

Vol. 11 No. 9 | MAY 2016

# NN

## NEWS+NOTES

UF HEALTH SHANDS

**PAGE 4: MEET THE CANDIDATES**

Read about our featured Customer Service is the Key nominees.

**PAGE 14: HONORING OUR NURSING STAFF**

National Nurses Week is May 6-12. Learn how our nurses keep patient safety top of mind.

**PAGE 24: LET'S CELEBRATE NATIONAL HOSPITAL WEEK!**

Our leaders show their appreciation during National Hospital Week, May 8-14.



## MAKING A DIFFERENCE

### *Our CSK nominees put Hospitality & Service in action*

BY TODD TAYLOR

With election season upon us, this edition of News+Notes highlights some of UF Health's strongest Customer Service is the Key "candidates." These CSK nominees remind us what our organization is all about — doing our best for our patients and co-workers. That's a campaign we all can support!

When patients walk through our doors they often feel apprehensive, vulnerable and, sometimes, alone. Medical settings can be scary when coupled with these emotions. It's up to each of us to make the patient experience the best it can be. Our featured CSK nominees in this edition show this can be done in a variety of ways: offering a friendly smile, lending a helping hand, singing a soothing song, providing a listening ear, showing support and speaking a familiar language, to name a few.

No matter our roles, we each impact our patients in some way at UF Health. Whether you complete paperwork behind the scenes or regularly interact with colleagues who work with patients, your actions affect patient care. It's up to each of us to do our best by them. As many of this year's CSK nominees said — treat our patients and your co-workers the way you would want your family to be treated.

We always wish we could feature more CSK nominees in our May edition, but there is only so much room in our publication!

Do you know a CSK candidate? We encourage you to nominate him or her. Each year, we receive thousands of CSK nominations from patients, visitors, faculty and staff, recognizing individuals for outstanding work performance and attentive service. To download a CSK nomination form, visit [bridge.UFHealth.org](http://bridge.UFHealth.org) and search "CSK." Everyone likes to be recognized for a job well-done.

As we celebrate our co-workers this month for National Nurses Week and National Hospital Week, let's reflect on the great people who make UF Health so special. We appreciate all you do for our patients and their families and your colleagues. Keep up the good work!



Todd Taylor  
News+Notes Editor  
Communications Coordinator  
UF Health Communications

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

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Please put News+Notes back in the  
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or recycle it when done.



FSC LOGO

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?*



(Left) Mykia Caldwell, UF Health Shands Children's Hospital Child Life Services assistant, helped Ed Jimenez with a craft during his visit to the UF Health Shands Children's Hospital Unit 44 Swamp Activity Room. (Right) Members of the teams that will occupy the UF Health Heart & Vascular Hospital and UF Health Neuromedicine Hospital gathered with Jimenez following the beam-signing event in March.



PHOTOS BY JESSE JONES

**W**e 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!

### What do our Customer Service is the Key nominee stories tell you about UF Health?

The people who work here make it a special place — it really is different here. These types of stories aren't common in other places, but they are the kinds of things our employees do all the time. It's who we are. It's rewarding, heartwarming and makes me proud to work here. In addition to the clinical expertise we provide, we take care of our patients with a great level of care and compassion. The CSK feature in this edition is a wonderful way to celebrate National Hospital Week and the wonderful staff we have here.

### Why is National Nurses Week important?

Nurses are very humble. When they receive praise, they often credit their teams or shrug it off as being part of their job. Nurses Week gives us the opportunity to remind them that they are special and it helps build our appreciation for the importance of the nursing profession. I want to thank chief nursing officer **Irene Alexaitis, D.N.P., R.N., NEA-BC**, and her incredibly skilled and committed nursing staff for putting their energy and hearts into caring for our patients and enhancing our patient experience.

### What makes UF Health a destination for stroke care?

We have an amazing team — great neurologists and neurosurgeons who partner with great nurses, radiology professionals and therapy staff. They come together to give people a life-altering chance. Because of how well we've done this, EMS teams and hospitals in the region rely on us to provide this life-changing care. When you couple this with the external validation we receive from organizations like The Joint Commission, you know we've built a reputation that matches our talents.

### What are you focused on the rest of the year?

We want to focus on Quality as Job 1; listen to our employees and colleagues; think about how to make this a better place by being more hospitable; and embrace our role as a community steward. Please come out for our National Hospital Week events. The UF Health leadership team is excited to thank staff in person for your hard work and passion for care and service. Turn to page 24 to find an event near you! 📍

### WANT TO SUBMIT A QUESTION?

Email [taylt@shands.ufl.edu](mailto:taylt@shands.ufl.edu) and we'll consider it for an upcoming edition.



★ ★ ★ ★ ★ OFFICIAL BALLOT ★ ★ ★ ★ ★  
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You must choose only ONE for



# MEET THE CANDIDATES



BY NACUYA LEWIS AND TODD TAYLOR • PHOTOS BY JESSE JONES

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TERTHIS DIRECTION





DO NOT REMOVE STUB

FEATURED 

Dear Colleagues:

At UF Health, we are consistently making a positive impact for those we serve, 24 hours a day, seven days a week. Whether we're assisting a co-worker or going the extra mile for a patient, our interactions have the potential to transform someone's experience with our organization. Every day, we have the opportunity to show others the authenticity of our positive UF Health culture.

The ballots are in, and our Customer Service is the Key "candidates" exemplify the selflessness of our UF Health family by going beyond expectations, setting extraordinary standards and aiming for excellence. With their ability to personalize the UF Health experience for our patients and staff and demonstrate outstanding customer service efforts, these employees are great representatives of our organization's values, mission and goals.

Thank you for your nominations and continuous support for the Customer Service is the Key program. We are humbled to know that UF Health is filled with outstanding faculty and staff who continue to lead our organization to new heights.

Thank you,



**JANET CHRISTIE**  
SENIOR VICE PRESIDENT, HUMAN RESOURCES  
UF HEALTH SHANDS

11

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B

## BALLOT

- ★ **GRACE DIAZ, R.N.**
- ★ **REGISTERED NURSE**
- ★ **UF HEALTH SHANDS HOSPITAL MEDICAL/SURGICAL UNIT 64**

Grace Diaz does whatever it takes to put a smile on a patient's face. A patient felt like everything was going wrong during what should've been a happy occasion — the day of her discharge. Grace noticed that the patient was agitated, found out what was wrong and solved her problems. The patient pointed out that Grace wasn't her nurse that day, but took great measures to make things right for her. We are grateful for Grace's ability to brighten our patients' days.



Any person who, by use of force or other means, unlawfully induces or attempts to induce any eligible elector to vote in any manner, or who is subject, upon

40

41

### WHAT DO YOU LIKE MOST ABOUT WORKING HERE?

*I enjoy working in a diverse institution where employees are given equal opportunities to serve other people and grow professionally.*

46

### WHAT DO YOU REMEMBER ABOUT YOUR FIRST DAY ON THE JOB?

*I was very nervous on my first day, but I was excited to work with amazing people on my unit. My manager and the staff were so nice and very supportive.*

49

\*\*\* OFFICIAL BALLOT \*\*\*

(please remove chad completely)

You must choose only ONE for each category.

**LENGTH OF SERVICE:**

☐ 5 YEARS

☒ 11 YEARS

☐ 14 YEARS

**WHERE DID YOU GROW UP?**

☐ TAMPA, FLORIDA

☒ THE PHILIPPINES

☐ DALLAS, TEXAS

**WHAT'S YOUR FAVORITE MOVIE?**

☐ "CHICAGO"

☐ "PRETTY WOMAN"

☒ "SHALL WE DANCE"

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OFFICIAL BALLOT



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## WHY ARE CUSTOMER SERVICE AND HOSPITALITY IMPORTANT?

*It's important to make customers feel comfortable in stressful situations. You never know what someone entering the facility is experiencing. Seeing a smile, getting assistance or hearing a kind word can make all the difference in the world!*

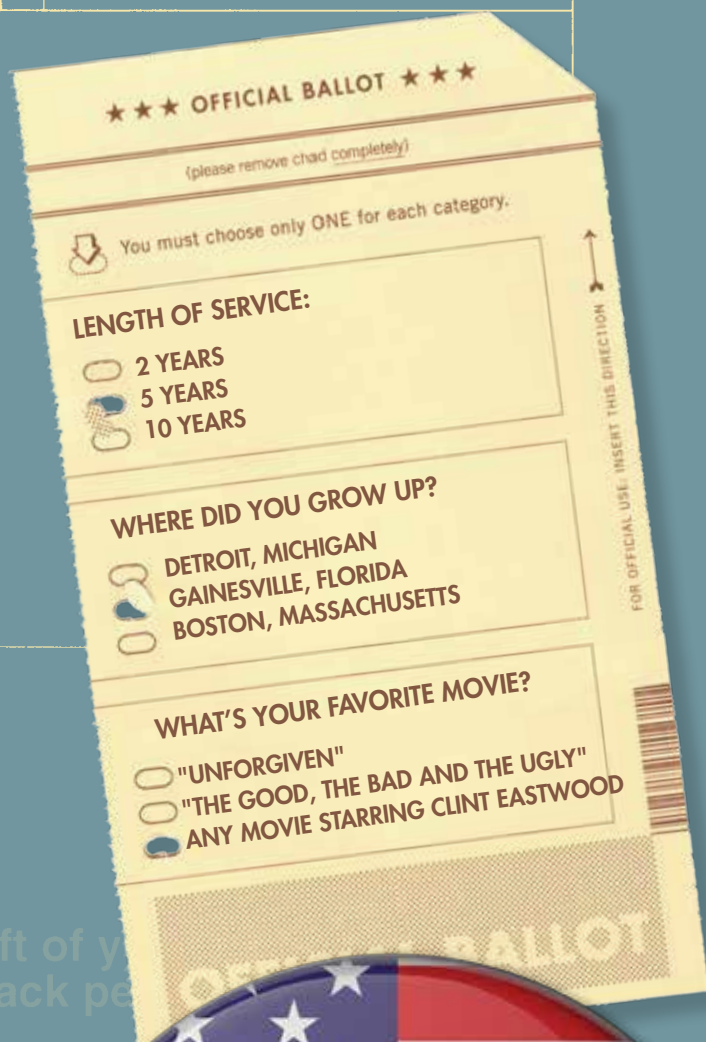
## WHAT DO YOU REMEMBER ABOUT YOUR FIRST DAY ON THE JOB?

*I remember finding out how big Shands actually is. It looks big on the outside, but it's huge on the inside!*



## INSTRUCTIONS TO VOTERS:

Completely fill in the oval to the left of y  
(Use a No. 2 pencil, or a blue or black pe



## ★ CHARLIE FUTCH ★ SECURITY OFFICER ★ UF HEALTH SHANDS SECURITY

Charlie Futch isn't afraid to step up during a difficult situation. He encountered members of the patient transport team in need of an extra set of hands to take a patient and cumbersome equipment to another location. Rather than turn the other way, he lent a hand to his colleagues without hesitation. They said they couldn't have completed their task without his help. We appreciate Charlie's willingness to go above and beyond and take the time to assist!



## FEATURED

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### **WHY ARE CUSTOMER SERVICE AND HOSPITALITY IMPORTANT?**

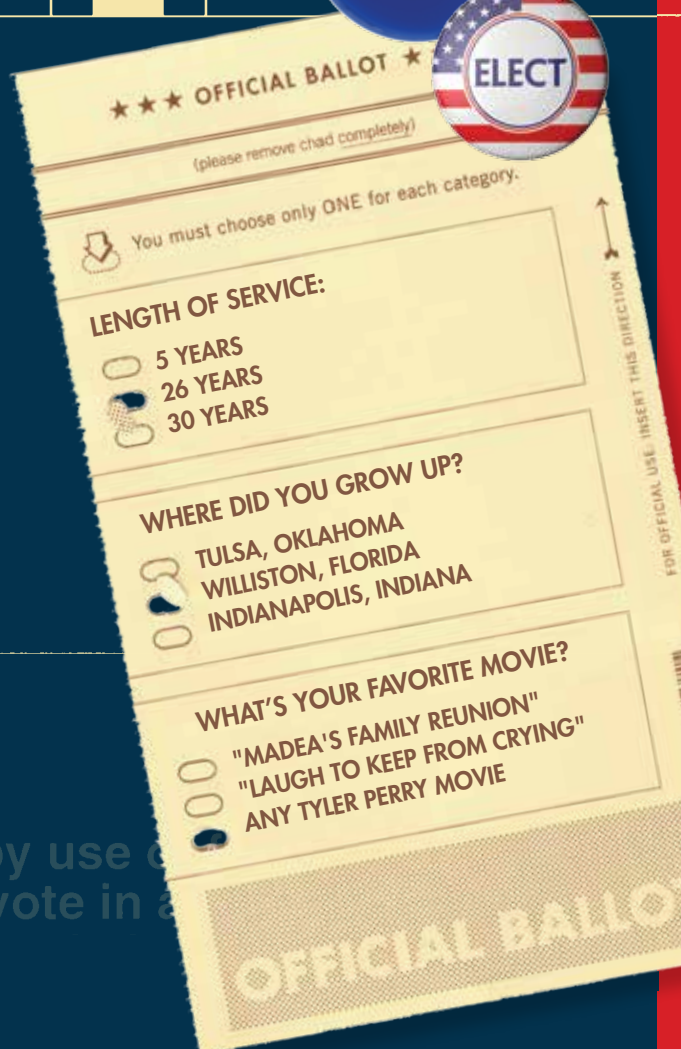
*We are able to make a difference in people's lives and let them know how much we care. I try to help patients through a rough patch by putting a smile on a face that had a frown.*

21

### **WHAT DO YOU LIKE MOST ABOUT WORKING HERE?**

*I like meeting new people. In our department, we're like one big family.*

Any person who, by use of the ballot, is eligible elector to vote in a



49

★ ROSEMARY HARTSFIELD  
 ★ SCHEDULING COORDINATOR  
 ★ UF HEALTH RADIOLOGY – MEDICAL PLAZA

Rosemary Hartsfield takes pride in connecting with patients. On her day off, she planned to visit a patient whom she had befriended. Sadly, she received a call from the patient's husband that the woman had passed away. Rosemary used her personal leave time to travel out of state to attend the patient's funeral. We admire the way Rosemary treats her patients like family.



B

C

★ **AMY KINSEY, CTRS**  
 ★ **RECREATIONAL THERAPIST**  
 ★ **UF HEALTH SHANDS REHAB HOSPITAL**

Amy Kinsey understands the critical bond between mother and baby. After a mother suffered a stroke during her delivery, Amy leaped into action. The new mother had been transferred to UF Health Shands Rehab Hospital for care, and Amy arranged for her to make visits to the UF Health Shands Children's Hospital Neonatal ICU to spend time with her infant. Amy also connected with the patient's family and took pictures of the mother's interactions with her baby to create a scrapbook. She received the CSK CEO Award for her kindness and empathy.



**INSTRUCTIONS TO VOTERS:**

Completely fill in the oval to the left of your choice like this:  
 (Use a No. 2 pencil, or a blue or black pen.)

**WHAT DO YOU LOVE MOST ABOUT WORKING HERE?**

*Each day I have the privilege to make a difference in someone's life. I have amazing co-workers who are awesome at using our team approach to give the best to our patients. Being a part of that team makes me want to come back to work every day.*

**WHY ARE CUSTOMER SERVICE AND HOSPITALITY IMPORTANT?**

*I want our patients to leave us knowing we did all we could for them. Recovering from an injury or illness can be very scary and life-changing. We need to help them through that the best we can.*

\*\*\* OFFICIAL BALLOT \*\*\*

(please remove chad completely)

 You must choose only ONE for each category.

**LENGTH OF SERVICE:**

☐ 2 YEARS  
☒ 13 YEARS  
☐ 22 YEARS

**WHERE DID YOU GROW UP?**

☐ CHICAGO, ILLINOIS  
☒ KENNESAW, GEORGIA  
☐ DENVER, COLORADO

**WHAT'S YOUR FAVORITE MOVIE?**

☐ "REMEMBER THE TITANS"  
☐ "THE SANDLOT"  
☒ "BULL DURHAM"

FOR OFFICIAL USE, INSERT THIS DIRECTION

OFFICIAL BALLOT

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## BALLOT



- ★ **KAITLIN PREVATT, R.T.(R)**
- ★ **MAMMOGRAPHY TECHNOLOGIST**
- ★ **UF HEALTH SHANDS WOMEN'S AND DIAGNOSTIC IMAGING AT SPRINGHILL**

Kaitlin Prevatt sings her way into her patients' hearts. She was caring for an upset baby in need of an X-ray and was able to soothe the young patient by singing a lullaby. Aside from her vocal abilities, Kaitlin often allows young patients to watch their favorite shows on her smartphone to help calm them. We applaud Kaitlin for her thoughtfulness as she guides her patients through their care.



Any person who, by use of force or fraud, or by use of any other means, shall attempt to influence the vote of any eligible elector to vote for or against any candidate for any office, or to influence the vote of any elector, is subject, upon conviction, to a fine of not more than \$1,000 or imprisonment for not more than one year, or both.

\*\*\* OFFICIAL BALLOT \*\*\*

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You must choose only ONE for each category.

**LENGTH OF SERVICE:**

☐ 3 YEARS

☒ 6 YEARS

☐ 20 YEARS

**WHERE DID YOU GROW UP?**

☐ PHOENIX, ARIZONA

☒ STARKE, FLORIDA

☐ COLUMBUS, OHIO

**WHAT'S YOUR FAVORITE MOVIE?**

☐ "GONE WITH THE WIND"

☐ "27 DRESSES"

☒ "GREASE"

FOR OFFICIAL USE: INSERT THIS DIRECTION

OFFICIAL BALLOT

### WHY ARE CUSTOMER SERVICE AND HOSPITALITY IMPORTANT?

*I want to treat someone how I would like to see one of my family members treated if they were in the hospital.*

### WHAT DO YOU REMEMBER ABOUT YOUR FIRST DAY ON THE JOB?

*I remember being nervous. I was completely overwhelmed with the size of the building and I remember thinking, 'I hope that I can do this!'*



B

C

## WHY ARE CUSTOMER SERVICE AND HOSPITALITY IMPORTANT?

*Patients are often scared and alone. Even the smallest bit of compassion and kindness can go far. It can make one of the hardest times in their lives a little bit easier and more comfortable.*

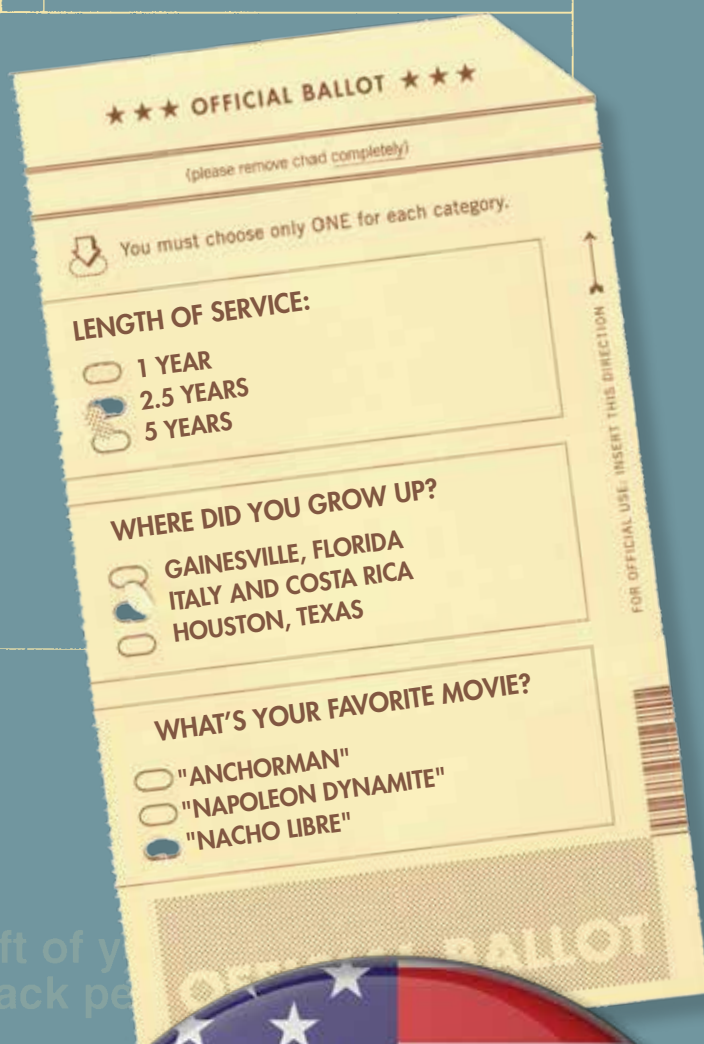
## WHAT DO YOU LIKE MOST ABOUT WORKING HERE?

*I love getting to know everyone, whether it's my co-workers, the nurses and doctors, or the patients and their families.*



## INSTRUCTIONS TO VOTERS:

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★ **GABRIELA SCHMELKE, R.R.T.**  
★ **REGISTERED RESPIRATORY THERAPIST**  
★ **UF HEALTH SHANDS HOSPITAL RESPIRATORY DEPARTMENT**

Gabriela Schmelke is always willing to help a patient in distress. One of her colleagues was struggling to communicate with a Spanish-speaking patient who was becoming flustered. Gabriela, who is fluent in Spanish, was able to calm the patient and help solve what turned out to be a minor issue. When she left the room, the patient and her co-worker were both at ease. Gabriela is often called upon to interpret for our patients and we appreciate her empathy and responsiveness.



## + FEATURED

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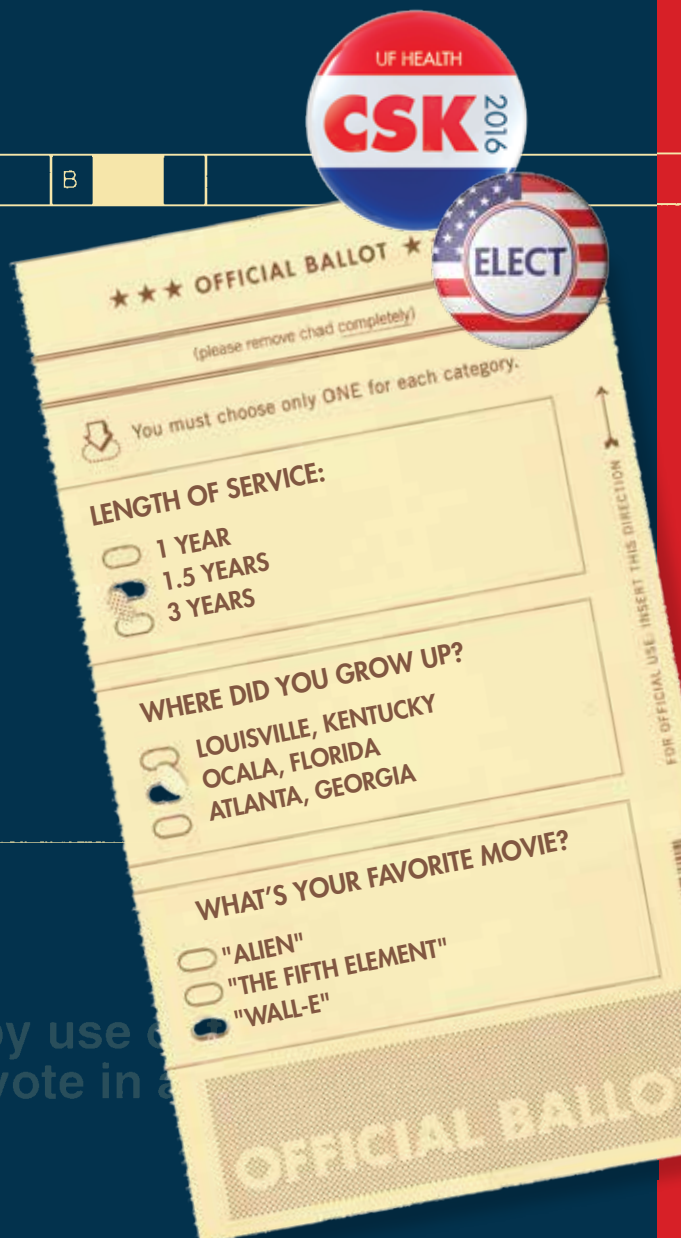
### WHAT DO YOU LIKE MOST ABOUT WORKING HERE?

*Nothing is more gratifying than turning an upset patient around. I view these calls as a challenge and opportunity to show our current and potential patients how dedicated we are to quality service.*

21

### WHAT DO YOU REMEMBER ABOUT YOUR FIRST DAY ON THE JOB?

*UF Health Physicians has the best training and development folks — they work hard to make us feel like family.*



Any person who, by use of this ballot, is an eligible elector to vote in a



49

★ **REMY SNAPP**  
 ★ **COORDINATOR/FLOAT**  
 ★ **UF HEALTH PHYSICIANS PATIENT ACCESS CENTER**

Remy Snapp has a knack for customer service and quick thinking. Working in the Patient Access Center, he received a call from a military veteran who was distressed and expressed suicidal thoughts. Remy used his interpersonal phone skills and resources to ensure that the caller remained safe. He comforted the patient by sharing a personal story and thanking the veteran for his service before transferring the call to a counselor. We appreciate Remy's respect, compassion and problem-solving abilities.

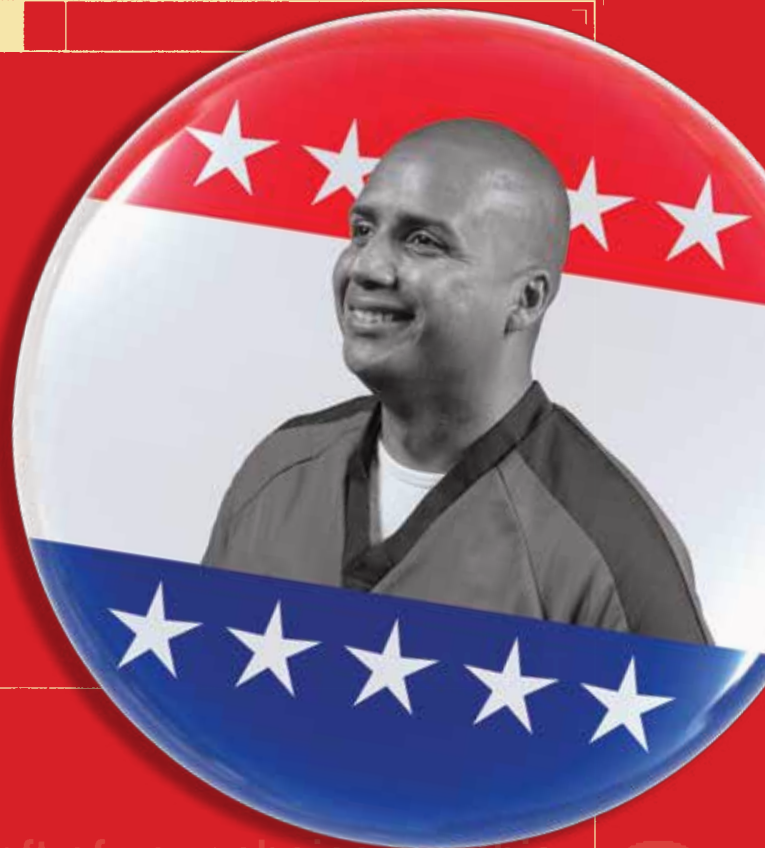


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★ **IVAN VALLES**  
 ★ **TRANSPORTATION ATTENDANT**  
 ★ **UF HEALTH SHANDS HOSPITAL PATIENT TRANSPORTATION**

Ivan Valles always puts patients first. He joined UF Health in February, and it has only taken a few weeks for others to recognize him for his strong work ethic and positivity. He takes pride in doing his job the right way, and his high standards show in all his actions. Ivan uses these traits to provide outstanding customer service to everyone he encounters. His personal approach and desire to meet our patients' needs make him the perfect fit for our organization.



**INSTRUCTIONS TO VOTERS:**

Completely fill in the oval to the left of your choice like this:  
 (Use a No. 2 pencil, or a blue or black pen.)

**WHAT DO YOU LIKE MOST ABOUT WORKING HERE?**

*I like being able to make a difference in a patient's health by making them smile, transporting them to where they need to go and making them laugh along the way. I also enjoy sharing my positive energy and outlook on life with our patients.*

**WHAT DO YOU REMEMBER ABOUT YOUR FIRST DAY ON THE JOB?**

*I remember a friendly smile from Lonnie Githens — a patient transport trainer — who eased my nerves and made me feel welcomed.*

\*\*\* OFFICIAL BALLOT \*\*\*

(please remove chad completely)

 You must choose only ONE for each category.

**LENGTH OF SERVICE:**

☐ 1 MONTH  
☒ 3 MONTHS  
☐ 2 YEARS

**WHERE DID YOU GROW UP?**

☐ ARCHER, FLORIDA  
☒ NEW YORK CITY, NEW YORK  
☐ SEATTLE, WASHINGTON

**WHAT'S YOUR FAVORITE MOVIE?**

☐ "RAGING BULL"  
☐ "CREED"  
☒ "ROCKY"

FOR OFFICIAL USE, INSERT THIS DIRECTION 

OFFICIAL BALLOT

UF HEALTH SHANDS | CARE+QUALITY

## NURSING'S CULTURE OF SAFETY

*Celebrate National Nurses Week May 6-12*



**Culture of safety**  
It starts with YOU

BY NACUYA LEWIS

**T**his year's National Nurses Week theme, a culture of safety, is the perfect fit for our nurses, who are dedicated to improving patient satisfaction and safety in innovative ways. Quality is Job 1 at UF Health, and our nurses work tirelessly to provide the highest-quality care and most attentive service. Safety is integral to quality care, and our nurses strive to ensure that each

patient feels informed about our practices and comfortable with their care.

Every day our nurses collaborate with interdisciplinary staff — like teams from the UF Health Sebastian Ferrero Office of Clinical Quality and Patient Safety and UF Health Shands Operations — to follow processes and protocols that improve care and meet our patients' needs for a positive

experience. These include following a patient wish list, which reflects the top 10 requests made by patients, and nurse-patient rounding, which allows nurses to assess and meet their patients' needs.

In honor of National Nurses Week, May 6-12, our nurses shared their perspectives on the importance of safety in our nursing culture. ■



**CHRIS ALLEN, R.N.**  
UF HEALTH SHANDS HOSPITAL  
INTERVENTIONAL RADIOLOGY



**NEHA MORADIA, R.N., A.S.N.**  
UF HEALTH SHANDS HOSPITAL  
MEDICAL/SURGICAL UNIT 55



**THETORIA RHODEN, R.N., M.S.N., C.I.C.**  
UF HEALTH SHANDS HOSPITAL  
MOTHER/BABY UNIT 35

### Describe the responsibility of providing health care to our patients.

"It's an honor to know that our patients entrust our clinical staff and me with their lives. Being admitted to a hospital unexpectedly can be one of the most challenging times in someone's life. It affects them and their family. At UF Health Shands, we provide both physical and emotional support for our patients to improve their health."

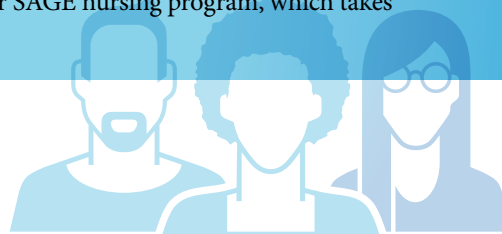
### How does UF Health's culture of safety affect your unit?

"It encourages open communication. We are constantly discussing some aspect of patient, or even employee, safety. Our manager and clinical leader teach us and provide updates on safer practices. They consistently re-evaluate and improve processes to help improve patient safety. We hear the word accountability a lot, and that concept is reflected in the policies and procedures of the hospital."

### How do you define patient safety?

"Patient safety isn't just about administering the right medicine, it also includes the environment that we provide. It's making sure that the patient is knowledgeable about the care they're receiving and that each staff person is an advocate for their patients. No two patients are exactly the same, which means we must adapt our safety protocols to each patient's needs."

Join our nursing staff and leaders at 10 a.m. Friday, May 6 at the UF Health Shands Hospital Atrium for a proclamation by Gainesville Mayor Lauren Poe to kick off National Nurses Week. To learn more about our nursing teams, read other editions of News+Notes at [news-notes.UFHealth.org](http://news-notes.UFHealth.org). In our June edition we will highlight our SAGE nursing program, which takes advantage of our most experienced nurses' skills.





UF HEALTH | RESEARCH+DISCOVERY


## LAB NOTES

*Check out recent research developments at UF Health*

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### A PROBIOTIC TO PREVENT CAVITIES?

UF Health researchers identified a new strain of bacteria in the mouth that may keep bad bacteria in check — and could lead to a way to prevent cavities using probiotics. The findings may spur the development of a supplement that patients would take orally to prevent cavities. While developing an effective oral probiotic will require more research, a possible candidate organism has been identified: a previously unidentified strain of *Streptococcus*, currently called A12. The strain has the ability to battle a harmful kind of streptococcal bacteria called *Streptococcus mutans*, which metabolizes sugar into lactic acid, contributing to acidic conditions in the mouth that form cavities. The researchers found that A12 not only helps neutralize acid by metabolizing arginine in the mouth, it also often kills *Streptococcus mutans*. **Robert Burne, Ph.D.**, UF College of Dentistry associate dean for research, and **Marcelle Nascimento, D.D.S., Ph.D.**, a UF College of Dentistry associate professor, published their findings in the journal *Applied and Environmental Microbiology*. 

### + MISSING THE SIGNS

Less than a quarter of patients who met the criteria for prediabetes received drug or lifestyle modification treatment from their primary care physician, according to UF Health researchers, who say the findings indicate physicians are missing opportunities for diabetes prevention. Prediabetes is considered one of the biggest risk factors for the development of diabetes.



### PRESCRIPTION MISUSE

Using someone else's medication is the most common form of prescription stimulant misuse among adolescents, according to a UF Health study. It found that 88 percent of teens who used the drugs non-medically in the past 30 days said they had obtained the medications from someone else.



UF HEALTH SHANDS | CARE+QUALITY

# EVERY MINUTE COUNTS

*Team works against the clock to minimize stroke damage*

BY NICKIE DORIA • PHOTOS BY MINDY MILLER

**T**he UF Health Shands Comprehensive Stroke Center team cares for more than 1,000 stroke patients per year. That's almost three stroke cases per day.

UF Health Shands Hospital is among only 2 percent of hospitals in the country with a comprehensive stroke center certified by The Joint Commission. This certification recognizes hospitals that have state-of-the-art infrastructure, experienced staff and specialized training to receive and treat all patients, including those with the most complex strokes. When someone has a stroke, physicians have minutes to determine what kind of damage is being caused to the brain and how they can stop, or even reverse it. **+**



**1**

**↑ JESSICA RAULERSON, R.N.**  
UF Health Shands E.R./Trauma Center critical care nurse

E.R. nurses and physicians, as well as a stroke team physician, mobilize and prepare for the patient's arrival.



**2**

**↑ (L-R) JENNIFER BROOKS, R.N., AND ASHLEY THOMAS, R.N.**  
STAT Rapid Nurse Response Team

Members of the STAT nursing team report to the E.R. to assist with the patient's care.



**6**

**↑ BRIAN HOH, M.D.**  
UF College of Medicine cerebrovascular/endovascular neurosurgeon

If the patient is a candidate for an endovascular procedure, he or she will be moved to the interventional radiology suite, where a cerebrovascular/endovascular neurosurgeon will remove the blood clot in the brain.



**7**

**↑ (L-R) ANGEL STREUKENS, R.N., AND KATHLEEN WILSON, R.N.**  
UF Health Shands Hospital Neuro ICU Unit 82 nurses

After an endovascular procedure, the patient is transported to the UF Health Shands Hospital Neuro ICU, one of the state's largest and most sophisticated units.





## WHAT HAPPENS WHEN A STROKE ALERT IS ACTIVATED?

Emergency medical services personnel or UF Health ShandsCair staff notifies the UF Health Shands E.R. team when they are in route with someone suffering from a stroke – they issue a stroke alert.

A critical care team in the E.R. prepares for the patient's arrival. This team includes critical care nurses, attending and resident physicians, fellows, radiologists, pharmacists and technicians.



3

↑ JENNIFER BLAINE, C.C.T.  
UF Health Shands E.R./  
Trauma Center critical care technician

The team receives and stabilizes the patient and immediately draws his or her blood for testing in an inpatient laboratory.



4

↑ BRIAN CORMACK, R.T. (R)(CT)  
UF Health Shands radiologic technologist

The team performs a CT scan to determine the type of stroke, and the stroke team formulates an individualized treatment plan.



5

↑ ANNA KHANNA, M.D.  
UF College of Medicine vascular neurologist

UF Health physicians put a treatment protocol in place based on lab and CT scan results. The patient may be given tissue plasminogen activator, or tPA, or may be a candidate for an endovascular procedure.



8

↑ (L-R) PAUL FORSTER, B.S.N., R.N., RN-BC,  
JILLISA CARTER, R.N., AND  
JOHNETTE OWENS, L.P.N.  
UF Health Shands Hospital Neurosurgery Unit 11-5  
recovery nurses

From the Neuro ICU, the patient may be transferred during recovery to the neuromedicine recovery unit.



9

↑ (L-R) NICOLLE DAVIS, B.S.N., R.N., SCR.N.,  
AND TIFFANY SHEEHAN, B.S.N., R.N., SCR.N.  
UF Health Shands Comprehensive  
Stroke Center program coordinators  
Stroke program coordinators review  
processes of care for every stroke patient.  
They analyze data for quality review and lead  
process-improvement initiatives.



10

↑ (L-R) NEDA MITOVA-CANEVA, P.T.,  
AND DON FRISON, P.T.A.  
UF Health Shands Rehab Hospital physical  
therapist and physical therapy assistant

Following hospitalization, a patient may be discharged to his or her home or to a rehabilitation facility, such as UF Health Shands Rehab Hospital, for extensive post-stroke rehab.

UF HEALTH | EVENTS+ACTIVITIES

## WELLNESS ACTIVITIES NOW ADD UP TO FINANCIAL REWARDS!

*New point system provides GatorCare subscribers with incentives*

BY JACKY SCOTT

UF Health's Fifth Annual Wellness Event gets underway this month. At these events, all benefits-eligible employees will receive a biometric screening, a free lunch and a chance to earn a \$35 taxable incentive/reward added to their paycheck in August.

GatorCare subscribers have additional incentives to live a healthy lifestyle this year through a new point system. Those who keep track of their wellness activities will be eligible to receive financial rewards.

Once GatorCare subscribers earn 250 points, they will be entered into a drawing to win one of 280 taxable \$50 Publix gift cards. Once they reach 300 points, they will earn an online shopping experience with a \$75 value through retailers such as Michael Kors, Keurig, Black & Decker and Cuisinart, awarded in January 2017. All incentives are taxable and employees must be actively employed to receive them.

"We're trying to build a culture of wellness in the workplace," said **Jill Sumfest, M.D., M.S., FACS**, GatorCare medical director. "We think this program helps get people motivated to change their behaviors and eventually see improvements over time." +

### ALL BENEFITS-ELIGIBLE EMPLOYEES:

Attend a Wellness Event from May 9 to May 27 and receive a biometric screening, a free lunch and a chance to earn a \$35 taxable incentive/reward added to your paycheck.

Visit [GatorCare.org](http://GatorCare.org) to learn more about the \$35 Wellness Event incentive/reward and the new points system for GatorCare subscribers. Visit [UFHealth.org/WellnessEvent](http://UFHealth.org/WellnessEvent) to sign up for a Wellness Event.



### TO RECEIVE REWARDS THROUGH THE NEW POINT SYSTEM, GATORCARE SUBSCRIBERS MUST:

- Complete a biometric screening (at a Wellness Event or a Quest Diagnostics Lab)
- Complete a personal health assessment online (through a registered Blue Rewards account)
- Show proof of flu vaccination in the past year
- Be tobacco-free or complete a tobacco-cessation course
- Earn 275 points by completing the four activities above!

### GATORCARE SUBSCRIBERS CAN REGISTER "SELF-REPORTED" ACTIVITIES COMPLETED THROUGH THEIR BLUE REWARDS ACCOUNT TO EARN ADDITIONAL POINTS, INCLUDING:

- Complete an annual wellness exam (25 POINTS)
- Register at MyUFHealth (15 POINTS)
- Participate in a community walk (15 POINTS)
- Enroll in Healthy Addition Prenatal program (25 POINTS)
- Attend wellness program sponsored seminars (15 POINTS)

**SIGN UP  
MAY 9-27**

[UFHealth.org/WellnessEvent](http://UFHealth.org/WellnessEvent)





UF HEALTH | STRATEGY+PLANNING

## PROTECTING TOMORROW, TODAY

*New ad campaign features pediatric patients, teams*


BY JESSICA BARTON

UF Health's new advertising campaign for UF Health Pediatrics and UF Health Shands Children's Hospital focuses on what matters most — our patients.

Launched on April 1, the print and digital ads, which feature lively animation, highlight young UF Health patients who have managed their health issues with the help of our pediatric care teams. The ads illustrate what each child wants to be when they grow up.

The first two ads feature Liam — who wants to be a chef despite having a pediatric seizure disorder — and Tavis — who wants to be a baseball player even though he struggles with asthma and allergies. The ad copy shares details about their health issues, the expert care they received from our pediatric care teams and how they were able to get back to chasing their dreams.

Future ads will include a pediatric cancer patient who wants to be a fashion designer, a pediatric surgery patient who aspires to train dolphins and a former NICU patient.

The campaign was created internally by several of our UF Health Communications teams. Print ads will appear in local magazines, animated ads will be showcased in movie theatres and digital ads will be seen online and on local digital displays. 



UF HEALTH | CARE+QUALITY

## THE POWER OF TOGETHER STAFF SPOTLIGHT



> We caught up with **Charles Crescioni, B.S.N., R.N.**, a senior quality improvement specialist with the UF Health Sebastian Ferrero Clinical Quality and Patient Safety division. He discussed how a team-based curriculum offered to faculty, staff and students called TeamSTEPPS (team strategies and tools to enhance performance and

patient safety) fits with the big picture of The Power of Together, UF Health's five-year strategic plan.

### What is TeamSTEPPS?

**CC:** TeamSTEPPS is a framework for team performance that health care systems around the country have adopted to improve patient care. Key areas of focus include communication, leadership, mutual support and situation monitoring – themes that course through The Power of Together. The curriculum provides tools and strategies to build high reliability into team operations. The UF Health Sebastian Ferrero Office of Clinical Quality and Patient Safety and the UF Office of Interprofessional Education

are focused on providing training for interested faculty and staff to prepare trainers and coaches (master training) for improvement initiatives.

### How does TeamSTEPPS tie into The Power of Together?

**CC:** The underlying principles of TeamSTEPPS sync extraordinarily well with the goals outlined in The Power of Together. Concepts from this model have been previously adapted in select areas across UF Health. We're looking forward to the overall TeamSTEPPS framework as one way to uniformly integrate and optimize those efforts to improve how we work together. I also base my TeamSTEPPS presentations on The Power of Together to illustrate how the deliverables of the curriculum – enhanced teamwork leading to highly effective care solutions – align closely with UF Health's strategic plan.

How does your team's day-to-day activities support our overall strategic goals? Revisit them on the Bridge – search "The Power of Together" – to connect the dots and see how each of our responsibilities is reflected in The Power of Together.

Find out more about TeamSTEPPS in the most recent edition of the Q Report: [QReport.health.ufl.edu](http://QReport.health.ufl.edu).

UF HEALTH | HOSPITALITY+SERVICE

## HOSPITALITY HUDDLES OFF AND RUNNING AT UF HEALTH!

> With just a few months of Hospitality Huddles under our belt, these powerful employee conversations have already impacted our organization. Huddles allow us to hone in on the behaviors we learned during Hospitality & Service training to improve the patient experience and our workplace interactions.

So far this year, Huddles have covered topics including first impressions, etiquette in shared spaces, keeping conversations positive and appropriate, and being sensitive to noise levels and interruptions. People are noticing the difference.

"Before our Hospitality & Service initiative, if I saw someone who looked lost I would help them. Now, I frequently don't

get the chance as someone else is beating me to it," said **Don Norstrand, M.S.N., R.N., CCRN**, UF Health Shands Hospital Nursing Research and Education nurse education specialist.

We encourage all faculty and staff to continue participating in their work area's twice-monthly briefings as they become a part of our work culture.

"Because of the Hospitality Huddles, camaraderie was developed and a boost to our team was clearly evident," said **Heather Lanphar**, UF Health Endoscopy Center clinical coordinator. "I can't wait to experience future discussions to see how this will trickle down to great patient satisfaction."

For the latest Hospitality Huddle topics, testimonials, leadership toolkits and more, visit [bridge.UFHealth.org/hospitality](http://bridge.UFHealth.org/hospitality).







UF HEALTH | GROWTH+EXPANSION

## MAKING OUR MARK

➤ (From left) Justine Abram, R.N., UF Health Shands Hospital Neurosurgery Unit 11-5 nurse manager; Jennifer Rembisz, MCMS, P.A.-C, a UF College of Medicine division of vascular surgery and endovascular therapy physician assistant; and other UF Health faculty and staff gathered in March to put their mark on the final steel beam installed during the construction of the new UF Health Heart & Vascular Hospital and UF Health Neuromedicine Hospital. Colorful signatures and messages covered the beam, which was lifted into place on the structure. The occasion marked yet another step toward advancing care for our patients' hearts and minds. The new hospitals are set to open in December 2017. Learn more about our renovation, construction and growth projects at [blueprints.UFHealth.org](http://blueprints.UFHealth.org).



(From left) UF Health Communications team members Jessica Barton, marketing coordinator; Selena Carter, creative director; Nickie Doria, marketing coordinator; Lorraine McGill, Indigo Design; Katrina McAfee, marketing coordinator; Stacy Beers, marketing director; Alisha Kinman, marketing coordinator; and Chris Bilowich, broadcast coordinator, earned five Gold American Advertising Awards and are headed to the regional competition.

#### UF HEALTH | AWARDS+KUDOS

### UF HEALTH EARNS TOP HONORS AT AMERICAN ADVERTISING AWARDS

➤ Under the stars at the University Air Center overlooking the runway and airplanes, the UF Health Communications team recently earned five local Gold American Advertising Awards!

And at the end of the night, the team earned the coveted Best in Show award, and brought home the top prize for the No Two Alike Campaign in the Broadcast and Integrated Advertising Campaign categories.

What's next for the winning campaigns? The team heads to Tampa in May to compete with even more advertising entries from throughout the Southeast.

#### OUR TEAMS WERE RECOGNIZED FOR THE FOLLOWING PROJECTS:

- UF Health No Two Alike campaign (Integrated Advertising Campaign)
- UF Health No Two Alike campaign (Regional/National Television Commercial Campaign)
- UF Health NoTwoAlike.org microsite (Websites – Consumer)
- UF Health Heart and Vascular campaign (Integrated Advertising Campaign)
- UF Health Neuromedicine Progress Report (Digital Publication)

Visit [NoTwoAlike.org](http://NoTwoAlike.org) and [bridge.UFHealth.org/no-two-alike](http://bridge.UFHealth.org/no-two-alike) to see the award-winning campaign.



#### UF HEALTH SHANDS | AWARDS+KUDOS

### EMPLOYEE PUTS A PERSONAL TOUCH ON HOSPITALS

➤ **Jerald Davis**, a UF Health Shands Security officer, helps lift patients' spirits through his artwork. In addition to keeping patients and staff safe on a daily basis, Davis enjoys painting semi-professionally. In the last few years, he has donated his time and talent to spruce up the UF Health Shands Rehab Hospital and UF Health Shands Psychiatric Hospital by creating several hand-painted murals throughout the facilities.



UF HEALTH | SERVICE+HOSPITALITY

## STEP RIGHT UP FOR TECH SERVICE

> Many of us can't live without our computers and phones. Fortunately, there's a place where you can find technical support for these essential devices. UF Health IT's Walk-Up Help Desk provides faculty, staff and students with assistance when technical issues arise.

Anyone with a UF Health-related IT problem can stop by for assistance. Be sure to ring the doorbell when you arrive so the team of 15 end-user specialists – who receive around 220 calls a day – is aware that someone is waiting to be seen.

Specialists can help connect your managed or personal mobile devices and laptops to UF Health wireless networks, email, VPNs and other UF Health systems. If you are unable to leave your workstation, a specialist can assist you by phone and remote into your computer, if necessary.

### UF HEALTH INFORMATION TECHNOLOGY WALK-UP HELP DESK SUPPORT CENTER

**WHERE:**

Communicore Building, second floor, Room C2-011

**WALK-UP HOURS:**

8 a.m.-5 p.m., Monday-Friday

**REMOTE SUPPORT HOURS:**

6:30 a.m.-6:30 p.m., Monday-Friday

**SERVICES:**

Email, wireless networks, VPNs, EPIC and more!

**DIRECTIONS TO THE COMMUNICORE BUILDING:**

From the UF Health Shands Hospital Atrium (north campus), walk north down the main hallway past the food court/cafeteria. At the end of that hallway, use the exit doors on your left to the Sun Terrace food court. Walk through the Sun Terrace and enter the Communicore Building through the glass doors just past Starbucks on your right. The Communicore is the building with classrooms and the Health Science Center Library.

For more information or to submit an online request, visit [ithelp.ahc.ufl.edu](http://ithelp.ahc.ufl.edu) or call 352-265-0526. You can also search "IT Help" on the Bridge.

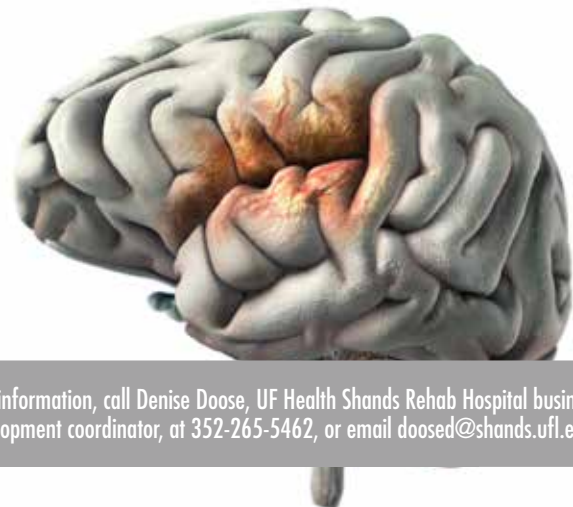
UF HEALTH SHANDS REHAB HOSPITAL | EVENTS+ACTIVITIES

## LEARN MORE ABOUT STROKE – FROM PREVENTION TO REHABILITATION

> UF Health Shands Rehab Hospital, accredited by the Commission on Accreditation of Rehabilitation Facilities as a stroke specialty hospital, is hosting a stroke fair from 10 a.m. to noon Thursday, May 19. The event is open to anyone interested in learning about stroke, from prevention to rehabilitation.

### STOP BY TO LEARN ABOUT:

- Free stroke risk assessments and education
- Local stroke research education
- The latest stroke rehab treatments
- Networking with local support groups
- Home safety and disaster preparedness
- Prizes and refreshments



For more information, call Denise Doose, UF Health Shands Rehab Hospital business development coordinator, at 352-265-5462, or email [doosed@shands.ufl.edu](mailto:doosed@shands.ufl.edu).



UF HEALTH | EVENTS+ACTIVITIES

## NATIONAL HOSPITAL WEEK EVENTS

Everything we do reflects our commitment to quality patient care, hospitality and service and supportive teamwork. You — our doctors, nurses, staff and volunteers — support our vision to improve health and make a positive impact every day. Your strong work ethic and dedication to positively impact our patients is second to none, and you are the foundation for The Power of Together. In honor of National Hospital Week, May 8-14, our leaders would like to thank everyone who supports patient care at UF Health Shands. Please enjoy the following celebration activities:

### Tuesday, May 10

#### Lunch with Leaders

11 a.m. to 1 p.m.  
Lunch buffet served  
by leaders (boxes available)

##### Locations:

**UF Health Shands Hospital**  
Faculty Dining Room

**UF Health Shands Cancer Hospital**  
Auxiliary Conference Room 1204

#### Evening Meal to Go with Leaders

7-9 p.m.  
Buffet and boxed meals to  
go handed out by leaders

##### Locations:

**UF Health Shands Hospital**  
Faculty Dining Room

**UF Health Shands Cancer Hospital**  
Auxiliary Conference Room 1205

### Wednesday, May 11

#### Cookie Deliveries

**UF Health Physicians and UF  
Health Shands offsite locations**  
Delivered throughout the day

#### Appreciation Events with Food and Games

11:30 a.m. to 2 p.m.

##### Location:

**UF Health Shands Rehab Hospital  
and UF Health Shands  
Psychiatric Hospital**  
Outdoor Courtyard

6:30 p.m. till 3 a.m. Thursday

##### Location:

**UF Health Shands  
Psychiatric Hospital**  
Conference Room 1301

### Thursday, May 12

#### Ice Cream Socials

2-4 p.m.

##### Locations:

**UF Health Shands Hospital**  
Cafeteria with photo booth!

**UF Health Shands Cancer Hospital**  
Terrace Café with photo booth!

**UF Health Medical Plaza Café**  
1329 Building Lobby

**UF Health Shands Rehab Hospital  
and UF Health Shands  
Psychiatric Hospital**  
Outdoor Courtyard

#### Midnight Snacks

11 p.m. till 1 a.m. Friday

##### Locations:

**UF Health Shands Hospital**  
Atrium with photo booth!

**UF Health Shands Cancer Hospital**  
Terrace Café with photo booth!

Faculty, staff and  
volunteers: Please bring  
your ID badge to National  
Hospital Week events.

UF HEALTH | CARE+QUALITY

## TAKE CONTROL OF YOUR ALLERGIES

Located within the UF Health Medical Specialties Clinic on the third floor of the UF Health Medical Plaza, the Adult Allergy, Asthma Sinus and Immunology Program's expert team focuses on diagnosis, treatment and management of allergic diseases, including:

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

In addition, the team 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.