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Teen's heart gives another 14-year-old life.

PAGE 16: CELEBRATING DOCTORS' DAY

Staff, patients and family members share their gratitude for our medical staff.

PAGE 22: WELLNESS EVENT BEGINS APRIL 24

Benefits-eligible employees will receive lunch and can earn a \$100 online shopping experience.

Transforming
LIVES
through *transplants*

ON THE COVER:

(Front, from left) Wilma Thomas-Simmons, M.S.N., R.N.; Pamela Tilley-Hewlett; Stephanie Sharpe, B.S.N., R.N.; (Back, from left) Mojdeh Bannister, B.S.N., R.N.; Alfonso Santos Jr., M.D.; Karl Womer, M.D.; and Kenneth Andreoni, M.D.; are all members of the UF Health Shands Transplant Center Kidney Transplant Program team.

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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UF HEALTH | CARE+QUALITY

REMEMBERING THOSE WHO GAVE

LifeQuest members form lifelong bonds with families

BY CORAL DENTON, GUEST COLUMNIST

Last year, U.S. care teams performed a record-breaking 33,600 organ transplants thanks to 15,945 organ donors who provided the gift of life. That's 92 people a day whose lives were saved because someone said yes to organ donation.

It's important to remember that while one family celebrates the gift of organ donation, another is mourning the loss of a loved one. As members of the LifeQuest Organ Recovery Services team — our organ donor program serving all of North Florida — my colleagues and I have the unique opportunity to comfort donor families during this traumatic time.

"Our main goal is to present the option of organ donation and provide an alternative to a horrible situation," said **Allyson Krause**, clinical coordinator. "Once the recovery operation is complete, that's not the end of the story."

The LifeQuest team provides ongoing aftercare and bereavement services to all of its families. Additionally, coordinators and family advocates often form personal bonds with family members that blossom into lifelong friendships.

Senior clinical coordinator **Jessica Skiver** recalls a case from a past Valentine's Day in which she and an organ donor's longtime boyfriend connected in remembrance of his loved one and have kept in touch. They now regularly exchange holiday cards.

"He's very thankful for everything we did to make his girlfriend's legacy impactful," she said.

The team recently adopted a donor family to offer support during the holiday season. The father had passed away in an accident and saved five lives through organ donation. Our team donated gifts to bring some joy to his wife and four young children during the holidays.

Among other aftercare services provided to donor families, our team encourages families to write to recipients, make squares for memorial quilts and attend donor tribute events. Many donor families volunteer for LifeQuest to share their loved ones' stories and provide education about the importance of organ donation.

As public education coordinator, I'm blessed to build friendships with members of donor families who help our cause. Many memories created from these relationships stand out.

I kayaked among manatees with Terry Rooks, the sister of heroic organ donor Tim Rooks.

Donor father Clifford Gionet shares my passion for traveling, and after each new adventure, we send each other photos.

Organ donor Peyton Evans' 4-year-old little sister made me a coral snake that hangs in my office. The Evans family has invited me to their home for dinner on many occasions.

It's a privilege to serve our donor families and honor their loved ones as their stories continue onward through the ultimate gift — the gift of life.



Coral Denton
LifeQuest Organ Recovery Services public education coordinator

UF HEALTH SHANDS | CARE+QUALITY

Q&A WITH THE CEO – ED JIMENEZ

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

We caught up with 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!

When the UF Health Heart & Vascular and Neuromedicine hospitals open, what will happen to the spaces vacated in UF Health Shands Hospital due to the move?

We asked leaders for suggestions about how to use the vacated spaces and received great feedback. Ultimately, we'll use them in a variety of ways. It could be improving or expanding on something we have now, or it could be something new and different. We're currently having those discussions and analyzing data to make informed decisions. We have some time, because I suspect we'll renovate all of those spaces, so we'll need to wait until they are vacant to start that process. This summer, we'll have a better sense of how those areas will be used.

What's unique about the care our LifeQuest and transplant teams provide?

When you talk about health care, words like 'lifesaving' and 'life-altering' are often thrown around. But in the world of transplantation, there's no question that those terms fit the bill. When a transplant occurs, two families are forever changed — the family of the donor and the family of the recipient. One day I ran into Steve Oelrich, who served as Alachua County sheriff for many years. He told me how organ donation allowed something positive to come from his teenage son's untimely death. His son's organs saved many lives and he was able to meet some of those recipients, which was very moving.

As we celebrate Doctors' Day, what do you admire most about our physicians?

I think we all hold our doctors in high regard. There's a level of appreciation for their knowledge, leadership and ability to heal and provide care. We believe in them. What I love about our doctors is they exhibit all of these qualities, and they also value their colleagues. I can't think of many instances where a physician is praised and doesn't immediately acknowledge



PHOTO BY JESSE S. JONES

During the Physician Customer Service is the Key Awards Luncheon, Michael Good, M.D. (left), UF College of Medicine dean, and Ed Jimenez, UF Health Shands CEO, visited with CSK recipient Laurie K. Davies, M.D., a UF College of Medicine anesthesiologist.

his or her team. They recognize that it 'takes a village' and embrace the concept of servant leadership. Just the other day, I received a note about one of our physicians. He was passing through a unit and noticed an elderly woman shivering in her room. He could've easily moved along, knowing that her care team would soon assist her. But he stopped to help. He found her a warm blanket and adjusted the thermostat. The patient was visibly happy and grateful. Acts like these make me proud to work alongside our physicians. 🇺🇸

WANT TO SUBMIT A QUESTION?

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

UF HEALTH | CARE+QUALITY

TRANSFORMING LIVES WITH TRANSPLANTS

Kidney transplant team provides patients with lifesaving care

BY RACHEL RIVERA • PHOTOS BY MINDY MILLER + JESSE S. JONES

In 1966, UF College of Medicine surgeons performed Florida's first kidney transplant, marking the beginning of the UF Health Shands Transplant Center. Since then, our Kidney Transplant Program team has transplanted more than 4,700 patients with end-stage renal disease. Currently, 100,000 people are on the kidney transplant organ donor waiting list in the U.S. The rate of transplant at our center is significantly higher than the national average, which allows our patients to receive a transplant sooner and enjoy an enhanced quality of life.

WHAT DO KIDNEYS DO?

The kidneys are a pair of bean-shaped organs, each about the size of a fist, that lie in the abdomen close to the back. Most people have two, but it's possible to live with one. They remove waste and extra fluid from the body, regulate blood pressure and assist with production of red blood cells. Kidney failure, also called end-stage renal disease, occurs when someone loses 90 percent of his or her kidney function and is often caused by diabetes or high blood pressure. When the kidneys no longer function adequately, renal replacement therapy is necessary through dialysis treatment or kidney transplantation. During transplantation, the recipient only requires one new kidney to sustain kidney function. ■



1

PATIENT REFERRAL

Pam Tilley-Hewlett, transplant assistant

After a referral submission, the team reviews the patient's medical history to determine the need for transplantation. If a transplant is required, the team schedules evaluation and testing.

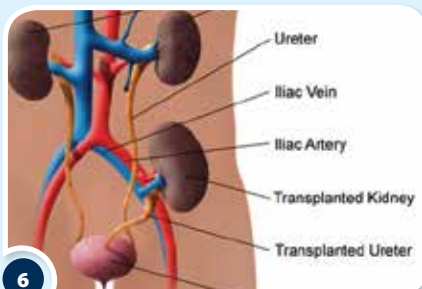


2

PATIENT EVALUATION

Mojdeh Bannister, B.S.N., R.N., pretransplant coordinator

During the initial transplant evaluation, the patient attends a pretransplant education class, completes medical tests and interviews with a team that includes a pre- and post-transplant coordinator, transplant surgeon, transplant nephrologist, financial counselor and social worker.



6

SURGERY

For a living donor transplant, a surgery time is coordinated between the patient and donor. For a deceased donor transplant, time is limited: When a kidney becomes available, the patient is taken to the OR for presurgical preparation and transplantation, which typically lasts four to five hours.



7

HOSPITAL STAY

Alfonso Santos Jr., M.D., UF College of Medicine transplant nephrologist and an assistant professor of medicine, and Wilma Thomas-Simmons, M.S.N., R.N., posttransplant coordinator

The average stay following a kidney transplant is five to seven days, during which the care team focuses on recovery and on medication adjustments. The patient and his or her support person learn how to care for the new kidney by managing medications and making positive lifestyle adjustments. A posttransplant coordinator and transplant nephrologist are assigned to help the patient throughout post-surgical care.

HERE'S HOW OUR KIDNEY TRANSPLANT PROGRAM TEAM CARES FOR TRANSPLANTATION CANDIDATES.



3

TRANSPLANT LISTING

Medical Review Board

The team's Medical Review Board reviews the patient case within two weeks of evaluation. The board includes everyone who participated in the evaluation and other integral team members. During review, the board decides whether the patient is accepted for transplant, requires additional testing or is denied due to risk factors.



4

IDENTIFYING A DONOR

Stephanie Sharpe, B.S.N., R.N., living donor coordinator

Kidneys are donated from a living or deceased donor. Candidates are encouraged to find a living donor to enable shorter wait times and better outcomes. A living donor can be a relative or a person not related by blood. For deceased donor kidneys, specific criteria determine the best patient/donor match.



5

TRANSPLANT WAITING LIST

Kalen DeGroat, LCSW, social worker

Once accepted, the patient is placed on the United Network for Organ Sharing waiting list. If the patient isn't scheduled for a living donor transplant, he or she is offered a deceased donated kidney. This can lengthen the wait time for up to six years, depending on availability and severity of the patient's medical condition. The transplant coordinator and social worker ensure the patient stays as healthy as possible and has support during this time.



8

ONGOING CARE

Karl Womer, M.D., UF College of Medicine renal transplantation director and professor of medicine

Before discharge, the patient receives instructions on posttransplant clinic appointments and follow-up care. After discharge, the patient meets with his or her surgeon and nephrologist to complete lab work, track progress and identify potential issues. Frequent clinic visits occur within the first few months and regular care follows. Most kidney transplant recipients have an average kidney function of 12.5 years for a living transplant and 8-12 years for a deceased donor kidney.



UF HEALTH | CARE+QUALITY

A NEW BEGINNING

Liver transplant restores Florida woman to health

BY KARIN LILLIS • PHOTO BY JESSE S. JONES



Liver transplant recipient Maria Rivera visits with her son, Michael, and daughter, Elsie.

First, Maria Rivera noticed the fatigue. Next, she noticed the swelling in her stomach and the weight gain.

“I wondered what was wrong with me,” said Rivera, 48. “I thought my thyroid was going.”

A visit to her primary care physician in Southwest Florida raised other suspicions.

Her doctor was concerned about the swelling and pain in her abdomen.

“She pushed on my stomach, and it hurt a lot. She did some testing, and it turned out that I had liver problems,” Rivera said.

A follow-up visit to a gastroenterologist revealed the source: Rivera had end-stage liver cirrhosis. She was surprised by the January 2014 diagnosis because she never

drank or smoked — two common risk factors for developing cirrhosis.

The advanced stage of her liver disease also placed her at a higher risk for cancer. Rivera’s gastroenterologist prescribed “strong medication” to keep her liver functioning and rechecked her every few months.

“He told me we had to keep a close eye on things because I could also develop liver cancer,” Rivera said.

Ultimately, his concerns proved correct. In May 2015, Rivera was diagnosed with liver cancer. Her only treatment option was an organ transplant.

“It’s really hard when you hear the word ‘cancer.’ Your first thought is, ‘I am going to die,’” Rivera said. “I have a lot of good people around me — my husband, children, sisters, sister-in-law, mother, nieces and nephews. I had so much love and support.”

Rivera’s gastroenterologist referred her to the UF Health Shands Transplant Center, where she was placed under the care of surgeon **Mark W. Johnson, M.D., FACS**, a UF College of Medicine professor of surgery.

Cirrhosis causes the liver to become inflamed and the tissue fibrous, making patients with the disease more prone to developing cancer, he explained.

To “zap” the tumor in Rivera’s liver, radiation was injected directly into the tumor — killing the cancerous lesion and a very small portion of the surrounding liver. Rivera received the one-time radiation in July 2015 and responded favorably to treatment.

“For that type of treatment to be effective, the tumors have to be relatively small and under a certain number. The cancer must also be limited to the liver,” Johnson said. “We follow up with patients for three months to make sure the cancer doesn’t return or get worse. Usually within the following six to 12 months, the person can undergo a liver transplant.”

In Rivera’s case, she received a liver nearly a year later, in June 2016. Transplants have become the standard of care for treating certain types of liver cancer, Johnson noted. Treatments range from curative resection to radiofrequency ablation and chemoembolization of the tumors.

Rivera said she is feeling much better since the transplant.

“Everything has changed,” she said. “I feel so healthy now.”

William Rivera said he was impressed by the level of care and attention his wife received at UF Health.


“Dr. Johnson was an amazing surgeon — so upbeat and positive. Every nurse and other team member we encountered was wonderful. They were so professional, and the quality of care was wonderful,” he said.

Her family is also grateful for Rivera’s second chance at life.

“I can’t thank Dr. Johnson and the rest of the care team enough,” said her son Michael Rivera, a UF junior and member of the Gators baseball team.

Pretransplant coordinators **Melissa Kapp, ARNP-BC**, and **Amy Camire, B.S.N., R.N.**, and posttransplant coordinator **Kortney Misamore, R.N.**, said Rivera’s courage and positive attitude were inspiring.

“Maria and her family were so gracious and so grateful to have a second chance,” Kapp said. “She will be able to see her children graduate college, get married and have children of their own.”

Added Camire, “It’s very rewarding to see Maria strive and thrive — and fully appreciate her new life.” 



April is National Donate Life Month. Register today to be an organ, eye and tissue donor at RegisterMe.org.

UF HEALTH | CARE+QUALITY

A PERFECT MATCH

Teen's heart gives another 14-year-old life

BY COURTNEY GRIGSBY



(From left) Younger brother Dylan Zimmerman spends time with his older twin sisters, Savannah and Katelyn.

When a loved one passes away, a heroic act — organ donation — can save lives while providing the donor family a silver lining.

On March 6, 2016, tragedy struck an Inverness family. Katelyn Zimmerman, 14, and her brother Dylan, 13, were riding bikes near their home when a drunken driver struck them.

The siblings were flown to UF Health Shands for treatment. Katelyn died from brain trauma shortly after arrival. After several weeks in critical condition, Dylan also passed away.

Incredibly, just three hours before the accident, Katelyn had had an important discussion with her grandmother.

"Katelyn had come to me the day she was in the accident and told me she wanted to be an organ donor," said Charlene Sweigart.

Sweigart was determined to honor Katelyn's wish, and Katelyn's father, Shawn Zimmerman, was also inspired by her intentions. Together, they made the decision to donate both children's organs.

Seven of Katelyn's organs were used to save the lives of six people ranging in age from 6 to 52. Three of Dylan's organs also saved three people ages 4 to 59.

Around the time of the Zimmermans' accident, Albert Jeffries IV — a 14-year-old boy nicknamed "Alj" — was fighting for his life in North Carolina while awaiting a heart transplant for dilated cardiomyopathy.

After a 99-day wait, Alj got his transplant. On March 10, he received Katelyn's heart.

"I have a sister who lives in North Carolina and I was talking to her on the phone and she said, 'You have to look at this report in North Carolina,'" Sweigart said, referring to a story that aired after Alj's transplant. "I called her back and said, 'This is where Katelyn's heart has gone.' I felt that Katelyn was leading my sister and I to where her heart was going."

Sweigart followed her intuition that Alj received Katelyn's heart and decided to contact the LifeQuest Organ Recovery Services team — our organ donor program serving all of North Florida. Her hunch was correct. Through the LifeQuest process, beginning with the exchange of letters between the two families, Sweigart made contact with the recipient's mom, Tina Turner. Turner responded and a strong friendship began.

"LifeQuest facilitates hundreds of anonymous letters between transplant recipients and donor families each year, as well as direct communication and personal meetings," said **Donna Cottle**, LifeQuest donor family services coordinator. "These relationships can be healing for both families and recipients."

On July 25, the two families met at Carolina Donor Services in Durham, North Carolina. Katelyn's father, grandmother and sister used a stethoscope to hear Katelyn's heart beating in Alj's chest.

"It was amazing, I heard the heartbeat and thought I'd break down," Sweigart said. "You think of it as Katelyn, but it's now Alj's heart. The two of them have become one because of a heart."



Shawn Zimmerman, Katelyn and Dylan's father, stands with Katelyn's heart recipient, Alj Jeffries, and his mother Tina Turner, after the families met in North Carolina.

Sweigart described Katelyn as selfless and wise beyond her years. She loved caring for animals and helping people. Dylan was the comedian of the family and always had a smart remark. He enjoyed using old bicycle parts to build new ones.

Alj always wanted to ride his own bike, but his heart condition had limited the activities he could do. Now, he can ride his bike thanks to Katelyn.


"Katelyn would be happy and have a smile on her face and she would probably say

"I'm giving this to you, please take care of it; please take care of this heart," Sweigart said.

Alj gave Katelyn's family members plastic hearts that feature Katelyn's recorded heartbeat as gifts. The two families remain close. Sweigart believes meeting Alj and his family helped her family heal.

"Alj is the same way as Katelyn, very loving. And they both happened to be left-handed," Sweigart said. "To see Alj, you are seeing what Katelyn was like — it's a perfect match."

More than ever, Sweigart shares Katelyn's belief about the importance of organ donation.

"It's so peaceful to know that somebody survived and is living their life to the fullest because of someone who donated their organs," Sweigart said. "She could not live, but she made sure somebody else could." 



"It's so peaceful to know that somebody survived and is living their life to the fullest because of someone who donated their organs."

— CHARLENE SWEIGART, GRANDMOTHER OF ORGAN DONORS
KATELYN ZIMMERMAN, 14, AND DYLAN ZIMMERMAN, 13

April is National Donate Life Month. Register today to be an organ, eye and tissue donor at [RegisterMe.org](https://www.registerme.org).

UF HEALTH | CARE+QUALITY

TRANSPLANT TEAM NAMED BEST IN THE U.S.

Pediatric heart transplant team's quality care results in national recognition

BY ALISHA KINMAN

UF Health Shands Hospital has surpassed all pediatric heart transplant programs in the nation — with zero deaths over a two-and-a-half year period. Results were featured in a report released in January by the Scientific Registry of Transplant Recipients, a database that analyzes and evaluates organ transplantation programs across the nation.

According to the Program-Specific Report, a document that is released biannually to evaluate 58 organ transplant centers over a 30-month period, 31 pediatric patients under age 18 received heart transplants between July 1, 2013 and Dec. 31, 2015 at UF Health Shands Hospital. All of them survived their first year after transplant. Since 2006, surgeons at the UF Health Shands Transplant Center have performed a total of 120 pediatric heart transplants and heart-lung transplants.

As a result, UF Health is ranked one of the two most active programs in the Southeast for pediatric heart transplants.

“Over the past 10 years, we have climbed in the national rankings because of our success in the medical and surgical management of children with congenital heart defects, including patients in need of pediatric heart transplantation,” said **Mark Bleiweis, M.D.**, UF College of Medicine pediatric and congenital cardiovascular surgery chief and UF Health Congenital Heart Center director. “This past year alone, we were ranked No. 1 in the state of Florida and No. 24 in the nation for pediatric cardiology and heart surgery by U.S. News & World Report.”

UF Health Shands CEO **Ed Jimenez** added, “One of the predominant reasons why UF Health Shands Hospital continues to excel in patient survival is because of our outstanding transplant team that treats even our tiniest patients. It’s very rewarding to know that physicians from across Florida and the U.S. are opting to send their patients to UF Health because our team is committed to taking the utmost care of their patients and families.”

In 2014, the UF Health Shands Children’s Hospital’s Pediatric Cardiac Intensive Care Unit opened to better serve the heart center’s most complex cases, including children who are awaiting heart transplantation, using a multidisciplinary team approach. The 18,000-square-foot expansion includes 23 private patient rooms, each with its own bathroom and shower. In addition, the PCICU features a dedicated area for physical therapy designed for children with congenital heart defects to receive pre- and postsurgical rehab care. ■



“It’s very rewarding to know that physicians from across Florida and the U.S. are opting to send their patients to UF Health because our team is committed to taking the utmost care of their patients and families.”

– ED JIMENEZ, UF HEALTH SHANDS CEO

For additional information on overall surgical survival rates at the UF Health Congenital Heart Center, visit UFHealth.org/uf-health-congenital-heart-center/quality-outcomes.

UF HEALTH | BENEFITS+TRAINING

HOSPITALITY HUDDLES UNITE TEAMS

Discussions bring staff together to share ideas and best practices

BY NACUYA LEWIS • PHOTO BY JESSE S. JONES



Staff members in the 1329 Building participated in a Hospitality Huddle focused on electronic communications.

It's Monday morning and staff members in Suite 3120 of the 1329 Building simultaneously receive a calendar notification that their Hospitality Huddle is about to begin.

They quickly finish emails, put away work and head toward the front desk, reminding their teammates as they pass each cubicle. In just a few minutes, at least 20 members of several UF Health teams — Communications (Strategic Communications, Marketing and Admin teams), Business Development, and Operational Effectiveness (formerly Management Engineering) — gather, ready to discuss the month's Hospitality & Service behavior.

Every other Monday, Hospitality Huddles bring these teams together and different managers and front-line staff facilitate the conversation. Although each department differs in focus, the Huddle discussions prove they have much more in common than they first thought.

In January, the teams shared personal experiences for how to avoid the dreaded "reply-to-all email apocalypse," and they often adapt patient-centered behaviors to internal customer practices. Each Huddle reveals common experiences among the group. The Hospitality & Service standards bring consistent focus to how we make UF Health welcoming for all.

In the coming months, we challenge you to include other teams or units in your department Huddles. Pay special attention to how different topics resonate with each team. What are some similarities and differences in people's reactions? How can you use another team's insights to improve the way your teams interact with each other as well as your customers? ■

The Hospitality & Service Steering Committee would like your feedback. Visit the Hospitality & Service Bridge site and select the "In Your Words" tab.

PATIENT-FRIENDLY FINANCE

Combined single statements simplify billing for hospital and physician services

BY LAURA CASTRO

Continually improving every patient encounter is a top priority at UF Health, and the billing and payment process is no exception.

Patients will soon benefit from a new and improved, streamlined “single statement” billing system after receiving care at UF Health Shands or UF Health Physicians. Thanks to the UF Health Patient Financial Services team, the new process simplifies communications with a clear snapshot of what patients owe for services provided across our organization.

Traditionally, patients who received care from these providers received two separate billing statements — one for charges from UF Health Physicians and one for hospital fees from UF Health Shands. The two bills looked different and provided different contact information and websites for the separate finance and billing teams. The bills didn’t clearly outline details about the services provided and patients found them confusing.

“With the old statements, the biggest issues were a lack of proper itemization and the multiple separate bills, which increased incoming customer service calls,” said **Melanie Dugan**, UF Health Patient Financial Services Customer Service manager. “This really drove the change to the system.”

The new payment system — launching in late spring — streamlines multiple invoices into a single summary, which includes details about each service charge, what insurance has paid and the total amount due from the patient. This simplified, yet comprehensive, overview helps patients more easily understand their fees for care received by different teams for different services.


Patients will also have the option to pay fees online via MyUFHealth (UFHealth.org/mychart). This is an expanded function of the patient portal, which also lets people view test results, request medication refills, see scheduled appointments and send messages to their care provider.

Dugan expects this payment option to be popular.

“I think we’re going to get great feedback,” she said. “Most people on MyUFHealth are responsive and Internet-savvy, and we expect that population to adopt the billing feature. But I also think we’ll draw new users to MyUFHealth who are interested in an easier way to pay.”

Patients can still send a check through the mail or pay over the phone, if they prefer.

Single billing helps avoid duplicate payments and reduces waste through fewer paper statements. Fusing the hospital and physician systems will make it easier for customer service representatives to quickly address patient concerns.

Dugan said, “We hope that this format will give patients a better level of understanding and feel more in control of their payments. It will also help our team work more efficiently and cut costs that were associated with the previous system.” 



UF HEALTH | CARE+QUALITY

PUBLICATION SHINES ON NEW, MODERN WEBSITE

Q Report adopts user-friendly web platform

BY LAURA CASTRO

The Q Report recently debuted a fresh web presence for patients, visitors, faculty and staff. Visit the website at qreport.health.ufl.edu to see how the new platform provides a modern, engaging experience for online readers.

The Q Report is a publication that features the latest news and updates about quality and patient safety initiatives happening throughout our system. We highlight teams who go above and beyond to improve patient care, share feedback from our patients and applaud our Great Catch Award winners — faculty and staff who intervene to identify and solve a problem before it impacts our patient care.

The UF Health IT-Communications Web Services team created the new web platform, known as Chronos, entirely in-house and conducted training sessions for the writers, editors and designers who use it. Other publications using the new platform include this UF Health Shands News+Notes internal newsletter (news-notes.UFHealth.org) and the UF College of Medicine Florida Physician faculty and alumni magazine (floridaphysician.med.ufl.edu), which are also produced by UF Health Communications.

“The primary goal of Chronos was to create a publication framework for modern, rich and engaging content at UF Health,” said **Bill Columbia**, Web Services senior web designer. “It empowers content creators with custom typography, colors and layouts. Bringing this level of control to UF Health communicators will help differentiate our content and push the envelope of what’s possible for publishing on the web today.”

Read the most recent edition of the Q Report to learn how quality-improvement processes are enhancing service at the UF College of Veterinary Medicine, then scroll through archives to catch up on any editions you missed. ■



Visit the new and improved Q Report website: qreport.health.ufl.edu.

EMERGENCY PREPAREDNESS IN ACTION

Exercise provides training experience for staff, law enforcement

BY LAURA CASTRO AND COURTNEY GRIGSBY

In November, a group of interdisciplinary UF Health staff members participated in an active-shooter response drill with the UF Police Department, Gainesville Police Department, Alachua County Sheriff's Office and Gainesville Fire Rescue. The drill simulated an active shooter scenario, requiring our staff to test their emergency response training.

Crisis response planning and testing helps us create a safer environment in which we are prepared for any event. Training helps us remember procedures, act quickly and think more clearly in emergencies.

"Drills provide an opportunity to test written policies and procedures and ensure that proper education and training occurs," said **Suzanne DeKay, MSPH**, UF Health Shands Safety, Security and External Transportation director. "They also create a familiarity with the expected response among staff, which can improve the response in an actual emergency."

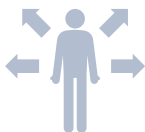
The exercise was a powerful learning experience. Putting staff in a stressful scenario to role-play with others initiated valuable team discussions. It reinforced the need for staff to thoroughly understand our emergency response plans. The staff

involved are taking their lessons learned back to their teams and UF Health Shands will continue offering practice exercises to continually build people's skills.

Find emergency response resources — including unit and department plans, guidelines, contacts and more — on the Bridge. Search "Emergency Operations." Complete online preparedness training: Visit mytraining.hr.ufl.edu and search "Emergency Preparedness: Active shooter response." ■



Comments from active-shooter response drill participants:

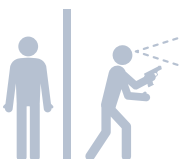


"I think that we need real-life scenario training for all employees."

Shawn Searcy, R.N., a UF Health Shands E.R. nurse

"I was surprised at how real it felt ... I was surprised that I did not even attempt to say 'Please, don't shoot.' I froze at the desk, which is probably very realistic. It was a moving experience. I appreciated the suggestion to close and barricade the door of the patient's room. We were told that typically, a shooter would not waste time fighting with a door."

Joanne Tanner, R.N., UF Health Shands Hospital Labor and Delivery Unit 34 clinical leader



"The most valuable asset I learned was how quickly an active shooter can begin to fire and continue to fire the weapon ... I now am aware of my surroundings and the potential dangers."

Jennifer LaLonde, R.N., UF Health Shands E.R. clinical leader



UF HEALTH | RESEARCH+DISCOVERY

LAB NOTES

Check out recent research developments at UF Health

BETTER DRUG DELIVERY

A group that includes a UF Health researcher found a way to speed the understanding of drug-delivery systems using nanoparticles — microscopic natural or engineered objects between 1 and 100 nanometers in size that have various scientific uses. The technique could speed the pace of discovering nanoparticles with specific and specialized properties. That could help make medications more effective by ensuring they penetrate relevant cells and tissues more efficiently and with lower toxicity.



REHYDRATION DRINK BOOSTS RECOVERY AFTER RADIATION

A group of UF Health researchers learned that a set of amino acids, formulated as a rehydration drink, helps the small intestine repair itself after radiation therapy. Radiation treatments partially destroy the cells that replenish villi — which help the body absorb water, electrolytes and nutrients — causing side effects such as nausea, vomiting and diarrhea. The researchers found that compared with a saline solution, the amino acid rehydration formulation prompted a “significant” twofold increase in the number of precursor cells that become functional intestinal cells. ■



RING THEORY

A new strategy developed by UF Health researchers called the “ring distortion approach” yielded several promising compounds to fight inflammation and diseases such as colorectal cancer. By introducing dozens of complex small molecules developed from yohimbine — a drug that contains a complex ring system — and related natural products, UF College of Pharmacy researchers will add to the arsenal of compounds available to drugmakers.

CELEBRATING DOCTORS' DAY

Paying tribute to our physicians

BY NACUYA LEWIS

On our UF Health Shands Hospital Labor and Delivery Unit, an obstetrician smiles and holds up a squirming baby girl, bringing the mother and her family to tears. Across the street, an oncologist discusses a patient's chemotherapy treatment. In another location, a faculty physician explains a complex medical procedure to a group of medical residents. A few miles away, another doctor spends her nonclinical time conducting research, hoping to ease the suffering of patients battling disease.

Each day, our physicians are transforming the lives of their patients and making an impact on the health care industry with their expertise and insights.

On Thursday, March 30, join us in celebrating Doctors' Day, a national observance to honor physicians for their contributions. We encourage you to wear red that day and thank our doctors.

When you turn the page, you'll find a compilation of excerpts from Customer Service is the Key nominations submitted by colleagues, patients and family members, thanking our physicians for providing outstanding care.

If you could tell your doctor one thing, what would it be?

To watch a UF Health physician read a thank you note from a special patient, please visit giving.UFHealth.org/doctorsday.



MARVIN DEWAR, M.D., J.D.

UF COLLEGE OF MEDICINE SENIOR ASSOCIATE DEAN
UF HEALTH PHYSICIANS CEO

How have Customer Service is the Key nominations shaped our culture of care?

It's been said that we are what we celebrate. To that end, celebrating those who go above and beyond to provide excellent service is one way of demonstrating that we place great importance and high value on our service culture.

How has our culture of hospitality and service affected our doctors?

Going out of the way to give people extraordinary service is infectious. When I see a staff member deliver great service to patients, it makes me proud of UF Health and motivates me to go above and beyond in my own efforts to provide great service. In this way, individual acts become multiplied into a virtuous cycle of service excellence by the whole organization.

How do our physicians work to improve our patients' experience?

I have been impressed with the way that many doctors, nurses and staff are stepping up to improve patient access. Whether it is adding after-hours clinics or an extra patient to the daily schedule, the net effect is that we are improving access, which improves health care and makes for more satisfied patients.



C. PARKER GIBBS JR., M.D.
 UF HEALTH SHANDS CHIEF MEDICAL OFFICER
 UF COLLEGE OF MEDICINE ORTHOPAEDIC SURGERY
 DIVISION CHIEF
 EUGENE L. JEWETT PROFESSOR OF ORTHOPAEDIC SURGERY

What three words describe our physicians?

Smart, dedicated and passionate.

In your new role as UF Health Shands chief medical officer, what has struck you most about our medical staff?

Their willingness to step up and offer their time, energy and insight to help improve patient care.

Tell us about a time you witnessed a physician making a patient's experience a great one?

In pediatric oncology, they often throw small 'end of chemo' parties for patients. One of our young patients wanted a pool party. As we don't have that luxury in our hospital, a remarkable young physician hosted a pool party at her home, making that child's experience amazing.



IRENE ALEXAITIS, D.N.P., R.N., NEA-BC
 UF HEALTH SHANDS HOSPITAL CHIEF NURSING OFFICER
 NURSING AND PATIENT SERVICES VICE PRESIDENT

How do our doctors reinforce nursing's mission of "experienced care and expert caring?"

Our physicians are key players in the culture of care nursing has developed. They assist in teaching classes for new nurses orientations, thoroughly explain procedures and patient needs and are always open to questions. This level of accessibility and expertise provided by our physicians develops our nurses and helps us become experts in our own practice.

Can you give a recent example of a physician making a positive impact on a patient?

A woman was recently admitted to the UF Health Shands Emergency Center at Springhill and although the staff was busy, she praised the level of care she received from everyone she encountered, from technician to nurse. The patient described her physician as warm, caring and professional, and went into detail about how she took the time to listen and get to the root of her problem, although she had others to care for as well. This type of feedback comes across my desk every week, and the attentive, personalized care that our physicians provide makes them one of a kind.

UF HEALTH | AWARDS+KUDOS

FROM THE HEART

Customer Service is the Key excerpts praise our UF College of Medicine physicians and staff



NICOLE PARADISE BLACK, M.D.
PEDIATRICIAN

From a parent of a patient

Dr. Black treated our son like gold during our hospital stay. She was patient and even got him to play while being examined! Excellent physician — so professional and kind.



DEEPA BORDE, M.D.
FAMILY PRACTITIONER

From a patient

Dr. Borde has been more than caring. She showed concern and is extremely knowledgeable. She went above and beyond to make sure my health was improving and made me comfortable. I would love to keep her as my physician when I am discharged.



KARTIK CHERABUDDI, M.D.
EPIDEMIOLOGIST

From a family member of a patient

Thank you for providing awesome medical care to my mother during her stay. Your team did an outstanding job working together for the betterment of the patient. I am most appreciative of your knowledge and meticulous service.



JEAN CIBULA, M.D.
NEUROLOGIST

From a parent of a patient

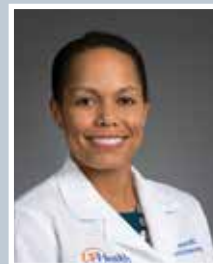
I express my deepest appreciation for the service and care we received from UF Health Shands. We travel from Miami for my daughter to see Dr. Cibula. She is a remarkable physician who always listens, supports us and cares for our whole family. She goes the extra mile to ensure all questions are addressed. Her care is stellar and she is just a remarkable person.



KENECHI EBEDÉ, M.D.
ANESTHESIOLOGY RESIDENT

From a co-worker

Dr. Ebede ran a full surgical ICU — with two staff members out sick — perfectly and without complaint. There were no patient safety concerns and he stayed to make sure everything was perfect. He went above and beyond to guarantee the safety and treatment of his patients.



KATHLEEN GREEN, M.D.
OBSTETRICIAN AND GYNECOLOGIST

From a patient

Dr. Green was very helpful with discussing my medical history. She made very helpful suggestions, but most importantly she gave me peace of mind and confidence.



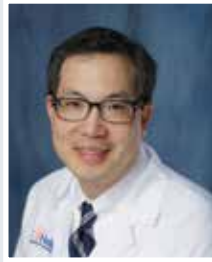
MELANIE HAGEN, M.D.
INTERNIST
From a parent of a patient

I needed a quick appointment for my daughter to check out some symptoms. Dr. Hagen and her staff were very professional and thorough. The appointment was easily made for that same day.



ATIF IQBAL, M.D., FACS
COLORECTAL SURGEON
From a patient

Dr. Iqbal performed laparoscopic surgery and has been professional in his application and follow up. He answered all questions and concerns in a courteous manner. I feel lucky to have UF Health Shands and Dr. Iqbal taking care of me.



M. LOUIS MOY, M.D.
UROLOGIST
From a family member of a patient

After five years of seeing physicians elsewhere and numerous procedures, my mother was finally told there was nothing they could do to help her. We finally got a referral to UF Health Shands and met with Dr. Moy, who diagnosed the problem. Today she is almost completely pain-free, thanks to Dr. Moy's care.



DAVID NELSON, M.D.
GASTROENTEROLOGIST
CLINICAL AND TRANSLATIONAL
SCIENCE INSTITUTE DIRECTOR
From a patient

Dr. Nelson treated me with much care and was kind. He always made me feel like I am someone and that he cares about me.



ANITA RAJASEKHAR, M.D.
HEMATOLOGIST
From a patient

Dr. Rajasekhar is the world's greatest doctor. She has so much compassion for her patients. I can ask her the same question 100 times and she will answer me. She makes sure that I understand what is going on with my health and what the treatment plan is. Thank you Dr. Raj for being there for me. You are the best!



STEVEN ROPER, M.D.
NEUROSURGEON
From a parent of a patient

I have researched many facilities looking for the right center for my daughter. Our journey led us to Dr. Roper. He is responsible for giving my daughter the chance at a seizure-free life. He was always available and took his time with my daughter. He is so approachable, so skilled and has so much compassion.

GETTING SOCIAL WITH OUR LEADERS

Connecting with our senior leaders is just a click away

BY JACKY SCOTT

Connecting with our senior leaders at UF Health is just a click away.

We can engage with them on the “Leaders Online” and “Leadership Status Updates” sections of the Bridge homepage, where they post blogs and status updates for faculty, staff and students.

And now our senior-most executive is active on social media: You can read the Twitter feed of **David S. Guzik, M.D., Ph.D.**, UF senior vice president for health affairs and UF Health president, by following “@DavidSGuzick.”

You can also find Guzik’s “On the Same Page” newsletter on the “Leaders Online” section of the Bridge to get a deeper understanding of our shared strategic priorities and progress as we experience “The Power of Together” at UF Health.

These internal and external social tools help us get to know our UF Health decision-makers and thought leaders to discover what’s on their minds.

A recent Bridge poll showed that 32 percent of UF Health faculty and staff respondents want to hear more about

employee recognition from UF Health leaders, while 25 percent were curious about leaders’ personal experiences, interactions and stories.

The communication tools on the Bridge let us like and comment on our leaders’ posts on topics ranging from employee recognition to organizational updates and upcoming events.

Following UF Health’s accounts on Facebook, Twitter, YouTube and Instagram, and @DavidSGuzick on Twitter, you can read — as well as like and share — posts about patient care, education, research, growth and expansion. Be a UF Health ambassador and help share these updates with your followers!

Note: When using these internal and social tools, please remember our policies about keeping patient health information and sensitive work-related information confidential. Please read the UF Health Shands Social Media Policy before posting content on social media platforms. Search “social media policy” on the Bridge.

UF Health is an exciting and vibrant place — help us share our stories! ➕



UF HEALTH | COMMUNITY+OUTREACH

A HELPING HAND FOR THOSE IN NEED

At UF Health, we're committed to improving the health and wellness of our patients and communities through service and support. Our annual Community Benefit Report reflects our social mission and responsibility and shows how our outreach transforms lives beyond the walls of our facilities.

The total community benefit provided by UF Health in fiscal year 2016 (all numbers reflect estimated cost):

- **Un-sponsored charity care and social responsibility: \$128.4M**
- **Community and regional health services: \$7M**
- **Donations and in-kind services: \$2.7M**
- **Health professionals education: \$37.3M**
- **Scientific and clinical research: \$15.7M**



**TOTAL:
\$191.1
MILLION**

Learn more about our commitment by viewing our annual community benefit summary. Visit UFHealth.org and select "About Us" and "Social Mission & Community."

UF HEALTH | EVENTS+ACTIVITIES

CELEBRATING DR. MARTIN LUTHER KING JR.

We are proud to celebrate the diversity of our UF Health family, and believe our differences are our strength. Our diversity events give faculty, staff, volunteers, patients and visitors a chance to get involved, be creative and share their cultural background.

On Jan. 13, our UF Health Shands Diversity Ambassadors hosted a celebration of the life and legacy of Dr. Martin Luther King Jr., one of our country's most important civil rights activists.

Held in the UF Health Shands Hospital Atrium, the event included vocal and musical performances, speakers, an essay reading from a local high school student and refreshments.

Visit news-notes.UFHealth.org and search "Martin Luther King" to see more photos from the celebration.



UF HEALTH | EVENTS+ACTIVITIES

ANNUAL WELLNESS EVENT BEGINS APRIL 24

Benefits-eligible employees can receive lunch and earn a \$100 shopping experience

BY JACKY SCOTT

UF Health hosts its Sixth Annual Wellness Event for benefits-eligible employees from April 24 to May 5 at our Archer Road hospitals, specialty hospitals and several other Gainesville locations.

Participants get a free lunch from SweetBerries — those who pre-registered will receive a box lunch at the event, and those who didn't will receive a \$5 gift certificate to the restaurant, located on Northwest 13th Street.


This year, all benefits-eligible employees can participate in the Blue Rewards Wellness Program to earn a \$100 online shopping experience, redeemable in November and December. Participants must have accumulated 300 points between Oct. 1, 2016 and Sept. 30, 2017, to earn the shopping experience. Points are earned by completing certain wellness activities, which must be logged on the Blue Rewards website. Visit GatorCare.org for directions on how to log your activities.

There are four actions required by the Sept. 30 deadline to earn the shopping experience. They are worth a total of 200 points.

- A biometric screening (offered at the Wellness Event) — **25 points**
Non-GatorCare subscribers must complete the screening at a Wellness Event. GatorCare subscribers who can't attend a Wellness Event can complete the screening at a Quest Diagnostics Lab.
- An online personal health assessment (taken online after completing the biometric screening) — **100 points**
- Proof of flu vaccination in the past 14 months — **25 points**
- Being tobacco-free or completing a tobacco-cessation course — **50 points**

Here are examples of how to earn the additional 100 points to reach the 300 points required for the \$100 online shopping experience:

- Annual Wellness Exam — **50 points**
- Preventive services (mammogram, colonoscopy or prostate exam) — **50 points**
- Community-sponsored walk/run — **15 points**
- Workplace-sponsored challenges like the Spring Walking Challenge or 12 Tweaks program — **25 points**

Wellness events are a production of GatorCare and the UF-UF Health Wellness Program. Call the UF Health Shands Human Resources Benefits Office at 352-265-0043 with questions or if you need assistance gaining access to the Blue Rewards website. 

To learn more about the Blue Rewards Wellness Program, please visit GatorCare.org/wellness/blue-rewards. To set an appointment for your biometric screening at one of the onsite Wellness Events, visit UFHealth.org/WellnessEvent.



2017 WELLNESS EVENT SCHEDULE

1329 Building
1329 SW 16th St.

UF Health Family Medicine
Magnolia Parke
3951 NW 48th Terrace, Suite 101

UF Health Springhill
4037 NW 86th Terrace

UF Health Davis Cancer Pavilion
2000 SW Archer Road

UF Health Orthopaedics and Sports
Medicine Institute
3450 Hull Road

UF Health Shands Patient Financial
Services

UF Health Physicians Patient Access
Center

UF Health Shands Health Information
Management
4024 NW 22nd Drive

CH2M Hill

Information Services Training Room
3011 SW Williston Road

UF Health Shands Rehab Hospital
UF Health Shands Psychiatric Hospital
4101 NW 89th Blvd.

UF Health Shands Cancer Hospital
1515 SW Archer Road

UF Health Shands Hospital
1600 SW Archer Road



ELDERCARE OF ALACHUA COUNTY | EVENTS+ACTIVITIES

APRIL 29: BIKE TO SUPPORT AL'Z PLACE

Support Al'z Place by participating in the 11th Annual Ride to Remember charity bike ride. The ride begins at 8 a.m. Saturday, April 29.

Al'z Place is an ElderCare program that offers daycare for people with memory disorders and Alzheimer's disease and provides them with therapeutic activities and exercise.

The ride features two start locations – in Gainesville at Boulware Springs Park (3400 SE 15th St.) and in Ocala at Flemington Community Park (18200 N. Highway 329).

Call 352-265-9040 to reserve your spot today! Cost is \$45 online or by mail, or \$50 on the day of the event and includes meals and a T-shirt.

Visit gccfla.org/rtr for more information.

UF HEALTH | EVENTS+ACTIVITIES

APRIL 17: NATIONAL HEALTHCARE DECISIONS DAY

Learn more about advance directives from 7 a.m. to 2 p.m. Monday, April 17 at the UF Health Shands Hospital Atrium during this year's National Healthcare Decisions Day event.

"National Healthcare Decisions Day exists to remind people they should name someone to speak for them when they cannot speak for themselves," said **Anne Meiring**, a UF Health Sebastian Ferrero Office of Clinical Quality and Patient Safety Patient Experience quality improvement specialist. "It's also to ensure people have important discussions about advance care planning."

Attendees will learn how to take a proactive, positive approach to end-of-life planning decisions, articulate their preferences and make sure they are documented. Staff will help participants complete the forms and scan advance directives into the UF Health medical records system.

"Accidents can happen at any time. Working in health care for the last 30 years, I have heard many terribly tragic stories," said **Wendy Resnick**, UF Health Shands Financial Services senior director of finance. "Completing your own advance directives helps ensure that if something happens, your wishes are carried out on your behalf."

New this year will be several Before I Die walls around our community, including one in the Sun Terrace. Stop by to write your personal wish on the wall.

Visit nhdd.org to learn more about National Healthcare Decisions Day.

UF HEALTH | FINANCE+FUNDRAISING

APRIL 9: INAUGURAL CELEBRITY GRIDIRON CHALLENGE

This spring, Children's Miracle Network Hospitals at UF Health Shands Children's Hospital will introduce a new fundraising tradition to benefit our youngest patients: Celebrity Gridiron Challenge.

This family-friendly, all-ages event features a flag football tournament and tailgate experience from 8 a.m. to 5 p.m. Sunday, April 9 at Diamond Sports Park (4000 SW 122nd St.).

Join the fun! Here's how to participate:

Register a team: Teams will play as either competitive or noncompetitive and include at least 10-12 players. Teams must choose a name and select a captain who will register the team and submit the \$250 fee. Teams are responsible for an additional \$250 fundraising minimum.

Donate: You can donate to a team or participant online or by check.

Volunteer: Event organizers are filling several volunteer positions in a variety of roles.

Get more details and register your team online at UFHealthgridiron.com. For volunteer information or questions about the event, contact **Jessica Clayton**, UF Health Shands development coordinator, at 352-265-7288 or clayjb@shands.ufl.edu.

