-265-0250 to schedule a “fitness for duty” evaluation.

Help fight the flu! Get vaccinated, practice frequent hand hygiene and cover your cough or sneeze. For more information, visit Flu Central at bridge.UFHealth.org/flu.

Flu symptoms include:

- Fever, usually higher than 100°F (37.8°C)
- Dry cough
- Body and muscle aches
- Runny nose
- Diarrhea and vomiting
- Sore throat
- Tiredness and weakness
EMPLOYEES CELEBRATE DIVERSITY IN THE WORKPLACE

In October, staff at UF Health Shands Rehab Hospital and UF Health Shands Psychiatric Hospital celebrated diversity in the workplace at the Divine Desserts Potluck event. Employees enjoyed food from around the world provided by Morrison's and various ethnic desserts brought in by staff members. They gathered on the hospital patio and listened to live music played by a band made up of hospital employees and shared stories about their individual heritage and global travels.

STAFF PUTS REHAB HOSPITAL IN THE NATIONAL SPOTLIGHT

Throughout October and November, UF Health Shands Rehab Hospital staff members presented on a number of topics at state and national conferences.

Kerry Lenius, CCC-SLP, a speech language pathologist, spoke at the American Speech Language and Hearing Association’s national conference in Orlando about her successes with the hospital’s Aphasia Book Club.

Becky Piazza, OTR/L, clinical coordinator, spoke during two seminars at the Florida Occupational Therapy Association’s annual conference in Ft. Myers. She addressed occupational therapy for patients after stroke and collaborative learning environments for student education.

Lindsey Dahns, M.O.T., OTR/L, an occupational therapist, also spoke at the FOta conference about service-learning as a vehicle for professional development.

Jenny Amsinger, P.T. Mike Chiarelli, P.T. and Piazza shared research findings about clinical education in a rehab setting at the American Physical Therapy Association Educational Leadership Conference in Kansas City, Missouri.

Lana Watson, M.H.S., O.T.R./L., interim director of rehab services, said our staff members have great opportunities to share UF Health’s best practices nationwide when speaking at events like these.

“Any time we can put UF Health Shands Rehab Hospital in the national spotlight, we will,” Watson said. “Our affiliation with an academic medical health center, coupled with the skill and experience of our staff, gives us an advantage over many of the other rehabilitation hospitals in Florida and in the U.S.”
UF HEALTH SHANDS | SERVICE

ONE TRAINING PORTAL, MULTIPLE BENEFITS

It’s official — in the New Year we will have fully transitioned to the mytraining learning portal!

At mytraining.UFHealth.org, UF Health faculty and staff members are experiencing an enhanced learning and training experience. Here are three ways you can benefit from myTraining:

- **UF Health IT Help Desk integration** — HRD and Educational Technologies received training to assist myTraining customers resolve problems as quickly as possible. The Technical Support Center is up to speed on current issues and has been great in resolving many problems immediately — including remotely.

- **FAQ site** — This customer-facing self-help site is live. It contains up-to-date information about technical and training issues.

- **Badge swipe** — A great alternative to using a sign-in sheet, our education and development staff will use myTraining software during in-person training to swipe attendees’ ID badges and quickly capture information as people enter a training room.

Access myTraining at mytraining.UFHealth.org. Instructions and a video tutorial are available on the landing page. Send your feedback to mytraining@health.ufl.edu, or visit help.mytraining.UFHealth.org.

NEW&NEXT

UF HEALTH | GROWTH

CONSTRUCTION UPDATES AT UF HEALTH

Changes are underway at UF Health as construction projects — both indoors and out — pick up speed.

- **Southwest Archer Road south campus expansion:**
  The UF Health Heart & Vascular Hospital and UF Health Neuromedicine Hospital will make their footprint during the holidays as crews prepare the construction site east of the UF Health Shands Cancer Hospital. In December and January, expect to see tree and surface parking lot removal, stormwater drains and pipe installation, and retention pond creation. An official groundbreaking ceremony will be held on Jan. 23.

- **Southwest Archer Road north campus:**
  The UF Health ‘North Campus Main Street’ is receiving a much-needed facelift. Crews will renovate everything from flooring to waiting room chair upholstery in the hallway connecting the College of Dentistry to the Atrium. This project is expected to continue through April. During this time, all services in this area will remain open. Detour signage will be posted directing patients, visitors and staff to their destination.

For the latest construction updates, visit blueprints.UFHealth.org.

BLUEPRINTS for progress

For the latest construction updates, visit blueprints.UFHealth.org.
Blood Bank and transfusion services welcomes new director

The UF Health Shands Blood Bank and UF College of Medicine department of pathology, immunology and laboratory medicine transfusion services recently welcomed J. Peter Pelletier, M.D., as medical director. He joins a team of physicians and staff who provide safe and timely blood products and diagnostic services to patients across UF Health Shands.

Transfusion services supplies several blood products, including packaged red blood cells and plasma. They also freeze certain red blood cells and store them for patients whose blood types are too difficult to match. The department receives blood from LifeSouth Community Blood Centers.

Pelletier, who was previously a medical director for blood donor and transfusion services for the U.S. Air Force, now supervises the quality and efficiency of transfusion procedures at UF Health Shands. He also works with physicians to ensure patients treated with platelets and red blood cells have the best therapeutic results.

What are some of the challenges that come with blood donations? Many of our patients do not cross-match easily to donor blood, so we need a variety of blood types in storage. Different patient groups require certain blood products, such as platelet support for bone marrow transplant patients and cancer patients on high-dose chemotherapy.

How often do shortages occur? Why? LifeSouth Community Blood Centers does a very good job supporting our needs, and the shortages we saw about 15 years ago aren’t as common now. However, out of the eligible donor pool only about 4 percent of the donor population donates. We collect blood from across the nation, but this takes time and may delay important patient care. Therapies can be offered readily with more local donations.

Why is it important for people to donate blood? Blood has a short shelf life, and we need to replenish our stocks regularly. Red blood cells can be stored for 42 days, but platelets can only be stored for five days. Each unit of blood has the ability to help three people. Healthy donors have no upper age limit, so I encourage others to donate and support our patients.

Why did you join the UF Health team and what do you hope to accomplish? I saw the opportunity to teach medical students, residents and fellows and to do research in my field of interest. I like the environment and the welcoming atmosphere. I’m looking forward to doing more clinical teaching and to working with the upgraded blood bank lab information system. I am also becoming more involved in the clinical aspects of transfusion medicine.

For blood donation locations, visit LifeSouth.org. N&N
Newly certified therapist and leader explains pelvic health

Vicki Lukert, P.T., PRPC, recently earned professional certification as a pelvic rehabilitation practitioner. Lukert, a physical therapist at UF Health Rehab Center at Magnolia Parke, was one of the first people to achieve this certification in the U.S. — which covers pelvic health for both genders — since it was introduced. She has been the team leader of the UF Health Pelvic Floor Program since its inception in 2007. She was recently featured in the Herman & Wallace Pelvic Rehabilitation Institute’s Pelvic Rehab Report. The following is an excerpt from her interview.

Visit UFHealth.org/pelvicfloor for more information about UF Health’s Pelvic Floor Program. N&N

Describe your clinical practice.
I lead the UF Health Pelvic Floor Program’s rehabilitation team of seven therapists. We treat pelvic and abdominal conditions in women, men and children.

How did you get involved in the field of pelvic rehabilitation?
When I returned to the full-time workforce at UF Health, I was offered a position to “help” with the pelvic health program. When I found myself in charge of the program, I realized there was so much more for me to learn and I started taking additional course-
The halls are alive with the sound of music
Celebrating the UF Health Shands Hospital Atrium’s 20-year-old piano

Most days, music fills the UF Health Shands Hospital Atrium, emanating from an elegant Young Chang piano. Situated in front of the Arts in Medicine Healing Wall, the piano has been a staple of the hospital, delighting patients, visitors and staff for 20 years.

From time-to-time the woman who hand-picked the beloved piano can be found seated at its bench, smiling at people walking by while her fingers float over the keys.

“I used to count the smiles of people who hear the music,” said Cathy DeWitt, UF Health Shands Arts in Medicine musician-in-residence. “They might be tense and nervous about whatever situation they’re dealing with, but then they see the piano, hear the music and stop and smile.”

DeWitt joined the UF Health Shands AIM program more than two decades ago. AIM focuses on transforming the hospital environment through a variety of visual and performing art disciplines. At the time, there was a music series but no piano.

On the program’s behalf, DeWitt wrote a letter to the Children’s Miracle Network at UF Health Shands Children’s Hospital, asking for a grant to buy a piano. When a check came in the mail, DeWitt headed to a local music store.

“I chose this one because it’s user-friendly and big enough to produce a nice sound, but not so big that it’s overwhelming,” she said.

She was the first pianist to play in the hospital Atrium but soon began gathering other volunteer musicians. Now, there are pianists at the piano almost every afternoon, entertaining patients, visitors and staff with soothing melodies.

Ferol Carytsas, UF Health Shands AIM volunteer coordinator, helps screen volunteers and schedule their performances. Currently, there are six pianists.

“What’s unique about performing in a hospital setting is that it requires heightened awareness and sensitivity of the atmosphere,” Carytsas said. “You can’t just sit at the piano with your head down; you have to be aware of your environment.”

AIM volunteer pianists are encouraged to interact with people around them. After 20 years, DeWitt is an expert at engaging hospital visitors and patients.

“If I see someone really enjoying the music, I’ll smile and ask if they have any favorite songs,” said DeWitt. “If someone brings their little kid, I’ll start playing children’s music.”

The piano has what DeWitt likes to call a ripple effect. Often, in other areas of the hospital, she hears someone whistling or humming a song that was played on the piano hours earlier.

AIM also has a piano in the UF Health Shands Cancer Hospital lobby and schedules musical performances there.

“Music is an amazingly powerful thing,” DeWitt said. “The piano is a welcome distraction for people going through a difficult time.”

To learn more about UF Health Shands Arts in Medicine, visit artsinmedicine.UFHealth.org.
Diversity Ambassadors group helps showcase and celebrate our differences
Making diversity fun and educational at UF Health

With more than 20,000 faculty and staff across our Gainesville and Jacksonville campuses, UF Health is a very diverse organization. Our staff members come from all walks of life and from many different religious, societal, cultural and ethnic backgrounds.

At UF Health we value diversity and our goal is to create an environment that ensures all patients, visitors, employees, volunteers and students are respected and included. We also want to create an environment open and accepting of individual differences, where everyone can maximize their potential. One of the initiatives we have in place to foster this among staff is UF Health’s Diversity Ambassadors group.

The Diversity Ambassadors group meets quarterly to brainstorm ideas, help with the promotion of celebrations, organize events and ensure that UF Health has activities in place to celebrate our diversity throughout the year. The Diversity Ambassadors are coordinated and led by Kristi Gaver, UF Health Shands Employee Relations event planner and project coordinator. They serve on a volunteer basis and come from many corners of the organization.

“The Diversity Ambassadors group meets quarterly to brainstorm ideas, help with the promotion of celebrations, organize events and ensure that UF Health has activities in place to celebrate our diversity throughout the year. The Diversity Ambassadors are coordinated and led by Kristi Gaver, UF Health Shands Employee Relations event planner and project coordinator. They serve on a volunteer basis and come from many corners of the organization. “It is extremely important for staff members to know that UF Health respects all employees’ cultures and backgrounds. Our diversity events are a way of honoring and showcasing our differences,” said Grace Chesser, UF Health Shands Hospital Admissions director. “What is really nice is that our events are held in the main hospital Atrium and employees as well as our patients and visitors enjoy them. We’ve received numerous compliments about how these events show we value our employees.”

Jeff Majewski, R.R.T., a UF Health Shands Hospital Adult Lung Transplant Program clinical coordinator, has been a member of the group for 13 years. He says the diversity events educate staff, visitors and patients on the values and contributions all ethnic groups have had to society and the world. Majewski is part of the committee that organizes the American Indian Heritage Celebration that takes place each November.

“The Ambassadors team reaches out to our multicultural employee population to bring awareness through the different events we promote,” said Pat Hodges, UF Health Shands Hospital Admissions assistant manager. “These events are entertaining as well as educational and they help us to understand the culture or background of so many different groups.”

All diversity initiatives and events can be found on the HR FYI section of the UF Health Bridge, or online at bridge.UFHealth.org/employee-services. Contact UF Health Shands Employee Relations at 352-265-0495 for more information on how to join the Diversity Ambassadors Group.

In February UF Health will celebrate Black History Month.

Our most recent Hispanic Heritage celebration included live music.

Every November UF Health celebrates American Indian heritage.
UF HEALTH | PEOPLE

UF HEALTH EARS TOP HONORS AT AHA HEART WALK EVENT

During September’s annual American Heart Association Heart Walk event, UF Health came in on top again with 942 walkers registered and more than $32,000 raised! AHA is the largest voluntary health organization working to prevent, treat and defeat heart disease, stroke and other cardiovascular diseases. UF Health has received research grant awards in excess of $2.5 million from the AHA. The Heart Walk gives us the opportunity to say thank you and contribute to this generous endeavor. We appreciate your support!

UF HEALTH | PEOPLE

BREAST CANCER AWARENESS MONTH A BIG SUCCESS

Thank you! UF Health was well represented during several October events to celebrate Breast Cancer Awareness Month. Activities kicked off with the Pink Pumpkin Pedal-Off, a charity bike ride hosted by the Collaboration of Scientists for Critical Research in Biomedicine to fund treatment-resistant breast cancer research at the UF Health Cancer Center. Next, Panera went pink to raise money for women’s cancer research at the UF Health Cancer Center and the 14th Annual Breast Cancer Awareness Trailride, hosted by the Levy County Horse Club, raised funds to support UF Health cancer patients. The month wrapped up with the American Cancer Society’s Making Strides Against Breast Cancer walk, and we are very proud of the UF Health walkers who dedicated their time and energy to raising breast cancer awareness. Stay tuned for more information on the fundraising success of these events.
Surgery chair recognizes faculty and staff for impressive outcomes
Quality focus and teamwork earns results

During his annual State of the Department address Kevin Behrns, M.D., UF College of Medicine surgery chair, emphasized how a focus on quality and safety has led to a low and decreasing mortality index among surgical patients and a marked reduction in patient safety indicators. He also noted the department’s growing patient volumes. Together, these increases in quality outcomes and overall business point to an increase in the department’s national profile.

The surgery department’s quality committee meets monthly and includes representatives from each division. They return to their teams and share important information about trends, progress made and changes to be implemented. The committee also issues reports from a number of clinical databases and investigates and creates patient safety reports on specific cases.

Personnel from the department’s outpatient practices, UF Health Surgical Specialists and UF Health Plastic Surgery and Aesthetics Center have also contributed to the department’s quality outcomes. UF Health Physicians surgery clinic manager Tiffany Hendricks, M.B.A., has worked with UF Health Shands clinical staff and UF patient coordinators to distribute post-op patient satisfaction surveys. Survey results shed light on opportunities for improvement in postsurgical care.

“These surveys are a collaboration between clinical staff and our department’s quality leaders to ensure patients are receiving the best care possible after surgery,” she said.

The department has seen significant increases in the number of surgical procedures, office visits and hospital admissions. The surgery faculty have also risen rapidly in rankings for funding, per the National Institutes of Health, from a spot in the mid-30s several years ago to No. 18 in 2014.

Michael Good, M.D., UF College of Medicine dean, attended the presentation. “Listening to Dr. Behrns’ remarks, it was clear to me that the UF department of surgery is rising as one of the preeminent surgical departments in the country,” he said. “My thanks go to each faculty, resident and staff member in the department for their dedicated work and impressive accomplishments.”
For a patient experiencing a heart attack, every second matters. UF Health partnered with North Florida Regional Medical Center to provide funding for an updated electrocardiogram transmission system for Alachua County Fire Rescue. The system supports ACFR’s Emergency Medical Services teams in providing rapid ECG transmission and uninterrupted flow of information between EMS responders and in-hospital medical providers.

The Centers for Medicare and Medicaid Services and The Joint Commission established performance measures related to timely heart attack care. Many core measures relate to the management of heart attacks to include “door-to-balloon time” in patients undergoing treatment for ST-segment elevation myocardial infarction, or STEMI, care in 90 minutes or less.

The new digital system, Rescue Net 12-Lead, allows paramedics operating in the field to transmit ECGs from their location to a secure Web-based system. Within 30 seconds, the system alerts medical providers with an email that contains the ECG, allowing cardiologists to decrease the time between the patient’s “first medical contact” with EMS and STEMI management and treatment.

Providing rapid treatment helps prevent heart damage and decreases mortality caused by STEMI events. Carla Schmidt, B.S.H., CCCP, C.V.T., is the UF Health Chest Pain Center STEMI coordinator. She is confident the new system will provide the necessary support to EMS to improve clinical outcomes and save lives.

Schmidt said, “I am proud to be part of UF Health Shands’ ongoing commitment to our county EMS providers with the support that allows them to provide the best care possible for the citizens of our community.” N&N
UF Health Shands Hospital has scored the highest grade for patient safety for a third consecutive term in a national rating system.

In October, we received an “A” Hospital Safety Score from The Leapfrog Group, a national nonprofit organization that aims to reduce preventable medical errors and reward hospitals that have a proven record of high-quality care.

Of the 2,520 hospitals rated nationwide, approximately 31 percent received an “A.” This number is down by 14 hospitals since the previous report released in April.

An “A” to “D” or “F” grade is assigned based on 28 measures of publicly reported safety data, including hand hygiene, ICU staffing, surgical site infections and more. Data sources include the Agency for Healthcare Research and Quality, the Centers for Disease Control and Prevention, and the Centers for Medicare and Medicaid Services.

All U.S. hospitals that have sufficient publicly available data are graded with some exceptions, including critical access hospitals, specialty hospitals, federal hospitals and hospitals in Maryland and other territories exempt from public reporting to the CMS.

Leapfrog was originally founded by a consortium of employers and private health care experts. Now independently operated, Leapfrog publishes the Hospital Safety Scores twice annually.

For more information about Leapfrog’s Hospital Safety Score, visit hospitalssafetyscore.org.

The UF Health Shands Hospital Food and Nutrition Services team recently celebrated winning the Morrison Healthcare Account of the Year Award. The 163-person team was recognized in the region for their extensive community work, excellent patient satisfaction record and high employee engagement scores.

“The key is that we did all the right things in all the right places,” said Kenneth Arlinghaus, UF Health Shands Food and Nutrition Services senior director. “We do well by the community, love our patients and take pride in the excellent quality of service we provide.”

Pictured (from left) are UF Health Shands Hospital Food and Nutrition Services team members: Thomas Lee, sous chef; Jason Childress, associate director; Kim Rolfs, assistant retail manager; Faye Hunter, patient services; Matt Rolfs, sous chef; Ashley Phillips, catering manager; Keith Jensen, retail manager; Arlinghaus; Lee Marlow, clinical nutrition manager; and Patrick Modriskey, executive chef.
The UF Health Fitness and Wellness Center team can help you meet your health and fitness goals through the holidays and throughout the entire year. Here are six reasons the UF Health Fitness and Wellness Center beats the competition:

* Experienced team
  The facility's friendly staff has more than 30 years of combined experience helping clients of all abilities.

* Friendly atmosphere
  A comfortable and welcoming environment with staff members who create a supportive atmosphere.

* Top-notch cardio and strength equipment
  Including treadmills, elliptical machines and recumbent and upright bikes, each with their own embedded TV and docking station for your phone or iPod, and a free Web-based program to track your progress.

* Personal Training
  One-on-one and group personal training is available to help you meet your specific health goals.

* Medical Fitness program*
  Benefits include:
  • Safe, medically based exercise programs designed to improve strength and fitness
  • Supervised by experienced athletic trainers or exercise physiologist
  • Bridges the return to general wellness after completing a structured rehabilitation program

*Note: A referral from a health care provider is needed to join this program

* General memberships begin at $9.99 per month with no annual contract
  The more you work out, the less you pay. UF Health Shands and UF employees can use payroll deduction to cover membership costs.

General memberships to the UF Health Fitness and Wellness Center are open to everyone — not just UF Health and UF employees or family members — so you can join with your family members and friends.

For more information, visit fitness.UFHealth.org.

Beginning in January:
Turbo Fitness

Turbo Fitness is a 30-minute circuit training class focusing on upper- and lower-body and core exercises. Classes begin promptly at 11 a.m. and run every half-hour through 2 p.m., with a total of six classes each day, Monday-Friday. Class sizes are limited to 10 participants, and online registration is required to guarantee space in a particular class. All Turbo Fitness participants may use any fitness center equipment before or after classes (limited to 11 a.m. to 2 p.m.).

Cost of Turbo Fitness is $35 per month with no contract and no initiation or early termination fees.

Current members love what the UF Health Fitness and Wellness Center has to offer. Here’s what they’re saying:

“Location is convenient: close to work by being on UF Health property.”

“The facility is extremely clean, from the equipment to the locker rooms.”

“The professional, genuine and experienced staff makes it worth your while.”

“Easy parking.”
NOT FEELING WELL AT WORK? DON’T DELAY, BE SEEN TODAY!

The GatorAdvantage NOW clinic, located at UF Health Internal Medicine in the UF Health Medical Plaza, provides faculty and staff with easy access to an on-campus location for same-day appointments. The clinic is designed for employees with medical issues that require attention quickly and can’t wait for a regularly scheduled primary care provider visit.

For more information, visit UFHealth.org/gatoradvantage-now-same-day-clinic. To make a same-day appointment, call 352-265-1NOW (1669).

The clinic treats patients with a wide range of medical concerns, including:

- Coughs, colds and flu
- Sinus infections and allergies
- Ear pain
- Eye infections
- Common skin rashes and infections
- Urinary tract infections
- Minor aches, pains and injuries

I COMPLY! HOLIDAY GIFTS AND DONATION REQUESTS

This holiday season, UF Health Shands Compliance Services made a list and wants you to check it twice when it comes to gifts and donations at UF Health.

UF Health Shands employees are not allowed to accept gifts from vendors with whom they are doing official business. This includes:

- Cookie trays
- Fruit baskets
- Vendor-sponsored lunches or dinners
- Any other gifts — including supply or equipment discounts — unless accounted for contractually
- “Drop and run” gifts — free items vendors drop off to a reception area — should be given to charity

We may not ask vendors to contribute to departmental holiday parties, and we may not ask them to contribute to charities to benefit UF Health Shands. All fundraising requests must be made through the UF Health Office of Development.

Departments may have gift exchanges and fund holiday parties or get-togethers between staff but not vendors. Remember — don’t accept anything from vendors. This is true all year long, but especially around the holidays as vendors offer gifts like fruit baskets, cookies and department and/or unit holiday meal sponsorships more frequently.

Requests for monetary or equipment donations by UF Health received from charities or people in the community should be directed to the UF Health Office of Development, UF Health Shands Supply Chain Services and UF Health Compliance Services.

Please call UF Health Compliance Services at 352-627-9050 with any questions.
UF HEALTH | SERVICE

HERE’S TO YOUR HEALTH

With the New Year upon us, we embrace the promise of a fresh start, a new beginning and perhaps a resolution or two. But let’s be honest, most promises of wellness fall to the wayside at the first glimpse of leftover eggnog or apple pie. So this year, be strategic! Follow these tips to achieve your goals and live a healthier lifestyle.

- **Get specific:**
  Undefined goals are often the reason we fail. “Get healthy” is a great goal but you must first determine what “healthy” means to you.

- **Set yourself up for success:**
  Start with smaller goals. A step-by-step process will keep you motivated and help you reach your end goal.

- **Time’s up:**
  Set a realistic time frame for each of your goals. Think about how long it will take to create positive, lasting changes to your health and wellness.

Let’s go! Use the space below to set your own goals using the tips above.

### Dream Big Goal

*(This is your long-term objective)*

| ____________________________________________ | ______________________ |
| (Completion date) |

### Small Goals

*(These are the steps that will help you attain your “Dream Big Goal”)*

| ____________________________________________ | ______________________ |
| (Completion date) |

| ____________________________________________ | ______________________ |
| (Completion date) |

| ____________________________________________ | ______________________ |
| (Completion date) |

| ____________________________________________ | ______________________ |
| (Completion date) |

Now post this sheet somewhere you will see it every day and get going!

### Need additional support?

Visit the GatorCare Wellness website at GatorCare.org/wellness for a list of helpful resources.
TO DO

UF HEALTH SHANDS | FINANCE

2015 EMPLOYEE CAMPAIGN: RAISING HOPE AT WORK

Will you rise to the challenge?

This year’s Raising Hope at Work campaign provides employees a unique opportunity to lay the foundation of what will be the Southeast’s most advanced heart and vascular and neuromedicine hospitals. You can be one of the first to pledge your commitment to the growth and expansion of our health system!

Construction of these premiere facilities will include nearly 100 surgical care patient rooms and 120 ICU patient rooms — all private to enhance privacy and recovery. The new hospitals will also feature multiple hybrid operating rooms, featuring flexible diagnostic and surgical setups, as well as centralized cardiology, cardiovascular surgery, neurology and neurosurgery offices for pre- and postoperative physician appointments.

The UF Health Heart & Vascular Hospital and UF Health Neumedicine Hospital mark the next chapter of UF Health’s evolution, providing the highest quality of care to Florida and beyond.

Previous employee campaigns have proved what UF Health Shands employees can accomplish when they come together. Teams participating in last year’s Raising Hope at Work campaign surpassed the monetary goal by nearly 150 percent, with a grand total of $150,000. We invite you to make a pledge and help UF Health expand to meet the rising demand for cardiovascular and neurological care. This year, we are also determined to reach our goal of 100 percent participation from all employees.

Be the first to rise to the challenge of building the new heart and vascular and neuromedicine hospitals. Your contribution, at whatever level you choose, is deeply appreciated.

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

UF HEALTH | SERVICE

UF HEALTH PEDIATRICS — CONVENIENT LOCATIONS AND EXPERT CARE

Our pediatric physicians are UF faculty members, certified by the American Board of Pediatrics and expertly trained to provide your children with a full spectrum of services, including well-child visits, sick-child visits, physicals, hearing screenings, vision screenings, immunizations, flu vaccines and disease management for conditions such as asthma or attention deficit hyperactivity disorder.

The UF Health Pediatrics Adolescent and Young Adult Clinic offers adolescent-specific primary care services ideal for children ages 11 to 21. We treat adolescents in an age-appropriate manner by addressing the issues important to them and their parents.

The American Academy of Pediatrics recommends influenza immunizations for all children 6 months of age and older, especially those at high risk for complications. UF Health Pediatrics has the flu vaccine in stock and is ready to protect your family against the flu.

We’ve expanded the hours at each of our three primary care locations to better meet your family’s needs with appointments available from 8 a.m. to 6 p.m. We also offer GatorAdvantage and GatorCare appointments to all UF Health Shands employees, which are available for same-day visits.

Call today to schedule an appointment at one of our three convenient locations below:

- **UF Health Pediatrics**
  Gerold L. Schiebler CMS Center
  1701 SW 16th Ave., Building A
  352-334-0206

- **UF Health Pediatrics**
  Tower Square
  7046 SW Archer Road
  352-733-1770

- **UF Health Pediatrics**
  Magnolia Parke
  4740 NW 39th Place, Suite B
  352-594-7337

UF HEALTH SHANDS | FINANCE

MOONLIGHT & MARTINIS!
CHEERS TO AL’Z PLACE

Join in on an elegant evening event featuring dinner, dancing and a silent auction at Mercedes Benz Dealership, 4000 NE Main St., supporting Al’z Place, a day care center for people with Alzheimer’s disease and memory disorders. Works of art created by Al’z Place participants will be on display for purchase. For more information, please call 352-265-9040 or visit eldercare.UFHealth.org.

ELDERCARE OF ALACHUA | FINANCE

SUNDAY, FEB. 7
7 P.M.

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