

Vol. 14 No. 8 | MAY 2019

# NEWS+NOTES

UF HEALTH SHANDS

**Page 14: HELP US IMPROVE**

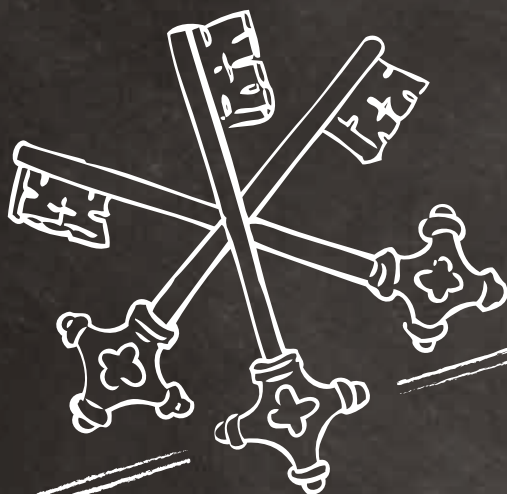
Employee Engagement Survey begins May 6

**Page 21: LET'S CELEBRATE OUR NURSES**

Join us for National Nurses Week celebrations May 6-12

**Page 23: IT'S NATIONAL HOSPITAL WEEK!**

Meals and treats to thank our employees are slated for May 12-18



CAROL KRUEGER  
ASHLEY MORGAN  
QUYNH NGUYEN



CSK

SINATRIA



SUSAN CAHOON  
DENNIS ECKFORD  
AMANDA HENDERSON

2019

WILLIAMS



CUSTOMER SERVICE IS THE KEY AWARD WINNERS 2019 EDITION

UF HEALTH SHANDS | HOSPITALITY+SERVICE

## CELEBRATING OUR EVERYDAY HEROES

*A message from UF Health Shands CEO Ed Jimenez*

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UF Health Shands  
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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.



*Executive leaders celebrated with long-term service award recipients. (From left) Irene Alexaitis, D.N.P., R.N., NEA-BC, UF Health Shands chief nursing officer and Nursing and Patient Services vice president; Diana Richardson, M.B.A., UF Health Shands Operations vice president; James J. Kelly Jr., UF Health Shands senior vice president and chief financial officer; Janet Christie, UF Health Shands Human Resources senior vice president; Monica Adams, 40-year honoree; and Ed Jimenez, UF Health Shands CEO.*

No matter what your role is at UF Health, your work supports our mission to move medicine forward ... to change patients' lives for the better and make our communities healthier. Not many people have this kind of opportunity to make a positive impact. Each May, we celebrate National Nurses Week and National Hospital Week by honoring everyone who provides and supports patient care and service in our hospital system. It's not easy work and it takes special people.

Our leaders invite you to attend any of the events this month where we hand out food and say thank you in person. We'll also deliver treats to many of our off-campus outpatient locations. Please stop by if you can.

These are token gestures, we know, and we can't reach everyone personally. That's why it's important for managers and staff to routinely step back to reflect on your team's progress and recognize everyone's contributions. I hope you'll do that this month, and regularly, to express appreciation with your fellow doctors, nurses, residents, employees, students and volunteers — because you are the foundation for everything we do at UF Health.

On behalf of our executive team: thank you. We appreciate your dedication to our patients, to their loved ones — and to each other.

I urge you to think about how you view the work you do, as part of the bigger



FSC LOGO





*UF Health Shands CEO Ed Jimenez visited with honorees at the annual Milestone Service Awards.*

picture. I hope you actively make the decision to like what you do, to take pride in it and to feel good about the great people you spend your time with here.


Like I said, this is a challenging work environment. People depend on us and we hold ourselves to very high standards. There's a natural ebb and flow at work and the key is to keep our eyes on our progress at all times, to keep adapting, improving and moving forward. We've had an incredible past year, looking back, and many teams have moved into new spaces, expanded and taken on new challenges. We're always in a stage of shifting and settling down again.

This ebb and flow mirrors our personal lives. I have a daughter who's been in college nearly a year. She left the house and doesn't need us like she did. We still have two other kids at home, and we are a busy family. But I had to learn to let go of how things were and make room for a "new normal," just like I do at work when facing changes. I adapt and stay focused on what's working and how I can keep improving.

If you can accept that there's complexity and change in all areas of life, keep your eyes on the horizon and accept the flow, you'll find great opportunities ahead. I was reminded of this at the Milestone Service Awards event, honoring many long-term employees. When I was handing out their pins and awards, I heard so many comments about how you have loved working here, and how you feel connected to colleagues and patients. This is a rewarding place to spend your time.

Coming up, we also have the 2019 Employee Engagement Survey. Please participate! Your feedback gives us a snapshot of how we're doing as an employer and tells us how we can keep improving.

This is a great place to build a career and you're the reason we have an amazing work family.

Thank you for choosing UF Health and making it so incredibly special. Thanks for all you do every day for those we serve. 

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

Dear Colleagues:

This is one of my favorite times of the year. It is a time when we celebrate you ... our employees. The celebration begins at our Milestone Service Awards banquet and culminates with National Hospital Week. But it's the recognition of our Customer Service is the Key program honorees that really makes me proud.

The CSK program allows anyone — patients, residents, visitors, faculty, staff and volunteers — to recognize individuals for outstanding work performance and attentive service.

So what are the keys that create excellent customer service?

Know your service. Whether it's patient care, accounting, marketing or environmental services — we need to understand how we fit in, what's our place at UF Health Shands and how our work is important to creating loyal customers for our health care system.

Be friendly. A smile and a kind word go a long way, not just with patients and their families but also with each other.

Use our hospitality standards. Everything that we learn in monthly hospitality huddles and during hospitality training and the tools that we are given provide a positive experience for our patients, their families and visitors and our faculty and staff.

Show respect. Always be courteous and respectful to anyone you encounter.

Listen. This is one of the simplest secrets for top customer service. It means you are truly hearing what others are saying.

Be responsive. If you don't know the answer to a question or are unable to solve an issue, get help ... find someone who can figure things out so your customer feels heard and cared about.

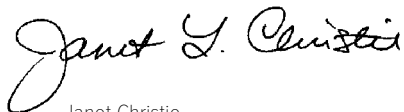
Use any feedback you receive. If a customer provides feedback, good or bad, take the time to review it and decide if you're meeting expectations or need to make adjustments to improve customer service.

The key to good customer service is building good relationships with your customers.

In the next few pages, you'll read about some of our team members who have gone above and beyond and made an impact on our patients, families, visitors and co-workers. Each person is holding a chalkboard that lists their individual keys to success, a creative list of words and phrases that inspire them daily in their roles at UF Health and throughout their personal life journeys. As you read each page, I challenge you to ask yourself what are the keys to your own success. What inspires you and motivates you? These employees understand the keys to success and are great representatives of our organization's values, mission and goals.

Each year, we receive thousands of CSK nominations detailing stories of generosity, attention and action. They include acts as simple as a gesture that brightened someone's day, or as crucial as a quick response that prevented a medical error. CSK nomination forms are located on our nursing units, at our reception desks and on the Bridge on the UF Health Shands Human Resources site. Please continue to nominate your colleagues, as we love to celebrate our faculty, residents, staff and volunteers. Thank you for supporting the CSK program.

Thank you,



Janet Christie  
Senior Vice President, Human Resources  
UF Health Shands

UF HEALTH | HOSPITALITY+SERVICE

# UF HEALTH 2019 CSK THE KEYS TO

# SUCCESS

BY MICHELLE MOORE · PHOTOS BY JESSE JONES





**SUSAN CAHOON, R.N., B.S.N., O.C.N**

Registered nurse  
UF Health Shands Radiation Oncology  
Years of service: 13 years

Susan Cahoon personifies compassionate nursing. The Radiation Oncology team treated a patient with oral cancer. The patient had severe complications from surgery and needed care from a skilled nursing facility. This patient was the sole caregiver of elderly parents who lived more than two hours away. The patient was unable to communicate because of a tracheostomy and worried about getting updates to family members. At the patient's request, Susan made weekly phone calls to the patient's mother, during a three-month period, to update her on the patient's condition. Susan's kindness eased their minds and allowed them to get through the ordeal without further hardships. We recognize Susan for going above and beyond for our patients.



## DENNIS ECKFORD

Patient support technician  
UF Health Shands Hospital OR  
Years of service: 2 years

Dennis Eckford is a problem-solver. One day in the OR, the laser foot switch failed to work due to a malfunction behind a vision system. Dennis assessed the situation and was able to hold in the foot pedal plug for more than an hour to allow the surgery to proceed without incident. The surgeon involved praised Dennis for his exceptional customer service and concern for the best outcomes for our OR team and the patient. Thank you, Dennis, for being there for the OR team and the patient.

**AMANDA HENDERSON, R.N., B.S.N.**

Ambulatory Care Unit manager  
UF Health Medical Specialties – Medical Plaza  
Years of service: 10 years

Amanda Henderson's attention to detail and follow-through helped the UF Health Sebastian Ferrero Office of Clinical Quality and Patient Safety learn about a recent heparin/saline flush recall. The help didn't stop there. Amanda also assisted with additional instructions, which were disseminated to all UF Health Physicians practices so recalled stock could be identified. Whether behind the scenes or when dealing directly with patients, Amanda knows that great customer service can turn a challenge into a positive outcome. Way to go, Amanda!







## CAROL KRUEGER, R.N., B.S.N.

Registered nurse  
 UF Health Heart & Vascular Hospital  
 Cardiovascular & Lung Transplant Unit 67  
 Years of service: 19 years

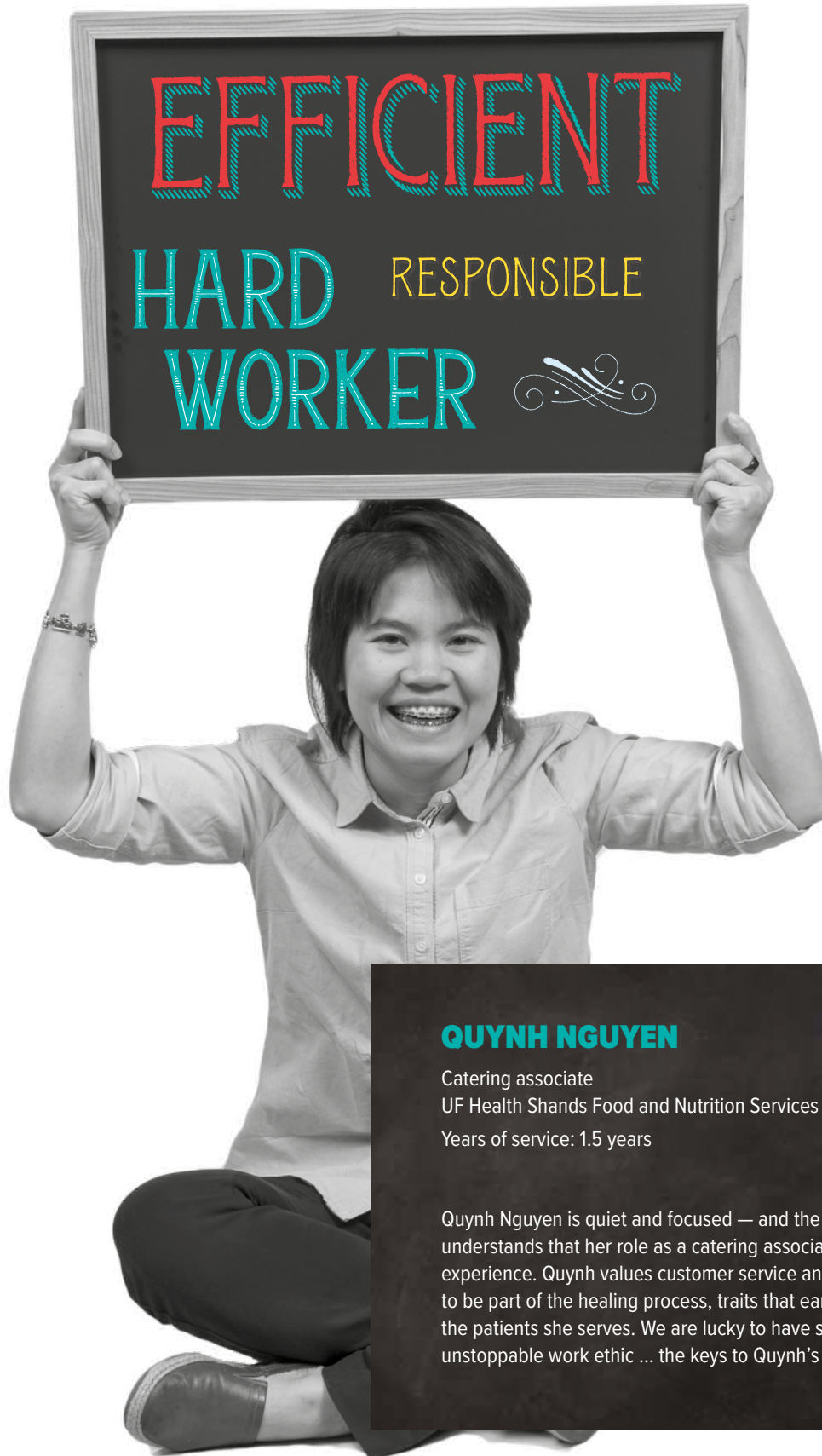
Carol Krueger understands the value of listening to her patients to find out what they are going through. On one occasion, she found out that a patient's family member was expecting a rainbow baby, a name given for a healthy baby born after losing a baby. Carol, an avid knitter, shared photos of some baby quilts that she had made and dropped off a quilt the next day. The patient described Carol as "the most special person I have ever met because our new addition will be wrapped in love." Thank you, Carol, for sharing your talents and kindness.



**ASHLEY MORGAN, L.P.N.**

Licensed practical nurse  
UF Health Shands HomeCare  
Years of service: 9 months

Ashley Morgan thinks “outside the box” when it comes to caring for her patients. She discovered that a legally blind patient was able to see certain colors, so she used those colors to mark the patient’s insulin needles. This allowed the patient to draw up her own insulin, which ultimately led to her discharge from homecare. Ashley’s innovative approach helps her patients become more independent. Thank you, Ashley, for using creativity in your care plan.



### QUYNH NGUYEN

Catering associate  
UF Health Shands Food and Nutrition Services  
Years of service: 1.5 years

Quynh Nguyen is quiet and focused — and the ultimate team player. She understands that her role as a catering associate can help optimize our patients' experience. Quynh values customer service and hospitality and does what she can to be part of the healing process, traits that earn praise from her manager and from the patients she serves. We are lucky to have such a dedicated employee with an unstoppable work ethic ... the keys to Quynh's success.





## **SINATRIA WILLIAMS**

Unit assistant  
UF Health Heart & Vascular Hospital  
Cardiac ICU/IMC Unit 76  
Years of service: 7 years

Sinatria Williams knows that a hospital can be a frightening and discouraging place for people in crisis. He feels that it is his job to encourage and provide comfort for patients and families. One patient had spent almost five months in the hospital. Sinatria rounded on him frequently and during one conversation, the patient mentioned that he'd love a haircut. Sinatria contacted his own barber, arranged for him to come to the hospital and paid for the haircut. The patient was surprised and very appreciative of this random act of kindness. We recognize Sinatria for exemplifying our hospitality standards.

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

CSK nominations can be written for small gestures as well as dramatic actions, and we encourage you to nominate your colleagues. Nomination forms are located at our nursing units and reception desks and on the Bridge. On the portal, go to “Employee Services,” then “HR Gainesville – Shands” and click the “Customer Service is Key” quick link on the right.

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

THANK YOU FOR PARTICIPATING  
IN THE CSK PROCESS. YOU ARE  
ALL KEYS TO THE SUCCESS  
OF UF HEALTH SHANDS.



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

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

IT FEELS GREAT TO HELP RECOGNIZE A CO-WORKER FOR  
THEIR EXEMPLARY BEHAVIOR.

## OUR EMPLOYEE ENGAGEMENT JOURNEY CONTINUES – ADD ANOTHER STAMP TO YOUR PASSPORT

*2019 Employee Engagement Survey begins May 6*

BY MICHELLE MOORE



**G**et ready to embark on a new adventure during our employee engagement journey. Participating in the annual UF Health Shands Employee Engagement Survey earns each of us an important stamp in our passport — it gives us a voice and a chance to provide constructive feedback that will directly impact our work environment. By expressing our views in the survey, we'll help our leaders get to our destination as we continue to foster a culture of engagement and teamwork.

Taking the survey this month allows us to share input on what we like about working here and our ideas to make it an even better work environment.

“To create and advance an engaged workforce, employees need to feel truly connected to the organization. One opportunity we have is to share our thoughts and ideas each year during the Employee Engagement Survey,” said **Rachel Enochs, P.H.R., SHRM-CP**, UF Health Shands Human Resources Development director. “I hope that all employees will feel empowered to make a difference and also share some inspirational and innovative ideas on how UF Health Shands can continue to be the destination of choice for employees and patients.”

Employee engagement drives performance that leads to better service for our patients, who are at the heart of all we do. Our goal is to ensure we provide our patients with the best quality care and attentive service — and engaged employees are the key to delivering a great patient experience.

**Ed Jimenez**, UF Health Shands CEO, encourages employees to use the survey to provide important feedback and to answer the open-ended questions at the end of the survey. He reads every comment that is submitted.

“I’m very interested in the survey feedback. I personally review the results and work with leaders to make the process valuable. I want staff to know we’re using their input,” Jimenez said. “We know the UF Health workplace is demanding and challenging, and in many ways we all expect that from a top organization. But at the same time, we need to make improvements where we can to ensure that the employee experience is as positive and supportive as ever.” ■





*“The road less traveled will never be crowded.  
Go the extra mile with work and you’ll go the extra  
mile in life.”*

— GLORIA ATANMO, TRAVEL AUTHOR AND BLOGGER

### Who can take the survey?

The survey is open to all UF Health Shands employees and UF employees in integrated core service departments (including Communications, IT Services and the Office of Development).

### How do you take the survey?

The survey is available from Monday, May 6 to Tuesday, May 28. Take it at work or at home. Starting May 6, a link to the online survey will be sent to your work email and can also be found on the Bridge. Visit the Bridge (Bridge.UFHealth.org), click the “Employee Services” tab and you’ll see “HR, Admin & Benefits.” Select “HR Gainesville - Shands” and then choose “Employee Engagement Survey Headquarters” from the Quick Links listed on the right.

### How long does it take?

On average, employees spend 10-15 minutes taking the survey. The feedback will help shape our work environment for years to come.

### Is the survey confidential?

Yes. Your responses go directly to our survey administrator, Press Ganey Associates. At least five respondents must be included for a report to be generated for UF Health Shands managers to ensure anonymity. Please note: While your name and employee ID won’t be attached to any of your answers, managers will receive their team members’ open-ended responses word for word.

### Why are we asked to provide our employee ID numbers?

Your employee ID will only be seen by Press Ganey Associates, our third-party survey administrators. It is used to properly categorize our employees by teams.

### Where can I find more information?

Stay tuned for more details from your manager, in emails and on the Bridge.

UF HEALTH | GROWTH+EXPANSION

## OUR BUILDINGS' CENTRAL NERVOUS SYSTEM: SCHEDULED FOR SURGERY

*IT and Facilities team up to tackle technical problems*

BY AMY COOK

**H**idden from what the eye can see while passing through the halls of the hospitals are miles of wires and countless technological tools that support our high-quality and advanced infrastructure and patient care.

This equipment is like each building's central nervous system, housed in numerous telecommunication rooms, known as "TR rooms." They are required for patient monitoring, operations, entertainment and any other high-tech functions of the hospital.

The newer UF Health Heart & Vascular Hospital and UF Health Neuromedicine Hospital and the UF Health Shands Cancer Hospital already have updated TR rooms and capacity for expansion. Now it's time to upgrade the TR rooms in UF Health Shands Hospital. In the original hospital, several TR rooms also house storage for our nursing units. This shared space has created problems.

"Nursing has lost a lot of valuable space that they need," said **Stephanie Smith**, UF Health IT Services technical services director. "In order for us to grow and support more services, we take more and more space from them in the rooms as we put more switches and cabling in."

Motivated to resolve this issue, IT Services and Facilities staff are working together on a strategic, five-and-a-half-year plan to build a chase, or an enclosed metal framework, on the exterior of the UF Health Shands Hospital building to house the wiring. Site preparation began in April and construction should begin in late June.

"To me, what's kind of fun is the collaborative effort of IT and Facilities. We're working together to come up with a unique solution that creates space for nursing by building this new chase on the outside, which allows us to free up space that is currently being used by IT," said **Brad Pollitt, A.I.A.**, UF Health Shands Facilities vice president.

The benefits of this solution include an increase in the security and stability of the information transmitted by this technology.

"The project will connect every single TR on every floor to our two main routers. That way, if we lose one source, the system stays live," Smith said. "This is what we have in the heart and neuro hospitals as well as at the cancer hospital."

**Du Meyer**, UF Health Shands Facilities Design and Construction Services director, added, "This will enable our operations and our nursing teams to buy the latest equipment. We had to postpone this because of the extra cost and not having the capacity."

This initiative will support increased patient satisfaction, education, technical personalization and safety. +



UF HEALTH REHAB HOSPITAL | GROWTH+EXPANSION

## UF HEALTH AND SELECT MEDICAL OPEN DOORS OF NEW REHAB HOSPITAL

*New hospital has 10 additional licensed beds*

BY LEAH HARMS




UF Health and Select Medical held a ribbon-cutting event on Feb. 12 for UF Health Rehab Hospital. (L-R) Tom Cook, Select Medical Operations vice president; Jeff Ruskan, Select Medical Inpatient Rehabilitation Division president; David R. Nelson, M.D., interim senior vice president for health affairs at UF and president of UF Health; David Chernow, Select Medical president and CEO; Marina Cecchini, M.P.A., UF Health Rehab Hospital CEO; Ed Jimenez, UF Health Shands CEO; and Ted Bolcavage, Select Medical Hospital Project Management vice president.

Our rehab hospital opened in its new location on March 5, with a new name: UF Health Rehab Hospital. Through an affiliation with Select Medical, it is located close to other UF Health hospitals at 2708 SW Archer Road.

It is a collaboration between UF Health and Select Medical and offers 50 beds, which is 10 more than at the original location off Northwest 39th Avenue.

Select Medical President and CEO David Chernow and UF Health Shands CEO **Ed Jimenez** offered remarks at a ribbon-cutting ceremony, followed by tours of the new facility, in February.

Select Medical operates the new facility, which serves patients throughout North Central Florida who require care to treat stroke, spinal cord injury, brain injury, amputation and neurological disorders, among other conditions.

Jimenez said, “We are excited about these next steps in our collaboration with Select Medical to improve post-acute and rehabilitation care for people throughout North Florida.” 



UF HEALTH SHANDS | CARE+QUALITY

## ACHIEVE OPTIMAL HEALTH WITH INTEGRATIVE MEDICINE

*Team reflects on five-year milestone and looks forward to the future*

BY CRYSTAL LONG

By supporting people on their journey to wholeness, we can transform health care. The UF Health Integrative Medicine program team aims to do just that through a holistic approach to medicine focused on treating the whole person — body, mind and spirit. The program combines the latest research and medical technology with alternative treatment options to bridge a gap in conventional medicine.

The team provides individualized assessments aimed at optimizing each patient's health and well-being through an array of personalized services, including medical acupuncture, meditation, relaxation instruction and yoga.

Help us celebrate the past five years of integrative medicine at UF Health as we look forward to expanding a healing-oriented practice of medicine focused on the whole person. **+**

### 2013



The UF Health Integrative Medicine program was established and led by the first fellowship-trained integrative medicine physician in Gainesville, Irene M.

Estores, M.D., UF College of Medicine general internal medicine associate professor and UF Health Integrative Medicine program medical director.

### 2014



The UF Health Integrative Medicine program received the W. Martin Smith Interdisciplinary Patient Safety Award, co-sponsored by UF College of Medicine Continuing Medical Education and the UF Self-Insurance Program, to fund the proposal titled "Introducing an Innovative Mindfulness Training Program for Interdisciplinary Health Professionals."

### 2014

We introduced the inaugural UF Health Integrative Medicine Conference — themed Understanding the Mind-Body-Spirit Connection for Health.

### 2015

We hosted the second Annual UF Health Integrative Medicine Conference — themed Topics in Integrative Oncology.





For more information or to schedule a consultation, please visit [UFHealth.org/integrativemedicine](http://UFHealth.org/integrativemedicine) or call 352-265-WELL (9355).

## 2016

The UF Health Integrative Medicine program team expanded with the recruitment of a second integrative medicine physician, Marika Alois, M.D., UF College of Medicine assistant professor, division of general internal medicine; and David McMahon, A.P., acupuncturist, UF Health Integrative Medicine program.

## 2016

We hosted the third Annual UF Health Integrative Medicine Conference — themed Food: Science, Medicine, Lifestyle.

## 2017

Published research, titled “Medication Cost Savings in Inpatient Oncology Using an Integrative Medicine Model,” found a significant reduction in the average drug costs per day for patients who received integrative therapies.

## 2017

We hosted the fourth Annual UF Health Integrative Medicine Conference — themed Botanicals and Supplements: Safe, Sensible and Effective Use.

## 2018

The Integrative Medicine Program moved to a new location: UF Health Integrative Medicine — Springhill.



## 2018



UF Health Integrative Medicine became a member of the Academic Consortium for Integrative Medicine and Health. This provides UF Health with new opportunities to collaborate nationally and supports continuing education for students.

## 2018

We hosted the fifth Annual UF Health Integrative Medicine Conference — themed Flow: Mind, Movement and Energy.



The UF Health Integrative Medicine team looks forward to providing interdisciplinary care for patients across all service lines.



## LET'S CELEBRATE – IT'S NATIONAL NURSES WEEK

*Join us in honoring our nurses May 6-12*

BY AMY COOK

**W**hat does “4 Million Reasons to Celebrate” mean to you? This year’s National Nurses Week nationwide theme focuses on the 4 million nurses practicing in the U.S. For those of us at UF Health, it means a lot because we have more than 3,200 nurses to celebrate here in our hospital system and physician practices!

And we know that we have some of the nation’s best Nursing and Patient Services staff working here at UF Health Shands. They have numerous national awards to prove it. It’s easy to honor our nurses and their passion for serving others and providing quality, compassionate care for our patients.

“I’m proud to have such a huge number of nurses who provide such excellent patient care, and I’m proud to be one of them,” said **Irene Alexaitis, D.N.P., R.N., NEA-BC**, UF Health Shands chief nursing officer and Nursing and Patient Services vice president. “I went into nursing to contribute, not just to help individuals, but to care for people as a whole. This profession struck me as one where you could make a difference, and I see that every day with our nurses.”

Our nursing staff have five current Beacon Awards for Excellence from the American Association of Critical Care Nurses: the Cardiac ICU (gold), the Pediatric ICU (gold), the Surgical/Trauma ICU (gold), the Trauma/Lung Transplant Unit (gold) and the Post Anesthesia Care Unit (silver).

And our UF Health Shands hospitals recently earned our fourth-consecutive Magnet designation from the American Nurse Credentialing Center, which is the nursing profession’s most prestigious honor for excellence. Only 8% of hospitals and health systems nationwide have this designation and only 41 out of 500 hospitals have four consecutive awards.

UF Health Shands CEO **Ed Jimenez** said, “Hospitals and nursing programs that earn the Magnet seal are recognized among the best worldwide. Irene and our nursing staff achieve the highest standards of patient care and exceptional nursing practice. We are so proud of their commitment and accomplishments.”

National Nurses Week kicks off May 6 and ends on May 12 on the birthday of Florence Nightingale, the founder of modern nursing. We will celebrate our nurses at the Nightingale Award Ceremony at the UF Health Professions, Nursing and Pharmacy Building Auditorium on May 8.

The celebration is just a week long, but the positive influence nurses have on health care is appreciated every day.

During National Nurses Week, check out Empathy Corner on the Bridge for quotes and stories from our UF Health Shands nurses. [+](#)

### UF Health Shands nursing by the numbers:

**3,209**

NURSES PRACTICE IN OUR HOSPITALS

**1,262**

ARE CERTIFIED NURSES, 266 OF WHOM WERE CERTIFIED IN 2018

**5**

NURSING UNITS HAVE BEACON AWARDS FOR EXCELLENCE

**2,021**

HOLD A BACHELOR’S DEGREE OR HIGHER IN NURSING

**573**

ARE SENIOR NURSES (15+ YEARS)

**1 CORE Award**

(COMMITTED TO OR EXCELLENCE) FROM THE ASSOCIATION OF PERIOPERATIVE REGISTERED NURSES



**4million**  
REASONS TO CELEBRATE



## UF HEALTH NURSES: EXPERIENCED CARE, EXPERT CARING

### *Insights from those who inspire us on a daily basis*

BY MICHELLE MOORE

"Nursing is the career of caring for individuals and their loved ones who find themselves at a point in their life where they are experiencing a deficit. The deficit often incorporates the body, mind and spirit. Nurses take on many tasks and responsibilities. They are caregivers, counselors, educators, advocates and much more."

- **Adrienne Williams, RN-BC**, charge nurse,  
UF Health Shands Hospital Med/Surg Unit 75

"To me, being a nurse is touching, changing and helping people's lives. Being a nurse means that no matter how a person treats me, where I'm at or what I'm going through, I will diligently strive to make their life better. I have immense pride in being a nurse. I can't see myself doing anything else."

- **Joshua Hodges, M.S.N., R.N., N.I.S.**  
Nursing Informatics specialist,  
UF Health Nursing and Patient Services

"Nursing means being your patient's cheerleader when things get tough. Nursing also means doing silly things to make a child smile and laugh, even if it means dancing like crazy! Nursing is love ... it's who we are and what we do."

- **Dawn Azarcon, R.N.**, registered nurse,  
UF Health Shands Children's Hospital Pediatric ICU

"It is often said that nurses have many roles — advocate, educator, mentor, caregiver — but only one profession. These varied roles have a consistent theme of caring, compassion and service that define the nursing profession."

- **Voncea Brusha, A.S.N., R.N.**,  
registered nurse, UF Health Shands Hospital  
Mother/Baby Unit

"Being a nurse makes coming to work more than just obtaining a paycheck. The satisfaction is at a level that exceeds expectations and is an overwhelming joy to express to others. To be a nurse means I am sharing a gift that was assigned to me and I hope to be using this acquired talent wisely."

- **Cassandra Young, R.N.**, registered nurse,  
UF Health Women's Center — Medical Plaza

"As nurses, we are given the responsibility of listening ... and then acting ... even if it means to remain silent. We are our patients' advocates and, sometimes, their only witnesses. Each nurse has creative problem-solving strategies, skills to open doors to recovery and, most of all, we take every chance to help people live the best life they can."

- **Kristin Kenney, R.N.**, registered nurse,  
UF Health Shands Cancer Hospital Surgical  
Services

# "What does it mean to you to be a nurse?"

PLEASE VISIT THE NATIONAL NURSES WEEK 2019 PAGE AT [NEWS.MY.SHANDS.ORG](https://news.my.shands.org)  
TO SEE OUR NATIONAL NURSES WEEK VIDEO FEATURING SIX NURSES FROM THROUGHOUT UF HEALTH.

UF HEALTH SHANDS | CARE+QUALITY

# LIMITED ENGLISH PROFICIENCY AMBASSADORS LEND THEIR VOICE TO OUR PATIENTS

*For patients who don't speak English, interpreters can be a shining light*

BY REMI STORCH

Imagine the helpless feeling a limited- or non-English-speaking patient likely has when entering a bustling hospital. They may feel overwhelmed, lost and confused. This is a reality for many patients and families who come to our hospitals every year.

To help these Limited English Proficiency, or LEP, patients, our Patient Experience team provides foreign-language interpretation services. The Patient Experience department is part of the UF Health Sebastian Ferrero Office of Clinical Quality and Patient Safety.

The team has three full-time, nationally certified Spanish medical interpreters, one on-call interpreter, three LEP ambassador volunteers (who are UF students), American Sign Language interpreters and more than 100 authorized interpreters, who are bilingual UF Health faculty and staff who have taken language testing to assist foreign-language patients in the medical environment.

Along with these interpreters, every LEP patient is provided with a CyraCom interpreter phone or access to 24/7 video interpretation services. The phones can be used when in-person medical interpreters are not available and/or for patients who speak languages not covered by our interpreters, faculty or staff. The phone system provides immediate access to interpretation in 200 languages.

Two of the three Patient Experience LEP ambassador volunteers, **Carlos Sobrino** and **Camila Rodriguez**, work weekly shifts with LEP patients to provide caring and community. While the main goal of the LEP program is to ensure that all nursing and medical staff are aware when a patient is LEP and requires interpreter support,

the ambassadors also pride themselves on making genuine connections and forming professional relationships with the patients.

Sobrino, who has been an LEP ambassador volunteer for almost a year, said the program is important to him because of the personal connections.

"Growing up, my mom would bring me to her doctor appointments to act as

her interpreter because she had difficulty understanding English and often felt misunderstood by her physicians," said Sobrino, who grew up speaking Spanish. "As a child I quickly learned the implications that a language barrier can have on an individual, not only physically, but also emotionally."

Rodriguez, who hopes to be a bilingual speech pathologist, said that during her weekly three-hour shift, she visits patients and, sometimes, even calls former patients to follow up with them. She said having the opportunity to follow patients through their health care journey is one of her favorite aspects of the LEP ambassador program. On these phone calls, she also gets feedback from the patients, which she says is almost always positive.

"My favorite part about this program is the immediate impact you see," Rodriguez said. "There is nothing better than talking to the patient and seeing their face light up, and the gratitude they express when they find out about these services."

The ambassador program began in January 2017 and has maintained at least one active volunteer. With three volunteers, the team hopes to reach even more patients.

"Having access to the program ensures LEP patients are aware of the free language access services available to them while they are staying in the hospital," said **Anne Meiring, LCSW, CPXP**, Patient Experience team patient experience and language-access improvement specialist.

To become part of the ambassador program, you don't have to know a second language, but it is preferred. Ambassadors need to be enthusiastic about helping people through difficult times and maintain a positive attitude. Please contact Anne Meiring at [meiria@shands.ufl.edu](mailto:meiria@shands.ufl.edu) for more information. +



UF HEALTH | EVENTS+ACTIVITIES

## CELEBRATE WITH US

*Get ready for free meals, snacks and ice cream — all for National Hospital Week!*

BY AMY COOK


**Y**ou deserve to be celebrated. You — our physicians, residents, nurses, staff and volunteers — are responsible for our clinical programs being among the best.

You put patient care and service at the heart of all you do, and it's time to recognize your commitment to quality care, hospitality and service.

During National Hospital Week, May 12-18, our leaders want to show appreciation for everyone who provides and supports care in our UF Health Shands hospitals and outpatient programs.

Executives will serve free treats to staff at our Archer Road main campus locations. Visit the hospitals for special lunch and dinner, evening snack and afternoon ice cream social events.

Staff working in several other Gainesville locations will be visited by an ice cream truck with frozen treats. And all our off-site outpatient programs will have a cookie platter delivered for faculty and staff to enjoy. Visit the Bridge for details and read this month's Shands News emails.

"We do our best to offer something special in as many locations as possible, but it's just a token of our year-round deep appreciation for all you do, every day, to serve patients, visitors and each other," said **Ed Jimenez**, UF Health Shands CEO. "This is a special place to work because of the incredible, selfless people who make up the UF Health family. Thank you for all you do. You make a real difference in the lives of others." 

### ARCHER ROAD — MAIN CAMPUS EVENTS

#### TUESDAY, MAY 14

##### LUNCH WITH LEADERS 11 A.M.-1 P.M.

Lunch buffet served by leaders  
(boxes available)

UF Health Shands Hospital Cafeteria Faculty  
Dining Room (behind Subway)

UF Health Shands Cancer Hospital Auxiliary  
Conference Room 1204

UF Health Heart & Vascular Hospital and UF Health  
Neuromedicine Hospital Raising Hope at Work Café

##### EVENING MEAL TO GO WITH LEADERS 7-9 P.M.

Dinner buffet served by leaders (boxes available)

UF Health Shands Hospital Cafeteria Faculty  
Dining Room (behind Subway)

UF Health Shands Cancer Hospital Auxiliary  
Conference Room 1205

UF Health Heart & Vascular Hospital and UF Health  
Neuromedicine Hospital Raising Hope at Work Café

#### THURSDAY, MAY 16

##### ICE CREAM SOCIALS 2-4 P.M.

UF Health Shands Hospital Cafeteria (with Photo Booth)

UF Health Shands Cancer Hospital Terrace Café

UF Health Heart & Vascular Hospital and UF Health  
Neuromedicine Hospital Raising Hope at Work Café

UF Health Medical Plaza Lobby

1329 Building Lobby

##### LATE-NIGHT SNACK DELIVERIES 9-10 P.M.

UF Health Shands Hospital

UF Health Shands Cancer Hospital

UF Health Heart & Vascular Hospital and  
UF Health Neuromedicine Hospital

**UF Health Rehab Hospital and UF Health Shands Psychiatric Hospital employees:  
Watch for posters and emails about your special NHW events!**

**Cookie deliveries  
and ice cream  
truck locations  
are also posted  
on the Bridge.**



UF HEALTH | BENEFITS+TRAINING

## **EPIC CHANGES: WHAT'S NEW?**

UF Health upgraded to Epic 2018 in April, and UF Health IT Services Epic support staff want to ensure that users are aware of the changes. Stay tuned for more news regarding this upgrade in Shands News and on the Bridge.

### **So what's different?**

- Rotating login screens/backgrounds
- Easier identification of critical and abnormal values
- Personalized toolbars in high-traffic activities like Chart Review, Schedule, Track Board, Patient Lists and enhancements to the Notes and MedRec activities
- Ability to visit taskbar in clinic encounters – provides an easier way to place orders
- Inclusive care for transgender patients
- Advance care planning functionality
- Nurse Brain – consolidates everything a nurse needs to do for their patients so they can easily plan their work at the beginning of shift
- LDA avatar – allows nurses to add/update lines, drains, wounds and airways from an age-appropriate avatar
- Enhanced patient communication functionality
- New activity for travel screening
- Redesigned appointment desk
- Easier filtering for Workqueues
- And much more!



UF HEALTH | FINANCE+FUNDRAISING

## **CELEBRATING \$100 MILLION FOR CMN HOSPITALS**

Children's Miracle Network Hospitals at UF Health Shands Children's Hospital announced a significant milestone in the organization's history: \$100 million raised for the kids since the program's inception in 1985.

Visit [giving.UFHealth.org/CMN100](http://giving.UFHealth.org/CMN100) to see the program milestones and get all of the details.

Thank you for your role supporting CMN and our children's hospital programs.



UF HEALTH | CARE+QUALITY

## **MAY: STROKE AWARENESS MONTH**

May is National Stroke Awareness Month. A stroke is an emergency that needs immediate attention. Strokes are the leading cause of adult disability and they can happen to any person at any time.

We are proud that the UF Health Shands Comprehensive Stroke Center is among the elite group of providers who are certified by The Joint Commission and the American Stroke Association/American Heart Association to provide world-class care when these emergencies occur. This certification is a testament to our dedication in providing quality stroke care, as well as our excellent medical teams who work with compassion and expertise to continuously raise the bar for stroke treatment.

Visit [UFHealth.org/uf-health-shands-comprehensive-stroke-center/about-us](http://UFHealth.org/uf-health-shands-comprehensive-stroke-center/about-us) to learn more about stroke prevention, warning signs and life after a stroke.