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Fourth-floor unit renovation complete

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Conti had served as interim chair since 2018

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Please complete the online survey by March 2

Better Health Blossoms From New Plant-Based Menu

Healthy food can taste good!

Q&A WITH THE CEO – ED JIMENEZ

Looking ahead: Priorities for 2019

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

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or recycle it when done.



UF Health Shands CEO Ed Jimenez met with the GatorCare team to learn more about the new plant-based menu that is offered on Thursdays and Fridays. Are you ready to turn over a "New Leaf?" Visit news.my.shands.org and type New Leaf in the search bar for more information.

UF Health Shands CEO **Ed Jimenez** answers questions in each issue of News+Notes. It's our newsletter for staff who provide and support patient care in the hospital system. Jimenez also posts regularly on the Bridge intranet, so check out "Leaders Online" and "Leadership Status Updates" on the homepage. This month, we're talking about what's in store for 2019.

What are some of your priorities for patient care this year?

I'm thrilled about how we've been focused on clinical outcomes and quality and taking patient care to new levels. We had a good year making progress with some fantastic results. We have to make it a priority to reflect on our success stories and

remind ourselves of the groundbreaking work going on here daily. This keeps the momentum going for what's ahead.

Let's talk quality measures. We're among the leaders nationally for reducing mortality, which is challenging in an academic hospital system. We serve extremely compromised patients with complex conditions coming to us from places unable to help them. Other physicians refer them here because we have the best expertise to give patients a fighting chance.

Our adult lung transplant program had spectacular outcomes. Their wait time is three months on average, compared with the six-month state average. Our one-year survival rate is above 93 percent, compared with the national average of 87 percent.



We have the lowest mortality rate for adult patients waiting for a transplant. That's just incredible!

Another example: We're changing the face of ECMO* — our team received an international honor recently for their life support. We have a well-trained and experienced adult and pediatric ECMO team that gets called on to provide care in transit via ambulance, helicopter or airplane. They quickly mobilize, stay focused and stabilize patients when other teams are cautious about doing so. Our folks have a confident, "We got this" approach. People think, "Wow, that's incredible." But our staff thinks, "It's our job; it's what we do." Because of their high standards, sometimes our staff don't realize just how amazing they are.

These are just examples. We're set on a course where we can be proud of our outcomes and what's ahead.

**Note: ECMO stands for extracorporeal membrane oxygenation, for which specialists use an oxygenator outside the patient's body to pump blood when the heart or lungs are not functioning properly.*

What else is a focus for 2019?

It's exciting to see what the future holds as far as discovery. We're moving a lot faster in taking science to the bedside. That's pretty cool — to take an idea, work it out and see patients benefit. This year, we're going to see so much progress. It's like anything else, such as running a marathon or learning how to bake a cake: You have the ingredients, you keep developing the talents and skill with practice and problem-solving, and you keep moving forward and getting stronger and stronger. We're primed for another decade ahead with remarkable changes and discoveries for our patients.

How are we doing with our interim leaders in place for the coming months?

It's a fun time to be in this office, collaborating with Dr. Nelson (**David R. Nelson, M.D.**, interim senior vice president for health affairs and president of UF Health) and Dr. Tyndall (**Joseph A. Tyndall, M.D., M.P.H.**, UF College of Medicine interim dean).

Dr. Nelson is a leader in his field — he's changed how patient care is delivered internationally. He has a great mind and is fascinated with how to get discovery to the bedside. He is still a practicing physician and committed to patients. His dedication, passion and drive, honestly, makes us all want to be better.

Dr. Tyndall comes to the interim dean role with such a knowledge of day-to-day care. He is still practicing emergency medicine, and also has a down-to-earth approach as a leader. He creates an environment for us to strive to do more for patients and create better ways of working together.

In this environment, excellence is all around us. The bar is set at an amazing, high level. We all have an obligation to contribute and support our missions. I look around and pinch myself ... am I really here and blessed to be part of such an organization ... With all we do — it's no wonder UF Health Shands is considered among the best.

I look forward to the year ahead to see what else we will do together. 

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.

UF HEALTH | CARE+QUALITY

PHYSICIAN HOPES BETTER HEALTH BLOSSOMS FROM NEW PLANT-BASED MENU

People are surprised healthy food can taste so good

BY ROSSANA PASSANITI



Growing up with meat and potatoes always on his plate, Robert Capozzi had never had much use for a plant-based diet.

Fast forward a few decades, however, and Capozzi's physician, **Monica Aggarwal, M.D., FACC**, knew it was time for him to learn about nutrition based on his health issues. Aggarwal started seeing 58-year-old Capozzi after his triple-bypass surgery in early 2018, when she introduced him to the new plant-based menu for patients at UF Health Shands.

"So much of the time, we are focused on giving people medicines after they become seriously ill," said Aggarwal, director of integrative cardiology and prevention in the UF College of Medicine cardiovascular medicine division. "Treatment of patients, unfortunately, is primarily focused on treatment with

medications. We are trying to change the focus to lifestyle changes, which include diet and exercise."

This is why Aggarwal came to UF Health a year and half ago. She wanted to build a program to teach patients, students and caregivers how to eat healthier to help lower their risks of contracting a chronic illness.

"We began conceptualizing the menu with Dr. Aggarwal in the fall of 2017," said **Lara Zamajtuk**, UF Health Shands associate vice president of operations. "Gathering a team of hospital dietitians and nutrition experts, along with our senior executive chef, we created a menu that offers healthy food options that are plant-based."

The team experimented with meals high in lentils, fruits, vegetables, beans and whole grains and eventually scheduled tastings with hospital staff.



FEBRUARY IS AMERICAN HEART MONTH. GO RED TO HELP RAISE AWARENESS ABOUT HEART DISEASE — THE MORE YOU KNOW, THE MORE LIVES YOU CAN SAVE.

“We created entrees that looked and smelled appealing,” said **Andrew Hennis**, senior director of UF Health Shands Food and Nutrition Services. “We had to overcome people’s resistance to trying them. It’s a matter of taste and feeling full. If people feel satisfied after finishing a delicious, healthy meal, they may change what they eat.”

The new menu, which includes entrees like lentil Bolognese over pasta and chickpea potato coconut curry, is now available to inpatients in the UF Health Heart & Vascular Hospital. The goal is to expand the menus to other facilities in the future as well as offering the healthy plant-based options in the UF Health Shands Hospital Cafeteria, 1329 Deli and UF Health Heart & Vascular and UF Health Neuromedicine hospitals’ Raising Hope at Work Cafe locations on Thursdays and Fridays.

In addition to black bean burgers, tofu vegetable stir-fry and oatmeal, patients also will find the American Heart Association’s recommended daily servings of fruits and vegetables. Aggarwal hopes the new menu will help her cardiac and vascular patients lower their risk for heart disease.

“When a patient comes into the hospital and they have chest pain, for instance, and they’re told that they’ve had a heart attack and get stents put in their heart, usually they get a list of medications,” Aggarwal said.

Her goal is to broaden the conversation to include this: “You’ve had a heart attack, but don’t worry, we’ve got you. We’re going to show you some of the foods we want you to eat so you can start incorporating some of those foods into your diet at home, and teach you how eating the right foods can make you feel better. We are going to give you tools so you can work on healing yourself,” she said.

Hawthorne, Florida, resident Capozzi said the menu was an adjustment after what he had been used to eating his whole life but the change has been worth it.

“As someone who was eating steak all the time, to have to eat plant-based, I mean, that is a big shift and lifestyle change,” he said. “But I’ve been holding extremely true to the diet, and most

people can’t believe (my health) has changed that much.”


Capozzi said all his bloodwork has improved and he is off the medication he was originally taking. He said he even thinks his nutrition is helping him better manage his diabetes.

“It is hard to argue something that is working. It’s OK to turn your nose up at it, but give it a try,” he added.

Aggarwal told him that he can have treats, but Capozzi is using this plant-based diet as a way to lose weight, so he is sticking to it completely.

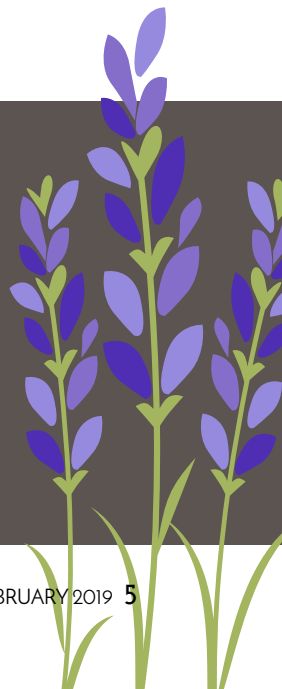
“One of the neatest things Dr. Aggarwal said to me was, ‘If you eat my diet, I don’t care what your weight is,’” Capozzi said. “That is so down-to-earth because back when I was 30, I had a doctor who put me on a diet to lose weight based off my height and my age.”

Plant-based menu items are being introduced to the retail cafeterias in the UF Health Shands hospitals. Aggarwal said the reaction has been positive.

“People say things like, ‘Wow, I really didn’t expect that eating plants would taste so good,’” she said. “When patients come into the clinic, they’re super excited about making changes. Just giving them that first step in the hospital with the plant-based menu gives them hope for what they can do.” 

ARE YOU READY TO TURN OVER A NEW LEAF?

Try the new plant-based menu on Thursdays and Fridays at our UF Health Shands Hospital Cafeteria, 1329 Deli and UF Health Heart & Vascular and UF Health Neuromedicine hospitals’ Raising Hope at Work Cafe.



THE NEXT EVOLUTION IN WEB CONTENT MANAGEMENT: UF HEALTH APOLLO 2.0

Academic programs transitioning to new platform

BY KIM ROSE

Starting in February, faculty and staff who manage public-facing websites for UF Health colleges and departments as well as some hospital-based programs will be asked to begin migrating their public web content to a new and improved management system, named Apollo 2.0.

Apollo was designed in-house, based on WordPress, by our own Web Services experts. It provides our internal editors with expanded options to engage their target audiences. The appealing visual design includes more customization options. Improved performance capabilities include a more nimble search function to help visitors sort through content as well as a better mobile experience.

“This is an exciting and necessary step for UF Health to stay at the forefront with best practices that serve our stakeholders,” said **Carlos Morales**, director of UF Health IT/Communications Web Services. “Most people turn to the internet first to gather critical information then make important decisions. Our sites will deliver what they need and help them quickly connect with UF Health.”

Our content must showcase our expertise, available resources and opportunities. We have to appeal to current and potential new patients, faculty, staff and students; donors and individuals or groups who may decide to offer philanthropic support; and research-funding agencies, as well as our peers and the public.

The Web Services team is part of UF Health IT Services and UF Health Communications. The group worked for months to develop the Apollo platform around WordPress’ latest emerging super-tool: Gutenberg.

The improved system will be familiar to our college and department-based web editors because we already use WordPress. They will use this shift to reassess and update their web materials. Morales says more than 90 percent of their content can automatically transition, and the average editor will need only an hour or two to make the switch. Web Services will support them: A beta-test group is helping them work out bugs to make the process as smooth as possible.

As the colleges, institutes and other programs begin to adopt Apollo 2.0, the Web Services team will begin working on the next phase: to migrate content from UFHealth.org to the new system. We will communicate to keep everyone, including our patients and public audiences, informed about the changes they will see.

“Our team has been working tirelessly, right along with WordPress, to adopt the Gutenberg platform,” Morales added. “We’re part of the next evolution of how people build and manage web sites. We’re really proud to have a talented team that can customize tools for our academic health center partners and their critical audiences.” ■

AT A GLANCE

The sites that will migrate first this winter and early spring are mainly academic sites representing individual colleges, institutes and programs at UF Health.



700
individual sites



100,000
pages of content



1,900
web administrators/editors
who manage the content

UF HEALTH | CARE+QUALITY

THE PERSONAL SIDE OF PAIN MANAGEMENT

UF Health continues working toward personalizing patient care to ensure safe and effective treatment

BY DOUG BENNETT



It's a challenging time to work in pain management: An opioid abuse and addiction epidemic continues to roil the nation. In Florida, new laws governing the dispensing of controlled substances, including ones used to treat acute pain, took effect on July 1. Meanwhile, physicians want the safest, most effective pain control for their patients.

At UF Health Shands, a long-standing Pain Management Committee comprises a cadre of physicians, nurses, pharmacists and quality assurance professionals. They meet regularly to discuss and solve pain management issues affecting children and adult patients. As pain management has evolved, so has the committee's focus.

Today, our experts say pain management is much more customized and patient-specific.

"The focus has really narrowed on administering doses that are consistent with the type and degree of pain a patient is experiencing," said **Robert Nappo, D.N.P., ARNP**, UF Health Shands Perioperative Services associate vice president.

Amy Rosenberg, Pharm.D., BCPS, UF Health Shands Hospital pharmacy specialist in medication safety and quality, has seen pain management come full circle since early in her pharmacy career, when pain management practice embraced more liberal use of medications.

"Now, it's really kind of the opposite from a medication selection perspective," she said. "We're trying to minimize use of the opioid class of medications when and where we can."

That can mean trying new strategies such as multimodal analgesia — an approach that emphasizes several different interventions to avoid or limit the need for opioid medications, said **Rene Przkora, M.D., Ph.D.**, chief of pain medicine and an associate professor of anesthesiology in the UF College of Medicine.

Multimodal analgesia improves pain control by using interventions that act on different pain mechanisms. These include non-opioid medications, nerve ablation and steroid injections as well as advanced interventions such as spinal cord stimulation. The result can be effective, individualized pain management without the potential risks and side effects of opioids.

UF Health Shands is also a leader in using continuous local anesthetic infusion, which provides pain control to a specific part of the body, such as a surgical site. It delivers effective, localized pain control without opioids, Przkora said.

There's also a renewed emphasis on adjunct treatments that don't involve medications — hot compresses, cold packs and elevating and repositioning patients. The Pain Committee has begun monitoring and encouraging these non-medication pain interventions.

"Some things we used to think of as common sense," Rosenberg said. "We're focusing more on them as pain management interventions."

Based on a patient's needs, pain specialists use additional disciplines such as physical therapy and psychology, Przkora said. Because pain can lead to a host of issues, such as poor job performance or relationship troubles, he said it's important to have a holistic approach.

Whether it's a single drug or broader pain management issues, the committee's focus is the same: personalized patient care to help ensure safe and effective treatment.

Przkora added, "It's not just about a pain score and/or dose of morphine, it is about the patient." ■

UF HEALTH | CARE+QUALITY

PEDIATRIC INFUSION CENTER RECEIVES FACELIFT AND EXPANSION

Fourth-floor unit renovation complete

BY RACHEL RIVERA



More space and privacy highlight the UF Health Shands Children's Hospital fourth-floor renovations in the Pediatric Infusion Center and Specialties Clinic.

In late December, the newly renovated Pediatric Infusion Center and Specialties Clinic began welcoming patients on the fourth floor of UF Health Shands Children's Hospital. The updated unit features a larger waiting room; 16 large and more private infusion chairs, each with a TV and gaming station; a waiting area for immunocompromised patients; a nourishment area; more spaces for nurses; and many other features designed to enhance the patient, family and staff experience.

"It's going to be nice to have all of our patients on one floor and all together again," said **William Clayton, M.D.**, UF College of Medicine chief of pediatric

hematology and oncology at UF Health Shands Children's Hospital.

There are two sets of adjoining rooms in the clinic where patients and their families can interact and spend time with each other during treatment.

"It's a big step up for us to have an infusion room where we have spaces that are separated by walls and patients will have more privacy in the center," Slayton said.

In addition to comfort, the renovations improve quality and safety. He explained, "There will be better infection control because of the fact that spaces are separated by solid walls."

Former UF punter Johnny Townsend,

who is now with the Oakland Raiders, created the Johnny Townsend Foundation to help fund the unit's makeover. His parents, Clay and Susan Townsend, drove from Orlando to see the renovation.

"Fantastic. I know Johnny is excited about it," Clay Townsend said. "He wishes he could have been here, but the Raiders are playing. He's just very proud of it."

Susan Townsend said, "We're very happy that he has found something that he feels passionate about and wants to continue helping." **+**

UF HEALTH | BENEFITS+TRAINING

BRIDGE PROVIDES SAFETY RESOURCES FOR FACULTY AND STAFF

Check out the Workplace Safety and Violence Prevention site

BY NACUYA RUCKER



The health care environment creates potentially emotional situations. Whether a patient has an unplanned trip to the E.R. or a prescheduled surgery, treating a health concern and coming to UF Health can be overwhelming. Patients may react out of fear, anxiety or stress, and may not be able to communicate in a constructive manner.

Our faculty and staff must often manage emotionally charged situations. UF Health offers resources that help build staff awareness and hospitality and service skills for use with patients and visitors in all situations. However, it's also necessary to protect our workers in case they face possibly hostile or threatening interactions. A new resource for information is the UF Health Bridge Workplace Safety and Violence Prevention site.

Our UF Health faculty, residents, staff and volunteers can explore workplace safety resources available through:

- UF Health Shands
- UF Health Physicians
- UF administration
- UF Police Department
- UF Health Jacksonville

Visit Bridge.UFHealth.org/workplace-safety

The site provides links to important resources that support our workers. It includes information about safety protocols, crime prevention classes, security contact phone numbers and other available options for faculty and staff provided by UF Health Shands, UF Health Physicians, UF, the UF Police Department and UF Health Jacksonville. The site was suggested by the UF Health Shands Violence Prevention Taskforce Committee, spearheaded by **Irene Alexaitis, D.N.P., R.N., NEA-BC**, UF Health Shands Hospital chief nursing officer and Nursing and Patient Services vice president.

“For the first time, faculty and staff across UF Health can now locate safety and violence prevention information in the same place. Nurses in Gainesville can find information about our de-escalation course, staff in Jacksonville can review emergency plans and UF employees can pinpoint their HR resources,” Alexaitis said. “No matter where you work, you’ll find information that meets your needs.”

Visit Bridge.UFHealth.org/workplace-safety or click the “Workplace Safety & Violence Prevention” link located under the “Policies & Procedures” tab on the homepage.

Alexaitis added, “We understand that health care is a rewarding but challenging industry, and we’re committed to keeping you safe and helping you succeed in your role.”

LEVEL 1 TRAUMA CENTER VERIFIED BY AMERICAN COLLEGE OF SURGEONS

Achievement recognizes trauma team's dedication to providing optimal care for injured patients



The UF Health Shands Trauma Center has been verified as a Level 1 trauma center by the Verification Review Committee, an ad hoc committee of the Committee on Trauma of the American College of Surgeons. This achievement recognizes the trauma team's dedication to providing optimal care for injured patients.

Verified trauma centers must meet the essential criteria that ensure trauma care capability and institutional performance as outlined by the American College of Surgeons' Committee on Trauma in its current Resources for Optimal Care of the Injured Patient manual. The Committee of Trauma's Consultation/Verification Program for Hospitals promotes the development of trauma centers in which participants provide not only the hospital resources necessary for trauma care, but also the entire spectrum of care to address

the needs of all injured patients. This spectrum encompasses the prehospital phase through the rehabilitation phase.

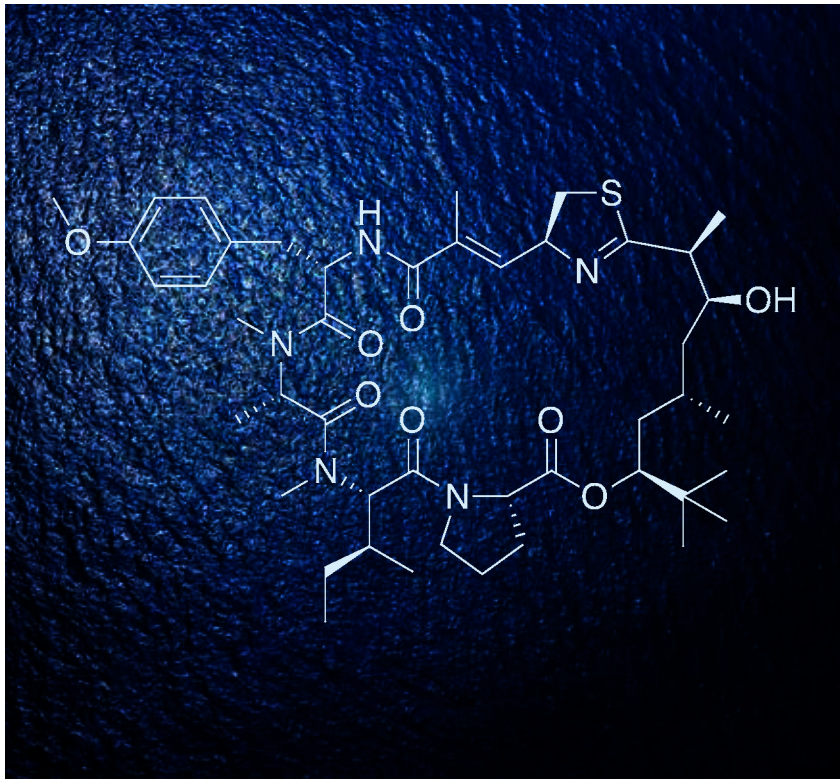
There are five categories of verification in the program. A hospital requests the verification level assessment and an experienced trauma team conducts an on-site review.

On average, our UF Health Shands Trauma Center team sees more than 3,100 patients annually. The trauma center is staffed by five pediatric trauma surgeons, eight adult trauma surgeons, three burn surgeons and numerous emergency medicine physicians and critical care nurses. In addition, the staff includes radiologists; pharmacists; unit nurses; physical, occupational and speech therapists; social workers; case managers; and support staff. ■

UF HEALTH | RESEARCH+DISCOVERY

LAB NOTES

Check out recent research developments at UF Health



LOOKING TOWARD THE OCEAN MIGHT HELP TREAT PANCREATIC CANCER

A novel drug candidate based on a marine natural product discovered 20 years ago could be the basis for a new approach to treating pancreatic cancer. UF College of Pharmacy researchers have developed a novel molecule based on marine cyanobacteria, Apra S10, to target pancreatic cancer cells. In laboratory testing, Apra S10 inhibited the growth of pancreatic cancer cells derived from patients and maintained high concentrations in the pancreas compared with other organs. Apra S10 originates from a family of molecules known as apratoxins, found in select areas of the Pacific Ocean near Micronesia. ■

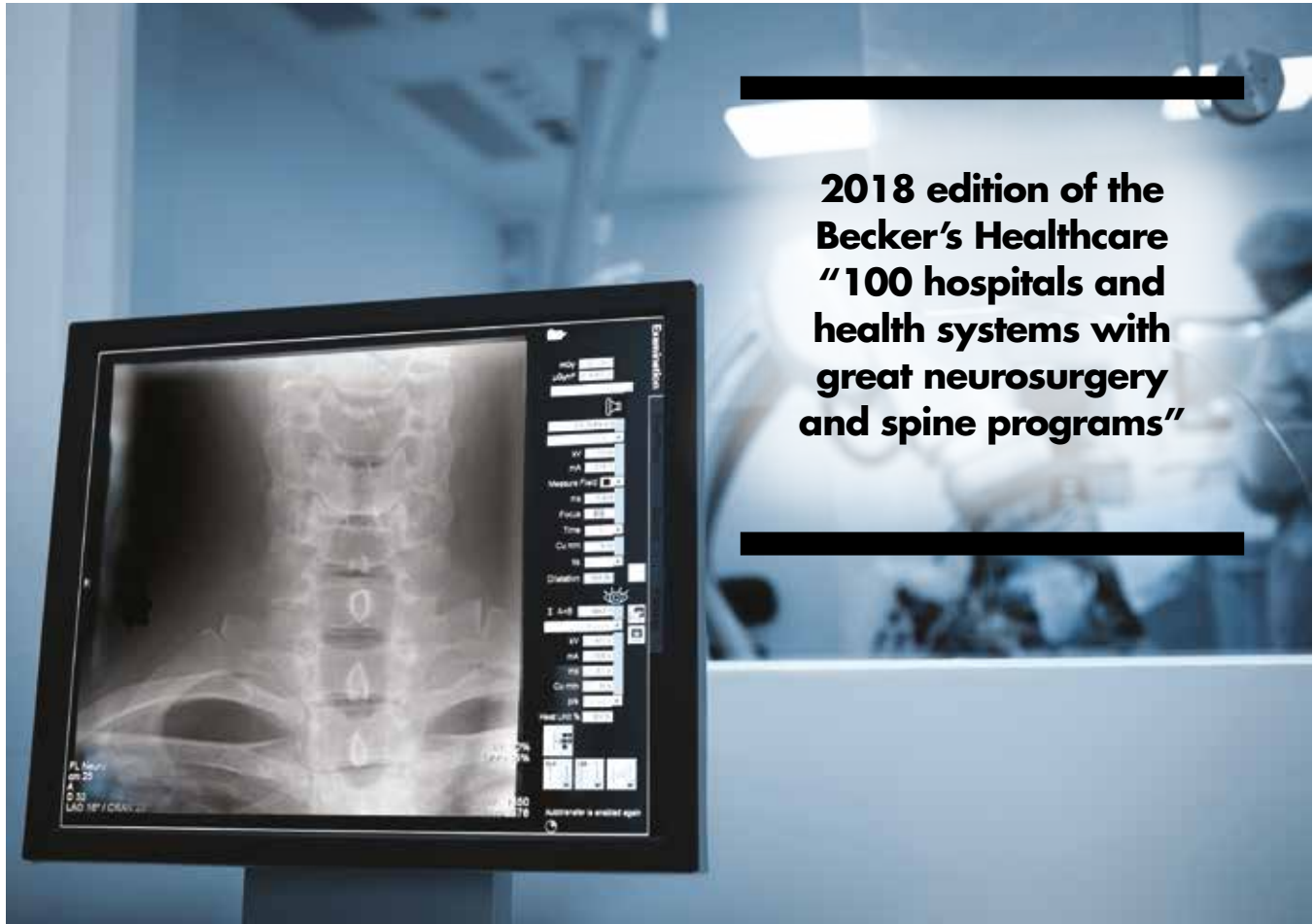


DAILY ASPIRIN USE MAY DO MORE HARM THAN GOOD

Among otherwise healthy people, a daily dose of aspirin does not save lives and can cause additional bleeding, an analysis by UF Health researchers has found. The meta-analysis of 11 aspirin therapy clinical trials involving more than 157,000 healthy individuals found the drug doesn't reduce deaths, heart attacks and strokes. Low-dose aspirin users were also about 50 percent more likely to have major bleeding compared with those who did not use aspirin. Aspirin prevents blood clots from forming, which can reduce the risk of a stroke or heart attack. But it can also be a hazard: Blood that doesn't clot easily can raise the risk of a hemorrhagic stroke or internal bleeding.

UF HEALTH SPINE PROGRAM NAMED TO BECKER'S TOP 100 LIST

Spine team performs more than 1,000 surgeries each year



The UF Health Spine Program was named to the 2018 edition of the Becker's Healthcare "100 hospitals and health systems with great neurosurgery and spine programs."

The organizations featured on the list had extensive neuroscience and spine programs, providing treatment and the latest research for neurosurgical disorders. Many hospitals and health systems featured earned top honors for medical excellence, outcomes and patient experience in their spine and brain surgery departments.

The UF Health Spine Program provides comprehensive services for patients with spinal tumors, degenerative disease and craniocervical

junction anomalies. The spine team performs more than 1,000 surgeries each year, including minimally invasive procedures. UF Health neurosurgery and neurology departments include 75 faculty members and received around \$10 million in research funding for studies and trials. UF Health neuromedicine experts perform around 10,000 procedures and support 30,000 outpatient visits annually.

UF Health Shands is ranked No. 32 in the nation for neurology and neurosurgery by U.S. News & World Report. [■](#)

UF HEALTH | POLICIES+GUIDELINES

FACULTY, STAFF TO EXPLORE PARKING SOLUTIONS IN UPCOMING FOCUS GROUPS

Several dozen UF Health faculty and staff members will be asked to participate in focus groups to address the ongoing challenge of employee parking along Archer Road.

Leaders have selected representatives from UF Health Shands, UF Health Physicians and the College of Medicine who work in these main hospitals and buildings. Encouraged to talk with colleagues in advance, participants will then share ideas for how the organization may more effectively assign decals and manage staff parking.

You can learn more about existing parking options and our free shuttle transport for faculty and staff.

Check out these resources on the Bridge (enter these keywords in the search bar):

- *Employee Parking - Shands*
- *Shuttle Services and Maps*

The TransLoc app can be used on your mobile device to track our patient/visitor and staff shuttle bus locations and arrival/departure times.



JAMIE CONTI, M.D., APPOINTED CHAIR OF DEPARTMENT OF MEDICINE

Conti had served as interim chair since January 2018

BY KAREN DOOLEY



UF Health cardiologist **Jamie Conti, M.D.**, has been named chair of the department of medicine for the UF College of Medicine. Conti, who has served as interim chair of the department since January 2018, is internationally recognized in the field of clinical cardiac electrophysiology. She has the expertise, leadership skills and passion required to take the department of medicine to the next level.

Conti graduated cum laude from Harvard University in 1982. She then pursued her medical training at UF, where she earned her medical degree in 1987, followed by an internship year at Georgetown University and residency at Emory University. She then did her general cardiology training at UF Health, followed by a year of subspecialty training in clinical cardiac electrophysiology.

Conti, who joined the UF College of Medicine faculty in 1994 as an assistant professor in the department of medicine's division of cardiovascular medicine, has held a number of positions that have shaped the division's clinical and training programs. She served as the cardiology program training

“Dr. Conti will provide outstanding leadership to the department of medicine during this important time in the department’s history.”

— JOSEPH A. TYNDALL, M.D., M.P.H., A PROFESSOR AND INTERIM DEAN OF THE UF COLLEGE OF MEDICINE

director from 1998-2009, as well as the clinical cardiac electrophysiology program director from 2005-2008. She was promoted to full professor in 2007. In 2009, she took over as chief of the division of cardiovascular medicine.

In addition to her outstanding clinical and teaching accomplishments, Conti has contributed a great deal to the science of cardiac electrophysiology, generally in the area of device implantation. She has published more than 120 peer-reviewed manuscripts and another 100 published abstracts and book chapters. She has co-authored several international guidelines, including those on atrial fibrillation, supraventricular tachycardia and the training of clinical cardiac electrophysiologists. She is a reviewer for more than a dozen major journals in cardiology and has presented nationally and internationally on arrhythmias in pregnancy. Her honors and awards include the American College of Cardiology, or ACC, Proctor Harvey Teaching Award in 1998, and election to the American Clinical and Climatologic Association in 2006, and to the Association of University Cardiologists in 2006. She was also the recipient of the 2002 Distinguished Service Award, ACC, Florida Chapter; the 2007 Chapter Recognition Award, ACC; the 2008 Distinguished Service Award, ACC, Florida Chapter; and the 2011 Founders Award, ACC, Florida Chapter. She was elected governor of the ACC from 2005-2008.

“Dr. Conti will provide outstanding leadership to the department of medicine during this important time in the department’s history,” said **Joseph A. Tyndall, M.D., M.P.H.**, a professor and interim dean of the UF College of Medicine. “She will help to build an exciting future on a foundation of a strong legacy.” ■

UF HEALTH | CARE+QUALITY

CUSTOMER SERVICE IS THE KEY

Part of what makes our roles at UF Health so rewarding is the wonderful people we work alongside each day. Health care is a unique industry that requires a certain level of compassion and selflessness, and you – our faculty, residents, nurses, staff and volunteers – strive to always put our patients first. In our organization, we care from the heart, and programs such as Customer Service is the Key help us recognize colleagues who meet and exceed our Hospitality & Service standards.

Check out this recent CSK nomination:

Jessica Cornman, P.T., D.P.T., P.C.S., UF Health Shands Rehab Services physical therapist, took the initiative to make the best out of a challenging experience for a teen patient. The teen was required to sit upright in a chair, which proved to be challenging because of two large cannulas that were in her neck area. To assist the patient, Cornman created a lightweight headpiece to help her sit up comfortably and hold the cannulas in place. In addition, Cornman “bedazzled” the device with purple beads. When the patient saw the new headpiece, it put a big smile on her face.

This nomination was submitted by one of Cornman’s colleagues.



PLEASE HELP US RECOGNIZE YOUR COLLEAGUES FOR GOING ABOVE AND BEYOND.

To submit a CSK nomination, visit the Bridge and search “CSK” or call 352-265-0495 for more information. If you hear a patient compliment a staff person for their service, please let them know how to submit a nomination. Visit news-notes.UFHealth.org to read more CSK stories like this in the archived May editions, which feature our annual CSK spread in honor of National Hospital Week.

UF HEALTH | EVENTS+ACTIVITIES

MARCH 18-22: PATIENT SAFETY & QUALITY WEEK

Our 2019 UF Health Patient Safety and Quality Week is March 18-22. UF Health continues to demonstrate a strong commitment to patient safety and quality improvement – and this is the time for faculty, staff, residents, students and volunteers to participate and learn more.

The week’s events provide unique opportunities for us to share information about hospital quality goals, recognize top contributors and innovators, increase awareness of hospitalwide quality improvement projects and celebrate achievements in patient safety and quality.

Mark your calendars and watch for details about the week’s activities. Visit Bridge.UFHealth.org/quality-patient-safety for more information.



UF HEALTH | COMMUNITY+OUTREACH

HELP PROVIDE A SNAPSHOT OF OUR COMMUNITIES' HEALTH

If you live in Alachua or Marion counties, please take a few minutes to complete a survey that will help UF Health and other local health care partners better understand and meet the long-term health needs of the community.

The Alachua County Community Health Needs Assessment and the Marion County Community Health Needs Assessment (two separate surveys) will provide us with a snapshot of our communities' overall health: It helps determine the effectiveness and efficiency of health care and identifies factors affecting the population that need attention to improve health.

The online survey is available until March 2. Go to news.myshands.org and search for "community survey."

Your input is crucial to UF Health, the Florida Department of Health in Alachua County and in Marion County, the WellFlorida Council and other health systems and programs. Adults 18 and over can participate. It only takes 20 minutes to complete the survey and individual responses and personal information will remain confidential. General results and analyses will be available to the public.

At the end of this survey, participants can enter a drawing to win one of 10 \$30 Walmart gift cards. Please complete this survey only once. Completing it multiple times will not increase your chances of winning.



UF HEALTH | AWARDS+KUDOS

ELIGIBLE PHYSICIANS: PREPARE FOR U.S. NEWS "BEST HOSPITALS" SURVEY

Reputation matters. Our top focus remains providing the best possible patient care, improving quality of life and moving medicine forward. Our stakeholders should know what distinguishes UF Health from the competition as one of the nation's top academic health centers. As we rise in national rankings, the heightened awareness about UF Health and our reputation for excellence helps build familiarity for our expertise and services, reinforces patient trust and choice, boosts physician referrals, propels recruitment efforts, helps us secure grants and philanthropic support and catalyzes our growth.

We're asking eligible physicians to vote for UF Health Shands in the spring 2019 U.S. News & World Report "Best Hospitals" reputation survey. Please encourage them to explore the Bridge site at Bridge.UFHealth.org/hospitalrankings to learn about eligibility and how to participate.