



UF HEALTH SHANDS INTERNAL NEWSLETTER

VOL. 10 NO. 10 | MAY 2015

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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

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UF HEALTH SHANDS | PEOPLE

A tip of the cap to this year's CSK All-Star honorees

In this edition, we celebrate a job well done by several of our co-workers. They were honored through our Customer Service is the Key program, which allows anyone — patients, visitors, faculty and staff — to recognize individuals for outstanding work performance and attentive service.

Much like in baseball, it takes a team effort to achieve greatness at UF Health. A perfect game can be broken up by a single error and similarly, an otherwise outstanding experience for a patient or visitor can be hampered by one negative encounter.

The CSK nominees highlighted in this edition are certainly making our team stronger. Each of their actions enhanced a patient's experience and left a positive impression — a security guard rushing a patient in labor through the hospital to receive care; a nurse collaborating with co-workers to create a special birthday experience for a pediatric patient; a transport attendant recognizing a potentially dangerous situation; and a personal care assistant changing a patient's perceptions, just to name a few.

Stories like these happen every day in our facilities, and while we can't recognize all of our employees' good deeds, please know that your actions don't go unnoticed. A hospital or health care facility can be a stressful place for patients and their families, and the smallest acts of kindness can go a long way.

Next time you witness "All-Star" actions by co-workers, please recognize them. To download a CSK nomination form, visit bridge.UFHealth.org and search "CSK."

If you haven't done so, please sign up for Hospitality and Service training by visiting mytraining.hr.ufl.edu. This three-hour course is a perfect refresher, reminding us how much our actions impact others.

Thanks for all you do to strengthen our team, and enjoy reading the CSK profiles in this edition.

Todd Taylor
News&Notes Editor
UF Health Communications

Celebrating our staff: it takes a village



Ed Jimenez speaks with Cathi Mlot, UF Health Shands Hospital radiology office representative, during a recent visit to UF Health Women's and Diagnostic Imaging at Springhill.

As we celebrate National Hospital Week and National Nurses Week, I'm honored to thank all of you for the amazing work you do. We're on a journey together and we all contribute something special so that UF Health can offer the best patient care.

When I reflect on what it means to work with outstanding nurses, I think about my mom. She was a nurse for 40 years. She inspired my choice to go into health care. I started as an orderly and patient transporter. I loved hospitals thanks to her.

Being a nurse is a very personal career — and life — choice. When I talk to our nurses, see them in action and receive patient letters thanking them, it validates everything I know about nursing from my mother.

Nurses are the foundation of the hospital and often the foundation of their families. There's the technical side of nursing, where nurses watch over a patient, give medication, take vital signs, conduct tests, share information and answer questions, and explain to a doctor how a patient is doing. But nurses also represent nurturing that goes beyond their technical savvy. Nurses are healers, supporters, encouragers and motivators. As a nurse, you bring all these skills and

qualities to work and to your home life. You're not a different person at work and at home, you bring who you are to the work you do. That's something all of us in health care learn.

I enjoy attending new employee orientation with my colleague **Irene Alexaitis, D.N.P., R.N., NEA-BC**, UF Health Shands Hospital chief nursing officer and Nursing and Patient Services vice president. It's gratifying to see new staff members arrive bright-eyed and ready to do something spectacular — often eager to make a difference on day one.

It's great to get to know them and then see them evolve as part of the organization. We don't do anything in isolation here; we are all on the same team. Whether you're nursing, operations, communications, finance, respiratory care or IT, you couldn't be successful without each other's support. And we're more than our job description. We have opportunities to take on many roles, to be a mentor and teacher for others formally or informally, and help others succeed and advance. The teaching hospital environment is made for people who are driven to succeed. As an institution, we encourage folks to be the best they can be.

It's like the saying, "It takes a village."

Here at UF Health, we are the village and everybody plays an important role. National Hospital Week and National Nurses Week allow us to reflect that we're a place that needs people with different skills, talents and interests who share the desire to make a difference and achieve great outcomes in their areas of expertise. You can't be complacent and succeed when you're surrounded by people who are motivated and inspired. This isn't a place for "hangers-on."

You're part of one of the greatest teams I know. We create a great organization when every person feels they have an impact. We do dramatic things because we have this team approach.

You have my commitment to support you. On behalf of the management team at UF Health, thank you for the work you do and the lives you help change every day.

Sincerely,

Ed Jimenez
CEO
UF Health Shands

UF Health Shands Hospital earns “Baby Friendly” title

Hospital becomes Florida's first academic health facility to earn rare designation

QUICK FACTS:

The American Academy of Pediatrics has endorsed these 10 Steps to Successful Breastfeeding:

- ❶ Have a written breastfeeding policy that is routinely communicated to all health care staff.
- ❷ Train all health care staff in the skills necessary to implement this policy.
- ❸ Inform all pregnant women about the benefits and management of breastfeeding.
- ❹ Help mothers initiate breastfeeding within one hour of birth.
- ❺ Show mothers how to breastfeed and maintain lactation, even if they are separated from their infants.
- ❻ Give infants no food or drink other than breast milk, unless medically indicated.
- ❼ Practice rooming in — allow mothers and infants to remain together 24 hours a day.
- ❽ Encourage breastfeeding on demand.
- ❾ Give no pacifiers or artificial nipples to breastfeeding infants.
- ❿ Foster the establishment of breastfeeding support groups and refer mothers to them on discharge from the hospital or birth center.

From Baby-Friendly USA



UF Health Shands Hospital has been awarded Baby-Friendly designation by Baby-Friendly USA. This global initiative of the World Health Organization and UNICEF recognizes birthing facilities that implement specific breastfeeding procedures.

The hospital is the only academic health facility in Florida to successfully implement all the required standards for this designation, which will allow staff to educate and encourage skills that result in successful breastfeeding.

The designation was awarded based on the outcome of a review of current practices at the hospital using an extensive set of criteria such as having and implementing a written standard that encourages breastfeeding; designating staff members to act as breastfeeding experts; and ensuring that prenatal care includes education about the importance of breastfeeding.

“Mothers need to know we are prepared to assist them in their breastfeeding decisions,” said **Kay Roussos-Ross, M.D.**, a UF College of Medicine associate professor of obstetrics and gynecology. “We work with them before and after their babies are born to create an atmosphere of support, ensuring that they are successful in their breastfeeding goals.”

In the past decade, studies have shown that breastfeeding is one of the most effective preventive health measures for mothers and newborns. According to the American Academy of Pediatrics, breastfeeding plays a role in reducing the risk of sudden infant death syndrome. Breast-fed babies also have lower rates of diarrhea, fewer respiratory tract infections, and are less likely to develop Type 1 or Type 2 diabetes, childhood leukemia and other diseases.

To reach the goals of the Baby-Friendly designation, clinic and hospital staff received special training to be able to educate expectant or new mothers.

“Getting this program initiated was challenging,” said **Sandra Sullivan, M.D.**, a UF College of Medicine clinical associate professor of pediatric research. “We transformed a culture through staff and management education, new procedures and training. The result is an environment that is truly baby-friendly.” **N&N**

Lab Notes: What's happening at UF Health?

Check out some recent research developments at UF Health



- UF Health researchers are investigating whether a generic form of a common heart medicine used to treat high blood pressure, heart failure and many other conditions works as well as the brand-name prescription. Through a \$2.3 million, three-year grant from the U.S. Food and Drug Administration, researchers hope to learn if patients taking a generic form of the drug Toprol XL for high blood pressure and other heart conditions are receiving the same effective treatment they would get from the brand-name prescription. Researchers will compare the generic and brand name treatments by investigating drug concentrations in the blood and the effect the drugs have on blood pressure and heart rate.



- Patients with the most common form of muscular dystrophy, Duchenne, often lose the ability to walk by the time they reach age 12 and typically only live to reach their 20s. UF Health researchers are participating in a key late-stage clinical trial that could lead to a new therapy for some children with this condition. Sarepta Therapeutics will provide up to \$1.6 million to UF Health to serve as a major site for the third phase of a clinical trial that, if successful, could help some patients with Duchenne maintain mobility and pulmonary function longer. Early results from the first two phases of the clinical trial for a drug called Eteplirsen have been promising in some patients with the disease, extending the length of time they were able to walk compared with a control group of study participants who did not receive the drug, said **Barry Byrne, M.D., Ph.D.**, principal investigator for the hub site at UF Health and a College of Medicine professor of pediatrics.



- Everyday activities such as dusting and walking to the mailbox can reduce older adults' risk of heart attack or death, according to a UF Health study released in the Journal of the American Heart Association in February. Researchers found that the amount of time participants were sedentary was associated with a higher predicted risk for cardiovascular events. In fact, every 25 to 30 minutes of sedentary behavior — such as watching television, sitting to eat meals and lying down to read — translated to a 1 percent increase in the risk of a cardiovascular event. However, activity just slightly above sedentary — in the 100 to 499 counts-per-minute range, which could be light housework or slow walking — was associated with higher levels of the more beneficial kind of cholesterol, HDL, in people with no history of heart disease. Despite the fact that most health recommendations suggest 150 minutes per week of moderate-intensity structured exercise, these associations show that older adults may get cardiovascular benefits from lower-intensity activities.

Reduce trauma by avoiding the “3Ds”

Almost half of our trauma patients are injured in preventable collisions

Distracted Driving

According to the National Highway Traffic Safety Administration, distraction occurs anytime you take your eyes off the road, your hands off the wheel or your mind off the task of driving. All distractions while driving endanger the safety of the driver, passenger and bystanders. Some of the most common distractions include:

- **Texting**
- **Using a cell phone or smartphone**
- **Eating and drinking**
- **Talking to passengers**
- **Grooming**
- **Reading, including maps**
- **Using a navigation system**
- **Watching a video**
- **Adjusting a radio or audio device**



The UF Health Shands Trauma Center is celebrating its 10th anniversary this year, and May marks the 27th anniversary of National Trauma Awareness Month. This year's campaign, presented by the American Trauma Society, focuses on educating the public about “3D Trauma Prevention” and the top contributors to motor vehicle crashes: drinking/drugs, distraction and drowsiness.

From 2004-14, UF Health Shands Hospital treated 24,066 patients with traumatic injuries, almost half of which resulted from motor vehicle collisions. With more than 420,000 motor vehicle injuries in the U.S. in 2013 caused by distracted drivers, it's no wonder trauma is often referred to as a “preventable disease.”

“Many of the patients coming into our trauma center arrive with traumatic injuries that could have been prevented,” said **Donna York, R.N., M.S.N.**, UF Health Shands Trauma Center program manager. “Educating the community about the dangers of distracted driving — and making certain drivers engage in the safest practices every time they're behind the wheel — could significantly reduce the number of accidents, injuries and deaths resulting from motor vehicle crashes.”

According to the American Trauma Society, in 2013 there were more than 32,000 deaths and 2.3 million injuries in the U.S. resulting from motor vehicle crashes, the leading cause of all trauma injuries. Of these, 31 percent involved an alcohol-impaired driver and 18 percent involved a distracted driver.

“Anytime a driver diverts his or her attention away from driving — even if only for a moment — they significantly increase the risk of accident and injury for everyone in the car and in the vicinity of their car,” York said.

About the UF Health Shands Trauma Center

Our Level 1 trauma center brings together experts from acute care surgery, critical care, emergency medicine, nursing, anesthesiology, radiology and more to quickly respond to the most devastating injuries in patients. When a trauma alert is called, a trauma surgeon, emergency room physician and resident, two registered nurses, a critical care technician and other staff members are present when a patient arrives.

During the 10 years since its inception, the center has grown to include 10 board-certified trauma surgeons and four pediatric trauma surgeons. The trauma center has four state-of-the-art resuscitation bays, a designated operating room and a 24-bed trauma intensive care unit. The center is also home to a regional burn center with eight dedicated beds.

The center incorporates many units within our system, beginning with the trauma/resuscitation bay adjacent to the UF Health Shands E.R., and moving to units throughout UF Health Shands Hospital that care for trauma patients, as well as to UF Health Shands Rehab Hospital. A significant portion of UF Health employees work directly or indirectly, or are otherwise involved with the trauma program. **N&N**



Artist drawing of the new UF Health Children's Surgical Center floor plan and lobby.

UF HEALTH | GROWTH

UF HEALTH CHILDREN'S SURGICAL CENTER RELOCATES TO A NEW, LARGER SPACE

Currently located at the Ayers building on Southwest 2nd Avenue, the UF Health Children's Surgical Center will occupy a newly created, 17,500-square-foot space connected to the UF Health Florida Surgical Center on Hull Road, off Southwest 34th Street.

With its own family friendly entrance and waiting area, the nature-themed design will echo that of the children's hospital. The new facility will be much larger, and its location next to adult surgical services will enable our teams to be more efficient and share resources. During this construction phase, services at UF Health Florida Surgical Center will continue without interruption. It will open next spring.

"This endeavor reflects our ongoing goal to provide compassionate, quality care for our local community and across North Florida," said **David S. Guzick, M.D., Ph.D.**, UF senior vice president for health affairs and UF Health president. "The new state-of-the-art children's surgical center is designed to provide care and support for our youngest patients and their families."

Keep up with this project and more at blueprints.UFHealth.org.



UF HEALTH | SERVICE

NEW GATORCARE WEBSITE HIGHLIGHTS WELLNESS RESOURCES

GatorCare's website (GatorCare.org) has had a facelift. Now more visually appealing and user-friendly, the site has something to offer all UF Health faculty and staff.

"GatorCare members can easily find provider information, summaries of benefits, resources for different health conditions and so much more," said **Morgan Papworth**, GatorCare wellness coordinator. "In addition, we have enhanced the wellness area of our website. It offers wellness resources that can be used by staff throughout the UF Health system, regardless of their health insurance provider."

When you explore the site, you'll find an array of wellness resources at your fingertips, including:

- A comprehensive calendar of events
- Free resources
- Tips
- A media library with recorded presentations

"Wellness is more than working out regularly and having good physical health," Papworth said. "Our website highlights eight aspects of wellness and pairs each of these wellness 'windows' with resources available to employees."

Visit GatorCare.org for more information.

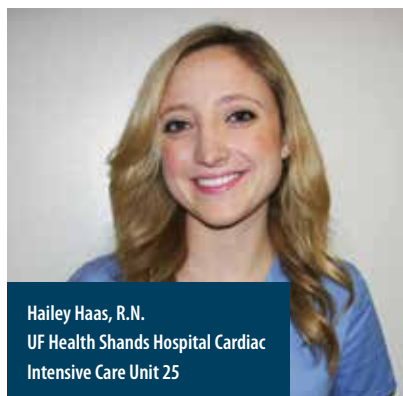


The new kids on the unit

National Nurses Week: “Rookies” share first-year stories



Chris Benson, R.N.
UF Health Shands Cancer Hospital
Orthopaedics Unit 6 West



Hailey Haas, R.N.
UF Health Shands Hospital Cardiac
Intensive Care Unit 25



André Hook, R.N.
UF Health Shands Hospital Cardiac
Intensive Care Unit 25

It’s your first day at your new job. You feel the jitters, the excitement and maybe a bit of anxiety. For our 223 UF Health Shands Nursing first-year “rookies,” their initial days on the unit are a combination of these emotions and more: The desire to profoundly impact our patients and provide them with the highest quality care.

“Early in my career as a nurse, I realized how important my role was to the health care team, but it wasn’t until later in my career that I realized the extent to which nurses influence patient outcomes,” said **Irene Alexaitis, D.N.P., R.N., NEA-BC**, UF Health Shands Hospital chief nursing officer and Nursing and Patient Care Services vice president. “Research has emerged demonstrating just how much influence nursing has on preventing negative outcomes. Together with physicians and other health care team members, nurses work hard every day to provide excellent care and optimize the health of our patients.”

In celebration of National Nurses Week, May 4-8, we spoke to five outstanding first-year nurses. They shared some thoughts about why they chose UF Health and what makes their profession one that not only impacts patients, but also impacts their own lives.

Why did you choose UF Health?

Chris Benson: My mother worked here years ago in a lab, and she rode her bicycle. I could also ride my bicycle to work, which was huge in my decision to apply to UF Health. I thought it would be a nice way to honor her. I’ve always thought highly of UF Health and its advancement of health care.

Hailey Haas: As a student in UF Health rotations, I was floored by how precise the nurses were and the supportive, team work ethic each nurse displayed. I knew UF Health would motivate me to be the best that I could be.

André Hook: UF Health brings excitement, innovation and clinical excellence to the forefront. By taking advantage of the opportunities UF Health has to offer, I’m establishing an incredible platform for what I hope to be a successful, fulfilling career.

Brittany Lewis: Working for UF Health was my ultimate goal as a new graduate nurse. It’s one of the best health care systems in Florida, providing high-quality care while cultivating an optimal learning environment for beginning nurses.

Hunter Shepherd: I wanted to work at a Magnet-designated hospital that was also a tertiary care center, as well as an active learning environment.

We know our talented nursing staff at UF Health Shands consistently offers our patients and their families experienced care and expert caring, but it’s only part of the picture. Here’s a snapshot of nursing by the numbers.

2,720 TOTAL NURSES

781 CERTIFIED NURSES



Brittany Lewis, R.N.
UF Health Shands Hospital
Medicine Unit 75



Hunter Shepherd, R.N.
UF Health Shands Hospital Medical
Intensive Care Unit 11-4

What is your fondest memory as a first-year nurse?

HS: There was a patient on the unit who was diagnosed with a malignant cancer and experienced multiple complications from her treatments. She was engaged prior to her hospitalization with plans to marry, but unfortunately her prognosis grew worse. The UF Health Shands Hospital MICU staff, along with her family and friends, gave her a wedding while she was at the hospital. I will never forget her face on her wedding day as the nurses and her mother prepared her to be wheeled down the aisle. On that day it was apparent she was a bride — not a patient.

What has surprised you most about being a nurse?

BL: The importance of communication throughout the health care system. Making the time to effectively communicate with other health care team members makes a huge difference in the level of care provided to our patients.

What is your favorite part of your job?

AH: The environment around me. I'm surrounded by brilliant, insightful and supportive staff members who are an absolute pleasure to work with. Without them, my first year could have been much more difficult.

In five words or fewer, describe your job.

CB: Strive to improve patient wellness.

What advice do you have for the next wave of first-year nurses?

HH: Keep going! You will learn something new at work every day that will apply to another patient in the future and make that situation more comfortable to handle. Some days will be stressful, yet the most trying of shifts will help you grow as a person. The ability to make a positive difference in patients' and co-workers' lives will always outweigh the temporary strain of unfamiliar situations and hectic days.

Visit the UF Health Bridge to see a video featuring these nurses and to hear more of their thoughts about being a first-year nurse. **N&N**

3-time MAGNET-DESIGNATED ORGANIZATION

593 SENIOR NURSES
(WORKING AT UF HEALTH
SHANDS FOR 15 OR MORE YEARS)

15 NEW NURSING
RESEARCH STUDIES
APPROVED IN 2014

5 UNITS WITH A
BEACON AWARD
FOR EXCELLENCE

ALL STARS

DEAR EMPLOYEES,

Each day, hundreds of patients and visitors walk through our doors seeking our services. It is our duty to provide them with excellent, compassionate care. The men and women highlighted in this issue are true heroes to our patients. They are our Customer Service is the Key All-Stars. Their actions have made a difference in our patients' lives. Through our Customer Service is the Key program, we are proud to recognize faculty and staff who go above and beyond the call of duty to ensure that patients are receiving the respect and care they deserve.

Read on to learn more about how these team players displayed warmth and hospitality, attentive patient care and excellent customer service. I hope that their stories will inspire others to do the same and keep UF Health as our patients' No. 1 choice.

There is a saying in baseball, "Deeds not words." Each of these CSK All-Stars exemplify this phrase. Thank you for hitting a home run for UF Health: Let's play ball!

Sincerely,

Janet Christie
Senior Vice President, Human Resources
UF Health Shands





MIKE FASULO

Mike Fasulo took a patient to an X-ray and a CT scan appointment. The patient also had an MRI ordered. The patient's mother answered all the prescreening questions for her daughter before the procedure. Based on those answers, the patient was cleared to have the MRI. During Fasulo's informal and friendly conversation with the patient, however, she revealed there was a bullet lodged in her leg. Fasulo realized this was not mentioned in the prescreening, so he made sure the MRI team was made aware to ensure the patient's safety.

"I'm so glad Mike engaged this patient and paid attention to her situation," said Meaghan Passantino, UF Health Shands Hospital Patient Transportation patient flow manager. "He saved our patient from what could have been a dangerous situation.

We are very lucky to have him on our team."

Fasulo added, "To serve others is the highest form of sacrifice. We give of ourselves, whether it be money or our time, to help others. In this way we deny that it is survival of the fittest, and prove that 'love' really is an action that is best served by giving it away."

TEAM UF Health Shands Hospital Patient Transportation

POSITION Transport attendant

FAVORITE HOBBY Reading — the older the book the better!

PERSONAL HERO My personal heroes are people that persevere despite obstacles. People that, without giving up, gain ground for their goals and push ahead in spite of what others say or do to try and stop them.



CHRISTY FROISETH, BSN, RN, CPN

A young patient was spending his 16th birthday at UF Health Shands Children's Hospital. It wasn't the first birthday he spent hospitalized, and in the past they hadn't been happy occasions. This time was different. Christy Froiseth made him a birthday banner and put a sign on his door. She and her co-workers, including the patient's doctor, sang "Happy Birthday" to him. Froiseth worked with UF Health Shands Hospital Food and Nutrition Services to make him a small chocolate cake topped with strawberries. Everyone who saw the banner wished the young man a happy birthday. The patient had a very different experience than he'd anticipated.

"Christy recognized how important it was for the patient to celebrate his birthday, and she went above and beyond to make the day special for him," said Marie Kaspro, M.S.N., ARNP, UF Health Shands Children's Hospital Pediatrics Unit 44 nurse manager. "We thank her for making this patient feel special and for representing UF Health in such a positive light."

Froiseth added, "Being a CSK All-Star means that all of my hard work has paid off. I feel so honored. It is nice to be recognized for the compassionate care I strive to give my patients on a daily basis."

TEAM UF Health Shands Children's Hospital
Pediatrics Unit 44

POSITION Registered nurse

FAVORITE HOBBY "Cooking, playing with my
dogs and anything Florida Gators!"

PERSONAL HERO "My mom is my personal hero.
Her passion for pediatric nursing inspired me
to be the nurse that I am today."





DESTINY GILLUM-BUTLER

A patient stopped by the UF Health Shands Hospital Information Desk to get directions to his physician's office. He was actually scheduled to see a doctor at an offsite location, several miles from the hospital. Destiny Gillum-Butler called the clinic to let the staff know the patient would be late. She then called the shuttle service to arrange transportation for him, but it wasn't possible. Rather than let the patient miss an appointment, she worked with the scheduling staff to find an onsite appointment with a different physician he could see immediately. Without her quick thinking, the patient would have been greatly inconvenienced.

"What Destiny did is a great example of excellent customer service," said Annette Ifill, UF Health Shands Engineering Operations guest services specialty leader. "She did a superb job by finding an alternate solution, which was very much appreciated by our patient."

Gillum-Butler said, "Our UF Health customers are often facing a life-changing medical event. To me, all of us play a role in making that as smooth and successful as possible. If I can impact a customer in a compassionate, calming and effective manner, I am very grateful to be given that opportunity."



TEAM UF Health Shands Hospital
Guest Services

POSITION Guest services specialist

FAVORITE HOBBY Reading, foreign travel, upcycling artistic treasures, cooking gourmet food, volunteering for pet welfare and visiting local springs and beaches.

PERSONAL HERO "Maya Angelou. Her unshakable faith in mankind was really inspiring to me. One of my favorite childhood memories is my great-grandmother reading her poetry out loud."



TEAM UF Health Shands Children's Hospital
Pediatrics Unit 44

POSITION Registered nurse

FAVORITE HOBBY "Tending to my fairy
garden."

PERSONAL HERO "My mom is my personal
hero. She became a nurse when I was in
high school and taught me a lot about
compassion for others."

VICKIE JOHNSON, R.N.

Vickie Johnson made Halloween at UF Health Shands Children's Hospital memorable for her patients. She crafted multiple superhero capes in different colors and designs on her own time, and customized them for each patient. Johnson's colleagues appreciated her hard work — as did the patients and their families.

"We want to thank Vickie for the capes and her compassion in helping make sure our patients could celebrate Halloween," said Marie Kaspro, M.S.N., ARNP, UF Health Shands Children's Hospital Pediatrics Unit 44 nurse manager. "She makes our unit a better place."

Johnson added, "It's humbling to think that the small things I do can make such a difference in someone's life."





TEAM UF Health Shands Cancer Hospital Bone Marrow Transplant ICU 7 West

POSITION Registered nurse

FAVORITE HOBBY Photography, especially portrait photography.

PERSONAL HERO "My patients and their families. They show poise, bravery and tenacity in the face of often overwhelming adversity."

GRACE KANG, B.S.N., R.N.

A patient Grace Kang was caring for discovered that she plays the horn and wanted to hear her perform. Kang brought the instrument to work and gave the patient a private concert. The patient loved hearing her — and the staff enjoyed it, too.

"It's moments like this that take service to a different level," said Tiffany Rouillier, B.S.N., R.N., CCRN, UF Health Shands Cancer Hospital BMT ICU interim nurse manager.

"We're so happy Grace is part of our team. She made our patient feel special, and that makes such a huge difference."

Kang added, "As a nurse at UF Health, I am touched by the joys and sorrows of others. I accept this honor and responsibility with great respect to the uniqueness of each of my patients."



TED KERSEY

Ted Kersey and his electrician colleague Richard Berger (not pictured) were on their way to complete a maintenance job when they noticed a distressed elderly woman in the UF Health Shands Hospital Atrium. She explained that her husband was having surgery and she was experiencing a vertigo attack and had left her medications in her hotel room. They immediately found a wheelchair and were able to get her seated before she collapsed. They asked another employee to call for emergency assistance and kept her calm by engaging in conversation until help arrived. Within minutes, she was transported to a clinical area for care.

"Ted and Richard were observant and did not hesitate to help a visitor," said Dean Mauthner, UF Health Shands Hospital Facilities Operations Maintenance supervisor. "Their actions exemplified what customer service is all about."

Kersey added, "It's an honor to be chosen for this recognition. I was glad to be in the right place at the right time to help someone in need."

TEAM UF Health Shands Hospital Facilities Operations Maintenance

POSITION Plumber

FAVORITE HOBBY Fishing

PERSONAL HEROES "My grandfather, McArthur Kersey, is my hero. He always taught me to show respect for others and to always lend a helping hand to those in need."





TEAM UF Health Shands Hospital Burn/Plastics/
Neurology/GI-Medicine Unit 10-5

POSITION Personal care assistant

FAVORITE HOBBY Fishing

PERSONAL HERO "God is my one and only hero."

LINDA PITTS, P.C.A.

Linda Pitts has consistently been recognized with multiple CSK nominations each quarter. Her peers appreciate her upbeat attitude and friendly demeanor, and patients have also taken note. One of the patients who nominated Pitts said she had been in and out of hospitals for six years and the PCAs at other hospitals usually didn't talk to her. But Pitts interacted with her and made her feel human again. Another patient described her as a remarkable person, saying that every second spent with her was delightful. Pitts' CSK nominations highlight this All-Star's upbeat spirit and kindness.

"Linda is an excellent example of what being an All-Star is all about. She always has a smile on her face and a positive attitude," said Justine Abram, M.S.N., R.N., CNRN, UF Health Shands Hospital Unit 10-5 nurse manager. "We are very lucky to call Linda our colleague."

Pitts said, "Being a CSK All-Star means more than words can say."





TEAM UF Health Shands Security

POSITION Security officer

FAVORITE HOBBY Reading, singing and listening to music.

PERSONAL HERO "Thurgood Marshall. He was a great role model when I was growing up. He personified the idea that with hard work and believing in yourself, anything is achievable."

JON REEVES

Because of his fast action to assist a patient, Jon Reeves is now compared to Olympic track star Jessie Owens. He quickly transported a pregnant patient who was in the late stages of labor to UF Health Shands Hospital Labor/Delivery Unit 35. Sprinting through the halls, Reeves ensured the patient made it to the unit so medical staff could safely deliver her baby. The nurses and physicians in Labor/Delivery were impressed with his speed.

"He went above and beyond to make sure the patient reached the clinical staff as soon as humanly possible," said Donald Wallace, UF Health Shands Security supervisor.

Reeves said, "For me, it's all about professionalism, customer service and doing all I can to make patients and visitors as comfortable as possible."





ASHLEY THOMAS

Ashley Thomas helped turn around a patient's expectation of "typical doctor's office service." The patient, a mother of two special needs children, wrote that it was "refreshing to speak with someone who really cares and is willing to go the extra mile to make things happen." She couldn't say enough about how "awesome" Thomas was. "Thank you for having such a commendable employee," the patient wrote.

"This type of behavior is nothing new to Ashley," said Kourtney Mitchum, UF Health Physicians Access Center supervisor. "She seems to find a way to connect with each and every patient with whom she contacts. I have heard her say, 'I know when I was pregnant,' or, 'You will love that doctor. I see him too.' Just saying a few kind words seems to put our patients at ease. We are so lucky that she is on our team here at the UF Health Physicians Access Center."

Thomas added, "UF Health gives hope to so many people and I am so happy to play a part. Every patient who comes in with a problem — that is the most important thing in their life at that moment. And we must understand and show compassion."

TEAM UF Health Physicians Access Center

POSITION Coordinator

FAVORITE HOBBY "I volunteer at Alive Church, spend time with my husband and two boys, cook, bake and craft. Laughing and sharing stories makes me happy."

PERSONAL HERO "My dad. My father is my best friend."

Stroke team's quick actions help save patient following "brain attack"

Cohesive care saves brain function

Robert Passmore felt a strange sensation as he was sitting on the couch one day. He tried to get up, but couldn't. He realized the entire left side of his body had gone limp.

"I didn't know what was going on, but I knew something was wrong," he said. "I thought I might be having a small heart attack."

Passmore wasn't having a heart attack — he was having a brain attack. His cousin drove him to the local E.R. where doctors told him he had suffered a stroke.

He remembers thinking, "This can't be happening. I'm 38 years old."

Doctors at the community hospital gave him tissue plasminogen activator, also known as the "clot-buster," and he was flown to the UF Health Shands E.R.

Anna Khanna, M.D., a UF College of Medicine vascular neurologist at the UF Health Shands Comprehensive Stroke Center, issued a stroke alert after receiving the phone call from Passmore's emergency doctors.

"Once a stroke alert is initiated, our process flows very smoothly," Khanna said. "We have excellent communication with the UF Health ShandsCair team, and collaboration with the emergency and transfer teams, neurologists and neurosurgeons is key."

Passmore, who had a complete occlusion in the right middle cerebral artery, was rushed to the endovascular angiography suite, where **Brian Hoh, M.D.**, a UF College of Medicine cerebrovascular/endovascular neurosurgeon at the Stroke Center, and his team completely removed the clot in 22 minutes.

Five days later, Passmore walked out of the hospital with no residual effects from the stroke.

"I still can't believe what happened to me," he said. "I had a stroke, but I am fine now, watching my kids play football and helping with the family bar-becue business." **N&N**



The UF Health Shands Comprehensive Stroke Center team's seamless process helped Robert Passmore quickly recover from a stroke.

By the numbers:

UF HEALTH SHANDS COMPREHENSIVE STROKE CENTER

330:

Average number of stroke patients referred to UF Health from surrounding community hospitals each year.

2:

Percentage of U.S. hospitals with national comprehensive stroke center certification from The Joint Commission. UF Health Shands Hospital is one of them.

6:

Number of highly trained and subspecialty board-certified vascular neurologists (4) and expert cerebrovascular/endovascular neurosurgeons (2) on-call 24/7 to provide state-of-the-art patient care.

30:

Number of patients, at any given time, who benefit from our dedicated, 30-bed Neuro ICU care

unit — the largest in the state — with private rooms and full monitoring capabilities.

40:

Number of beds staffed by expert physiatrists, therapists, nurses and case managers who provide stroke care at UF Health Shands Rehab Hospital.



UF HEALTH | PEOPLE

COUPLE GIVES \$1 MILLION TO HELP FAMILIES WITH LODGING EXPENSES

When Charles Prellwitz underwent a simultaneous kidney and heart transplant five years ago, he and his wife, Jeanette, saw an opportunity to make a difference in the lives of patients. Through their estate plans, the Palm Coast couple donated \$1 million to support the Shands Samaritan Lodging Fund, which helps pay lodging expenses for hospitalized patients in medical crisis, along with loved ones who travel from outside the region.

“When Charles was hospitalized here, I quickly learned that finding a place to stay was a significant financial stress even though we had the means to pay for it,” Jeanette said. “There were so many others in a similar situation as us who had to stay in Gainesville long term while their loved one waited for a transplant. So many who, on their own, could not afford proper lodging.”

On March 3, the Shands Samaritan Lodging Committee honored Charles and Jeanette for their profound generosity. The committee meets regularly to raise awareness and funds for this crucial hospital need. If you are interested in supporting this cause, please call the UF Health Office of Development at 352-265-7280.

(Left) Jean Osbrach, LCSW, a UF Health Shands Hospital Patient and Family Resources case management specialist, presented Charles and Jeanette Prellwitz with a plaque honoring their contributions to the Shands Samaritan Lodging Fund.

UF HEALTH | SERVICE

STAY TUNED FOR EMPLOYEE ENGAGEMENT IN ACTION

Thank you to the 80 percent of UF Health Shands staff members and UF staff in integrated core service departments for taking the 2015 Employee Engagement Survey. Your input helps us map our road to engagement. You are helping us create a workplace that matches your talents and passion.

The survey:

- Measures employee engagement at the system and site level
- Measures our progress toward goals established after last year's Employee Engagement Survey
- Helps us remain focused on the key drivers of employee engagement so we can continue to make UF Health an employer of choice for both UF Health Shands staff and UF faculty and staff

Look for announcements in News&Notes, on the UF Health Bridge and in emails for upcoming feedback and action planning sessions where you can help put your ideas into motion.



UF HEALTH SHANDS PSYCHIATRIC HOSPITAL | SERVICE

EMPLOYEE SPOTLIGHT: SUSAN MCKEON-QUINLAN, R.N., B.C.

Susan McKeon-Quinlan, R.N., B.C., a UF Health Shands Psychiatric Hospital nurse, recently won a Great Catch Award, presented at Quality Grand Rounds. **Daryl Cummings, M.S.N., R.N., B.C.**, UF Health Shands Psychiatric Hospital nurse manager, said McKeon-Quinlan was able to save a patient from harm during a recent crisis situation because of her critical thinking and fast action. She has been at UF Health for about a year and came to Gainesville from New York. "Susan loves taking care of psych patients, and it shows in all she does," said Cummings. "We all want employees who come to work for all the right reasons. Susan is one of those nurses. We are really lucky to have her. She is a great catch for UF Health!"



Susan McKeon-Quinlan, R.N., B.C.



As part of Patient Safety and Quality Week, staff, visitors and patients were asked to identify potential hazards in this mock patient room that could lead to clinical errors.

UF HEALTH | SERVICE

FORBES MAGAZINE NAMES UF, UF HEALTH AMONG "AMERICA'S BEST EMPLOYERS"

The April 13 edition of Forbes magazine included both UF and UF Health in its first-ever listing of "America's Best Employers." The list included 500 organizations, only 25 of which were health systems. The rankings, which will be conducted annually, were compiled using feedback from more than 20,000 workers polled across the country, working in 25 diverse industries.

"At UF Health, we are committed to creating a vibrant work environment," said **David S. Guzik, M.D., Ph.D.**, UF senior vice president for health affairs and UF Health president. "Your expression of confidence in UF Health, as reflected in the Forbes survey results, reinforces our continued goal to earn your respect and dedication as your employer of choice. UF Health provides opportunities for all of us to positively impact people's lives, build exciting careers and enjoy great professional relationships and teamwork."

UF HEALTH | QUALITY

SUPPORTING PATIENT SAFETY AND QUALITY CARE

In March, UF Health faculty, staff and students gathered at UF Health facilities to celebrate Patient Safety and Quality Week, presented by the UF Health Sebastian Ferrero Office of Clinical Quality and Patient Safety. Activities focused on reinforcing safe practices and awareness among staff. Events included patient safety displays, a poster session featuring more than 70 quality initiatives, a virtual scavenger hunt and dynamic keynote speaker Colleen Sweeney, R.N., B.S. For more quality resources and initiatives, visit bridge.UFHealth.org and click on "Quality Site (GNV)" from the Quality widget.



TO DO

UF HEALTH SHANDS | PEOPLE

NATIONAL HOSPITAL WEEK EVENTS

In honor of National Hospital Week, we celebrate everyone who provides and supports patient care across UF Health Shands. You — our talented faculty physicians, nurses, residents, staff and volunteers — represent the very best in innovative, quality patient care and compassionate, hospitable customer service. Thank you for the work you do every day to care for our patients and to support each other.

Specialty coffee bar

7-9 a.m. Monday, May 11

UF Health Shands Psychiatric and Rehab Hospitals

Staff appreciation lunch*

11 a.m.-2 p.m. Tuesday, May 12

UF Health Shands Hospital Cafeteria
1329 Building Cafeteria

Cookies!

Overnight cookie deliveries to staff

11:30 p.m. Tuesday, May 12 to

3 a.m. Wednesday, May 13

UF Health Shands Hospital

UF Health Shands Cancer Hospital

Cookout on the patio

11 a.m.-2 p.m. Wednesday, May 13

UF Health Shands Psychiatric and Rehab Hospitals

Ice cream socials

2-4 p.m. Wednesday, May 13

UF Health Shands Hospital

UF Health Shands Cancer Hospital

UF Health Medical Plaza Food Court

1329 Building Cafeteria

More cookies!

Cookie deliveries to staff

Thursday, May 14

UF Health Physicians practices

Satellite patient care and support locations

Ice cream social

2-4 p.m. Friday, May 15

UF Health Shands Psychiatric and Rehab Hospitals



Get 10 percent off* at select UF Health Shands dining locations during business hours on Tuesday, May 12. Signage will be posted advertising the discount.

**10 percent discount not applicable on the already specially priced staff appreciation lunch menu items.*

UF HEALTH SHANDS | SERVICE

TAKE CONTROL OF COMPUTER SECURITY

May is Internal Audit Awareness Month, and UF Health Shands Audit Services has a few tips on how you can protect organizational and personal assets from privacy breaches, exposed records and malware:

- Be aware of phishing scams where fraudsters send official-looking — but fake — emails and/or texts to trick you into giving out information or loading malware onto your devices.

- Always delete these emails and/or texts; never reply or click links. Even clicking once could lead to significant problems.
- Report anything out of the ordinary with your account or your computer.

Look for future tips in Shands News, News&Notes and emails.



UF HEALTH | SERVICE

TAKE CHARGE OF YOUR HEALTH

From 8:30 a.m. to noon Thursday, May 28 the UF Health Community Health Fair will be held at the Hilton UF Conference Center (1714 SW 34th St.). Join us and explore free resources.

The event is free and open to the public. Advanced registration is requested. Call 352-733-0000 or visit UFHealth.org/events to register.

Free health screenings, including:

- Blood pressure • Cholesterol/glucose
- Bone density • Body composition

Health information:

- Hands-only CPR • Early heart attack care
- Stroke • Diabetes • Cancer • Women's health
- Children's health • Accident prevention
- Advanced directives • Ask the doctor

