

Page 8: A GARDEN OF HEALING

UF Health Shands becomes first hospital in nation
with Nature Explore® Classroom

Page 14: A NEW ERA IN HEALTH CARE

We're growing to meet the needs of our communities

Page 22: TWITTER BANTER SECURES KEYNOTE SPEAKER

What you get combining Twitter, push-ups and "Eye of the Tiger"

Never Quit

*Despite the odds, heart failure
didn't deter patient Michael
Cruz's passion.*

UF HEALTH | GROWTH+EXPANSION

A MESSAGE FROM ED JIMENEZ

Extending UF Health patient care across the state

Ed Jimenez
UF Health Shands
Chief Executive Officer

Michelle Moore
Interim Director
Strategic Communications

Kathy Cafazzo
Communications Coordinator
News+Notes Editor

Madelyn Hyder
Creative Services Coordinator
News+Notes Designer

Produced by UF Health
Communications

Email kcaf0001@shands.ufl.edu or
call 352-265-0373 to contribute to
future issues of News+Notes.

Read News+Notes online at
news-notes.UFHealth.org (and on
Bridge under "News & Events" tab).

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



UF Health Shands CEO **Ed Jimenez** shares his perspectives in each edition of News+Notes. He hits on topics of interest that connect with faculty and staff who provide and support patient care across the Gainesville-based hospital system. You can also read his posts on the "Leaders Online" section of the Bridge.UFHealth.org intranet homepage.

What's on your mind that you'd like to share with News+Notes readers?

I recently shared these thoughts with our hospital leaders at a Management Forum meeting:

At UF Health, we have the ability to care for patients with the most severe medical issues. The "high-acuity" types of care (for patients with incredibly complex and often life-threatening conditions) we provide and high volumes of patients we manage are astounding.

First, let's talk numbers. In Gainesville, UF Health Shands is licensed for 1,162 patient beds and we have more than 55,000 patient admissions (excluding newborns)

each year. We also get nearly 129,000 annual E.R. and trauma care visits. We will have more than 1 million visits to our UF Health Physicians practices in FY20 and an additional 1.1 million total visits to UF Health Shands hospitals.

We have about 400 intermediate care and ICU beds here in our Gainesville hospitals for patients requiring attentive, critical care ... That's more than the total number of beds in most hospitals and more than the number of intermediate care and ICU beds in Gainesville's two other hospitals combined! Think about it. Then, let's consider this: We have about 100 beds for other patients requiring cancer, trauma, transplant and other complex care. So that's around 500 beds for patients who are really sick. The difficult work you are all doing to support very ill patients is truly incredible.

You have talked about putting our volumes in context. Can you talk about this?

Yes! You have to think about the bigger picture: We treat such complexity in our patient population, but where are



FSC LOGO

our patients coming from? Gainesville only has about 125,000 residents, while Alachua County includes about 250,000 people. Only in some weird alternate universe would Alachua County produce enough ICU and high-acuity patients to fill our critical care beds consistently ... So it's clear UF Health is already a regional resource, drawing patients from all over. (UF Health Shands serves patients from all 67 Florida counties, all 50 U.S. states and several other countries each year.)

It's logical that people who live close by are most likely to choose us for their care. But the others who come from further away have many choices since they're willing to drive outside their community. Distance drives decisions. Especially for specialized care, people will temporarily relocate if needed, to ensure their loved one gets the right medical attention. If they're willing to drive a few hours, they have more choices. UF Health faculty physicians offer the specialized expertise people need. That's why we connect with other health care systems in the state to establish collaborations that will allow our physicians to work in other communities, bringing their skills to more patients and setting up pathways for patients to more easily access our care here in Gainesville when they need hospitalization.

That explains our recent announcements about UF Health and The Villages® and Central Florida Health.

The recent acquisition allows us more direct involvement with other providers. For instance, we have been working with physicians from the former Central Florida Health hospitals to provide comprehensive stroke care and telestroke services to their patients when needed. Now that we are all part of UF Health, we can further enhance our relationships with these local providers to provide the best possible care for residents of Leesburg and The Villages®. This allows us to take advantage of local strengths while combining them with our academic strengths and expertise. We're providing UF-level care in these communities.

In addition, we opened the UF Health The Villages® Freestanding E.R. earlier this month. This is another example of providing convenient access to high-quality health care in the surrounding communities.




(L-R) The UF Health The Oaks ribbon-cutting ceremony included Patrick J. Antonelli, M.D., chair of the UF College of Medicine department of otolaryngology; Joseph A. Tyndall, M.D., M.P.H., UF College of Medicine interim dean and chair of emergency medicine; Sonal S. Tuli, M.D., chair of the UF College of Medicine department of ophthalmology; and Ed Jimenez, UF Health Shands CEO.

How does this benefit our faculty and staff?

There's a huge benefit to our health care professionals. Our faculty doctors from the academic setting have different populations available to them at community hospitals, and this access ensures we are not narrowly focused just on critical care. We also get to support expanded education as we develop additional continuing medical education opportunities, primary care physician training programs and other programs for health professionals. The acquisitions also provide more research opportunities in other communities.

It's also reassuring knowing our families and friends in other parts of Florida have access to UF-level medical care.

We look forward to working together in these different locations with others who share our mission to provide the highest-quality care and the most compassionate attention to the patients we serve. 

HAVE A QUESTION FOR THE CEO?

Email Michelle Moore, interim director of strategic communications for UF Health Communications, at moormm@shands.ufl.edu, to be included in a future column.

 **FEATURED**

UF HEALTH | CARE+QUALITY

UNSTOPPABLE

Despite the odds, heart failure didn't deter patient's passion.

BY LEAH HARMS



AFTER GOING INTO HEART FAILURE AT AGE 23, MICHAEL CRUZ HAD A CHOICE TO MAKE:
**GET A VENTRICULAR ASSIST DEVICE, OTHERWISE KNOWN AS A VAD, OR
 RISK FURTHER DAMAGE TO HIS HEART AND, AS A RESULT, RISK HIS LIFE.**

The choice wasn't easy. He had to bravely prepare himself for some major life adjustments.

Having a VAD chest implant means no swimming, taking extra precautions while showering and being hooked up to "recharge" each night, among other things. But one thing Cruz knew is that he wanted to figure out a way to continue his passion for weightlifting.

His UF Health physician was **Mustafa Ahmed, M.D.**, a UF College of Medicine cardiovascular medicine specialist and medical director of the UF Health Mechanical Circulatory Support Program. Ahmed partnered with Cruz's weightlifting coach to devise a plan to get Cruz back to the passion that makes him feel valiant.

"Michael is just amazing," Ahmed said. "His journey highlights how transformative VAD therapy can be and how blessed we are to pair this technology with people like Michael."

And now, armed with knowledge (and muscle!), the young patient is helping other VAD patients adjust to their "new normal."


In addition to their "day" jobs, Cruz, his wife and mother have all found ways to give back to other patients going through

similar situations. They are now regular visitors at the UF Health Heart & Vascular Hospital, giving advice and lending an ear to heart patients, even over the holidays. The family also started a charity and Cruz has a YouTube channel with videos designed to help others understand the difficulties and solutions faced by patients with VADs.

"His YouTube channel is so inspirational to other advanced heart failure patients. Seeing him thrive and excel on his journey, seeing him author his own heart failure story, it has been a major help to so many," Ahmed said.

Professionally, Cruz has also earned his real estate license and works full-time as an engineer.

His dedication to live his life courageously has helped Cruz overcome each hurdle he encountered. He is grateful for the physicians, clinicians, staff and family who helped make that happen.

Cruz said, "The doctors and nurses at UF Health were amazing when it came to keeping me informed and at ease. They wouldn't let me give up during the recovery process. I am forever grateful for them and their hard work." 

UF HEALTH SHANDS CHILDREN'S HOSPITAL | CARE+QUALITY


MANAGING A DEVASTASTING DIAGNOSIS

A mother's journey through a congenital heart condition

BY DEVIN NORI

Imagine you're expecting a child. At your 18-week ultrasound, amid all the excitement that comes along with pregnancy, you receive devastating news. Your unborn baby has been diagnosed with hypoplastic left heart syndrome, or HLHS. It's a congenital heart defect in which the heart's left side is underdeveloped. The diagnosis leaves you feeling terrified and with many questions.

While the journey from this diagnosis to an infant's birth may differ for each patient, the family will encounter a variety of providers and treatments, requiring a great deal of patience.

Despite the complex diagnosis, mothers of babies with HLHS are not alone. About 1 in 100 babies are born with the congenital defect. Thanks to attentive health care by teams with expertise managing infant conditions like this, they can grow up to lead healthy lives. 





STEP 1:

An obstetrician detects something wrong with how an unborn baby's heart is developing, typically at the 18-week appointment.

STEP 2:

The mother is sent to a maternal-fetal medicine doctor, or MFM, for confirmation of the diagnosis, who then refers the patient to a fetal cardiologist.

STEP 3:

The fetal cardiologist conducts a detailed fetal echocardiogram (ultrasound of the heart). During the same visit, the mother and family receive in-depth counseling regarding the diagnosis and its medical and surgical implications, including the need for three-stage surgeries. The medical team will discuss surgical steps and outcomes for each stage, as well as the long-term cardiovascular and neurodevelopmental expectations for the infant.

STEP 4:

The mother and family members engage in multidisciplinary counseling with fetal cardiology, neonatology and maternal-fetal medicine physicians to discuss the labor and delivery plan. Genetic counseling is also offered.

STEP 5:

The mother and family members are seen during follow-up appointments at the Fetal Cardiology clinic every four to six weeks to check on the fetus' heart through a series of fetal echocardiograms.

STEP 6:

The patient's case is discussed in a multidisciplinary conference with neonatology, obstetrics, maternal-fetal medicine, fetal cardiology and other subspecialists such as pediatric surgery and pediatric neurosurgery, for example, depending on the fetus' needs.

STEP 7:

The mother's labor is induced at term, either vaginally or through a C-section.

STEP 8:

Once the baby is delivered, the neonatologist stabilizes the baby and starts an IV medication called prostaglandin to keep the vessel open.

STEP 9:

The baby is stabilized and taken to the adjacent Neonatal ICU, or NICU.

STEP 10:

The NICU team performs an echocardiogram to again confirm the cardiac diagnosis of HLHS.

STEP 11:

The NICU team places a line in the newborn's umbilical cord and draws blood from the cord to conduct laboratory tests in preparation for the baby's surgery.

STEP 12:

The baby stays in our Pediatric Cardiac ICU prior to surgery.

STEP 13:

Prior to surgery, the baby undergoes a neonatal abdominal ultrasound and MRI imaging for any neurologic abnormalities.

STEP 14:

A multidisciplinary medical team reviews the baby's case during a UF Health Congenital Heart Center combined surgical/medical conference.

STEP 15:

The baby usually undergoes surgery five to seven days after birth.



UF HEALTH SHANDS CHILDREN'S HOSPITAL | CARE+QUALITY

A GARDEN OF HEALING

UF Health Shands first hospital in nation with Nature Explore® Classroom

BY LAUREN GAJDA



Local chapters of the Florida Nursery, Growers and Landscape Association donated plants that will attract butterflies to the garden.

As you passed by the UF Health Shands Hospital main entrance over the past several months, you may have noticed a large construction area and wondered what we are building next. It's going to be our UF Health Children's Healing Garden, a special addition to benefit patients, families and visitors.

Our healing garden follows the Nature Explore® concept, which creates dynamic, nature-based play and learning spaces that apply research-based, field-tested design principles. Nature Explore is a program of the Dimensions Educational Research Foundation, and UF Health Shands will be the second health care facility and the first hospital in the Certified Nature Explore® Classroom network.

"We have a long history of innovation and advancement in the care of children," said **Shelley Collins, M.D.**, associate chief medical officer for UF Health Shands Children's Hospital. "As the first and only hospital with a Certified Nature Explore® Classroom, we expect to be some of the first to advance our understanding of the impact of nature on the health and well-being of hospitalized children."

The garden is a one-of-a-kind resource designed to uplift the spirits of our patients and families through distraction, relaxation and physical activity. This distinctive environment

complements the superb medical care provided at our UF Health hospitals by promoting healing and wellness through connection with nature.

The garden includes walking paths, butterfly gardens, a relaxation area with seating, raised gardening beds and interactive areas for children of all ages to engage in unstructured exploratory play. The concrete paths in our wheeled toy and open areas are stamped with animal prints and leaves. The wheeled toy area gives children a chance to develop their muscles, and the open area allows children to run, dance and play.

"Our goal is to offer a place to relieve stress, improve mental well-being and provide an opportunity for patients to leave the indoor hospital environment," Collins said. "By giving children and families a place to connect with nature, we hope to revitalize and renew their energy and strength."

The end of construction is near, and the grand opening of the garden will take place this spring. We are excited and thank all of our amazing partners on this journey. This would not have been possible without the generosity of Bob and Janet Raven; the local chapters of the Florida Nursery, Growers and Landscape Association; the U.S. Department of Agriculture Forest Service; and the National Environmental Education Foundation. **+**



UF HEALTH SHANDS CANCER HOSPITAL | AWARDS+KUDOS

UF HEALTH CANCER HOSPITAL EARNS EPA'S ENERGY STAR® CERTIFICATION

Saving energy is just one of UF Health's sustainability efforts

BY EMILY DUNSON

The U.S. Environmental Protection Agency has recognized the UF Health Shands Cancer Hospital with its ENERGY STAR® certification for superior energy performance over a 12-month period. The certification is given on an annual basis and is verified by a third party.

ENERGY STAR® is the government-backed symbol for energy efficiency created by the EPA in 1992 to deliver cost-saving solutions and fight climate change. On average, ENERGY STAR® certified buildings use 35% less energy than typical buildings nationwide and are less expensive to operate.

"It is essential for UF Health to provide the best possible experience for both patients and employees, and this begins with a sustainable mindset and resources," said **Mark Dykes**, UF Health Shands Facilities energy manager, who has committed his career to the optimization of health care building environments and has seen millions of dollars in savings and energy efficiency.

Over the past four years, UF Health's energy improvement projects have saved an aggregate of about \$4 million.

To Dykes, the ENERGY STAR® certification is a natural result of what our organization has been doing for decades to accumulate and maintain such savings.

One of the conservation methods used by UF Health is the unique system of automatization, where a tracking system records movement data in 300,000 censored locations to optimize

airflow and environmental conditions. The system also has led to improved space occupancy and temperature control.

"We are on the cutting edge," Dykes explained, "and we are pioneers for what we do."

An example of the airflow optimization can be found within operating rooms at the UF Health Shands Cancer Hospital.

"We use sensors that detect humans based on body temperature. When no one is in the OR, the air automatically backs down while remaining within the pressurization requirements of administrative codes. This reduces maximum cooling and heating, which creates big savings," Dykes said.

Brad Pollitt, A.I.A., UF Health Shands Facilities vice president, added, "Weaving efficient resource utilization into the fabric of UF Health enhances the patient experience and supports our clinical missions. We are constantly reinventing the workplace to ensure that sustainability is a part of it and the ENERGY STAR® certification reflects that."



UF HEALTH SUSTAINABILITY AWARDS

In 2010, the UF Health Shands Cancer Hospital was the Southeast's first hospital awarded a gold-level LEED, or Leadership in Energy and Environmental Design, designation.

In 2017, the UF Health Heart & Vascular and Neuromedicine hospitals earned four Green Globes® certifications by the Green Building Initiative®, a distinction held by only two other buildings in Florida.

DID YOU KNOW?

Hospitals are the second-largest users of energy among commercial buildings in the U.S.



UF HEALTH | HOSPITALITY+SERVICE

A WARM WELCOME


New faculty and staff welcome video coming soon

BY RACHEL RIVERA

In the works is a newly revamped UF Health faculty and staff welcome video, which will be shown during orientation and training. The video is being designed to welcome new faculty, staff, residents and volunteers to the organization and explain the scope of how we are moving medicine forward.

The video will outline UF Health's vision and strategic priorities and highlight our patient care, education, research and community health missions. It will spotlight the people

at the heart of UF Health and provide an overview of our hospitals, outpatient programs, health science colleges and research institutes.

In addition to new hires, existing faculty and staff are encouraged to check it out when it's completed to learn more about UF Health. When it's ready, you can view it on the Bridge intranet portal under the "FYI: Announcements — Communications" feature on the homepage. 



UF Health Communications is working on the video. We hope the messages resonate with you and make you feel proud to be a part of the UF Health family. Pictured to the left are a few behind-the-scenes images of our Creative Services, Strategic Communications, Marketing and Jacksonville Communications teams during a video shoot! They traveled to UF Health facilities in Gainesville and Jacksonville, capturing the perfect moments to share.



EPIC CHANGES ON THE HORIZON

Significant and exciting upgrades are taking place on Feb. 12

BY PAMELA BUDD

What changes affect me?

Revenue and Access users can:

- Dismiss patients from locations and write free-text dismissal notes.
- Reprint receipts for any payment without leaving the current workflow.
- Review the redesigned Document List.
- View the MyUFHealth website from the patient's perspective to assist in troubleshooting.

Clinical users can:

- Add attachments to messages sent to patients in MyUFHealth.
- Use order panels within telephone encounters.
- Adjust the font size on reports in Hyperspace.
- Filter appointments by status in the multiprovider schedule.
- Edit certain note types directly within the Preview After-Visit Summary activity.

- Save time as the diagnosis calculator no longer appears when a diagnosis is already specific.

- Select the Level of Service from the Visit taskbar.

Patients can:

- Receive attachments to messages from their provider in MyUFHealth.
- Receive assistance with the MyUFHealth website as staff can now see what the patient sees.
- View shared notes from visits and more detailed billing information on the MyChart mobile app.
- Search for and establish links to outside organizations where they've also received care.
- Update their preferred pharmacy in MyUFHealth.

Additional improvements:

- Health Information Management staff can unlink patients from outside organizations when performing merges.
- The Care Everywhere, or CE, icon now appears in Storyboard to show the patient's CE status and link to Outside Records.
- Patient information from outside organizations now displays by default in Chart Review and Lifetime.
- A new Hyperspace theme, Carbon, is now available. This theme is similar to the dark mode setting used by other applications.

Epic is an electronic medical record software application with support functions related to patient care.



Didn't we just upgrade?

After the Epic upgrade on Feb. 12, UF Health will transition to quarterly Epic updates. Instead of adding new features every 12 to 18 months, Epic will have smaller, more frequent updates and enhancements.



Join Epic team members for an Intro to Epic – Feb 2020 Upgrade preview.
Specific dates and locations will be shared on the Bridge intranet and in Shands News.

UF HEALTH | AWARDS+KUDOS

NEW ASSOCIATE VP BRINGS VALUED EXPERIENCE TO OUR OPERATIONS TEAM



In November, **Kathy Duval, M.B.A., M.S., ACHE**, joined UF Health Shands as our new associate vice president for Operations.

Duval has outstanding hospital operational leadership experience. Earlier in her career, she spent 20 years with Centura Health in Denver, starting as director of the orthopaedics and neuro service lines and then as director of rehabilitation. She was

then administrative director of clinical operations for Mary Washington Healthcare in Fredericksburg, Virginia.

Duval most recently served as associate administrator with Encompass Health Rehabilitation Hospital in Sarasota. She has had oversight of more than 300 employees, \$485

million in gross revenues and a long list of programmatic accomplishments.

In her new role, Duval will have executive responsibility for Bronchoscopy, Cardiopulmonary, Endoscopy, Infection Control, Neurodiagnostics, Radiology and Trauma services.

"We admire Kathy's strategic insights and operational achievements," said **Ed Jimenez**, UF Health Shands CEO. "She has demonstrated successful collaboration and integration with hospital clinical and administrative colleagues and physicians, developing strong partnerships for the best patient outcomes. She is also committed to fostering positive staff engagement. This is an exciting time for us at UF Health Shands as we move forward into 2020."

Duval will collaborate closely with **Anna Michelle Brandt**, who was promoted in May to vice president and hospital chief of staff, and our new chief operating officer, **Traci d'Auguste**, who joined us on Dec. 16.

UF HEALTH | POLICIES+GUIDELINES

NEW FLORIDA LAW GUIDES NON-OPIOID ALTERNATIVES TO TREAT PAIN

Designed to help address the opioid epidemic, Florida legislation passed in June imposes additional requirements on health care providers prior to issuing Schedule II opioid drugs for anesthesia or the treatment of pain.

Before prescribing, ordering, dispensing or administering these opioid drugs, the Florida Department of Health outlines specific steps: Providers must inform the patient in advance about non-opioid alternatives for pain treatment, discuss the advantages and disadvantages of these alternatives, provide an informational pamphlet developed by the FDOH and document the exchange in the patient's medical record.

Here at UF Health, as in other health care organizations, a multidisciplinary work group has been clarifying the less specific aspects of the bill to determine how our faculty and staff can best adhere to the guidelines. They have had to address the complexities of the bill, such as the unique needs of surgical patients and how often to repeat the steps to inform and educate a patient during their ongoing or long-term treatment of pain.

In the spring, watch for updated guidelines customized for our hospitals, outpatient practices and surgical services. The patient handouts will be provided by nursing staff at inpatient admission and by providers during outpatient visits via Epic. The workgroup hopes that streamlined steps added in Epic and clear instructions

and guidance from faculty, nursing and pharmacy leaders will support our providers and the quality, safe clinical care we provide – and help us remain as efficient as possible in the delivery process.

Thanks for your support as we implement changes.



UF HEALTH | GROWTH+EXPANSION

A NEW ERA IN HEALTH CARE

UF Health is growing and expanding. We've added new hospitals, new practices and new affiliations. We've even entered into an agreement to develop a health care campus.

The growth and expansion efforts are part of a larger vision to ensure that the communities we serve have convenient access to quality health care and that we keep pace with the phenomenal population growth of the area.

Learn more about the newest members of the UF Health family.

UF Health Central Florida

Building on a strategic affiliation that has connected local residents to leading-edge stroke care and other health care services for several years, UF Health and Central Florida Health agreed to evolve their relationship, with UF Health acquiring its two regional hospitals last month.

UF Health and the 660-bed regional system, comprised of UF Health Leesburg Hospital and UF Health The Villages® Hospital, will concentrate on leveraging each other's strengths and creating a smoother and more coordinated patient experience for residents of Lake, Sumter and Marion counties.

Over time, long-term capital plans for facility improvements and new equipment and technologies will be considered, including construction of a new general acute care hospital in association with The Villages®.



UF Health The Villages® Hospital



UF Health Leesburg Hospital



UF Health The Villages® Hospital Freestanding E.R.

UF Health officials and local community and government leaders recently celebrated the new UF Health The Villages® Hospital Freestanding E.R. with a ribbon-cutting and open house.

The newest freestanding emergency room provides convenient access to high-quality health care in Wildwood and surrounding communities as the demand for services continues to grow.

The modern, 25,000-square-foot facility is open 24/7 and features a full complement of staff, including physicians, nurses and patient care technicians, and is equipped with 16 beds, two of which are situated inside state-of-the-art trauma bays.

To allow for future expansion, the facility contains additional space that eventually will accommodate a total of 24 beds.

The UF Health The Villages® Freestanding E.R. also features laboratory, pharmacy and respiratory therapy services, as well as the latest diagnostic imaging technologies.



Halifax Health | UF Health – Medical Center of Deltona

UF Health and Halifax Health have collaborated for years to bring neurosurgery and heart and vascular surgery services to Volusia, Flagler and Brevard counties.

And now, the new six-story, 95-room Halifax Health | UF Health – Medical Center of Deltona, which opened Feb. 4, is another extension of that collaboration.

The state-of-the-art facility was designed with clinicians' input and includes four operating rooms, three multipurpose special procedure rooms, 13 intensive care rooms and 30 medical and surgical rooms. There's still room for the hospital to expand another three stories if needed. An attached two-story medical annex building will be completed this spring.

The new medical center provides patients in Volusia and surrounding communities with greater access to care, including access to more specialty services, more advanced technology and increased access to clinical trials.

"Our goal is to make care available to patients where they live, work and spend time," said **Ed Jimenez**, UF Health Shands CEO.



(Top) UF Health and Halifax Health officials, as well as local community and government leaders, were all smiles during a ribbon-cutting and VIP event at the new Halifax Health | UF Health – Medical Center of Deltona.

(Bottom) Located adjacent to Interstate 4 and State Road 472, Halifax Health | UF Health – Medical Center of Deltona officially opened Feb. 4. There are physicians from 11 specialties, as well as hospitalists and intensivists, who will care for patients in Volusia County.



UF Health The Oaks

The new UF Health The Oaks location is filled with beautiful artwork thanks to the UF Health Shands Arts in Medicine program and UF Health staff and faculty. The minute someone drives up, they see a beautiful piece of artwork that features images from around North Central Florida. Walking inside, visitors will see additional pieces that are used in a way to provide flow throughout the space. In addition, mobiles were commissioned

to add movement to the main corridor. The mobiles are modern versions of the five fingers on a hand, which represent the healing hands of health care.

In addition, mobiles were commissioned to add movement to the main corridor. The mobiles are modern versions of the five fingers on a hand, which represent the healing hands of health care. Once inside the practices, the artwork transitions to landscape photography.

M+WIB



UF HEALTH SHANDS | HOSPITALITY+SERVICE

OUR MEN AND WOMEN IN BLACK

Security officers are our hospital defenders

BY KATHY CAFAZZO

Anyone who has ever read a job description knows all about the task, “and other duties as assigned.” It’s the ultimate catch-all phrase. Do whatever needs to be done, whenever.

Those five words could be boldfaced and italicized in the position description for our UF Health Shands Security department officers. They’re trusted to help calm confrontations and sometimes called to restrain aggressive patients. But the rest of us usually observe them performing “other duties as assigned.”

Our security officers are proud and excited to help us and our guests.

“I really enjoy doing this kind of work because you get to help people all day,” shared **Jackie Bradley**, field training officer. “It overrides the tough situations we encounter. We have to deal with aggressive patients, but we also get to do more enjoyable things to help people.”

And it’s the other tasks the rest of us most commonly observe.

“We’re the ‘wheelchair escort’ people. We’re the ‘greeting’ people. We’re the ‘talking to’ people. We’re the ‘can you help me find’ people,” shared Security Officer **Walter Oliver**. “And when there’s a serious situation happening in the hospital, we’re the ones who are called to a scene to de-escalate everything.”

He added, “I would guess 90-95% of our job is talking to people and being respectful and calm and nice.”

Officer **Sean Wilson** told a similar story about some common duties he experiences daily: “Helping someone to their car, jumping a car battery, providing directions to the correct building, whatever it is. We answer a huge variety of calls.”

There are times on patrol, however, when they are doing more typical “security-type” things, he said.

Take Officer **Hernan Quintana**, who was sitting in the UF Health Shands Hospital Cafeteria, seemingly taking a break. What he was really doing was surveying the scene around him. There had been a report of theft of retail food items, and Herman showed up to observe during the busy lunch hour. There was no way the cashier could keep an eye on people lifting products without paying for them while also ringing up the bill for customers.

“Maybe my presence alone could deter someone from stealing,” Quintana said.

Seeing an officer sitting in the cafeteria may give people the wrong impression without this type of context.

“The biggest misconception that people have of security officers is that we don’t do enough. We just walk around all day, that we don’t do anything — and that’s just not true,” Oliver shared.

“I would ask those people to walk in our shoes for a day,” he continued. “See how many issues we encounter. We’re continually helping people. Everybody comes to us when they need help. After spending a day in our shoes, those individuals would know and see how hard we work to try to maintain the hospital and that it stays safe.”

Wilson shares that he wakes up with a positive attitude to start his shift.

“Who am I going to help today? Whose crisis am I going to dissolve today?” he said. “It doesn’t have to be a rapid response call, it can be something on the other end of the spectrum.”

He recalls a situation in the UF Health Shands Hospital front circle, where he noticed something curious happening.

“There was a woman getting out of her car who was panicking, yelling in a tone where I could sense she was stressed and angry. She asked ‘Where do I park?’ and waived me over. When I leaned in toward her, I talked in a very low, calm manner and



told her good morning and asked what I could do for her,” he explained. “It was like it stunned her. She immediately stopped crying and panicking and told me, ‘I don’t know where to park. My daughter just had a baby.’

“I told her to listen to me. I’m security here. Here’s my name and I showed her my ID card. I asked, ‘What’s your name?’ You don’t want someone to feel overwhelmed because this place is big and they feel we might not care about them. Every single person here is important to us. When she told me her name, I asked again, ‘What can I do to make your life easier?’ Her reaction was like she just won the Powerball.”

He gave her instructions and made sure she knew where to go.

“She told me she appreciated that I was being so nice,” Wilson said.

She walked away telling Wilson “Thank you, I needed that right now.”

Wilson explained, “So we went from her yelling hysterically and being in a pure panic to where I implemented just a few de-escalation techniques and she calmed down. She came right over to me, gave me a hug and squeezed me so hard I thought she was going to break my ribs. Stuff like that, that’s what really, really does it for me.”

Our security team represents the ultimate in customer service. They patrol our hospital properties ready to help — whether it’s racing to a rapid response alert on a nursing unit about a combative patient or helping someone find their car in the parking garage.

So, if you happen to need assistance — of any kind — remember our men and women in black. [+](#)

UF HEALTH | CARE+QUALITY

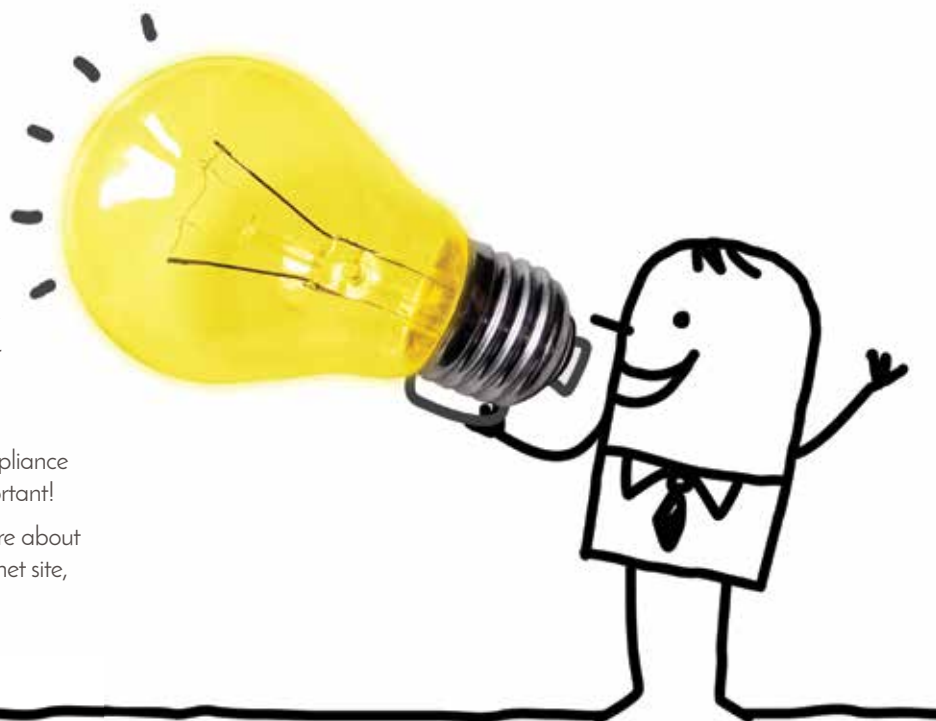
TAKE THIS YEAR'S COMPLIANCE AWARENESS SURVEY!

To launch 2020, UF Health Compliance Services will celebrate Compliance Awareness Month.

Starting Feb. 1, the annual Compliance Awareness Survey and various activities throughout the month will help educate faculty and staff about compliance, privacy and ethics. The survey helps measure organizational awareness and effectiveness of the UF Health Compliance Program. It helps the team identify its strengths and areas for improvement, and is another mechanism to confidentially and anonymously report concerns.

We encourage all employees to participate in the Compliance Awareness Month activities. Your feedback is very important!

Keep a look out for Shands News emails and read more about the survey on the Compliance and Privacy Bridge intranet site, under the Employee Services tab.



UF HEALTH SHANDS | EDUCATION+SCHOLARSHIP

MAREN NURSING SCHOLARSHIP – INVESTING IN OUR NURSES

UF Health Shands is excited to offer a great opportunity for existing A.S.N. nurses interested in advancing their formal education. Nurses in an R.N.-required position at UF Health Shands Hospital or UF Health Shands Psychiatric Hospital can apply for the Thomas H. Maren Nursing Scholarship, which is designed to assist with book costs, lab fees and tuition not covered by the current Tuition Reimbursement Program. Review the application for a full list of eligibility requirements and provisions.

GET THE APPLICATION:

To view or download the application form, visit the Bridge intranet portal. Type "Professional Development Nursing Intranet" in the search bar. Click the link to access a PDF of the 2020 application.

DEADLINE:

The application packet must be submitted to Jacquelyn Taylor, UF Health Shands Nursing and Patient Services administrative coordinator, in UF Health Shands Hospital Room 5165 by 4 p.m. on Feb. 28. For questions, call 352-594-4562.

Incomplete applications will not be accepted.

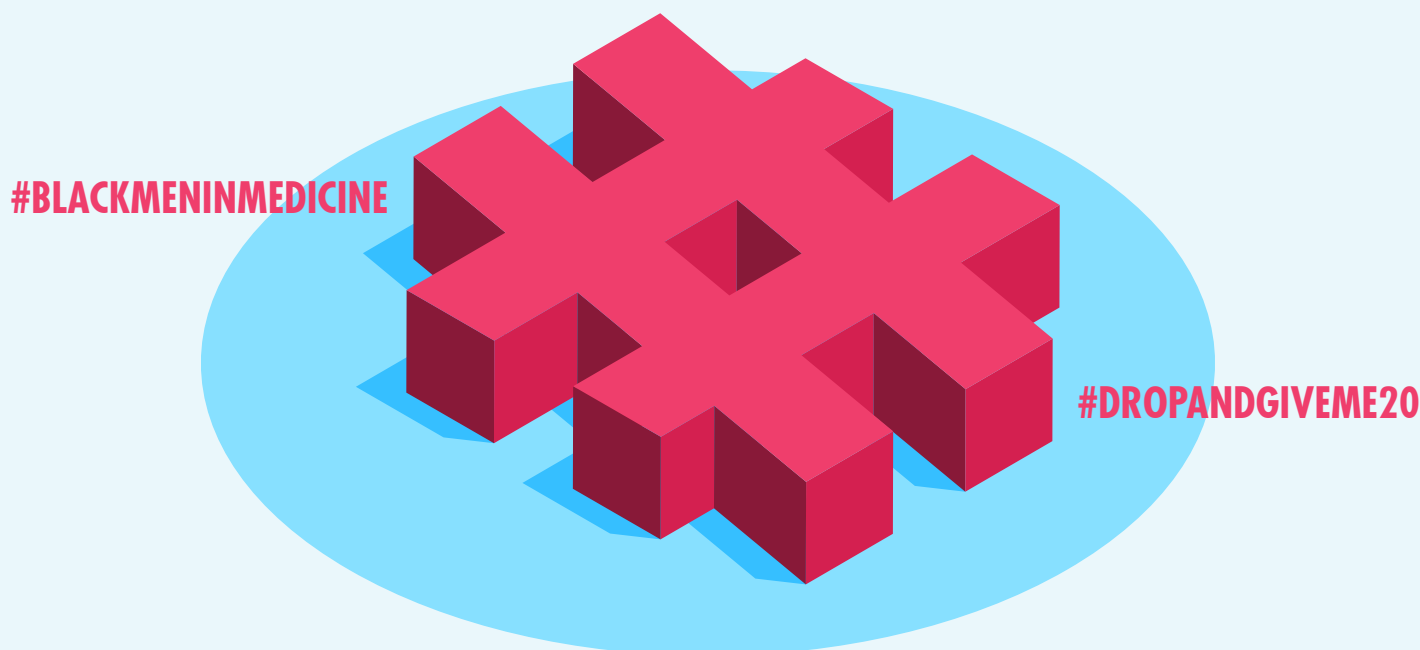


UF HEALTH | EVENTS+ACTIVITIES

TWITTER BANTER SECURES A KEYNOTE SPEAKER

A tale of how 280 characters and UF Health leaders captured the attention of a physician celebrity

BY RACHEL RIVERA



“Can you film Dr. Close and me doing push-ups in my office?” Those were the infamous words members of the UF Health Strategic Communications team heard from **Michele Lossius, M.D.**, UF Health Shands Hospital chief quality officer, after an afternoon meeting.

To the anthem of Survivors’ “Eye of The Tiger,” both Lossius and **Julia Close, M.D.**, UF College of Medicine associate dean of graduate medicine education, hit the ground. They started doing push-ups to share on Twitter in hopes of getting the attention of Quinn Capers IV, M.D., FACC., vice dean for faculty affairs and a professor of medicine in the division of cardiovascular medicine at The Ohio State University.

Capers is the leader behind the #DropAndGiveMe20 campaign that aims to promote wellness and exercise among physicians, which one could expect from a cardiologist. Why Capers? Their goal was to get the highly coveted physician to come to UF Health and serve as the keynote speaker for Patient Safety and Quality Week. Did it work? It sure did!

On March 9, Capers will start the week off strong by speaking to attendees. He will focus on how diversity affects patient care and patient outcomes as well as other pertinent topics.

Capers is a leader in the national effort to improve diversity in medical schools and in health care. His efforts to increase diversity include raising awareness of implicit bias — an unconscious pattern of thought that can disadvantage people of color and people from other marginalized groups — in the college admissions process and therefore championing his other hashtag campaign, #BlackMeninMedicine.

In 2017, Capers and his colleagues began this campaign following a report from the Association of Medical Colleges that showed there were more black men enrolled in medical school in 1978 than in 2014. The online campaign opened conversations and highlighted black male physicians at work to help inspire young men to pursue medicine, helping to cultivate a strong community on Twitter.

Be sure to join in on what is expected to be an inspiring keynote session to start quality week. And come prepared to do a push-up, or 20. **+**

For more information about Patient Safety and Quality week events or to access livestream links, visit the Quality section on the Bridge intranet portal under “FYI: Announcements — Quality.”



“I am incredibly excited Dr. Capers accepted our invitation to speak at UF Health for Patient Safety and Quality Week. I recently had the opportunity to hear him speak at a national hospitalist meeting and was deeply moved by the data he presented and stories he shared on diversity and patient care and outcomes.”

— Michele Lossius, M.D., UF Health Shands Hospital chief quality officer, met Quinn Capers, IV, M.D., FACC, at the 2019 Association of American Medical Colleges conference

UF HEALTH | EVENTS+ACTIVITIES

March 9-12: Patient Safety and Quality Week

Our 2020 UF Health Patient Safety and Quality Week is March 9-12. At UF Health, we continue our 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 take a look at the 20/20 vision for the future of quality at UF Health. Join us in celebrating the work of quality improvement teams and leaders, teaching and learning about quality improvement tools and transforming our culture through improved communication.

Mark your calendars and watch for details about the week’s planned activities. Visit [Bridge](https://bridge.ufhealth.org/quality-patient-safety). [UFHealth.org/quality-patient-safety](https://bridge.ufhealth.org/quality-patient-safety) and check the “FYI: Announcements — Quality” section of the homepage for more information.



UF HEALTH | EVENTS+ACTIVITIES

UF HEALTH TEAM WALKS TO RECORD-SETTING TOTAL

Our employees raised \$10,000 more than last year

BY JESSICA BARTON



UF Health had a record high 576 staff members and their families participate in this year's American Cancer Society Making Strides Against Breast Cancer walk in October. Sporting bright pink UF Health Cancer Center shirts, the walkers made a 3.2-mile loop around Celebration Pointe during the annual fundraiser.

Each of our 22 teams pledged time, talent and treasure toward the fight against breast cancer, working to raise money and awareness for breast cancer research and treatments. UF Health teams raised \$41,577 during the event — a new record for our group!



UF HEALTH | POLICIES+GUIDELINES

SOCIAL MEDIA: HELP PATIENTS POST WISELY


Understand how patients can safeguard private content

BY KIM ROSE AND ERIKA BOLTZ

UF Health has a dedicated Social Media team, part of both the UF Health Communications and UF Health IT Services Web Services divisions. Their broad responsibilities seem monumental when you consider the 24/7 cycle of online posting and commentary taking place.

Jeff Stevens, Web Services manager, and **Erika Boltz**, social media coordinator, push out proactive posts and promotions for our hospitals and clinical programs, colleges and institutes. They also monitor the internet for mentions of UF

Health and comments specific to our patient care, services, personnel, business and reputation.

Boltz recently finalized helpful guidelines for our patients and their loved ones. They're posted on UFHealth.org under "Patient Care" within the "Patients & Visitors Guide" patient privacy section. Please familiarize yourself with them and share them as needed. 

SOCIAL MEDIA TIPS FOR PATIENTS AND FAMILIES

We strive to protect the privacy of our patients at UF Health. Your personal health information is for you to keep safe and we ask that you help guard others' privacy when in the hospital. Members of our staff are trained on how to handle this sensitive information, but unfortunately, once it enters the world of social media, it's no longer secure. We have put together a list of tips to consider before sharing information on a social media site:

- When taking photos while visiting our campuses, offices, and other facilities, be mindful of others who may be in the background.
- For your safety and privacy, avoid taking and posting photos (on your own page or UF Health pages) that contain medical information, such as patient wristbands, computer monitors, patient room or exam room white boards, and/or patient financial information.
- Please ask health care team members for their permission before including them in photos.
- Remember the Internet is permanent — assume that once you post information it stays visible forever.
- Do not reveal your location within the hospital — in other words, do not show room numbers or other identifying information.
- Turn-off GPS/location tracking capabilities on your smartphone before posting photos.



GIVE BLOOD, HELP OUR PATIENTS

When one donation can save three lives, be the one

BY SARAH STANLEY & KIM ROSE

Every two seconds, someone in the U.S. needs a blood transfusion, and approximately 40,000 pints of blood are used here annually to help patients in our UF Health local hospitals. One pint of donated blood can help save as many as three people's lives. When you see a blood drive on site, please consider donating.

You can donate here on site during one of our regular events, at a LifeSouth Community Blood Center location (on Northwest 13th Street and Newberry Road) or anywhere you see a LifeSouth mobile unit or donor opportunity.

Laura Bialeck is the district community development coordinator for LifeSouth Community Blood Centers. Every unit of blood used at UF Health in Gainesville comes locally from LifeSouth.

Working in the health care setting, many of us understand the often critical need for blood and blood products. Bialeck

says an average donor intake screening takes only five to 10 minutes and the whole donor process lasts only half an hour once you're approved.

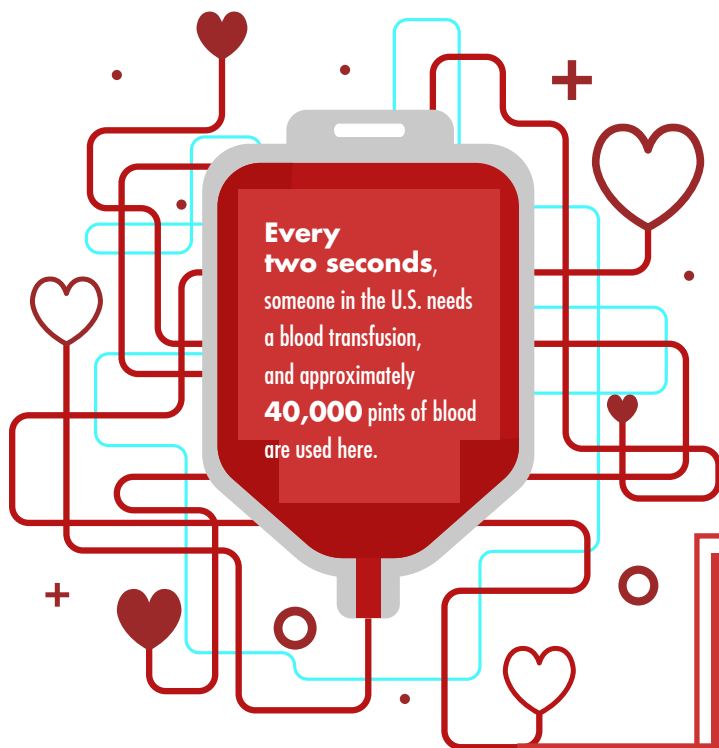
"People make time if they think it's important," Bialeck said. "Everyone who needs blood needs it to save their life."

LifeSouth processes donated blood and separates it into usable components: red cells, platelets and plasma. Blood products are carefully tested for blood type and screened for infectious diseases (such as HIV, hepatitis, Zika, West Nile and other viruses). Carefully stored, the blood is then distributed to area hospitals, including ours.

According to **Mary Reeves**, director of the UF Health Shands Clinical Laboratories and Operations, our Gainesville hospitals use 40,000 pints of blood per year for approximately 5,700 patients receiving care here.

Blood may be required for patients who need more red blood cells due to iron deficiency, anemia or other blood disorders; have had a critical accident or injury; experience blood loss during a surgical procedure; have lost blood during childbirth; require platelets due to a disorder or treatment for disease, such as undergoing chemotherapy; or need plasma due to organ failure, severe burns or infection, for example.

"Donating blood is such a simple way to give back and give hope to our patients," Reeves said. "I encourage everyone who is able to donate to stop by a blood drive and take just a few minutes to save lives. We appreciate everyone who takes the time to donate blood." **+**



Got the drive to donate?

For dates and details about upcoming blood drives, visit the Bridge intranet (Bridge.UFHealth.org). You can also view Shands News weekly emails and information on the Shands News site (under the "News & Events" tab on the Bridge).

C. Parker Gibbs, M.D., UF Health Shands chief medical officer, takes time out of his day to donate blood.



Eligibility Requirements include:

A valid photo I.D. such as a driver's license.

Age — Blood donors must be at least 17 years old (or 16 with parental permission). There is no upper limit as long as the donor is in good health and weighs at least 110 pounds. LifeSouth has previously had a 100-year-old donor.

Medications — A few medications affect a person's eligibility to donate blood. A LifeSouth donor services technician will ask about these medications specifically prior to donation. Blood thinners, such as aspirin and ibuprofen, do not affect whole blood donations.

Diabetes — In most cases, if a person's blood sugar has been regulated or is in a normal range, they are able to donate.

Cancer — People who have had leukemia, lymphoma and blood cell-related cancers are not able to donate. However, donation is possible by people with other types of cancer if the individual is in full remission with no other treatment scheduled.

High blood pressure — Donation is permitted unless the person's blood pressure levels are extremely high, with 180/100 being the upper limit. Being on medication for high blood pressure is permissible.

Tattoos — People who have obtained a tattoo in a licensed tattoo parlor in Florida can donate blood.

Travel — Having traveled or lived outside the U.S. does not automatically mean you cannot donate blood. The FDA determines which international locations may pose a health risk that can impact eligibility to donate blood. For the most up-to-date information, consult a donor services technician.

FEBRUARY IS HEART MONTH ... WEAR RED!


National Wear Red Day warns women of their No. 1 health threat

BY LEAH HARMS

The color red is known for signifying strength, power and love. What better color to represent the strong women in our life affected by heart disease?

If you ask around, you'll probably find someone in your office, clinical unit or team who has been affected by heart disease.

While just wearing the color red won't help us solve that issue, it does help our physicians, clinical leaders, staff and patients band together to be better advocates for those with heart problems.

February is American Heart Month. We want to see photos of your team wearing red all month long so send your photos to **Leah Harms**, UF Health marketing manager, at harmssl@shands.ufl.edu to be featured in future communications! 



1 in 3
women have heart disease

1 in 5
women die from heart disease



A LITTLE ABOUT RED DAY

- National Wear Red Day occurs on the first Friday in February each year.
- Designed to warn women of their No. 1 health threat, The Heart Truth® created and introduced the Red Dress as the national symbol for women and heart disease awareness to deliver an urgent wake-up call to American women.
- The Heart Truth® national campaign began in 2002, sponsored by the National Heart, Lung, and Blood Institute, part of the National Institutes of Health and the U.S. Department of Health & Human Services.
- The campaign logo was designed to eliminate perceptions that heart disease was mainly a men's health issue.

Red Dresses on the Catwalk

The esteemed New York's Fashion Week welcomed the first Red Dress Collection Fashion Week in February 2003 when 19 designers — including Vera Wang and Oscar de la Renta — contributed dresses. Since then, dozens of famous celebrities have participated in Fashion Week walks throughout the country.

First Ladies Red Dress Collection

In 2005, The Heart Truth® featured a special exhibition — First Ladies Red Dress Collection — at the John F. Kennedy Center for the Performing Arts in Washington, D.C. The collection featured seven red dresses worn by Lady Bird Johnson, Betty Ford, Rosalynn Carter, Nancy Reagan, Barbara Bush, Hillary Rodham Clinton and Laura Bush, who served as the campaign's ambassador for several years.