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EMPLOYEES SHINE

*at Annual Milestone
Service Awards*

UF HEALTH SHANDS | HOSPITALITY+SERVICE

RANDOM ACTS OF KINDNESS

Small gestures make a difference

BY MICHELLE MOORE

By now, most people have heard of spontaneous, thoughtful gestures referred to as random acts of kindness. They can be simple things like leaving a note on someone's desk to brighten their day, or grander gestures like paying for someone's food order in a drive-thru line. Usually they occur without fanfare or credit to the person making the gesture, and that's the point: The practice becomes second nature.

During National Hospital Week, I was lucky to be around two people whose acts of kindness seemed natural and automatic as they went about their work. Here are their stories:

If you work in the 1329 Building, then you've probably met Gale Baker, a UF Health Shands Food and Nutrition Services assistant. She often works the register in the café and serves meals. She always makes me smile with her bubbly personality and personalized service. During National Hospital Week, she picked up a National Hospital Week handout and told me about the upcoming events I might like to attend. Now, Ms. Gale didn't know that I work on the team that put the flyer together and helped organize the week's festivities. She was just acting authentically as an unofficial ambassador, and her enthusiasm was contagious. This might seem simple, but as a communicator who has felt the pressure to 'get the word out' and engage people in our events, her small gesture made my day.

I also met Shea Denson, a cook with Food and Nutrition Services, when we were handing out meals during the evening shift. I was immediately drawn to her sense of humor and big smile. She made the evening fun and joked with employees as they picked up their dinners at the UF Health Shands Cancer Hospital. But Shea didn't stop there. When she helped box up meals for those who couldn't make it off the floor or out of the E.R., she wrote notes on the lids of the food containers. She added simple words, notes or drawings to bring happiness to people she wouldn't see in person and that she didn't even know. She hadn't been asked to do that. I know that if I had been one of the lucky ones to get one of these to-go box messages, I would have smiled and taken a moment to appreciate that simple but powerful token of warmth.

I hope you take the time to see the kindness around us and, more importantly, take time to do something for a colleague, a friend, a loved one or a complete stranger. It makes a difference.

I think Aesop said it best, "No act of kindness, no matter how small, is ever wasted."

Have a great summer and thanks for reading News+Notes.



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or recycle it when done.

FSC LOGO

UF HEALTH SHANDS | CARE+QUALITY

Q&A WITH THE CEO – ED JIMENEZ

Learn what's top of mind for our UF Health Shands CEO



UF Health Shands CEO Ed Jimenez chatted with team members from the UF Health Shands Hospital Labor and Delivery Unit after the team helped deliver 14 babies during the supermoon. (From left) Katie Camargo, R.N., midwife; Janice Mackenzie, M.S.N., RNC-OB, C/EFM, nurse manager; and Joanne Tanner, R.N., clinical leader.

CEO Ed Jimenez shares his thoughts each month on this page. You also can read and respond to our executives' posts on the Bridge intranet homepage under "Leaders Online" and "Leadership Status Updates."

How did we do in the recent accreditation survey visits to our hospital system?

First, thank you to everyone who provides patient care and service across the organization. This network of hospitals and outpatient programs is very complex. It takes thousands of people to keep it running 24/7 and 365 days a year for our patients. We take pride in the details and it shows.

In May, two major survey teams visited. The first was for Magnet redesignation by the American Nurses Credentialing Center. Our nursing and patient services teams have earned several consecutive


designations and it's an incredible honor. Magnet is the nursing industry's top award for quality, service and nursing practice. Our nursing staff is talented, knowledgeable and compassionate, and we're proud of them.

We also completed a survey by The Joint Commission, which accredits and certifies more than 21,000 health care organizations. This was the first survey for our new heart and neuro hospitals, and a follow-up for the rest of the hospitals under the UF Health Shands umbrella. The survey team closely examine our operations, processes and documentation. Surveyors confirm our best practices and what we need to improve. There were no significant findings, which is good news. But now we have a work plan for what we can address immediately as well as challenges that require longer-term solutions. We set high standards for ourselves and we're not daunted by challenges. We love to keep improving and raising the bar. Thank you for your work.

What advice do you have for our staff as they continue problem-solving care and service?

One of the surveyors led a great discussion with our emergency management and disaster response leaders. He was very positive about how we have prepared for and handled crises but cautioned us to continue the focus. Especially in the wake of crimes that result in mass casualties and challenge hospitals like us. Plus, he emphasized the need for workplace awareness and safety.

He made a call for our faculty and staff to practice "mindful awareness." If we're aware of our surroundings and tuned in to the people around us, we'll be more likely to notice when something is out of the ordinary. This will make us quick to identify problems that need our attention as well as possible threats.

This goes hand-in-hand with being attentive in the hospitality and service sense. When we're paying attention to the work we're doing, the facility we're in, the people in our care and also our colleagues ... we'll make UF Health more welcoming, more responsive and safer. A good reminder for us all. 

WANT TO SUBMIT A QUESTION?

Email Michelle Moore, UF Health Communications assistant director of strategic communications, at moormm@shands.ufl.edu and we'll consider it for an upcoming edition.



UF HEALTH | FINANCE+FUNDRAISING

WHY ARE YOU RAISING HOPE AT WORK?

Annual employee giving campaign underway



In its ninth year, the Raising Hope at Work employee giving campaign continues now through Aug. 17 and asks the question: Why are you Raising Hope at Work?

UF Health Shands and UF College of Medicine faculty and staff members can choose to support any of this year's featured areas — children, growth, education and discovery.

As employees, we have the privilege to touch lives through medicine. We have the opportunity to raise hope through giving back to UF Health.

Visit giving.UFHealth.org/RaisingHope to learn more.

2018 CAMPAIGN GIVING OPTIONS

This year, employees have a choice to contribute to **four** priority areas at UF Health — **children, education, discovery and growth**:

Children who need more time to play.

UF Health Shands Children's Hospital Renovation Fund

Gifts will support the Post-Anesthesia Care Unit renovation for pediatric patients, and you will help kids recover in a space designed especially for them.

Students we are **educating** today to become healers tomorrow.

Dean's Preeminence Scholarship Fund

Make a gift to support scholarships at the UF College of Medicine, and you will help provide students with the resources to become the next generation of physicians.

Researchers making **discoveries** that will change lives.

Leukemia Research & Education Fund

Gifts will support leukemia research and education, and you will help advance our understanding of this devastating disease and our search for a cure.

Patients who will receive care in our **growing** facilities.

UF Health Building Equipment Fund

Gifts will support the pediatric and adult Burn Center renovation, and you will help create a healing space for patients recuperating from painful injuries.

UF HEALTH | HOSPITALITY+SERVICE

MAKING iCARE THEIR MISSION

Six months post launch, program leaders celebrate

BY RACHEL RIVERA

When **Mia Holland, CTRS**, was nominated to be a champion for the iCARE: Clean And Restful Environment effort, she made it her own.

Holland, a recreation therapist and iCARE champion for UF Health Shands Hospital Psychiatry Unit 52, wanted to do something extra to help boost participation within her unit.

“I created my own acronym for iCARE to emphasize that it is everyone’s responsibility to ensure that the environment is clean, calm and restful,” Holland said.

Here are Holland’s tips for a successful iCARE team:

I

I — Eyes are everywhere. Everyone observes and identifies the challenges of the unit.

C

C — Communication is the key. Patients have the opportunity to voice concerns in the biweekly rounding sessions and in our community morning meetings.

A

A — Action plans are developed. Progress, goals and accomplishments are acknowledged in biweekly rounding sessions and follow-up reports.

R

R — Review the action plans and follow up with responsible team members by phone and email.

E


E — Empower your team. TEAM = Together Everyone Achieves More. Everyone is an intricate part of the team and everyone is important to ensure success of iCARE.

iCARE champions and adopters were recently invited to an appreciation breakfast to celebrate their accomplishments during the first six months of the iCARE campaign. They serve as ambassadors among peers by promoting a sense of ownership, accountability and a constant display of expected behaviors to help ensure iCARE’s success.

At the breakfast, attendees shared personal perspectives on how the campaign is going in their respective areas, effective best practices, success stories and ideas for how we can further improve cleanliness and quietness for our patients, visitors and colleagues.

Holland said, “I hope the takeaway advice is to be persistent, to maintain open lines of communication, to persevere and to follow up with your iCARE team between rounding sessions.”

Irene Alexaitis, D.N.P., R.N., NEA-BC, UF Health Shands chief nursing officer and chair of the iCARE committee, gave kudos to champions and adopters for all of their hard work and highlighted the important work they’re doing.

“Our iCARE teams continue to work hard to ensure that all patients experience a clean and restful environment,” Alexaitis said. “The iCARE champion’s breakfast was an excellent opportunity for hospital staff, leaders and physicians to come together to celebrate and share accomplishments.” 

Explore the recently launched iCARE Bridge site. Visit Bridge.UFHealth.org/icare for resources.



The team from UF Health Shands Hospital Psychiatry Unit 52 took home the certificate for Best Display of Teamwork during the appreciation breakfast.

MILESTONE SERVICE AWARDS



UF HEALTH SHANDS | AWARDS+KUDOS

EMPLOYEES SHINE AT ANNUAL MILESTONE SERVICE AWARDS

Carpool karaoke video featuring leaders becomes crowd favorite

Our organization is home to employees who have a tremendous amount of dedication and heart, and each day, you strive to provide quality care and compassionate service to all who walk through our doors.

Over the years, our staff members have played a vital role in the transformation and evolution of health care as UF Health has moved medicine forward. Many of you have witnessed dozens of changes as we’ve grown. You may have ushered us into the new millennium, adapted through the transition from handwritten to digital information and been here as we expanded with new hospitals and programs over the years.

You have helped us reach countless milestones for the organization — and our leaders enjoy celebrating your personal milestones as well. Each year, we recognize and celebrate employees who have been part of our work family for a decade or more at the UF Health Shands Milestone Service Awards Banquet.

“The banquet is one of the many ways for our organization to give thanks to our long-term employees,” said **Kristi Gaver**, UF Health Shands Human Resources Employee Relations event planner and project coordinator.

On March 8, 725 employees gathered to be honored at Exactech Arena at the Stephen C. O’Connell Center. Special tributes, the red carpet treatment, photo opportunities with ‘rock stars,’ a DJ and a cocktail reception were all part of the festivities.

This year, one of our biggest featured stars was 45-year honoree **Janet Espenship**, UF Health Shands Radiology business assistant. (Read more about her on page 10.)

A carpool karaoke video featuring hospital executive leaders singing and goofing to hits was a crowd favorite this year. Who wouldn’t love seeing one of our male, mustached vice presidents belt out a Taylor Swift song while wearing a blond wig?

Laughter and celebration is a deceptively light approach to recognize long-term staff, many of whom devote their entire careers and make significant contributions to UF Health. Our leaders enjoy giving back and saying thank you in person.

“It was fun to watch the guests’ faces in the audience and see them singing along with the music and enjoying the presentations,” Gaver said. “People are impressed that their organization goes above and beyond to make their employees feel appreciated and special, and that was our goal for the banquet.”

YEARS OF SERVICE THIS
YEAR’S MILESTONE HONOREES HAVE
GIVEN TO UF HEALTH SHANDS:
11,702



YEARS OF SERVICE	NUMBER OF HONOREES
10	270
15	210
20	100
25	57
30	66
35	45
40	5
45	2

HONORING OUR OWN SPECIAL ROCK STAR

Meet one of this year's 45-year honorees



Executive leaders celebrated with long-term service award recipients. (From left) Ed Jimenez, UF Health Shands CEO; Janet Espenship, 45-year honoree; Janet Christie, UF Health Shands Human Resources senior vice president; and James J. Kelly Jr., UF Health Senior vice president and chief financial officer.



Cheers erupted from the crowd as **Janet Espenship**, UF Health Shands Radiology business assistant, walked onstage to receive her long-term service honors at the annual UF Health Shands Milestone Service Awards Banquet this spring. She was one of just two employees recognized at the event for reaching their 45-year anniversaries with UF Health Shands.

Espenship recently retired after serving in numerous roles throughout her career here. She became a valued team member and built many lifelong friendships.

"I know she's only a phone call away, but I

still miss her," said **Lana Horton**, a fellow business assistant in Radiology. "She's one of my best friends."

Her colleagues not only value Espenship's friendship, but also her deep knowledge. Horton said that she was a go-to person for the department.

"She's been here the whole time," said **Anne D'Amico**, UF Health Shands Radiology business manager. "She has the institutional memory of the entire place."

Those who had the opportunity to work closely with Espenship remember her most for her vitality, sincerity and positivity.

"Janet is always so energetic, and that's the thing that I'll always remember about her. She's moves a mile a minute and always gets stuff done," said **Carrie Bell**, UF Health Shands Radiology technical director. "She's always positive and genuine."

Espenship said that she has too many funny and memorable experiences to name just one, but she does have a few words that she lives by.

She told us, "Always be thankful for what you have, and live life to the fullest."

MEET OTHER LONG-TERM EMPLOYEES HONORED AT THE BANQUET

KAREN TILLY

PROJECT SPECIALIST AND ASSISTANT TO
THE ASSOCIATE VICE PRESIDENT
UF HEALTH COMMUNICATIONS

IN WHAT WAYS HAVE YOU WITNESSED UF HEALTH SHANDS GROW OVER THE YEARS?


When I started in 1992, the organization was Shands Hospital, then Shands HealthCare, then UF&Shands and now UF Health. The growth and consistent change provides the opportunity to learn something every day, professionally and personally. It is amazing to be a part of this organization.



CASSIE MARCELLE, M.S.N., R.N.-B.C.

ADMINISTRATIVE DIRECTOR, NURSING INFORMATICS
UF HEALTH NURSING AND PATIENT SERVICES

WHY DO YOU ENJOY WORKING AT UF HEALTH?

I work with an amazing group of people who are more like family. I can see that what I do makes a difference not only to our nursing staff but also to our patients. I feel that my work is appreciated, and that goes a long way. 



UF HEALTH SHANDS | GROWTH+EXPANSION

RENOVATIONS ARE UNDERWAY AT UF HEALTH SHANDS HOSPITAL

Vacated space supports expansion and improvements for care

BY KIM ROSE

Now that the UF Health Heart & Vascular and Neuromedicine hospitals are open, plans are underway to best use the space at UF Health Shands Hospital vacated by these services. After great consideration, renovations and improvements have begun to help UF Health fulfill the anticipated needs of our patients and community.

LONG-TERM ACUTE CARE

The fifth floor of UF Health Shands Hospital is under renovation to become a long-term acute care hospital-within-a-hospital. Following hospital discharge, some patients benefit from extended specialty care and LTACHs fill this need. On July 31, Select Specialty Hospital – Gainesville, the LTACH currently located on Archer Road, will move into the updated fifth-floor space. It's the next step in our relationship with Select Medical, which began in 2016. Faculty and staff are

invited to an open house the afternoon of July 30 (see page 28 for more info). Stay tuned for details in Shands News.

OBSTETRICS

During the first phase of renovation and modernization of the Labor and Delivery Unit, eight state-of-the-art Labor-Delivery-Recovery rooms will be constructed, along with additional nursing and physician workspace and physician call rooms recently vacated by the former Neonatal ICU. Unit 35 also will expand.

Postpartum patients will be served on Unit 95, which features all private rooms.

The remainder of Unit 35 will then become an antepartum unit, where the team will be able to monitor high-risk, non-laboring patients.



These are snapshots of the planned upgrades. Stay informed by reading Blueprints on Bridge (under the "News & Events" tab) for details on our latest growth and expansion efforts.

These renovations will include birthing rooms equipped with relaxation tubs for laboring patients.

These renovations will create an ideal patient experience for obstetric patients with all levels of care available: Patients can choose from a low-risk midwife delivery experience to the highest-intensity obstetrical care for women with complicated pregnancies.

Once completed, the Labor and Delivery Unit will give the team capacity to perform over 3,500 deliveries a year in modern facilities that will be comfortable for patients and their families.

EXPANDED MEDICAL INTENSIVE CARE UNIT AND INTERMEDIATE MEDICAL CARE

Formerly the Neuromedicine ICU, Unit 82 will become a 30-bed Medical ICU and Intermediate Care Unit.

Our last expansion of the MICU Unit 24 in 2016 had a very positive impact in reducing E.R. patient wait times for ICU beds. Unit 24 recently moved to the expanded unit on 82, adding six additional beds.

Patients in the MICU/IMC typically require specialized care and attention. This move will allow staff to care for patients in private rooms configured for more intensive care.

NEW BURN AND SURGICAL CARE UNIT

Our eight-bed Burn ICU on the seventh floor, adjacent to the primary burn surgical suite, serves more than 600 patients each year. We could meet a higher demand with more space. Burn patients who do not require critical care currently are admitted to the 10th floor. In addition, our surgical floors receive many patients with complex ENT procedures requiring specialized care.

*On July 31, Select Specialty
Hospital – Gainesville, the LTACH
currently located on Archer Road,
will move into the updated
fifth-floor space.*

Planned renovation will result in a new 27-bed, modern Burn and Surgical Care Unit on the second floor (in space that formerly housed the Cardiac ICU and Unit 24).

The new unit will be adjacent to our hospital ORs, allowing for operational and staffing efficiencies for our surgical and anesthesiology teams. The beds will flex between ICU beds and Medical/Surgical beds as needed, minimizing patient movement.

Patients who have complex reconstructive surgery will also be monitored in this new unit.

CHILDREN'S SURGICAL SERVICES

The UF Health Shands Children's Hospital has experienced substantial growth over the past five years, including a demand for surgical procedures. Pediatric preoperative and postoperative care requires special space to meet the unique needs for children and their families.

Renovations will add a pediatric-focused preoperative area on the second floor, as well as a postoperative recovery unit specially designed and exclusively dedicated to pediatric patients.

When completed, we expect that more than 4,000 patients per year will be cared for in this new area. ■

UF HEALTH | CARE+QUALITY

NEW RESIDENTS JOIN THE UF HEALTH FAMILY

Housestaff begin advanced clinical education

BY MICHELLE MOORE



Each summer, medical school graduates start training at UF Health Shands hospitals and outpatient programs, and at UF Health Physicians primary care and specialty care medical practices. These new physicians are introduced to our organization with a series of informative sessions to help familiarize them with our clinical programs, processes and resources.

This summer, 215 residents will participate in UF College of Medicine housestaff orientation, conducted by the college's Graduate Medical Education Housestaff Affairs office. The office supports residents and fellows for three to seven years while they continue their

training at UF Health.

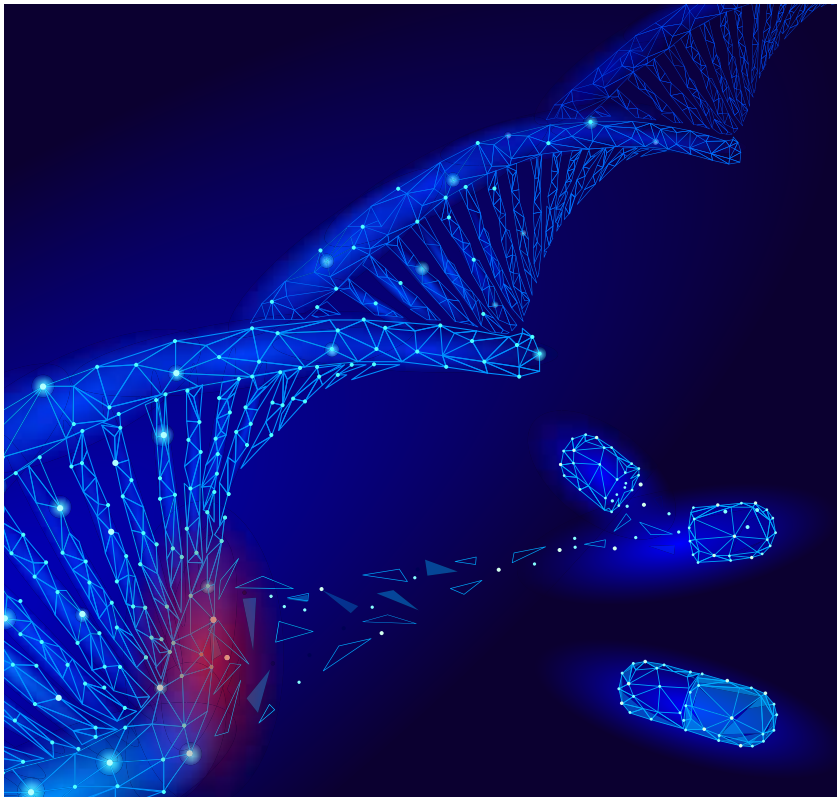
At orientation, leaders welcome the housestaff and teach them about our patient safety and quality initiatives, clinical programs and resources. Housestaff also complete UF Health Hospitality & Service training, which reinforces standards of behavior that help ensure staff provide the best possible experience for patients, visitors and colleagues.

Please welcome new residents to your unit or team and help them become part of the UF Health family. [+](#)


UF HEALTH | RESEARCH+DISCOVERY

LAB NOTES

Check out recent research developments at UF Health



GENE THERAPY FOUND SAFE FOR PULMONARY DYSFUNCTION IN POMPE DISEASE

A gene therapy that treats respiratory problems in early-onset Pompe disease was shown to be safe during its first human trial, UF Health researchers have found. The therapy uses a harmless adeno-associated virus to deliver a functional copy of the affected gene to muscle cells in the diaphragm of patients who have respiratory troubles. Nine patients completed a trial that found the therapy agent produced no adverse effects and improved respiratory function in the study participants. Pompe disease is an incurable disorder that affects about one of every 40,000 people worldwide. The inherited disease causes a complex sugar to accumulate in cells, leading to abnormal function in muscles and nerve cells. 

TARGETING LITTLE-KNOWN BRAIN CELL DISORDER

A group of UF Health researchers is using cells from patients and their family members to learn more about the effects of asparagine synthetase deficiency. An absent enzyme causes the disorder, which keeps brain cells from developing and growing normally. ASD causes children to have a small head and brain as well as epilepsy-like seizures and other problems, according to Michael S. Kilberg, Ph.D., and Robert McKenna, Ph.D., both biochemistry professors in the UF College of Medicine. Because there is no simple test for ASD, each child known to have the disease has been identified through genetic sequencing. Researchers hope to develop a test for ASD and possibly a way to detect it before a child is born.



PROMISE FOR PREVENTING ONSET OF TYPE 1 DIABETES

Researchers working with a UF super-computer have discovered that methylodopa, a drug used to control high blood pressure, also might help prevent or delay the onset of Type 1 diabetes. Some 60 percent of people at risk of getting Type 1 diabetes have the DQ8 molecule, which increases the chance of getting the disease. After running thousands of drugs through the supercomputer, researchers found that methylodopa not only blocked DQ8, it also didn't harm the immune function of other cells like many immunosuppressant drugs do.

UF HEALTH | EVENTS+ACTIVITIES

EMPLOYEES CELEBRATE NATIONAL HOSPITAL WEEK

Ice cream and food were again a big hit



UF HEALTH | EVENTS+ACTIVITIES

NURSES HONORED DURING WEEKLONG CELEBRATION

Special week ends on Florence Nightingale's birthday



This year's National Nurses Week theme — Nurses: Inspire, Innovate, Influence — focused on how nurses impact the people around them. From innovative nursing practice, to conducting research to teaching students, our Nursing and Patient Services teams are influencing the future of health care every day.

We're proud to celebrate our nurses.



UF HEALTH | EVENTS+ACTIVITIES

FACULTY AND STAFF PHOTOGRAPHY CREATES HEALING ENVIRONMENT

Arts in Medicine helps facilitate connections and healing through the arts

BY CECILIA MAZANEC AND ISAAC HELLER

At UF Health, there are hidden artists among our faculty and staff. We first learned this in 2009, when UF Health Shands Arts in Medicine sent out a call to employee artists to support the vision of using photography taken by staff to decorate the UF Health Shands Cancer Hospital.

Since then, there have been more calls, which have generated thousands of employee art pieces that are displayed throughout our facilities. You'll see the photos at UF Health Springhill, the UF Health Medical Plaza and many other locations. The art is intended to contribute to the healing environment for patients and hardworking staff.

"We have adopted a culture of the arts here at UF Health because we believe that the arts can be transformative," said **Tina Mullen**, AIM director. "Art has a way of shifting a person's thinking away from stress."

Although UF Health delivers some of the most advanced health care available, our emphasis is on patients and their overall experience, Mullen added.

"When the patients first walk into the door of our facilities, they should see the beauty as a reflection of the staff and the care that they bring," she said.

In 2016, AIM spearheaded another call to employee artists, which resulted in 980 entries — 300 individual pieces were selected for use in the UF Health Heart & Vascular and Neuromedicine hospitals. The captivating photographs inspired by our Florida landscape are featured in patient rooms, the Raising Hope at Work Café dining area, patient consult rooms, multipurpose rooms and other areas. They're printed on wrapped canvas for a modern feel to complement the building design and décor.

Gary Gossman, MPAS, PA-C, UF Health Internal Medicine physician assistant, has considered himself to be an amateur photographer for the last 45 years.

"For a photographer, there is no higher honor than to have your work displayed for others to see," he said. "It is very gratifying for me to practice medicine here and also contribute artistically as UF Health continues to grow."

"For a photographer, there is no higher honor than to have your work displayed for others to see."

— Gary Gossman, MPAS, PA-C

Sherry Carter, UF Health ENT and Allergy — Hampton Oaks ambulatory care unit manager, and **Carol Slocum**, UF Health Compliance Services executive assistant, also have their artwork displayed.

"I feel very fortunate to have been a part of this organization for the past 27 years where I have given so much to help our patients," Carter said. "Having my photography here will allow me to still give in some way even after I'm gone."

Slocum loves the idea that her artwork can change the mood and experience for patients while they're visiting UF Health.

She added, "To know that my art can lift the spirits of others and take their mind off their illness means the world to me." ■



Carol Slocum



Sherry Carter



Gary Gossman



Gary Gossman



Sherry Carter

UF HEALTH | EVENTS+ACTIVITIES

PALS THRIVE HELPS TEENS NAVIGATE FEARS

Program supports youth as school shootings multiply

BY CECILIA MAZANEC



PALS THRIVE is a collaboration among UF Health, Alachua County Public Schools and Saint Francis Catholic Academy. It involves graduate students in psychology working with middle and high schools to combat bullying, violence and suicide, and to provide counseling for mental health issues.

PALS is the very successful Partners in Adolescent Lifestyle Support program at UF Health Shands Psychiatric Hospital. THRIVE stands for Talk, Heal, Reach out, Include, Validate and Encourage.

Services such as PALS THRIVE are in the spotlight now as communities around the nation struggle to cope with a growing number of deadly school shootings. The program itself was born in the aftermath of the 1999 shootings at Columbine High School in Colorado.

And 19 years later, this February, another mass shooting at Marjory Stoneman Douglas High School in Parkland, Florida, claimed the lives of 17 students and adults and left 17 others wounded. It has left millions of Americans numb. Then, one month later, as high school students nationwide took part in an organized protest against gun violence in March, another shooting took place even closer to home at Ocala's Forest High School, where one teen was wounded.

Students are involved in changing the conversation in America about gun legislation. Such student activism is at the core of PALS THRIVE.

Jessica Marrero was 15 in 1999 and attending Buchholz High School when gunfire erupted at Columbine, leaving 12 students dead and more than two dozen injured. Worried about the



UF Health PALS THRIVE leadership staff, UF graduate students and area high school council members congratulate Orlando Merced-O'Neil, center, who was recently awarded the 2018 Gloria Fletcher PALS THRIVE Community Award.

Students are involved in changing the conversation in America about gun legislation. Such student activism is at the core of PALS THRIVE.

“atmosphere of exclusion” that contributed to the tragedy, she and her younger sister Shannon worked with mental health professionals at what is now UF Health Shands Psychiatric Hospital, where their mother has worked for many years, and with the UF departments of psychology and psychiatry as well as the Alachua County school superintendent to create PALS.


PALS features students in eight schools across Alachua County. Graduate-level interns work with schools to combat bullying and to bring attention to mental health issues, and UF Health staff provide resources and run the program behind the scenes.

THRIVE was added three years ago to reflect the work they do.

The program has had almost 40,000 student participants, said **Lucy Marrero, Ph.D.**, a psychologist at UF Health Shands Psychiatric Hospital. Her daughters founded the program.

“I think students are scared,” she said, referencing the increasing number of school shootings. “I think they just come to school a little bit more fearful.”

Along with allowing students to leave class and talk to a counselor whenever needed, the PALS THRIVE program has led anti-bullying workshops in classrooms and assemblies for schools.

“When any student is harboring a great deal of anger or has mental health problems, they feel like there is someone to go to,” Marrero said. “Any student is welcome to attend counseling, and anyone can refer a student to a counseling session: a parent, a teacher or even the student.” 

FREE RTS BUS RIDES FOR FACULTY AND STAFF

Your ID badge is the ticket

BY ISAAC HELLER

Employees can take advantage of public transport, avoid paying for gas and parking, and be green thanks to a benefit provided by UF Health Shands.

UF Health Shands partners with Gainesville Regional Transit System, or RTS, to provide staff with free bus rides. UF faculty and staff with Gator 1 cards also ride fare-free. From October 2016 to September 2017 alone, UF Health Shands employees rode the bus more than 100,000 times.

One of our frequent riders is **Colleen Counsell, M.S.N., R.N.**, UF Health Shands Cancer Hospital Trauma/Lung Transplant Unit 5 West nurse manager, who takes the bus to work every day.

"I have taken the bus since UF Health Shands Hospital began providing free rides as a benefit," she said, referring to when the program began in 2009. "It is an excellent opportunity, and I have completely eliminated parking fees and driving costs by using it."

Saving time and money on the way to work isn't the only way that free bus rides can help employees, according to Counsell.

"I also use the benefit for personal trips like going to the gym or to the grocery store," she said. "I have met an incredible group of friends that ride regularly."

The bus schedules have varying frequency that allow employees to plan their arrival to and from work and home. Check out the RTS stops and routes online at GO-RTS.com, enroll in the RTS email list or view schedules through the TransLoc app, which enables users to track RTS buses in real time. (The TransLoc app also shows our UF Health Shands shuttle bus services.)

Another RTS rider, **David S. Estores Jr., M.D.**, a UF College of Medicine associate professor of medicine and director of endoscopy, rides the bus three times a week.

"It allows me to have a more productive workday by giving me extra time to look over paperwork in the morning," Estores said. "This is a very valuable service to employees here at UF Health." ■



UF HEALTH | COMMUNITY+OUTREACH

OUR UF HEALTH PODCASTS GET A NEW LOOK ONLINE

Featuring Health in a Heartbeat and Animal Airwaves

BY EMILY DUBEC-HUNTER

Out with the old and in with the news. UF Health Communications released a new website with a cleaner, more user-friendly layout to showcase our two audio shows. The redesign for Health in a Heartbeat and Animal Airwaves makes it easy for visitors to create their own listening experience and subscribe to the podcasts on iTunes. These shows air locally on 89.1 WUFT-FM, throughout the country on other National Public Radio-affiliated stations and internationally on the Armed Forces Network, which reaches military bases worldwide.

“In taking on the redesign, our goals were to ensure that current and new podcast listeners could easily explore the thousands of episodes we have produced for Health in a Heartbeat and Animal Airwaves and appreciate the rich information each episode offers to the listener,” said **Carlos Morales**, UF Health IT Web Services director.

The site’s homepage lists recent episodes of both daily radio series and includes two main tabs that lead to playlists of each podcast so listeners can choose from specific episodes. There is additional information such as referenced materials and photography.

Health in a Heartbeat is a daily radio series that features two-minute segments providing consumer health information and the latest news on medical research, patient-care breakthroughs and health care industry trends. The show discusses topics ranging from healthy eating habits in the episode titled “Navigating the Grocery Store” to the importance of giving yourself a break because we can all benefit from self-compassion.

Animal Airwaves consists of one-minute daily segments and a weekly one-hour call-in show on Fridays from 1-2 p.m. on a variety of topics relating to pet health. Dog and cat lovers alike will benefit from the episode “Dos and Don’ts of Dog and Cat Emergencies,” and even horse owners can learn how to budget for a pet’s chronic health problems in the episode “A Financial Plan for Your Pet.”

These podcasts are offered by UF Health Communications in association with 89.1 WUFT-FM in Gainesville, and created with the help of the UF College of Veterinary Medicine and UF Health physicians, health experts and qualified medical editors.

Both shows’ daily segments feature the voice of **Garrett Hall**, UF Health Communications creative services director. The Animal Airwaves weekly call-in show is hosted by WUFT’s Dana Hill and features guests from the UF College of Veterinary Medicine.

Visit podcasts.UFHealth.org to become a listener. 



READY OR NOT ... IT'S HURRICANE SEASON AGAIN

How we prepare for storms and emergencies

BY RACHEL RIVERA

If you've lived in Florida for a while, you've likely experienced tropical storms and hurricanes and the planning involved to protect your home or workplace. But did you know that UF Health Shands has safety and emergency planning experts who work year-round to prepare for many types of emergencies?

The team is tasked with creating a culture of emergency preparedness and response across the system. They develop and maintain an Emergency Preparedness Management Plan that outlines how we prepare for, respond to, recover from and maintain resiliency during crises.

Our emergency planning leaders and committee members continuously and actively assess emergency risks, and develop all-hazard strategies for prevention, preparedness, response, recovery and mitigation.

"Preparedness helps us handle any emergency that comes our way," said **Ebbin Spellman**, UF Health Shands Safety, Security and Transportation's Emergency Preparedness manager. "A lot of times, people focus on just the response aspect of emergencies, but our team is constantly working on the four phases of emergency management."

Those four phases include mitigation, preparedness, response and recovery. All four help us build a strong foundation for keeping our system safe.

- Mitigation is a year-round process that helps prevent future emergencies or minimizes their effects.
- Preparedness helps us handle an emergency.
- Responding safely to an emergency is key and is usually happening 'in the moment.'
- Recovery is taking action after an emergency situation occurs.

Spellman says it's important to be vigilant.

"Pay close attention to what is going on, both internally and externally," he said. "When it comes to hurricane season,

which runs June 1 through Nov. 30, it is important to pay attention to all weather reports. Alternatively, in extreme cases like responding to an active shooter, always be conscious of your surroundings."

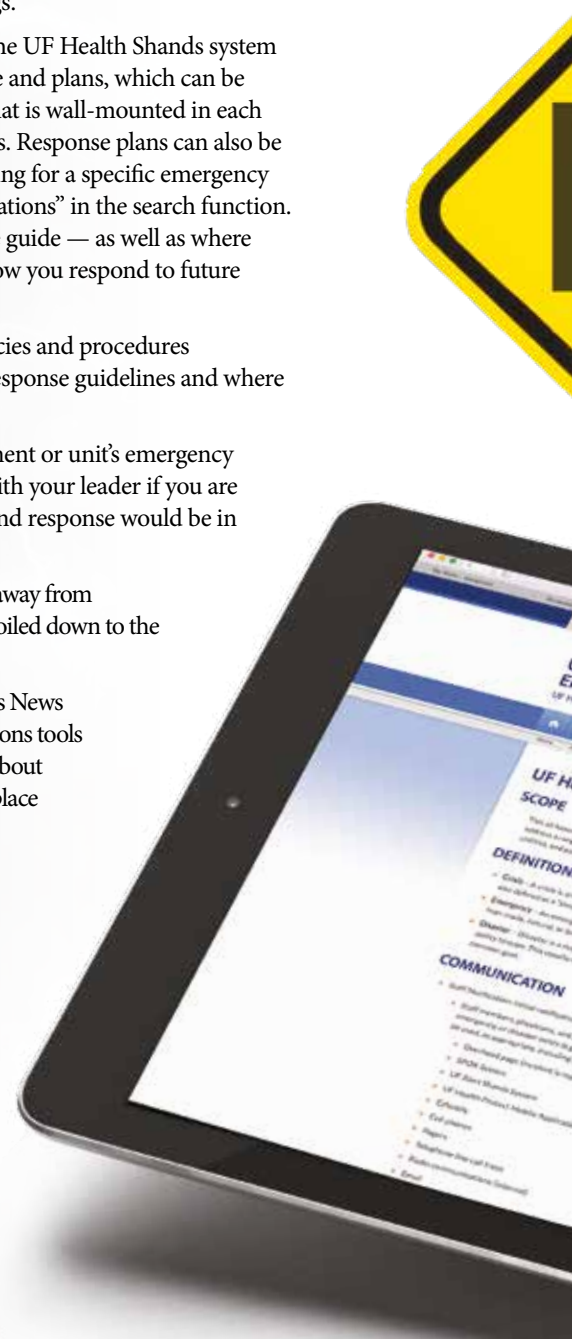
It is also important to review the UF Health Shands system emergency preparedness guide and plans, which can be found in a red trifold binder that is wall-mounted in each patient care unit for easy access. Response plans can also be found on the Bridge by searching for a specific emergency response or "Emergency Operations" in the search function. Familiarizing yourself with the guide — as well as where it is — will play a big part in how you respond to future emergency situations.

It is critical to understand policies and procedures surrounding our emergency response guidelines and where those guidelines are located.

Also understand your department or unit's emergency response role and plan. Talk with your leader if you are unsure what your team's role and response would be in an emergency.

Spellman said if there's one takeaway from emergency response, it can be boiled down to the phrase "Be prepared!"

Upcoming News+Notes, Shands News and other internal communications tools will provide more information about emergency preparedness, workplace safety and violence prevention. Stay tuned. ➡





UF Health Shands has plans for the following emergency response scenarios:

Mass casualty — Circumstances that could occur inside or outside the hospital, resulting in the receipt of casualties through the E.R. and trauma center, that would significantly stress one or more departments within the hospital.

Hurricane/severe weather — Notification to the hospital concerning severe weather. May serve to forewarn the hospital of the potential receipt of casualties or the inability of staff to report to the hospital and would allow for the preparation of the hospital physical plant to withstand the consequences of severe weather.

Bomb threat — A threat to the hospital that an explosive device has been placed in the facility and is scheduled to detonate.

Active shooter — One or more individuals that are actively engaged in shooting/attacking people on site. May use weapons other than firearms.

Missing child/infant abduction — When an infant or child is missing or if an abduction is known and witnessed, staff work quickly to notify the Enterprise Building Operations Center to dispatch security officers and potentially activate a Code Pink.

Find the full list of plans and response guidelines on the Bridge. Search "Emergency Operations."



UF HEALTH SHANDS | CARE+QUALITY

BRIDGING THE GAP: YOU TALKED. WE LISTENED.

In January 2015, we introduced the Bridge to serve as a one-stop online communications and collaboration hub for all UF Health staff. As our organization expands, our UF Health Web Services team is diligently working to ensure that the Bridge grows and evolves just as quickly.

Last fall, more than 130 UF Health Shands nurses were asked to provide feedback on how the Bridge could be improved to better support them in their role. From our results, we've

pinpointed main areas of focus and we look forward to exploring solutions with nursing staff throughout the summer. Stay tuned for updates in upcoming editions of News+Notes, the Bridge and Shands News.

Meanwhile, share your ideas and feedback with us on the Bridge Suggestion Box, located at the bottom of the Bridge homepage.



UF HEALTH | EVENTS+ACTIVITIES

JULY 30: FACULTY & STAFF OPEN HOUSE FOR NEW SELECT SPECIALTY HOSPITAL

Select Specialty Hospital – Gainesville, operated by Select Medical, will move on July 31 from its location on Archer Road to the fifth floor at UF Health Shands Hospital. The hospital-within-a-hospital will remain a separate entity, managed and operated by Select Medical.

You are invited to a faculty and staff open house event on Monday, July 30. For details about the event and the facility, visit “Blueprints on Bridge” on Bridge.UFHealth.org under the “News & Events” tab.

Long-term acute care hospitals like Select Specialty Hospital support the recovery of patients with critical illnesses. The new hospital-within-a-hospital will be staffed and operated by Select Medical, including nurses and respiratory care, clinical and support staff. The current hospital administrator, **Ronnie Wagley, D.P.T., M.B.A.**, market CEO for Select Medical, will continue to serve as its leader. The medical staff will be a mix of UF College of Medicine faculty physicians and community physicians. UF Health Shands will contractually provide some of the hospital's operations and support services, such as Environmental Services and Radiology Services, for efficiency and ease.

