



UF HEALTH SHANDS EMPLOYEE NEWSLETTER

VOL. 9 NO. 15 | NOVEMBER 2014

# NEWS & NOTES

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# NEWS&NOTES

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issues of News&Notes.

*This month's cover features U.S. Armed Forces veterans Chris Drum, UF Health Business Development ShandsCair regional manager, and Kathryn Hitchcock, M.D., Ph.D., UF College of Medicine radiation oncology resident.*

Visit [news-notes.UFHealth.org](http://news-notes.UFHealth.org) to view online.

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



## November — a month of many celebrations

For many of us November is synonymous with carving turkeys and enjoying time with family. But, before we feast on Nov. 27, we should pause and give thanks to those who protect our freedom and make Thanksgiving possible. Veterans Day is Nov. 11 and it should not be overlooked.

In Gainesville, there is no shortage of military heroes to thank whether they are co-workers, family members or patients at one of our facilities or the Malcom Randall Veterans Affairs Medical Center.

We all get bogged down with our day-to-day responsibilities and it's sometimes hard to see beyond our own backyard, but it's important that we recognize the sacrifices that have been made and continue to be made each day by the brave members of the U.S. Armed Forces.

In this issue, we celebrate two U.S. Armed Forces veterans who are now our UF Health colleagues. Please read about them and how their military experiences have helped shape their outlooks and perspectives on Pages 4-5 of this newsletter.

In this edition of News&Notes you will also read about many new happenings here at UF Health, including the opening of the UF Diabetes Institute, the Allergy, Asthma, Sinus and Immunology Program, and the announcement of a new hospital that will break ground next year.

Speaking of new, UF Health has unveiled several new resources on the Internet, including a News&Notes website at [news-notes.UFHealth.org](http://news-notes.UFHealth.org). There you can read online content, share articles via email and social media, view additional photos, access archives and more. And not to worry, if you enjoy reading print publications, the print version will still be distributed at its regular locations.

I wish you all a great month filled with family, friends, food and, if you're like me, lots of football.

To our veterans, thank you for your bravery and sacrifice ... we salute you.

Todd Taylor  
News&Notes Editor  
UF Health Communications

## Transformation is all around at UF Health and YOU make it happen

Whether it's the new children's hospital entrance and lobby, or the land-clearing work that will make way for our new hospital tower for neuromedicine and heart and vascular services, there is visible transformation in progress at UF Health.

These are steps we're taking to develop physical resources that match the strengths and talents of our doctors, nurses and staff. The visible transformation of our buildings and campuses generates confidence in UF Health among those we serve — patients, families and referring physicians across the Southeast.

Meanwhile, it's the daily clinical care you provide that truly transforms lives.

A dramatic example is how our team transformed a 16-year-old Sanford girl's experience. Last year, **Mark Bleiweis, M.D.**, cardiothoracic surgeon and UF Health Congenital Heart Center director, implanted a portable, total artificial heart in our patient Lexi Henderson. This spring, after spending 332 days at UF Health Shands Children's Hospital, Lexi was the youngest patient discharged from a hospital with this device, and the first patient in Florida to receive it while waiting for a donor organ. She later received her new heart and now she's 17 and back in Sanford, with a new lease on life.

I recently participated in a tour of our Pediatric Cardiac ICU with some wonderful donors from Dairy Queen. We met another young patient who had a portable Berlin Heart artificial heart-lung pumping device. Soon after our visit, I learned she received a heart transplant.

Perhaps because I have three kids, these stories touched me very deeply. I keep thinking of these families whose lives have been transformed thanks to you.

So, as our hospitals and physician practices are the outward-facing symbols of UF Health that represent to the public the world-class expertise at UF Health, within our walls you are making the magic happen.

Each day you come to work, you can impact someone's life. Every one of you plays a part. The valet team member who helps patients out of their cars and safely into the hospital. The E.R. teams caring for worried families.



During a recent visit to the kitchen, Jimenez visited with Jerry Taylor Lewis, a UF Health Shands Hospital Food and Nutrition Services department cook.

A nurse administering chemotherapy or dialysis to patients. The ShandsCair team rushing to the scene of an accident. An employee walking down the hall who stops to help a visitor in distress. The ElderCare staff helping area seniors with basic resources and social services, and the volunteers who pick up and deliver hot meals to seniors' homes.

At any time, you can walk into any one of our facilities and witness a transformational moment. We sometimes forget to celebrate the miracles around us. Don't underestimate that we are all saving lives at UF Health.

My call to action: Please take a moment to step back and remind yourself how special UF Health is and how special you are. You may never know how many people's lives you have touched. You're making a difference.

Sincerely,

*Edward Jimenez*

Ed Jimenez  
Interim CEO  
UF Health Shands

On Nov. 11, Veterans Day, we celebrate the brave men and women who are serving or have served in the U.S. Armed Forces. UF Health is honored to have many veterans in our workforce and in this edition of News&Notes we share the stories of two veterans we are proud to call our colleagues.

UF HEALTH | PEOPLE

## Celebrating America's brave men and women

Catch up with two colleagues who have served our country



**CHRIS DRUM**

ShandsCair regional manager  
UF Health Business Development

Chris Drum joined the UF Health Business Development team in March as the ShandsCair regional manager. He visits and builds relationships with every hospital, EMS and fire service that sends patients to UF Health Shands facilities. Drum's experience in the U.S. Armed Forces helped him leverage his skills into a successful career in emergency medicine.

Drum joined the U.S. Armed Forces in 1995, when he was 25. A friend in the National Guard dared him and Drum went to a recruiter's office and signed up. It took his family and friends by surprise and some thought he was too old to join.

Drum enlisted as a 91 Bravo Army Combat Medic-Airborne. After basic training — where he was affectionately called “grand-pa” by other privates — he went on to combat medic training and airborne school. Later he was sent to Bayne-Jones Army Community Hospital in Ft. Polk, Louisiana, for three years. There he learned to handle every position in the emergency room, from logging patients in admissions to providing direct patient care.

After his experience in the U.S. Army, Drum went on to Santa Fe College's Paramedic Program. Prior to joining UF Health,

he worked for three different rural emergency services, two hospitals and a trauma center, in jobs ranging from flight medic to EMS director for an entire county.

“The Army helped me in many ways. I learned so much working with talented doctors, nurses, paramedics and other combat medics,” Drum said. “They taught me that you never know it all and a patient is someone's brother, mother or child ... and not a number. Our patients deserve our humility.”



**KATHRYN HITCHCOCK, M.D., PH.D.**

Resident physician  
UF College of Medicine radiation oncology

Kathryn Hitchcock, M.D., Ph.D., moved to Gainesville two years ago when she was selected to join the UF College of Medicine's Radiation Oncology Physician Resident Program, considered one of the premier programs in the nation. Previously, she proudly served her country and was one of the first female officers on the deck of a nuclear aircraft carrier.

It was during her time at the University of Wyoming that Hitchcock decided to join the U.S. Armed Forces to make a contribution to our country and save money for medical school. She graduated in 1996 with a bachelor



of science degree in chemical engineering and joined the U.S. Navy. Hitchcock was one of the first women recruited to the United States Naval Nuclear Propulsion Program. She describes the program's basic training as the intellectual equivalent of the Navy Seals BUD/S training and studied in the program for two years before heading out to sea.

At that time, U.S. Congress had recently opened the ships to women and she was sent to the USS Enterprise, the world's first nuclear-powered aircraft carrier. She worked exclusively in the reactor plants for a year, but was then sent to the ship's bridge to learn to drive the 93,000-ton ship.

"Apparently I had a flair for ship driving and spent more time on the bridge than doing nuclear work," said Hitchcock. "During my time driving the ship, I crossed the Suez Canal four times and went to Iraq multiple times."

After coming back for shore duty, she taught at the U.S. Naval Academy in Annapolis, Maryland for four years. She taught navigation and also strategy and tactics and was in charge of the academy's largest summer training program.

She went on to get her masters of mechanical engineering from the University of Maryland and then a medical degree and doctorate degree in biomedical engineering from the University of Cincinnati.

"Being in the Navy was great preparation for what I do now as a physician," said Hitchcock. "I learned to make decisions when others put their lives in my hands and to translate technical treatment to those with no technical training — two things that I do every day with my patients." **N&N**

## Board approves funding for new hospital

Specialty hospital will focus on neuromedicine and heart and vascular services



With Southwest Archer Road on the right, this illustration shows the new specialty hospital (center) that will house towers for neuromedicine and heart and vascular services.

**In September**, the UF Health Shands board of directors approved funding for the construction of a new specialty hospital that will house towers for neuromedicine and heart and vascular services. UF Health officials said the new hospital will accommodate anticipated growth in these areas, as well as continued growth in our main hospitals.

“We are grateful to the board for supporting this effort to expand our medical services for patients who entrust us with their care,” said **David S. Guzick, M.D., Ph.D.**, senior vice president for health affairs at UF and president of UF Health. “The new hospital will establish the highest standard for heart, vascular and neurological care anywhere in the Southeast.”

The plan for the new hospital is part of the long-term strategic plan for UF Health, “Forward Together.” The addition

of the hospital will address growing patient needs in two key medical fields. The building costs will amount to \$415 million.

The new specialty hospital will be located on Archer Road just east of the UF Health Shands Cancer Hospital, and will feature 216 beds, including 120 ICU beds and 20 state-of-the-art operating rooms. There will also be a parking garage with 600 spaces to accommodate patients and families. The neuromedicine and cardiovascular teams in the new facility will provide care to patients with neurologic, neurosurgical, heart or vascular conditions.

Work will begin this month to prepare the site for construction. Construction will begin in early 2015, and will be completed in late 2017 or early 2018. Officials anticipate the tower opening for patients in the spring of 2018. **N&N**

*“We are grateful to the board for supporting this effort to expand our medical services for patients who entrust us with their care.”*

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

## Hospitality and Service training is coming your way!

Let's model and practice new behaviors

**Hospitality and Service** Standards of Behavior training has rolled out to hundreds of UF Health managers and directors, and now we're asking everyone to get involved. If you work for UF Health Shands, UF Health Physicians or the UF College of Medicine — it's your turn!

Leaders who completed the class responded with a flood of positive feedback. Now you can learn about the Hospitality and Service culture we're striving to make consistent across UF Health. It starts with clearly outlined behaviors. They are derived from our best practices and melded with lessons learned over the years. When we demonstrate these shared principles and behaviors, we will improve our already excellent environment of care and contribute to the positive experience of our patients and visitors — and each other.

To sign up, visit myTraining at [mytraining.UFHealth.org](http://mytraining.UFHealth.org) and choose your three-hour Hospitality and Service session from a list of dates and times. Check with your supervisor to discuss expectations and determine the best time to attend. You will learn specific behaviors and guidelines based on four categories: hospitality, professionalism and responsibility, teamwork and communication.

You will decide how to apply the Standards of Behavior to your position at UF Health with a Personal Commitment Action Plan and develop individual goals for each category. Group activities will spur discussion about your personal experiences and observations. You'll use a detailed workbook to help you consider how you can apply the behaviors to handle difficult situations and resolutions.

At the end of the class, please take the pledge to apply the standards and ensure the best possible environment of care for our patients. Bring the signed pledge form back to your supervisor to review your personal goals and action plan.

We encourage you to take the principles you learn to heart and integrate them into your day-to-day activities at work.

Every interaction we have at work can make a positive difference in someone's experience. Help us support our patients, visitors and each other by building a culture of Hospitality and Service at UF Health! **N&N**



To sign up, visit myTraining at [mytraining.UFHealth.org](http://mytraining.UFHealth.org) and choose your three-hour Hospitality and Service session from a list of dates and times.

# Measuring our patients' experience

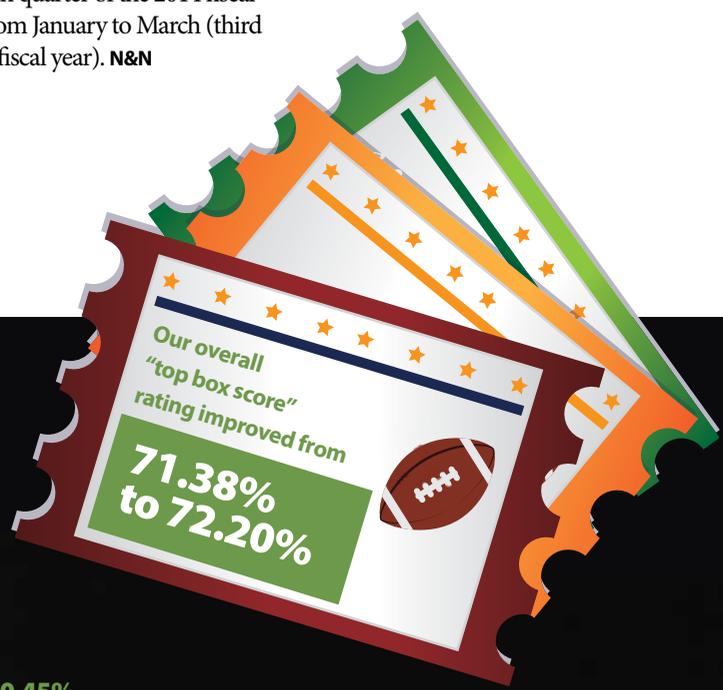
Patient satisfaction survey shows we're improving

The HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) survey is the national standardized, publicly reported survey of inpatients' perspectives of their hospital care. From January through June this year, we were rated by 1,982 patients who received care at UF Health Shands hospitals or outpatient programs.

We survey 75 percent of all adult patients discharged from the hospital who are sent home. A single encounter — meaning an experience with anyone providing care or service at UF Health — can make a difference in a patient giving us an average or above average rating. By keeping our focus on reaching the

goal line we can ensure every patient receives excellent care and service at UF Health. In addition to providing quality medical care, the hospitable and welcoming service we offer will help us reach consistently excellent ratings.

The following numbers reflect the change in how often patients selected the most positive survey response, comparing results from April to June this year (fourth quarter of the 2014 fiscal year) with results from January to March (third quarter of the 2014 fiscal year). **N&N**



## Winning outcomes

Here's where we've improved:

Responsiveness of hospital staff: **↑2.04%**

Communication with nurses: **↑1.69%**

Pain management: **↑0.35%**

Communication about medications: **↑ 2.93%**

Discharge information: **↑ 0.45%**

Cleanliness of hospital environment: **↑ 2.14%**



## Needs improvement

Here's where we've fumbled:

Communication with doctors: **↓ 0.29%**

Willingness to recommend: **↓ 1.14%**

Quietness of hospital environment: **↓ 3.38%**



UF HEALTH SHANDS CHILDREN'S HOSPITAL | SERVICE

## Classic barbershop quartet performs for young cancer patients

UF faculty and staff sing in the hospital



(From left) Dave Jacobs, Andy Hunn, Richard Condit, Ph.D., and Bill Slayton, M.D., performed for pediatric patients during a recent Barbergators performance at UF Health Shands Children's Hospital.

A **pitch pipe** whistles a resolute note, a subtle glance is shared and suddenly voices swell in collective harmony. With swinging arms and smiling faces, the Barbergators begin their performance at UF Health Shands Children's Hospital.

Consisting of several UF Health faculty and staff members, the Barbergators are a local a cappella group that sings barbershop quartet-style music. The group performs four times a year for young patients and their families at monthly ice cream socials, held in the children's hospital's Unit 44 Playroom.

"Just having the classic barbershop sound is something different and fun for the patients," said **Dave Jacobs**, director of the Barbergators and UF College of Medicine pediatrics Ped-I-Care data manager. "Singing helps break the monotony of their days in the hospital."

The group's repertoire for the children usually includes upbeat songs like "Zip-a-Dee Doo-Dah," "Hello Mary Lou" and "Walkin' My Baby Back Home."

Patients who are unable to join the festivi-

ties often receive a special Barbergators performance in their rooms. Barbergator member **Bill Slayton, M.D.**, UF College of Medicine pediatric hematology and oncology division chief and program director, said he often sings for his own patients.

"They get to see another side of me that's not all business," said Slayton, the baritone of the group. "It makes my working relationships better and they love the music."

The quartet also includes lead vocalist **Andy Hunn**, a UF College of Medicine department of pediatrics senior computer specialist, and bass vocalist **Richard Condit, Ph.D.**, a UF College of Medicine department of molecular genetics and microbiology professor. Although the Barbergators typically have 25-30 members, only four singers entertain at the ice cream socials.

"Personally, I like getting to talk to the patients," Jacobs said. "When our music makes them smile, it just makes you feel good."

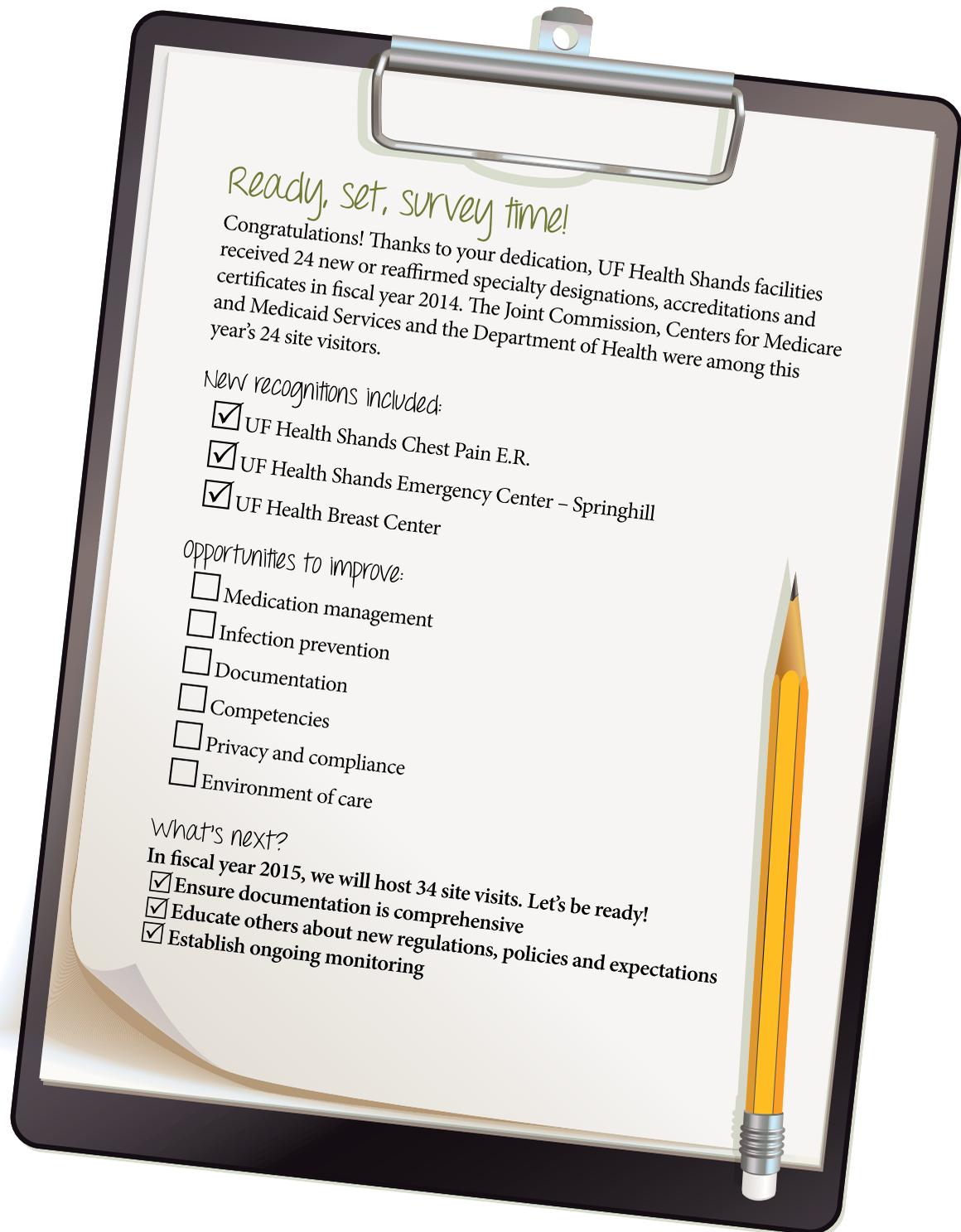
Visit [www.barbergators.com](http://www.barbergators.com) for more information. **N&N**

## With 34 site visits on the horizon, help us be ready!

A review of 2014's survey results and a look at what's to come

**Being evaluated** isn't always easy, but in the world of health care it's essential. When the effectiveness, safety and security of our hospitals and programs are assessed, we have the opportunity to advance our world-class environment of care and give our patients the best experience possible. Annually, UF Health Shands undergoes quality and compliance checks from a variety of on-site visitors. These visits provide us a holistic view of our many accomplishments as well as the areas we can get even better. We're proud of our achievements, and this pride spurs us to continually improve.

"This year's accomplishments reflect a tremendous effort from all UF Health faculty and staff," said **Deborah Robins**, UF Health Quality and Patient Safety accreditation and regulatory compliance manager. "If we strive each and every day to put our patients first, we can continue to reach new heights." **N&N**



## Pancreatic cancer ... know the symptoms and act quickly



**November** is Pancreatic Cancer Awareness Month and the statistics are grim. Pancreatic cancer is the fourth leading cause of cancer deaths in the U.S., and is expected to be the second leading cause of cancer deaths by 2030. This year, it is estimated that more than 46,000 Americans will be diagnosed with pancreatic cancer and more than 90 percent will die, primarily because most cases are diagnosed at an advanced stage after the cancer has spread.

The UF Health Gastrointestinal Cancer Program team specializes in treating pancreatic and other gastrointestinal cancers. While there are no widely available screening tests to detect pancreatic cancer early, they emphasize that there are signs and symptoms that could lead to early detection IF you are paying attention.

“Surgical removal of pancreatic cancer is the only known treatment which can provide a cure, yet a study published in the *Annals of Surgery* found that nearly 40 percent of patients with operable pancreatic cancer weren’t offered surgery by their doctors,” said **Thomas George Jr., M.D.**, UF Health Gastrointestinal Cancer Program director, and a UF College of Medicine associate professor in the division of hematology and oncology. “This was attributed to a ‘nihilistic attitude’ and ingrained belief many physicians and patients hold that pancreatic cancer is an automatically terminal diagnosis. That is simply not the case for a significant number of our patients.”

George said not to ignore what your body is telling you. Talk to your doctor if you experience any of these symptoms. There may be other explanations, but better safe than sorry. If you or someone you care about receives a diagnosis of pancreatic cancer, get a second opinion here at UF Health, which offers rapid access to the latest drug treatments through clinical trials and expert surgeons who specialize in pancreatic cancer, offering highly specialized procedures such as the laparoscopic Whipple.

For more information visit [UFHealth.org/pancreatic-cancer](http://UFHealth.org/pancreatic-cancer). **N&N**

### SIGNS & SYMPTOMS

- ❶ Many people with pancreatic cancer experience changes in taste — including feeling disgusted by previously favored foods and beverages — as early as two or three years before diagnosis.
- ❷ Another symptom is yellowed skin and sclera, or the whites of the eye. A backup of bilirubin, a digestive juice produced in the liver, is called jaundice and is caused by the pancreatic tumor blocking the bile duct.
- ❸ Unbearable skin itchiness, including on the palms of the hands and soles of the feet, is a little known but common symptom of pancreatic cancer.
- ❹ Sluggishness and loss of energy is a symptom of pancreatic cancer that many people ignore, perhaps attributing it to getting older or stress at work. Don’t just cope with feeling very tired, especially if you have other symptoms — see your doctor.
- ❺ The sudden onset of diabetes (or instability of blood sugar without another cause in a known diabetic) can be an indication that the pancreas is in trouble. Insulin, a hormone that regulates blood sugar, is produced in the pancreas and a growing tumor will disrupt insulin production.
- ❻ Dark, Coca-Cola colored urine and smelly, light-colored, floating stools are a side effect of jaundice and could be a symptom of pancreatic cancer.
- ❼ Sudden weight loss is another symptom. Let’s face it, we’d probably all love to lose a few pounds, but if you’re experiencing unexplained and sudden weight loss you may have pancreatic cancer. Don’t ignore it.

# Nov. 15: Surgical masks required for those without flu vaccination

UF Health staff and providers without a flu sticker must wear a mask in patient areas

**By now**, you've probably heard about UF Health's new flu vaccination policies that will require faculty and staff to wear a mask in patient care areas if they haven't received their vaccination by Nov. 15. But if you haven't, we've got you covered.

## WHO?

The policies pertain to the following individuals who provide service in UF Health Shands, UF College of Medicine, UF Health Physicians and UF College of Dentistry facilities and programs:

- UF Health Science Center college and institute physicians, residents and clinical providers
- UF Health Shands employees
- UF Health Physicians employees
- Credentialed medical staff and allied health staff
- Students
- Trainees
- Volunteers

## WHAT?

The policies require the staff listed above who do not receive their flu vaccination by Nov. 15 to complete an opt-out process and wear a mask if they are within 6 feet of patients in certain clinical areas.

## WHEN?

Masks must be worn beginning Nov. 15 through March 31 for the employees previously listed who did not receive their flu vaccination.

## WHERE?

Masks will be required in the following areas:

- Admissions and registration areas
- Examination and procedure rooms
- Inpatient units
- Open care areas such as holding/waiting areas and post-anesthesia care units
- Patient waiting areas
- Outpatient practices
- Off-site home care settings

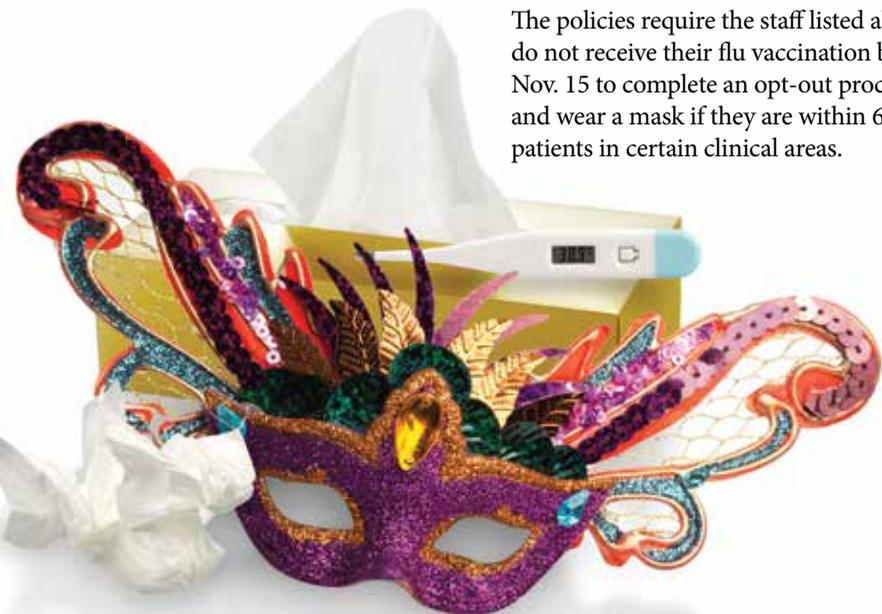
## WHY?

Health care workers infected with influenza have been the cause of outbreaks of the disease in hospitals, clinics and nursing homes. We have a responsibility to protect our patients, visitors and each other by making sure we are immunized against the flu. We need your participation and compliance.

## HOW?

The following employees can get a free flu vaccination through UF Health Shands Occupational Health Services:

- UF Health Shands employees and volunteers
- UF Health Physicians employees and volunteers
- UF Health Shands medical staff and providers
- UF College of Medicine providers
- Credentialed medical staff and allied health staff
- Credentialed ARNPs
- Credentialed physician assistants **N&N**



**For scheduled vaccination events and more information, visit Flu Central at [bridge.UFHealth.org/flu](http://bridge.UFHealth.org/flu).**

## Lab Notes

Check out some recent research developments happening at UF Health



- As the Ebola outbreak in West Africa continues to spread, isolated cases will likely make their way to the U.S., according to an analysis by researchers from UF and other institutions published in the September edition of the journal PLOS Currents: Outbreaks. The analysis combined patterns of international travel with estimates of how fast Ebola is spreading to calculate how quickly the disease might move to different locations. Although some unexpected cases in the U.S. are likely inevitable, researchers anticipate they will be quickly isolated, not reaching any sort of outbreak level currently found in West Africa. “We would assume that the U.S. would have sufficient capacity to test people and treat them. We would not expect any real transmission in the U.S.,” said **Ira Longini, Ph.D.**, a UF College of Medicine and UF College of Public Health and Health Professions professor of biostatistics.



- **Isabel Garcia, D.D.S., M.P.H.**, has been named dean of the UF College of Dentistry. Garcia, currently the deputy director of the National Institute of Dental and Craniofacial Research, or NIDCR — a part of the National Institutes of Health — will officially begin her new job in February, when she will become the college’s seventh permanent dean. “Dr. Garcia brings a great depth of leadership experience to all the core activities of the UF College of Dentistry and UF Health, from education to public health to research and technology transfer,” said **Bernie Machen**, UF president. “She is the ideal choice to lead the college as UF continues its drive to rise among the nation’s top public universities.”



- On the battlefield, wounded soldiers depend on how quickly and efficiently medical personnel can treat and stabilize their life-threatening injuries. To help military medical personnel acquire, practice or maintain these key skills while deployed, UF and U.S. Army Research Laboratory Simulation and Training Technology Center researchers have received a \$1.75 million grant to design, develop and validate a set of portable, rugged simulators to help military clinicians train — no matter where in the world they happen to be. **Samsun “Sem” Lampotang, Ph.D.**, a UF College of Medicine professor of anesthesiology and UF Center for Safety, Simulation and Advanced Learning Technologies director, is the principal investigator on the grant.

UF HEALTH | SERVICE

ALLERGY RELIEF IS HERE!

Located within the UF Health Medical Specialties Clinic on the third floor of the UF Health Medical Plaza, the new Allergy, Asthma, Sinus and Immunology Program is led by **Juan Guarderas, M.D.**, and **Patricia Leebove**, who serves as the program's ambulatory care unit manager with UF Health Physicians. Guarderas joined the UF College of Medicine department of medicine in November. He is board-certified in allergy and immunology and an expert in the diagnosis, treatment and management of allergic diseases. These include:

- Nasal and eye allergies
- Asthma
- Eczema
- Food allergies
- Insect allergies
- Drug allergies
- Anaphylaxis

In addition, Guarderas specializes in disorders of the nose and sinuses, including rhinitis and sinusitis, disorders of the immune system, disorders of the skin, including hives and swelling, and chronic cough.

For more information or to make an appointment, call 352-265-0420.



PROGRAM SERVICES INCLUDE:

- Allergy skin testing for inhalants, foods, insects and drugs
- Allergy immunotherapy injections and oral therapy
- Allergy oral challenges for food and drug allergies
- Allergy desensitization for medications

UF HEALTH | SERVICE

INTRODUCING: UF HEALTH BRIDGE

With around 22,000 employees at UF Health, it can be a challenge to keep everyone informed and support collaboration. We're happy to introduce UF Health Bridge — a new intranet portal that will better connect you to your UF Health colleagues and stay updated about happenings around the system.

Bridge is a one-stop online communications and collaboration hub that will replace the ShandsConnect Portal and parts of Sharepoint (aka UF Health Connect), enriching our workplace with added functionality.

Bridge boasts four major functions:

**Group collaboration** — Formal and informal groups can be created so that faculty, staff and students can share files, resources, discussions, events and links. These can be kept open or private.

**Resource library** — All the familiar links you now find on existing portals can be found on Bridge by hovering over the main menu bar, a "digital bookshelf" where work-related tools, services and applications live. Use the search feature to find exactly what you need within each section.

**Internal websites** — Departments and programs can develop and manage their own dynamic internal websites as resources for their staff and internal customers.

**Enterprise communications** — Best represented by the homepage, Bridge opens the door for systemwide communications across all areas of UF Health.

Additionally, it's all mobile-friendly — you can use all of these features from a smartphone, tablet or desktop.

With features like easy document sharing, collaboration groups and a robust homepage, Bridge connects us all to what matters at UF Health.

Access Bridge at [bridge.UFHealth.org](http://bridge.UFHealth.org). If prompted to log in, use the log in information you use to access any work computer.

The UF Health Communications Web Services team will host several classroom trainings and demonstrations to introduce you to Bridge. Look for a detailed schedule later this fall.

## UF HEALTH | SERVICE

## MYTRAINING IS NOW LIVE FOR UF AND UF HEALTH SHANDS STAFF

A new integrated training-management system called “myTraining” is now live for all UF and UF Health Shands staff.

The myTraining portal will be the one-stop location where faculty and staff can manage training records, view training schedules, register for professional and required classes and complete online training.

For the UF Health workforce, including UF Health Shands employees, myTraining will replace the existing HealthStream portal by the end of the year. Staff members who work in the hospitals, outpatient services and core business units will still use HealthStream through the fall to complete required online education and in-service training.

While myTraining will be intuitive and user-friendly, tutorials will be provided to help users navigate the new system.

**In addition to ease of use and enhanced offerings, myTraining will:**

- Communicate training requirements more easily — so that requirements are obvious to those who need or want to take training.
- Easily enroll those inside — and outside — both UF and UF Health Shands, eliminating “work-arounds” to accommodate individuals who are not employees but who are required to access these resources (such as volunteers and students).
- Enable faculty and staff at both organizations to access the same training through one door when needed.
- Simplify access to training records and reports.
- Integrate training records from each organization’s former system.

You can access myTraining at [mytraining.UFHealth.org](http://mytraining.UFHealth.org). Instructions and a video tutorial are available on the landing page.



## UF HEALTH | SERVICE

## NEW DIABETES INSTITUTE UNVEILED

November is Diabetes Awareness Month and UF Health recently announced the new UF Diabetes Institute, which is the latest system-wide effort toward a collaborative approach toward the research and treatment of diabetes.

“The naming of the UF Diabetes Institute is symbolic for our desire to be the preeminent institution or hub for diabetes research, patient care and innovation at the state level,” said **Les Jebson, M.H.A., FACHE, FACMPE, LHRM**, UF Diabetes Institute administrator.

More than 29 million Americans suffer from diabetes, and it is among the top 10 leading causes of death in the U.S. The group of diseases, marked by high levels of blood glucose

resulting from problems in how insulin is produced or how insulin works, mostly affects people between the ages of 45 and 64, according to the CDC’s 2014 National Diabetes Report.

To raise awareness during November, the UF Diabetes Institute team will host several events — patient screenings in a variety of locations (including the UF Health Shands Hospital Atrium), an A1C Champions public speaker series on how to manage diabetes, and a blue wristband giveaway, good for markdowns at local businesses.

To learn more about Diabetes Awareness Month activities, visit [diabetes.ufl.edu](http://diabetes.ufl.edu).

**Join us this year in the fight against diabetes by wearing blue to work on World Diabetes Day, Friday, Nov. 14.**

## Physician Spotlight

Meet three new faculty members in the expanding UF College of Medicine department of ophthalmology who see patients at UF Health Eye Center locations and UF Health Pediatrics at Magnolia Parke.



**JESSICA CAMERON, O.D.**  
**ASSISTANT PROFESSOR OF OPTOMETRY**

**Specialty:** In addition to treating ocular disease, Cameron specializes in evaluating patients with diabetes, hypertension and low-vision impairment.

**Background:** Prior to joining UF Health, Cameron practiced with the Bascom Palmer Eye Institute, the Fort Lauderdale Eye Institute and the North Florida/South Georgia VA Optometry Clinic.

**Hobbies:** Cameron enjoys mountain biking and boating. She is also an active freediver who occasionally finds herself outswimming hammerhead sharks on spearfishing excursions.

**What motivates you to strive for more as a UF Health ophthalmology team member?**

“Helping patients fully understand what is going on with their ocular health is very rewarding, and experiencing their appreciation of our services keeps me energized every day. I enjoy interacting with our patients. Knowledge flows both ways in the exam room, and our patients bring diverse knowledge and experience about life and culture.”

**What stands out to you most about UF Health?**

“The camaraderie. I find it easy to be proud of UF Health because everyone works together to do what is best for the patient. I feel lucky to be a part of such an amazing group of eye-care physicians and staff. Coordinating care is always a team approach, and working side-by-side and learning from this team of doctors is very rewarding.”



*Other new ophthalmologists at the UF Health Eye Center include Matthew Gray, M.D. — specializing in refractive surgery; Syed Gibran Khurshid, M.D. — specializing in retina surgery; and Charles Blake, M.D. — specializing in the diagnosis and treatment of glaucoma. Each serve as assistant professors in the UF College of Medicine department of ophthalmology. Barbara Salazar, COMT, also joined the pediatric team as a certified orthoptist.*

**SWATI AGARWAL, M.D.**  
**ASSISTANT PROFESSOR OF PEDIATRIC OPTHALMOLOGY**

**Specialty:** In addition to general pediatric ophthalmology, Agarwal has a special interest in pediatric retinal diseases and premature babies.

**Background:** Prior to joining UF Health, Agarwal was a clinical instructor of pediatric ophthalmology in the Children’s Hospital of Pittsburgh. She completed a fellowship at the University of Wisconsin and was a consulting ophthalmologist of pediatric and adult strabismus in Las Vegas.

**Hobbies:** Agarwal enjoys white-water rafting, listening to ‘80s and ‘90s music, playing tennis and spending time with her niece and nephew.

**What do you hope to contribute to the department of ophthalmology?**

“I have a very keen interest in pediatric retinal diseases and premature babies in the NICU. I am really looking to help expand clinical trials and research in pediatric imaging and in the treatment for retinopathy of prematurity.”



**CASEY BEAL, M.D.**  
**ASSISTANT PROFESSOR OF PEDIATRIC OPTHALMOLOGY**

**Specialty:** Beal is a fellowship-trained pediatric ophthalmologist and strabismus specialist with particular interests in pediatric cataracts.

**Background:** Beal completed his medical degree at UF, interned at Presbyterian Hospital and completed his residency and pediatric ophthalmology fellowship at the University of Texas Southwestern Medical Center in Dallas. He was also an instructor of ophthalmology at the University of Texas Southwestern.

**Hobbies:** Beal enjoys spending time with his wife and beagle, fishing, reading and attending Gator games.

**What makes UF Health different?**

“There is great cooperation among physicians both within the department as well as between different departments. Patient care and the overall patient experience are held to a very high standard.”

**What’s special and rewarding about working in pediatric ophthalmology?**

“When you work with children, you have to have a different approach. Sometimes you have to make it a game to keep their attention and have a successful interaction and examination. It’s rewarding to see kids get better, and receiving high fives and hugs from patients is great.” **N&N**

## Staff recognized at Quality Grand Rounds for “great catches”

Attention to detail results in patient safety



Randy Harmatz, M.B.A. (right), UF Health Clinical Quality and Patient Safety senior vice president and chief quality officer, presented Great Catch Awards to Joan Cleaver, Pharm.D., BCPS (top), an adult medicine and surgery unit-based clinical pharmacist at UF Health Pharmacy at Shands Cancer Hospital, and Kristen Jordan, R.N., B.S.N., O.C.N. (bottom), a UF Health Shands PACU nurse, with a Quality Grand Rounds Great Catch Award.

Each month, select faculty and staff practicing at UF Health Shands receive a Great Catch Award at Quality Grand Rounds. These individuals are commended for “catching” a potentially harmful situation and interceding before the mistake affected a patient.

“We’re really trying to encourage people to speak up when they think something isn’t right,” said **Randy Harmatz, M.B.A.**, UF Health Clinical Quality and Patient Safety senior vice president and chief quality officer. “That’s why we take time each month to recognize individuals who protected our patients and prevented a huge amount of harm.”

Great examples include September’s Great Catch Award winners: **Kirsten Jordan, R.N., B.S.N., O.C.N.**, a UF Health Shands PACU nurse, and **Joan Cleaver, Pharm.D., BCPS**, an adult medicine and surgery unit-based clinical pharmacist at UF Health Pharmacy at Shands Cancer Hospital, were September’s Great Catch Award winners.

Jordan recognized an error when a patient was inadvertently scheduled for a procedure instead of another patient with the same first and last name. Because of Jordan’s attention to detail, the correct patient was then scheduled for the procedure and her care prevented unnecessary harm.

Cleaver intervened when a medication order that required a dosage to be administered three days a week was translated as three times a day. Cleaver immediately called the physician to clarify the order and averted a potentially toxic outcome for the patient.

Do you have a colleague who has thought quickly to prevent a patient-care issue? To nominate an employee for a Great Catch Award, submit a patient safety report by visiting the ShandsConnect Portal main page and under “Special SHC Resources” click “Patient Safety Report” or call the UF Health Clinical Quality and Patient Safety Clinical Risk Management office at 352-265-7106.

“When you see someone deter a dangerous situation, let us know,” said Harmatz. “We want to applaud those who keep our patients safe.” **N&N**

## CEO Award winner's quick actions helped family in distress

Customer Service is Key program rewarded employee's decisive actions



(From left) Janet Christie, UF Health Shands Human Resources senior vice president; Grace Chesser, UF Health Shands Hospital Admissions director; CEO Award winner Mechelle Caldwell-Edge, a UF Health Shands Admissions patient financial representative; Timothy Carney, UF Health Shands Admissions manager; and Ed Jimenez, UF Health Shands interim CEO, gathered for the quarterly CSK CEO Award presentation honoring Caldwell-Edge during a UF Health Shands Management Forum meeting in August. The award includes a gifted day of paid time off for the winner.

**Each quarter**, a UF Health Shands employee is recognized with the CEO Award for going above and beyond their daily duties. The award is part of our Customer Service is the Key program that recognizes and rewards employees who make a difference by providing compassionate care, hospitality and excellent service to our customers.

**Mechelle Caldwell-Edge**, a UF Health Shands Admissions patient financial representative, was last quarter's CEO Award winner. She was in the right place at the right time to help a family in an emergency situation.

Caldwell-Edge was waiting for an elevator near a patient unit at UF Health Shands Hospital when she heard a cry for help, followed by a baby's cries. Always alert to assist, she rushed to find who needed help. An elderly visitor had fallen and accidentally dropped the baby he was carrying in his arms. Caldwell-Edge stayed calm and immediately sought help. The baby quickly received treatment for a head injury. The baby's family was very grateful for Caldwell-Edge's quick action under pressure.

"Hospitality is so important because of the place we work in. You never know how your smile or your actions can impact an individual's life forever," said Caldwell-Edge. "We can play an important

role in a person's life when we go outside of our comfort zone."

CSK nominations come from all corners of our organization and recognize staff and faculty in clinical settings, as well as those who are behind the scenes in administrative areas. CSK is an important part of employee recognition at UF Health Shands and we look forward to celebrating those who have a positive impact in their patients' and co-workers' lives.

"Mechelle has always gone above and beyond her job duties and always has a smile on her face," said **Timothy Carney**, UF Health Shands Admissions manager. "She makes our patients feel like they are family, and in our line of work that is extremely important."

To recognize an employee, fill out a nomination form which can be found on the Shands Connect Portal under Employee Resources — click on "CSK," then "Nomination Form." Submit completed forms to the employee's supervisor or to any UF Health manager. You can also put forms in one of the customer service drop boxes or drop it off at UF Health Shands Human Resources in the 1329 Building or Employee Relations on the north campus ground floor. To request forms, please contact UF Health Shands Employee Relations at 352-265-0495. **N&N**

ELDERCARE OF ALACHUA | FINANCE

**ELDERCARE HOLIDAY DRIVE**

UF Health Shands Occupational Health Services is sponsoring the annual ElderCare Holiday Drive through which employees can donate items to help seniors who are on fixed incomes.

Last year, UF Health employees donated non-perishable foods, toilet paper, towels, clothing, toiletries, pet supplies and other necessities. All of the items go to homebound seniors who would otherwise have to do without. ElderCare of Alachua County is a grant- and donation-funded agency that provides home and community-based services for the elderly in our area. It is operated by UF Health Shands. For more information about the ElderCare Holiday Drive please call 352-265-0680, ext. 44832.



**Another way to support ElderCare is to make a donation to the UF Health Shands United Way "Unite" campaign!**



UF HEALTH SHANDS | SERVICE

**LAST CHANCE TO MODIFY YOUR 2015 BENEFITS!**

From Nov. 10-14 you will be able to confirm and/or make additional changes to your enrollment.

**What to do:**

- **Visit** the ShandsConnect Portal under "Employee and Manager Self Service" — click on "Benefits."
- **Look** for the link to your 2015 Confirmation Statement.
- **Review** plan elections, covered family members and amounts pledged.
  - **If there are errors**, click on "Benefits Enrollment" to correct the mistakes. You can also meet with an enroller in the UF Health Shands Hospital Atrium to edit information.
  - **If information is correct**, no further action is required.

Even if you didn't change your plan this year, take a few minutes to review your confirmation statement. It's important to make sure that your intended benefits are reflected properly. On Jan. 1, 2015 your new benefit elections will take effect.

UF HEALTH | QUALITY

**PRIVACY PLEASE!**

Communication is vital to UF Health's success. It's how we make personal connections with patients, exchange life-saving information and ensure exceptional care.

However, we need to keep in mind that certain conversations should be limited to appropriate places and times. Our patients rely on us to protect their right to privacy and confidentiality, so let's keep in mind some fundamental principles while communicating with others.

- Talk about patient cases only to colleagues who have a professional need-to-know in order to do their jobs.
- Remember to look around; do not discuss patient information in a public or shared area where you might be overheard.
- Understand our patients' rights; be familiar with HIPAA and UF Health Shands core policies.
- Speak up if you hear sensitive information being conveyed inappropriately.
- Take our patients' perspective. Even if you omit identifying information, it's not appropriate to talk about patient stories to others.



**Sensitive and appropriate communication is a topic discussed at UF Health Hospitality and Service training now available to all UF Health Shands, UF Health Physicians and College of Medicine staff.**