



UF HEALTH SHANDS INTERNAL NEWSLETTER

VOL. 11 NO. 2 | AUGUST 2015

NEWS & NOTES

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Ed Jimenez
UF Health Shands
Chief Executive Officer

Kimberly Rose
Director
Strategic Communications

Todd Taylor
Communications Coordinator
News&Notes Editor

Madelyn West
Creative Services Coordinator
News&Notes Designer

Email taylt@shands.ufl.edu or call
352-265-0373 to contribute to future
issues of News&Notes.

On the cover: (From left) UF Health Shands Children's Hospital patients Eleanor Green, Avery Taylor and Coryn Johnson play with the interactive wall in the Sebastian Ferrero Atrium at the UF Health Shands Children's Hospital.

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UF HEALTH SHANDS | SERVICE

Children's hospital continues to make us proud

In June, U.S. News & World Report's annual Best Children's Hospitals rankings confirmed what we all know — our children's hospital is top notch.

Despite having walked through it dozens of times, I'm still struck by the aesthetics of its new entrance. The lighting, colors, nature theme and clean, modern feel truly make it a welcoming space. While the children's hospital's bells and whistles are nice, they mean nothing if they aren't supported by outstanding care. Of course, we have that too.

According to the American Hospital Directory, Florida has 214 hospitals — the third-most in the nation. Clearly, there's a lot of competition in the Sunshine State when it comes to pediatric health care, but our children's hospital again rose to the top in U.S. News & World's esteemed annual rankings. In fact, for cancer care, as well as diabetes and endocrinology, we were ranked No. 1 in Florida. Overall, seven of our specialties were ranked in the Top 50 nationally, which puts us in elite company.

It's hard to believe that such an accomplished children's hospital is so "young." It's only been 20 years since our pediatric services aligned as a "hospital-within-a-hospital."

UF Health Shands Children's Hospital continues to grow and improve. From the sparkling new facilities, to the world-class faculty and staff, to the ever expanding and improving services ... it just keeps getting better.

In this issue you'll learn more about our children's hospital, including more details about U.S. News & World Report's new rankings, a behind-the-scenes look at our pediatric surgery team and a recap of this year's Celebrity Waiter Night event, benefiting the Children's Miracle Network. Beginning on Page 4, check the bottom of the pages for interesting facts about our children's hospital and pediatric services.

Thanks to all of you who help make our children's hospital an exceptional place for young patients to receive care.

Todd Taylor
News&Notes Editor
UF Health Communications

Please note: The art accompanying the children's hospital facts at the bottom of the pages in this edition is Romero Britto's sculpture titled "Tomorrow," which is located in the Sebastian Ferrero Atrium at the UF Health Shands Children's Hospital.

Celebrating our children's hospital journey



Ed Jimenez speaks with a family during the 30th annual Celebrity Waiter Night, which raised more than \$279,000 for Children's Miracle Network at our children's hospital.

The journey to evolve the children's hospital is part of our overall mission to look at our facilities critically and improve them so our clinical space is on par with the skills of our physicians, nurses and staff, as well as their outcomes. It takes progress over time to get it right. We have an unwavering commitment to quality as Job 1. We have a determined focus on recruiting the right people, including hospital staff and faculty. These things give us great pride. When we receive national recognition, it's external validation that we're focused on the right things for our patients.

We recently shared plans for expanding the NICU. In Florida, only three children's hospitals were included in the recent U.S. News Best Children's Hospitals list. Several of our UF Health pediatric specialties were on that list — and our neonatology program was ranked 37th nationally. What makes us different are our advanced levels of care, innovation and the combination of UF College of Medicine neonatology and pediatric physicians and nursing and clinical teams. Together, they work magic and produce great results. Our teams care about

each other, they're committed to their work and they impact lives every day. With the NICU renovations next year, we will create a more contemporary space to match their talent and support new technologies.

Every day, our employees strive to be better. The number of nurses who seek additional certification keeps growing, and it's the same with our support staff. We see it with clinical faculty development. We also see the beneficial impact on pediatric patients through Arts in Medicine and Child Life programs. Partners like the Ronald McDonald House help us assist families as their children receive care. The Children's Miracle Network, Sebastian Ferrero Foundation and others support us as we pursue creative ways to improve our children's services.

We're on a great trajectory. Our clinical research faculty put us on a path to move discoveries to the bedside more quickly than others in the country. Examples include **Dwayne Mitchell, M.D., Ph.D.**,¹ and his leading work on pediatric brain tumors. **Michael Weiss, M.D.**,² developed the statewide standard for body cooling to

reduce brain damage in babies born with a deficient oxygen supply. **Laurel Blakemore, M.D.**,³ is nationally regarded for her work in pediatric scoliosis and spine care. **Mark Bleiweis, M.D.**,⁴ and team just performed their 17th pediatric heart transplant, which puts us on pace to exceed 30 this year — our most ever in a year — and put us among the nation's top children's heart transplant teams for volume. That's elite company.

You may wonder how it's possible to have all of this in a small city like Gainesville. These resources are usually found in a metropolitan city, but they are right here at UF Health.

As you read more about our children's services, I hope you'll share the pride I have for our great teams who are dedicated to our young patients.

Sincerely,

Ed Jimenez

Edward Jimenez
CEO
UF Health Shands

¹Preston A. Wells Jr. Center for Brain Tumor Therapy co-director and UF Brain Tumor Immunotherapy program director, neurosurgeon and cancer research chair ²Associate professor of neonatology ³Chief of pediatric orthopaedics ⁴Director and principal cardiothoracic surgeon for the UF Health Congenital Heart Center

Children's hospital stands among the nation's best

U.S. News & World Report's annual rankings place seven specialties in top 50



The UF Health Shands Children's Hospital's new entrance and atrium showcase bright colors, nature-themed art and interactive features to create a welcoming setting for children. U.S. News & World Report's annual Best Children's Hospitals rankings once again showed that along with its ever-improving facilities, our children's hospital's services continue to be among the nation's best. This recognition is a testament to the hard work of our pediatrics teams.

Released in June, the 2015-16 rankings place us in the top 50 nationally in diabetes and endocrinology (16th), cardiology and heart surgery (29th), cancer (29th), pulmonology (34th), neonatology (37th), nephrology (40th) and gastroenterology and GI surgery (49th).

Ours was one of only three hospitals in Florida to be ranked in seven pediatric specialties, and it was the highest-ranked Florida children's hospital for diabetes and endocrinology, as well as for cancer.

"We have had an ongoing commitment to creating an

environment at the UF Health Shands Children's Hospital that earns distinction for its quality, hospitality, service and research excellence," said **David S. Guzick, M.D., Ph.D.**, UF senior vice president for health affairs and UF Health president. "We are extremely pleased that so many of our specialties have again been honored with national recognition, which adds to other recent accomplishments such as achieving Baby-Friendly designation."

The full rankings and methodology are available at health.usnews.com/best-hospitals/pediatric-rankings and will be published in the U.S. News "Best Hospitals 2016" guidebook, which will be available Sept. 1.

"This ranking is a testament to the work our physicians, nurses and staff do every day to treat the thousands of children with serious illnesses who come to us from nearly every county in Florida, more than 40 states and about a dozen other countries," said **Ed Jimenez**, UF Health Shands chief executive officer. "We continually raise the bar to be sure that all of them get the very best care." **N&N**



Our teams served children from 66 of 67 Florida counties (FY14)



"Through the combined effort of our teams of talented physicians, nurses and clinicians working together to develop new programs, we achieve the highest-quality clinical outcomes and provide an outstanding environment of care, hope and healing. This is the reason for our continued rise in national prominence among children's hospitals."

MARK AMOX, UF HEALTH SHANDS CHILDREN'S HOSPITAL ADMINISTRATOR

"There is no greater honor than to care for children in need of special services that few academic centers can provide. To meet our special obligation to children, we continue to add world-class faculty members to our programs."

SCOTT RIVKEES, M.D., UF COLLEGE OF MEDICINE DEPARTMENT OF PEDIATRICS CHAIRMAN AND UF HEALTH SHANDS CHILDREN'S HOSPITAL PHYSICIAN-IN-CHIEF

"Our team is lasered in on providing outstanding, compassionate care. We have made focused efforts in the areas of transplant and cellular therapy, palliative care and survivorship and improvements in the school-readiness of our cancer patients."

WILLIAM SLAYTON, M.D., UF COLLEGE OF MEDICINE PEDIATRIC HEMATOLOGY AND ONCOLOGY DIVISION CHIEF AND PROGRAM DIRECTOR

PEDIATRIC SPECIALTY ● NATIONAL RANKING / ● FLORIDA RANKING

**DIABETES
AND ENDOCRINOLOGY**

16

1

PULMONOLOGY

34

3

**GASTROENTEROLOGY
AND GI SURGERY**

49

5

**CARDIOLOGY
AND HEART SURGERY**

29

2

NEONATOLOGY

37

2

CANCER

29

1

NEPHROLOGY

40

2

Our teams served children from 45 U.S. states (FY14)



UF Health Pediatric Surgery team

A behind-the-scenes look at a vital team

NAME

Pectus excavatum

No.

101

BEHIND THE SCENES

Although no parent wants to hear that his or her child needs surgery, we know that our experts are the best. Our UF Health Shands Children's Hospital-based UF Health Pediatric Surgery team strives to make the surgical experience as easy and comfortable as possible for families.

The inpatient pediatric surgery team consists of four surgeons — all board-certified in pediatric surgery — as well as three pediatric surgery advance-level nurses, two post-residency fellows and two scheduling coordinators. Along the way, pediatric surgery patients are also cared for by nurses in the UF Health Shands Children's Hospital Pediatric Intensive Care Unit, or PICU, as well as nurses and physical therapists on the medical/surgical units.

Let's examine a pediatric surgery patient's journey with our team.

What is it?

Pectus excavatum is the most common congenital (present since birth) chest wall abnormality in children. This disorder causes the breastbone to appear sunken into the chest. If severe, it may affect the heart and lungs, making exercise difficult. The appearance of the condition can lead to psychological issues.

How is it treated?

There are two types of surgery to repair this condition — open and closed (minimally invasive). Ninety-five percent of surgeries conducted for this condition at UF Health Shands Children's Hospital are minimally invasive, although both surgeries require an inpatient stay.



Our teams served children from 10 countries (FY14)



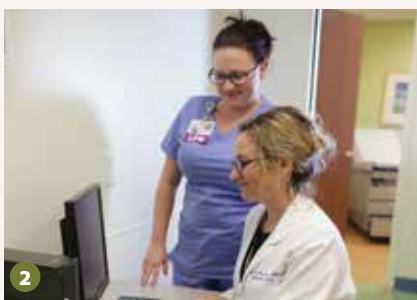
A family's journey through surgery



1 WANDA FRAZIER

UF College of Medicine pediatric surgery scheduling coordinator

A scheduling coordinator arranges the child's first outpatient visit.



2 (L-R) CARA MANNA, LPN-ACU, AND LAUREN INDELICATO, D.N.P., ARNP
UF Health Pediatric Specialties – Medical Plaza nurse and UF College of Medicine pediatric surgery nurse practitioner

The child is seen and evaluated at UF Health Pediatric Specialties at the Medical Plaza by a nurse practitioner, nurse and sometimes a pediatric surgery fellow.



3 (L-R) SALEEM ISLAM, M.D., M.P.H., AND CONSTANCE LEE, M.D.
UF College of Medicine professor and pediatric surgeon and UF College of Medicine pediatric surgery fellow

The child is admitted and cared for by a team, including fellows and interns who rotate monthly.



4 OPERATING ROOM

Surgery is performed within a day or two of admission by a board-certified pediatric surgeon and expert team.



5 PEDIATRIC ICU

After surgery, the child is sent to the PICU for one to three days. This is a 24-bed medical-surgical unit that cares for children from birth to 21 years of age.



6 SARA RUSSELL, R.N.

UF Health Shands Children's Hospital Pediatrics Unit 44 clinical nurse

After a stay in the PICU, the child is transferred to Unit 44 or 45 and discharged within in four days or so, depending on recovery.



7 (L-R) AMY STAGLIANO, P.T., D.P.T., AND JEN BENDER, P.T.

UF Health Shands Children's Hospital Pediatrics Unit 44 physical therapists

In the PICU, some children receive visits from physical therapists, who engage them with activities to take their minds off of their discomfort and help them begin to feel more like themselves.



8 DAVID KAYS, M.D.

UF College of Medicine professor and chief of pediatric surgery

Four to six weeks after being discharged, the patient is seen again for a follow-up visit to ensure recovery is going well.

First pediatric ECMO transport a success

ECMO and ShandsCair teams collaborate to execute challenging transport



Our team successfully transported our first pediatric ECMO patient from another hospital to ours. (From left) Timothy Bantle, R.R.T., respiratory care supervisor and ECMO specialist; Jeff Brown, R.R.T., ECMO specialist; Heath Schmidt, EMT-P, ShandsCair flight paramedic; and Jim Kendrick, R.N., former ShandsCair paramedic.

Never in the 24-year history of the UF Health extracorporeal membrane oxygenation, or ECMO, program had there been a transport of a pediatric patient on ECMO from an outside facility by our team. Thanks to the dedication, expertise and teamwork of those involved, our first pediatric ECMO transport earlier this year was a success.

“Everyone involved did an outstanding job,” said **Timothy Bantle, R.R.T.**, UF Health Shands Hospital Respiratory Care supervisor and ECMO specialist. “This was no easy task and was many, many months in the making.”

Pediatric patients placed on ECMO are in critical condition. The machine drains the blood, oxygenates it and circulates it back into the patient’s body. It essentially mimics the natural function of a patient’s lungs, heart or both.

The ECMO and UF Health ShandsCair teams were instrumental in the transport process. The emergency flight crew is experienced at both on-the-scene and inter-facility transports. The advanced technology of their ground and air transportation, along with their diverse and expertly trained team members, enables the crew to transport patients with even the most complex conditions.

The unstable nature of a patient on ECMO paired with numerous factors that must be considered make ECMO transports uncommon. With the development of the Maquet Cardiohelp® transport machine, however, transporting these patients has become a possibility. Risk factors include the stability of the patient and the likelihood of a positive outcome after a transport.

All things considered, the team decided to conduct the transport. The pediatric patient was so critically ill that expert support from UF Health Shands Children’s Hospital was immediately required. Fortunately, we have a highly capable and qualified ECMO transport team to handle it.

Within five hours of the initial request, ShandsCair and ECMO experts were able to transport the patient from the other facility to UF Health Shands Children’s Hospital for expert care.

“The collaborative effort was seamless,” Bantle said. “From the driver to the nurse to the paramedic ... everyone worked well together, and everyone played their part.”

Staccie Allen, ShandsCair director, explained that additional ECMO specialists are being trained to expand our ability to execute these complex transports. **N&N**



Our children's hospital has 21 pediatric medical specialties and programs (FY14)

UF HEALTH SHANDS CHILDREN'S HOSPITAL | SERVICE

Children's hospital recognized for life-saving cord blood program

UF Health, LifeSouth partnership has saved 16 lives



Cord blood transplant recipients Josh Ibarriento and Devon Vickers celebrated recently with UF Health Shands Children's Hospital staff during a presentation from LifeCord to thank the hospital for its life-saving umbilical cord blood collection program.

Without infant cord blood, UF law student Devon Vickers wouldn't be able to celebrate. When Vickers was a high school sophomore and had a relapse of childhood myeloid leukemia, our care team at UF Health Shands Children's Hospital used a cord blood infusion to treat her. Unlike her first battle, when a powerful drug sent the cancer into remission, it took the cord blood infusion from LifeCord to staunch the disease.

"Without umbilical cord blood, I would not have survived my second battle with cancer," Vickers said.

With parental approval, stem cells from cord blood are harvested from a baby's umbilical cord just after birth and

stored for future use. Typically, African Americans donate less frequently than the general population, reducing the chances that such a patient will find an appropriate donor. Fortunately for Vickers, LifeCord and UF Health were able to identify a match within a year of her diagnosis.

LifeCord recently recognized our nurses, physicians and staff with a plaque celebrating the 16 lives saved during the course of their relationship with UF Health Shands Children's Hospital.

Vickers and another local cord blood recipient, Josh Ibarriento, joined the celebration and thanked the team for their work.

"The challenges of finding a match have made me an advocate for this cause," Vickers said. "Thank you all for encouraging people to participate."

In 1998, UF Health, UF and LifeSouth Community Blood Centers formed a cord blood bank in Gainesville. The cord blood bank is accredited by the Foundation for Accreditation of Hematopoietic Cell Transplantation and the American Association of Blood Banks. A variety of research projects to improve our understanding of cord blood stem cells are underway. **N&N**

Our children's hospital will have 204 licensed beds when NICU expansion is completed in 2017



Tiny Bed Sessions make big difference for patients

Arts in Medicine musicians give patients a voice



Ricky Kendall, AIM musician-in-residence, performs with Jamal Davis, who is awaiting a heart transplant at UF Health Shands Hospital.

Thanks to in-hospital musicians, our patients are escaping the boundaries of their illnesses and expressing themselves through song.

The creative artists and volunteers with UF Health Shands Arts in Medicine are always finding new ways to brighten patients' days, and one of their newest ideas is a program titled Tiny Bed Sessions. These bedside concerts were inspired by the Tiny Desk concert series that National Public Radio has hosted for years. Tiny Desk features well-known and emerging musicians performing intimate concerts at the desk of NPR All Songs Considered host Bob Boilen.

Tina Mullen, UF Health Shands AIM director, said that music is brought to patients in hospitals all over the country, but these sessions bring something greater to the table.

"It's this beautiful experience in

which patients just become immersed," Mullen said.

In these musical sessions, patients have the opportunity to form relationships with the artists rather than just listening to them perform.

Such is the bond formed between **Ricky Kendall**, an AIM musician-in-residence, and Jamal Davis, a young man who has been a patient at UF Health Shands Hospital for more than three months. Theirs is an example of how music can form friendships, create artistic connections and make a hospital stay more rewarding.

Kendall said that he enjoys connecting with patients on an intimate level through the Tiny Bed Sessions.

"You end up playing these songs that you would never even think of, but for somebody it means the world. You kind of learn why it means so much to

them, and you end up loving the song, too," Kendall said.

While Davis patiently awaits a heart transplant, he's pleased that there's now an outlet for his vocal talents.

"I was always singing and people were like, 'Oh, you have such a great voice,'" Davis said. "But I'm like, 'Do you really understand what I'm singing?'"

When Davis sings and spends time with Kendall, he feels like Kendall really understands him because they are able to connect on that musical level.

"Music is such a mystical, magical thing," Davis said. "It unlocks certain things and I don't feel like everyone can naturally tap into that by themselves."

To view videos of the Tiny Bed Sessions and learn more about the UF Health Shands Arts in Medicine program, please visit artsinmedicine.UFHealth.org. **N&N**



We managed 83,889 pediatric outpatient visits, including UF Health – Pediatrics (FY14)

UF HEALTH | SERVICE

UF Health ranked among “Most Wired” for IT achievement

Excellence recognized for third consecutive year

In our perpetually evolving digital age, hospitals are using information technology, or IT, to simplify processes and ensure efficiency. UF Health was recently named a national health care leader in technology advancements that improve patient safety and quality of care.

UF Health was rated one of HealthCare's Most Wired in an annual survey and benchmarking study for the third consecutive year. The survey is published by Hospitals & Health Networks, an American Hospital Association publication. This year more than 741 participants, representing more than 39 percent of all U.S. hospitals, completed the survey.

The survey measures technological development, adoption and implementation across four key areas: infrastructure, business and administrative management, quality and safety, and clinical integration. To earn the designation, organizations must demonstrate core advancement in all areas.

“This award is a measure of how much our IT staff has accomplished,” said **Kari Cassel**, UF Health chief information officer and senior vice president. “It’s a reflection of how well the team has implemented systems and worked with each other and our customers.”

The survey evaluates the level of IT system sophistication and how effectively programs are embraced by staff and patients within the nation’s hospitals and health systems. It specifically gauges how care is enhanced and electronic business transactions are improved, as well as how easily patients and physicians can access electronic health records remotely.

There were 338 health systems named “Most Wired” — down 10 percent from last year due to additional requirements. UF Health was one of 17 in Florida to receive the designation.

“The title is an honor that clearly ranks UF Health among the highest performing technical health care organizations,” Cassel said. “Our teams are making it possible to enable clinical and business processes to work increasingly better throughout our entire system.”

The survey was conducted between Jan. 15 and March 15. Results were released in July. **N&N**



For more information about HealthCare's Most Wired survey, please visit www.hhnmostwired.com.

Our children's hospital admitted 7,066 pediatric patients (FY14)



Leaders greet new staff at orientation classes

Executives look forward to Q&A sessions with new hires

New Employee Orientation is a whirlwind day for new UF Health Shands employees. They're introduced to the organization, they complete Hospitality and Service Standards of Behavior training and they learn how to work safely in our complex health care environment. But new staff often get a surprise visit during training.

Ed Jimenez, UF Health Shands CEO, and **Irene Alexaitis, D.N.P., R.N., NEA-BC**, UF Health Shands Hospital chief nursing officer and Nursing and Patient Services vice president, visit orientation several Mondays each month.

"This is the most fulfilling part of my work week," Jimenez said. "We get to see new UF Health team members and let them know how valued they are."

During a recent class, the two leaders introduced themselves, shared meaningful stories from their years at UF Health and gave advice. A common thread in their discussions was hospitality.

"We're a team, and you're very critical to our success," Alexaitis said. "Our patients come here for world-class, top-of-the-line physical care because we're known for that. But once they're here, we need to provide the kind of care that comes from the heart."

Jimenez pointed out that being hospitable and welcoming is a multifaceted effort.

"We're here to make sure when you think about hospitality, you know your senior management team truly does believe that you are the heart and soul of what we do," he said. "Hospitality is a function of not only how you relate to patients and families, but also how you interrelate with your colleagues."

Their time wrapped up with a Q&A session and the two noted that nothing was off-limits.

"Ask us anything," Jimenez said. "We've been known to confirm or deny rumors."

Several attendees laughed and raised their hands. **N&N**

HERE ARE ANSWERS TO STAFF QUESTIONS FROM ED JIMENEZ AND IRENE ALEXAITIS:



Q: You mentioned that you like to hear about accomplishments and great things staff do on a daily basis. How do we get in contact with you?

EJ: Always feel free to email us or talk to your manager or supervisor! A big sadness of mine is that I hear about the incredible things that our employees do long after the fact.

Q: How is the hospital incorporating primary care into the system?

IA: One of the things we do is to ensure that when a primary care patient comes into the E.R., the patient's doctors are called. The patient is discussed and information is shared. We really try to establish a great working relationship between the hospital providers and our patients' primary care

physicians. We have a lot of joint programs that make sure the communication is there. Whether you're employed by the college or hospital, the focus is the patient. That's what makes us such a great team.

Q: What is your vision for UF Health in the next five years?

EJ: Patient safety and quality care are No. 1 on our list. Every day we have a chance to make a dramatic difference in people's lives. Another priority is becoming a better organization for our patients. At the simplest level, we need every faculty and staff member to think about what the patient is going through and really put themselves in the patient's shoes.

Email Ed Jimenez at jimedw@shands.ufl.edu and Irene Alexaitis at alexai@shands.ufl.edu.



Our teams performed 3,143 pediatric surgeries (FY14)

Lab Notes: What's happening at UF Health?

Check out some recent research developments at UF Health



- Children with autism spectrum disorder often exhibit serious behavior problems, but new findings reported in the Journal of the American Medical Association demonstrate that a parent training program can reduce these behaviors by nearly 70 percent. Led by **Cynthia Johnson, Ph.D.**, a UF College of Public Health and Health Professions clinical and health psychology associate professor, the study randomly assigned 180 children with autism spectrum disorder and behavioral problems to a 24-week parent training program or a 24-week parent education program. The parent training program reduced children's serious behavior problems by nearly 70 percent, while the educational sessions were linked to a 40 percent reduction of these problems.



- The ability of hormones to regulate the genes responsible for external sex organ growth and development evolved nearly 400 million years ago in our aquatic ancestors. UF Genetics Institute researchers studying cartilaginous fishes called skates found that the genetic pathway leading to the development of sex organs is the same across vertebrates, including humans. Published in Nature Communications, the study also shows that sex hormones trigger the genetic pathways that lead to external genital formation. Concern exists that the increasing rate of some genital birth defects could be caused by factors disrupting these sex hormones. **Martin J. Cohn, Ph.D.**, a Howard Hughes Medical Institute scientist and UF College of Medicine molecular genetics and microbiology professor, led the study.



- **Jennifer Elder, Ph.D., R.N.**, a UF College of Nursing professor and researcher, will use seed money to help forge a much-needed bridge between patients with autism and professionals who can provide them with support and information. Elder received a "Tier I Pipeline to Proposal" award from the Patient-Centered Outcomes Research Institute to build and forge collaborations to further autism research for underserved families. Elder will lead the nine-month research project, which seeks to connect patients and families in rural, underserved communities with clinicians, teachers and community members to identify interventions that are most effective for individuals with autism spectrum disorders.

Our pediatric E.R. handled 31,880 visits (FY14)



NICU expansion to support patient, family experience

Resources will better match neonatal staff expertise

"We have outstanding physicians with the best training in the world, and we want our families to have access to some of the best neonatologists, pediatric surgeons, cardiologists, cardiac surgeons and other pediatric subspecialists. Our nurses, respiratory therapists, occupational therapists and pharmacists work only with newborns and they have chosen to take care of the sickest babies in the region. This experience and philosophy has led to our success and national recognition. This expansion allows us to expand our high level of services to more deserving families."

— DAVID BURCHFIELD, M.D., UF COLLEGE OF MEDICINE DIVISION OF NEONATOLOGY CHIEF

"Every day I am inspired by the people who work in the NICU. Each person, no matter what their job, is devoted to the babies and their families and focused on doing what they can to bring healing and comfort in such difficult circumstances. They do what they do because they love what they do — and it shows. I am so thrilled that parents will have the space they need to be with their babies and the team will have the space they need to do their work in the very best way."

— BETH TALAGA, M.S.N., ARNP, UF HEALTH SHANDS CHILDREN'S HOSPITAL NURSE MANAGER

When a newborn needs critical medical attention, families seek highly skilled medical experts who provide the best quality clinical care with access to the most innovative technology. Our Neonatal ICU at UF Health Shands Children's Hospital is the first place many babies call home.

Since 1970, our neonatal physicians, nurses and caregivers have provided specialized care to thousands of tiny patients, some small enough to fit in the palm of your hand. Their expertise has put our neonatology program among the nation's best, and it was recently ranked 37th nationwide in U.S. News & World Report's Best Children's Hospitals rankings.

As a result, we face an ever-increasing demand for neonatal care — for infants born here or transferred from other hospitals. Our NICU was designed for 52 patients but it frequently accommodates 60 babies at a time. Nevertheless, our teams maintain world-class levels of care. Now we're ready to expand and provide infants and their loved ones with more space, privacy and support. Upcoming renovations will result in a family focused, comfortable environment where our teams can provide the leading-edge neonatal care for which they're known. **N&N**

NICU renovations at a glance

- Construction begins in January 2016
- NICU II and III will expand from a combined 12,632 square feet to 20,844 square feet
- 16 new care pods will add eight level III beds (increasing from 22 to 30) and eight level II beds (increasing from 30 to 38)
- Four private rooms to accommodate family members
- Dedicated neonatal neuro ICU section
- Waiting room will include a sibling play area
- Designated breastfeeding areas
- Warm, comforting design and nature theme
- Input from faculty, staff and patient family advisors
- Mock-up rooms created by UF Health Shands Facilities architects and experts and tested by staff for usability

Inpatient Unit 32 will be used during the transition to house neonatal patients. NICU III patients will move into the new space in fall 2016, followed by NICU II patients in spring 2017. The construction budget for the project is \$20.7 million.



Our children's hospital earned U.S. News' highest rank in Florida for cancer and diabetes and endocrinology (2015-16)

Follow the blue path to stop number 24

Paths and stops make hospital wayfinding easier for patients, visitors

In July, UF Health Shands Hospital introduced a new wayfinding tool on the first floor to help patients, visitors, faculty and staff members navigate the north campus building.

Based on widely used “metro maps” in urban settings, our new wayfinding features “paths” and “stops.” Color-coded directional paths mark the routes on signage and map handouts; and numerical stops mark the destinations.

For example, a staff member giving directions to the first-floor UF Health Pharmacy at Shands Hospital would say, “Follow the blue path to stop number 24.”

“The key to the success of the new program is a shift in language,” said **Tina Mullen**, UF Health Shands Arts in Medicine director. “Patients and visitors should be given a number and color that corresponds to their destination.”

Metro maps of the first floor are available at all information desks and can be ordered through UF Health Shands Publication Services. Because color is a key component of the wayfinding system, guests and patients will need to be given color, not black and white, copies of the map.

The wayfinding system includes three directional kiosks located at the east and west entrances of UF Health Shands Hospital and the UF Health Shands Hospital Atrium.

The system is designed to be flexible. While destination path numbers and colors will not change, language on signs can be adjusted as services migrate around the building.

Keep up with construction, renovations and news like this at blueprints.UFHealth.org. **N&N**



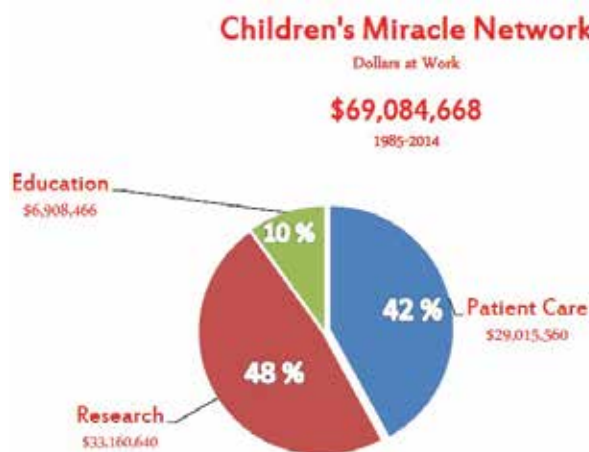
Children's Miracle Network is our children's hospital's largest contributor



UF HEALTH SHANDS CHILDREN'S HOSPITAL | FINANCE

MORE THAN A QUARTER-MILLION DOLLARS RAISED DURING CELEBRITY WAITER NIGHT

Participants of the 30th annual Celebrity Waiter Night brought hope to the pediatric patients at UF Health Shands Children's Hospital. The event, themed "Year of the Champion," raised more than \$279,000. Guests and participants enjoyed hors d'oeuvres and refreshments and watched live performances. Children's Miracle Network Hospital ambassador families took the stage to share their inspiring journeys through childhood illness. Celebrity Waiter Night is one of the most entertaining and fun-filled annual events benefiting Children's Miracle Network at UF Health Shands Children's Hospital and has raised more than \$3 million to date. One hundred percent of CMN dollars stay local, impacting children right here in the community. Email cmn@shands.ufl.edu for more information.



(Above) Participants celebrate during the 30th annual Celebrity Waiter Night, which raised more than \$279,000 for Children's Miracle Network at our children's hospital.

(Left) This breakdown of funds raised since 1985 shows how private support has enabled UF Health to further advancements in quality education, patient care and research.

UF HEALTH SHANDS | SERVICE

CENTRAL DISTRIBUTION CENTER — IN STEP WITH PATIENT CARE

Ensuring that required supplies are readily available in the right quantity is a big challenge for hospital systems. Significant staff power is invested in supply chain logistics so that patients receive care without interruption. The UF Health Shands Supply Chain Services Central Distribution Center is a patient-dedicated service that ensures supplies are available for the clinician to care for the patient at all times.

There are two CDC locations — at UF Health Shands Hospital and UF Health Shands Cancer Hospital. The CDC team includes 26 members who work 24/7 to ensure that every patient care area is stocked appropriately with medical and surgical supplies. Each location is stocked with more than 1,000 medical/surgical supplies for approximately 160 supply locations in patient care areas. The supplies provided range from a needle to an open chest tray.

Inventory is managed on a daily basis and supplies are stocked on patient care floors. In addition to managing stock, the CDC is

also responsible for managing patient crash carts — which must be stocked and ready at a moment's notice — and providing frontline assistance with product conversions.

Often operating behind the scenes, the CDC team always does its part to provide excellent patient care at UF Health.



Each CDC location is stocked with more than 1,000 medical/surgical supplies.



1966 – Florida's first pediatric kidney transplant performed here



UF HEALTH SHANDS CHILDREN'S HOSPITAL | SERVICE

MARTHA FROM PBS VISITS YOUNG PATIENTS

Martha from "Martha Speaks," an animated series on PBS Kids, recently visited patients at UF Health Shands Children's Hospital. The series features Martha, a beloved family dog who is accidentally fed alphabet soup, which gives her the power of speech. The visit was part of the local Best Friends for Life program. Gainesville's PBS affiliate, WUFT, developed the program in partnership with the local non-profit Stop Children's Cancer. It provides children's books, activity kits and access to PBS educational programming on tablets for patients on the children's hospital's pediatric hematology/oncology unit. UF medical students also volunteer twice a week to read to these patients. The program provides children with activities that are entertaining and educational.

Liahnelly Cordero gets a hug from Martha during a recent Best Friends for Life event.



(Left) Beth Heitman and volunteer Meghan Hollen greet attendees.

UF HEALTH SHANDS REHAB HOSPITAL | SERVICE

COMMUNITY EVENT RAISES AWARENESS OF LANGUAGE DISORDER

In June, members of the UF Health Shands Rehab Hospital's Aphasia Book Club hosted a special screening of "Aphasia the Movie," a true story about a man suffering from aphasia as a result of a stroke. Aphasia is a language disorder which can occur after injury to part of the brain.

Held at the Hippodrome Cinema, the event included testimonials from group members and an informal Q&A session.

Led by staff members **Kerry Lenius, Ph.D., CCC-SLP**, speech language pathologist and clinical coordinator, and **Beth Heitman, M.A., CCC-SLP**, speech language pathologist, the book club meets weekly to discuss aphasia.

"Events like this act as a platform to raise awareness about aphasia in the local community," Lenius said. "Our group helps people share how aphasia has impacted their lives along with ways to learn, grow and continue life with aphasia."

This event was a product of a grant UF Health Shands Rehab Hospital received through the UF Medical Guild. For more information about the Aphasia Book Club, visit UFHealth.org/events/aphasia-book-club.

1983 – Florida's first pediatric bone marrow transplant performed here





Mattia Castellano (left), Talia Castellano's older sister, gave a makeover to patient Blaine Baxley during Glam Wars' visit to the children's hospital, thanks to Talia's Legacy foundation.

UF HEALTH SHANDS CHILDREN'S HOSPITAL | SERVICE

GLAM WARS BOOSTS CONFIDENCE FOR PEDIATRIC CANCER PATIENTS

Talia's Legacy Children's Cancer Foundation hosted a Glam Wars session at UF Health Shands Children's Hospital for girls battling cancer. Glam Wars teaches young patients how to apply makeup to help them feel empowered as they fight childhood cancer. The children's hospital was selected for a Glam Wars visit in memory of Talia Joy Castellano, who received a bone marrow transplant here but lost her battle with a rare form of childhood cancer in 2013. Castellano shared makeup tips on YouTube, where her channel has grown to more than 1 million subscribers and counting. Visit taliaslegacy.org to learn more about the foundation.



UF HEALTH | SERVICE

WOMEN'S ADVANTAGE SEMINAR DRAWS LARGE CROWD

Jody Brown, M.D., UF College of Medicine child and adolescent psychiatrist, joined **Thomas Martinko, M.D.**, UF College of Medicine pediatrician, to present at the June Women's Advantage health seminar. The duo spoke to a group of nearly 100 parents, grandparents, guardians and Women's Advantage members about attention-deficit hyperactivity disorder, anxiety and depression in children and adolescents. Each month, UF Health hosts a Women's Advantage discussion featuring UF College of Medicine and UF Health Shands experts sharing information on a specific health or wellness topic. The series is open to men and women of all ages, including current patients, employees and the public. Membership to Women's Advantage is free. For more information about membership and upcoming topics, visit UFHealth.org/WA.



1986 – Florida's first pediatric heart transplant performed here

From plan to improvisation

Staff steps up when former employee's birth plan takes unexpected turn

For many soon-to-be mothers, a birth plan is a source of comfort — a way to plan for one of the biggest moments of their lives.

“Birth is a memorable, life-changing experience for mothers,” said **Janice A. MacKenzie, M.S.N., RNC-OB, C/EFM**, UF Health Shands Labor and Delivery nurse manager. “We aim to create a personalized, special experience for mothers.”

MacKenzie explained that birth plan development begins when a mother discovers she is pregnant and it serves to help staff provide quality care specifically tailored to her wants and needs.

When Erica Smith, a former UF Health Shands Hospital Guest Services specialist, recently gave birth here to her son, Kaden, her family's birth plan took an unexpected turn, but our staff was here to help her.

Early on during Smith's pregnancy, she and her husband, Cody, created a plan. The Smiths were set on a natural birth from the beginning, but complications arose.

Staff members did their best to stick as closely to the Smiths' plan as they could, but each step closer to delivery brought the need to improvise. Even though many changes to the birth plan had to be made, the team tailored everything they did to Smith's wishes.

“I was afraid of being pressured into doing something I didn't want to,” she said. “But everyone was great at listening and explaining procedures.”

Smith's mother, **Maureen “Mo” LaTour, R.N., M.S.N., CNL-B**, UF Health Shands Nursing and Patient Services education specialist, was pleased with how the staff cared for her daughter, particularly how they kept her informed each step of the way.

“Our team was very focused on the family and their needs,” LaTour said, “I'm very satisfied with the care they provided.”

Erica Smith called her nurse's care and support “phenomenal,” and was impressed with her knowledge.

“A nurse is a mother's lifeline,” MacKenzie said. “As a mother's labor evolves, their nurse is their advocate for help, communication and education. Speaking for all our nurses, their whole purpose is to give every mother a special moment for birth.”

On April 21, after 29 hours of labor, four hours of active labor and a Cesarean delivery, a healthy Kaden Smith was born.

“I knew I was going to be taken care of,” Erica Smith said. “UF Health has always had a great reputation, and the staff really lived up to it.” **N&N**



Erica Smith with son, Kaden, and husband, Cody.



Annual event empowers amputees

Participants use training program to pay it forward to fellow amputees



(Above) Participants gathered during the national Certified Peer Visitor Training, held in Gainesville.

(Right) Gator Amps participates in many activities that help encourage activity and independence throughout the year. In March, the group tackled rock climbing at the Gainesville Rock Climbing Gym.

UF Health Shands Rehab Hospital's Gator Amps amputee support group recently trained 13 individuals to become nationally certified peer visitors for people affected by limb loss. Participants had either lost a limb themselves or were a spouse of a Gator Amps member, and attended from as far away as Michigan, Pensacola and Miami.

"It's a fantastic opportunity for individuals affected by limb loss to come together and find community," said **Becky Piazza, M.S., OTR/L**, UF Health Shands Rehab Hospital occupational therapist and group leader. "It's truly exciting to watch participants empower and support one another. The training serves as a launch pad for these peer visitors to use their previous and current life experiences to influence others."

The national Certified Peer Visitor Training, offered through the Amputee Coalition of America, came at no cost to the participants, thanks to collaboration between Gator Amps, the Alachua County Senior Recreation Center and local orthotic and prosthetic companies.

The training allows participants to serve as certified, professionally trained mentors who share community resources and encourage involvement with a local support group. Serving as a peer visitor fosters a positive identity for those with limb loss and facilitates their ability to resume their lives and thrive as active, independent individuals.

"It's a beautiful cycle of social participation that fosters engagement in the community and hope; it's absolutely wonderful," Piazza said.

Gator Amps meets at the rehab hospital the first Tuesday of each month from 6 to 8 p.m. Along with Piazza, the group is coordinated by occupational therapists **Andrea Gilbert, OTR/L**, and **Meg Sack, OTR/L**; and physical therapists **Neda Mitova-Caneva, P.T., MSPT** and **Kevin Kohler, P.T., D.P.T.** Meetings feature educational topics, guest speakers and activities. Visit UFHealth.org/events/gator-amps-support-group for more information. **N&N**



1994 – Florida's first simultaneous pediatric heart and kidney transplant performed here

The team that served 5 million people

At four-year mark, Patient Access Center reached a major milestone



Center coordinator Jillian Munoz answered the center's 5 millionth call on May 26.

Imagine every seat in Ben Hill Griffin stadium filled, then emptied out and filled again. Do that for every home game played over the last seven seasons and you'll count to 5 million. That's a lot of Gator fans.

At 3:03 p.m. on May 26, the UF Health Physicians Patient Access Center team received its 5 millionth patient call. **Jillian Munoz**, a center coordinator, answered the call and her fellow coordinator **Shantá Sherman** answered call 5,000,001.

"This is a milestone four years in the making," said **Marvin Dewar, M.D., J.D.**, UF Health Physicians chief executive officer and UF College of Medicine senior associate dean. "It's a number that represents a culmination of hard work and many patients served. The center's impact on the UF Health system has been positive and significant, and we're grateful for the team's ceaseless dedication and talent."

The team handles incoming patient calls, faxes and referrals, and provides scheduling, customer service and real-time problem-solving for callers. The team of 119 fields calls for nearly all UF Health Physicians practices, the GatorAdvantage hotline and concierge services at UF Health and Oak Hammock at UF, as well as mammography scheduling and inquiries for the UF Health Shands Hospital Radiology department.

They also triage online patient inquiries from UFHealth.org, and route referrals from the Malcom Randall VA Medical Center. Calls range from complicated appointment scheduling for a family of children with special needs, to relaying messages from patients to clinical providers.

The center is divided into eight work teams, called pods, which provide services to groups of internal customers. Each

pod has one supervisor and between nine and 22 agents.

"Our agents are often the first point of contact for new patients, and we get to know many of our established patients over time," said **Kelly Kerr**, senior director. "Whether they're new to the system, or have a new problem, our goal is to make them feel safe and welcome, and to make sure their journey through the system is the best it can be, every single time."

Staff engagement is a priority at the Patient Access Center, to help build teamwork and manage stress. An active social agenda includes awards, recognitions and get-togethers to boost camaraderie and contribute to the center's consistent Tier One Employee Engagement Survey rating.

"Many of our agents have advanced degrees and find the fast-paced, change-oriented atmosphere here to be a good staging ground to launch their careers within UF Health," said **Mary Ellen Frey**, operations coordinator. "We believe that by empowering the agents here, we foster an environment where they can really make a difference for the patients and family members on the phone." **N&N**

By the numbers:
Some of the Patient Access Center's statistics in its first four years:

5 million
INCOMING CALLS

58 seconds
AVERAGE TIME TO
ANSWER EACH CALL

8 percent
CALL ABANDONMENT
RATE

960,203
OUTGOING CALLS

1996 – Florida's first pediatric lung transplant performed here



I Comply! Raising funds fairly

When it comes to fundraising, leave it to the experts

If you have questions related to fundraising for UF Health, contact the Office of Development at 352-265-7237. For other questions related to corporate compliance, please contact Compliance Services at 352-627-9050.

Each of us give back to our patients and community in different ways. Whether that's through the care we provide, volunteer work or financial support, our employees share their generosity with others daily.

But did you know fundraising at UF Health must be done in accordance with certain federal laws? Failure to comply can create problems for everyone involved.

UF Health Shands Core Policy 04.009 Fundraising, Donations, and Solicitations from Non-Referral Sources and Businesses, reminds us to never approach an individual or business for a donation without involving the Office of Development. It isn't enough to notify development staff after you've asked for a donation — they must be involved from the beginning.

Here are some frequently asked questions regarding fundraising:

Q: My department wants to raise funds for the annual Raising Hope at Work campaign. Does this policy cover asking local businesses for donations of goods, services or discounts?

A: Yes, Core Policy 04.009 applies to fundraising that benefits UF Health Shands. Any fundraising or solicitation of local businesses should be performed through, by or under the direction of the Office of Development.

Q: May I create an online GoFundMe® campaign for a work-related department initiative?

A: At this time, the Office of Development does not allow crowdfunding or online fundraising campaigns. Also, employees should not initiate fundraising for department initiatives or events without prior approval from the Office of Development.

Q: May I use the UF Health taxpayer identification number (TIN) to solicit donations?

A: Employees are not permitted to use the TIN for fundraising purposes without permission from the Office of Development.

Q: I know an individual or business who would like to donate to UF Health. What should I do?

A: Thank the individual and tell them you will follow up with them, but try not to discuss fundraising. Then, contact the Office of Development for guidance. **N&N**



1999 – Florida's first simultaneous pediatric heart and lung transplant performed here

UF HEALTH | SERVICE

SCHEDULE FOLLOW-UP APPOINTMENTS THROUGH MYUFHEALTH

Patients who see a primary care provider within UF Health Family Medicine, Internal Medicine and Pediatrics practices can schedule follow-up appointments with their provider directly through the UF Health patient information portal — MyUFHealth (UFHealth.org/mychart).

For example, you can conveniently schedule visits online; review laboratory, procedure and imaging results; and request a prescription medication refill. (Please note, however, that appointments for urgent or immediate care needs, physicals or annual visits should continue to be scheduled by calling the practices.)

Use MyUFHealth for the following resources:

- Send messages and clinical images to your provider or practice staff and send non-clinical questions about billing or other comments to our customer service teams
- View your UF Health lab and imaging results
- Request prescription renewals
- Request appointments with your primary care provider and other specialists who care for you
- View your personal health summary and medical history and be reminded to get annual flu shots or other recommended procedures
- View educational health information specific to your needs
- Submit updates to your allergies, medications or contact information



There's also an app called MyChartMobile that gives you access from your tablet or smartphone. Future functionality will include bill payment and account summary, video visits and e-check in.

If you are not currently a MyUFHealth user, you will receive instructions and an activation code on your pre-visit summary and after-visit summary in the practices; on your discharge paperwork from the E.R. or hospital; or you can request a code by calling the Patient Access Center at 352-265-6983, or by clicking "Request an Activation Code" on the MyUFHealth login page to complete the online request form.

UF HEALTH | SERVICE

HELP CREATE THE POWER OF TOGETHER

With a dynamic new resource like the UF Health Bridge, we're able to go beyond simply sharing a PDF of our new strategic plan, The Power of Together. At bridge.UFHealth.org/poweroftogether, UF Health faculty, staff and employees can read through the strategic plan by section, submit questions related to the plan and view videos and photos of the plan's unveiling at our Gainesville and Jacksonville campuses this past May.

UF Health leaders can also download resources to help engage staff and answer the question, "What does the plan mean for me?"

Those outside our organization can view the public site, poweroftogether.UFHealth.org. From there, visitors can view The Power of Together video and download the strategic plan, along with a summarized handout.

the **Power**
of
Together

2000 – Florida's first pediatric umbilical cord blood transplant for sickle cell anemia performed here



UF HEALTH | SERVICE

IT'S PHISHING SEASON — DON'T TAKE THE BAIT

There has been an increase in UF Health employees falling prey to online “phishing” schemes this year. UF Health IT recently logged more than 300 instances, in a single day, where employees clicked on a phishing link.

Phishing is a common way for hackers to gain personal information, usually through email messages.

Cyber attackers often send a convincing email pretending to be a trusted friend, colleague or a representative from an organization you trust, like your bank, a charity or even the UF Health Help Desk.

These emails often ask for an immediate action, like logging into a website or submitting your username and password in a reply.

Imposter emails have come from employee accounts in the UF Health system, some even from the email accounts of our leaders. The emails look real.

How can you tell if you're a target of a phishing scam?

Take action!

Stop phishing before it starts.

- Do not click any links or respond to any emails asking for your personal information or credentials.
- Only open attachments you are expecting.
- No legitimate IT, banking, brokerage, social networking or shopping site will ask you to share personal information in an email.
- Legitimate UF Health emails will never ask for personal information via email.
- Be suspicious of any unexpected emails (even from a trusted colleague or friend). Look for emails that require immediate action, start with a generic salutation, ask for personal information or have grammar and spelling mistakes.

**Call UF Health IT if you see anything suspicious:
352-265-0526.**

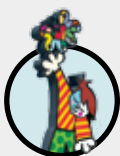
UF HEALTH | SERVICE

TELL US ABOUT NEWS&NOTES — WE'RE LISTENING

We want your input to improve News&Notes, this UF Health Shands internal newsletter for faculty and staff who provide care and service in our facilities. The purpose of News&Notes is to recognize and engage our staff and promote employee-focused “need-to-know” information about system initiatives, policies, practices and operations.

Visit bit.ly/1NLV0Gj or the News&Notes website to fill out a brief reader survey. It will only take a few minutes. We look forward to hearing your opinions!

News&Notes is published 10 times a year and each issue is available online at news-notes.UFHealth.org.



2006 – Florida's first use of the Berlin Heart Ventricular Assist Device happened here

Your Password has been changed

