



UF HEALTH SHANDS INTERNAL NEWSLETTER

VOL. 10 NO. 9 | APRIL 2015

NEWS & NOTES

COVER ↗ TRANSPLANT TEAMS DELIVER THE GIFT OF LIFE

4 **LIFEQUEST STAFF WORKS TO COMBAT
SHORTAGE OF DONATED ORGANS**

8 **THREE HEART TRANSPLANTS — 48 HOURS**

21 **MORE THAN 700 DEDICATED EMPLOYEES
HONORED AT MILESTONE AWARDS**

NEWS&NOTES

VOL. 10 NO. 9 | APRIL 2015

NEW&NEXT 3

The latest system scoop

FACES 17

See who's making news

KUDOS 21

Recognition for standout
employees and programs

TO DO 23

Ideas for your agenda

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*On the cover: UF Health Shands Transplant Center
surgeon Ivan Zendejas, M.D., and his team perform a
transplant surgery.*

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UF HEALTH | PEOPLE

Leave your mark by offering the gift of life

We all strive to lead impactful lives, whether it's through our work, parenting, philanthropy, civil service or roles as a mentor or family member.

Through organ and tissue donation we are given another opportunity to leave an impact on others by offering a priceless gift to someone in need. By becoming an organ donor, you have the potential to save as many as eight lives, an astounding statistic.

Each day in the U.S. approximately 21 people die while waiting for a donor match — waiting for a gift that never arrived. While more than 90 percent of Americans support organ donation, only 50 percent are donors. This disconnect is the reason for many avoidable deaths.

In this edition you'll find out how to become a donor, if you aren't one already, and learn about our organ recovery organization, LifeQuest, and the UF Health Shands Transplant Center — both of which are among the nation's best. The coordination and execution required by these teams to make a successful transplantation happen is mind-boggling. Last summer, three successful transplants were performed within 48 hours right here at UF Health Shands Hospital. You'll read about this remarkable "triple play in transplantation" as well as other stories about donors and recipients, putting faces to this amazing process.

It's always difficult to contemplate your own mortality. However, if you're one of the 90 percent of Americans who support organ donation, but are not currently signed up as a donor, I urge you to do so. After all, what better way to live an impactful life than by offering to save someone else's?

To everyone who works for the transplant center and LifeQuest, thank you for the extraordinary work you do and for the lives you save.

For more information about organ and tissue donation, visit www.DonateLife-Florida.org.

Todd Taylor
News&Notes Editor
UF Health Communications

What makes us unique?



Ed Jimenez recently visited with UF Health Shands Cancer Hospital 4 West Surgical/Trauma Intensive Care Unit staff, including (from left) Sadaf Malik, B.S.N., nurse, and Lauren Ochoa, B.S.N., CCRN, clinical leader.

In this edition of News&Notes, we're reminded about organ donation — the ultimate gift of life that an individual agrees to give upon their death and that family members honor in their time of grief. Our local organ procurement organization, LifeQuest, is both a pioneer in the U.S., having started in 1966, and a leading advocate for organ donation. It covers 36 counties in North Florida, providing services and education to 78 hospitals and health care facilities. Last year, the LifeQuest team supported the wishes of 142 donors and families, resulting in the recovery of 402 organs. There are only 58 OPOs serving 249 transplant centers across the U.S. and Puerto Rico — and LifeQuest is one of only six hospital-based OPOs.

What does this say about UF Health? It means the federal government acknowledges and trusts that we have the capability to appropriately and compassionately support donor patients and families, while operating a top-tier transplant center and facilitating the gift of life for transplant patients. It acknowledges our commitment to excellence and to following the highest ethical standards.

We are special and different at UF Health. We sometimes take this for granted because we get used to working in an academic environment and doing incredible things for our patients and communities. There are so many examples.

Take the UF Health Shands Comprehensive Stroke Center being named a comprehensive stroke center by The Joint Commission. There are only 85 hospitals nationwide with this honor, which places our talented stroke team among the elite.

Consider our UF Health Shands expert nursing staff and our three-time Magnet designation by the American Nurses Credentialing Center. This prestigious honor for nursing excellence and quality patient care puts us among only 400 hospitals worldwide and less than 7 percent of U.S. hospitals.

Meanwhile, **David Kays, M.D.**, and his dedicated team at UF Health Shands Children's Hospital consistently maintained, over 20 years, some of the nation's highest survival rates for treating children with chronic diaphragmatic hernia. The national average survival rate is 67 percent, while our team's rate is 88 percent.

At UF Health Shands Hospital, we care for patients from all 67 Florida counties each year. And every day, at least 30 patients are transferred to us from other facilities for life-altering care by outstanding experts.

You are changing lives every day, and you're enabling our patients and families, in turn, to change lives.

We're at a preeminent organization — leading the way with preeminent faculty and staff who are among the very best health care providers. You, our everyday heroes, are the secret sauce.

This is on my mind, having just attended the Milestone Award banquet and meeting amazing staff who have dedicated decades of their lives to UF Health Shands. I honor all of you and thank you for your commitment to our patients and to each other.

Sincerely,

Ed Jimenez
Interim CEO
UF Health Shands

Organ donation — the gift of life

LifeQuest team works to increase number of organ donors



LifeQuest Organ Recovery Services is headquartered in Gainesville. Pictured are team members (front) Yih-ling Lu, accountant; (center, from left) Jane Oswalt, data quality analyst; Caitlin Penny, administrative secretary; Maritza Miranda, administrative secretary; Yi-Hui Lee, accountant; Sheri Dunaway, information associate; (back, from left) Coral Denton, public education coordinator; Heather Markuson, R.N., B.S.N., CPTC, associate director of clinical operations and family advocate manager; Larry Cochran, assistant executive director; Danielle Cornell, executive director; Donna Cottle, donor family services coordinator; and Rebecca Williams, C.A.P., administrative assistant.

Every 10 minutes, a person is added to the national waiting list to receive a lifesaving organ transplant.

More than 123,000 people in the U.S. are currently on this list. Of them, 5,504 are listed at centers in Florida, and 704 are listed at UF Health Shands Transplant Center.*

Unfortunately, this waiting list grows exponentially, and an average of 21 people die each day awaiting a transplant. While the medical technology is available for successful transplantations, there is a drastic shortage of donor organs.

In 2014, more than 24,000 patients nationally received life-saving organ transplants, and 1,464 were transplanted at Florida centers thanks to the gift of life through organ donation.

National research shows more than 90 percent of the population supports organ and tissue donation, but the national consent rate remains at 50 percent. This discrepancy results from many people not knowing their loved one's wishes, not knowing enough about organ donation or having false or misleading information about donation.

The teams at LifeQuest Organ Recovery Services and UF Health work diligently to help combat the shortage of organs through education, promotion and awareness campaigns. LifeQuest covers a 36-county territory in North Florida and works with more than 70 hospitals throughout this area to provide professional training to health care professionals involved in the identification and referral of potential organ donors.

One person joining Florida's Joshua Abbott Organ and Tissue Donor Registry has the possibility of saving eight lives through organ donation and enhancing hundreds of other lives through the gift of eye and tissue donation. People of all ages, from newborns to seniors, have become organ donors. In fact, the nation's oldest organ donor was just nine days shy of his 93rd birthday.

For more information about organ and tissue donation or to register your wishes to become a life-saving donor, visit www.DonateLifeFlorida.org. **N&N**

**Source: United Network for Organ Sharing as of March 6, 2015.*



LifeQuest is one of only 58 organ procurement organizations in the country.

UF HEALTH | SERVICE

Peyton's gift saves four lives

Teen's legacy lives on through the gift of life

Peyton Evans was known for her infectious smile — a smile that would fill her high school classroom instantly. She was a bright honors student whose positive energy touched those around her.

Evans, a 15-year-old freshman cheerleader at Ocala's Forest High School, was the squad's flyer. After an early morning workout with her father, Brian Evans, at the Frank DeLuca Family YMCA in May 2014, an undetected arteriovenous malformation in her brain ruptured. She mentioned having a terrible headache, then collapsed in the parking lot.

She was transferred to UF Health Shands Children's Hospital, where she fought for her life for seven days in the Pediatric Intensive Care Unit. Her friends created "Pray for Pey" and "Pennies for Pey" campaigns to provide support to Peyton's family and the Ocala community. Sadly, Peyton's condition declined and she passed away.

During their darkest time, the Evans family, including Peyton's three sisters, felt like they received a miracle. Through organ donation, Peyton's legacy lives on. Her generous gift saved the lives of four people.

"It was never a question for us as to whether or not Peyton would be an organ donor if we had to make the choice," said Amy Whittemore, Peyton's mother. "She made the choice when she received her learner's permit just months before this tragedy occurred, and she has inspired many others to do the same."

Peyton's gifts included the donation of both her kidneys, her heart and her liver. The recipients ranged in age from 7 to nearly 50.

"Organ donation is what's making it bearable," Brian said. "Peyton was able to use her life to save others." **N&N**



UF HEALTH | SERVICE

HEART RECIPIENT MEETS DONOR'S FAMILY

"Your gift of life has truly been a blessing. I hope one day your family will give me the opportunity to thank you in person." Those were the words of heart transplant recipient Henry Wyman Harris, 70, in a letter to the family of the young man whose heart he received. Wyman recently met the family of his donor, Jesse Gamble, 19, who was struck by a drunken driver while riding his bicycle home from work more than six years ago. Gamble's mother Lynn Finley traveled from South Carolina to meet Harris at UF Health Shands Cancer Hospital and share her son's story and artwork. Gamble's organs helped save the lives of seven people. The LifeQuest Organ Recovery Services team often unites the family of an organ donor with the recipient of their loved one's gift of life.



One tissue donor can enhance the lives of up to 50 people.



UF Health Shands Transplant Center

Behind-the-scenes look at a vital team



Team members from the UF Health Shands Transplant Center recently gathered at UF Health Shands Cancer Hospital. Pictured (from left) are: Tiago Noguchi Machuca, M.D., Ph.D., a Lung Transplant Program surgeon; Satish Chandrashekar, M.D., FACP, a Lung Transplant Program attending physician; Le Jones, B.S.N., R.N., CCTC, Liver Transplant Program manager; Elizabeth Thomas, D.O., a Kidney Transplant Program and Liver Transplant Program surgeon; Kenneth Andreoni, M.D., a Kidney Transplant Program and Pancreas Transplant Program surgeon; Susan Learn, M.S.N., R.N., CCTC, Heart Transplant Program manager; Stephan Moore, M.H.A., FACHE, CMPE, administrative director; Juan Aranda Jr., M.D. FACC, Heart Transplant/Ventricular Assist Device Program medical director; Karl Womer, M.D., Kidney Transplant Program director; Kiran Upadhyay, M.D., a Kidney Transplant Program attending pediatric physician; and Sandra Demasters, M.S.N., R.N., CCTC, Kidney Transplant Program and Pancreas Transplant Program manager.

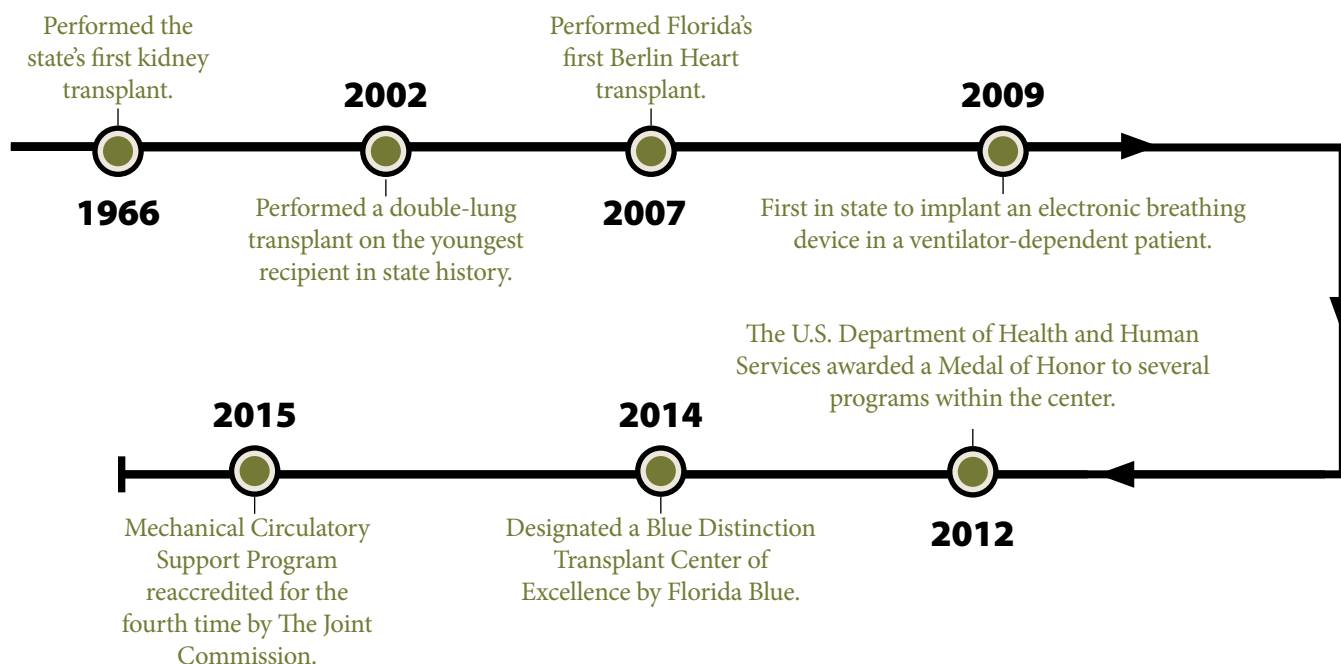
UF Health Shands Hospital is home to the only transplant center in North Central Florida. The UF Health Shands Transplant Center team is nationally recognized for its high survival rates and volumes. The center's UF College of Medicine faculty and UF Health Shands teams performed the state's first adult and pediatric heart-lung, kidney and lung transplants

and their transplant volumes are higher than the national average. Since inception, the UF Health Shands Transplant Center's staff has transplanted more than 7,000 organs. All programs under the transplant center are certified by The Joint Commission, the United Network for Organ Sharing and the Centers for Medicare and Medicaid Services.



On average, 21 people die each day while awaiting an organ transplant.

TRANSPLANT CENTER MILESTONES



KIDNEY AND PANCREAS TRANSPLANT PROGRAMS



4,800+ kidney transplants and 250+ pancreas transplants performed

The Kidney Transplant Program began in 1966 and performed the state of Florida's first kidney transplant. The team recently performed its first paired kidney transplant and performs about 30 percent of its annual transplant volume from living donors.

Founded in 1995, the Pancreas Transplant Program team has performed more than 100 pancreas transplants over the last nine years.



LUNG TRANSPLANT PROGRAM

550+ transplants performed

Started in 1994, the Lung Transplant Program team has successfully performed more than 550 transplant operations. The team performed the first adult and pediatric heart-lung transplants in Florida. Ours is the only center in Florida to offer pediatric heart, lung and combined heart-lung transplants.



HEART TRANSPLANT PROGRAM

550+ transplants performed

Since 1985, the Heart Transplant Program team has offered a full range of cardiac transplantation for children and adults. The Pediatric Heart Transplant Program serves neonatal, newborn and infant heart patients. Our heart transplant team was one of the first in the country to implant Berlin Heart devices in infants and young children, and is a national leader in adult ventricular assist device therapy.



LIVER TRANSPLANT PROGRAM

1,600+ transplants performed

With more than 20 years of experience providing care to patients with complex liver disease, the Liver Transplant Program team has provided transplants to more than 1,600 patients with end-stage liver disease since 1990. The program offers both adult and pediatric liver transplant. **N&N**

Nationally, more than 123,000 people are awaiting organ transplants.



A rare triple play in transplantation

Three patients, three donor hearts



Three heart transplants in a row — back-to-back-to-back.

In sports, that's a triple play, a hat trick, a trifecta.

In medicine, it's three lives saved.

At UF Health Shands Hospital, those three lives are Gary Marz, 48; Lora Mills, 35; and Micah Bowman, who just turned 1.

Their hearts, their situations, their waits and their transplant operations were all different. But in late summer, when donor hearts became available for each of them within a 48-hour period, their lives merged when the UF Health Shands Transplant Center and UF Congenital Heart Center teams worked around the clock to make sure each received lifesaving surgery.

Top left: Lora Mills (right) with Allison Kimbro, ARNP, UF Health Shands Transplant Center Pediatric Heart and Lung Transplant and Pulmonary Hypertension program coordinator.

Top right: Mark Bleiweis, M.D., the lead surgeon during each operation, visited with Micah Bowman.

Bottom left: Lora Mills and Gary Marz both received heart transplants at UF Health Shands Hospital just days apart.



Forty-eight percent of U.S. citizens ages 18 and over are registered donors.

"It's a huge team effort. We have the nursing expertise and ancillary support to take care of really complex patients."

Mark Bleiweis, M.D.

UF Health Congenital Heart Center director and principal cardiothoracic surgeon

Combined, Marz, Mills and Bowman spent almost 750 days in the hospital, waiting for their transplants. They got to know each other during their wait.

"When donor hearts become available, we have to make ourselves available to the best of our ability," said **Mark Bleiweis, M.D.**, UF College of Medicine transplant surgeon and director and principal cardiothoracic surgeon for the UF Health Congenital Heart Center, who was the lead surgeon during each operation.

"It was the perfect storm," said Marz, who had been waiting just 11 days and was the first of the three to receive a transplant. "It's just amazing how things fell into place."

Bleiweis said although it's not unusual for his team to perform three heart surgeries in a row, it was a career first to complete three successive transplants.

"None of these transplants was straightforward," Bleiweis said. "They were all re-operations with significant anatomic considerations and technical issues to work out. But it didn't deter us from taking all of this on."

Marz said he felt guilty going first, knowing Mills had been waiting 398 days longer than he had. "He was happy he was getting to go, but so sad for his friend who had waited so long," Bleiweis said. "I just told him miracles do happen, but I couldn't tell him anything else."

Mills said Marz's daughter came to see her. "She was like, 'Are you mad? He was telling them to give the heart to you. He didn't want me to come tell you,'" Mills said.

Mills found out shortly after that visit that a heart was available for her, too. "I saw him as he was being wheeled down the hall on the way to the operating room. I said, 'I'm so happy for you! And guess what — I got my heart, too. I'm next.'"

Bleiweis said he slept and ate when he was able. No easy

feat when one patient is going to his hospital room to begin recovery while the next patient is coming into the OR.

"When I went to tell Gary he was getting his transplant, I'd already gotten wind there was a heart for Lora. I knew I'd be doing those transplants back-to-back, but I also knew they'd been waiting," Bleiweis said. "During Lora's operation, the team started talking to me about the heart for Micah."

Gini Bowman, Micah's mother, said she saw Bleiweis in the UF Health Shands Children's Hospital Pediatric Cardiac ICU between transplants. She knew Micah was next. "I looked at him and said, 'I need you to go home and go to bed.' He laughed and told me, 'I'm coming to see you and then I'm going home.'"

Bleiweis downplays the rigorous schedule this series of transplants required. He said his physical training regimen and good diet are keys to keeping up with his demanding, fast-paced career. He also said his mentors taught him that you have to make sacrifices.

"I'm just focused on taking care of my patients. I know it has to be done and I just do it," Bleiweis said. "You're in the moment; you're involved in a lifesaving event. There's not much greater incentive than that."

"It's a huge team effort. We have the nursing expertise and ancillary support to take care of really complex patients. These kinds of treatments are what UF Health is all about. It's what makes this place so special, and it's why I'm here."

Gini agreed.

"Our lives have been changed by those people," she said. "All the goodness in society is grouped together in that unit. They show you there is good. By the things they do, the way they go about things, they show that love." **N&N**

More than 80 percent of people listed on the national transplant waiting list are awaiting kidney transplants.





Quality where it counts

Employee Engagement Survey is March 23-April 13

We've sharpened our focus on measuring how well employees are engaged in their work. Because patients are at the heart of everything we do, fostering a culture of engagement will help us provide our patients with the best quality care.

"One of the key drivers of employee engagement is the knowledge and belief that patients are cared for in a safe environment," said **Greg Hollingshead**, UF Health Shands Human Resources Development director.

"Many of our quality and safety indicators are on the rise, showing that we are becoming an even safer environment for patients and staff."

The UF Health Shands Employee Engagement Survey will roll out from March 23 to April 13. All UF Health Shands staff members and UF staff in integrated core service departments are encouraged to complete the survey. **N&N**

HERE ARE SOME ORGANIZATIONAL ACHIEVEMENTS IN QUALITY CARE SINCE THE LAST SURVEY:

- UF Health Shands earned an even higher four-star rating (out of five) from the University HealthSystem Consortium, marking our advances in quality, patient safety and accountability. We are well on our way to achieving five stars! We ranked ninth overall among academic health systems for reducing patient harm, according to the UHC.
- UF Health Shands Hospital was again ranked among the nation's best hospitals in 10 medical specialties by U.S. News & World Report.
- The UF Health Shands Chest Pain E.R. received full accreditation from the Society of Cardiovascular Patient Care.
- UF Health Shands Hospital received an "A" Hospital Safety Score from The Leapfrog Group, a national nonprofit group that works to reduce preventable medical errors.
- UF Health Shands Hospital was designated as a Blue Distinction Center in transplant care by Florida Blue, as part of a national program of the Blue Cross and Blue Shield Association.
- The UF Health Shands Comprehensive Stroke Center earned national comprehensive stroke center certification from The Joint Commission.

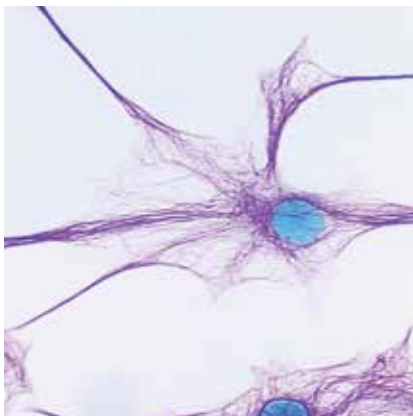


Lab Notes: What's happening at UF Health?

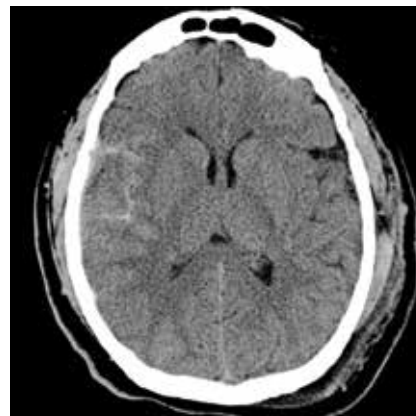
Check out some recent research developments at UF Health



- The milk-heating process known as pasteurization is routinely used in the U.S. to kill bacteria in dairy products. Its use has eliminated — or kept at bay — many diseases, including a devastating condition known as brucellosis, which affects both livestock and people. But in many other countries, pasteurization is not routine and the incidence of brucellosis — which is caused most commonly by eating or drinking unpasteurized dairy products — is much higher, said **David Pascual, Ph.D.**, a College of Veterinary Medicine professor of mucosal immunology. Pascual and his colleagues are now developing and testing vaccine varieties in cattle with the hope that humans will ultimately benefit as well.



- Inflammation has long been studied in Alzheimer's, but in a counterintuitive finding reported in a new paper, researchers have uncovered the mechanism by which anti-inflammatory processes may trigger the disease. This anti-inflammatory process might actually cause the build-up of sticky clumps of protein that form plaques in the brain. These plaques block brain cells' ability to communicate and are a well-known characteristic of the illness. The finding suggests that Alzheimer's treatments might need to be tailored to patients depending on which forms of apolipoprotein E, a major risk factor for Alzheimer's, these patients carry in their genes. The study, led by **Todd Golde, M.D., Ph.D.**, UF Center for Translational Research in Neurodegenerative Disease director, was published Jan. 22 in the journal *Neuron*.



- UF Health researchers have found a possible predictor for little understood — but often disabling or even fatal — stroke complications. The findings, published in the journal *Proceedings of the National Academy of Sciences*, may extend to other neurological disorders, said **Sylvain Doré, Ph.D.**, lead author and a College of Medicine professor of anesthesiology, neurology, psychiatry, pharmacology and neuroscience. For the study, Doré and his team looked at patients who suffered a subarachnoid hemorrhage, a type of stroke that affects as many as 30,000 Americans each year and accounts for 5 percent of all strokes. After recovery, two-thirds of these patients still face a complication known as cerebral vasospasm. Researchers found that understanding what haptoglobin phenotype a person has could reveal their risk for this complication. Haptoglobin nullifies the toxic effects of hemoglobin — which has been linked to cerebral vasospasm.

Supply Chain Services — in step with patient care

Guest column by Brenda Morgan, UF Health Shands Supply Chain Services strategic project manager



Aaron Newbold, UF Health Shands Supply Chain Services sterile processing tech, and his co-workers prepare approximately 200 surgical instrument trays each day.

UF Health Shands Supply Chain Services is a robust and complex division that plays an integral role in supporting our delivery of patient care. The team provides medical supplies for all patient care areas and nonclinical supplies for an array of departments.

Imagine a surgical team preparing to perform a lifesaving surgery. The team requires a cascade of supplies ranging from state-of-the-art equipment and surgical instrumentation to the suture used at the end of a successful operation. Following the procedure, the patient is transferred to a nursing floor for continued care, where the team ensures that medical necessities are available.

Supply Chain Services helps match the needs of our providers with crucial supplies and tools so they can provide first-class patient care. It is composed of six operational departments and five core service departments.

OPERATIONAL DEPARTMENTS

Customer Service Department

This department processes approximately 5,000 hospital supply requisitions per month. The requests are received daily from nursing units and other UF Health customers. The team completes requisitions with less than a 1 percent error rate and manages an expansive database to track product order history and guide efficient future purchases.

Linen Services Department

This department delivers clean linen to all inpatient and outpatient locations. Each month, the staff distributes more than 600,000 pounds of clean linen and maintains the ScrubEx automated system that dispenses more than 20,000 scrubs.

Operating Room Materials Department

This department ensures that OR surgical and clinical teams are equipped with medical supplies to perform more than 100 surgical cases in 47 OR suites. The staff initiates supply orders, manages supply returns, replenishes surgical supplies and consistently monitors and removes expired items.

Receiving Department

This department inspects all equipment and supplies shipped to our facilities from the manufacturer for serviceability and accuracy. The team is responsible for shipping and tracking more than 8,000 packages on a monthly basis.

Equipment Distribution Center

This department ensures the timely delivery of vital medical equipment to nursing units. More than 13,000 equipment items are inspected, cleaned and maintained each month.

Central Sterile Services Department

This department processes patient surgical procedure trays and instrumentation used in our ORs, emergency rooms, nursing units and offsite clinics. More than 7,000 procedure trays are processed monthly.

CORE SERVICE DEPARTMENTS

Integrated Service Center

The team manages bulk hospital supplies and is located in a 74,000-square-foot warehouse in northeast Gainesville. The center's partner, Owens and Minor, manages daily activities and has 75 team members. More than 9,000 items are stored at the warehouse. Supplies are sourced from approximately 460 manufacturers.

Publication Services Department

This department supports UF Health by providing design services for a multitude of projects. The team links closely with UF Health Communications Creative Services. Projects include corporate identity, patient education, marketing/communications, Web design/maintenance and promotional materials. In addition, the team supports patient care by working with the EPIC team to provide forms that conform to regulatory and compliance requirements.

Strategic Project Management

This department selects, manages and measures project outcomes to ensure optimal value for the organization. All projects must meet the criteria established by the organization's leadership to align with UF Health's strategic goals.

Distribution and Information Management

This department facilitates the relationship between UF Health Shands and the Integrated Service Center, including the backorder process and the management of recalls. The team also works with nursing and suppliers in the evaluation of substitute products and manages many Patient Safety Reports involving supplies. The staff provides timely and accurate reporting and system support to internal and external customers that includes managing a number of automated, Web-based tracking tools.

Strategic Sourcing (Contracting, Purchasing and Value Analysis)

This department collaborates to improve the organization's procurement of services and supplies. Contracting contributes to cost-savings initiatives by actively facilitating and negotiating supply and equipment contracts, service and maintenance agreements and strategic bids. Experienced purchasing agents ensure effective and efficient procurement of medical supplies and equipment. Value Analysis provides an organized approach for matching products to the needed function while reducing cost and improving or maintaining quality.

While Supply Chain Services team members never contact our patients directly, they have a significant impact on the patient experience and offer broad support to the entire UF Health system. **N&N**



UF Health Shands Supply Chain Services ensures that medical patient supplies are stocked, stored and managed on every nursing unit and in many procedural areas.

UF HEALTH | SERVICE

SOCIAL INTERACTION ON THE BRIDGE IS FOR EVERYONE!

Do you want to hear from and engage with UF Health's executive leaders? "Leaders Online" is a featured portion of the UF Health Bridge (bridge.UFHealth.org), where you'll quickly find "On the Same Page" posts by David S. Guzick, M.D., Ph.D., senior vice president for health affairs at UF and president of UF Health, in addition to written blogs and video messages from a variety of leaders.

Situated in the lower left corner of the Bridge home page, this section allows execs across our campuses to share information openly within the UF Health community. It's a dynamic way for them to highlight activities, share insights, applaud accomplishments and support activities from a leadership perspective.

Simply scroll to the bottom of a blog post to share your input or ask questions. Click "Post Comment" to leave your remark.



UF HEALTH | SERVICE

FLAG FLIES ALL MONTH LONG TO CELEBRATE DONORS

Have you ever noticed the Donate Life flag flying above the entrance to UF Health Shands Hospital? It is flown each time there is an organ donor at the hospital, paying respects to donors and their family members, as they made the choice to give the gift of life.

Flags Across America began in 2009 as a Donate Life America initiative to honor the thousands of organ and tissue donors, as well as recipients whose lives have been affected by donation. Every donor hospital and transplant center is encouraged to fly the Donate Life flag during National Donate Life Month (April), creating a visible and unified statement about the importance of donation.

UF HEALTH | SERVICE

DONOR MEMORIAL HONORS THE GIFT OF LIFE

UF Health staff and the donor community attended a dedication ceremony March 31 to commemorate the planting of a "Tree of Life" and installation of a memorial bench at Wilmot Gardens, located near the UF Health Medical Plaza on the UF Health campus. UF Health partnered with LifeQuest, RTI Donor Services and Lions Eye Institute to create this space for organ and tissue donor families and recipients to visit, share memories and reflect.



About 95 percent of organ donor registrations come through driver's license service offices.



UF HEALTH | SERVICE

UF HEALTH PUTS MARK ON ROSE PARADE FLOAT

Ed Jimenez, UF Health Shands interim CEO, wrote a message on a vial that was placed on the Donate Life Rose Parade Float in Pasadena, California. The parade took place on Jan. 1. Since 2004, hospital CEOs throughout the country have contributed to the float, which is sponsored by the organ donation and transplantation community. The CEOs' inspirational messages honor donors, recipients and those touched by donation.

UF HEALTH | GROWTH

UF HEALTH SHANDS HOSPITAL ELEVATORS GET HIGH-TECH UPGRADES

Two UF Health Shands Hospital (north campus) patient, staff and visitor hot spots are receiving much-needed updates: patient and visitor elevators ("9-pack") and Campus USA Credit Union.

Improving access and efficiency with energy-efficient elevators

Located in the east part of the facility, between UF Health Shands Children's Hospital and UF Health Shands Hospital, the patient and visitor elevators ("9-pack") will be completely renovated and updated for the first time since 1981. Upgrades include new interiors: lighting, walls, floors

and ceiling; new signals; and new control and drive systems to more efficiently dispatch elevators between floors.

Cabs will be updated in a staggered schedule to minimize wayfinding and service access. Construction will begin early May and continue through 2016.

Campus USA Credit Union updating facilities

Beginning Saturday, April 11, Campus USA Credit Union at UF Health Shands Hospital, located on the ground floor of the UF Health Science Center/UF Health Shands Hospital (north campus), will

temporarily close for a remodel.

"Our new design will give a more open feel but also provide new offices to assist members with loans and new accounts," said Troy Battle, Campus USA Credit Union project manager.

Banking services will be temporarily relocated to Room G-091 to assist members during the down time. Temporary location hours will be from 7 a.m. to 3:30 p.m., Monday-Friday. The ATM will be up and running in its regular location throughout the remodel.

The renovations are anticipated to last three to four weeks.



Keep up with all these projects and more at blueprints.UFHealth.org.

The oldest organ donor was nine days shy of turning 93 — he donated his liver.





**UF HEALTH SHANDS
CHILDREN'S HOSPITAL | SERVICE**

**CAPES FOR KIDS BRINGS
SMILES TO PATIENTS**

Transforming children into superheroes, UF Health Shands Dream Team volunteers recently created 140 capes for delivery to pediatric patients at UF Health Shands Children's Hospital. The Capes for Kids project is a partnership among several UF Health Shands departments — Guest Services, Child Life Services and Arts in Medicine. Pictured here are 5-year-old Pediatric Cardiac ICU patient Malik Jackson and UF Health Shands Dream Team volunteer Kelsey Torgerson.

UF HEALTH | SERVICE

FROM CLASSROOM TO CLINIC: SUPPORT FOR RESIDENTS AND FELLOWS

There are currently 744 UF College of Medicine residents and fellows treating patients under the supervision of faculty physicians at UF Health Shands. Each July brings a new batch of freshly minted physicians, who will spend three to seven years training in the medical field.

Known as hospital housestaff, these physicians receive a stipend from the government and are supported by UF's Graduate Medical Education program. Residents begin work at a hospital after graduation from medical school. Fellows are physicians who completed

their residency and are pursuing a specialty.

The UF Graduate Medical Education office supports residents and fellows while they continue their education. The housestaff affairs office conducts orientation, manages complaints, offers free counseling and ensures housestaff have a positive, successful residency or fellowship.

"Residents and fellows are in extremely high-pressure situations," said Cristin Owens, UF GME housestaff affairs manager. "We're here to help them through the challenges they face."

The program is governed by the Accreditation Council for Graduate Medical Education. UF's GME office is also responsible for evaluating and advancing the housestaff's education. Yearly evaluations ensure accreditation standards for residents and fellows are met.

"We're advocates for housestaff — they can turn to us if something is wrong, whether it's their work or personal life that's causing the problem," Owens said. "It's our job to open the lines of communication and be their support system."

TO LEARN MORE ABOUT RESOURCES FOR RESIDENTS AND FELLOWS, VISIT GME.MED.UFL.EDU.

Getting in step with patients

Patients mingle with surgeons, staff during 1-mile walk



UF Health Weight Loss Surgery Center staff members recently hosted a 1-mile walk with bariatric surgery patients.

The walk began at UF Health Shands Cancer Hospital, moved around the Garden of Hope and over the 13th Street overpass bridge, then returned to its starting point. Participants wore orange and blue wristbands with the phrase “Healthy Living and Exercise.” Volunteers were stationed along the walk to provide water and encouragement at quarter-mile intervals.

Kfir Ben-David, M.D., UF Health Weight Loss Surgery Center director and UF College of Medicine bariatric surgeon, was joined by patients and other staff members. They included **Alex Cuenca, M.D., Ph.D.**, UF College of Medicine

surgical resident; **Nikolaus Gravenstein, M.D.**, UF College of Medicine anesthesiologist; **Gwen Hasse, R.N.**, bariatric nurse coordinator; **Tammy Lux, P.A.**, physician assistant; **Michael Michel, M.D.**, UF College of Medicine surgical fellow; **Jerome H. Modell, M.D.**, UF College of Medicine anesthesiologist; **Michelle Parry, MBSCR**, clinical reviewer; and **Georgios Rossidis, M.D.**, UF College of Medicine bariatric surgeon.

Patients were happy the surgeons and staff members joined in.

“The surgery changes our lives,” said Terry Vandalin, a UF Health Weight Loss Surgery Center patient. “Before, I could barely walk from the car into a building. Now, I just completed a mile! It’s so nice

that our surgeons care and came out to walk with us. Thank you for giving us the encouragement to do this.”

Rossidis was excited to walk alongside his patients and said the event was “a wonderful venue to reunite with our patients and see their progress and success.”

On the third Thursday of each month, the UF Health Surgical Weight Loss Support Group meets from 6-7 p.m. at UF Health Shands Cancer Hospital, Room 5011. Each meeting includes a different presentation topic, guest speaker or event.

For information about patient support group meetings or weight loss surgery, visit UFHealth.org/uf-health-weight-loss-surgery-center or email hasseg@shands.ufl.edu. **N&N**

“By Law, I Can’t Tell You Their Names”

AIM artist-in-residence shares a powerful poem

“By Law, I Can’t Tell You Their Names: Notes from a Hospital Artist-in-Residence”

BY DYLAN KLEMPNER

By law,
I can’t tell you
their names
but their faces
often appear to me
in memory.

I can tell you
what they look like
when they first arrive.
Those who come
through trauma
lie motionless
surrounded by screens
and networks of tubes.
Those who are
starting treatments
on cancer wards
may not seem sick at all.
They wear
Hawaiian shirts,
khaki shorts,
slacks, skirts,
holiday sweaters.
They sit up straight
and laugh easily,
just a hint
of anxiety
in their eager,
flush faces.



I can tell you
what they choose,
when I offer them

art materials
from my cart —
journals, pens,
coloring pages, markers,
paint and canvas board.

I can tell you
what they look like
when there are side effects
from the chemo.
They glance up at me
when I enter their rooms
holding their faces over
gray, rectangular buckets.
They shake their heads, “no.”
They dab their bleeding,
scabbed and swollen lips
with giant cotton swabs,
and they shake their heads, “no.”
Or they lie still
under the covers
open their eyes
and soundlessly
mouth the words.
“No,” they say. “No.
Today is not a good day.”

I can tell you
where they are from:
Live Oak, Peabody,
The Villages, Lake City,
Palm Beach County,
Indiana, Iowa,
The UK, Germany,
California, High Springs,
North Carolina,
Buffalo, Tennessee,
The Panhandle.

I can tell you
what they do for fun
when they are not
in the hospital.
They drive boats,
hunt deer.

Fish for marlin,
speckled trout, and seabass.
They sew, crochet, knit,
play guitar, piano, drums,
cook, bake, travel
to South America,
ride motorcycles,
fly airplanes.



I can tell you
what they do for work.
They operate cranes.
They farm
or stay home
and take care of children.
They are architects,
college professors, writers,
doctors, veterinarians,
former nurses,
students, secretaries,
owners of craft stores
and bait shops,
social workers,
police officers,
preachers, and engineers.

I can tell you
what they say they miss most
about their lives
outside the hospital:
They miss their
woodworking tools,
boats, quilts,

sewing machines.
They miss sisters, brothers,
parents, cousins, and friends.
They miss the way
their grandchildren
run out of their houses
to greet them
when they pull the car
into the driveway.

I can tell you
what their faces look like
when the musicians
that I work with
play the songs they request.
Their eyes glisten
and sometimes moisten.
They clasp their hands together.
They raise up in their beds
or relax their shoulders.
They gaze out windows
thoughtfully. They say,
“Let me tell you
about the first time
I ever heard that song.”

I can tell you
what their hearts look like
situated outside
of their bodies
at the ends of their beds
or beside their beds.
Large, black, jukebox-sized machines
with computers on top,
they play a consistent,
whooshing beat.
Hoses run from them
into children's chests
whose bodies tremble gently
with rhythmic precision.
Children with artificial hearts
play games on their iPods
make music on their iPads
watch animated movies and paint
while waiting for the real thing.

I can tell you
about their spouses
or parents

who sleep near them
on narrow couches
in cramped rooms
filled with lifesaving
medical equipment.
“This is what we're doing,”
say the spouses.
“Back home,
friends and family
are taking care of the kids
and the shop,
so I can be here
with him.”
“This is what we're doing,”
say the parents.
“I'm here now
so she can have some time
to herself to rest
before they operate again.”



I can tell you
what their parents look like
at memorial services
inside sunlit chapels
or under portable tents
on cemetery grounds.
Dressed in the bright colors
of their Sunday's best,
or huddled under overcoats,
they hold hands
with the wide-eyed, restless
children who remain
or push their own parents'
wheelchairs through mud.

I can tell you
what their spouses look like
standing in receiving lines

outside funeral homes,
their faces slack and worn.
After months of tears,
they have none of their own
left to cry,
so they open their arms
and shoulder
the tears of others.

I can tell you how,
after they have been
in and out
of the hospital
for weeks,
many of them
will turn the conversation around
to focus on me.
“What brought you here?”
they ask.
“What do you do?
Does someone pay you?”

I can tell you
what they look like
after they leave the hospital,
and take back their lives
and their hair grows back,
and they put the weight back on,
and the lingering limp
from the still-unhealed
hip or knee,
the purple port scar
along their collar line
only add to their
resilient grace.

By law,
I can't tell you
their names
but their faces
often appear to me
in memory.

Photo: Dylan Klempner, UF Health Shands Arts in Medicine writer-in-residence, creates art with Cindy Craig, UF librarian and former UF Health Shands patient. Art therapy with Klempner was a constant source of joy for Craig during her hospital stay.

TO LEARN MORE ABOUT UF HEALTH SHANDS ARTS IN MEDICINE, VISIT ARTSINMEDICINE.UFHEALTH.ORG.

This poem appeared as a feature on the “Empathy Corner” section of the UF Health Bridge portal.

Visit the Bridge home page to see more content that reflects our experience as providers and staff at UF Health.

Bridge the gap

Online groups boost engagement

How are you using the UF Health Bridge, our new intranet portal? We caught up with three staff members who utilize the group collaboration tool to share information and resources.



Roque Perez-Velez, P.E., DSHS, UF Health Shands Hospital Management Engineering Consulting Services director, teaches Process Improvement through Human Resources Development

“We developed the Process Improvement group on the Bridge as a culmination of information for those interested in the subject. On the group page there is class material, class schedules and links to internal UF Health websites. This group is geared toward whoever is proactively engaging or interested in process improvement across UF Health. I like the Bridge because it shows a big picture of the whole institution right from the home page; there are comments from leaders, news and even weather. It’s easy to navigate and is built for teamwork.”



Skylar Ramsey, UF Health Office of Development annual giving associate

“The Bridge was a wonderful communications tool for this year’s Raising Hope at Work employee campaign. We created a group for team captains to share quick updates with them as well as a forum for them to brainstorm with each other. Additionally, we utilized the “Leaders Online” and “FYI: Announcements” sections as touch-points for our philanthropic messaging. Overall, the Bridge was an excellent resource to help us boost our participation this year, and we plan on strategically incorporating the tools it offers even more for next year’s campaign.”



Tony Streukens, R.N., a UF Health Shands Hospital Neonatal Intensive Care Unit nurse and UF Health Shands Nursing and Patient Services CDIT Council co-chair

“In the NICU unit, we’re always trying to find a better way to circulate information. Email is an accepted medium, but staff nurses often miss important updates because their inboxes are overloaded. Now that we have the Bridge, we use the NICU nursing group to share files like protocols and templates. It’s an easier place to store non-sensitive documents and communicate with each other. I see it as an online file cabinet. When a NICU nurse needs some information, we can head to our group and pull information geared only for us.”

Learn how you can join an existing group or create your own. Go to bridge.UFHealth.org/bridge-help and click “Groups” in the left-hand menu bar. **N&N**

Remember, under no circumstances can protected health information (PHI), protected student information or sensitive proprietary/business information be uploaded, stored or otherwise posted on any portion of the Bridge. Please treat your co-workers, peers and leaders with respect and maintain professionalism while using the Bridge. Comments are deleted if they violate UF’s Acceptable Use policies, which prohibit profanity and abusive language.

Long-term employees honored for dedicated service

More than 700 staffers reached significant milestones

It takes thousands of employees to make magic happen at UF Health. Whether we provide patient care, administrative or operational support or service to each other, every employee at UF Health plays an integral role in our organization. We share a sense of purpose and belonging and we rely on each other. We become like family. Many of us spend the best part of our careers here at UF Health.

That's why our leaders annually recognize long-term employees and honor their contributions. This year, they celebrated 702 dedicated UF Health Shands employees who reached significant service milestones of 10 years and above at five-year increments. Honorees were recognized on March 6 at the Milestone Service Awards held at UF's J. Wayne Reitz Union Grand Ballroom. They were thanked for their commitment and for helping make UF Health successful over the decades.

"It's a great privilege to honor all our hard-working employees who have chosen to make their careers at UF Health," said **Janet Christie**, UF Health Shands Human Resources senior vice president. "They are ambassadors for our organization and are at the core of what makes UF Health a cornerstone of our community." **N&N**

The numbers speak for themselves

UF Health Shands recently recognized 702 employees who reached long-service milestones:

10 years: 252	30 years: 49
15 years: 169	35 years: 22
20 years: 77	40 years: 10
25 years: 122	45 years: 1

These individuals achieved 12,330 combined years of service!

Recent 40-year honorees

who joined UF Health Shands in 1974:

Enoch Jordan	Gregory Brown
Annie Studemire	Athena Mizelle
Beatrice Blake	Carolyn Jean Reams
Horace Bass	Gary Miller
Ethel Jackson	Steven Norden

The star of the Milestone Awards: Bea Cameron

Dedicated long-time employee Bea Cameron, UF Health IT application analyst, was honored for her 45 years of service at UF Health! Cameron's peers say she's always smiling and moves at lightning speed to coordinate all the software updates for the hospital system, while also finding time to take care of her family and friends. She is known throughout the organization for her lively spirit and positive outlook.

When did you start working at UF Health?

I started in June 1969 but I quit for three months and came back in September 1969.

What were your first roles?

My first title was keypunch operator and then data entry operator.

What makes UF Health a special place to work?

UF Health Shands Hospital is a special place to work. They believed in me and gave me a chance. UF Health has helped me become the person that I am today.

What advice can you share with other employees?

When you come to work, do your best and smile and be glad that you have a job. I thank God every day for my job.

What is your fondest memory of working here?

I have so many, but I guess Celebrity Waiter Night and meeting so many wonderful people throughout the years.



Bea Cameron was honored for 45 years of service at UF Health.

Generous gift inspired by expert care and hospitality

Nearly 15 years later, hospital experience still resonates with employee



We are fortunate to have passionate employees who stand behind our mission to provide specialized care to as many patients as possible. Almost 15 years ago, **Fleury Yelvington**, UF Health Development director of operations, was grateful to find that exceptional care at UF Health. Her experience inspired a recent donation to help lay the foundation for the new UF Health Heart & Vascular Hospital and UF Health Neuromedicine Hospital.

When Yelvington's mother suffered a hemorrhagic stroke — triggered by a ruptured aneurysm in the brain — she was treated by **Arthur Day, M.D.**, former UF College of Medicine neurosurgery co-chair and residency program director and Eblen Eminent Scholar in Cerebrovascular Surgery. Following an eight-hour surgery involving two aneurysm clippings, Yelvington's mother's life was saved. Today, she enjoys a busy, productive and happy life.

Throughout her mother's treatment and lengthy hospitalization, Yelvington said **William Friedman, M.D.**, UF College of Medicine neurosurgery chair, and **Melvin Greer, M.D.**,

former UF College of Medicine neurology chair, personally checked on her family. This level of personalized care had a powerful impact on Yelvington — reminding her of the devotion individuals can develop for an organization's mission.

In honor of the exceptional care her mother received, as well as the many patients in need of treatment, Yelvington and her husband, Barry Solomon, M.D., donated \$100,000 to support the UF Health Heart & Vascular Hospital and UF Health Neuromedicine Hospital.

"Even if this had turned out differently and my mother had experienced a poor clinical outcome, my family's feelings about the experience would be the same. My gesture to the physicians, nurses and staff would be the same," Yelvington said. "I have been thanked profusely for my donation, which is not necessary. I am the one who is thankful." **N&N**

Employees: Get up and go!

Join this year's Wellness Event April 27-May 15

UF Health is hosting the Fourth Annual Wellness Event for all benefits-eligible employees April 27-May 15. To register for an event at a location near you, visit UFHealth.org/WellnessEvent. This event is a production of the UF-UF Health Wellness program.

Preregistered employees who attend and complete a personal health and biometrics assessment will receive a free lunch

from SweetBerries eatery. Employees who received their flu shot and do not use tobacco, or have completed a smoking-cessation program, may receive an additional gift.

Please call the UF Health Shands Human Resources Benefits Office at 352-265-0043 with questions. **N&N**

2015 Wellness Event Schedule

Monday, April 27

UF Health Sleep Center
4740 NW 39th Place
Suite C

Monday, April 27

UF Health Shands Rehab Hospital
4101 NW 89th Blvd.

Tuesday, April 28

UF Health Shands Rehab Hospital
4101 NW 89th Blvd.

Tuesday, April 28

UF Health Pharmacy – Ayers
720 SW 2nd Ave.

Wednesday, April 29

UF Health Shands Cancer Hospital
(south campus)
1515 SW Archer Road

Thursday, April 30

UF Health Shands Cancer Hospital
(south campus)
1515 SW Archer Road

Friday, May 1

UF Health Shands Patient Financial
Services/ Access Center/ Health
Information Management
4024 NW 22nd Drive

Monday, May 4

UF Health Shands Patient Financial
Services/ Access Center/ Health
Information Management
4024 NW 22nd Drive

Tuesday, May 5

UF Health Davis Cancer Pavilion/
UF Health Medical Plaza
2000 SW Archer Road

Wednesday, May 6

UF Health Springhill
4037 NW 86 Terrace

Thursday, May 7

1329 Building
1329 SW 16th St.

Friday, May 8

UF Health IT, CH2M Hill
3011 SW Williston Road

Friday, May 8

UF Health Orthopaedics and Sports
Medicine Institute
3450 Hull Road

Monday, May 11

UF Health Shands Hospital
(north campus)
1600 SW Archer Road

Tuesday, May 12

UF Health Shands Hospital
(north campus)
1600 SW Archer Road

Wednesday, May 13

UF Health Shands Hospital
(north campus)
1600 SW Archer Road

Thursday, May 14

UF Health Shands Hospital
(north campus)
1600 SW Archer Road

Friday, May 15

UF Health Shands Hospital
(north campus)
1600 SW Archer Road



APRIL IS ALCOHOL AWARENESS MONTH

KNOW THE FACTS:

- Alcoholism is the third-leading cause of preventable deaths in the U.S.
- Risk factors associated with alcohol abuse are:
 - Depression
 - Anxiety
 - Family genetics
- Heavy drinking is defined as consuming eight or more alcoholic beverages per week for women and 15 or more alcoholic beverages per week for men.
- Approximately 17 million adults 18 and older have an alcohol use disorder — about 11.2 million men and 5.7 million women.
- Only about 1.4 million adults receive treatment for an alcohol use disorder at a specialized facility.

If you or a loved one has an alcohol problem, the UF Health Florida Recovery Center can help. The team offers four levels of care for alcohol addiction — detox, day treatment, residential treatment and outpatient treatment. The UF Health Shands Employee Assistance Program also offers help for employees struggling with alcohol abuse or addiction. Contact FRC by calling 855-265-4FRC (4372) or EAP by calling 352-265-5493.



APRIL 16: NATIONAL HEALTHCARE DECISIONS DAY EVENT

Everyone 18 and older is encouraged to complete an advance directive, also called a living will, and designate a health care surrogate to speak on your behalf if the need arises.

UF Health is joining others around the country to observe National Healthcare Decisions Day. Our event is from 7 a.m. to 2 p.m. Thursday, April 16 at the UF Health Shands Hospital Atrium, UF Health Medical Plaza and UF Health Springhill.

Staff will provide resources to help you plan for unforeseen medical circumstances and care near the end of life. Questions addressed during these events include:

- When should I begin thinking about a living will?
- Which forms do I need to complete and where do I send them?
- How can I be sure my wishes will be properly executed?

Pick up the UF Health Advance Directives packet, which includes forms you can use to make your wishes known. If you've already completed an advance directive, have your completed form scanned into your UF Health medical record.

**TO PREPARE YOUR FORMS IN ADVANCE AND
FOR MORE INFORMATION, VISIT
UFHEALTH.ORG/ADVANCE-DIRECTIVES.**