



UF HEALTH SHANDS INTERNAL NEWSLETTER

VOL. 11 NO. 5 | NOVEMBER 2015

# NEWS & NOTES

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# NEWS&NOTES

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FSC LOGO

UF HEALTH | PEOPLE

# Heroes among us

**In this edition**, we highlight seven of our colleagues who served in the U.S. Armed Forces. While we don't have enough pages to profile all of the military veterans among us here at UF Health, this edition is our way of honoring each of them.

I've always been extremely grateful to those who serve and have served in our military. These individuals are incredibly brave.

We spend much of our lives doing everything in our power to stay out of harm's way. We wear our seat belts, apply sunscreen, lock doors, visit physicians and install smoke detectors. For those of us who are parents or pet owners ... don't even get us started.

But here you have people who consciously raise their risk of encountering harm by joining the military and serving our country. We all hope that our military personnel stay safe, but none of us can predict the future and serving is a risk those who join the military are courageously willing to take. Thanks to those willing to protect us, our nation has a volunteer-based military.

For military veterans, health care work seems like a natural fit, as they are inclined to serve others. The skills and experience they acquired during their service add another dimension to our workforce at UF Health. We are very grateful to have them as colleagues.

Beginning on page 6, you'll learn more about the veterans we highlighted in this edition — where they were stationed the longest, what branch they served in and how their experiences have helped them at UF Health. You've probably passed by one of them, or even worked with them, and weren't aware of their service to our country. They deserve our appreciation.

Also in this edition, we look at several teams working hard behind the scenes to make our organization great, including the UF Health Contact Center and the Patient Experience department's Language Access Services team. We continue our Q&A feature with our CEO **Ed Jimenez** on the following page, and I encourage you to email me a question for him to be considered for a future edition ([taylt@shands.ufl.edu](mailto:taylt@shands.ufl.edu)). Finally, exciting improvements are on the way for News&Notes — read about them on page 20.

Todd Taylor  
News&Notes Editor  
UF Health Communications

## Q&A with the CEO — Ed Jimenez



During a flu vaccination event, Ed Jimenez visited with UF Health Shands Occupational Health Services staff: (left) Beverly Hernandez, R.N., and Iechia Houston, office representative.

**We caught up with our UF Health Shands CEO Ed Jimenez** and asked him about several things happening at UF Health this fall. If you have a question for him, email [taylt@shands.ufl.edu](mailto:taylt@shands.ufl.edu) and we'll consider it for an upcoming edition of News&Notes.

### How do military veterans improve our workforce at UF Health?

Our employees with a military background have a commitment to get behind a cause and complete a mission. In the work we do, we have three missions (education, research and patient care), and these employees really thrive in accomplishing them. They are dedicated to service and putting others before them — and you see that with all our staff. They also have great pride in the work they do. During our annual Veterans Day event, I look into the crowd and see how proud people are of the service they've provided our country, and the pride their colleagues have for their contributions.

*Turn to page 6 to view profiles of several veterans who work at UF Health.*

### This month, we take a behind-the-scenes look at the UF Health Contact Center. How vital is this department to day-to-day operations?

Agents at the Contact Center are a huge part of what we do, and they are here 24/7. They are our connection to LifeQuest; our backup to outpatient practices after hours; at the core of the communications team during emergencies and major issues; and so much more. They are our vital link to the outside world.

*Turn to page 10 to learn more about the UF Health Contact Center team.*

### We also profile the medical interpreter team. Why is their work so important?

Imagine you're a patient — you're ill, scared and vulnerable. You need your care team to be able to communicate with you. If English isn't your primary language, you're left to either interpret what someone is telling you, or someone's going to do their best to speak to you in your language.

But the best solution is to have the information delivered to you clearly in your language, whether it's through a certified interpreter or through our technology. This is why the work this team does is so important.

*Turn to page 13 to learn more about the medical interpreter team.*

### How are things going with the construction of the UF Health Heart & Vascular Hospital and UF Health Neuromedicine Hospital?

We are making great progress on the towers. It's pretty cool to watch the construction. Right now the project is on time and on budget, and it's important for us to keep it going this way. We remain a major destination for everything patients need in neuromedicine and heart and vascular care.

*Keep up with this project and others at [blueprints.UFHealth.org](http://blueprints.UFHealth.org).*

### What should employees look out for as we approach the winter months?

I want our staff to look out for their families. Holiday season is a time for everyone to be thankful for what they have; enjoy the company of their families and friends; take a look back on what they've accomplished in their lives; and know that this organization cares about them. **N&N**



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**IT TAKES A SPECIAL INDIVIDUAL** to dedicate part of his or her life to serve our country. Throughout UF Health, we're surrounded by many men and women who have done just that, most without ever mentioning their service. The men and women highlighted in this issue are true heroes to our patients and our staff. Their selflessness and desire to serve translates well to their respective careers in health care.

Through this feature, we honor and recognize these individuals for their service to our country and their dedication to our organization.

Thank you to all our veterans and to those currently serving.

**JANET CHRISTIE**  
*SENIOR VICE PRESIDENT, HUMAN RESOURCES*  
*UF HEALTH SHANDS*



**U.S. COAST GUARD, 5.5 YEARS**  
**AVIATION ELECTRONICS TECHNICIAN SECOND CLASS, AET2**

### **RAFAEL HERNANDEZ**

#### **What led you to UF Health following your military service?**

I volunteered at the Malcom Randall VA Medical Center, working as a medical supply technician. I enjoyed the work so much that when a job opportunity opened up at UF Health I decided to apply.

#### **How has your military experience helped you at UF Health?**

The Coast Guard Core Values are honor, respect and devotion to duty. These values, which were instilled in me while on active duty, have helped me excel in each job that I have had. I also worked as a storekeeper for aviation supplies at the Coast Guard Air Station Borinquen.



**UF HEALTH SHANDS SUPPLY CHAIN SERVICES**  
*INFORMATION ASSOCIATE*

U.S. AIR FORCE, 6 YEARS  
STAFF SARGENT

## BRAD KOWAL

### How has your military experience helped you at UF Health?

My military experience helped me develop leadership and organizational skills.

### Do you have a meaningful story to share from your time in the military?

When I was deployed to Turkey, I quickly learned about a drastically different culture. Turkey is a strong ally of the U.S. — has been and continues to be. When we landed, we were briefed on customs (for example, crossing your legs and pointing your sole at someone is considered offensive). You also gain an appreciation for the American quality of life. I think everyone should serve two years once they graduate high school or turn 18. Military service really helps polish what you have or teach what you don't have.



DATA CENTER OPERATIONS  
ASSOCIATE DIRECTOR OF COMPUTER OPERATIONS



U.S. AIR FORCE, 23 YEARS  
COMMANDER, 959TH MEDICAL OPERATIONS SQUADRON

## J. PETER R. PELLETIER, M.D.

### How has your military experience helped you at UF Health?

My combat medicine experience provided unparalleled expertise in transfusion in mass casualty and massive trauma events. Experiences at the premier Air Force hospital gave me expertise with solid organ transplant, human progenitor cell transplant, extracorporeal membrane oxygenation and Level I trauma care.

### Do you have a meaningful story to share from your time in the military?

A soldier with severe injuries from an improvised explosive device was brought to our third-echelon hospital, a 64,000-square-foot tent, for resuscitation and treatment. Within 24 hours of injury, he had three near-death episodes by severe blood loss. With support of the blood bank, he received 250 units of blood products. He was stabilized then brought via a transatlantic ICU transport to a stateside medical center. Three days after receiving his initial injuries he woke and greeted his family and friends by name.



UF COLLEGE OF MEDICINE, DEPARTMENT OF PATHOLOGY, IMMUNOLOGY AND  
LABORATORY MEDICINE AND DEPARTMENT OF ANESTHESIOLOGY  
CLINICAL ASSOCIATE PROFESSOR; MEDICAL DIRECTOR OF TRANSFUSION SERVICES

U.S. AIR FORCE AND AIR FORCE RESERVE, 24 YEARS  
MAJOR, U.S. AIR FORCE RESERVE

## KATHY RAPACKI, ARNP

### What led you to UF Health following your military service?

I moved here to attend graduate school and advance in my military career. The University of Florida and the University of Miami had the program I wanted. I chose UF. I heard UF Health Shands Hospital was a great place to work and was lucky enough to get a position here.

### How has your military experience helped you at UF Health?

I had a variety of military training and experiences, which enhanced my nursing knowledge and abilities.

### How do you celebrate Veterans Day?

I make sure that I have the day off. I fly the American flag and remember those who served and are no longer here.



UF COLLEGE OF MEDICINE, DIVISION OF VASCULAR SURGERY  
AND ENDOVASCULAR THERAPY

NURSE PRACTITIONER



U.S. NAVY, 8 YEARS  
TORPEDOMAN'S MATE SECOND CLASS (TM2)

## EVA RUMMEL, R.N.

### How has your military experience helped you at UF Health?

Beginning in boot camp and throughout my military career, there was always an emphasis on teamwork. Working so closely with such a large and diverse group of people was a precursor for the teamwork necessary for my work as a nurse.

### Do you have a meaningful story to share from your time in the military?

I was a member of the Ceremonial Honor Guard and performed gun salutes at military funerals. At one funeral, there were only a few family members. As always, our team performed our best, and the widow was so touched by our performance and attention to detail that she wrote a letter to our commanding officer. It was nice to know that she appreciated what we did for her husband. We felt very privileged and honored to do so.



UF HEALTH SHANDS CANCER HOSPITAL ORTHOPAEDICS UNIT 6W  
REGISTERED NURSE



U.S. ARMY, 13 YEARS  
CAPTAIN, FIELD ARTILLERY

## LAURENCE M. SOLBERG, M.D.

### What led you to UF Health following your military service?

The opportunity to build and lead a program to make UF Health a national figure in the care of older Americans led me to my career here. My position allows me to accomplish this goal in both the clinical and educational areas.

### How has your military experience helped you at UF Health?

It was a maturing experience. My service in the U.S. Army Special Forces forever impacted my life.

I tested myself and pushed myself to the limits.

I also learned to be humble and listen to people, as they are your best assets to learn from. I learned to be a leader, manager, liaison, educator, mentor and advocate. I use all of these principles in my positions at UF Health.



UF COLLEGE OF MEDICINE, DEPARTMENT OF AGING  
AND GERIATRIC SERVICE

RUTH S. JEWETT PROFESSOR OF GERIATRIC MEDICINE;  
DIVISIONS OF GERIATRIC MEDICINE AND CAREER DEVELOPMENT AND EDUCATION CHIEF



U.S. NAVY, 5 YEARS  
BOATSWAIN MATE THIRD CLASS

## NEVADA STOREY

### How has your military experience helped you at UF Health?

The military teaches attention to detail and a good work ethic. It doesn't matter what job you are doing, just do it well.

### Do you have a meaningful story to share from your time in the military?

While stationed in Texas, I worked for base police. A hurricane hit, and I remember seeing all the civilians evacuating while we stayed. We filled sandbags, moved all motor vehicles to the flight line and hunkered down to wait. A few hours later, the course of the hurricane changed, and the crisis was over. It took two weeks for everyone to make it back to town.



UF HEALTH IT  
INFORMATION SYSTEMS SPECIALIST

## UF Health Contact Center

A behind-the-scenes look at a behind-the-scenes team





**Code Birth, Code Blue, STEMI Alert, SWAT, Trauma Alert, Disaster and Mass Casualty.** The UF Health Contact Center is responsible for handling emergency calls from outside and within our system, as well as overhead paging.

The team (formerly referred to as the Call Center) operates and processes more than 150 million calls each year for UF Health, including UF Health Shands and the UF colleges of Medicine, Veterinary Medicine and Dentistry. Although it is behind the scenes, the Contact Center is an integral part of UF Health.

“We are here for everyone!” said **Lisa Friedrich**, a Contact Center agent. “Not only do we connect doctors to doctors, but we transfer patients and families to outpatient practices and loved ones in the hospital; answer and take messages for 100-plus practices and departments; and are vital to life services like LifeQuest and the Tuberculosis Hotline.”

During weekends, holidays and after hours, the Contact Center handles incoming calls transferred from diverse programs, including UF Health Shands departments, UF Health Physicians outpatient practices, academic departments and the UF Health Physicians Patient Access Center. The team’s custom-designed phone system alerts them to incoming calls to physician practices and the agents take messages or page an on-call physician if a caller cannot wait and needs to speak with someone about an urgent medical situation.

An example of a vital emergency event is Code Blue — typically initiated by medical staff when a patient goes into cardiac arrest — which activates an alarm in the Contact Center. The agents must react immediately to dispatch staff correctly to the appropriate unit. Similar to Code Blue, all other codes and emergency situations have their own unique protocol to follow quickly without failure. The Contact Center system alerts the agent to the correct protocol and on-call groups.

Agents at the Contact Center enjoy the uncertainty each shift brings and take pride in assisting callers in emergency situations.

“I enjoy never knowing who or what kind of call I am going to answer next,” said **Theresa Brault**, who has been a Contact Center agent for 32 years. “We get them all. Some you laugh with, and some you want to reach through the phone and give them a reassuring hug.” **N&N**

### SPECIALTY SERVICES SUPPORTED BY THE UF HEALTH CONTACT CENTER:

nPOD Pancreas Research  
Donation

LifeQuest

CTSI Informed Consent  
Hotline

SWAT Emergency Line

STEMI Alerts

Cath Team Activation

Stroke Alerts

Sepsis Alerts

Code Navy

Pre-Code Navy

Code Blue

Code Birth

Adult SWAT

PEDs SWAT

Condition H

Pediatric Open Arrest  
Alert

Child Protection Team

Disaster Notification

Casualty Management

Bioterrorism

Bomb Threat

Severe Weather

System Failure and Loss  
of Utilities

Radiation Control

## BY THE NUMBERS:



**ANSWERING SERVICE  
TO 120 CUSTOMERS**



**MORE THAN 1.5 MILLION  
CALLS ANNUALLY**

**20**

workstations

**35**

agents/operators

### 1 ASSOCIATE DIRECTOR:

Sue Nestor

### 1 DIRECTOR:

Matt Cottler

### 1 MANAGER:

Denise Lane

### 4 SUPERVISORS:

Janie Cody

Gerald Criswell

Lindsey Hesters

Melia Jacquot



## Lab Notes: What's happening at UF Health?

Check out some recent research developments at UF Health



• A new five-year, \$7.15 million grant from the National Institutes of Health will support UF's continued study of MRI technology to track Duchenne muscular dystrophy disease progression. Duchenne muscular dystrophy affects about one of every 3,500 to 5,000 boys born each year in the U.S., according to the Centers for Disease Control and Prevention. The disease causes the muscles that control movement to progressively weaken and lose the ability to regenerate. In a previous study, UF researchers demonstrated that MRI technology provides a precise, noninvasive measurement of diseased leg muscle tissue in boys with Duchenne. MRI has the potential to offer rapid feedback on the effects of new therapies in clinical trials, allowing scientists to detect muscle changes from therapeutic treatments in as little as a few months, said lead investigator **Krista Vandenborne, Ph.D., P.T.**, UF College of Public Health and Health Professions physical therapy professor and chair.



• Do you remember the last blood pressure reading from your annual physical? If your physician told you the reading was in the normal range, it might be time for a reassessment. New findings, including research conducted at UF Health, suggest that lower blood pressure readings could cut the risk of heart attack, heart failure and stroke by a third and risk of death by a quarter in people 50 and older. Normal range for blood pressure is typically considered any number below 120 for the upper, or systolic, number, and less than 80 for the lower, or diastolic, number. For decades, physicians considered it unnecessary to treat blood pressure until it reached a systolic reading of 140 millimeters of mercury. This study found that aiming for 120 or below cut the rates of cardiovascular events and the risk of death, said **Mark S. Segal, M.D., Ph.D.**, UF College of Medicine nephrology, hypertension and renal transplantation chief.



• UF Health and Mount Sinai Medical Center in Miami Beach have received funding from the National Institutes of Health to establish an Alzheimer's Disease Research Center. "The state of Florida is one of the epicenters of the Alzheimer's epidemic," said **Todd Golde, M.D.**, UF Center for Translational Research in Neurodegenerative Disease director. The Alzheimer's Disease Research Centers, or ADRC, are a network of organizations across the U.S. funded by the National Institutes of Health, including the National Institute on Aging. Investigators at the centers aim to turn research into better diagnosis and care for people with Alzheimer's. While Mayo Clinic has an ADRC satellite center in Jacksonville, the UF/Mount Sinai newly funded center will be the only fully staffed ADRC located in Florida, and one of only 30 ADRCs in the U.S.



## A voice for our patients

### Medical interpreters bridge the language divide

**Imagine** entering a hospital, in need of medical attention. You don't speak English and aren't familiar with the building, the people and the processes. You feel helpless.

This situation is a reality for thousands of patients who come to UF Health Shands every year. Rising patient volumes have increased our number of Limited English Proficiency, or LEP, patients, heightening the demand for foreign-language interpretation services provided by the UF Health Sebastian Ferrero Office of Clinical Quality and Patient Safety's Patient Experience department.

The department's medical interpreters give our Spanish-speaking patients a voice. They interpret the information communicated between inpatients and their care team.

"The patients trust us because we understand them; we speak their language and know their culture," said **Charisa DeMott**, medical interpreter. "They open up to us because they feel comfortable."

Creating a bond with patients is essential — medical interpreters translate everything that is said and go anywhere communication is needed. Sometimes they're in the operating room when a woman is receiving a cesarean section. Or, they may have to help break the news and bring comfort to a patient who has an incurable condition.

"You share very intimate, personal moments with patients and their families," said **Roxana Urrutia**, medical interpreter. "We share the sadness and anguish, and also those joyful moments when a baby is born or a person can hear for the first time — those seconds make all the others worth it."

The team's three full-time medical interpreters undergo extensive training to become qualified to translate in a hospital setting. They learn the interpreter code of ethics, study medical terminology and test their cultural knowledge of Spanish-speaking countries.

"The team truly makes a difference for our hospitals," said **Anne Meiring**, senior quality improvement specialist. "The in-person relationships they build with our patients decrease the chance of adverse events due to miscommunication and significantly improve quality of care."

The team assisted with more than 6,000 patient encounters last year. The group also provides translation

services for written materials such as patient education packets, discharge instructions or consent forms.

Spanish medical interpreters are available 8 a.m. to 4:30 p.m. Monday-Friday to assist patients and their families free of charge. CyraCom interpreter phones can be used when medical interpreters are unavailable and for patients who speak languages other than Spanish. The 24-7 phone system provides immediate access to interpretation in 200 languages.

"This team is at the forefront of ensuring safe and effective care," said **Christine Cassisi**, Patient Experience director. "They accommodate a wide variety of levels of health literacy and help us deliver a great patient experience for our patients with LEP through their supportive, caring approach." **N&N**

"The patients trust us because we understand them; we speak their language and know their culture."

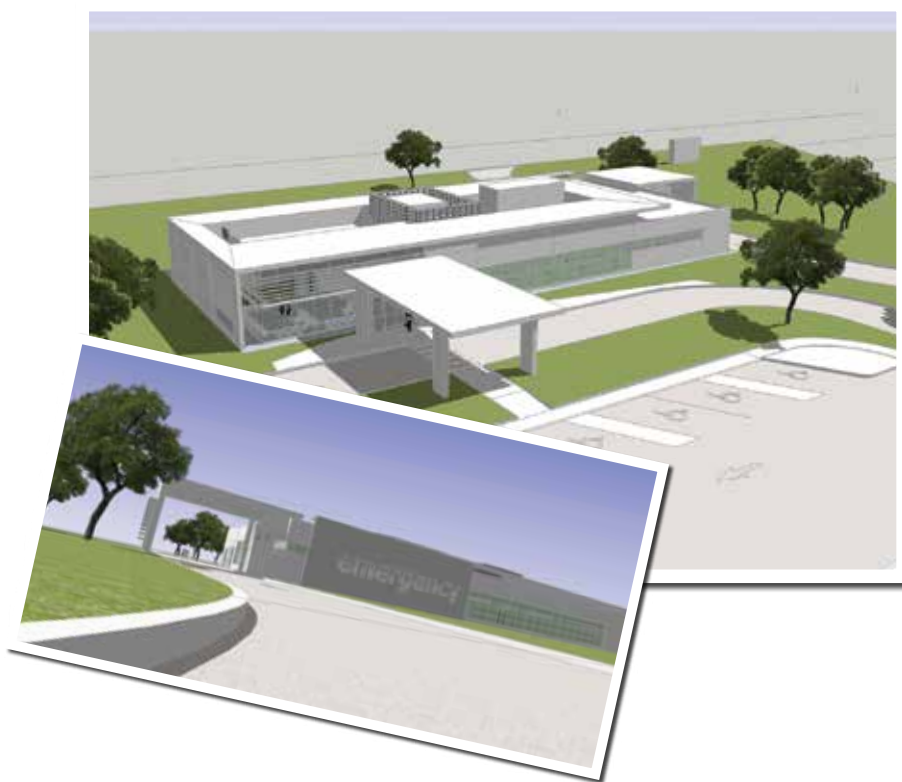
(From left) Roxana Urrutia, Raquel Bourget-Gras and Charisa DeMott are medical interpreters for the Patient Experience department.



### UF HEALTH | GROWTH

#### CONSTRUCTION FOR NEW E.R. BEGINS THIS FALL

These artist drawings show plans for the new 911-receiving, freestanding E.R. on Southwest Archer Road: the UF Health Shands Emergency Center at Kanapaha. The 10,000-square-foot facility with 11 exam rooms and three fast-track rooms will be located about 2.5 miles west of Interstate 75, near Tower Road. Construction begins this fall and it will open in the fall of 2016.



### UF HEALTH SHANDS REHAB HOSPITAL | SERVICE

#### STAFF USES STORYTELLING TO PROMOTE HEALING

Patients who have encountered a life-altering, devastating illness or injury often don't believe their difficult stories are worth telling.

Faced with a new reality, these patients must work to develop a new, positive story — a concept known as disability identity.

In an effort to help people complete their recovery, the UF Health Shands Rehab Hospital team started a project called Know Your Story, Know Yourself: Developing Disability Identity via Personal Storytelling. It is based on the concept

that each person has a story to tell, and research has shown that developing your personal story and sharing it with others is a powerful way to better understand your life.

The project is led by **Lindsey Dhans, M.O.T., OTR/L**, UF Health Shands Rehab Hospital brain injury occupational therapist, in conjunction with Self Narrate — the leading local organization for story development — and received a grant from the UF Medical Guild.

"We know that wellness comes from the recovery of minds as well as bodies," said Dhans. "Knowing and owning your story can help with that."

Volunteers are currently being trained to use a template to encourage patients to examine their life stories and create written, audio or video transcripts of the stories upon request of participants.

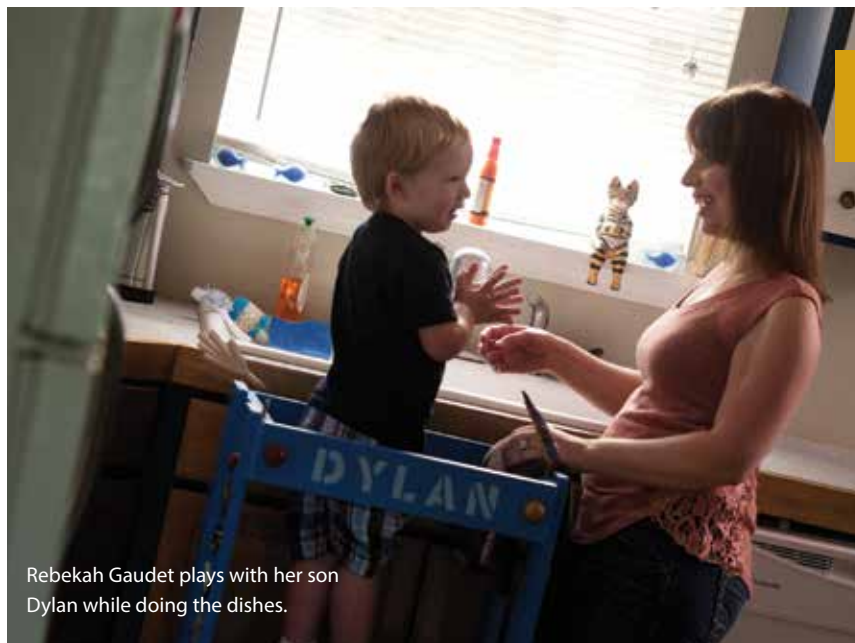
Once completed, UF Health Shands Rehab Hospital patient stories will be archived and shared through the Self Narrate website ([selfnarrate.com](http://selfnarrate.com)) with the goal of promoting awareness and offering hope for others as they develop their own stories.

"When a patient tells their story, they help heal themselves," said Dhans. "When they share it with others, the healing spreads."



## No Two Alike — Rebekah's story

Patient featured in new brand campaign received a “second chance at life”



Rebekah Gaudet plays with her son Dylan while doing the dishes.

### STATISTICS FROM THE FIRST MONTH OF OUR NEW BRAND CAMPAIGN, NO TWO ALIKE:

- TV commercials ran 702 times
- NoTwoAlike.org was visited 34,178 times
- Facebook videos were viewed 103,056 times

Become a UF Health brand ambassador by visiting [bridge.UFHealth.org/no-two-alike](http://bridge.UFHealth.org/no-two-alike) to learn more about the campaign:

- Watch the commercials
- See behind-the-scenes photos
- Find answers to FAQs

A 2-year-old boy squirms in his mother's lap and fusses while she tries to answer her doctor's questions. But Rebekah Gaudet doesn't mind having her son, Dylan, in tow during follow-up visits with her orthopaedic surgeon.

It wasn't long ago that the idea of coming out on the other side of a cancer diagnosis, marrying her sweetheart and starting a family seemed almost too much to ask for.

"I call him my miracle baby," Gaudet said. "There were times when I didn't know if I'd be lucky enough to become a mother."

Gaudet felt pain in her left arm and visited a walk-in clinic in Tallahassee in 2006. She was diagnosed with a malignant tumor in her humerus, the long bone that connects the shoulder to the elbow. She was referred to UF Health Shands Hospital.

**C. Parker Gibbs Jr., M.D.**, a UF College of Medicine orthopaedic oncologist, removed the tumor — along with Gaudet's shoulder, rotator cuff and humerus. He returned mobility to her

arm by reconstructing her shoulder and replacing the bone in her arm with one from a donor.

"There's nothing that's restricting me," said Gaudet, 30, who travels to Gainesville for annual check-ups. "I just live a normal life."

Gibbs focuses on limb-salvage surgery in children and adults with bone and soft tissue sarcomas of the pelvis and extremities. He is one of fewer than 200 surgeons nationwide considered an expert in this field.

He works closely with UF Health orthopaedic surgeons, pathologists, radiation oncologists, medical oncologists, oncology nurses and other support staff to create optimal treatment plans customized for each patient.

**Brandi Nunn, R.N.**, UF Health orthopaedics oncology nurse navigator, met Gaudet when she was diagnosed.

"I remember her mom being really nervous about the treatment process for Rebekah," Nunn said. "I had to reassure her that it would be OK. We were going to take care of her."

Nunn said as an oncology nurse, she is an advocate for her patients.

"I have to know when to speak up for my patients because, ultimately, I want to get them the best care in the best way possible," she said.

Gaudet said she's thankful for Gibbs and his team. She said without them, she may not be here today.

Gibbs said, "To watch Rebekah go through her treatment, survive her treatment and her cancer, and then move on with her life and have a beautiful baby boy ... it's the reason we do what we do. To see things like that happen." **N&N**

Visit [NoTwoAlike.org](http://NoTwoAlike.org), our public website, to learn more about the patients and care providers featured in the campaign. Please share this resource with patients, friends and family!



UF HEALTH SHANDS HOSPITAL | PEOPLE

MEETING HIS MUSICAL HERO



Tori Kelly surprised former UF Health Shands Hospital patient, and AIM participant, Jamal Davis in the recording studio.

Music was a lifeline for Jamal Davis, a former UF Health Shands Hospital patient. After a successful heart transplant, he never expected to meet the singer whose music he listened to nearly every night in his hospital bed.

Davis was diagnosed with an enlarged heart his senior year of high school. After eight years of declining health, he came to UF Health Shands Hospital in need of a heart transplant. During four months of hospitalization, he formed a special bond with UF Health Shands Arts in Medicine musician **Ricky Kendall**.

They spent hours talking, singing, recording and sharing their mutual love of music. When one of Davis and Kendall's Tiny Bed Sessions (bedside concerts inspired by National Public Radio's Tiny Desk concert series) was brought to the attention of singer-songwriter Tori Kelly, she traveled to Gainesville to meet him.

Watch a special edition of Tiny Bed Sessions to see Davis get the surprise of his life. Visit [artsinmedicine.UFHealth.org](http://artsinmedicine.UFHealth.org) and search "Tiny Bed Sessions" to see his collaboration with Kelly.



UF HEALTH | PEOPLE

WALKERS SHINE LIGHT ON MENTAL ILLNESS

Medical residents, therapists, physicians and staff from UF Health Psychiatry rallied together at the National Alliance on Mental Illness walk in early October to kick off Mental Health Week. To show support for the local chapter of NAMI, UF Health Psychiatry served as the primary sponsor of the walk and joined mental health providers around North Central Florida to spread awareness about mental health and available treatment options. UF Health Psychiatry offers inpatient and outpatient psychological and psychiatric services for children, adolescents, adults and seniors with mental health challenges. To learn more about psychiatric treatment options at UF Health, visit [UFHealth.org/childpsych](http://UFHealth.org/childpsych), [UFHealth.org/adultpsych](http://UFHealth.org/adultpsych) or [UFHealth.org/psychhospital](http://UFHealth.org/psychhospital).

UF HEALTH | PEOPLE

JIM KELLY NAMED SVP, CFO

**James J. Kelly Jr.** has been named senior vice president and chief financial officer for UF Health Shands.

Kelly has served as interim senior vice president and CFO since January. He originally came to UF Health Shands in 2012 as vice president for finance.

"Jim has tremendous expertise and has earned the confidence and trust of leaders at UF Health Shands," said **Ed Jimenez**, UF Health Shands CEO. "He has shown that he can balance thinking about our patients and our employees while maintaining a fiscally healthy organization."



James J. Kelly Jr.

Kelly's responsibilities include overseeing all revenue cycle activities, including managed care contracting, as well as accounting, tax and reimbursement, financial planning and analysis, supply chain and accounts payable, and treasury functions.

**David S. Guzick, M.D., Ph.D.**, UF senior vice president for health affairs and UF Health president, said, "We are fortunate to have Jim with us during this period of growth as we continue to focus on patient care, research and education in advancing the missions of the University of Florida."



## UF HEALTH | PEOPLE

## Going the extra mile for staff

Team excels in employee satisfaction and retention



**“Let us wear jeans** with our uniform shirts instead of dress slacks.”

It was a simple request dropped in the UF Health Physicians Patient Access Center’s employee suggestion box, and fulfilling it was just as easy.

“But it meant a lot to our staff,” said **Mary Ellen Frey**, operations coordinator. “The little things make a big difference.”

Since the Access Center was established in 2011, it has consistently received a Tier One rating on the UF Health Shands Employee Engagement Survey. This year was no different — satisfaction was high and comments were glowing.

“Our goal from the beginning was to make the center a place that not only delivered outstanding care to our patients, but created an environment that staff wanted to be part of,” said **Kelly Kerr**, senior director. “We really try to listen to our employees and their ideas.”

Neither patients nor the public visit the Access Center, but far from being isolated, the team has developed a welcoming, family-like environment. Tasteful decorations adorn the walls,

personal pictures are displayed and team members often bring baked goods or pizza to share. There’s a quiet room where employees can take a break and a prize basket is stuffed with incentives of candy and trinkets.

“I think it starts from the top — all supervisors foster a sense of teamwork through reward, recognition and praise,” said Frey. “We have a culture where everyone rallies to be patient- and team-centered.”

The annual Employee Engagement Survey is open to all UF Health Shands employees and UF employees who are members of core service departments. Leaders are encouraged to discuss survey results with their teams and implement effective processes to address areas of improvement.

The Access Center’s managers enlist an open-door policy to stay connected with employees and be actively involved in the daily routine. A robust social agenda keeps the team engaged, and a break room gives them a place to congregate, bond and laugh over lunch.

“Our employees are the key to the

UF Health Physicians Patient Access Center coordinators (from left) Jamisha Jenkins, Andrea Bolton, Remy Snapp and Dawn Hawley dressed up for a “Grease”-themed costume contest to celebrate the center’s fourth anniversary.

center’s success,” said Kerr. “They bring a wealth of ideas about how to improve, and we are always willing to listen and implement their suggestions whenever possible.”

The team of 119 handles incoming patient calls, faxes and referrals, and provides scheduling, customer service and real-time problem-solving for callers.

**Kourtney Mitchum**, a supervisor, received a five-star rating this year on the survey question: “The person I report to treats me with respect.” Mitchum teared up when her team presented her with congratulatory cards, each one filled with encouraging words and a \$5 bill.

“My team makes my job easy,” said Mitchum. “We’re a family here.” **N&N**



“Tablescapeing” is a popular activity at the Access Center to celebrate momentous occasions.

UF HEALTH SHANDS | SERVICE

## SELECT YOUR BENEFITS THROUGH NOV. 19

Benefits open enrollment for UF Health Shands employees ends Nov. 19. To ensure you're enrolled in the benefits that are best for you and your family, take the time to explore our resources.

### In person

- Nov. 5-19: Visit enrollers at the UF Health Shands Hospital Atrium, who will answer questions and offer guidance.
- Nov. 13: Attend Benefits Information Day at the UF Health Shands Rehab Hospital/UF Health Shands Psychiatric Hospital.
- Nov. 16-18: Attend a Benefits Information Day at the UF Health Shands Hospital Atrium.

### Online

- Resources are posted on the Bridge under "Employee Services" and "HR Gainesville – Shands" to help you assess options and make selections online.

### Questions?

Visit the Bridge and search "Benefits" or call 352-265-0043.

Also follow HR's "FYI: Announcements" section on the Bridge home page for additional reminders.

UF HEALTH | SERVICE

## CHECK YOUR TEXT AND EMAIL ALERT OPTIONS

Stay aware during emergency events with the recently expanded UF Alert System, which now includes a UF Alert-Shands group for text and email alerts. Go online and check preferences to opt in or out of key groups that provide clear internal communications and instructions during emergencies that impact our clinical programs and facilities. **Here's how:**

### UF Health Shands staff:

1. Go to the UF Health Bridge.
2. From the Bridge home page, hover over "Employee Services" and click "Employee and Manager Self Service."
3. Sign in.
4. Select "Main Menu" and "Self Service."
5. Under the "Personal Information" menu, click "Office Location Details."
6. Scroll down to the bottom of the page and select the correct UF Alert preferences.

### UF or UF Health Shands staff:

1. Go to the myUFL website at my.ufl.edu.
2. Click on the "Access myUFL" button and sign in with your GatorLink username and password.
3. Select "Main Menu."
4. Under the "My Account" menu, click "Update Emergency Contact."
5. Scroll down to the bottom of the page and select the correct UF Alert preferences.

**If you have a role in hospital-based emergency or disaster response for UF Health Shands, you are encouraged to sign up for the UF Alert-Shands group. Please talk with your director if you have questions.**

ELDERCARE OF ALACHUA COUNTY | FINANCE

## ELDERCARE HOLIDAY DRIVE SEEKS DONATIONS

UF Health Shands Occupational Health Services is partnering with UF Health Volunteer Services to sponsor the annual ElderCare Holiday Drive, an event through which employees can donate much-needed items from socks to spaghetti sauce to help area seniors.

Donations of personal care items, non-perishable foods, paper goods, household goods and other necessities are requested to assist homebound seniors on a fixed income who may otherwise do without. Items may be dropped off at OHS or Volunteer Services.

ElderCare of Alachua County is a grant- and donation-funded agency that provides home and community-based services for the elderly in our area. For more information about the ElderCare Holiday Drive, please call 352-265-0680, ext. 44832.



## UF HEALTH | SERVICE

## IT'S NOT TOO LATE TO GET YOUR FLU VACCINATION



**For more information,  
visit Flu Central at  
[bridge.UFHealth.org/flu](http://bridge.UFHealth.org/flu).**

With the Oct. 30 flu vaccination deadline behind us, faculty, staff, students and volunteers without a green flu vaccination sticker on their badge are required to wear a surgical/procedural mask in UF Health Shands, UF Health Physicians and other patient care areas during flu season, through March 31.

## IT'S NOT TOO LATE TO GET YOUR VACCINATION.

**The following workers can visit UF Health Shands Occupational Health Services for a free flu shot:**

- UF Health Shands employees and volunteers
- UF Health Physicians employees
- UF College of Medicine faculty physicians, residents and fellows
- Credentialed ARNPs
- Credentialed physician assistants
- Credentialed medical staff

Other UF faculty and staff can contact the UF Student Health Care Center regarding flu vaccinations.

Once you receive your flu vaccination, you will be required to wear a mask in patient care areas for two more weeks until the vaccine provides full immunity.

If you received your vaccination elsewhere, submit proof of vaccination to OHS to get a sticker for your badge.

OHS is open from 7 a.m. to 5 p.m. Monday through Friday and is located at UF Health Shands Hospital (north campus), Room 1004.

## UF HEALTH | SERVICE

## BE A SECURITY SUPERHERO! MASK YOUR MOBILE DEVICES

Organizations nationwide are increasingly the target of information and data breaches. These can be prevented if everyone protects their computers and mobile devices — including personal devices. Treat your mobile device like your house or your car: Lock it when you're away from it.

Encrypting your mobile device will protect its information in the event it is lost or stolen.

Encrypting a mobile device means securing your device so that your private information stays that way — private.

Set up your device to lock after 15 minutes (or less) of inactivity, requiring a password.

Program your device to "remote wipe" if you are unable to retrieve it.

Be careful when connecting to a WiFi network outside the UF Health network or any publicly available WiFi.

## SUPERHERO TIP #14:

Your mobile device stores sensitive and private information, too.

**Know the  
threats!**

**Help  
protect!**

**safeguard your  
WORK!**

UF HEALTH SHANDS CHILDREN'S HOSPITAL | FINANCE

## FESTIVAL OF TREES BENEFITS CHILDREN'S HOSPITAL

The second annual Festival of Trees event, benefiting the Children's Miracle Network at UF Health Shands Children's Hospital, will be held Dec. 3-5 at Tioga Town Center. The event consists of a weekend-long silent auction of decorated trees and wreaths, and strives to bring the Gainesville community together to kick off the holiday season and support the health care needs of our local kids. Community members and businesses have the opportunity to support this event by becoming an event sponsor, donating a decorated tree or wreath or attending the event to purchase a tree to take home. For more information about the event, visit [giving.UFHealth.org/Trees](http://giving.UFHealth.org/Trees).



UF HEALTH | SERVICE

## COMPLIANCE WANTS TO HEAR FROM YOU!

The UF Health Shands Compliance team promotes good corporate citizenship; identifies high-risk areas; prevents and detects violations of our Code of Conduct; and helps to ensure that we comply with federal, state and local laws. Our organization is fortunate to employ vigilant and conscientious staff members who understand the importance of compliance in the health care setting.

Please take a few minutes to complete the Compliance Awareness Survey. This survey is open to all UF Health Shands employees and available during the month of November.

### Take the Compliance Awareness Survey

We appreciate your feedback and suggestions to help us improve our compliance program. For example, changes were made to the look and feel of the survey in response to comments received from last year's survey. We want to hear from you!

You should have received an email with a direct link to the survey. The link is also available on the Compliance and Privacy Bridge site and on the Bridge home page — visit Compliance and Privacy's "FYI: Announcements" section. The survey is confidential, only takes a few minutes to complete and is available through Nov. 30.



UF HEALTH | SERVICE

## WE'RE LISTENING — NEWS&NOTES UPGRADES COMING SOON!

Thank you for participating in this summer's News&Notes readership survey.

It's been more than five years since we last redesigned this publication, and using your input, a "facelift" is coming soon. The upcoming redesign won't reinvent the wheel, but rather will refresh and modernize it.

Additionally, big upgrades are on the horizon for our website ([news-notes.UFHealth.org](http://news-notes.UFHealth.org)). Introduced in September 2014,

our newsletter website has received a dramatic increase in visits over the last six months and our survey shows you enjoy accessing News&Notes online, as well as in print.

All of these upcoming changes will support our mission to inform, engage and support our readers. We know you'll like what you see! Stay tuned, and thanks for reading News&Notes, the UF Health Shands internal newsletter designed to support everyone who provides care and service for our patients and visitors.