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UF HEALTH HOSPITALS**

The UF Health Guest House will offer convenience
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AFTER HURRICANE HITS PANHANDLE**

ShandsCair teams help with relief efforts, hospital teams
receive evacuees



Shhh...

Silent Hospitals Help Healing

Learn more about iCare on page 12.

UF HEALTH SHANDS | CARE+QUALITY

Q&A WITH THE CEO – ED JIMENEZ

Insights from our UF Health Shands CEO

Ed Jimenez
UF Health Shands
Chief Executive Officer

Kimberly Rose
Director
Strategic Communications

Michelle Moore
Assistant Director
News+Notes Editor

Madelyn Hyder
Creative Services Coordinator
News+Notes Designer

Produced by UF Health
Communications

Email moormm@shands.ufl.edu or
call 352-265-0373 to contribute to
future issues of News+Notes.

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Bridge under "News & Events" tab).

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



The UF Health Shands Children's Hospital was overrun with Minions on Halloween!

News+Notes is written for employees and staff who provide and support patient care at UF Health Shands. In each edition, UF Health Shands CEO Ed Jimenez answers questions and shares insights. He also posts on the UF Health Bridge homepage, under "Leaders Online" and "Leadership Status Updates."

What's on your mind these days?

In our continually changing and evolving organization, we hold ourselves to very high standards. It can be exciting, but it can also feel like we're in a pressure cooker. Sometimes, when we don't feel in control of a situation, it's easy to take things personally or take our frustration out on other people. I want to talk about respectful interactions.

It's important now more than ever to support each other in the workplace. This

is covered in our UF Health Hospitality and Service Standards of Behavior. We ask everyone to treat colleagues with courtesy and respect — to be friendly and customer-focused, the way we are with patients and visitors. How we are treated and how we treat others at work has a direct impact on the service we provide. You set the tone with your everyday interactions.

We each help to create a family feeling among colleagues at work. We're all in this together, we should have each other's back. If something great is going on, we celebrate and feel close. If something isn't going well, we must still treat each other with dignity, maturity and kindness.

You encourage staff to be empowered to address challenges. Tell us more.

Everyone has a bad day now and then. However, you shouldn't have to accept



FSC LOGO



UF Health Shands CEO Ed Jimenez joined the celebrations as costume-clad UF Health Shands Children's Hospital faculty and staff dressed up for patients and families on Oct. 31.


habitual inappropriate behavior, especially if it's hostile. I hope that staff feel empowered to speak up and not be afraid to — discretely — point out when someone is disrespectful or inconsiderate in their professional interactions.

We strive for a culture that's balanced, where we value showing appreciation for each other. Over the years, for example, our chief medical officers and nursing leaders have done a fantastic job. They've worked together to have more positive and constructive communication and problem-solving among clinical teams. There's been better collaboration and camaraderie. And in the hospital and college, we're doing regular Hospitality Huddles that reinforce the right ways to treat and support each other. Our great work experience is reflected in the best patient experience.

Do some self-awareness and policing. Are there situations where you could be more attentive and kind? How can you support your co-workers and deal with challenges together? Get comfortable

in addressing issues with peers and leaders in a constructive way. Stay focused on great results. There are ways to resolve basic conflicts. Most can be handled with patience, basic understanding and respect. Just like when you're dealing with problems with family members. Treat your co-workers like your favorite family members.

Any final thoughts?

Your personal experience starts with you. We can't make this a better place if we don't hold up a mirror and look at how we behave. Our relationships dictate our own and others' experiences. We're all accountable for our behaviors. Are you willing to bring your A-game and empower others to be their best? 

HAVE A QUESTION FOR THE CEO? Email Kim Rose, director of strategic communications with UF Health Communications, at roseka@shands.ufl.edu and she'll share your question with Ed Jimenez for an upcoming CEO column.



Honoring
ALL WHO
served

**THANK YOU
VETERANS**

In November, we had the honor of celebrating faculty and staff who have served in the U.S. Armed Forces and remembering those who gave the ultimate sacrifice. At UF Health, our differences are our strength and we are proud of the unique skills our veteran faculty and staff bring to their patients, visitors and colleagues.

In the following pages, you'll have a glimpse into the lives of more than 20 UF Health veteran faculty and staff. Read through their interesting stories and quotes and view the world map that highlights where they spent most of their time in service.

Please join us in thanking those among us — at UF Health and nationwide — who have served our country.



Janet Christie

Senior Vice President, Human Resources
UF Health Shands

FEATURED



"Accountability and structure are two key components that every military officer is taught, and I try to bring that to every project I am assigned to."

— LAKESHA FOUNTAIN

**DIRECTOR, UF HEALTH SHANDS
OPERATIONAL EFFECTIVENESS**



"The most important part of what I learned in the service, though, was how to talk to people about complicated technical issues. Now, I can help my patients feel comfortable about their proposed treatment."

— KATHRYN HITCHCOCK, M.D., PH.D.

**RADIATION ONCOLOGIST
UF COLLEGE OF MEDICINE**

RICHARD DEASON
ASSISTANT DIRECTOR
UF HEALTH INTEGRATED DATA REPOSITORY
U.S. NAVY: 10 YEARS

What made you interested in serving in the U.S. Armed Forces?

After completing graduate school, I wanted to attempt to do the most challenging thing I could find. After making a list of things I wanted to accomplish since childhood, naval aviation stood out and had all the elements I was seeking: challenge, adventure and service to my country.

LAKESHA FOUNTAIN
DIRECTOR
UF HEALTH SHANDS OPERATIONAL EFFECTIVENESS
U.S. ARMY: 5 YEARS

How do you apply your military experience to your work at UF Health?

The ability to adapt to and drive change has been helpful in my role at UF Health. Accountability and structure are two key components that every military officer is taught, and I try to bring that to every project I am assigned to.

LEONARD GRIFFIN
SECURITY SUPERVISOR
UF HEALTH SHANDS SAFETY, SECURITY AND TRANSPORTATION
U.S. AIR FORCE: 6 YEARS

Please share a memorable story from your military experience.

I enjoyed traveling and seeing different lifestyles in other countries in comparison to the U.S.

KATHRYN HITCHCOCK, M.D., PH.D.
RADIATION ONCOLOGIST
UF COLLEGE OF MEDICINE
U.S. NAVY: 10 YEARS

What made you interested in serving in the U.S. Armed Forces?

I was a nuclear engineer in the U.S. Navy and now I treat cancer patients with radiation. Much of the physics and biology knowledge from my previous work applies to what I do day to day now. The most important part of what I learned in the service, though, was how to talk to people about complicated technical issues. Now, I can help my patients feel comfortable about their proposed treatment.

DEBRA HUTCHINSON, B.S.N., R.N., O.C.N.
CLINICAL OPERATIONS MANAGER
UF HEALTH SHANDS RADIATION ONCOLOGY
U.S. AIR FORCE: 4 YEARS

Please share a memorable story from your military experience.

I remember calling home from basic training and telling my father whose flight and squadron I was assigned to and where I marched in formation. Because I was the tallest in my flight, I marched just behind the flag-bearer. It was during that call I learned he, too, was in the same squadron and had marched right behind the flag-bearer 30 years prior.

STEVEN MACKEY, CPHT, R.P.T.
PHARMACY TECHNICIAN
UF HEALTH SHANDS HOSPITAL PHARMACY
U.S. AIR FORCE: 20 YEARS

What did you gain from your military experience?
 I learned responsibility and job completion.

TIMOTHY MARTIN, M.D.
ANESTHESIOLOGIST
UF COLLEGE OF MEDICINE ANESTHESIOLOGY
U.S. AIR FORCE: 24 YEARS

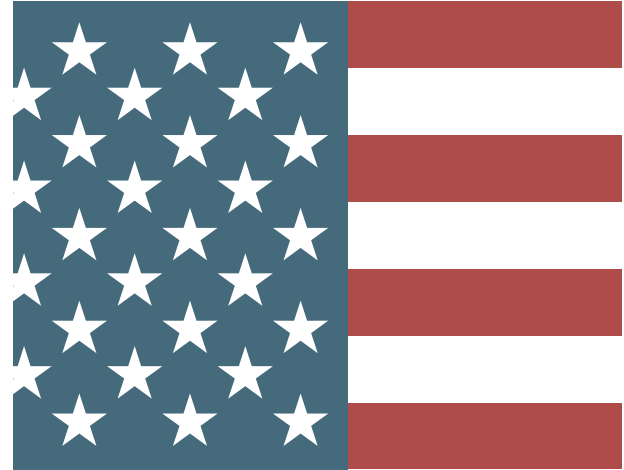
How did you benefit from your military experience?

In the military — regardless of branch of service, occupation or rank — one gains a valuable and sometimes newfound appreciation for discipline, leadership, chain of command, organization, communication and all those who have served our nation previously, and in some cases, made the ultimate sacrifice.

MICHAEL MATARAZA
MANAGER
UF HEALTH IT SERVICES NETWORK ENGINEERING
U.S. AIR FORCE: 4 YEARS

How do you apply your military experience to your work at UF Health?

The military provided me with structure and made me pay close attention to detail as it pertains to my everyday work habits. I try to use that same structure, doing things for a reason to accomplish a specific result, and attention to detail, having a plan of attack to accomplish your goals, in my job here at UF Health.



18,204,605
 number of
 veterans in the U.S.

(2017 U.S. Census Bureau)

FEATURED



"I gained an appreciation for being part of a great family and team where being at work is fun."

— JEREMY SIBISKI, FACHE, M.B.A., M.H.A.

EXECUTIVE DIRECTOR, UF COLLEGE OF MEDICINE
FINANCE & ADMINISTRATION

143

number of
VA hospitals
in the U.S.

SCOTT MULLEN

HOSPITAL SERVICES COORDINATOR

LIFEQUEST ORGAN RECOVERY SERVICES

U.S. NAVY AND U.S. ARMY RESERVE: 14 YEARS

What made you interested in serving in the U.S. Armed Forces?

I chose to enlist in the U.S. Navy right after high school because of family tradition and the desire to see the world. I spent nine years on active duty as a Spanish and Russian cryptologic linguist. In the days following the tragedy of 9/11 and after a seven-year break in service, I enlisted in the U.S. Army Reserve because I wanted to make a contribution following the horrific attack.

GARY NEAL SR.

SECURITY OPERATIONS MANAGER

UF HEALTH SHANDS SAFETY, SECURITY AND TRANSPORTATION

U.S. ARMY: 4 YEARS

Please share a memorable story from your military experience.

At 19, I was promoted and became the youngest squad leader for a weapons squad in the history of my unit. I was awarded the Army Achievement Medal for my accomplishment.

BRANDON OLENICK, RRT-ACCS

RESPIRATORY THERAPIST

UF HEALTH SHANDS RESPIRATORY ADULT CARE

U.S. ARMY: 4 YEARS

How do you apply your military experience to your work at UF Health?

The Army instilled in me many great qualities that helped me become the leader I am today. Some of these include relationship-building, leadership, teamwork, accountability, strategic thinking and loyalty, to name a few. I use these traits every day when working with my colleagues, our patients and their families.

JEREMY SIBISKI, M.B.A., M.H.A., FACHE

EXECUTIVE DIRECTOR

UF COLLEGE OF MEDICINE FINANCE & ADMINISTRATION

U.S. NAVY: 8 YEARS

What did you gain from your military experience?

I gained an appreciation for being part of a great family and team, where being at work is fun. I am thankful to be part of a similar team here at UF Health, where everyone here is trying to do what is best for the organization. We have nurses going the extra mile to make a patient comfortable, supply chain staff working hard to reduce costs and great physicians who are trying to improve the health of our patients and community.

LADD TOMLIN
SYSTEMS ANALYST
UF HEALTH SHANDS DECISION SUPPORT
U.S. NAVY: 10 YEARS

Please share a memorable story from your military experience.
 While patrolling off the Russian coast, the submarine I was serving on struck an iceberg as it was ascending to periscope depth. We then exited the area at a very slow speed, surfaced the submarine, removed the periscope with a cutting torch (in subfreezing weather) and slowly transited to Adak, Alaska, for repairs.

ERIC TUGGLE, R.N.
REGISTERED NURSE
UF HEALTH SHANDS RADIATION ONCOLOGY
U.S. AIR FORCE AND U.S. ARMY RESERVE: 13 YEARS

How do you apply your military experience to your work at UF Health?
 The experiences and knowledge I gained as a medic, then R.N., directly apply to my career in health care today. In addition to career experience, the wisdom I gained from my time in service has proven to be invaluable in everyday life.

LELA WRIGHT, R.N.
REGISTERED NURSE
UF HEALTH SHANDS CANCER HOSPITAL SURGICAL ICU
U.S. ARMY: 2 YEARS

What made you interested in serving in the U.S. Armed Forces?
 I have always dreamed of being an Army nurse. I succeeded and was commissioned as a first lieutenant in 2016 with the 345th field hospital out of Jacksonville.

HEATHER YORK, R.N.
REGISTERED NURSE
UF HEALTH HEART & VASCULAR HOSPITAL CARDIAC ICU
U.S. ARMY: 5 YEARS

What did you gain from your military experience?
 I gained self-confidence, discipline, financial independence and responsibility.

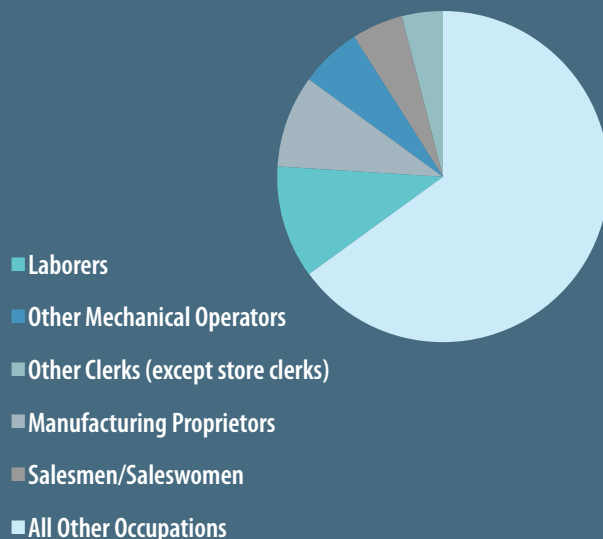
FEATURED 



TOP FIVE OCCUPATIONS BY PERIOD OF SERVICE

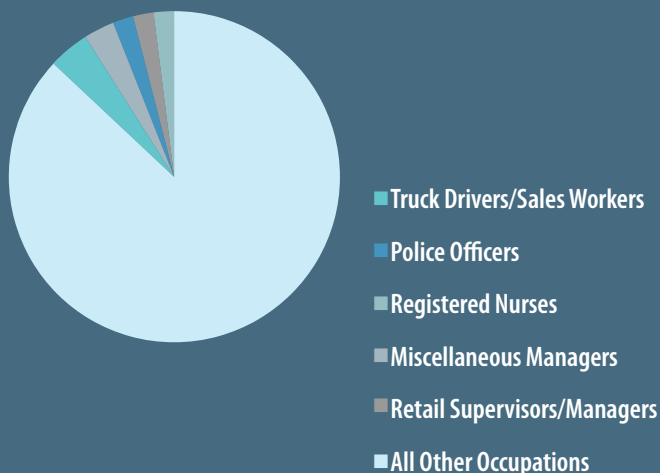
WORLD WAR I VETERANS IN 1930

TOTAL 3,671,226



GULF WAR ERA VETERANS IN 2008

TOTAL 2,512,152



Sources: 1930 Census — one percent sample (www.ipums.org); 2008 American Community Survey Public Use Microdata Sample (www.census.gov/acs/www)

FEATURED

US: 20



Scott Brown

Director
UF Health Shands Infection Control
Fitzsimons Army Medical Center
Aurora, Colorado: 2 years



Robert Catlow, M.S.N., R.N., CNOR

Education Specialist
UF Health Shands Nursing and Patient Services
Nursing Education
Frankfurt, Germany: 2 years



Richard Deason

Assistant Director
UF Health Integrated Data Repository
Jacksonville, Florida: 5 years



LaKesha Fountain

Director
UF Health Shands Operational
Effectiveness
Fort Hood, Texas: 5 years



Leonard Griffin

Security Supervisor
UF Health Shands Safety, Security
and Transportation
Barksdale Air Force Base
Parish, Louisiana: 2 years



Melyssa Henagan

Accountant
UF College of Medicine Emergency Medicine
Norfolk, Virginia: 8 years



Kathryn Hitchcock, M.D., Ph.D.

Radiation Oncologist
UF College of Medicine Radiation Oncology
Annapolis, Maryland: 4 years



Charles Holloway, PharmD

Pharmacist
UF Health Medical Plaza Pharmacy
Camp Blanding
Starke, Florida: 6 years



Debra Hutchinson, B.S.N., R.N., O.C.N.

Clinical Operations Manager
UF Health Shands Radiation Oncology
Patrick Air Force Base
Cocoa Beach, Florida: 4 years



Steven Mackey, CPhT, R.P.T.

Pharmacy Technician
UF Health Shands Hospital Pharmacy
RAF Upper Heyford
Oxfordshire, England: 5 years



Timothy Martin, M.D.

Anesthesiologist
UF College of Medicine Anesthesiology
Lackland Air Force Base
San Antonio, Texas: 9 years



Michael Mataraza

Manager
UF Health Shands IT Services Network Engineering
Spokane, Washington: 3 years

IRAQ: 1
GERMANY: 1
ENGLAND: 1



Scott Mullen

Hospital Services Coordinator
LifeQuest Organ Recovery Services
Fort Meade, Maryland: 4 years



Daniel Munger

Junior Auditor
UF Health Shands Patient Financial Services
Gainesville, Florida: 14 years



Gary Neal Sr.

Security Operations Manager
UF Health Shands Safety, Security
and Transportation
Fort Campbell, Kentucky: 4 years



Brandon Olenick, RRT-ACCS

Respiratory Therapist
UF Health Shands Respiratory Adult Care
Fort Carson, Colorado/Iraq: 4 years



Leigh Pedaline

Administrative Coordinator
UF Health Shands Nursing and Patient Services
Nursing Education
Offutt Air Force Base
Nebraska: 3 years



Jeremy Sibiski, M.B.A., M.H.A., FACHE

Executive Director
UF College of Medicine Finance & Administration
Naval Hospital Beaufort
Beaufort, South Carolina: 3.5 years



Ladd Tomlin

Systems Analyst
UF Health Shands Decision Support
San Diego, California: 4 years



Eric Tuggle, R.N.

Registered Nurse
UF Health Shands Radiation Oncology
Travis Air Force Base
Sacramento, California: 3 years



Lela Wright, R.N.

Registered Nurse
UF Health Shands Cancer Hospital
Surgical ICU
Naval Air Station
Jacksonville, Florida: 2 years



Heather York, R.N.

Registered Nurse
UF Health Heart & Vascular Hospital
Cardiac ICU
Joint Base Elmendorf-Richardson
Anchorage, Alaska: 3 years



UF HEALTH | CARE+QUALITY

A YEAR OF PROGRESS – HOW iCARE IS TRANSFORMING UF HEALTH

Cleanliness and quietness campaign is improving our patient experience

BY RACHEL RIVERA



The team from UF Health Shands Mother/Baby Unit 35 took home the Most Improved — Cleanliness certificate at the Fall 2018 Adopter and Champion Appreciation Breakfast.

iCARE ACHIEVEMENTS AND MILESTONES SINCE NOVEMBER 2017:

- 25+ spill stations installed throughout UF Health Shands Hospital, UF Health Shands Cancer Hospital and UF Health Heart & Vascular and Neuromedicine hospitals
- 1,800+ calls to the iCARE hotline for Environmental Services and Facilities response
- 2,200+ patient welcome kits distributed to improve patient satisfaction
- 500+ iCARE campaign promotional signs posted throughout our hospitals
- 700+ iCARE rounds reported by champions and adopters
- 140+ new “quiet” wheels installed on linen, Environmental Services and Food and Nutrition Services carts to reduce noise
- Implemented standardized iCARE-related duties and responsibilities for volunteers on nursing units

Happy birthday, iCARE! November marked one year since the implementation of the iCARE program, which we introduced to establish clean and quiet behaviors for patients, visitors and staff at UF Health. iCARE stands for a ‘Clean And Restful Environment,’ aimed to improve the overall experience for not only our patients but also our visitors and colleagues.

A dedicated rounding program, with champions and adopters from four UF Health hospitals, has focused on hospital cleanliness and quietness. These staff serve as ambassadors to peers by promoting a sense of ownership, accountability and a consistent practice of expected behaviors. They ensure high-traffic common areas and patient care areas are clean and tidy and they submit monthly rounding reports to document improvement efforts.

“Part of what has made iCARE successful is the development of the rounding teams on each unit,” said **Shelley Wells Collins, M.D.**, UF Health Shands associate chief medical officer and UF College of Medicine associate professor of pediatrics. “The staff on each unit perform iCARE rounds with a hospital executive leader, an Environmental Services supervisor, the nurse manager and at least



SHHH ...

WE'RE LAUNCHING A NEW QUIET CAMPAIGN FEATURING THE CHILDREN OF OUR EMPLOYEES. STAY TUNED FOR MORE INFO!

one or two staff champions. The teams are working toward a common goal of creating a healing environment.”

In collaboration with our ambassadors, the iCARE committee worked diligently behind the scenes to create and implement resources — such as spill stations, an iCARE hotline and signage — that helped advance our goals.

At UF Health, we aim to provide quality care and we use feedback to help us deliver the best possible patient experience. Following hospital visits, our patients complete satisfaction surveys and their feedback is consistent: They score their experience heavily based on the cleanliness and quietness of our patient care areas.

The good news: All of our iCARE milestones have helped significantly improve our patient experience scores. Since the launch of iCARE, UF Health Shands Hospital moved from the lowest 10th percentile to the top 45th percentile in hospital cleanliness. We have also improved from the 42nd to the 51st percentile in hospital quietness.

The overall goal is to serve as a place of healing and comfort for every person who walks through the doors of UF Health Shands. Our leaders want you to know that with your help, we are making that happen.


“The iCARE experience has been transformative for neurology and neuromedicine,” said **Michael Okun, M.D.**, UF College of Medicine neurology chair and iCARE adopter for the UF Health Neuromedicine Hospital Medical/Surgical Unit 56. “Thanks to the iCARE program, the environment for our patients, caregivers,

faculty and staff has transformed from a hospital to a place where we can all focus on healing our minds and souls.”

Together, we are working to maintain and improve the healing environment our patients deserve.

“We all get busy with our own job and responsibilities, and I value and look forward to iCARE rounding on the UF Health Shands Cancer Hospital Medical Oncology Unit 8 East with unit leaders **Helen Welsh, M.S.N., R.N., NE-BC**, nurse manager, and **Ann Charles**, unit assistant,” said **Janet Christie**, UF Health Shands Human Resources senior vice president. “I have learned so much about all that goes into making a quiet, clean and patient-friendly environment by listening to the staff from that unit.”

Christie added, “I feel that iCARE rounding has made a difference to our patients as well as the leaders who round.”

Collins emphasized, “Never has it been clearer that each staff member and physician is as critical to our mission as the next. This journey is a long one. Daily devotion to improvement and a sense of responsibility to the most vulnerable in our community is why we will continue to improve. It has been exciting to watch as our efforts translate into tangible improvements in our environment.” 



iCARE spill stations hold clean-up supplies



iCARE adopter Jennifer Nappo, UF Health Shands Human Resources Employee Relations director, and Josh Campbell, R.N., UF Health Shands Children's Hospital Pediatric ICU nurse manager, perform iCARE rounds on the Pediatric Cardiac ICU.

UF HEALTH | RESEARCH+DISCOVERY

ALL OF US – THE FUTURE BEGINS WITH YOU

Shaping the future of health care 1 million people at a time

BY REMI STORCH



The National Institutes of Health All of Us Journey came to UF Health Gainesville, where we are building awareness and excitement about the campaign. We are actively engaging community members to join the landmark research project that will accelerate research and improve health.

UF is one of 25 institutions involved in the National Institutes of Health All of Us Research Program, an effort to advance research and precision medicine.

The All of Us Research Program strives to speed up health research and medical breakthroughs. Program leaders are asking 1 million people to participate and provide information that will help create individualized prevention, treatment and care for the population. UF hopes to enroll 20,000 participants during the next five years.

UF will recruit participants through the program's SouthEast Enrollment Center network, led by the University of Miami Miller School of Medicine. The network also includes Emory University and the Morehouse School of Medicine in Atlanta. The network's \$4.5 million funding award will extend geographic coverage and strengthen its reach within underserved communities, including lower income, Hispanic and Latino, African American, Native American and rural communities.

"This is an unprecedented national adventure where we are asking 1 million people, as volunteers, to help us understand what keeps people healthy, and how can we best manage illness if it happens," said Francis Collins, M.D., Ph.D., director of the National Institutes of Health.

Researchers plan to collect data through surveys and shared electronic health data. They will use findings on a variety of health conditions to learn more about the impact of individual differences in lifestyle, environment and biological makeup.

"I'm concerned about the long-term health of future generations," said **David R. Nelson, M.D.**, interim senior vice president for health affairs at UF and president of UF Health. "This is the first generation in our history of mankind that there are predictions that our kids will not outlive their parents because of some of the major diseases threatening the U.S."

Visit joinallofus.org to learn more about this historic effort. ■

UF HEALTH SHANDS | GROWTH+EXPANSION

NEW GUEST HOUSE UNDER CONSTRUCTION

Lodging will offer convenience for outpatients and hospital visitors

BY DOUG BENNETT



*An architect's drawing of the
UF Health Guest House*

UF Health Shands is building a 174-room hotel to provide convenient, high-quality accommodations for visiting outpatients and relatives of hospitalized patients.

Construction of the six-story, 124,000-square-foot UF Health Guest House at the former Rush Lake Motel site, 1410 SW 16th Ave., is underway with completion expected in April. It is located within walking distance or shuttle service to all nearby UF Health hospitals. The guest house will assure that patients' families and visitors to the academic health center have high-quality accommodations when needed.

"The families of patients will soon have a much-needed amenity to make their experience at UF Health hospitals more welcoming. Lodging that is readily available and convenient adds to the patient care experience by allowing loved ones to be close by during medical treatments," said **David R. Nelson, M.D.**, interim senior vice president for health affairs at UF and president of UF Health.

The site is conveniently located south of the UF Health Heart & Vascular and UF Health Neuromedicine hospitals and across from the UF Health Shands Cancer Hospital.

The facility's suites will feature a private bedroom, bathroom and seating/lounge area with a contemporary design. As is common with hospital campus-based accommodations, it will be independently operated and managed. The location offers easy access to dining and shopping on Southwest 13th Street and Southwest Archer Road as well as in downtown Gainesville.

The guest house's accommodations will offer unsurpassed convenience for outpatients and hospital visitors.

"A patient's support system is critical to their well-being. Our on-site lodging can offer relatives and caregivers the comfort of remaining close to their loved ones undergoing medical treatment. This is all part of our mission to provide the best experience for our patients and visitors," said **Ed Jimenez**, UF Health Shands CEO.

"The on-site guest lodging is an extension of the hospitality and care that is provided in UF Health hospitals and physician medical practices," said **Brad Pollitt, A.I.A.**, UF Health Shands Facilities vice president.

"The accommodations and features will be comfortable and convenient for people who live too far away to make the daily drive to Gainesville and need to stay locally for several days," Pollitt said.

The cost of accommodations will be comparable to similar hotels in the area. Families and outpatients will not need a referral from their health care provider to stay at the guest house. Accommodations will not be available to walk-in guests or recreational visitors.

Construction will cost \$32 million and the work is being handled by contractor Barr & Barr and Gainesville-based Walker Architects. ■

UF HEALTH SHANDS | AWARDS+KUDOS

OR TEAM TOP AMONG PEERS

Third in U.S., first in Florida to win CORE Award

BY AMY COOK



The UF Health Shands Perioperative Services team received the top honor from the Association of periOperative Registered Nurses.

The UF Health Shands Perioperative Services department and the UF Health Shands Hospital OR recently received the CORE Award from the Association of periOperative Registered Nurses. Ours is only the third OR in the nation and the first in Florida to receive this recognition. The award stands for Committed to OR Excellence and is given to teams for exceptional care and improved outcomes.

“To achieve a high level of sustained excellence for an award like this, you have to have a very engaged and committed team,” said **Ed Jimenez**, UF Health Shands CEO. “Our perioperative staff have worked hard to improve patient care and their results have been exemplary.”

The team cares for pediatric and adult patients during surgery. They help manage surgical tools in the OR, assist faculty throughout surgery and serve as patient advocates.

The award criteria include demonstrated excellence in effective communication, knowledge, evidence-based practice and processes and patient outcomes. The award reflects a commitment to clinical quality and patient safety in the OR.

“Our nurses play an integral role in the patient experience, and we’re proud of their passion for providing high-quality care,” said **Irene**

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

“Their compassionate service, dedication to quality outcomes and interdisciplinary approach is what sets our organization apart, and this achievement is a testament to that.”

Michele Brunges, M.S.N., R.N., CNOR, UF Health Shands Perioperative Services director, led the application committee and was honored to work alongside such a talented team.

Brunges said, “I want the team to feel proud of themselves. This award is for them to take a step back and recognize their hard work and contributions.” **+**

Thank you to our UF Health Shands AORN CORE committee members for all of their hard work.

- Michele Brunges, R.N., M.S.N., CNOR
- Sharon Batie, R.N., M.S.N., CNOR
- Theresa Hughes, R.N., M.S.N., CNOR
- Janice Rivera, R.N.

UF HEALTH PHYSICIANS | CARE+QUALITY

QUALITY CARE AND QUICK ACTION HELPS INFANT PATIENT

C.M.A. wins UF Health Physicians Biggest Catch Award

BY AMY COOK




(L-R) UF Health Pediatric Specialties Clinic teammates: Brandi Parker, R.N., supervisor for pediatric cardiology; Biggest Catch Award recipient Ramona Newsome, C.M.A.; and Katherine Wheeler, BSHA, ACU manager.

“Her critical thinking skills are excellent, so she is a really great resource to the CHC clinic and pediatric specialties,” said **Katherine Wheeler, BSHA**, ACU manager for UF Health Pediatric Specialties at the Medical Plaza.

This isn’t the first time Newsome has been recognized for a Biggest Catch Award. Three years ago, she received the award for identifying an elevated heart rate in a 3-year-old patient. Due to her quick catch, that patient is happy and healthy now.

While she has been recognized for her attention to pediatric patients, Newsome shows the same genuine care for everyone.

“She’s an asset here,” Wheeler said. “She has the same compassion whether she’s dealing with an adult or pediatric patient.”

“She’s played a vital role with our team. She really knows the whole cardio team and she keeps that area moving,” said **Brandi Parker, R.N.**, UF Health Pediatric Specialties supervisor for pediatric cardiology. “This award further shows what an awesome job she does.” 

Every detail matters and every second counts when providing quality patient care. **Ramona Newsome, C.M.A.**, a medical assistant at UF Health Pediatric Specialties, demonstrated this level of care with her sensitivity to an infant patient’s needs and her willingness to take immediate action.

Newsome observed swelling in the infant’s hands and feet. Recognizing the infant was in distress, she set up the patient in an exam room and immediately notified a physician. The team took an echocardiogram and a physician examined the infant, who was transported to the UF Health Shands Pediatric E.R. for treatment.

This example of our health system’s unwavering commitment to providing the highest quality patient care earned Newsome the UF Health Physicians Biggest Catch Award. This award is presented quarterly by the UF Health Physicians Clinical Quality and Safety Group to deserving providers and staff.

Newsome’s ability to automatically recognize a problem and communicate it to a physician plays a significant role for the unit and the safety of the patients.

The UF Health Sebastian Ferrero Office of Clinical Quality and Patient Safety recognizes Great Catch Awards for UF Health Shands and UF College of Medicine hospital staff and UF Health Physicians recognizes Biggest Catch Awards to honor outpatient physician practice staff whose attention and response help avoid medical errors and contribute to patient safety.

UF HEALTH | CARE+QUALITY

UF HEALTH PLAYS VITAL ROLE AS HURRICANE MICHAEL HITS PANHANDLE HOSPITALS

ShandsCair teams help with relief efforts, hospital teams receive evacuees

BY DOUG BENNETT



1. Patients from damaged Panhandle hospitals began arriving at UF Health Shands Hospital on Oct. 11.

2. ShandsCair team members used personal equipment to set up a command center after the hurricane hit ... the only way to communicate and coordinate evacuation efforts.

3. UF Health Shands was on the ground and in the air the day after Hurricane Michael hit the Panhandle.



While the Gainesville area was spared a direct hit from Hurricane Michael, UF Health played a vital role in the disaster response.

On Oct. 11, UF Health Shands Hospital received its first patients from storm-damaged hospitals in the Panhandle. By 4 p.m. that day, 19 patients had been brought in by ambulance and plans were in place to receive more in the next 24 hours.

The arriving patients were first brought to the emergency room with plans for rapid admission to hospital rooms, said **Brandon Allen, M.D.**, medical director of the UF Health Shands E.R. and an assistant professor in the UF College of Medicine's department of emergency medicine. Several additional physicians were brought in to the emergency room to help expedite admissions.

"We had great collaboration with admissions and our other hospital services. We were ready to take on whatever came to us," Allen said.

Wendy Swan, M.S.N., R.N., NE-BC, director of emergency services for UF Health Shands emergency departments, said additional emergency room and inpatient staff were brought in to help with patients arriving from Panhandle hospitals. A unit within the E.R. was set aside to screen those patients.

Before the storm hit, UF Health ShandsCair helicopters in the North Central Florida and Panhandle regions were repositioned for optimal response when the winds subsided. At dawn on Oct. 11, ShandsCair flight crews based in Gainesville, Perry and Milton were poised to take patients from storm-damaged hospitals to Pensacola and Gainesville, said **Ed Crews**, ShandsCair program director.

By mid-afternoon on Oct. 11, ShandsCair flight crews had transported six patients from Panhandle hospitals to other facilities and more flights occurred later in the day, he said. After all medical evacuations were completed, Crews said that ShandsCair flight crews then assisted with rescue operations involving storm victims.

ShandsCair's role also involved more than the flight crews: Because communications systems in the region were damaged, ShandsCair's

medical transport regional aviation manager was called on to coordinate the entire air medical response from the state's Emergency Operations Center. Our team's leadership has been commended.

"UF Health is well-equipped to handle medical flight and patient care needs during hurricanes and other large-scale emergencies," said **Ed Jimenez**, UF Health Shands CEO. "The hospital system trains regularly and has substantial experience handling such incidents."

He added, "We recognize our statewide responsibility and are always available to jump into action and serve the needs of our state during crises."

Following Hurricane Michael, our teams continued to care for patients in-house and are still supporting recovery efforts in the Panhandle. 

"UF Health is well-equipped to handle medical flight and patient care needs during hurricanes and other large-scale emergencies," said UF Health Shands CEO Ed Jimenez. "The hospital system trains regularly and has substantial experience handling such incidents."

— **Ed Jimenez, UF Health Shands CEO**

TO DO



TUESDAY, DEC. 18
1-3 p.m.

AT THE FOLLOWING LOCATIONS:

UF Health Shands
Hospital Atrium
Cancer Hospital Terrace Café
Shands Medical Plaza Café

Heart & Vascular and Neuro
hospitals Raising Hope at
Work Café
1329 Building

Leaders will be on hand to serve cookies, hot chocolate and
cider – and spread a little holiday cheer!

UF HEALTH | BENEFITS+TRAINING

GET TO KNOW THE UF HEALTH BRIDGE INTRANET: RESOURCES AT YOUR FINGERTIPS

The UF Health Bridge is a one-stop online communications and collaboration hub for UF Health faculty, staff and students in both Gainesville and Jacksonville. It provides tools to encourage interaction and resources to help us stay current on news and activities within the organization, and enables us to link professionally to support the work we do.

- Staff resources and services
- Posts by leaders
- UF Health directory/phonebook
- Empathy Corner
- Department websites
- Event calendar
- Internal news and updates
- Your links and updates



Visit support.webservices.UFHealth.org/Bridge/getting-started/ for more details.



UF HEALTH | CARE+QUALITY

TAKE THE 2019 COMPLIANCE AWARENESS SURVEY!

To kick off 2019, UF Health Compliance Services will celebrate Compliance Awareness Month. Starting Jan. 1, the annual Compliance Awareness Survey and various activities throughout the month will help educate faculty and staff about compliance, privacy and ethics.

The survey helps measure organizational awareness and effectiveness of our compliance program. It helps the team identify its strengths and areas for

improvement and it reminds staff how we can confidentially and anonymously report concerns.

We encourage all faculty and staff to participate in Compliance Awareness Month activities. Your feedback is very important! Watch for more information in Shands News. Visit Bridge.UFHealth.org under "Employee Services" and "Compliance and Privacy" to learn more.