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NEWS+NOTES

UF HEALTH SHANDS

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Heroes among us

Paying tribute to our military veterans

UFHealth
UNIVERSITY OF FLORIDA HEALTH

Ed Jimenez
UF Health Shands
Chief Executive Officer

Kimberly Rose
Director
Strategic Communications

Todd Taylor
Communications Coordinator
News+Notes Editor

Madelyn Hyder
Creative Services Coordinator
News+Notes Designer

Produced by UF Health
Communications

Email taylt@shands.ufl.edu or call
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FSC LOGO



UF HEALTH | HOSPITALITY+SERVICE

SHOWING OUR APPRECIATION

Veterans Day edition salutes our brave colleagues

BY TODD TAYLOR

As election season winds down, there's one thing that we can all agree on: military veterans deserve our respect and admiration. Without the generations of military personnel who have defended our freedom, we wouldn't enjoy the luxuries we've come to expect — and often take for granted — as Americans.

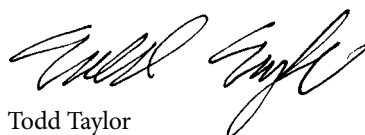
Each fall we dedicate an edition of News+Notes to highlight our co-workers who serve or have served in the U.S. Armed Forces. In this Veterans Day issue, our colleagues share compelling stories, provide inspirational perspectives, and describe the skills they learned in the military and how they use them to excel in their roles at UF Health.

We hope you enjoy the photos and profiles of these brave individuals and take time to honor them, and all veterans, during our annual Veterans Day Celebration in the UF Health Shands Hospital Atrium on Nov. 10. Find more details about the event on the Bridge under "Employee Services" then "HR Gainesville – Shands."

As we approach 2017, please be sure to get your flu vaccination and participate in Benefits Open Enrollment — find details about how to do so in this edition.

Thank you for all you've done to make 2016 another great year at UF Health. Pick up our next edition in early January for a look back at what we've accomplished in 2016 and a look at what's to come in 2017 — a year that will be capped with the opening of our new heart and vascular and neuromedicine hospitals next December.

Happy holidays and New Year!



Todd Taylor
News+Notes Editor
Communications Coordinator
UF Health Communications

UF HEALTH SHANDS | CARE+QUALITY

Q&A WITH THE CEO – ED JIMENEZ

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



PHOTO BY JESSE S. JONES

UF Health Shands CEO Ed Jimenez recently visited with UF Health Shands Hospital Pharmacy Services team members (from left) Joy De Castro, CPhT, certified pharmacy technician; Stacey Bortlik-Hodgson, Pharm.D., pharmacist; and Mark DeFord, pharmacy technician.

We caught up with CEO **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!

We're celebrating our veterans this month. How do you feel about our employees who have served?


They inspire our appreciation. It's humbling to know that they have chosen to serve — which has likely taken them away from their families, jobs and lives — and they've returned to work here. They bring with them not only their experiences and the life-changing impact of their service, but also another version of passion. Our institution is filled with passionate people with fires in their bellies to do great things, and our military veterans are no exception. Their dedication to our country makes us all want to do better.

Why are our Hospitality Huddles so important?

The hospitality journey we embarked on was intended to create a culture shift. One of the ways to ensure that it becomes a part of our culture is to hardwire it by having everyone participate in Hospitality Huddles. The process of huddles has this underpinning of teamwork, because whoever is on the unit or in the area participates. So Huddles bring together people with different roles and supervisors — and

they talk about very specific, shared topics that are important to our journey. Huddles enable us to think about what we're doing together that works well and to make it the norm, rather than a temporary project or something with a time limitation to it. I'm hearing good things about Huddles. We can always do better, so as a management team we're always looking for feedback to take our Huddles to the next level. Visit bridge.UFHealth.org/hospitality and share input (click on "In Your Words").

What message do you have for employees this holiday season?

Around the holidays, it's important for staff to spend time with their friends and families — to recharge, celebrate, appreciate and take comfort in each other. When it's time for us to put our head down at night, we know the impact we've made here at UF Health and that our friends and family are there for us. I also encourage staff to involve themselves in their communities and think of ways they can lend a helping hand to those in need, especially during the holidays. 

WANT TO SUBMIT A QUESTION?

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



UF HEALTH | AWARDS+KUDOS

CELEBRATING OUR VETERANS

BY NACUYA LEWIS • PHOTOS BY MINDY MILLER

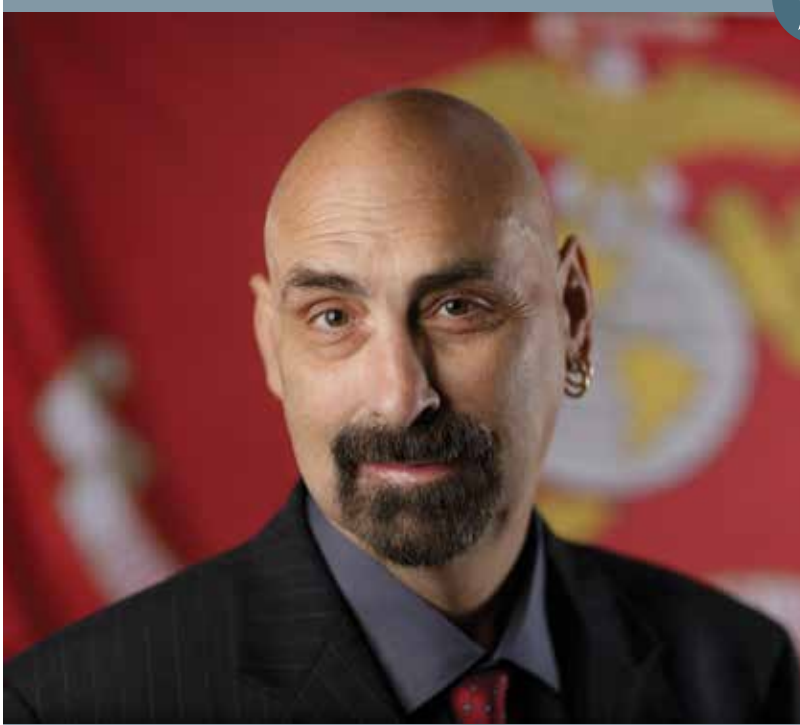
At UF Health, we're surrounded by modern-day heroes — men and women who have made sacrifices to serve our country in the U.S. Armed Forces. These heroes don't work in masks or capes; instead they wear scrubs, suits, white coats, dresses and polo shirts. They sit next to us in meetings, care for our patients, perform life-changing surgeries and respond to emergency calls.

Although there will never be the right words to describe their selflessness, dedication and valor, we hope this feature allows you to appreciate some of the heroes who work among us at UF Health.

As we pay tribute to these heroes for Veterans Day, we thank all among our workforce who have served and are currently serving our country.

A handwritten signature in blue ink that reads "Janet L. Christie".

Janet Christie
Senior Vice President, Human Resources
UF Health Shands





LIAM

HOLTZMAN

D.O., FACEP

UF COLLEGE OF MEDICINE
EMERGENCY MEDICINE PHYSICIAN

U.S. NAVY RESERVE: 11 YEARS

LIEUTENANT COMMANDER

HOW HAVE YOU USED YOUR MILITARY SKILLS AT UF HEALTH?

Working in our busy trauma center, in many ways, parallels the military environment — a fast-paced, high-risk and teamwork-structured environment. It's my pleasure to work with such truly dedicated individuals who make the impossible look routine every day.

WHAT DID YOU GAIN FROM YOUR MILITARY SERVICE?

My sense of honor, dedication and purpose are traits that, although perhaps pre-existing, were certainly reinforced by my military service. The military tradition permeates my sense of duty to patient care and my approach to educating resident physicians, whom I am honored to teach.





LYNN

WESTHOFF

M.S.N., R.N., M.H.A.

UF HEALTH SHANDS HOSPITAL SURGICAL ICU
CLINICAL LEADER

U.S. ARMY: 21 YEARS

CAPTAIN

TELL US A MEMORABLE STORY FROM YOUR TIME SERVING IN THE MILITARY.

During a multinational training exercise in the field, a large storm produced over 1,000 lightning strikes. Our soldiers risked their lives dodging lightning strikes to assist injured soldiers and get them to safety. Everyone was willing to put themselves in harm's way to help those in need. We stayed with the soldiers in the hospital to assist in providing care.

WHAT DOES VETERANS DAY MEAN TO YOU?

It reminds all of us to never forget those who gave the ultimate sacrifice and to support those who are still serving our country.



DAVID H.
PRICE

UF HEALTH RADIATION ONCOLOGY
EQUIPMENT SPECIALIST

U.S. MARINE CORPS: 4 YEARS
CORPORAL (E-4)

**HOW HAVE YOU USED YOUR MILITARY
SKILLS AT UF HEALTH?**

The skills I acquired from the U.S. Marine Corps aviation electronics schools were very much in demand in the private sector, allowing me to be productive right out of the gate. Augmenting these skills with additional medical imaging training has served me well at UF Health.

WHAT DOES VETERANS DAY MEAN TO YOU?

It symbolizes the nation's appreciation for the devotion, honor and sacrifice of service members that give in ways others could only imagine. All gave some and some gave all, while others are still on patrol.





MATTHEW
ROTHER

UF HEALTH SHANDSCAIR PILOT
U.S. COAST GUARD: 23 YEARS
COMMANDER

HOW HAVE YOU USED YOUR MILITARY SKILLS AT UF HEALTH?

As a search and rescue and counter-narcotics pilot in the Coast Guard, my specialty was time-sensitive, emergent life-or-death missions that occurred in all kinds of weather. UF Health ShandsCair has been a natural fit, allowing me to use these skills to safely provide lifesaving emergent transport for our clinicians and the patients they serve.

WHAT DID YOU GAIN FROM YOUR MILITARY SERVICE?

Discipline, professionalism and a deep understanding of the dangers facing us in this world. Our American freedom is fragile and must be continuously strengthened and cherished. Veterans Day is a reminder to all citizens to never take our freedom for granted.



WILMA
**THOMAS-
SIMMONS**

M.S.N., R.N., M.B.A./H.C.A.

UF HEALTH SHANDS TRANSPLANT CENTER KIDNEY AND
PANCREAS TRANSPLANT PROGRAM NURSE COORDINATOR

U.S. ARMY: 2 YEARS ACTIVE, 6 YEARS RESERVE
FIRST LIEUTENANT

**WHAT DID YOU GAIN FROM YOUR
MILITARY SERVICE?**

The ability to be the best for my team. It was no longer about me — it was about the group as a whole. Leave no man or woman behind. You are as strong as your weakest link. Build a strong team and you will succeed. Learn from your mistakes and improve upon them. There is nothing you can't do if you put your mind to it. These tenets led me to be the strong person I am today.

WHAT DOES VETERANS DAY MEAN TO YOU?

It's a time of reflection for all the hard work people in the military have done for our country. Unlike Memorial Day, on Veterans Day we still have the chance to say "thank you" in person to the men and women who keep us safe. It helps me remember there are people out there like me who have taken action to make our country great.





JONATHAN BROOKS

UF HEALTH SHANDS CLINICAL LABORATORY
PHLEBOTOMIST

U.S. ARMY HOSPITAL
AND RESERVES: 8 YEARS
CORPORAL

TELL US A MEMORABLE STORY FROM YOUR TIME SERVING IN THE MILITARY.

I was allowed the opportunity to be assigned to Operation Global Medic at Ft. Gordon, Georgia. We were tasked with seeing how well we could handle a mass casualty situation and transport patients from airfield to airfield — just as we would in a wartime situation. We transported real soldiers who were tasked as the “wounded” onto Humvees; then onto C-130 cargo planes from Ft. Gordon to Ft. Jackson, South Carolina; and from there to the U.S.S. Mercy Navy Ship Hospital off the coast. The experience left me confident in my ability to work with a level head in a high-stress, chaotic environment.

WHAT DOES VETERANS DAY MEAN TO YOU?

It's a day to reflect back on my time served and all that has been sacrificed by all soldiers — dead and living.

UF HEALTH SHANDS | CARE+QUALITY

HANDLED WITH CARE

Pharmacy team puts medication safety first

BY JACKY SCOTT • PHOTOS BY MINDY MILLER



The UF Health Shands Pharmacy Services team's work is often done behind the scenes, but it has a big impact on our patients. With a staff of more than 250 pharmacists, technicians and support staff, the team collaborates to provide safe, high-quality pharmaceutical care.

"I'm really proud of the patient care activities that our staff provides every single day," said Thomas Johns, Pharm.D., BCPS, director. "Our mission is to provide quality care and patient safety and we take that very seriously. We also take pride in offering professional development. We recently launched a new technician training program that helps educate, develop and graduate our pharmacy technicians, which directly benefits our patients and the hospital system."

Every day, the team verifies about 5,000 inpatient medication orders and fills 750 outpatient prescriptions, totaling more than 2 million orders a year. Additionally, the inpatient pharmacy staff prepares and delivers about 3,000 medications daily. Here's a look at how a patient may interact with the team throughout a stay at one of our hospitals. +

5,000

NUMBER OF INPATIENT
MEDICATION ORDERS THE TEAM
VERIFIES PER DAY

750

NUMBER OF OUTPATIENT
PRESCRIPTIONS
FILLED PER DAY

THAT'S MORE THAN
2 MILLION ORDERS A YEAR





1

MEDICATION RECONCILIATION

Kyle Koenig, Pharm.D., BCPS, clinical pharmacist

A pharmacy team member collects information about which medications the patient is currently taking at home; verifies that the medications are entered correctly and reconciled in EPIC; and corrects any discrepancies.



2

CONSULTATION

(From left) Serena Richardson, R.N.; Hasan Rasheed, M.D., chief medical resident; and Ginger Gamble, Pharm.D., BCCCP, clinical pharmacy specialist

The medical care team, including a clinical pharmacist, discusses which medication therapy regimen will work best for the patient.



3

VERIFICATION

Maricarmen Perez-White, Pharm.D., clinical pharmacist

After medications are entered into EPIC, a pharmacist will verify that the dose is correct and appropriate for the patient, confirm the patient doesn't have known allergies to the medication and verify there are no pertinent drug interactions with any other of the patient's medications. After these, and other factors, are evaluated and confirmed, the order is verified.



4

PREPARATION

Chris Hall, CPhT, and Michael Diamond, CPhT, certified pharmacy technicians

Some medications are immediately available upon verification, but other medications are more complex. For patients requiring IV therapies, a pharmacy technician prepares these patient-specific IV medications in a "clean room" — a sterile environment used for preparing complex medications — which are then verified by a pharmacist for accuracy prior to delivery.



5

DELIVERY

Joy De Castro, CPhT, certified pharmacy technician

Most routine patient medications are delivered to nurses through one of the 150 Omnicells — automated dispensing cabinets conveniently located in patient care areas throughout our hospitals. Medications are hand-delivered to Omnicells by pharmacy technicians throughout the day for retrieval by the nurses for their patients.



6

MEDS TO BEDS

(From left) Stephanie Molchan, pharmacy intern, and Lauren Paulk, CPhT, certified pharmacy technician

If the patient needs to take medication home, the physician will order a prescription in EPIC and send it to the outpatient pharmacy. The outpatient pharmacy team can fill the prescription and a pharmacy staff member will deliver the medication to the patient's room before discharge, or the patient can pick it up.



7

OUTPATIENT PHARMACY

Jeanne Mitchell, CPhT, certified pharmacy technician

When a patient or employee needs to fill outpatient prescriptions, teams at one of our four outpatient pharmacies provide this service.

UF HEALTH SHANDS | CARE+QUALITY

RACING AGAINST THE CLOCK

For 35 years the ShandsCair team has provided lifesaving care and transportation

BY ALISHA KINMAN • MAIN PHOTO BY MINDY MILLER



They arrive quickly to stabilize and rescue patients in emergencies and traumas: A newborn struggling to breathe, a motorcyclist suffering from head trauma, a stroke patient needing immediate intervention. The UF Health ShandsCair team has transported patients and saved lives for 35 years.

Last year, the ShandsCair team cared for and delivered approximately 7,000 patients. Crew members — often operating orange and blue emergency medical service vehicles — strive to deliver excellent patient care during transport with specialized, expert teams and vehicles equipped like ICUs.

The ShandsCair staff transports some of our tiniest patients by mobilizing the Neonatal/Pediatric team, which includes a neonatal nurse or nurse practitioner, and a respiratory therapist. They serve premature infants with respiratory or cardiac complications and other challenges, often using advanced equipment, including extracorporeal membrane oxygenation, known as ECMO, which oxygenates blood and circulates it back into the patient's body, mimicking the natural function of the lung, heart or both.

The Adult/Pediatric team cares for patients of all ages and includes a nurse or nurse practitioner/paramedic and a critical-care paramedic. They handle emergencies ranging from head trauma injuries to medical complications. **+**

A SNAPSHOT OF THE UF HEALTH SHANDSCAIR FLEET



FIXED-WING AIRCRAFT ACCESS

ShandsCair uses several fixed-wing jet models, including Citations and the Hawker Jet, that have the capability to transport patients to and from anywhere in the world.



3 HELICOPTERS

Our helicopters typically are used to transport patients from pre-hospital scenes within a 75-mile radius – and also serve community hospital E.R.s and ICUs within a 240-mile radius.



6 AMBULANCES

Our ambulances typically are used to travel regionally for interfacility transports and are equipped with advanced life-support gear.



2 MEDICAL DISCHARGE VANS

We use medical discharge vans to transport patients home or to skilled nursing facilities after they receive care at our facilities.

SOARING TO NEW HEIGHTS UF Health ShandsCair staff awarded for excellence



Laurie Whidden, R.N., UF Health ShandsCair neonatal flight nurse, received the Florida Department of Health 2016 EMS for Children Award and Brian Tison, M.B.A., A.T.P., UF Health ShandsCair 2 pilot, was named the Florida Department of Health 2016 EMS Pilot of the Year.



(From left) Ari Register, EMT-P C.C.P., and Alex James, M.S.N, R.N., EMT-P C.E.N., UF Health ShandsCair 3 flight crew, were given the Lifesaving Award by Charlie Creel, Wakulla County sheriff, and Louis Lamarche, Wakulla County fire chief, for their efforts responding to a bus accident in July.

SAFETY AND VIOLENCE PREVENTION IN PATIENT CARE

Resources empower staff with awareness, skills and tools

BY KIM ROSE + NACUYA LEWIS

Health care workers often face stressful and emotionally charged situations when interacting with patients, families and visitors. People facing a health concern or crisis can experience a multitude of difficult feelings when seeking help, from mild worry to anxiety or sadness, fear and possibly denial or anger. This can put our faculty, staff, residents and volunteers at risk for facing confrontational or outright hostile behaviors while providing service.

Just as our patients' well-being is a top priority, so is the safety and protection of our workers. We have detailed workplace guidelines that help ensure appropriate and safe behaviors among staff. Likewise, we have guidelines for how to manage inappropriate patient behaviors as well as patient-centered practices, professional training and hospitality and service standards to help guide us with patients and their loved ones.

The key is our ability to identify red-flag or escalating behaviors and address them in the best and safest way to prevent altercations and reduce risk and harm. Sometimes being compassionate, helpful and constructive is not enough. That's why resources are available to help staff build awareness and skills and new tools exist to help protect our workers when they face possibly hostile or threatening interactions.

Please take advantage of these options to support our workers at UF Health Shands, UF Health Physicians and the UF College of Medicine.

VIOLENCE PREVENTION TASK FORCE

The Violence Prevention Task Force is a multidisciplinary team that works to identify staff concerns about personal safety, which are then used to develop and implement solutions to address identified issues throughout UF Health. One of the task force's most recent endeavors is the development of UF Health Protect — UF Health's first safety app.

MOBILE SAFETY APP

UF Health Protect is a free personal safety app that will enable staff to quickly connect with emergency services, send your location to a friend, sound a loud alarm, report a tip, track shuttles and more. Search "UF Health Protect" on any mobile app store. It can be accessed on Apple, Android or other platforms. Wherever you go, UF Health Protect is there to help you stay safe.

NURSING SAFETY TRAINING

Crisis Prevention Institute, or CPI, and Crisis Development and Nonviolent De-escalation training has equipped more than 500 UF Health Shands nurses with the skills to manage behavioral situations that may occur during patient treatment. After completing these courses, our nurses are better able to protect themselves, communicate effectively, manage scenarios and recognize escalating behaviors. The training is optional and available through myTraining — located in the Employee Services tab on the Bridge.

HUMAN RESOURCES DEVELOPMENT COURSES

UF Health Shands Human Resources Development encourages clinical staff to enroll in the Dealing with Difficult Patient and Family Situations course. This two-hour program helps improve the skills and comfort level of nurses and other direct care providers to handle difficult and challenging situations involving patients and visitors.

OUTPATIENT TRAINING RESOURCES

The UF Health Physicians outpatient practice leaders are also focused on empowering frontline employees, patient care support staff and clinicians when it comes to personal safety. Each outpatient practice is a cohesive unit, so teamwork and communication are crucial elements in personal safety and violence prevention within each individual practice location. Tools and resources to help staff identify and deescalate difficult behaviors when interacting with patients and visitors are currently in development by UF Health Physicians Administration.

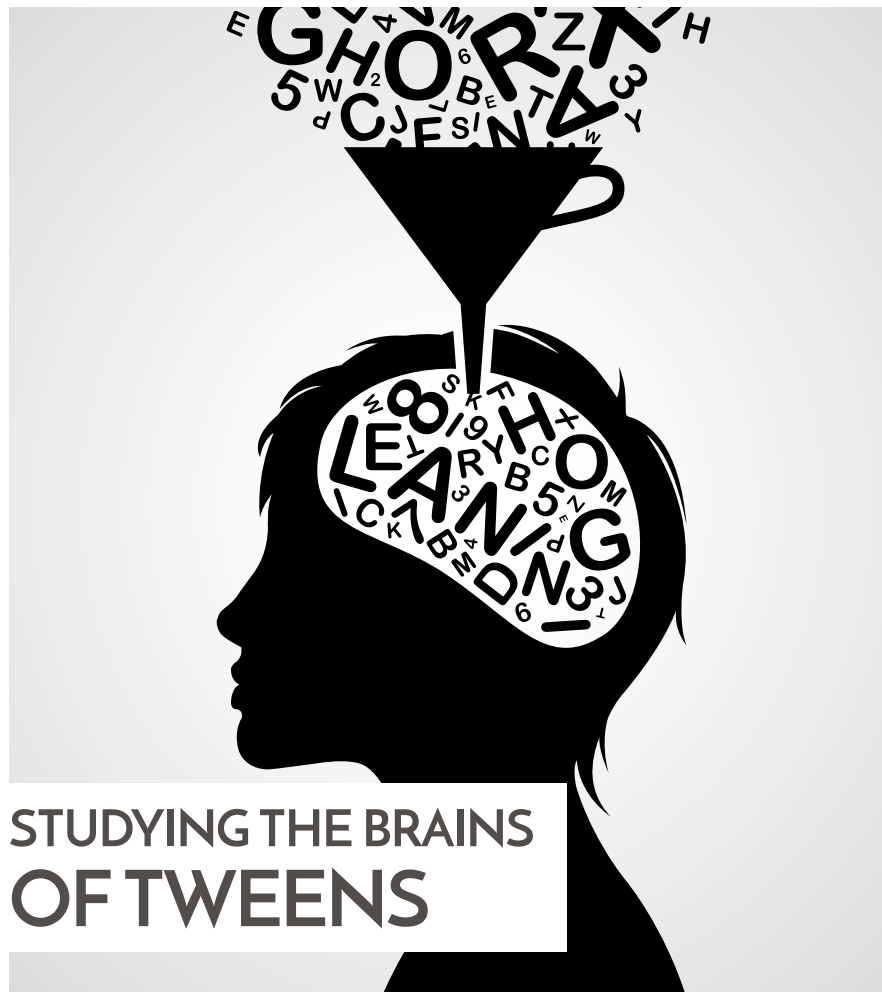
EMERGENCY RESPONSE

UF Health locations that are considered to be high risk — based on criteria set through the hospital Security Risk Assessment — are equipped with panic alarms that silently contact a security dispatcher, who sends all available security officers to the location. A security officer can be reached via UF Health main campus phones by dialing ext. 50911. ■

UF HEALTH | RESEARCH+DISCOVERY

LAB NOTES

Check out recent research developments at UF Health



STUDYING THE BRAINS OF TWEENS

UF and 18 partnering institutions recently launched the largest long-term study of brain development and child health in the U.S. Recruitment of more than 10,000 children — including about 400 in the Gainesville area — is underway for the Adolescent Brain Cognitive Development study. The landmark study, funded by the National Institutes of Health, will follow the biological and behavioral development of children beginning at ages 9 and 10 through adolescence and into early adulthood. Recruitment will be carried out over a two-year period through partnerships with public and private schools near the research sites. [+](#)

BATTLING LIVER CANCER

A UF Health researcher is studying a natural therapy for treating liver cancer, one of the leading causes of cancer-related deaths in the world. Thomas Schmittgen, Ph.D., a UF College of Pharmacy professor of pharmaceuticals, is identifying novel treatments and new ways to deliver those therapies by restoring microRNA levels in cancer cells in hopes of finding options for people with the disease.



A NEW TROPICAL DISTURBANCE

UF researchers have identified a patient in Haiti with a serious mosquito-borne illness never before reported in the Caribbean nation. Known as "Mayaro virus," it is closely related to chikungunya virus and was first isolated in Trinidad in 1954. Most reported cases, however, have been confined to small outbreaks in the Amazon. Whether this case signals the start of a new outbreak in the Caribbean region is currently unknown.

UF HEALTH SHANDS CHILDREN'S HOSPITAL | GROWTH+EXPANSION

COZY SPACES FOR TINY PATIENTS

New NICU features whimsical neighborhoods in shared location

BY LAURA CASTRO • PHOTOS BY MINDY MILLER



Phase one of the Neonatal ICU expansion at UF Health Shands Children's Hospital is complete, and intensive care patients moved into the new space in early November. As phase two renovations begin, we will no longer refer to the unit levels as NICU II and NICU III.

In the renovated NICU, our tiniest, most vulnerable patients will receive care in four areas known as "neighborhoods." The neighborhoods will be housed in one contiguous space and named Ladybug, Dragonfly, Bumblebee and Hummingbird. While neonatal

intermediate care (previously known as NICU II) and intensive care (previously known as NICU III) babies will generally be separated by neighborhood, each space is designed to meet the needs of all NICU patients — regardless of their level of care.

"One of our great joys is that the neighborhoods will be able to better accommodate babies," said **Beth Talaga, M.S.N., ARNP**, UF Health Shands Children's Hospital NICU nurse manager. "We will have more flexibility to meet patients' needs without being restrained by location."

The neighborhoods will be comfortable, family-focused areas with whimsical nature themes in harmony with the rest of the children's hospital. The 68-bed space will have semi-private areas as well as private rooms to help meet the education and discharge planning needs of families.

The final phase of the project — phase two — will focus on creating a large NICU waiting area featuring a sibling play space and additional seating. NICU intermediate care patients will move into the neighborhood space in spring 2017. **+**



To learn more about this project and keep up with other renovation news, visit blueprints.UFHealth.org.

UF HEALTH | CARE+QUALITY

PROTECTING TOMORROW, TODAY – TAVIS' STORY

Patient featured in pediatric ad campaign can “get back in the game”

BY LAUREN GAJDA • PHOTO BY JESSE S. JONES

When Tavis Honeycutt started kindergarten, being sick became routine. Since Tavis had never been to daycare, his parents hoped his recurring cold symptoms were just a sign of a weak immune system and things would improve.

Being sick, however, started interfering with Tavis spending time outside and playing baseball. His parents tried several cold and flu medications, but when none worked they looked for other answers.

“What we thought were typical colds and viruses would go away and come back constantly,” said Michele Spina-Honeycutt, Tavis’ mother. “Tavis was having more and more breathing issues and would cough all the time. We decided to bring him to UF Health Pediatrics to run some tests.”

Maria Kelly, M.D., a UF College of Medicine clinical associate professor and Tavis’ pediatrician, remembers the first time she met him. He suffered from a persistent cough, affecting his ability to sleep, concentrate in school and play baseball. He also found it difficult to run and play, and often became short of breath. Concerned his symptoms stemmed from asthma, Kelly conducted a complete lung assessment.


“During the examination, I immediately noticed that he was not moving air in and out of his lungs like a healthy child should,” Kelly said.

Kelly and **Cathy Eastin, L.P.N.**, a nurse at UF Health Pediatrics at Tower Square, asked Tavis to run a few laps around the clinic. The exertion brought on his cough.

“When I listened to his lungs again, not only was his air exchange still limited, but he had also developed some wheezing in his lungs,” said Kelly. “Our team was able to give him a rescue inhaler medication called albuterol, and within minutes, his cough subsided and his breathing normalized.”

Kelly asked Tavis how he felt after the medication, and he told her that he had not breathed that easily in a while. He was amazed at how much better he felt after a few inhalations of the medication.

“Following that visit, we were able to start Tavis on a regimen of asthma and allergy medications and provide the training he needed to use the medications properly,” Kelly said. “Since that visit, he is now symptom-free and back to being a superstar on the baseball field where he belongs.”

Eastin added, “It breaks your heart to see a child unable to run and play normally because of a persistent cough. What a relief to see Tavis get the help he needed to be able to play sports without any interference.” 

Tavis Honeycutt with his pediatrician Maria Kelly, M.D., a UF College of Medicine clinical associate professor.



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

UF HEALTH SHANDS CHILDREN'S HOSPITAL | HOSPITALITY+SERVICE

CRANES FOR A CURE

Employees fold 1,000 origami cranes to honor young patient

BY JACKY SCOTT • PHOTOS BY MINDY MILLER

Each September, 2,000 hand-crafted origami cranes adorn the rafters of the UF Health Shands Children's Hospital Sebastian Ferrero Atrium — representing the number of children lost to childhood cancer in the U.S. each year.

"I love seeing the cranes out on display. They're beautiful. They fit the atrium perfectly," said **Dawn Sherman**, a patient advocate in the UF Health Sebastian Ferrero Office of Clinical Quality and Patient Safety Patient Experience department.

The Cranes for Cure Childhood Cancer display was created by the Joey's Wings Foundation, a nonprofit charity founded in memory of Joey Xu. The Talbot Elementary fifth-grader passed away from renal cell carcinoma, a type of kidney cancer, in 2014. He had been a patient at UF Health Shands Children's Hospital.

This year, Sherman and other members of the Patient Experience team handcrafted 1,000 cranes for the display, which raises awareness about childhood cancer.

Beth Smith, a patient advocate, started the team's crane-folding project. Although

folding origami cranes is not her specialty, she instantly became curious when she realized there was a link between UF Health and Joey's Wings, which supports researchers focused on pediatric kidney cancer.

"For me, the neatest thing was having that connection with Joey's Wings," Smith said. "I thought that would be a really cool organization for us to support."

The Patient Experience team plans to select a new organization to support each month. For about five months, folding origami cranes for Joey's Wings was the department's community service project.

Sarah DeMott, administrative assistant, was at the forefront of the team's project and folded hundreds of the cranes in her spare time.

"I like to keep my hands busy," she said. "I thought that it would be great to do something constructive that will help somebody."

Through monetary and crane donations, Joey's Wings supports the development of less toxic treatment options and promotes advocacy and education for the parents of children with kidney cancers.

The Patient Experience team values the importance of giving back to the community, and donating to Joey's Wings is just one example of the team's giving spirit.

"Joey's Wings is a beautiful way to respond to and recognize the burdens of children and families facing cancer," said **Christine Cassisi**, director. "I feel proud of the effort our team put into this project and humbled by the beauty of their spirit and the cranes." 



UF Health Sebastian Ferrero Office of Clinical Quality and Patient Safety Patient Experience teammates (From left) Sarah DeMott, administrative assistant, and Charisa Lakin, medical interpreter, folded hundreds of cranes for the UF Health Shands Children's Hospital display.

UF HEALTH | AWARDS+KUDOS

CELEBRATING THE ROAD TO RECOVERY

In September, UF Health Florida Recovery Center physicians, staff, patients and former patients gathered at the annual alumni banquet to celebrate National Addiction Recovery Month. During the event, former patients reunited with clinicians who cared for them during treatment at FRC. This year, two FRC staff members – Fred Ramirez, LCSW, therapist, and Carol Johnson, R.N. – were recognized for

their dedication to addiction treatment and investment in their patients' lives. Both were surprised by the award and felt humbled to be honored for something that they truly love to do. Johnson said, "Receiving this award shows me I am impacting our patients in a positive way. What a blessing to work at a place where I can share my experience, strength and hope with others."



(From left) FRC team members Scott Teitelbaum, M.D., FAAP, DFASAM, medical director; Fred Ramirez, LCSW, substance abuse therapist; Carol Johnson, R.N.; and Roxane Harcourt, LCSW, LMFT, executive director, celebrated National Addiction Recovery Month at the annual FRC alumni banquet.

UF HEALTH | CARE+QUALITY

RUSZCZYK NAMED UF CHIEF PRIVACY OFFICER

The University of Florida has named Elizabeth Ruszczyk, J.D., CIPP, C.H.C., CHRC, the new UF-wide chief privacy officer. Ruszczyk will hold this appointment along with her continuing position as UF Health Compliance and Privacy vice president.

The critical dual roles and reporting arrangement will help Ruszczyk facilitate greater collaboration and access to shared resources across UF and UF Health. With this centralized leadership model, her teams will coordinate activities and develop more consistent policies, procedures, training modules and tools tailored to the unique needs of their diverse internal audiences.

Ruszczyk brings extensive experience and expertise to this expanded compliance role. She joined UF Health Shands in 2001 as privacy officer, was promoted to vice president and chief compliance and privacy officer in 2010 and became vice president and chief privacy and compliance officer for all UF Health in 2013. She received her bachelor's degree in communication from Florida Atlantic University and her law degree from UF.

Ed Jimenez, UF Health Shands CEO, said, "With her focus on supporting faculty and staff and building teamwork and efficiency, Elizabeth embodies a customer-focused and responsive approach to privacy and compliance."



Elizabeth Ruszczyk, J.D., CIPP, C.H.C., CHRC

COMPLIANCE WANTS TO HEAR FROM YOU!

Take the survey, help us improve ethical practices

BY PATRICK O'CONNOR

When it comes to compliance, one misstep can have a lasting effect on an organization's reputation.

The UF Health Compliance Services team is committed to providing faculty and staff the education and resources necessary to ensure compliance with applicable laws and regulations. Their efforts also support the integrity of UF Health as a world-class organization. Each November, national compliance and ethics activities raise awareness and organizations like UF Health get on board to help staff understand guidelines.

TAKE THE COMPLIANCE AWARENESS SURVEY

The Compliance Awareness Survey is available throughout November. At the beginning of this month, you received a direct link to the survey via email, and you can also find it on the Bridge home page in FYI: Announcements — Compliance Services.

It only takes a few minutes to complete the confidential survey, but it's instrumental in our compliance efforts. Your feedback helps us identify what we're doing well plus opportunities for improvement. Promoting an environment of compliance isn't the responsibility of one department, it takes a systemwide effort. Respond today and help us become a stronger organization.

VISIT COMPLIANCE ON THE BRIDGE

Visit the newly redesigned Compliance Services Bridge site for more information about activities planned for November. You can also find links to updated policies, the Code of Conduct, interactive materials, training modules and associated quizzes to demonstrate your mastery over various compliance subject matters. Find the site on the Bridge home page in FYI: Announcements — Compliance Services, or enter "Compliance Services" in the search bar. ■



ARE YOU A COMPLIANCE CONNOISSEUR?

Test your regulatory compliance smarts!

(Answers are posted below.)

1. WHAT GOVERNING BODY OVERSEES AND ENFORCES HIPAA COMPLIANCE?

- A. OFFICE OF THE INSPECTOR GENERAL
- B. OFFICE FOR CIVIL RIGHTS

2. WHAT LAW IS VIOLATED WHEN A PROVIDER ACCEPTS A GIFT FROM A REFERRAL SOURCE?

- A. ANTI-KICKBACK STATUTE
- B. HIPAA

3. WHAT LAW IMPOSES TRIPLE DAMAGES AND LARGE PER-CLAIM PENALTIES FOR WRONGFULLY BILLING THE GOVERNMENT?

- A. FALSE CLAIMS ACT
- B. RED FLAG RULE

Answers: (1) b. (2) a. (3) a.

ELDERCARE OF ALACHUA COUNTY | FINANCE+FUNDRAISING

JOIN OUR ELDERCARE HOLIDAY DRIVE – HELPING SENIORS IN NEED

Throughout the year, ElderCare of Alachua County assists seniors in need. The holidays can be a particularly difficult time for these seniors, financially and emotionally, as many are homebound and lack a family support system.

Help make a difference by participating in the annual ElderCare Holiday Drive. Drop off nonperishable foods, cleaning supplies and personal care items to help the cause.

Faculty and staff at UF Health provided more than 250 seniors with much-needed donations during last year's drive. Around 2,500 pounds of food were contributed from across the organization. Employees participated before or after work, spending 350 hours to pick up boxes, sort through items and distribute them to recipients.

ElderCare 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.



To learn how to donate, visit Eldercare.UFHealth.org or call 352-265-0680, ext. 44832.

UF HEALTH | FINANCE+FUNDRAISING

THIS HOLIDAY SEASON, GIVE HOPE AND SPREAD JOY

With the holiday season in full swing, you may see some new décor adorning nurses' stations around our hospitals. The UF Health Office of Development is reaching out to friends of UF Health and encouraging them to spread a message of joy to patients and staff members spending this season in our hospital instead of at home.

The campaign is called "Give Hope. Spread Joy." It will run through December and encourages donors to give a gift supporting the most critical needs of the hospital and providing hope to those we serve.



To learn more about this year's campaign, visit giving.UFHealth.org/givehope or find posts on social media using the hashtag [#givehopeUFHealth](https://twitter.com/givehopeUFHealth).

TO DO

UF HEALTH | CARE+QUALITY

GET YOUR FLU VACCINATION – IT'S NOT TOO LATE!

Those without a flu vaccination – and this year's sticker on his or her work ID badge – must complete a formal opt out process or begin wearing a surgical mask in patient care areas, effective Oct. 31.



It's not too late to get your flu vaccination! The following employees can still receive a no-cost flu vaccination through UF Health Shands Occupational Health Services – located on the first floor of UF Health Shands Hospital, Room 1004 – with their work ID badge:

- UF Health Shands employees and volunteers
- UF Health Physicians employees
- UF College of Medicine faculty physicians, residents and fellows
- Credentialed ARNPs
- Credentialed physician assistants
- Credentialed medical staff

Other UF faculty and staff can contact the UF Student Health Care Center regarding flu vaccinations.

Visit Flu Central at bridge.UFHealth.org/flu for more details.

UF HEALTH SHANDS | CARE+QUALITY

"IN THE Q" – ANSWERING YOUR QUALITY AND SAFETY QUESTIONS

"In the Q" is a video series featuring quality-improvement information, patient safety news and other updates to help us provide the best possible care to our patients. Visit the Bridge and search "In the Q" or scroll down the home page to the Quality section to see the videos.

Do you have quality-related questions? Leave a comment under the latest video and **Randy Harmatz, M.B.A.**, UF Health Clinical Quality and Patient Safety senior vice president and chief quality officer, will consider it for an upcoming segment. She said, "The videos are for staff and we'd love to engage everyone in the process."



UF HEALTH SHANDS | BENEFITS+TRAINING

BENEFITS OPEN ENROLLMENT – NOV. 2-15

Don't forget to make your selections for this year's Benefits Open Enrollment, available from Nov. 2 to Nov. 15. Enrollers will be in the UF Health Shands Hospital Atrium to answer questions and offer guidance through the Nov. 15 deadline.

Enrollment reopens for staff to confirm requests and make last-minute changes from Nov. 28 to Dec. 2.

Please remember, among this year's changes, employees opting out must log in and elect to waive a medical plan selection. This choice no longer rolls over each year and must be made again.

For more information about Benefits Open Enrollment, resources are posted on the Bridge under "Employee Services" and "HR Gainesville – Shands."