

Vol. 12 No. 1 | JULY/AUG 2016

NN

NEWS+NOTES

UF HEALTH SHANDS

PAGE 4: RISING IN THE RANKINGS
Nine children's hospital specialties make U.S. News' Top 50.

PAGE 11: MILESTONE ANNIVERSARIES
Three health colleges celebrate decades of educating tomorrow's caretakers.

PAGE 18: ACTS OF KINDNESS
E.R. team puts Hospitality & Service in action at the bedside.



Protecting tomorrow, today.

Improving our pediatric services and facilities for our patients.

UFHealth
UNIVERSITY OF FLORIDA HEALTH

UF HEALTH | HOSPITALITY+SERVICE

MORE THAN MEETS THE EYE

Sparkling facilities provide gateway to elite care

BY TODD TAYLOR

While giving a tour of the UF Health Shands Children's Hospital recently, I was struck by the improvements we've made in a short period of time.

We approached the children's hospital from the corner of Archer Road and Newell Drive and admired its "storefront," which features a primary-colored façade and a soaring glass-paneled entryway into the Sebastian Ferrero Atrium. The welcome area is striking with its nature-themed art, interactive display, spacious waiting area, colorful flooring and elevators that depict soothing nature scenes. Each element was thoughtfully designed to ease children's anxiety.

As we traveled from floor to floor, the continuity was apparent. The Pediatric E.R. on the first floor, the hematology/oncology units on the fourth floor, and the PICU and Pediatric Cardiac ICU (part of the UF Health Congenital Heart Center) on the 10th floor have all received updates in recent years, and they look the part. On the third floor, the NICU is currently getting its own renovation to transform the space into a more family-focused, comfortable environment.

If you put yourself in the shoes of a pediatric patient — coming from the parking garage, through the Atrium to the floor or floors where he or she receives care — you would probably have a welcoming, cohesive experience navigating through our children's hospital spaces. And that is exactly what our Facilities team is focused on creating.

The visual appeal of our pediatric facilities doesn't end at the children's hospital. In April, the UF Health Children's Surgical Center moved into a brand-new location on Hull Road. In July, we opened a new UF Health Physicians pediatric practice in Tioga Town Center. These facilities share a family-friendly look and feel, bringing further continuity to the patient experience.

As our pediatric facilities continue to improve, so does our pediatric care. In June, U.S. News & World Report's annual Best Children's Hospitals rankings once again placed us among the nation's elite. Nine of our pediatric specialties ranked in the Top 50, the most to date for UF Health and the most in Florida.

It's encouraging to see us continue to improve our pediatric care spaces to meet the needs of our patients, create a family-focused environment and support our outstanding care teams.

Ed Jimenez
UF Health Shands
Chief Executive Officer

Kimberly Rose
Director
Strategic Communications

Todd Taylor
Communications Coordinator
News+Notes Editor

Madelyn Hyder
Creative Services Coordinator
News+Notes Designer

Produced by UF Health
Communications

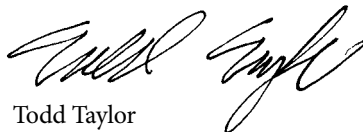
Email taylt@shands.ufl.edu or call
352-265-0373 to contribute to
future issues of News+Notes.

Read News+Notes online at
news-notes.UFHealth.org.

Please put News+Notes back in the
rack! Share it with co-workers
or recycle it when done.



FSC LOGO



Todd Taylor
News+Notes Editor
Communications Coordinator
UF Health Communications

UF HEALTH SHANDS | CARE+QUALITY

Q&A WITH THE CEO – ED JIMENEZ

Curious to know what's on the mind of our UF Health Shands CEO?

We caught up with **Ed Jimenez** and asked him several questions for this edition of News+Notes. See how to submit your question at the bottom of the page!

The UF Health Shands Children's Hospital had several medical specialties ranked among the nation's best by U.S. News & World Report again this year. What makes our pediatric services exceptional?

It always goes back to teamwork. Great doctors, great nurses, great techs and great support staff come together to share expertise and deliver amazing care. The formula isn't that complicated, but executing it is. The U.S. News Best Children's Hospital rankings look at several domains, but at its core it's evaluating how we take care of patients. This list represents the who's who in health care, and I am very proud of our faculty and staff for achieving this recognition.

Is our Hospitality & Service initiative working?

Yes it is. In the past, it might be random if an employee saw a visitor looking lost and asked them, "Can I help you?" Now it's routine. It's almost as night follows day that if someone looks misplaced in our buildings, somebody with a badge will stop to assist them. We receive patient and family letters and visitor feedback that note the warmth and friendliness of our staff. This is just one small example, but I think we've turned the corner on how we make patients and visitors feel, how we treat our teammates and how we respond to our employees' concerns. I encourage all our hospital and core departments to host and attend Hospitality Huddles, where we're reinforcing the standards of behavior and customer-focused service. This is how we make it work.

Was this year's Employee Engagement Survey a success?

Yes! We were looking for two things. First was participation — we wanted the highest number of employees possible to tell us what's on their mind. We also wanted to see that we were making progress with issues identified in last year's survey. We saw both. We had the most surveys taken to date and we saw fewer issues that were



UF Health Shands CEO Ed Jimenez recently visited with UF Health Shands Children's Hospital Pediatric Hematology/Oncology Unit 42 nurses (from left) Brittany Moss, Michelle Blanton, Kaytea Hatfield, Valeria Velazquez, Faith Van Steenbergen, Mariah Bowen, Margaret Marcus and Megan Hodges Caouette.

repetitive. Employees won't take the time to complete a survey if they don't think we're going to look at it and make changes. That's what's most rewarding — our employees know their feedback matters. Now, we're working with managers to review results and address areas for improvement. It's a continuous feedback and improvement cycle to create an even more supportive and rewarding work environment.

Why are our health colleges' anniversary milestones important?

This year we're celebrating the UF colleges of Medicine and Nursing's 60th anniversaries and the UF College of Veterinary Medicine's 40th anniversary. We wouldn't be who we are without the colleges that are part of UF Health, and we wouldn't have the same broad mission to care, teach, discover and serve. Across the U.S. there are only about 145 accredited medical schools and 400 major teaching hospitals and health systems, so we are in rare company. For 60 years we've been committed to taking care of patients, training the next generation and advancing science. That's pretty cool. 🍷

WANT TO SUBMIT A QUESTION?

Email taylt@shands.ufl.edu and we'll consider it for an upcoming edition.

UF HEALTH SHANDS CHILDREN'S HOSPITAL | AWARDS+KUDOS

CHILDREN'S HOSPITAL EARNS TOP RANKINGS

Annual rankings put our children's hospital among nation's best

BY DOUG BENNETT

UF Health Shands Children's Hospital was recognized as one of the nation's best hospitals for children in nine medical specialties, according to U.S. News & World Report Best Children's Hospitals rankings released in June.

UF Health's pediatric programs were the most-recognized in the state, and seven of the nine were the highest-ranked in Florida.

Two UF Health specialties were new to the list this year — neurology and neurosurgery (46th) and urology (40th). They join seven other pediatric specialties that were also ranked last year: diabetes and endocrinology (tied for 18th), cancer (22nd), neonatology (23rd), cardiology and heart surgery (24th), pulmonology (27th), nephrology (tied for 32nd) and gastroenterology and gastrointestinal surgery (40th). Six of the seven departments improved their standings from 2015.

"The improved rankings we have seen in recent years, and especially the breadth of excellence recognized in this year's rankings, reflect our commitment to building a world-class children's hospital at the University of Florida," said **David S. Guzik, M.D., Ph.D.**, UF senior vice president for health affairs and UF Health president. "Under the leadership of **Dr. Scott Rivkees**, we have combined new facilities with extraordinary faculty and staff to provide the best possible patient care experience along with important research breakthroughs and superb hospitality."

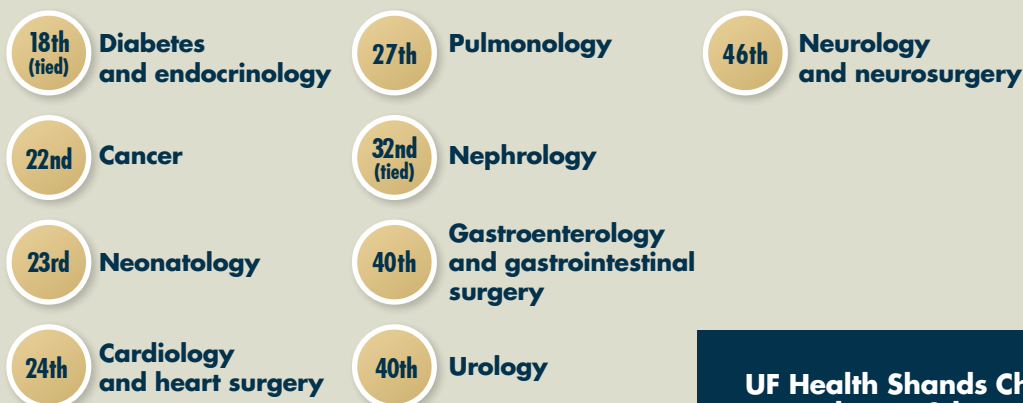
Scott Rivkees, M.D., chair of the UF College of Medicine department of pediatrics and physician-in-chief of the UF Health Shands Children's Hospital, said he was delighted to see the neurology and urology divisions take their place among the nation's elite specialties. U.S. News' Best Children's Hospitals rankings list the top 50 hospitals in each of 10 specialties.

"Our physicians and researchers have focused intently on getting even better at their pediatric specialties," Rivkees said. "These rankings speak to our continued recognition for the excellence of care we provide. We are not only a top-ranked pediatric hospital in Florida, but we are among the top-ranked in the southeastern United States."

In the current rankings, gastroenterology made a significant jump from last year (from 49th to 40th), and neonatology, cardiology and heart surgery and cancer all moved into the top 25.

"These rankings are a result of the dedication and determination among our physicians, nurses and staff," said **Ed Jimenez**, UF Health Shands CEO. "Their pride in their work is one of the many reasons that an increasing number of people choose UF Health Shands Children's Hospital when their child has a challenging illness." ■

NINE SPECIALTIES RANKED



UF Health Shands Children's Hospital earned Top 50 honors in the most specialties to date.

UF HEALTH SHANDS CHILDREN'S HOSPITAL | CARE+QUALITY

PROTECTING TOMORROW, TODAY – MAZZY'S STORY

Patient featured in pediatric ad campaign can continue to “fashion” her future

BY LAUREN GAJDA

Mazzy Jester is your typical 12-year-old. She likes hanging out with friends, being silly with her sister and playing with her dogs. When she grows up, she wants to be a fashion designer. But on Sept. 7 last year, her dreams almost unraveled when she felt a mass on her collarbone.

Mazzy's family quickly scheduled an appointment to see her pediatrician, **Carolyn Carter, M.D.**, a UF College of Medicine clinical associate professor. Concerned, Carter suggested that Mazzy go to the UF Health Shands Pediatric E.R. to be sure everything was OK. What happened next was devastating news for Mazzy and her parents — she was diagnosed with Hodgkin's lymphoma.

“It all happened so fast,” recalled Mazzy's mom, Kym Jester, holding back tears. “Within two hours of getting to the E.R., we were told that our daughter had cancer, and a day later, she was admitted to surgery for a biopsy.”

William Slayton, M.D., UF College of Medicine division chief and program director of pediatric hematology/oncology, worked with his team to create an aggressive treatment plan. That same week, Mazzy started her first of four weekly chemotherapy sessions.

“After the second round, Dr. Slayton delivered some good news,” Jester said. “We were told Mazzy was 72 percent cancer-free and didn't need radiation.”

According to Jester, members of the care team used words like “amazing” and “miraculous” to describe her fight against the disease and her body's response to the chemotherapy. To forego radiation, a cancer patient must be at least 60 percent cancer-free, and Mazzy was well above that benchmark.

“Kids like Mazzy are why I am a pediatric oncology nurse,” said **Natalie Dotson, R.N., B.S.N., CPHON**, a UF Health Shands Children's Hospital Pediatric Hematology/Oncology Unit 42 nurse. “Mazzy's energy was infectious, and she had the ability to take her treatment in stride and remain positive throughout this difficult experience.”

She completed her last round of chemotherapy in late November and by January, she was back at school. Now four months cancer-free, she's not looking back. Mazzy continues to pursue her dream of becoming a fashion designer and creating the life she imagines.


Slayton said, “Mazzy is someone who will make you laugh and smile. It's one of the things that makes our field so rewarding — being able to work with these unique kids and treat them so they can grow up and become great adults.” 



PHOTO BY JESSE S. JONES

AT UF HEALTH, our ultimate goal is for children like Mazzy to live out their dreams. Visit UFHealth.org/peds to read more patient stories and learn how we protect tomorrow, today.

UF HEALTH SHANDS CHILDREN'S HOSPITAL | CARE+QUALITY

SMALL PATIENTS, BIG MEDICAL NEEDS

NICU team provides lifeline for some of our most vulnerable patients

BY LAUREN GAJDA • PHOTOS BY MINDY MILLER

For more than 50 years, the UF Health Shands Children's Hospital Neonatal ICU team has cared for our tiniest patients. Our neonatal teams have the ability to treat the most complex cases. On average, we treat more than 800 babies each year in our NICUs. This includes 500 babies born here with another 300 transferred from other facilities. These patients can't make it on their own yet: Many are born prematurely and need breathing assistance, while others are born with major birth defects that require surgery. No matter the challenge, our NICU care teams work around the clock to give these babies the best chance for survival. +

Here's a look at a baby's NICU journey after arriving from our Labor and Delivery Unit

Many of our NICU patients are transferred following birth in our Labor and Delivery Unit due to prematurity or other complex conditions. When a baby is transferred from another facility to receive our expert care, they are taken directly to our NICU. Our faculty and staff quickly establish a connection with each baby's family. Parents play a critical role, spending countless hours at their baby's bedside through the duration of the stay. During that time, the care team works closely with them to provide support and education. Here's what happens when babies are cared for by our NICU team.



Laura Welz, R.N.



Andrew Jaudon, R.R.T.

DID YOU KNOW?

- The NICU is expanding to meet the needs of infants requiring complex care.
- In January, renovations began to expand the NICU on the third floor of the UF Health Shands Children's Hospital. Phase 1 of the expansion will have NICU III patients moving into the new space by fall 2016, followed by NICU II patients moving in by spring 2017. Learn more at blueprints.UFHealth.org.

NURSES PROVIDE IV NUTRIENTS

Some babies can't eat right away and need to get their nutrition by IV until their stomachs can process food.

RESPIRATORY CARE PROVIDED

Underdeveloped lungs can cause breathing problems for premature babies. Respiratory therapists use special neonatal equipment to help babies get the oxygen they need.



1 **BABY ARRIVES AT NICU**

If a baby is born prematurely or has a complex medical condition, he or she will be taken to our NICU for evaluation by our neonatal expert physicians, nurses, respiratory therapists and team members.



Stacey Still, R.N.

2 **NURSES MONITOR VITALS**

Nurses consistently monitor vital signs to ensure the baby is stable. If any vital signs become abnormal, an alarm will sound to alert the NICU staff. Neonatal physicians are present 24/7 for immediate assessment.



3 **MEDICAL TEAM ROUNDS**

A team of attending physicians, fellows, residents and nurses assess the baby at the bedside at least twice a day to evaluate treatment and document each patient's progress.



Majken Hoh, O.T.

6 **SPECIALISTS PROVIDE THERAPY**

Occupational and physical therapists help the baby with movement, feeding and other developmental challenges. They also teach parents how to perform therapy at home.



7 **BABY "GRADUATES" TO NEXT LEVEL OF CARE**

Once the baby is stable, he or she "graduates" to a step-down, less-intensive level of NICU care.



Melissa Decker, R.N.

8 **NURSES TEACH PARENTS SKILLS SO BABY CAN GO HOME**

Prior to discharge, the NICU team teaches the baby's caretakers about diapering, feeding and administering medications. On the day of discharge, the baby must have stable vital signs and a car seat that meets safety regulations.

UF HEALTH SHANDS CHILDREN'S HOSPITAL | CARE+QUALITY

PEDIATRIC ICU TEAM EARNS GOLD BEACON AWARD

Third UF Health Shands unit earns gold-level award

BY DOUG BENNETT



The UF Health Shands Children's Hospital Pediatric ICU nursing team recently earned a gold Beacon Award for Excellence.

The UF Health Shands Children's Hospital Pediatric ICU nursing team recently earned a gold-level Beacon Award for Excellence from the American Association of Critical-Care Nurses. A Beacon Award is a three-year designation recognizing nursing units that meet stringent criteria consistent with other well-respected honors.

"The nursing profession holds the Beacon Award among the most respected and celebrated awards for exceptional patient care," said **Irene Alexaitis, D.N.P., R.N., NEA-BC**, UF Health Shands Hospital chief nursing officer and Nursing and Patient Services vice president. "We're proud of the Pediatric ICU nursing staff for earning top-level gold recognition. It reflects their focus on quality outcomes, the highest standards of nursing practice and their shared commitment to serve young patients and families."

The award also identifies healthy work environments that recognize unit caregivers who successfully improve patient outcomes and align practices with AACN guidelines. Winning teams meet criteria for leadership structures and systems; appropriate staffing and staff engagement; effective communication, knowledge management, learning and development; and evidence-based practices and processes.

"The lay public doesn't always understand why we choose to work with sick children. They perceive it to be hard, sad or tragic," **Missy Reynolds, M.S.N., R.N., NE-BC**, said UF Health Shands Children's Hospital Pediatric ICU nurse manager. "While that is true at times, we understand that even though it is physically and emotionally taxing, the work is also filled with wonder, innocence and possibility. The gold Beacon Award is a marvelous affirmation of the

PICU team's commitment to make a difference in the lives of our patients and their families."

UF Health Shands Hospital currently has five additional nursing units with active Beacon Awards for Excellence: the Cardiac ICU (gold), the Trauma/Lung Transplant Unit (gold), the Medical ICU (silver), the Neuro ICU (silver) and the Post-Anesthesia Care Unit (bronze).

"The foundation of UF Health Shands Children's Hospital is based on the quality, compassionate care we provide for our patients and families. Meeting the designated standards set for the gold Beacon Award is what the PICU team does on a daily basis," said **Dave Hudson, M.S.N., R.N., NEA-BC**, UF Health Shands Hospital Nursing and Patient Services associate vice president. "We are fortunate to have such a dedicated team."

UF Health Shands CEO **Ed Jimenez** said, "The news of this award follows our recent celebrations for National Nurses Week, and it reinforces the high caliber of our skilled and experienced nursing staff. Our nurses continually receive national recognition for exceptional clinical results. The care and attention they provide every day is at the heart of our patients' experience." ■

UF HEALTH PHYSICIANS | GROWTH+EXPANSION

UF HEALTH PEDIATRICS - TIOGA IS NOW OPEN



➤ With the opening of our newest pediatric practice, UF Health Pediatrics at Tioga, in early July, we now have four UF Health Physicians medical practices designated solely for pediatrics. The grand opening of this new pediatric practice in Tioga Town Center brings with it the expertise of four providers who are all UF faculty members, certified by the American Board of Pediatrics and expertly trained to provide children with a full spectrum of services.

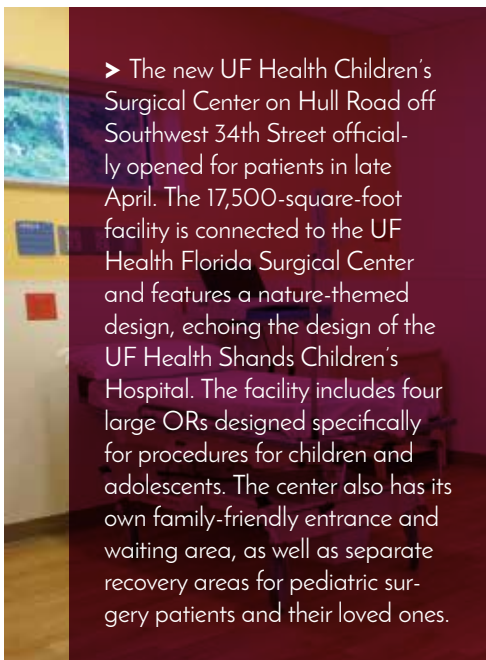
UF Health Pediatrics at Tioga is open 8 a.m. to 6 p.m. Monday through Friday, and offers the following services:

- Well-child visits
- Sick visits
- School and sports physicals
- Adolescent care
- Newborn care
- Attention-deficit hyperactivity disorder management
- Dermatology
- Pediatric allergic conditions
- Breastfeeding medicine
- Immunizations
- Care coordination

Visit UFHealth.org/peds-tioga for more information.

UF HEALTH | GROWTH+EXPANSION

CHILDREN'S SURGICAL SERVICES BEGIN AT NEW LOCATION



➤ The new UF Health Children's Surgical Center on Hull Road off Southwest 34th Street officially opened for patients in late April. The 17,500-square-foot facility is connected to the UF Health Florida Surgical Center and features a nature-themed design, echoing the design of the UF Health Shands Children's Hospital. The facility includes four large ORs designed specifically for procedures for children and adolescents. The center also has its own family-friendly entrance and waiting area, as well as separate recovery areas for pediatric surgery patients and their loved ones.



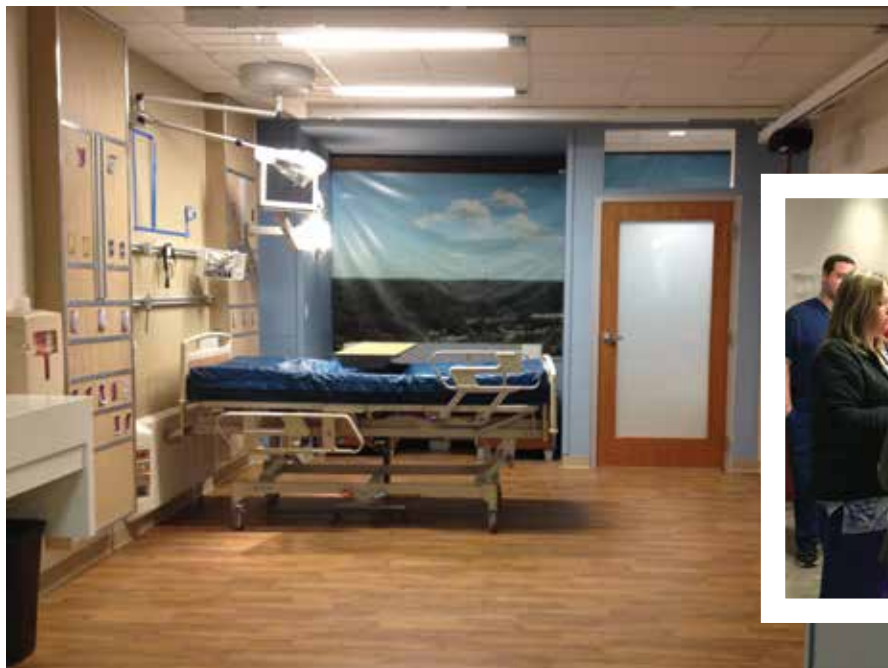
Learn more about these projects and find up-to-date construction and renovation information about others at blueprints.UFHealth.org.

UF HEALTH | CARE+QUALITY

SHAPING OUR IDEAL PATIENT AND STAFF EXPERIENCE

Patient room models give a glimpse into our new hospitals

BY LAURA CASTRO



(Below) Staff walked through an early version of a model patient room. They provided crucial input about the care space. (Left) Over time, the rooms transformed as our architect teams incorporated feedback and revised designs.



In a corrugated metal warehouse a few blocks south of Archer Road are two spaces set up to mirror real patient rooms. Built by UF Health Shands Facilities teams with input from staff and external architects, the spaces helped shape the design of patient rooms in the UF Health Heart & Vascular Hospital and UF Health Neuromedicine Hospital.

The mock patient rooms are fully equipped with lighting, beds, flooring, monitors and other equipment. Faculty and staff walked through the spaces, tested the layout and provided feedback before the team finalized room plans in our new hospitals.

The priority was to craft an innovative care space for employees and help provide the ideal patient experience.

“It’s easier to see things when you’re actually in the rooms,” said **Colleen Warring**, the

UF Health Shands Operations Planning and Analysis project manager who helped coordinate the process. “We constantly tested out ideas and physically changed the space to be sure everything made sense for the people who will be in them on a daily basis.”

More than 100 staff members from Nursing, Operations, Infection Control, Environmental Services and other departments toured the rooms. Every aspect was scrutinized — from color palette, to light fixtures and even the location of electrical outlets — to ensure the optimal experience for patients, staff and visitors.

“Being directly involved was a priority for our team because we were able to give insight about the patient experience and what families and visitors really appreciate,” said **Richard Reed, R.N.**, UF Health Shands Hospital Neuro ICU Unit 82 nurse manager.

“We were very thoughtful in looking at features like patient and visitor flow and how staff will move in and out of rooms.”

Over time, the rooms slowly transformed as the team incorporated feedback and changed elements. The flooring is sturdy enough to endure the constant scuffle of shoes and to bear the weight of heavy, life-saving equipment, yet it looks like material found in a new home. The décor is soothing but can be easily cleaned. The couch can transform into a comfortable bed for family members.

Warring said, “So many people from different fields and unique backgrounds saw these rooms. We all came together to develop the best layout and solutions to enhance patient and family-centered care.”

UF HEALTH | EDUCATION+SCHOLARSHIP

HEALTH COLLEGES CELEBRATE MAJOR MILESTONES

UF colleges of Medicine, Nursing and Veterinary Medicine commemorate anniversaries

BY SARAH CAREY, KAREN DOOLEY AND TRACY WRIGHT

Three of our UF Health Science Center colleges are celebrating major anniversaries this year — the UF College of Medicine and UF College of Nursing each turn 60, and the UF College of Veterinary Medicine turns 40.

The UF College of Medicine will mark the milestone in September with an anniversary gala and a national dean's panel, hosting three U.S. medical school deans to lead a public discussion about the future of American medical education.


"The UF College of Medicine takes great pride in its rich history and vast contributions to the science of medicine and the art of medical education," said **Michael Good, M.D.**, UF College of Medicine dean. "This anniversary allows us to reminisce about the past while looking forward to the role the UF College of Medicine will continue to play in the future of our students, the accomplishments of our faculty and the lives of the patients we serve."

The College of Nursing began its celebrations in February with the biennial Dorothy M. Smith Nursing Leadership Conference, featuring prominent speakers.

"We are honored to celebrate our college's significant achievements over the past 60 years but also look forward to the bright future ahead of us made possible by those we have followed," said **Anna McDaniel, R.N. Ph.D.**, UF College of Nursing dean. "I am proud to say we embrace our motto to 'care, lead and inspire' in everything we do."

Commemorating its 40th anniversary, the UF College of Veterinary Medicine kicked off celebrations in January with two events — one for faculty, staff and students, and another for alumni during a reception held at the North American Veterinary Conference in Orlando.

Celebrations for all three colleges will continue throughout 2016 to acknowledge the years of education provided to outstanding students who have made their impact felt across the globe.

James Lloyd, D.V.M., Ph.D., UF College of Veterinary Medicine dean, said, "Such an occasion gives us cause to stop and reflect on both who we are and what we have done — the difference we have made in the world, and the impacts we anticipate from these graduates." 

"We are honored to celebrate our college's significant achievements over the past 60 years but also look forward to the bright future ahead of us made possible by those we have followed."

ANNA MCDANIEL, R.N., PH.D.
UF COLLEGE OF NURSING DEAN



(From bottom left, clockwise)
James Lloyd, D.V.M., Ph.D.;
Michael Good, M.D.; and Anna
McDaniel, R.N., Ph.D.

UF HEALTH SHANDS | CARE+QUALITY

UF HEALTH SHANDS CLINICAL LABORATORY SERVICES

A behind-the-scenes look at a vital team

BY JACKY SCOTT • PHOTOS BY TODD TAYLOR

Many patients will never encounter a member of the UF Health Shands Clinical Laboratory Services team, but their work plays a pivotal role in patient care.

“The laboratory operates behind the scenes; however, we know our work directly contributes to the high level of quality care our patients receive here at UF Health,” said **Mary Reeves**, UF Health Shands Clinical Laboratory Services director.

The team of more than 250 employees performs about 28,400 tests a day — that’s 10.4 million tests a year — and works throughout our hospitals and practices.

“The speed and impact of these results serve as reminders to our team members that they are an integral part of patient care,” Reeves said.

The following departments and laboratories are some of the key players responsible for the team’s commitment to providing outstanding patient care. >>>>>>



(From top left, clockwise) Cynthia Ancrum, phlebotomist; Maribel Vargas, medical technician; and Elizabeth Woody, lead medical technician; are members of the UF Health Shands Clinical Laboratory team, which provides services throughout our hospitals and practices.

CLINICAL LABORATORY SUPPORT CENTER

For the patient, the Clinical Laboratory Support Center is the face of the Clinical Laboratory Services team. Skilled phlebotomists collect blood from inpatients and outpatients ranging in age from newborns to seniors. The team's customer service representatives are readily available to support our patients.

POINT OF CARE

Compared with laboratories of the past, today's are quick. The Point of Care department's testing enables treatment decisions to be made in near real time — sometimes to save a life, but more often to improve the flow of patient care, resulting in faster discharges and better patient outcomes. Team members provide bedside test results throughout our hospitals and practices.

CORE LABORATORY AND SATELLITE LABORATORIES

Located in UF Health Shands Hospital, the Core Laboratory is the team's main engine. This lab's staff processes thousands of test results daily, including results for our most complex cases.

In addition to the Core Laboratory, there are two satellite laboratories — the Cancer Center Laboratory, which provides services for UF Health Medical Oncology at the Davis Cancer Pavilion, and the STAT Laboratory, which provides arterial blood gas, whole blood electrolyte and thromboelastographic testing.

If our laboratories can't provide the onsite testing needed, the Specimen Send Out team can quickly route the samples to specialty testing laboratories.

ANATOMIC PATHOLOGY

The definitive diagnosis of cancer, infections, malfunctioning organs and even cause of death typically requires a pathologist to examine meticulously prepared slides under a microscope. The department's diverse staff transforms tissues or vials of fluid into slides for diagnosis, teaching or even research resulting in cures, and is made up of the Cytology, Histology, Surgical Pathology and Autopsy teams.

HEMATOPATHOLOGY

Leukemia and other serious blood disorders are diagnosed by staff working in this highly specialized laboratory.

Information from instrumentation, molecular testing and cytogenetics enable pathologists to provide in-depth diagnoses, including information on the stage of a disease and the patient's response to treatment.

TRANSPLANT – HUMAN LEUKOCYTE ANTIGEN

Our transplant teams rely on the expertise of technologists and pathologists in the Transplant Laboratory to help decide whether an organ or tissue is compatible with the patient, often with the transplant team standing by for results.

MICROBIOLOGY/VIROLOGY

Technologists in this laboratory are the team's true detectives. Molecular diagnostics can directly reveal pathogens, like viruses. Many other organisms, such as bacteria or parasites, must be grown or diagnosed microscopically. Technologists work to reveal the specific organism, and, if applicable, the antibiotics needed for treatment.

BLOOD BANK

This department's mission is to provide lifesaving blood products. Because most surgical procedures require blood, technologists must perform extensive testing to complete a safe transfusion with compatible blood products. ■

RECENT IMPROVEMENTS

- Beaker, the new laboratory information system module in EPIC, fully integrates patient laboratory results into our electronic medical records system. This improvement is scheduled to go live this fall.
- A satellite laboratory for the Adult Bone Marrow Transplant Program in the UF Health Shands Cancer Hospital is scheduled for completion in mid-July.
- The extensive third-floor Core Lab renovation and automation is scheduled for completion in spring 2017. Visit blueprints.UFHealth.org for more information.

UF HEALTH SHANDS | CARE+QUALITY

BECOME A QUALITY CHAMPION

Safety coach program rolls out to clinical departments

BY LAURA CASTRO



The road to high reliability — exceptional consistency in accomplishing safety goals and avoiding errors — is paved, in part, by safety coaches.

Safety coaches are designated clinical care staff who actively engage their peers in quality and safety initiatives. This can range from reminding colleagues to wash their hands before interacting with a patient to assisting with process-improvement tools like the online patient safety reporting system.

After a successful trial run at the UF Health Shands Psychiatric Hospital, the UF Health Sebastian Ferrero Office of Clinical Quality and Patient Safety team is rolling out the program to other clinical departments at UF Health Shands.

“Our goal is to involve frontline employees so that safety and quality concerns are not reserved just for the quality department,” said **Brad Green**, a Clinical Risk Management coordinator. “We’re equipping staff with the tools and resources they need to identify and report risks, make improvements and advance safety initiatives on a daily basis.”

The Quality department is looking for employees who are experts in their field, respected by their peers, have leadership abilities and are interested in quality and safety initiatives. Safety coaches will receive training in patient safety reporting; TeamStepps, a curriculum that improves teamwork and enhances patient safety; Just Culture, a training method used when responding to errors; and other quality and safety improvement tools.

“High reliability embodies the idea that we’re all supposed to be coaching and committed to speaking up when we see something unsafe,” said **Sue Keating**, Clinical Risk Management director. “We’re working on developing a culture where staff constantly look for, report and get involved in fixing faulty systems.”

Becoming a highly reliable organization necessitates a culture change. Join the journey — email Keating at whitsu@shands.ufl.edu to start your safety coach training. **+**

CHARACTERISTICS OF HIGH RELIABILITY:

- **Consistent reporting about unsafe conditions**
- **Constant focus on eliminating mistakes**
- **Systemwide commitment to patient safety and high-quality care**
- **Hardwired behaviors that reduce system failures and prevent harm**

UF HEALTH | RESEARCH+DISCOVERY


LAB NOTES

Check out recent research developments at UF Health



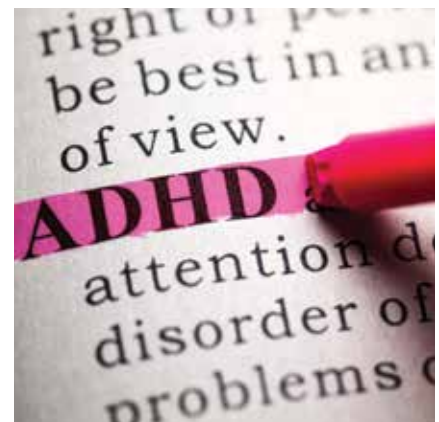
CONCUSSION?

DON'T DELAY – REPORT IT RIGHT AWAY!

Athletes who wait to report a concussion may experience longer recovery times, say UF researchers. They found that college players who delayed treatment or removal from play missed an average of five more days of play than athletes who immediately reported concussion symptoms. The study appeared in the April issue of the *Journal of Athletic Training*. The findings suggest that athletes who don't receive immediate treatment for concussion risk further insult to the brain and may take longer to recover, said **Breton Asken**, the study's lead author and a UF College of Public Health and Health Professions doctoral student with a neuropsychology track. While other studies have described a "window of vulnerability" in animals immediately after brain injury, the UF study is one of the first to examine how it may translate to humans. 

A BIGGER "OUCH" AS YOU AGE

When older relatives complain about their pains, show a little empathy: New research suggests as we age, we may all become more sensitive to pain. A small, preliminary UF Health study has suggested for the first time that inflammation may occur more quickly and at a higher magnitude and stick around longer when older adults experience pain versus when younger adults experience pain.



SUICIDE RISK NOT FOUND

For more than a decade, a black box warning from the Food and Drug Administration has accompanied the attention-deficit hyperactivity disorder, or ADHD, drug atomoxetine, cautioning users of an increased risk of suicidal thoughts. But UF College of Pharmacy researchers evaluated a half million children with ADHD in 26 states for four years. They found no evidence that children taking atomoxetine were at increased risk of suicide or suicide attempts.

UF HEALTH SHANDS | AWARDS+KUDOS

UF HEALTH SHANDS HOSPITAL LISTED AMONG TOP 100 IN U.S.

➤ UF Health Shands Hospital has been named one of the 100 great hospitals in America by Becker's Hospital Review, which publishes business and legal information for health care industry leaders.

"Having a place among America's top hospitals reaffirms what we already know: Our dedication to delivering the best medical care and patient experience is a team effort," said **Ed Jimenez**, UF Health Shands CEO. "This recognition is shared by the thousands of UF Health Shands employees who strive for excellence."

According to Becker's, UF Health Shands Hospital made the list for its many strengths, including a strong history of medical innovation, providing high-quality

care, leading clinical advancement with forward-thinking research and maintaining an irreplaceable spot in the community.

In March, UF Health Shands Hospital was also recognized by Becker's as one of the nation's 150 great places to work in health care.

David S. Guzick, M.D., Ph.D., UF senior vice president for health affairs and UF Health president, said, "Everyone at UF Health Shands Hospital can be extremely proud of yet another recognition of our commitment to providing the highest quality of patient care. This is an honor that is a direct result of the care and effort that our many employees demonstrate every day on the job."



To read UF Health's latest news announcements, visit the Bridge and "FYI: Announcements — In The News" on the homepage.



Leadership Status Updates (bottom left) and Empathy Corner stories (top) are two of the most popular sections on the Bridge.

UF HEALTH | POLICIES+GUIDELINES

BUILDING THE BRIDGE TO BETTER COMMUNICATION

➤ Since the Bridge launched in January 2015, it has garnered more than 17 million page views from faculty, staff and students. It serves as a hub for news, announcements, insights and activities across UF Health. Positive feedback and helpful comments flooded in when it launched, which encouraged a few changes. Here's a recap of our most popular sections and recent updates!

Empathy Corner

This section features stories about faculty, staff, students and patients that warm the heart and focus on what's important: our people. Stories are now posted twice a week! Keep an eye out for new content on Monday and Thursday mornings.

Leadership Status Updates

What's on our leaders' minds? Find out in the section directly under the

Events Calendar. They're sharing quick updates with the latest news about what's happening at UF Health, including comments on critical announcements, events and staff recognition.

Leaders Online

For more in-depth thoughts from our executives, scroll down to the Leaders Online section to find their first-person columns and video messages. Connect with leaders by leaving a reply at the bottom of the posts. New to this section is a video series by **Randy Harmatz, M.B.A.**, UF Health Shands chief quality officer. Look for her recent posts to learn about our culture of safety and how we can better serve our patients.

UF HEALTH | POLICIES+GUIDELINES

STAY INFORMED DURING HOSPITAL EMERGENCIES

➤ The UF Alert System recently expanded to better communicate emergency notifications to our UF Health faculty and staff. This will ensure a more consistent approach to keeping us well-informed during potential crises that impact our clinical programs and facilities.

A critical step is for faculty and staff at UF Health Shands, UF Health Physicians and the UF College of Medicine who have a role responding to mass-casualty and other big emergencies to sign up to receive "UF Alert - Shands" emergency updates. Thank you.



UF STAFF:

- Go to my.ufl.edu.
- Click the "Access myUFL" button and sign in.
- Select "Main Menu."
- Under the "My Account" menu, click "Update Emergency Contact."
- Scroll down to the bottom of the page and select the correct UF Alert preference.

UF HEALTH SHANDS STAFF:

- Go to the Bridge home page and hover over "Employee Services" in the main menu bar.
- Click "Employee and Manager Self Service."
- Sign in and select "Main Menu" and "Self Service."
- Under the "Personal Information" menu, click "Office Location Details."
- Scroll down to the bottom of the page and select the correct UF Alert preference.

Please go online and check preferences to opt in or out of key groups at my.ufl.edu.

UF HEALTH | POLICIES+GUIDELINES

UF HEALTH ID BADGES LAUNCH THIS FALL FOR STAFF IN KEY AREAS

➤ This fall, faculty and staff in some key areas of the organization will be asked to adopt new UF Health ID badges. They will serve as our public-facing introduction to patients and visitors – and each other.

A new, larger "overlay" badge will fit over current UF Health Shands ID badges or UF Gator1 ID cards, which will continue to serve as smart cards that can be swiped (for clocking in and out, building access and financial transactions).

The new IDs will display our unified brand name – UF Health – and will help clearly identify each person by his or her name and role. Guidelines for certifications and credentials will help keep the display streamlined and simple to understand.

Our goal is to improve the experience for our patients and visitors and help us present ourselves in a more consistent and clear way. The IDs will also reflect that we're all part of the UF Health family. This is an exciting endeavor, now that

we have rebranded to UF Health, have introduced new wayfinding and signage on our main campus and have been reinforcing behaviors from our Hospitality & Service initiative.

Phase 1 will focus on employees at UF Health Shands and UF Health Physicians, including the UF College of Medicine.

This spring and summer we focused on providing opportunities for team members to have new photos taken, and we are looking forward to distributing new badges this fall.

For more details about badges and distribution, please visit the UF Health Shands HR site on the Bridge under "Employee Services" and "HR Gainesville – Shands" or visit bridge.UFHealth.org/shands-hr.

UF HEALTH | HOSPITALITY+SERVICE

NOT-SO-RANDOM ACTS OF KINDNESS: E.R. TEAM PRACTICES COMPASSION

Two stories exemplify Hospitality & Service approach to care

BY KIM ROSE



PHOTO BY TODD TAYLOR

(From left) Amanda Gonzalez, R.N., B.S.N., CCRN, float nurse; Liam Holtzman, D.O., FACEP, UF College of Medicine emergency medicine attending physician; Jillianne Grayson, M.D., UF College of Medicine neurology resident; and Sarah Graham, M.D., UF College of Medicine emergency medicine resident, worked together to provide compassionate end-of-life care for a patient in the UF Health Shands E.R.

“**R**andom happiness.”

This was the subject line of an email written by **Sarah Graham, M.D.**, a UF College of Medicine emergency medicine resident. She was so moved by events in the UF Health Shands E.R. that she wrote to **Thomas Payton, M.D., M.B.A., FACEP**, UF Health Shands Hospital vice chair of clinical operations and UF Health Shands E.R. medical director. Graham was eager to share how the E.R. team pulled together in separate scenarios to care for two patients as they would their own family members.

First, Graham shared a story about the E.R. team making sure a patient’s dog was cared for during its owner’s health crisis. The patient had suffered a heart attack while driving and had to pull over, leaving his vehicle at the side of the road. When he arrived in our E.R., he told the care team he was worried about his dog, which had been left in the vehicle.

Diana Mora, M.D., a UF College of Medicine emergency medicine resident, and **John David Boyd, B.S.N., R.N.**, an E.R. nurse, took action. Boyd walked down the road to the patient’s vehicle and

“These acts, most often done quietly and without fanfare, are simply inspiring, and help all of us to stay focused on our real purpose.”

THOMAS PAYTON, M.D., M.B.A., FACEP

UF HEALTH SHANDS HOSPITAL VICE CHAIR OF CLINICAL OPERATIONS

AND UF HEALTH SHANDS E.R. MEDICAL DIRECTOR

retrieved the animal and its bed. Mora cared for the dog and even looked after the pet at her home while their patient recovered at UF Health Shands Hospital.

That same week, the E.R. team cared for a dying patient who was without loved ones present. Graham described the patient as “a precious elderly lady” and explained how **Jillianne Grayson, M.D.**, a UF College of Medicine neurology resident, stayed with the patient while the team decided how to manage her care. Grayson communicated with the patient’s family by phone.

The entire team, including **Liam Holtzman, D.O., FACEP**, a UF College of Medicine emergency medicine attending physician, made every effort to ensure the patient’s dignity.


The woman’s relatives asked the team to have a chaplain read the patient her last rites. Concerned the chaplain could not get there in time, two E.R. nurses — **Dana Wilkerson, M.S.N., R.N.**, and **Charity Hallahan, R.N.** — stepped in to fulfill the request and read last rites. Meanwhile, **Amanda Gonzalez, R.N.**, a float nurse newly assigned to the E.R., stayed with the patient and even played

1950s music from her phone for the patient through her final hours.

“Amanda felt that if the patient could hear it, she would be reminded of when she was young,” Graham said. “I felt like everyone involved in the care treated the patient with so much respect and I am humbled by their compassion.”

Ending her email, Graham said, “These things have made me so proud to work here!”

In response, Payton emailed back, “Your email absolutely made my whole day, if not the whole year. Your observations of the incredible acts of kindness and compassion that take place in our chaotic world remind all of us why we come to work, and also remind us that our daily challenges and frustrations can melt away so quickly when stories like these occur.”

He added, “These acts, most often done quietly and without fanfare, are simply inspiring, and help all of us to stay focused on our real purpose. Thank you for taking the time to recognize your friends and colleagues, and for your empathy and kindness that you also display every day. I appreciate you.” 

We love sharing stories that demonstrate how our physicians, nurses, residents, clinical and non-clinical staff and volunteers go above and beyond to provide outstanding quality care and compassionate, hospitable service. Read more on the Bridge: Visit the home page “Empathy Corner” section and the “Hospitality & Service” site, located under “Employee Services.”

UF HEALTH | CARE+QUALITY

ONE STEP AT A TIME

Employee brings wellness initiative to the bedside

BY JACKY SCOTT • PHOTO BY TODD TAYLOR

Angela Norris, a former patient in the UF Health Shands Hospital Brain Stimulation Unit, has a new outlook on life thanks to **Mia Holland, R.T.**, a UF Health Shands Hospital recreational therapist and GatorCare Wellness Partner.

It all started with a pedometer.

“Walking makes me feel like I have a purpose,” Norris said. “It makes me feel like I can try new things.”

Holland and her teammates were participating in the Spring Walking Challenge, put on by the UF-UF Health Wellness Committee and GatorCare, and encouraged their patients to join in. Taking part in the challenge had an immediate impact on Norris.

“When I woke up in the morning, I didn’t dread getting up and moving,” Norris said. “Once my feet hit the ground, the steps started.”

During the first week of the monthlong challenge, Norris’ goal was to achieve at least 2,000 steps. By the second week, she boosted her weekly goal to 10,000 steps. Norris was the only person on the unit, staff or patient, to become a Work Week Warrior — someone who achieved at least 10,000 steps Monday through Friday.

Holland encouraged everyone on the unit to join in. Participants reported their steps to her, and she displayed the results on the unit’s bulletin boards. She also provided inspirational tips on how to achieve 10,000 steps and information about the health benefits of walking.

“I encourage everybody on the unit to get up and move every hour on the hour because walking has many benefits,” Holland said. “It improves your mood and increases concentration, energy, confidence, strength and endurance. One of my favorite quotes is: ‘Wake up with determination and go to bed with satisfaction.’”

Visit GatorCare.org to learn more about our wellness initiatives and read October’s edition of News+Notes, which will highlight the results of our Annual Wellness Event.

Morgan Papworth, a GatorCare wellness coordinator, said, “What Mia did was fantastic. She told me that her patients were doing so much better and that the walking seemed to really have an impact on them.” ■

(Left) Mia Holland, R.T., a UF Health recreational therapist and GatorCare Wellness partner, shows patient Maxine Donovan how to use a pedometer.

164
Teams

1,450+
Employees

198,183
Miles walked

828
Work Week Warriors

**Spring Walking
Challenge
by the numbers**



UF HEALTH SHANDS REHAB HOSPITAL | HOSPITALITY+SERVICE

A WELCOMING TOUCH

Teams collaborate to make a lasting first impression on patients

BY AILEEN MACK



Yadira DeJesus, a UF Health Shands Environmental Services team member, displays a welcome basket with a towel design developed by her department.

When patients enter their room at UF Health Shands Rehab Hospital, they are greeted with a personalized welcome, thanks to a collaborative initiative developed by the rehab and UF Health Shands Environmental Services teams.

In each room is a basket that includes many essentials you might expect to be available in a hotel room — soap, comb, toothbrush, toothpaste and washcloths and towels designed by the Environmental Services team.

“This collaboration adds a simple touch to the room, yet it goes such a long way for our patients,” said **Melissa Mariano**, UF Health Shands Rehab Hospital Environmental Services assistant director.

“It is great to see all of the Environmental Services staff put their own touches to the baskets by getting creative with the towel and washcloth design. We are happy to help out the rehab team!”

In addition to providing a lasting first impression for patients, the welcome baskets have supported staff productivity. In the past, rehab team members spent time tracking down the items now included in the basket during a patient’s stay. Often, patients would end up with duplicate items.

“This gesture from the Environmental Services staff makes each patient feel welcomed and gives them a sense of belonging when they first arrive here,” said **Rachel Boeche, M.O.T., OTR/L**,

a UF Health Shands Rehab Hospital occupational therapist. “Our jobs are made so much easier when we are no longer hunting down supplies during our first meeting with our patients.”

For patients at the rehab hospital, there is no time to waste. As soon as a patient is admitted, the care team works quickly to assess therapy needs, devise treatment plans and assist in practicing life skills.


Rebecca Piazza, M.S., OTR/L, UF Health Shands Rehab Hospital occupational therapy clinical coordinator, said, “It’s been a timesaver for direct patient care and a more efficient use of hospital resources. Occupational therapists are able to spend all their time in the room at the bedside with the patient, doing what they do best.” 



PHOTO BY JESSE S. JONES

UF HEALTH SHANDS | CARE+QUALITY

NURSES HONORED DURING WEEKLONG CELEBRATION

➤ This year, National Nurses Week began with a proclamation by new city of Gainesville Mayor Lauren Poe on May 6 in the UF Health Shands Hospital Atrium. Additionally, more than 100 of our nurses were recognized during the annual Nightingale Award Ceremony, celebrating excellence in nursing. Of our 2,900 UF Health Shands nurses, more than half hold a bachelor's or higher degree in nursing; about 600 are senior nurses who have worked here for more than 15 years; and approximately 780 are certified nurses (158 were newly certified in 2015).

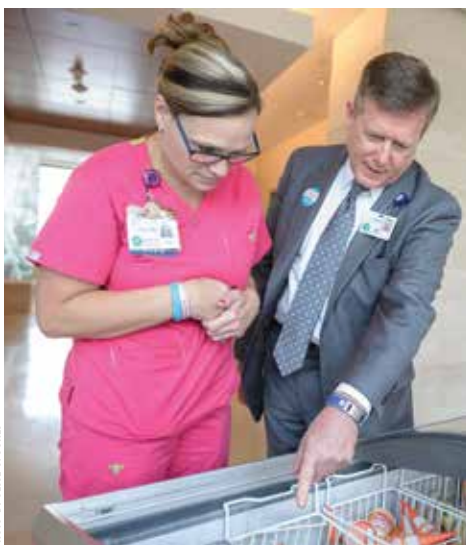


PHOTO BY JESSE S. JONES

UF HEALTH | EVENTS+ACTIVITIES

THANK YOU FOR CELEBRATING NATIONAL HOSPITAL WEEK WITH US!

➤ During National Hospital Week, May 8-14, our leaders served food, snacks and desserts at locations across UF Health to thank our doctors, nurses, staff and volunteers for the positive impact you have on our patients each day. This year, we unveiled three new events – Lunch with Leaders, Evening Meals to Go with Leaders and Midnight Snacks. We also included new photo booth displays at several events. We served more than 3,000 lunches, 800 evening meals, 1,000 midnight snack packs, 4,000 cookies for outpatient facilities and satellite locations and 5,800 ice cream and fruit bars. Thank you for all that you do for our organization, and we look forward to celebrating you again soon!

Jim Kelly, UF Health Shands senior vice president and chief financial officer, showed Stacie Lea Branam, R.N., a UF Health Shands E.R. nurse, ice cream and fruit bar options during National Hospital Week.

UF HEALTH | CARE+QUALITY

YOU HOLD THE POWER

Blood donation is vital for those suffering from sickle cell disease

BY NACUYA LEWIS



Vandy Black, M.D., M.S., FAAP

“It’s a relatively easy and painless way for you to have a role in life-changing therapy. All it takes is a little time and quick needle stick,” said **Vandy Black, M.D., M.S., FAAP**, UF Health Shands Children’s Hospital Pediatric Sickle Cell Program director and a UF College of Medicine clinical assistant professor.

Through blood transfusions, patients suffering from SCD are able to receive healthy blood cells to replace their sickle-shaped


Pain, joint swelling, fatigue and acute chest syndrome are a daily occurrence for thousands of people in the U.S. suffering from sickle cell disease, or SCD. The disease transforms the shape of red blood cells, which can lead to multiple blood transfusions.

Blood donations offer vital support for those battling this life-threatening disease.

cells. The new round red blood cells move easily throughout the body, resulting in better blood flow and less swelling.

As the sole blood supplier for the Gainesville area, LifeSouth Community Blood Center is in constant need of donations to aid our patients and community. On average, LifeSouth’s North Florida locations receive about 60,000 donations a year. Each donation can provide up to three blood products — red blood cells, plasma and platelets — and has the potential to save three lives. Last fiscal year, more than 65,600 blood products were transfused at our hospitals and practices alone.

“Nationally, one in seven patients entering a hospital will need blood,” said Laura Bialeck, LifeSouth district community development coordinator. “Trauma patients, transplant recipients and cancer patients often need blood just to make it another day. Hospital workers can see the impact blood donations make and have the opportunity to improve the odds that blood will be there when it’s most needed.”

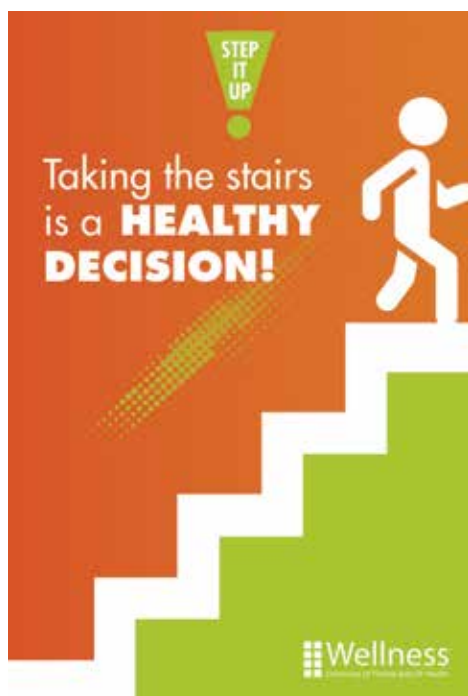
No matter our role at UF Health, we each have what it takes to save a life. For more information on blood donation and area blood drives, visit lifesouth.org. 



Only about 4 in 100 people donate blood regularly — donate today!

Throughout July and August, LifeSouth will host blood drives at UF Health Shands Hospital in the west entrance hallway. Free T-Shirts, snacks and beverages are provided while supplies last. For dates and times, visit the events calendar on the Bridge.

TO DO



UF HEALTH | EVENTS+ACTIVITIES

STEP IT UP – TAKE THE STAIRS!

With the popularity of fitness activity trackers rising, many employees are searching for new ways to “get their steps in” during the day. The UF-UF Health Wellness Committee and GatorCare offer a solution with the new Step it Up employee fitness initiative. It encourages faculty and staff to take the stairs, which reduces congestion in the elevators that our patients and families use, and promotes exercise.

In May, the pilot project launched in a UF Health Shands Hospital stairwell located near the Atrium elevators (color-coded orange in our new wayfinding system). You’ll find a Step it Up decal outside each stairwell door and each flight of stairs features a colorful sign with encouraging messages, such as “Taking the stairs is a healthy decision!” Many employees exercise outside work, but using the stairs is a great way to get fit in between meetings or during breaks.

To learn more about Step it Up and other wellness initiatives, visit GatorCare.org/wellness.



UF HEALTH | FINANCE+FUNDRAISING

DEFINE THE FUTURE OF HEALTH CARE

The annual Raising Hope at Work fundraiser continues for UF Health Shands and UF College of Medicine faculty and staff. Need more information about the campaign? Here’s a checklist of resources.

- Talk to your department or unit’s Team Champion. (View the list of champions at giving.UFHealth.org/team-champions.) He or she can share the details of the campaign and the two areas of focus: The UF Health Heart & Vascular Hospital and UF Health Neuromedicine Hospital or the George T. Harrell, M.D., Medical Education Building.
- Check out the “Your Impact Through the Years” section of the website, found at giving.UFHealth.org/RHAWimpact. Employees have made a significant impact through Raising Hope at Work, raising more than \$2.2 million in support of UF Health since 2009.
- Visit giving.UFHealth.org/RHAWgivetoday to view the different ways to give to the campaign. You can make a one-time gift via cash, check or credit card or a recurring payroll deduction gift in an amount you choose.

All of this information can be found at RaisingHopeAtWork.org. Contact the UF Health Office of Development at 352-265-7237 or RaisingHopeatWork@med.ufl.edu with any questions.