

Vol. 12 No. 8 | MAY 2017

NEWS+NOTES

UF HEALTH SHANDS

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Patient Transportation team moves patients safely around our hospitals.

PAGE 18: CELEBRATING NURSES WEEK

Recognize our Nursing and Patient Services staff during National Nurses Week, May 6-12.

PAGE 20: NATIONAL HOSPITAL WEEK EVENTS

Leaders serve free food, snacks and ice cream!

BUILDING A BETTER UF HEALTH



CUSTOMER SERVICE IS THE KEY!

**UFHEALTH ANNUAL
CSK NOMINEES**

UFHealth
UNIVERSITY OF FLORIDA HEALTH

UF HEALTH | HOSPITALITY+SERVICE

HOSPITALITY IN ACTION

Sixteen-time CSK nominee makes impact on patients

BY TODD TAYLOR

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Please put News+Notes back in the
rack! Share it with co-workers
or recycle it when done.



FSC LOGO

At first, I figured it was a mistake.

As we sifted through a batch of Customer Service is the Key nominations, the same employee kept popping up. One after the other the name atop the form was **Alba Villeda**, a UF Health Shands Hospital Food and Nutrition Services catering associate.

"These must be reprints of the same nomination," I thought.

They weren't. Alba had 16 CSK nominations over the last 12 months.

We invited Alba to participate in this CSK edition of News+Notes and she politely declined. We couldn't let that be the end of the story, so I contacted her.

"How do you leave such a great impression on our patients?" I asked. Her answer was refreshingly simple.

"For me it's not a job, it's about bringing happiness to people. I like to smile and I like to make people happy," Alba said. "It doesn't matter who you are — everyone is important and we're all here to help each other."

Here are just a few of the comments from Alba's patients in her CSK nomination forms:

"Alba helped me when it was difficult to eat after my operation. She spent time with me and definitely cheered me up."

"She made me feel more like a family member than a patient."

"My food was incorrectly ordered ... she caught that right away and brought me a delicious substitute meal with a smile on her face. I just had a traumatic injury and that smile meant a lot to me."

"Always very pleasant and professional — loves her job."

"She always asked me how I was feeling, if I was having a good day and if she could do anything for me. I have been a member of the health care profession for 51 years."

Alba and the outstanding CSK nominees featured in this edition are just the tip of the iceberg; our Human Resources team receives thousands of nominations a year from patients and their families, co-workers and visitors. And, of course, countless other acts of kindness happen here every day that are never captured by our CSK program. Let's not forget that every action contributes to our patients' experience, and these thoughtful behaviors really do make a difference.

Thanks for all you do for our patients — keep up the good work!



Todd Taylor
News+Notes Editor
Communications Coordinator
UF Health Communications

Visit the Bridge and search "CSK" to learn more about our employee recognition program.

UF HEALTH SHANDS | CARE+QUALITY

Q&A WITH THE CEO – ED JIMENEZ

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

We caught up with CEO **Ed Jimenez** and asked him several questions for this edition of News+Notes. See how to submit your question at the bottom of the page!

Why is our Customer Service is the Key program so important?

When I talk to our staff, I'm always struck by how busy they are — busy taking care of patients, busy collaborating with each other, busy making a difference. So I love that each quarter, hundreds of employees take the time to write down something remarkable about a colleague. That is so cool to me. In their extremely busy work day, they find time to enter a CSK nomination about outstanding service they've observed by a co-worker. The patient CSK submissions are awesome, too, but I'm always struck by the number of staff that get involved in the process.

Turn to page 4 to read about our featured CSK nominees.

What do you admire most about our nurses?


I was shaped by growing up in a household with a mother who was a nurse — so I know that nurses are comforters, healers, confidants, cheerleaders and a shoulder to cry on. They have the best interests at heart for every one of our patients. Our nurses are spectacular. We clearly have a group that is not only clinically amazing, but also they are really good people. You put that all together and you have something that's special and different here and I thank our chief nursing officer, **Irene Alexaitis, D.N.P., R.N., NEA-BC**, and her leadership team for guiding this skilled, talented and compassionate group.

Turn to page 18 to learn about National Nurses Week, May 6-12.



Ed Jimenez visited with UF Health Shands Environmental Service workers Caleb Smith (left) and Stonny Barnett during a National Hospital Week event last year.

What does National Hospital Week mean to you?

We have almost 9,500 UF Health Shands employees who make a difference here every day. National Hospital Week reminds me that it takes a village. It gives us a chance to reflect, acknowledge and celebrate how many people help our patients, families and colleagues. It's so easy to take that for granted. National Hospital Week reminds us that everybody matters, everybody counts and everybody makes a difference. I hope all our faculty, staff, students and volunteers take part in this year's National Hospital Week events. Our executive team and I will be serving food and treats to say thanks. I'll see you there! 

Turn to page 20 for information about our National Hospital Week events.

WANT TO SUBMIT A QUESTION?

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

+ FEATURED

UF HEALTH | HOSPITALITY+SERVICE

BY NACUYA LEWIS AND JACKY SCOTT

PHOTOS BY MINDY MILLER

UFHEALTH
CSK
NOMINEES



BUILDING A BETTER UF HEALTH



Dear Colleagues:

Moving medicine forward is not the work of one person: it takes thousands of members of the UF Health family to achieve our goals. Here at UF Health Shands, every day, thousands of us unite to steer our hospitals and outpatient programs in the right direction. Each of you lays the bricks for our foundation.

The next eight pages feature Customer Service is the Key nominees who have gone above and beyond for patients, families, visitors and co-workers. Exemplary quality care and hospitality and service are built into the framework of UF Health, and we are proud to highlight the efforts of those who make our organization stronger.

Each year, we receive thousands of CSK nominations detailing stories of generosity, attention and action. It can be as simple as a gesture that brightened someone's day, or as crucial as a quick response that prevented a medical error. CSK nomination forms are located on our nursing units, reception desks and on the Bridge on the UF Health Shands Human Resources site. Please continue to nominate your colleagues, as we love to celebrate our faculty, residents, staff and volunteers. Thank you for supporting the CSK program.

These CSK nominees are trailblazers in their respective areas who have cultivated our culture of care through their service. It is vital that we recognize faculty and staff for the outstanding work they do daily. Together, we will continue to move UF Health forward!

Thank you,

Janet Christie
Senior Vice President, Human Resources
UF Health Shands



FEATURED

**Olusola Apena recognizes
that no two patients are**

**alike. He sat down with a patient — who had
uncommon medical needs due to several
surgeries and conditions — and the patient's
physician to create a unique, personalized
medication plan. We applaud Olusola for
showing such attention to medication safety
and customized service.**

DESCRIBE YOUR PROUDEST MOMENT WORKING AT UF HEALTH.

My proudest moment was being selected to train pharmacy students and residents and sharing my knowledge in the field.

WHY IS CUSTOMER SERVICE SO IMPORTANT IN YOUR ROLE?

As a pharmacist, I work behind the scenes to provide customer service by ensuring medication orders are appropriate in order to promote optimal care and safety for our patients.

WHAT DO YOU ENJOY DOING OUTSIDE OF WORK?

I'm a huge fan of the English Premier League, with my favorite soccer team being Chelsea. I often spend my days off watching soccer matches with family and friends.



**OLUSOLA
APENA**, Pharm.D., BCCCP

PHARMACIST
UF HEALTH SHANDS PHARMACY

YEARS OF SERVICE:

5

**GLENNA
CAMPBELL, L.P.N.**

LICENSED PRACTICAL NURSE
UF HEALTH PEDIATRICS – TOWER SQUARE

YEARS OF SERVICE:

1.5



Glenna Campbell knows how to brighten a day. When

her team began caring for children who were not in the custody of their families, she brought in stuffed animals for them to cuddle. That kind gesture led her to create the Huggables for Foster Children program, which recently expanded to all UF Health Pediatrics outpatient locations. Glenna's dedication to comforting our young patients inspires those around her.

DESCRIBE YOUR PROUDEST MOMENT WORKING AT UF HEALTH.

The first Huggable I handed out was my proudest moment! I told the child that when they were sad, lonely or missed their parents, all they had to do was hug their huggable and they would feel better. The smile that came across that child's face when she first hugged her bear was priceless!

WHY IS CUSTOMER SERVICE SO IMPORTANT IN YOUR ROLE?

Good customer service makes my job easier and everyone much happier. Being nice and friendly can be contagious, just as being rude can be. Why would I want an outbreak of negativity when I can opt for an outbreak of smiles?



FEATURED

J

Joey Daduya's calm and caring personality helps him ease patients' anxiety and solve problems. When a patient became very distressed while waiting for a room assignment, Joey made sure the patient was given extra care. He was attentive to the patient until a room was cleaned, ready and available. We thank Joey for his thoughtfulness and exceptional customer service.

WHY IS CUSTOMER SERVICE SO IMPORTANT IN YOUR ROLE?

High ratings and multiple CSK nominations indicate that our unit provides great customer service and shows where I stand in the eyes of patients. The recognition helps boost my confidence as an individual and team member, and increases my love for my job. It serves as an inspiration and makes me thankful to be a part of UF Health!

WHAT DO YOU ENJOY DOING OUTSIDE OF WORK?

I love to spend time with my family and travel. I spend my days off indulging in cooking for the family, and I love catching up on my favorite TV shows. On my Sundays off, I go to church with my family and eat out.



**JOEY
DADUYA, R.C.A.**

PATIENT CARE ASSISTANT
UF HEALTH SHANDS HOSPITAL
ADMISSION DISCHARGE TRANSITION UNIT

YEARS OF SERVICE:

10

**JASON
EVANS**

YEARS OF SERVICE:

7

CUSTOMER SERVICE REPRESENTATIVE
UF HEALTH SHANDS SUPPLY CHAIN SERVICES



Jason Evans constantly puts his customers first and his optimistic nature shines through in his work every day. His colleagues appreciate how he responds to each request cheerfully as he brings our hospital health care providers their critical supplies. Jason's hard work and positive spirit make him the perfect fit for our organization.

DESCRIBE YOUR PROUDEST MOMENT WORKING AT UF HEALTH.

Every day I come to work knowing I am making an impact on someone's life. We provide caregivers with the tools they need.

WHY IS CUSTOMER SERVICE SO IMPORTANT IN YOUR ROLE?

My role is to ensure that doctors and nurses have the medical supplies necessary to provide the best patient care possible. By providing great service to our customers, we can ensure that our patients are receiving the help they need.

IN WHAT WAYS DO YOU CONSIDER YOURSELF A TEAM BUILDER?

Without our team's positive mentality, it would not be possible for us to effectively service 45 units with the speed and accuracy that we provide.





FEATURED



Laura Figueredo is always willing to help a colleague in need. She taught a co-worker how to use Photoshop to create baseball cards for each person on their team. Employees traded the cards as part of a team-bonding activity. We commend Laura for being a creative team player.

DESCRIBE YOUR PROUDEST MOMENT WORKING AT UF HEALTH.

My proudest moment was when I received my first CSK award. I often get bogged down in the details of my work and don't stop to notice my accomplishments. Receiving my key made me feel like my hard work and efforts were visible to others, even when I wasn't recognizing them myself.

WHY IS CUSTOMER SERVICE SO IMPORTANT IN YOUR ROLE?

Although I don't work directly with patients, I support those who do. By facilitating our internal IT processes, I assist my co-workers in being able to focus entirely on the patient and provider experience.

WHAT DO YOU ENJOY DOING OUTSIDE OF WORK?

I spend time with my wife and our three fur babies, listen to an ever-growing number of political and pop culture podcasts and secretly sort everyone I meet into Hogwarts' houses.



**LAURA
FIGUEREDO**

PROJECT COORDINATOR
UF HEALTH INFORMATION TECHNOLOGY

YEARS OF SERVICE:

3

GABRIELA FINNORN, R.N.

REGISTERED NURSE
UF HEALTH SHANDS HOSPITAL
NEUROSURGERY UNIT 11-5

YEARS OF SERVICE:

2



Gabby Finnorn knows how to make patients feel at home.

Recently, when a mother was anxious due to her daughter's extended stay in the hospital, Gabby put her at ease. The mother credited Gabby for keeping her calm and happy and making a point to stop in and say goodnight every evening. Her colleagues and customers are grateful for the hospitality and care Gabby provides.

DESCRIBE YOUR PROUDEST MOMENT WORKING AT UF HEALTH.

If I had to choose just one, it would be receiving the Daisy Award. Another nurse and I were nominated for helping a patient communicate with family members during a difficult time. It was a surprise, and I didn't expect it. It was a very emotional moment.


WHY IS CUSTOMER SERVICE SO IMPORTANT IN YOUR ROLE?

I want my patients to be treated as I would like my family to be treated. My role as a nurse is based on providing patient care and can make a difference between an excellent experience and one that is not so good. UF Health Shands has an excellent nursing staff, and I am very proud to be one of them.





FEATURED



Lee McCray Sr.'s passion for helping and encouraging others has a positive effect on his patients. When he heard that a patient was unable to visit a barber due to a recent surgery, he stayed after his shift to provide a haircut. We are thankful for the care and compassion Lee shows our patients.

WHY IS CUSTOMER SERVICE SO IMPORTANT TO YOUR ROLE?

At UF Health Shands Rehab Hospital, you often see patients who find themselves in a very dark place because of a change in their health. Everything was going well and, suddenly, their lives have changed. Customer service is important because our patients need someone to listen to them, help them remain positive and provide hope. Everyone has a story and every story matters to God.

WHAT DO YOU ENJOY DOING OUTSIDE OF WORK?

I enjoy going to church and coaching youth basketball at Westside Baptist Church through Gainesville Upward Stars. I also enjoy sharing God's word through street ministry, spending time with my grandchildren and watching my son Trey play basketball at Santa Fe High School.



**LEE
MCCRAY SR.**

REHAB AIDE
UF HEALTH SHANDS REHAB HOSPITAL
REHAB SERVICES

YEARS OF SERVICE:

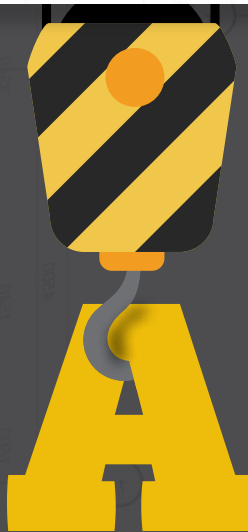
28

ANGIE PHILLIPS, P.T.A.

PHYSICAL THERAPY ASSISTANT
UF HEALTH SHANDS HOMECARE

YEARS OF SERVICE:

1



Angie Phillips always goes above and beyond for her patients.

When caring for a recent amputee with phantom limb pain, she researched the condition and obtained a mirror for the patient to use. Using a mirror to reflect an existing limb relieves the painful sensation. After physical therapy, the patient noted that the mirror therapy helped control the discomfort. We appreciate Angie's dedication to her patients and support for her co-workers.

WHY IS CUSTOMER SERVICE SO IMPORTANT IN YOUR ROLE?

Customer service is essential because I am going into the patient's home and they should feel comfortable and safe having me as their guest. Excellent customer service leads to trust, a good rapport and confidence in the care we provide. This directly affects patients' outcomes because it motivates them to participate in and embrace our program.

WHAT DO YOU ENJOY DOING OUTSIDE OF WORK?

I enjoy spending time with my family and friends, especially my daughter and husband. I enjoy swimming, riding four-wheelers, walking on the beach, watching the sunset, bicycling and finding a good bargain.



UF HEALTH SHANDS | CARE+QUALITY


GETTING THERE

Team provides safe, timely transportation for patients

BY JACKY SCOTT AND AILEEN MACK • PHOTOS BY JESSE S. JONES

The UF Health Shands Patient Transportation team receives more than 5,400 requests each week to get our patients to the right location, whether to a different floor or from their wheelchair to their bed. They collaborate with our nursing units and staff to coordinate patients' internal transportation during their stay at our Archer Road hospitals.

"A member of the Patient Transportation team is one of the first employees that a patient interacts with. They play an integral role in the patient experience," said **Kay Anderson**, UF Health Shands Patient Transportation and Lift Team senior director. "Transporters welcome them and say goodbye as well. In between, they help with the overall patient throughput at our hospitals."

While transport attendants make up a majority of the 126-member team, specimen couriers, elevator operators, lobby attendants, lift team technicians and dispatchers all ensure our patients reach their destinations safely. 



1

DISPATCH OFFICE

Nick Morgan, transport coordinator

In EPIC, clinical teams request patient transport and lift assistance. These requests populate the EPIC Transport Command Center Board. Dispatchers assign each task to a transport attendant or lift team technician based on established priority protocols.



2

PREPARATION

Rita Williams, transport attendant

After a transport attendant or lift team technician receives a request, he or she retrieves the right equipment, if necessary, and proceeds to the patient's location.



For teams that don't use our pneumatic tube system to transport specimens between locations, the Patient Transportation team assigns a specimen courier to retrieve the item and deliver it to the specified lab.

HERE'S HOW OUR PATIENT TRANSPORTATION COLLEAGUES ACCOMPLISH THEIR WORK.



3

PATIENT ASSISTANCE

(From left) Ebony Buddington, R.N., UF Health Shands Hospital Medical/Surgical Unit 55 nurse, and lift team technicians Demetric Allen (left) and Steve Keene

Upon arrival, a transport attendant or lift team technician transports the patient to another area or helps the patient move about his or her room.



4

DISCHARGE PREPARATION

When a patient is ready for discharge, a member of the health care team enters a discharge transport request into EPIC. Upon receipt, a dispatcher assigns a transport attendant to retrieve a wheelchair and take the patient from the unit to the lobby.



5

ELEVATOR TRANSPORTATION

Brishana Jones, elevator operator

If a patient needs to travel to a different floor, a transport attendant calls the elevator operator to expedite the transport process. The elevator operator then takes the transporter and patient to the desired floor.



6

TIMELY DEPARTURE

James Montgomery, lobby attendant

To stay on schedule, a lobby attendant helps the transport attendant and patient when they arrive on the first floor to leave our facility. The lobby attendant waits with the patient to help him or her safely get into their vehicle.

UF HEALTH | BENEFITS+TRAINING

SEVEN WAYS TO CONDUCT AN EFFECTIVE HOSPITALITY HUDDLE

Hospitality Huddles have become embedded into our culture of hospitality and service, and we've spent the past year gathering feedback to help us keep improving the Huddle experience for faculty and staff. As we move into our second year offering Huddles, we encourage you to help create an environment that supports open conversation and sharing.

Mary Reeves, UF Health Shands Clinical Laboratory Services director, has spearheaded her department's Huddles for the past year. Their Huddles include an average of 100 members from several of Reeves' teams, including the Core Laboratory, Microbiology and the Blood Bank. Reeves shared some tips with us based on discussions she leads alongside her colleagues.

- Allow different managers to present, and empower staff to lead Huddles as well.
- Use the script as a guide and tailor discussions to address

your team's roles and missions.

- Encourage team members to share personal and patient stories, but ask them to protect sensitive information and be sure to omit names, titles and possible identifiers.
- Send Outlook reminders and start a Huddle bulletin board to maintain a consistent schedule and hold team members accountable for attending.
- Take staff away from their workspaces and hold Huddles in a less confined, more casual setting.
- Schedule Huddles in advance and stick to the schedule to ensure team familiarity with meeting times.
- Keep Huddles short and sweet – between 10 and 15 minutes is a good range.

To share some of your favorite Hospitality Huddle tips, visit the Hospitality & Service Bridge site (under "Employee Services") and click the "In Your Words" tab.

UF HEALTH SHANDS | EVENTS+ACTIVITIES

MAKE YOUR WELLNESS ACTIVITIES PAY OFF

With our Wellness Events behind us, keep your healthy efforts going throughout the year. They can pay off!

All UF Health Shands benefits-eligible employees can participate in the Blue Rewards Wellness Program to earn a \$100 online shopping experience by accumulating 300 points between Oct. 1, 2016 and Sept. 30, 2017.

Visit GatorCare.org for directions on how to log your activities.

You must meet four requirements by the Sept. 30 deadline to earn the shopping experience.

- A biometric screening – **25 points**
GatorCare subscribers who didn't attend a Wellness Event can complete the screening at a Quest Diagnostics Lab. Visit GatorCare.org/Blue-Rewards for more information.

- An online personal health assessment (taken online after completing the biometric screening) – **100 points**

- Proof of flu vaccination in the past 14 months – **25 points**
Flu vaccination compliance must be provided by UF Health Shands Occupational Health Services. If vaccination was provided by another provider, submit proof of vaccination to OHS in person or by emailing OHSfluvaccine@shands.ufl.edu.

- Being tobacco-free or completing a tobacco-cessation course – **50 points**

Visit GatorCare.org/health-resources/tobacco for more information.

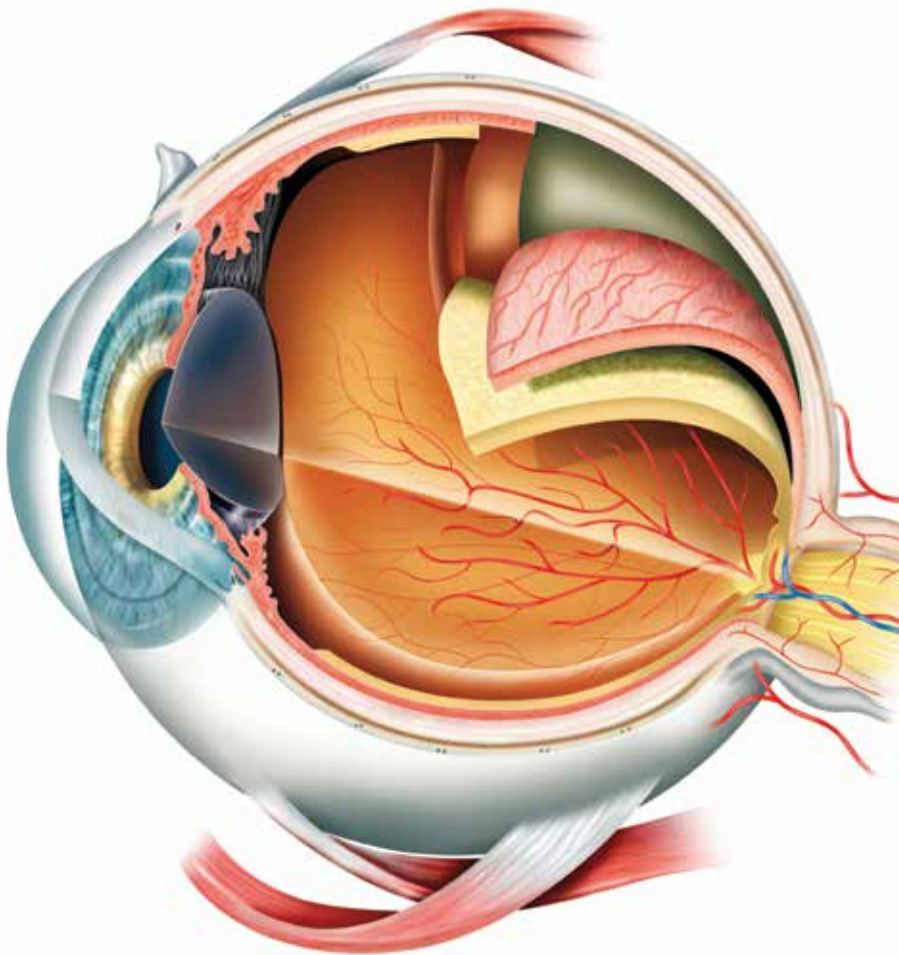
Here are examples of how to earn the additional 100 points to reach the 300 points required for the \$100 online shopping experience:

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


UF HEALTH | RESEARCH+DISCOVERY

LAB NOTES

Check out recent research developments at UF Health



REDUCING DIABETES SYMPTOMS

A group of researchers have shown that a two-drug cocktail is more effective than a single drug at reducing the symptoms of diabetic retinopathy in mouse models — a major cause of vision loss in middle-age diabetes patients that damages blood vessels in the retina at the back of the eye. The treatment reduced capillary loss by 68 percent compared with 43 percent with the single drug. 

FIGHTING BREAST CANCER

A three-drug combination has almost completely suppressed triple-negative breast cancer cells — the deadliest type of breast cancer — during testing in mouse models, according to a group of researchers. Tumor weights were reduced by about 80 percent in mice that received the drug cocktail for six weeks when compared with control mice, and tumor development almost completely ceased three weeks after treatment began.



SLOWING PROGRESSION OF MUSCULAR DYSTROPHY

Researchers found a pair of protein-inhibiting compounds that are effective at slowing the progression of a form of muscular dystrophy in animal models, which could have particular significance for Duchenne muscular dystrophy, or DMD, patients because the drug cocktail can be taken orally and has a good safety profile. The oral compounds have a significant advantage over intravenous DMD treatments because they don't cause an unwanted immune system response.

NURSING: THE BALANCE OF MIND, BODY AND SPIRIT

Celebrate National Nurses Week May 6-12

BY NACUYA LEWIS

At UF Health, we have some of the most passionate nurses in the industry. Their attentive service embodies their motto — “experienced care, expert caring” — which is at the heart of our patient experience.

Our UF Health Shands Nursing and Patient Services staff deserve recognition, and we encourage you to join us to celebrate National Nurses Week, May 6-12. We will honor our nurses for their steadfast dedication to our patients and their nursing practice accomplishments.

This year’s national theme — “Nursing: The balance of mind, body and spirit” — promotes the importance of self-care practices and healthy lifestyle choices for nursing care professionals. The theme has five segments: rest, nutrition, spirit, extracurricular activities and exercise. These are key areas that nurses and their organizations believe are vital priorities for a well-balanced nurse. Here at UF Health Shands, our nursing staff share these values.

On Wednesday, May 17, our nursing teams will celebrate unit and individual accomplishments at the annual Nightingale Award Ceremony and reception at the Health Professions, Nursing and Pharmacy, or HPNP, Building Auditorium. They will also receive thank you gift cards, complimentary massages and other giveaways. Additional events will promote healthy habits for all health care workers. Stay tuned on the Bridge for updates and event details. [+](#)

A special thank you from our leaders:

“It’s an honor to lead such a dynamic group of individuals. Your passion for providing quality care, exemplary hospitality and service is at the heart of our organization. I’m thankful for the strength and resilience you exhibit daily. You make our hospital the best of the best!”



Irene Alexaitis, D.N.P., R.N. NEA-BC
UF Health Shands Hospital chief nursing officer
Nursing and Patient Services vice president

“Throughout our organization, our nursing teams live by the highest standards of nursing practice. In addition to clinical excellence, they are known for warm and personal care. They put patients’ and family members’ needs first and they have an incredible impact on our patients’ positive experience in our health system. In honor of Nurses Week, I thank our nurses for all that they do, and for impacting so many lives in a special way.”



Ed Jimenez
UF Health Shands CEO

“Our nurses touch people’s lives every day in profound ways — those of patients, families, visitors and colleagues. Nurses are at the heart of compassionate care at UF Health. My deepest gratitude goes to all our Nursing and Patient Services staff.”



C. Parker Gibbs, M.D.
UF Health Shands chief medical officer
UF College of Medicine orthopaedic surgery division chief
Eugene L. Jewett Professor of Orthopaedic Surgery



AMERICAN NURSES ASSOCIATION

**Nursing: The Balance of
Mind, Body, and Spirit**

UF HEALTH SHANDS HAS THE BEST OF THE BEST!

**UF Health Shands nursing by the
numbers:**

5

nursing care units have
active Beacon Awards
for Excellence.

25%

of UF Health Shands
employees are nurses.

50%

of all UF Health Shands
nurses hold a bachelor's,
master's or doctorate degree
in nursing.

3

consecutive Magnet
designations earned by
UF Health Shands.

8%

of U.S. hospitals currently
have Magnet designation.



UF HEALTH | EVENTS+ACTIVITIES

CELEBRATE WITH OUR CO-WORKERS DURING NATIONAL HOSPITAL WEEK!

Join leaders for free food, snacks, ice cream and photo booths

BY NACUYA LEWIS

Each day, you — our physicians, residents, nurses, staff and volunteers — move UF Health forward. From the quality patient care you provide to your dedication to hospitality and service, your contributions distinguish our clinical programs among the best.

Each person's role to provide and support patient care and service at UF Health Shands is a vital component of our success, and you deserve to be celebrated! During National Hospital Week, May 7-13, we will honor those who provide and support care in our hospitals and outpatient programs.

Our leaders will serve staff at a variety of events, including free meals and snacks, ice cream socials and off-site ice cream deliveries. For more information, visit the Bridge and read this month's Shands News emails.



ARCHER ROAD MAIN CAMPUS EVENTS

TUESDAY, MAY 9

LUNCH WITH LEADERS

11 A.M.-1 P.M.

Lunch buffet served by leaders (boxes available)

UF HEALTH SHANDS HOSPITAL CAFETERIA
FACULTY DINING ROOM (BEHIND SUBWAY)

UF HEALTH SHANDS CANCER HOSPITAL
AUXILIARY CONFERENCE ROOM 1204

EVENING MEAL TO GO WITH LEADERS

7-9 P.M.

Boxed sandwiches, fruit and snacks
distributed by leaders

UF HEALTH SHANDS HOSPITAL CAFETERIA
FACULTY DINING ROOM (BEHIND SUBWAY)

UF HEALTH SHANDS CANCER HOSPITAL
AUXILIARY CONFERENCE ROOM 1204

THURSDAY, MAY 11

ICE CREAM SOCIALS

2-4 P.M.

UF HEALTH SHANDS HOSPITAL CAFETERIA
(WITH PHOTO BOOTH!)

UF HEALTH SHANDS CANCER HOSPITAL
TERRACE CAFÉ (WITH PHOTO BOOTH!)

UF HEALTH MEDICAL PLAZA LOBBY

1329 BUILDING LOBBY

MIDNIGHT SNACK DELIVERIES

11 P.M. THURSDAY TO 1 A.M. FRIDAY

UF HEALTH SHANDS HOSPITAL ATRIUM

UF HEALTH SHANDS CANCER HOSPITAL
TERRACE CAFÉ

UF HEALTH SHANDS REHAB AND PSYCHIATRIC HOSPITALS

TUESDAY, MAY 9

BREAKFAST WITH LEADERS

7:30-8:30 A.M.

Breakfast sandwiches and smoothies
served by leaders

UF HEALTH SHANDS PSYCHIATRIC
HOSPITAL CONFERENCE ROOM 1301

LUNCH WITH LEADERS AND

FIELD DAY GAMES

11:30 A.M.-1:30 P.M.

Burgers and milkshakes served by leaders

UF HEALTH SHANDS PSYCHIATRIC HOSPITAL AND
UF HEALTH SHANDS REHAB HOSPITAL
OUTDOOR COURTYARD

EVENING MEAL TO GO WITH LEADERS

5:30-6:30 P.M.

Burgers and milkshakes served by leaders

UF HEALTH SHANDS REHAB HOSPITAL AND UF
HEALTH SHANDS PSYCHIATRIC HOSPITAL CAFETERIA

OTHER OFFSITE/ SATELLITE LOCATIONS

WEDNESDAY, MAY 10

COOKIE DELIVERIES

Delivered throughout the day

UF HEALTH PHYSICIANS AND UF HEALTH SHANDS
OUTPATIENT OFFSITE LOCATIONS (NOT ON ARCHER
ROAD CAMPUS)

ALL WEEK LONG

ICE CREAM TRUCK DELIVERIES

Ice cream truck deliveries throughout the day. Read
Shands News emails for full location list.

*WE ENCOURAGE FACULTY, STAFF, RESIDENTS AND VOLUNTEERS TO POST PHOTOS FROM OFFICIAL NATIONAL HOSPITAL WEEK PHOTO BOOTHS ON SOCIAL MEDIA USING THE HASHTAGS **#TEAMUFHEALTH** AND **#HOSPITALWEEK**.

(PHOTOS AT WORK ARE USUALLY RESTRICTED; PLEASE REVIEW OUR SOCIAL MEDIA POLICY FOUND ON THE UF HEALTH POLICIES BRIDGE PAGE.)