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Becker's Healthcare adds your workplace to annual list

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Heart and neuro hospitals recognized for design excellence

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UF Health Shands nurses epitomize theme of "Inspire, Innovate, Influence"

**UF HEALTH 2018 CUSTOMER SERVICE IS THE KEY NOMINEES**

# What **inspires** you?



UF HEALTH | CARE+QUALITY

## NATIONAL NURSES WEEK 2018

*Celebrating our nurses and patient care teams*

BY IRENE ALEXAITIS

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future issues of News+Notes.

Read News+Notes online at  
[news-notes.UFHealth.org](http://news-notes.UFHealth.org) (and on  
Bridge under "News & Events" tab).

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

We have celebrated another National Nurses Week and I can't help but reflect on our accomplishments and the impact our nurses and patient care teams have made throughout this organization. From reviewing nursing research to reading through DAISY Award stories, I never cease to be amazed by our nurses' dedication to providing quality care.

This year's national theme — Nurses: Inspire, Innovate, Influence — highlights how our nurses impact the people and environment around them. Regardless of their unit or areas of focus, there is one common theme that unites our nurses — their passion for others. Each day they inspire and push one another to be better versions of themselves. Their ingenuity and quick thinking helps us improve quality patient outcomes and each of them helps influence the future of our organization. Our nurses are movers, shakers and motivators, and at UF Health, we have the best of the best!

One of the most exciting events during this special week is our annual Nightingale Award Ceremony. At this event, we highlight unit and individual accomplishments across UF Health Shands. For a recap of Nurses Week and to view the Nurses Week video, visit Shands News at [news.my.shands.org](http://news.my.shands.org) or go to the Bridge under the "News & Events" tab.

To our nurses and patient care teams, thank you! You consistently go above and beyond to make UF Health the best place to receive care and the best place to work. Your strength and resilience helps motivate me on my most challenging days, and I am proud and thankful to stand among you.

Thanks for all you do!



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

UF HEALTH SHANDS | HOSPITALITY+SERVICE

## Q&A WITH THE CEO – ED JIMENEZ

*What inspires our UF Health Shands CEO? Find out here.*



UF Health Shands CEO Ed Jimenez recently visited with team members from UF Health Shands Human Resources. (From left) Sheila Bing, senior compensation assistant; Yvonne Bivins, HR payroll associate; Rita Bush, senior compensation assistant; and Kara White, senior compensation assistant.

**O**n the wall above his desk, UF Health Shands CEO **Ed Jimenez** has a large framed quote by Jimmy V., aka Jim Valvano. He was an American college basketball player, coach and broadcaster who motivated many and supported cancer research following his own diagnosis.

The quote reads, “How do you go from where you are to where you wanna be? And I think you have to have an enthusiasm for life. You have to have a dream, a goal. And you have to be willing to work for it.”

It seems appropriate to ask about this quote as we mark several staff celebrations and recognize Customer Service is the Key honorees, with inspiration as a common theme.


### As our CEO, what fuels your enthusiasm?

I’ve said it before: I am inspired by the people around me. Our faculty and staff have passion. And then they have the determination to put that passion into action. In this organization, you see people doing their best work as an expression of who they are. What makes a person be of great service? Without asking them to verbalize their choice or behavior, you watch them and see they follow a calling. Some people have a natural drive to touch peoples’ lives, and we see amazing acts of kindness and thoughtful care. When I ask staff about it they usually say it’s part of their job. They’re so used to expressing compassion, they see it as normal and routine. But it’s a special way of being, and I don’t take it for granted.

### What do National Nurses Week and National Hospital Week mean to you?

Our hospital Nursing and Patient Care teams have a motto, “Experienced care, expert caring.” That sums up their philosophy to meet the humanness in others with our own humanity. Faculty and staff across the organization seem to pay attention for ways to fulfill the needs of our patients and families. They celebrate milestones and create special moments for patients in a very personal way. It goes beyond providing excellent medical care because they also put their hearts into their work. We need to celebrate that kind of commitment and inspiration.

### Do you see yourself as a motivational leader?

I am here to guide, coach and cheer. All our leaders are here to help, support and keep recognizing the outstanding work of our staff. But when you’re in a place like this, you don’t really have to stoke the fire — our people are passionate by nature. Look around, and you see it. 

### WANT TO SUBMIT A QUESTION?

Email Michelle Moore, assistant director of strategic communications, at [moormm@shands.ufl.edu](mailto:moormm@shands.ufl.edu) and we’ll consider it for an upcoming edition.

Dear Colleagues:

Each day, we hear dozens of heartfelt stories describing the compassionate care and acts of kindness demonstrated by you — our dynamic faculty, residents, nurses, staff and volunteers. From lifesaving procedures and new trailblazing research to small acts of kindness, each day, you find a way to inspire those around you. You cultivate the stories that fuel the warmth in our organization.

Over the next few pages, you'll read about some of our team members who have gone above and beyond and have left an impact on our patients, families, visitors and co-workers. Alongside each picture, you'll see words and phrases they shared that inspire them daily in their roles at UF Health, and throughout their personal life journeys. As you read through each page, I challenge you to ask yourself what inspires you in your role. Perhaps it's a memory that's impacted you, a conversation that changed your perspective or a personal connection that pushed you toward reaching a goal.

Personally, I am inspired by our incredible employees on a daily basis. Serving on the Customer Service is the Key committee gives me an opportunity to hear about hundreds of small and large acts of kindness and caring provided by our clinical and support staff on a regular basis. And what makes us great is that it isn't only the caregivers who look out for our patients and visitors — it's employees from Facilities, Food and Nutrition Services, Environmental Services, Finance, Human Resources, IT, Security, Transportation and other teams who also consider it part of their mission and reason for working here. All of our staff have our patients' best interests at heart.

It also inspires me every year at the Milestones Banquet to see and visit with the employees who have worked here for so long and who dedicated their careers to UF Health Shands. Clearly, working here is not just a job to them: It's a calling.

You'll see how our CSK nominees are shaping how we care for everyone who enters our doors. Their stories are inspiring, and now we encourage you to also go out and create your own story. I look forward to reading how you continue to impact our organization.

Thank you,



Janet Christie  
Senior vice president, Human Resources  
UF Health Shands



FEATURED 

UF HEALTH | HOSPITALITY+SERVICE

**UF HEALTH 2018 CSK**

# What **inspires** you?

BY NACUYA LEWIS · PHOTOS BY JESSE JONES





## **JEREMY CLARK**

Security officer  
UF Health Shands Security  
Years of service: 4

Jeremy Clark is always ready to lend a helping hand. After working numerous hours during Hurricane Irma last fall, he was headed home when he noticed a UF Health employee, with her infant son strapped to her, attempting to pull a 50-pound suitcase up the parking garage stairs. Not only did Jeremy stop and offer support, he helped her to her car and did the heavy lifting with her suitcase. Jeremy, we're grateful for your selfless care for others.



**DEVIN COLSON, C.E.T.**

Support technician  
UF Health Shands Children's Hospital  
Pediatric ICU  
Years of service: 4

Devin Colson's focus is not just on each patient, but also on each patient's family members. For more than six months, Devin built a relationship with a family who had two pediatric patients in our care. Each day, she spent time bonding with the third sibling, a 4-year-old older sister of the two patients, helping her feel more at home. From dancing and painting to providing snacks, Devin helped reduce the child's anxiety about her family's crisis. Thank you, Devin, for supporting family care and understanding children's special needs.

*Patients and families*



**BRAVE  
WARRIORS**

*Don't worry,  
be happy.*

# Trust Caring Vulnerability Community

## CINDY HARE

Population Care manager  
UF Health Managed Care  
Years of service: 3

Cindy Hare brought a new meaning to patient-centered care. When a patient was referred to Cindy for assistance with their medication, she found a grant that would drastically transform the quality of life for the patient and their family. With Cindy's help, the patient received a new roof and a home renovation to better accommodate the patient's physically disabled children. Cindy located the grant on a database of community resources that she developed for UF Health care providers. We applaud Cindy for treating the patients she serves as if they are members of her own family.

# Patients



**VICTORIA HOLLEY,**  
**R.N., BC-MS, A.S.N.**

Registered nurse  
UF Health Shands Hospital Unit 64  
Years of service: 11

Victoria Holley is focused on the physical and emotional healing of our patients, and her actions show it. While caring for a patient, Victoria discovered that the patient's stress and anxiety was attributed to his lack of shelter and clothing. After learning about the situation, she and another teammate purchased clothing and other items to help the patient become more comfortable with his upcoming discharge. Victoria, thank you for showing compassion when our patients need it most.

 Balance

Wellness  
COMMUNITY  
Innovation  
PURPOSEFUL  
ACTION



# DO IT FOR THE PATIENT

## *Communication*

**WILLINGNESS  
TO LEARN**

*Teamwork*

### **ROBERT HUMPHREYS, R.P.T.**

Pediatric pharmacy technician  
UF Health Shands Hospital Pharmacy  
Years of service: 5

Robert Humphreys knows what it means to go above and beyond. In his role, Robert takes it upon himself to re-evaluate processes, offer solutions, lead implementations and communicate them to the department. Recently, he took ownership of collecting ideas and feedback that helped improve the return process in our central pharmacy area. Thank you, Robert, for helping move our organization forward.



patients are  
family

KIND  
WORDS

no one  
is a  
stranger



### LINDA SCIARRINO NYGREN

Patient Financial Representative  
UF Health Florida Surgical Center Admissions  
Years of service: 5

Linda Sciarrino Nygren's compassion helps her connect with each of her patients. When Linda noticed that our clinical staff was working with a surgical patient with language and culture challenges, she sprang into action to help the team. The patient quickly developed a bond with Linda since they spoke the same language. For nearly an hour, Linda walked with him and sang to him in order to soothe him before his operation. We recognize Linda for connecting with our patients on a personal level to make them feel at home.



**+** FEATURED

**FAITH**

**FAMILY**

*Loyalty*

*Curiosity*

**BALANCE**

*Hard work*

*Community*

**WESLEY D. TEUTSCH,**  
**R.N., B.S.N., CCRN**

Registered nurse  
UF Health Shands Hospital Cardiovascular ICU  
Years of service: 4

Wesley Teutsch warms the hearts of everyone around him. After he had spent two weeks caring for a patient and bonding with their family, the patient passed away. Wesley knew he would no longer see the family and took the time to hug each person and shake their hand before leaving his shift. Later, in the cafeteria, the family spotted Wesley and again thanked him for showing such love and compassion throughout the entire process. Wesley, thank you for caring from the heart.

We receive thousands of Customer Service is the Key nominations each year, highlighting how our co-workers have inspired those around them. One selfless and compassionate act can inspire another and have a ripple effect that positively alters the experience of many people. Kindness is contagious.

CSK nominations can be written for small gestures as well as dramatic actions, and we encourage you to nominate your colleagues. Nomination forms are located at our nursing units and reception desks and on the Bridge. Visit [Bridge.UFHealth.org](http://Bridge.UFHealth.org), go to "Employee Services," then "HR Gainesville – Shands" and click the "Customer Service is Key" Quick Link on the right.

Turn in your completed form to the employee's supervisor or to any UF Health Shands manager, or place it in a customer service drop box or deliver it to Human Resources.

*Thank you!*



**Submitting a CSK nomination is quick and simple. Here's a short list of things to please include:**

- Your first and last name
- Your phone number and email (optional)
- Your status (i.e., employee, patient, visitor/family, etc.)
- Nominee's first and last name
- Nominee's title (if known)
- The story — tell us what happened

*It feels great to help recognize a co-worker for their exemplary behavior. Thank you for participating in the CSK process.*

UF HEALTH SHANDS | AWARDS+KUDOS

## UF HEALTH SHANDS HOSPITAL LISTED AMONG TOP HEALTH CARE WORKPLACES

*Becker's Healthcare features hospitals that promote diversity and staff engagement*

BY KIM ROSE

Our leaders strive to learn what matters most to our staff and provide us with a supportive and rewarding workplace. Efforts include the Employee Engagement Survey and initiatives such as Customer Service is the Key and the Wellness program. We also have annual celebrations for National Nurses Week and National Hospital Week and many other recognition events throughout the year.

These efforts have earned us national recognition: UF Health Shands Hospital has been named among the “Top Places to Work in Healthcare” by Becker’s Healthcare in its national listing released in April. The list features hospitals and health care companies that promote diversity, employee engagement and professional growth throughout the workforce.

“Our inspiring employees devote their careers to providing the best possible care and service for our patients and their loved ones,” said **Ed Jimenez**, CEO for UF Health Shands. “As an employer of choice, our commitment is to provide not only an exciting place for a health career but also a great workplace experience in which staff are recognized for their contributions and supported every day.”

Becker’s Healthcare notes, “The organizations featured on this list offer benefits and opportunities for employees to build successful careers above and beyond the average health care provider or company; they encourage professional development and promote leadership from within. Many

members of the list offer unique wellness and personal benefits to ensure employees strike a positive work/life balance as well as employee recognition programs to highlight their accomplishments.”

Becker’s Healthcare develops the annual list based on nominations and editorial research. Organizations that make the cut offer competitive employee benefits, career growth and professional development opportunities and unique wellness and personal programs to promote a positive work-life balance and provide staff recognition — all “beyond the average health care provider or company.” Organizations cannot pay for inclusion on this list.

The publications produced by Chicago-based Becker’s Healthcare include Becker’s Hospital Review, a monthly report geared toward high-level leaders of hospitals and health systems, as well as other trade publications and reports.

“We are honored to be included with so many other outstanding organizations,” said **Janet Christie**, UF Health Shands Human Resources senior vice president. “The academic health center environment offers a wealth of professional opportunities and an exciting place for people to build long-term careers. With competitive employee benefits, including wellness and recognition programs, we strive for everyone in the UF Health family to feel valued and appreciated.” ■

**We shared the Becker’s recognition on social media — it reached more than 12,000 people, had 78 shares and generated 663 reactions/responses. Here are a couple comments:**

**“September will be my fourth year at UF Health and I never want to leave.”**

**“I’ve been gone for six years, but still love this place!”**



UF HEALTH | COMMUNITY+OUTREACH

## EXTENDING A HELPING HAND TO THOSE IN NEED


*Community Benefit Report shows how UF Health gives back*

BY RACHEL RIVERA

**A**t UF Health, we're committed to improving the health and wellness of our patients and communities. Our dedication to community service and support is the cornerstone of UF Health's not-for-profit mission. The annual Community Benefit Report reflects our social mission and responsibility and shows how our outreach makes a significant impact beyond the walls of our facilities.

In fiscal year 2017, UF Health contributed \$249.6 million in community benefits. This encompasses unsponsored charity care, community and regional health services, donations and

in-kind services, health professionals education and scientific and clinical research.

This investment as a responsible corporate citizen underscores the generosity of our faculty, staff and students who dedicate time, energy and resources to help those in need. We give back and improve lives every day through excellence in patient care, research, education and service. 

### COMMUNITY BENEFIT

This is a summary report showing the community benefit provided by UF Health, a collaboration of UF's health colleges, research centers and institutes, UF Health Shands hospitals, UF Health Jacksonville and our other health care entities. Data reflects Fiscal Year 2017 and numbers reflect the estimated cost in millions.

#### CARING: UNSPONSORED CHARITY CARE AND SOCIAL RESPONSIBILITY – \$151.2M

UF Health Shands – \$51.5M  
(Includes UF Health Shands Rehab Hospital and  
UF Health Shands Psychiatric Hospital)  
UF College of Medicine Gainesville – \$26.5M  
UF Health Jacksonville – \$55.4M  
UF College of Medicine Jacksonville – \$17.8M

#### LEARNING: HEALTH PROFESSIONALS EDUCATION – \$68.8M

#### GROWTH: SCIENTIFIC AND CLINICAL RESEARCH – \$18.3M

#### HEALING: COMMUNITY AND REGIONAL HEALTH SERVICES – \$7.3M

#### GIVING: DONATIONS AND IN-KIND SERVICES – \$4.0M



**TOTAL  
BENEFIT  
\$249.6  
MILLION**

UF HEALTH | GROWTH+EXPANSION

## HEART AND NEURO HOSPITALS RECOGNIZED FOR DESIGN EXCELLENCE

*Beautification Award reflects aesthetic appeal, materials, natural resources*

BY KIM ROSE



*The UF Health Heart & Vascular and UF Health  
Neuromedicine hospitals and gardens have received a City  
Beautification Award.*



**U**F Health has earned a 2018 City Beautification Award for the stunning design of our new UF Health Heart & Vascular Hospital and UF Health Neuromedicine Hospital and property.

Each year, the City of Gainesville recognizes projects with “outstanding aesthetic and artistic appeal,” evaluated for originality, innovation, creativity and sustainability. The property must reflect appropriate use of land and improve the adjacent area.

“It’s an honor to have the design of our new hospitals and surrounding terrain acknowledged as a community asset,” said **David S. Guzick, M.D., Ph.D.**, UF senior vice president for health affairs and UF Health president. “Our theme was ‘built around the patient’ — to determine the needs of our patients and families and then to create a design in which form followed function. Congratulations to our architects and design team, who worked with faculty, staff and patient groups to achieve this goal so successfully, and to create for our community a facility and landscape that speaks to healing and peacefulness.”

The hospital facility is located along the Rails to Trails corridor, visually connected with Gainesville’s award-winning DNA Bridge.

“The building’s structural ‘folded planes’ express the enveloping nature of the hospital,” said **Brad Pollitt, A.I.A.**, UF Health Shands Facilities vice president, who oversaw design and construction.

“Natural light and nature are healing and good for the spirit, and we designed the hospital so that people inside can get the most benefit from the outdoors. We made the landscaped surroundings appealing so that patients and staff will enjoy them as much as possible,” he added.


The creative architecture deliberately engages and sends subtle messages. The modern use of glass,

metal panels, terracotta and precast materials complements the technical infrastructure and resources inside. A glass-enclosed stairwell climbs the front of the building, creating a visually dramatic vertical element from the outside, especially when colorfully lit at night, while encouraging the use of stairs versus elevators.

The hospitals embrace a large landscaped area, expanding the existing healing garden with additional walkways weaving through native plantings, sculptures emphasizing natural materials, a gazebo and several water features. Patients, visitors and staff find respite in the gardens, with their gentle-sounding waterfalls and fountains.

The building design maximizes these beautiful scenes: Private patient rooms include expansive windows, the third-floor terrace and dining patio provides seating in sun or shade, each floor has walking corridors — all offering stunning views of the gardens, the city and Paynes Prairie State Preserve. The terrace includes telemetry (remote monitoring) for patients connected to heart-function tracking technology, and the property’s free Wi-Fi encourages people to access the healing benefits of the outdoors.

UF Health Shands also earned Green Globes Certification for these new hospitals from the American National Standards Institute, recognizing the facility’s environmental performance and sustainable design.

“Patients benefit from the collaboration of UF College of Medicine faculty physicians and clinical experts in a modern medical center designed to meet their exact needs,” UF Health Shands CEO **Ed Jimenez** said. “We all benefit from the healing spaces, inside and out. Well done to everyone involved in creating this beautiful resource for our community.” 



UF HEALTH | CARE+QUALITY

## LACTATION POD PROVIDES ADDITIONAL RESOURCE FOR NEW MOTHERS

*User-friendly app enhances experience, helps track usage*

BY KIM ROSE



*The Mamava lactation pod offers a first-floor option for nursing mothers. An app provides users with many functions, providing tips, locations and a code to unlock the pod's door.*

**N**ursing mothers now have another convenient resource available at UF Health — a new modular “lactation pod” provides moms on the go a private space for pumping breast milk or feeding an infant in private.

“With our large population of faculty, staff, residents and students, as well as patients and visitors, we needed another discreet and welcoming lactation space at the academic health center,” said **Dennis Hines**, UF Health Medical and Health Administration associate director.

UF Business Affairs purchased the \$15,000 mobile unit. It was installed in September in a centrally accessible space near the first-floor outpatient pharmacy, between the UF Health Shands Hospital Atrium and the UF College of Dentistry/west entrance.

Mamava, the manufacturer, designed the pods to “reach mamas where they travel, receive health care, work, shop and play.” They are often located in medical facilities, airports and malls, for example. Compact yet comfortable, they offer a locking door that indicates if the unit is vacant or occupied. Each well-lit pod has two molded plastic benches, a shelf, an electrical outlet and a USB port. They can easily be moved when needed.

The company’s founders are two women who had personal experience with typical challenges faced by other working moms. Their motto is “nursing should be a right, not a privilege.”

As a Baby-Friendly designated hospital system, UF Health shares the desire to support, protect and promote breastfeeding. Lactation resources available to staff, outpatients and visitors at our Archer Road hospitals now include:

- UF Health Shands Hospital, First Floor (near Outpatient Pharmacy and Outpatient Lab)
- UF Health Shands Hospital, Seventh Floor, Room 7502 (five pumping stations)
- UF Health Shands Cancer Hospital, Sixth Floor, Room 6012 (two pumping stations)
- UF Health Heart & Vascular and UF Health Neuromedicine hospitals, Fourth Floor, Rooms 4537 and 4539 (one individual pumping station in each room)

*(Note: Inpatient needs are accommodated on patient units.)*

**Brad Pollitt, A.I.A.**, UF Health Shands Facilities vice president, suggested, “In addition to using our designated lactation rooms, working moms can ask their supervisors to help identify a local space that’s appropriate, comfortable and may be more convenient. Our Facilities team has made a conference room available for this purpose, and managers often designate an office or other room for a colleague.”



## Get the Mamava app

BY KLARIZZA AGGABAO

Mamava recently developed a user-friendly app to work with the lactation pods. The app provides users with functions like a map with pod locations, a news feed with breastfeeding tips, a way to create breastfeeding goals and, most importantly, a code to unlock a pod’s door for use. The Mamava app is available for download on the Apple App Store and Google Play.

“The app and new code ensures that only breastfeeding mothers have access to the pod,” said Dennis Hines.

Pod users can rate and submit their experiences in the app. Hines said this will help determine the future of Mamava lactation pods in

the hospitals by tracking the value of the pod.

“We initiated the program with Mamava and they provide us data on a monthly basis,” Hines said. “From there, we can then determine if a pod’s location is in the right space and if we need more units in our complex.”

He added, “Thanks to UF Business Affairs, we can test the pod, and if it’s successful, we hope to invest in more units for faculty, students, staff and others. We hope everyone will share this information and support working mothers on campus.”

# UF HEALTH SHANDS ADAPTS TO INJECTABLE OPIOID SHORTAGE

*National crisis may last through mid-2019*

BY KIM ROSE

This spring, UF Health rolled out plans to help respond to a national crisis: The U.S. Food and Drug Administration has confirmed a shortage of injectable opioid medications. These include critical pain-relief drugs such as fentanyl, hydromorphone and morphine. Providers use these staple medications to treat a variety of patients receiving hospital and outpatient care.

It is important to emphasize that UF Health currently has an ample supply of oral opioid medications and non-opioid medication alternatives.

The injectable opioid shortage is due to manufacturing disruptions, including last year's hurricane damage to factories and delays as facilities meet new stringent FDA regulations. Another factor is a supplier shortage of parts needed to produce the syringes used to administer these medications.

Health care providers nationwide must carefully manage available supplies and use alternative pain management options to support

patients. The shortage is expected to last through mid-2019.

UF Health is proactively managing inventory to preserve limited injectable opioids for our most vulnerable patient populations, recognizing that the timeline for resolution is months out. Rethinking how we purchase, store, prescribe and administer these drugs will capitalize on the innovation and expertise of everyone involved. It will require a philosophical shift from a preference to rely on injectable drugs and take advantage of other options available to keep patients as comfortable as possible.

We're confident we will weather this crisis and serve our patients and communities who entrust their care to us. Thank you for your attention and support.

For ongoing information about the national injectable opioid shortage, please visit the "Emerging Issues & Response" site on the Bridge ([bridge.UFHealth.org/response/](http://bridge.UFHealth.org/response/) or look under the "News & Events" tab). There, you'll find a fact sheet, scripts and helpful pain management resources.

## HERE AT UF HEALTH:

- We're committed to our patients' pain management, safety and comfort.
- We're carefully adapting pain management practices and coordinating across our hospitals and outpatient settings.
- We're responsible stewards of these critical resources. We value conservation and innovative alternatives.
- We're engaged in careful and deliberate decision-making to help us through the long haul.
- An interdisciplinary workgroup is meeting frequently to address how we purchase, store, prescribe and administer pain medications. Our teams are taking advantage of the vast clinical and research expertise at UF Health, from the UF College of Medicine, the UF College of Pharmacy, the UF Health Shands hospital system and the UF Health Physicians outpatient practice network.
- Experts representing pharmacy, supply chain, critical care, oncology, pediatrics, burn, medicine, surgery, anesthesia, emergency medicine, nursing, operations and many other specialty areas are united in this effort.
- As our best practices change, faculty and staff will hear from leaders with new instructions.

## ACTION STEPS UNDERWAY NOW

- The interdisciplinary workgroup has implemented the following actions with approval from physician leadership in affected areas.
- Proactively modify order sets:
  - Ensure oral and injectable opioid and non-opioid options are optimized.
  - Remove injectable opioids from general medicine and hospital medicine order sets.

- Clear Epic favorites and uncheck orders to force more intentional ordering.
- Evaluate opportunities to time-limit or dose-limit injectable opioid orders.

## RESTRICTIONS IN PLACE

- Patient-controlled analgesia, or PCA, must meet criteria for use.
- IV meperidine is approved for limited use in the PACU.
- IV fentanyl must meet criteria for use or select alternative agent.
- IV hydromorphone cannot be ordered in Epic; consider alternative agent.
- IV morphine use is flagged; Epic has a soft alert recommending the use of an alternative agent if possible.

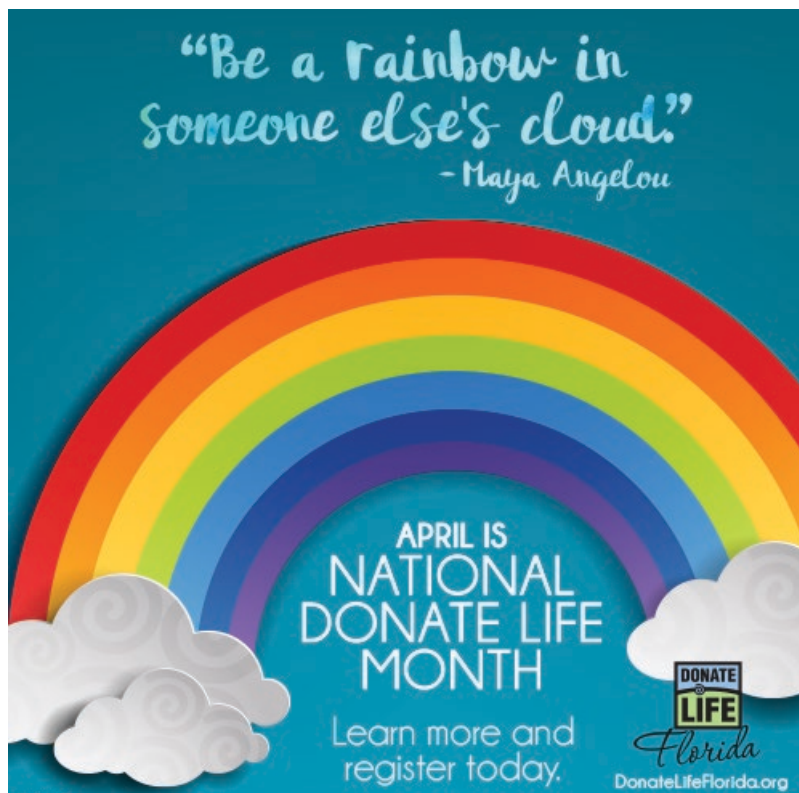


UF HEALTH | CARE+QUALITY

## 2017 – ANOTHER RECORD-SETTING YEAR FOR ORGAN TRANSPLANTS

*LifeQuest team's vision is a transplant for every patient in need*

BY DANIELLE BALBIS, EXECUTIVE DIRECTOR, LIFEQUEST ORGAN RECOVERY SERVICES



**A**pril was National Donate Life Month, when the organ donation and transplantation community draws attention to the dire need for organ and tissue donors, encourages individuals to learn the facts about donation and inspires them to document their decisions by joining a state donor registry.

As we continue to register even more donors, I am struck by how far we've come in the last five years.

In 2017, the number of deceased organ donors in the U.S. exceeded 10,000 for the first time, according to the United

Network for Organ Sharing. Due to the generosity of individuals who provided the gift of life to others in need, 34,768 people received lifesaving organ transplants. This marks the fifth-consecutive record-setting year for organ transplants in the U.S.

Out of these 34,768 donor recipients, more than 82 percent were from deceased donors, while living donor transplants made up the remaining 18 percent.

Here in Florida, there were 2,184 transplants performed, which was a small increase from 2016. Within LifeQuest Organ Recovery Services,

which covers all of northern Florida, there were 139 organ donors who provided 430 organs for lifesaving transplants.

Through our donor programs, we strive to educate the public about the importance of organ donation and encourage individuals to document their donation decision through the state's donor registry. The transplant community is also working to expand the clinical criteria for potential donors in a way to maximize this gift of life.

"As we increase our understanding of medical criteria that contribute to successful transplantation, donation and transplantation professionals have been able to use organs from a wider set of potential donors," said **David Klassen, M.D.**, UNOS chief medical officer. "In doing so, we continue to carefully balance the opportunity for transplantation with a commitment to maintaining patient safety."

As research and medical criteria evolve and more and more people sign up as a donor, one thing remains constant ... it is our privilege and honor to serve and support Florida's donation and transplantation community and to help those in need of life-saving and life-enhancing transplants.

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**Visit [DonateLifeFlorida.org](http://DonateLifeFlorida.org) to register your own decision to become an organ, eye and tissue donor.**


UF HEALTH | CARE+QUALITY

## NURSES: INSPIRE, INNOVATE, INFLUENCE

*Celebrating National Nurses Week*

BY NACUYA RUCKER

**T**his year's National Nurses Week theme — Nurses: Inspire, Innovate, Influence — focused on how nurses impact the people and environment around them. From innovative nursing practice, to conducting research and teaching students, our nurses are influencing the future of health care every day.

Our nurses are the heart and soul of our organization, and their motto — “Experienced care, expert caring” — is at the core of everything they do. 

### Nursing by the Numbers

We're proud to say UF Health Shands has the best of the best! Take a look at UF Health Shands nursing by the numbers.

- **Of our 3,000 UF Health Shands nurses practicing in our hospitals and outpatient programs across Gainesville:**
  - More than half hold a bachelor's degree or higher in nursing
  - Approximately 1,128 are certified nurses — approximately 196 were newly certified in 2017
  - About 581 are senior nurses who have worked at UF Health Shands for more than 15 years
- **Five inpatient units at UF Health Shands have active Beacon Awards for Excellence, issued by the American Association of Critical-Care Nurses**

3,000  
NURSES

ONE-HALF  
HOLD BACHELOR'S  
DEGREE OR HIGHER  
IN NURSING

3  
OUR NURSING PROGRAMS HAVE  
EARNED THREE CONSECUTIVE  
'MAGNET' DESIGNATIONS FROM THE  
AMERICAN NURSES CREDENTIALING  
CENTER. WE ARE AWAITING RESULTS  
FROM OUR FOURTH SURVEY. THIS IS  
THE NURSING PROFESSION'S MOST  
PRESTIGIOUS HONOR.

For a recap of Nurses Week events and photos following the celebrations, visit Shands News at [news.my.shands.org](http://news.my.shands.org) or go to the Bridge under the “News & Events” tab.



UF HEALTH | EVENTS+ACTIVITIES

## WELLNESS AND YOU – MOVE TOWARD A HEALTHIER LIFESTYLE!

*Benefits-eligible employees can earn a \$100 shopping experience*

BY JACKY SCOTT

**I**t's spring, and this means we've kicked off our wellness initiatives! The recent wellness screening events saw a great turnout of staff eager to learn about their health stats and improve their quality of life. As in previous years, all participants have the opportunity to earn the Better You Strides wellness incentive program \$100 online shopping experience by accumulating 300 points.

**There are four actions, totaling 200 points, which are required to earn the shopping experience:**

- A biometric screening (offered at a Wellness Event or at a Quest Diagnostics location) – **50 points**
- An online personal health assessment (taken after completing the biometric screening) – **50 points**
- Being tobacco-free or completing a tobacco-cessation course – **50 points**
- Proof of flu vaccination in the past 14 months – **50 points**

Additional points can be earned by participating in UF/UF Health Wellness and GatorCare activities, getting an annual wellness exam or participating in a community-sponsored walk or run, to name a few.

**There are a couple of changes this year. Here's a recap:**

Points earned for certain actions are accrued immediately, allowing participants who earned the required 300 points earlier in the year to receive the \$100 online shopping experience sooner rather than waiting until November or December.

Participants can earn extra points if their screening statistics, like cholesterol or blood glucose, have improved by 10 points from last year's screening.

"We're homing in and focusing on how our participants are progressing," said **Denise Huggins**, UF Health Shands Human Resources Benefits manager. "The goal is to have everyone initiate changes to improve and stay on track for a healthier lifestyle."

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Visit [GatorCare.org/wellness/betteryoustrides](http://GatorCare.org/wellness/betteryoustrides) to learn more about the Better You Strides wellness incentive program.





UF HEALTH | BENEFITS+TRAINING

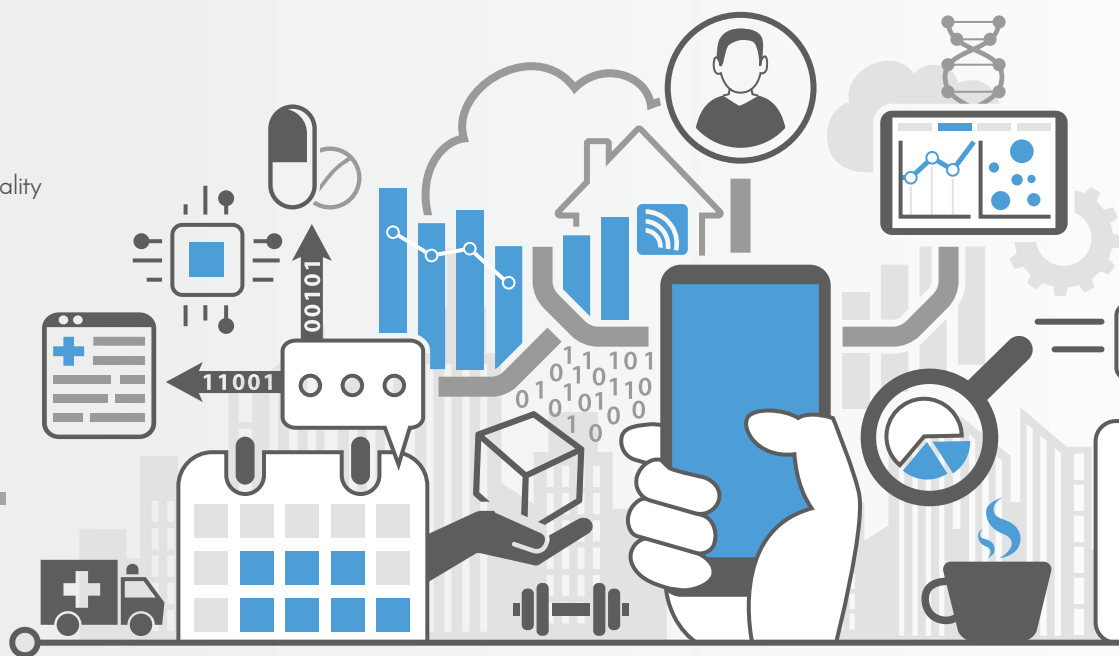
## EPIC ELECTRONIC MEDICAL RECORD CHANGES LAUNCH THIS MONTH

UF Health upgraded to Epic 2017 on May 9, and UF Health IT Services Epic support staff want to ensure that users are aware of the upgrade and prepared for what's to come.

### So what's different?

- New look and feel
- Updated after-visit summary
- Increased Haiku/Canto functionality
- Improved synopsis reports
- Extended BMI growth charts
- Ability to send prescriptions to multiple pharmacies in a single session
- And much more

**Stay tuned for more information in Shands News and on the Bridge.**



UF HEALTH | EVENTS+ACTIVITIES

## NATIONAL HOSPITAL WEEK – OUR EMPLOYEES ROCK!

As our UF Health patient services continue to expand, allowing us to move medicine forward and help more people, our success is thanks to the doctors, nurses, residents, staff and volunteers who provide the hard work and passionate commitment. Your dedication to patient care results in great accomplishments and shapes the future of our organization.

Every year during National Hospital Week, our leaders get out to honor everyone who has helped support the UF Health Shands hospital programs. We hope that you enjoyed this year's festivities. Thank you again for all that you do!

**To view photos after the fun, visit Shands News at [news.my.shands.org](http://news.my.shands.org) or go to the Bridge under the "News & Events" tab.**

