

**Page 13: TELEHEALTH IN TALLAHASSEE**

Making care easier for children and families

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Recognized for kindness and compassion

**Page 22: UNDERSTANDING DIABETES**

Multiple events planned in November



## *Honoring Our Veterans*

UF Health staff share  
loved ones' stories (PAGE 4)



**On the cover:**  
Charles Holloway, PharmD, M.B.A., and  
Delinda Holloway met on deployment  
and both now work at UF Health.

**Ed Jimenez**  
UF Health Shands  
Chief Executive Officer

**Kimberly Rose**  
Director  
Strategic Communications

**Kathy Cafazzo**  
Communications Coordinator  
News+Notes Editor

**Madelyn Hyder**  
Creative Services Coordinator  
News+Notes Designer

Produced by UF Health  
Communications

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UF HEALTH SHANDS | AWARDS & KUDOS

## Q&A WITH THE CEO – ED JIMENEZ PAYS TRIBUTE TO VETERANS

*Honoring our loved ones and co-workers  
who served their country*

**A**s we recognize the veterans in our work and personal lives in this edition, UF Health Shands CEO **Ed Jimenez** reflects on the rich experience and skills employees with military backgrounds bring to their civilian careers.

### Have any of your family members, relatives or loved ones served in the military?

My family is originally from Argentina and my dad and brother served during conflicts there. Having relatives who served, especially during conflicts, certainly impacts you. Some of the Veterans Day stories in this edition about our employees and their families explain this so well. I also have many close friends and colleagues who have been members of the U.S. Armed Forces.

### What impact has this had on you personally?

I've seen firsthand that it really does take a special person to understand the calling to serve. I have an emotional response thinking about this ... I feel overwhelming gratitude knowing that someone has been willing to temporarily leave their family and put aside work and regular life and risk so much to support their country.

My friends and colleagues who are U.S. veterans are modest and have a humble perspective when you ask about their service. They don't make it a big deal, they don't have an ego response or feel they're better than anyone else. In fact, they tend

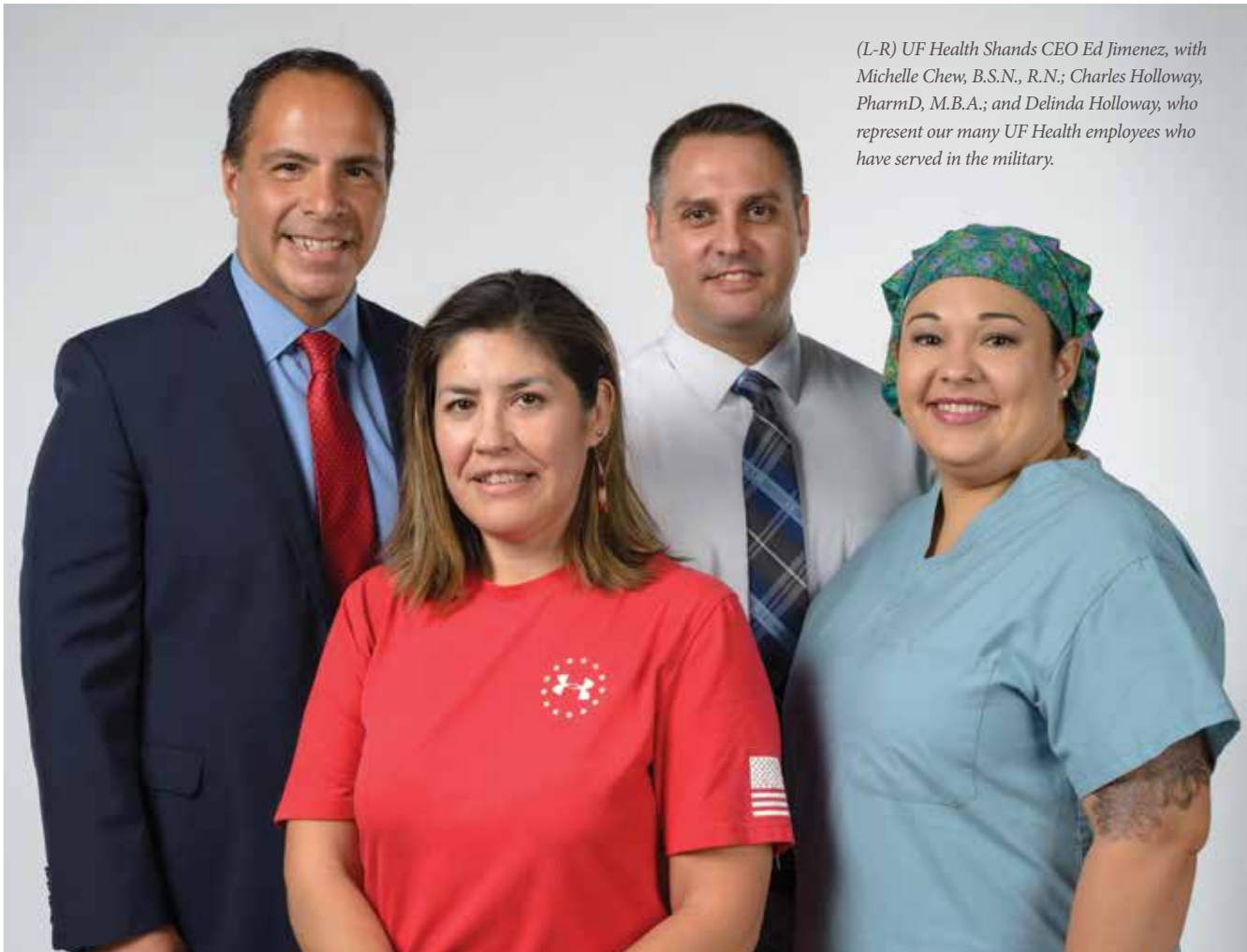
to be matter of fact about their experience. Many don't even want to talk much about what they have seen or lived through. But they'll tell you about the people they trained and served with — they value the camaraderie. They feel privileged to have served. That's what's important. This is very inspiring and humbling to witness.

### How do we benefit from having veterans among our workforce?

When talking with veterans, that bond they experienced serving with others carries over into the workplace. They value the need to work together, to anticipate what's next and how to adapt and serve their team. These are relatable skills when it comes to caring for patients, advancing science and education and supporting each other. Their hardcore value is valuing the people next to them.

Most of the veterans I know had a true calling, they chose to serve. And now they continue that passion and drive here, to improve other people's lives through medicine and health care. They use all sorts of skills they learned or honed in service. In a complex health system like ours, they often become role models and leaders because they still demonstrate the values and commitments they had in the military. We're a better organization because of the diversity of our colleagues, and the special skills and talents of our veterans are part of what makes this a great place to work. ■

The CEO and many executives share brief updates and blog posts on the home page of the UF Health Bridge intranet portal — [Bridge.UFHealth.org](http://Bridge.UFHealth.org) — so please stay connected. You can access the digital version of this newsletter and links to a variety of UF Health internal and external communications tools on the Bridge, under the "News & Events" tab.



(L-R) UF Health Shands CEO Ed Jimenez, with Michelle Chew, B.S.N., R.N.; Charles Holloway, PharmD, M.B.A.; and Delinda Holloway, who represent our many UF Health employees who have served in the military.



*“I feel overwhelming gratitude knowing that someone has been willing to temporarily leave their family and put aside work and regular life and risk so much to support their country.”*

— ED JIMENEZ

#### 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.



## UF HEALTH | AWARDS+KUDOS

*Each November, we celebrate and honor America's veterans for their patriotism, love of country and willingness to serve and sacrifice for the common good.*

*Throughout UF Health, we're surrounded by many men and women who have done just that, most without ever mentioning their service. These people are true heroes to our patients and our staff. Their selflessness and desire to serve translates well to their respective careers in health care.*

*In preparing for this year's Veterans Day recognition, we wanted to thank our veterans, but we also wanted to hear your stories ... stories about your loved ones who served. So we asked, "Who are you honoring this Veterans Day?"*

*Your responses have been heartfelt, inspiring and moving. They provided a different perspective on Veterans Day and have given us the chance to see how a veteran's service can influence everyone around them as well as future generations. Some of these are included in this issue of News+Notes and others will be featured in Empathy Corner on the Bridge during the month of November.*

*Thank you for sharing your stories and photos. It has allowed us to pay tribute to not only those heroes in our workforce who have served and are currently serving our country, but also the families who have supported our veterans through the years.*

*We salute our veterans and their families for their dedication and service.*

*Janet I. Christie*

JANET CHRISTIE, SENIOR VICE PRESIDENT  
HUMAN RESOURCES, UF HEALTH SHANDS



*This Veterans Day,  
we're honoring ...  
each other.*





## Charles and Delinda "Didi" Holloway

U.S. Army



**CHARLES HOLLOWAY, PHARM.D, M.B.A.**  
*Manager*

*UF Health Pharmacy – Medical Plaza*

**DELINDA "DIDI" HOLLOWAY**

*Surgical technician*

*UF Health Shands Hospital O.R. Services*

**Charles Holloway, Pharm.D, M.B.A.**, is honoring his wife, **Delinda "Didi" Holloway**. Both are employed at UF Health, having met as veterans while on deployment. Charles is an outpatient pharmacy manager and Didi is a surgical technician in the OR.

- *Who:* Didi Holloway
- *Relationship:* Wife
- *Military branch:* U.S. Army
- *Active or veteran:* Veteran

**Was she called into combat?** She was deployed twice: to Kuwait in 2003; and to the now infamous Abu Ghraib Prison, Iraq in 2004-05.

**Special awards received:** Combat Action Badge for the Battle of Abu Ghraib, Expert Marksmanship Badge and Iraqi Campaign Medal with one Campaign Star, Global War on Terrorism Service Medal

**What do you remember most about Didi's service:** We actually met during her second deployment to Abu Ghraib. When you are deployed, there isn't much to do besides your job, working out at the gym and watching bootlegged movies. Didi was good friends with one of my technicians, so she came into my pharmacy often and I remember

thinking she was absolutely adorable. My technician actually lied to both of us, saying that the other wanted to come over and watch movies. Fifteen years and two kids later, I guess the rest is history.

- *Who:* Charles Holloway
- *Military branch:* U.S. Army
- *Active or veteran:* Still active in the National Guard since 1992

**Were you called into combat?** 2004-05, Abu Ghraib Prison, Iraq

**Special awards received:** Combat Action Badge for the Battle of Abu Ghraib, Iraqi Campaign Medal with one Campaign Star, and Humanitarian Service Medal for service during Hurricane Michael

**What do you remember most about your experience?** There is probably too much to mention about my experiences — I loved being deployed. I had opportunities right out of school that my peers couldn't get for a decade. The U.S. Army paid for 10 years of school for me and for my kids — how awesome is that? I tried to retire from the military once, but missed it too much and was right back in, six months later. Oh, and meeting my wife, I guess, was a pretty good experience, too! Just kidding — it was the best!

**How has your military experience helped you at work?** I have been in a leadership role my whole career. Besides paying for all of my school and providing needed income throughout my life, that leadership experience has been invaluable.





*This Veterans Day,  
we're honoring ...  
our father and grandfather.*



*The Ryan Family (clockwise, from bottom):  
Marilyn, Daniel, Jason and Haley*







## William Schumeyer IV

U.S. Navy Veteran



**MARILYN RYAN, R.P.T., CPHT**  
*Pharmacy technician/purchaser*  
*Inpatient Pharmacy*  
*UF Health Shands Psychiatric Hospital*

**DANIEL RYAN, CNMT, RT(N)(CT)**  
*Nuclear medicine technologist*  
*Nuclear Medicine, Radiology*  
*UF Health Shands Hospital*

**JASON RYAN**  
*Pharmacy technician*  
*Automation and Informatics*  
*UF Health Shands Pharmacy Administration*

**HALEY RYAN**  
*Revenue cycle specialist*  
*Commercial Billing and Accounts Receivable*  
*UF Health Physicians*

Marilyn Ryan, R.P.T., CPHT, is a pharmacy technician and purchaser at our behavioral health hospital. Her sons, Daniel and Jason, and her daughter-in-law Haley (Jason's wife) also work for UF Health.

On behalf of the family, Marilyn wishes to honor her father, the late William Schumeyer IV.

- Who: William Schumeyer IV
- Relationship to Marilyn: Father
- Military branch: U.S. Navy

*Was he called into combat?* He was a veteran of World War II (Asiatic Pacific Campaign), the Korean Conflict, the Cuban Missile Crisis (Armed Forces Expeditionary Service), and the Vietnam War.

*What do you remember most about him and his service?* My dad enlisted in 1944, when he was 17 years old, and he retired in 1978. In addition to his combat experiences, he worked at the White House and served on the Kennedy Presidential Yacht during the administration of President Lyndon B. Johnson. He retired from the U.S. Navy as a master chief petty officer — the ninth, and highest, enlisted rank (E-9), in the U. S. Navy and U. S. Coast Guard, just above senior chief petty officer.

My dad retired from military service in 1978 and died a few months later, after he suffered a fatal heart attack while rototilling a garden for an elderly couple.

I am extremely proud of my father for his time in the military. He could have retired several times but chose to reenlist to keep our country safe, fighting in not just one war, but in three. At the time of his death he had just retired as a master chief petty officer in the Navy. He passed away when I was in the sixth grade. I wish he had been here to meet his grandsons, Daniel and Jason, and feel their pride in the stories they hear about him.



*This Veterans Day,  
I'm honoring ...  
my husband.*



**Col. Perry R. Clawson (ret.)**  
U.S. Army Veteran



#### **KIMBERLY CLAWSON**

*Regional manager, Pediatrics  
Business Development  
UF Health Shands*

**Kimberly Clawson**, who manages our regional business development activities for pediatrics, is honoring her husband, retired Col. Perry R. Clawson.

**Was he called into combat?** Col. Clawson graduated from West Point Military Academy in 1980. He was called back to Active Duty after 9/11 and served two tours in Iraq in 2004 and 2005. After more than 30 years of service in the U.S. Army, he was medically retired as a colonel in 2009 as a result of injuries he suffered from an improvised explosive device, or IED, blast in Iraq in 2005.

**Special awards received:** He is a recipient of two Purple Hearts for the wartime wounds he received. He also has been awarded the Distinguished Superior Service Medal, the Legion of Merit, and the Combat Action Badge, among his more than 20 military awards during his career.

**What do you remember most about his service?** Perry was on active duty when we met, in between two tours in Iraq. Before he was medically retired due to his injuries from a bomb blast, I was incredibly impressed with Perry's ability to always remain calm in all situations. When he was overseas and had the chance to contact me back home, no matter what was happening, there was a sense of calm. He spent much of his time training and mentoring his troops. His impact was felt by so many that many of them who are still on active duty continue to contact Perry with updates on their distinguished careers and to ask for advice or counsel.

I know there is always a part of Perry that wants to and will continue to serve. He is actively involved in veterans' affairs in the Gainesville community. As a member of the board of directors for the local Fisher House, located at the Malcom Randall Veterans Affairs Medical Center, Perry devotes numerous hours to fundraising. He actively participates in activities to serve military family members staying at the Fisher House.

Perry is also a member of many local military-related organizations advocating for the proper treatment, care and respect for our local military veterans in the Gainesville community. He is a member of the local Purple Heart Chapter.





*This Veterans Day,  
I'm honoring ...  
my daughter.*

**Nichole Green, L.P.N., LD-ACU**  
U.S. Air Force, Active reserve



**BRUCE BRYANT**

*Security officer  
UF Health Shands Safety, Security and Transportation*

**NICHOLE GREEN**

*L.P.N., LD-ACU  
UF Health Heart & Vascular Hospital*

**Bruce Bryant** is a veteran and was active duty (1982-86) in the U.S. Air Force for four years before serving in the U.S. Air Force Reserve (1986-2005) for nine additional years. This Veterans Day, Bryant proudly is honoring his daughter, **Nichole Green, L.P.N., LD-ACU**, whom he admits is "an amazing young lady." Green works at the UF Health Heart & Vascular Hospital outpatient.

*Was she called into combat?* Yes, in 2015: Bagram AB, Afghanistan

*What do you remember most about her and her service:* She was always ready to serve and go to where called at a moment's notice. She has such pride in her job and duty. There is even an article written about Nichole in a reserve publication and it called her "The Heart of Readiness."



*This Veterans Day,  
I'm honoring ...  
my mom and dad.*



**BELINDA "LEE" MARLOWE**

*Assistant director  
Clinical Nutrition  
Food and Nutrition Services  
UF Health Shands*

My parents, Herbert and Emma Lee Marlowe, both served in the U.S. Army during World War II. My father was in the 82nd Airborne Division and my mother was a nurse.

They knew each other before the war started here in North Central Florida. They didn't think the war was going to last too long and believed they could continue their relationship after the war.

My dad called my mom from New York before he got on the boat to head overseas. He asked her to "wait for him," which meant that he wanted her to be exclusive to him so they could get married one day. My dad's WWII tour began in Africa. Then he went to Italy and was injured when the jeep he was riding in flipped. He recovered and went to England, where his troop was deployed for D-Day preparations.

My mom helped establish a hospital on Lady Luchville's Estate in England and one of her primary duties was to work with soldiers who had post-traumatic stress disorder, or PTSD.

They were only an hour away from each other and my dad made a point of visiting her every weekend until he was deployed again.

Early on June 6, 1944 — forever known as "D-Day" — my dad was in a glider and remembers looking out over that channel and seeing gliders that had broken apart, men falling out of them, and just a big armada of ships and airplanes. His glider landed but wouldn't break apart. The jeep was stuck inside of it, but all his men were able to climb out. They hid and waited. They heard fire and skirmish all around them.





***Herbert and  
Emma Lee Marlowe***  
U.S. Army Veterans



In the middle of the night, my dad took an axe and chopped on the glider to release the jeep. When he finally did, he and others reconvened with a lot of other troops. They landed in a town around Sainte-Mère-Église, France. That town continues to be very strongly associated with the 82nd Airborne and was a pivotal town to take during the invasion.

After success in France and 33 days in Normandy, he returned to England and he and my mom decided to get married. The wedding was a big deal because it happened during the middle of the war and they had to get all kinds of permission. The wedding made the newspapers back in the U.S., as it was a pleasant news break in the middle of the war.

The honeymoon was short before my dad had to return for a mission into Germany.

They were let go behind enemy lines, landing in a farmer's field. They hid in a barn and waited but the farmer informed the German soldiers, who rounded them up as prisoners. They were marched to a train and rode for three days without food or water. They arrived in Rostock, Germany, where all the prisoners of war were crammed together.

Because my dad was the oldest soldier at 27, the other men looked up to him. When he arrived they were fighting each other for food. He kept their spirits up in spite of their situation and helped ration the small amounts of food provided. He also insisted they have a church service together on Sundays. At Christmas, they had a tree and decorated it with all their insignias.

A lot of the men that I met afterward told me, "I wouldn't be alive if it wasn't for your dad."

The end of the war was nearing. The Russian allies advanced and liberated the camp.

During this time, my mother was sent to Normandy and then to Belgium.

The Germans were making their final push to win the war in the "Battle of the Bulge." All my mother knew was that my dad was "missing in action." But she got a call that he'd made it all the way back through "No Man's Land" to the American lines and was waiting for her.

They reconnected. My father was over six-feet tall but now weighed around 100 pounds and had not bathed for nine months. He always believed that God had provided a miracle.

I'm very lucky to have been born considering all my mom and dad went through. They were married 55 years and spent the rest of their lives together.

Their experience has always affected my viewpoint of life. When you're having the worst day, you have to think, "This is nothing. I'm not sitting in a German prison camp starving and freezing to death. This is nothing to be upset about."

Every time our office goes through an inspection and our staff begins to get a little stressed out, I tell them about my father and remind them, "Stand up and look them in the eye. No reason to be afraid."





*This Veterans Day, I'm honoring ...  
my husband and three sons.*

**Allen Chew, U.S. Air Force Veteran**

**Travis Williams, U.S. Army Veteran**

**Jeremy Chew, U.S. Navy Veteran**

**Nathan Chew, U.S. Navy**



**MICHELLE CHEW, B.S.N., R.N.**

*Clinical documentation improvement specialist*

*Health Information Management*

*UF Health Shands Financial Services*

My husband, Allen, began his military journey in the early '90s, as did I, but separately. We joined the U.S. Air Force for a better opportunity for our young families. Somehow during our journey, first marriages crumbled, divorces happened and we became single parents. The U.S. Air Force afforded us to be financially independent with promising careers in the information technology industry after we were honorably discharged in 1996. Then we became a "His, Hers and Ours" family of five rambunctious sons and have been together for over 20 years now.

Our middle son, Travis Williams, joined the Army as a drone mechanic in 2012 and has since been discharged. Deployments always weigh heavy on me as a mom. Thankfully, now he is a successful diesel mechanic with a thriving career of his own.

Our second eldest son, Jeremy Chew, joined the U.S. Navy in 2013 and learned the life of a submariner. It was a rough go for his time of service with constant deployments and short visits home. He is now out and is finding success in the IT world like his dad.

Our eldest son, Nathan Chew, followed suit in 2014 and enlisted in the U.S. Navy. He chose to be on a destroyer rather than under the sea. He is still on active duty and currently deployed. We have a wonderful daughter-in-law and two beautiful granddaughters, who miss their daddy immensely.

In honor of these brave sons who choose to serve their country and deploy quite often, I have worn my "RED" shirt every Friday since 2012. RED stands for "Remember Everyone Deployed." We are tremendously proud of our children and the legacy they have chosen to leave. +



UF HEALTH SHANDS CHILDREN'S HOSPITAL | CARE+QUALITY

## TELEHEALTH IN TALLAHASSEE

*Expanding to meet the needs of our patients*

BY LAUREN GAJDA



(L-R) Gwen Wilkins, L.P.N., and Nickole Saulsberry, APRN, are the dynamic duo caring for patients at UF Health Pediatric Specialties at Tallahassee.

At UF Health, our pediatric patients come to us from all over Florida and beyond for the top-notch specialty care we provide. As we continue to expand our reach, our goal is to offer families easy access to this quality children's care. That is why we have multiple pediatric specialty locations, including Gainesville, Daytona Beach, Ocala and Tallahassee — with more on the way.

UF Health Pediatric Specialties in Tallahassee provides a unique opportunity for our UF physicians in Gainesville to care for patients there using telehealth remote communication. During telehealth visits, a full-time nurse cares for patients while our UF specialty physicians interact directly with the patients via live video chat. UF physicians also regularly travel to Tallahassee to see new and returning patients in person. If required, labs can be taken on-site during appointments.

**Telehealth expands access to quality patient care in a way that makes it easier for children and families. It is often more efficient than in-person appointments because the approach:**

- Reduces travel time for patients and physicians
- Eliminates lodging expenses for patients and their families
- Improves access for patients
- Minimizes missed work and school time

For several years, this Tallahassee specialty practice has been staffed by one full-time, Tallahassee-based employee, **Gwen Wilkins, L.P.N.** This past June, **Nickole Saulsberry, APRN**, joined Wilkins.

"Not many people would have been able to handle the responsibility of being the only staff member in the practice," said **Jon Moller, M.B.A., M.S.**, telehealth and outreach programs administrator. "Gwen has been efficient, dependable and optimistic."

Moller and the team now anticipate significant growth in this upcoming year. In the previous fiscal year, the practice had 1,274 patient visits, saw 944 unique patients and had 124 telehealth appointments. Moller says they are on track to increase volumes and provide even greater access to quality patient care.

He said, "Nickole's presence will allow us to expand our telehealth offerings from this location. She and Gwen are going to help us serve even more families in the Tallahassee area." ■

### PEDIATRIC SPECIALTIES OFFERED IN TALLAHASSEE

- Cardiology
- Endocrinology
- Gastroenterology
- Genetics
- Hematology/  
Oncology
- Infectious  
Diseases
- Nephrology
- Neurology
- Neurosurgery
- Pulmonology
- Surgery
- Urology

UF HEALTH SHANDS HOSPITAL | GROWTH+EXPANSION

## RENOVATIONS SUPPORT CARE FOR BURN PATIENTS

*The new unit has 27 intensive care rooms*

BY DEVIN NORI



*A peek at one of the newly renovated patient rooms.*

Last spring, Parris-McCall Constructors Inc., a Gainesville-based construction company, began work on UF Health Shands Hospital Unit 2425, an endeavor led by UF Health Shands Facilities project managers **Roque Perez Velez** and **Charlie Boles**.

In August, adults requiring care for burn injuries, severe skin disorders and difficult or chronic wounds moved into the newly renovated space. In October, the space opened for patients recovering from reconstructive procedures for the ear, nose and throat and plastic surgery.

The second-floor, 34,000-square-foot unit is designed to support complex care and infection control for these patient populations. Upon entry to the unit, visitors are asked to wash their hands and change into sterile attire before being granted access to the nursing station, from which they are guided to the appropriate patient room.

“Unit 2425 is a brand new space and we are absolutely thrilled with it,” said **Ian Driscoll, M.D.**, a UF College of Medicine burn surgeon in the division of acute care surgery. “The design of the unit was designed specifically with our patient population in mind.”

The unit has 27 intensive care rooms with provider alcoves, as well as a rehabilitation room where patients relearn basic functions throughout their recovery. The unit also has two rooms designed for bariatric patients and four hydrotherapy stations, two respiratory therapy rooms, and two rooms designed for patients in isolation, in addition to a hybrid consultation and multipurpose room for patients and families.

“Sometimes these burn injuries take many months to heal,” Driscoll shared. “The ability to provide a comforting space for the family members who often accompany our patients to the hospital is critical in the patient’s recovery. This new unit allows us to provide that.”





*(L-R) Ian Driscoll, M.D., FACS, UF Health burn surgeon and Gilbert R. Upchurch Jr., M.D., department of surgery professor and chair, shared their thoughts during the Unit 2425 open house.*



*The state-of-the-art hydrotherapy room.*



*A member of Unit 2425 shows off some of the unique features in a patient room to Ed Jimenez, UF Health Shands CEO.*

The rooms were designed with the help and input of burn unit nurses, physicians and the infection control team to help them deliver the specific type of care required. Each patient room comes equipped with bedside devices with speakers that allow patients to contact their nurse as well as control the TV, window shades and other functions.

“The design of this unit allows us to actually keep a patient in their same room, with the same team, separated from other patients so the healing process can continue in a way that we know is best for them,” Driscoll explained.

Renovations also enabled a new medical supplies system that is the first of its kind at UF Health Shands Hospital. Piloted

successfully in the UF Health Heart & Vascular and UF Health Neuromedicine hospitals, the system saves nurses time and increases efficiency. The unit also features larger medication-dispensing rooms with easy access from both sides of the hallways.

One of the key infection control features is the unit’s direct access to the hospital’s second-floor ORs. This patient population can be at high risk for infection and reducing transport supports their care.

These renovations help our physicians, nurses and providers deliver the best possible patient care and make our patients’ recovery process more comfortable. ■

UF HEALTH SHANDS | BENEFITS+TRAINING

## HRD BRIDGE SITE – WHAT’S AVAILABLE FOR NEW EMPLOYEES AND MANAGERS?

The first days, weeks and months of a new hire’s employment is usually filled with anticipation and excitement, a wealth of information and many questions. The UF Health Shands Human Resource Development, or HRD, team is here to provide answers and help each new staff person transition into their new role.

The HRD site on the Bridge intranet includes resources and tools to help each new employee find the information they need to begin their career with UF Health Shands.

**Click the “Orientation/Onboarding” tab for information on resources for new employees and managers:**

- New employee orientation materials and content
- Resources for new employees and leaders
- Manager support tools, including onboarding toolkits and checklists
- A direct link to the HRD Class Calendar, making it much easier to see what training opportunities are available for professional enrichment



Visit [Bridge.UFHealth.org/shands-hrd](http://Bridge.UFHealth.org/shands-hrd) to learn more.

UF HEALTH | GROWTH+EXPANSION

## UF HEALTH THE OAKS – CELEBRATING PROGRESS WITH A TOPPING-OUT CEREMONY

This summer, the construction company Charles Perry Partners Inc. hosted more than 300 UF Health staff and jobsite crew members to celebrate all the work completed at the new UF Health The Oaks facility and for the traditional new construction “topping out” ceremony.

**Brad Pollitt**, UF Health Shands Facilities vice president, spoke to the group and praised the teams’ hard work. Winfield Scott, CPPI senior superintendent, followed by thanking the team and motivating them to finish strong on the project.

UF Health The Oaks on Newberry Road will feature: UF Health Physicians ophthalmology and ear, nose and throat services, as well as audiology services. Future plans include an outpatient surgery center and imaging services to support eye and ENT procedures.

UF Health The Oaks is scheduled to open in the Oaks Mall complex in early 2020 – with ophthalmology in January and ENT and audiology in February. The location makes valuable services more easily accessible to the community and is conveniently close to Interstate 75.





UF HEALTH SHANDS | AWARDS+KUDOS

## WELCOMING A NEW FACE IN OPERATIONAL LEADERSHIP ON EXECUTIVE TEAM

*Traci Spray D'Auguste named UF Health Shands chief operating officer.*

BY KIM ROSE



### Getting to know Traci:

- Begins new role Dec. 16.
- Previously served as vice president of clinical services at New York-Presbyterian Brooklyn Methodist Hospital in New York.
- Holds a bachelor's degree from the University of Alabama and master's degrees in health care administration and business administration from the University of Alabama at Birmingham.


**T**raci Spray d'Auguste has been appointed chief operating officer for UF Health Shands, with responsibility for the operations of the Gainesville hospitals and hospital-based programs.

D'Auguste will provide operational leadership and guidance to ensure accountability and performance across the organization in the COO position. She will begin her new role on Dec. 16.

"We are extremely pleased to have someone of Traci's caliber joining our executive team," said Ed Jimenez, CEO of UF Health Shands. "At a time when our organization continues to expand to meet the needs of a growing population of patients in Florida and beyond, being able to draw upon her many years of operational capabilities will help us maintain our position as the state's leader in health care."

D'Auguste was chosen after a national search and impressed leadership with her results-driven record in complex academic health care environments. She has demonstrated prowess at forging strong collaborations across hospital and medical college departments that inspire outstanding clinical performance, thoughtful care and service as well as faculty and staff engagement.

For the last two years, D'Auguste served as vice president of clinical services at New York-Presbyterian Brooklyn Methodist Hospital in New York. Before that, she spent four years at Rush University Medical Center in Chicago, first as executive administrator for the department of internal medicine and then as associate vice president of strategic operations for the Rush University Medical Group. Prior roles include administrative duties at the University of Chicago and at New York-Presbyterian Hospital.

She holds a bachelor's degree from the University of Alabama and master's degrees in health care administration and business administration from the University of Alabama at Birmingham. 

UF HEALTH SHANDS | AWARDS+KUDOS

## HOSPITALITY ROLE MODEL HONORED

*Admissions specialist exemplifies customer service*

BY AYN SLEY FANIZZI



**T**aylor Owens, an admissions specialist at the UF Health Emergency Center at Kanapaha, recently received a quarterly CEO Award through the Customer Service is the Key program. She was recognized by her manager for her kindness and compassion. **Ed Jimenez**, UF Health Shands CEO, surprised Owens at work to honor her for going the extra mile to support patient and community care.

Here are the details: During a tropical storm last fall, a woman lost power in her home and had no way to charge her oxygen concentrator. Desperate for help, she came into the Kanapaha E.R., where Owens sprang into action and set up a comfortable place for her in the lobby. Owens continuously checked on the woman and brought her refreshments. When the oxygen equipment was fully charged and the patient was ready to leave, Owens called the power company to ensure the patient's power would be on at home. These acts of kindness made Owens an obvious choice for the CEO Award.

"My favorite thing about working at UF Health Shands is the different people I get to meet. Between the staff and the patients,

UF Health Shands leaders surprised Owens at work to present her with the CEO Award. (L-R) Janet Christie, UF Health Shands Human Resources senior vice president; Taylor Owens; Ed Jimenez, UF Health Shands CEO; Wendy Swan, M.S.N., R.N., NE-BC, UF Health Emergency Services director; and Sandra Blocker, R.N., UF Health Emergency Center at Kanapaha and UF Health Shands Emergency Center at Springhill nurse manager.

you get to learn what makes different people tick," Owens said. "Before I worked in the E.R., I would have never thought people go back and thank the staff for taking care of them or their loved ones. It is refreshing to see people being kind to one another."

Owens was nominated by **Sandra Blocker, R.N.**, the nurse manager for the UF Health Emergency Center at Kanapaha and the UF Health Shands Emergency Center at Springhill. The two have worked together for three years.

"Taylor has a sweet disposition and is always smiling and pleasant. Being the first person our patients encounter is sometimes difficult because they are in pain and scared," Blocker said. "Taylor always has a calm demeanor and answers their questions."

A few days before receiving the CEO Award, Owens found out she was accepted to nursing school. Anyone who knows the Owens family wasn't surprised — Taylor's mom, **Ruth Owens, R.N.**, is a registered nurse at the UF Health Shands Emergency Center at Springhill and recently celebrated 31 years at UF Health Shands.

CEO Award winners receive a VISA gift card and a "Get Out of Work Free" certificate to redeem for eight hours of paid time off. With the gift card, Owens plans to buy scrubs for nursing school, purchase school supplies or use it during her day off.

Owens said, "I am super thankful for everything and so happy to have an opportunity to work here and help make people's lives a little better." ■

The UF Health Shands Customer Service is the Key program is our benchmark employee recognition program. It's the best way to make sure an employee's outstanding behavior and/or performance is recognized. All nominated employees receive a gold key and a CSK pin to wear. Every quarter, CSK nominations are reviewed and one extraordinary nominee is selected as a CEO Award winner.





UF HEALTH | EVENTS+ACTIVITIES

## CELEBRATING RECOVERY

The UF Health Florida Recovery Center, or FRC, hosted the Inaugural Run 4 Recovery 5K at Depot Park on Sept. 15.

The event attracted more than 150 participants that included runners and walkers, volunteers and spectators. Additionally, many FRC staff members participated, with techs, therapists, fellows, physicians and the research team joining the cause.

September is National Recovery Month and this year's theme was "Join the Voices for Recovery: Together We Are Stronger."

The FRC team lived this theme, as it brought together employees, current and past patients, family, friends and supporters with the goal increasing awareness of substance use disorders and celebrating those in recovery.

Thank you to all who helped make this event possible and successful. We look forward to the Second Annual Run 4 Recovery 5K next year!



UF HEALTH | EVENTS+ACTIVITIES

## HEART WALK HEROES

On Sept. 14, our UF Health team of more than 1,000 people participated in the annual Alachua County Heart Walk. Our heart heroes raised over \$47,000 and became the top team in the county!

Heroes of all ages (including a few pups!) came out to support the American Heart Association as well as our UF Health heart and vascular and UF Health neuromedicine patients. The 3-mile walk was packed with physicians, nurses, staff, patients and families to support the cause. A "walk of fame" featured a few of our heart, vascular and neuromedicine patients and their quotes and stories along the path.

We look forward to another great walk next year!



UF HEALTH | CARE+QUALITY

## IMPROVING SAFETY FOR OUR PATIENTS

*Family Medicine star recognized with Biggest Catch Award*

BY EMILY DUNSON



Congrats to Cathy Hewitt, L.P.N., the Biggest Catch Award recipient. (L-R) Heather Misinec, L.P.N.; Cathy Hewitt, L.P.N.; and Kim Mann, manager, UF Health Family Medicine — Haile Plantation.

To support safe medication practices, health care providers follow the “five rights” as a guide — the right patient, the right drug, the right dose, the right route and the right time. Being thorough when reviewing and administering medications has a major impact on a patient’s health.

This became evident when a patient came to UF Health Family Medicine at Haile Plantation to receive her prescribed medication. Before any medication was administered, **Cathy Hewitt, L.P.N.**, noticed what she thought to be an incorrect dosage on the prescription that the patient brought from her local retail pharmacy.

After investigating, Hewitt found that the dosage likely reflected an old prescription that did not match the patient’s current needs. She immediately notified **Michael McTiernan, M.D.**, an assistant professor in the UF College of Medicine department of community health and family medicine and the Haile family practice medical director. McTiernan confirmed the needed dose

and Hewitt gave the medication to the patient without incident.

But Hewitt did not stop there. She also contacted the retail pharmacy, requesting the removal of the outdated prescription and ensuring the correct one was on record. This extra step will help prevent a medication error in the future.

On that day, as evidenced by her demonstrated critical thinking skills and willingness to take quick action, Hewitt’s response served as an example of our health system’s unwavering commitment to providing the highest-quality patient care. Because of this, the UF Health Physicians Quality and Safety Group recognized Hewitt as the 2019 Second Quarter Biggest Catch Award recipient.

The practice’s ambulatory care unit manager, **Kim Mann**, said, “Cathy is dependable, dedicated and honest. But, most of all, Cathy is very passionate and takes her nursing role seriously.” ■



**The UF Health Physicians Quality and Safety Group recognizes deserving providers and staff across the health care system with the quarterly Biggest Catch Award.**



UF HEALTH SHANDS | AWARDS+KUDOS

## ADVOCATES AND CHAMPIONS FOR ENGAGEMENT

*Employee Engagement Survey Ambassadors help drive participation*

BY AYSLEY FANIZZI



### 150 ambassadors

Each Employee Engagement Survey ambassador received a passport-themed booklet with important dates and information about the survey.

Ambassadors worked to get staff engaged. They were willing to do extra work to get the word out to their co-workers. Goals included increasing participation and encouraging input.

They attended a training class before the Employee Engagement Survey. The HRD team felt it was important to prepare and recognize the ambassadors for their hard work and let them know what a valuable role they played in the success of the EES.

Participation in the 2019 Employee Engagement Survey was a huge success because of our dedicated employees. We reached a completion rate of 86%, providing constructive feedback that will directly impact our work environment.

To ensure that we had good participation, the UF Health Shands Human Resources Development, or HRD, team trained 150 ambassadors. They represented clinical and non-clinical departments and units throughout UF Health Shands.


Ambassadors were honored for their hard work at the Survey Ambassador Recognition Event. They shared their experiences and gave advice for the

upcoming year's survey. **Danita Gainer**, HRD coordinator, hosted the event along with other members of the UF Health Shands HRD team — **Rachel S. Enochs**, HRD director; **David Marra**, management development coordinator; **Wendy Kissinger**, HRD coordinator; and **Donna Agerton**, HRD coordinator.

At the event, the ambassadors and HR leaders discussed best practices and how they uniquely motivated staff for the survey.

One ambassador created passports for all of her team members. When a person completed the survey, they received a stamp on their passport and a cookie. Who doesn't love a cookie?

Many others had high participation inspired by pizza parties, daily employee huddles and night shift versus day shift team competitions. The hard work from the ambassadors helped us get such great participation.


Our survey ambassadors are trusted and respected by their co-workers and leaders as advocates and champions. Staff feel most comfortable discussing survey details and getting their questions answered by fellow peers, and HRD and our executives appreciate the "grassroots" approach. 

# UNDERSTANDING DIABETES

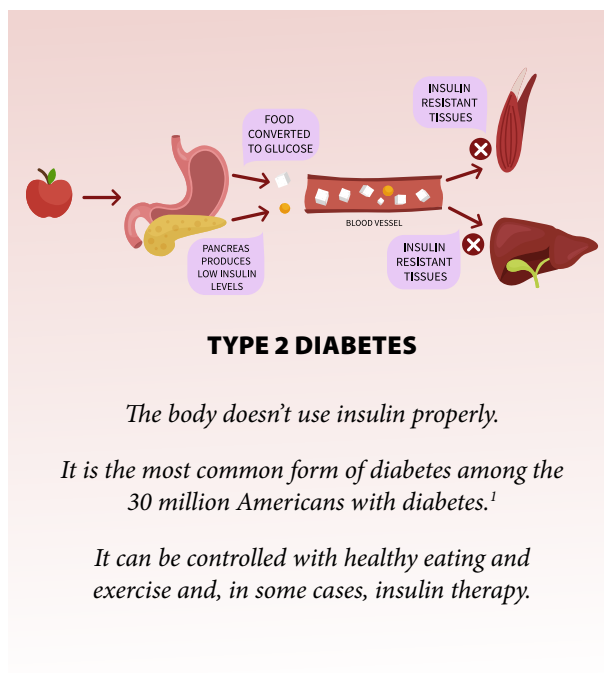
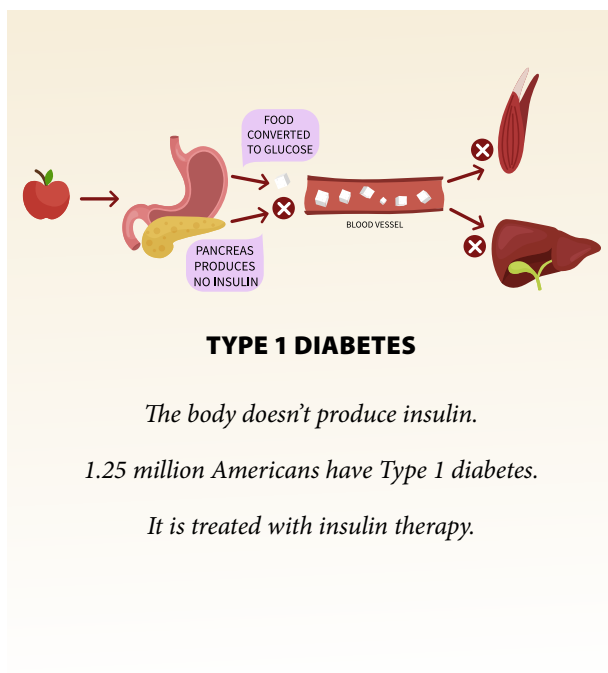
*November is Diabetes Awareness Month*

BY CRYSTAL LONG

**M**any of us are familiar with diabetes — but how much do we understand about the disease? November is Diabetes Awareness Month when we aim to educate patients on how to determine if they are at risk and provide steps that can be taken to prevent the onset of Type 2 diabetes.

The UF Diabetes Institute will host multiple events on World Diabetes Day, Nov. 14. There will be a poster session, a panel discussion with UF faculty and free blood glucose screenings open to all. Events will take place at the Health Professions, Nursing and Pharmacy, or HPNP, Building. Search [diabetes.ufl.edu](https://diabetes.ufl.edu) for more information about diabetes research and events. 

## TYPE 1 VERSUS TYPE 2 DIABETES



**Both conditions can be managed.**

It is essential to know your risk and treatment options  
for a healthy life with diabetes.

<sup>1</sup>American Diabetes Association, <https://www.diabetes.org/resources/statistics>



## RISK FACTORS

Your chances of having prediabetes, which can lead to Type 2 diabetes, increase if you:

- Are 45 or older
- Are Black, Hispanic/Latino, American Indian, Asian American, or Pacific Islander
- Have a parent, brother or sister with diabetes
- Are overweight
- Are physically inactive
- Have high blood pressure or take medicine for high blood pressure
- Have low HDL cholesterol and/or high triglycerides
- Had diabetes during pregnancy<sup>1</sup>



**Director of UF Diabetes Institute awarded Jacobaeus Prize**

**Mark A. Atkinson, Ph.D.**, director of the UF Diabetes Institute and the American Diabetes Association Eminent Scholar for Diabetes Research and the Jeffrey Keene Family Professor at UF, is the 2019 recipient of the Novo Nordisk Foundation's Jacobæus Prize. It is the oldest, largest and most prestigious prize in the world for research in endocrinology and metabolism.

Atkinson accepted the award in Finland, where he also gave a lecture on his research.

## WORLD DIABETES DAY EVENTS

**Poster Session:** Nov. 14, 9:30-11 a.m.

Poster session for students and junior faculty, with prizes available.

HPNP Reception Hall

**Panel Discussion:** Nov. 14, 11:45 a.m.-1 p.m.

Short presentations and a Q&A session.

HPNP Auditorium

**Glucose Screenings:** Nov. 14, 9:30-11:30 a.m.

Free glucose screenings.

HPNP Courtyard

## FITNESS FEST

Nov. 17, 9 a.m.-noon

Wellness walk, yoga, community vendors and more.

Depot Park



World Diabetes Day

# GET READY FOR BENEFITS OPEN ENROLLMENT

*Nov. 1-27: Select your employee and family benefits*

BY MICHELLE MOORE

**B**enefits Open Enrollment for UF Health Shands employees begins Nov. 1 and closes Nov. 27. Review your current plan to ensure you are enrolled in the benefits that best satisfy your and your family's health needs for the upcoming 2020 plan year.

Look for the UF Health Shands Human Resources Benefits Newsletter in your home mailbox the week of Oct. 22 — it outlines changes to this year's benefits plans and guides you through the enrollment process.

Complete your Benefits Open Enrollment online or in person with an enroller.

Visit the Bridge intranet homepage, hover over "Employee Services," click on "HR Gainesville — Shands," then "Self-Service," then "Visit HR Self-Service Now." You will log in using your Shands ID and password. Be sure to hit "submit" if you make any changes to your plan to save them. Please print or save your confirmation sheet.

Visit enrollers in the UF Health Shands Hospital Atrium and at offsite locations for assistance in choosing the right benefits plan. Employees must contact their supervisors to schedule a one-on-one consultation with an enroller.

"Open Enrollment is the only time that employees can make changes to their benefits package," said David Thaxton, vice

president of The Elan Group, an employee benefits firm that will staff our enrollment events. "Enrollers are there to help employees navigate the system. We can give guidance on how to choose the proper plan that fits each employee's needs."

Be sure to stay up-to-date on your benefits plan as there are changes for the upcoming plan year.

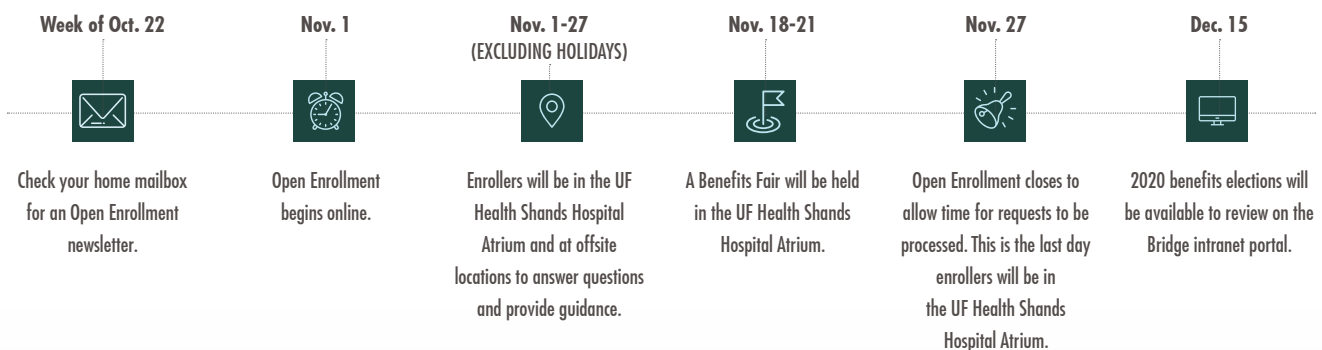
Enrollers can inform you about voluntary plans — including accident plans, cancer policies and life insurance — to help you decide if they are right for you. Pharmacy plan, dental plan and legal plan vendors and medical third-party administrators also will be available to answer questions during the annual benefits fair the week of Nov. 18.

Please be aware of automatic enrollment. If you previously waived GatorCare coverage, you must waive coverage again each year or you will be automatically enrolled in waive coverage with no medical credits (opt-out cash).

A note about other elections: Flexible spending accounts (the health care reimbursement account, or HCRA, and dependent care reimbursement account, or DCRA) must be elected every year — these plans do not roll over to the new year and they require a new election.

On Dec. 15, HR will ask employees to review their benefits summary for the 2020 plan year elections. ■

## OPEN ENROLLMENT TIMELINE



If there are any discrepancies in your plan, please visit [Bridge.UFHealth.org/Shands-HR](https://Bridge.UFHealth.org/Shands-HR) or call the UF Health Shands Benefits office at 352-265-0043.