

Vol. 11 No. 8 | MAR/APR 2016

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NEWS+NOTES

UF HEALTH SHANDS

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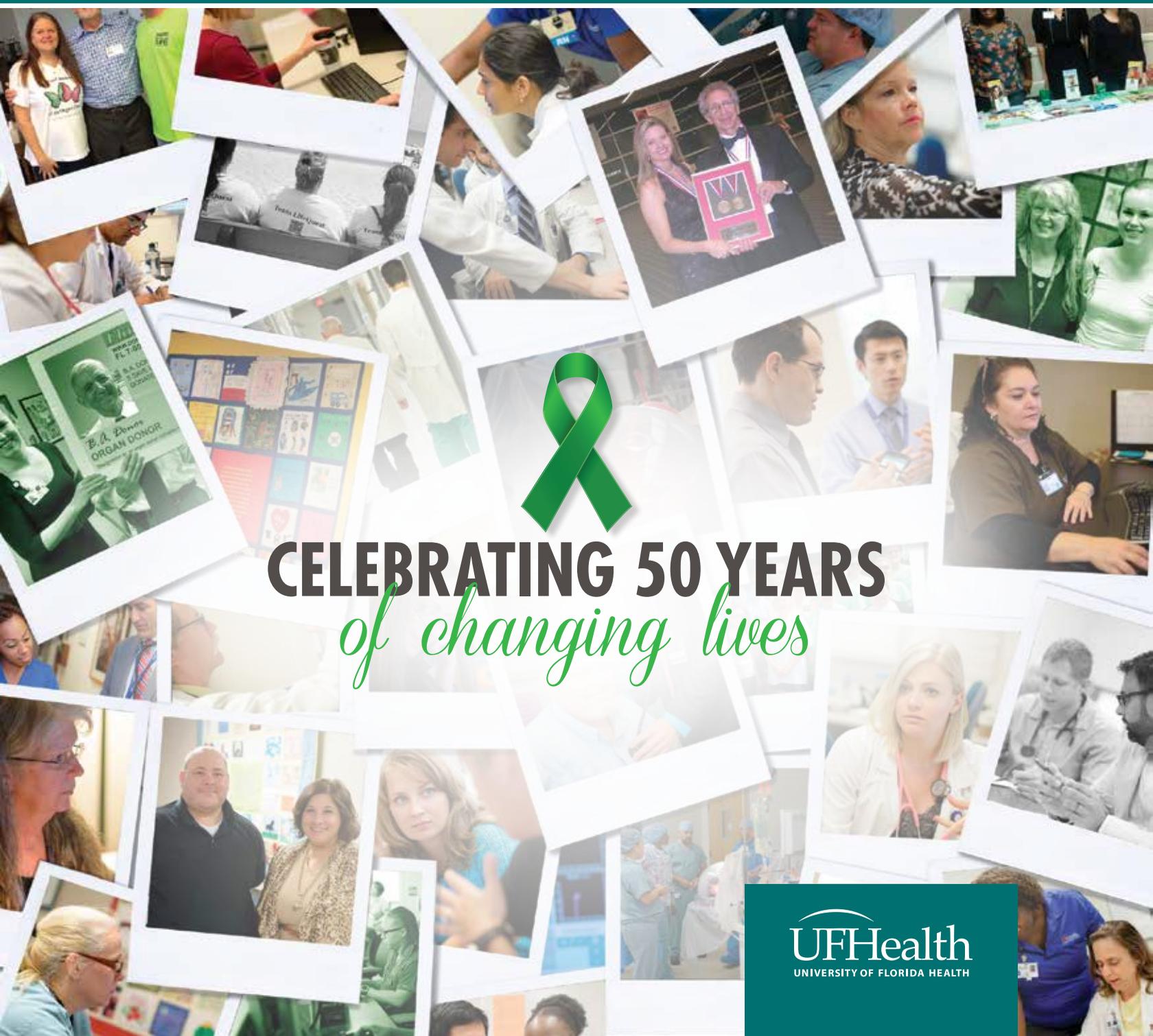
Transplant center and LifeQuest celebrate golden anniversary.

PAGE 12: NURSING EARNS GOLD

Cardiac ICU team is first ICU in state to receive gold Beacon Award this year.

PAGE 16: CELEBRATING DOCTORS' DAY

Staff, patients and family members share their gratitude for our medical staff.



CELEBRATING 50 YEARS

of changing lives

PAYING TRIBUTE TO THOSE WHO CHANGE LIVES

Honoring donors and the transplant community

BY TODD TAYLOR

In this edition of News+Notes, we honor a wide range of people who change lives in a variety of ways. First and foremost, we honor organ donors. April is Donate Life Month and we share the stories of several people who passed away at a young age, and how they live on through organ and tissue donation. I encourage you to read a stirring column on page 6 that describes the plight of more than 100,000 people who are currently waiting for a lifesaving organ, written by **Kathy Giery, A.P.R., CPRC**, LifeQuest Organ Recovery Services director of donor program development.

Our cover story celebrates the 50th anniversary of our UF Health Shands Transplant Center and LifeQuest. The individuals who have served these organizations over the past five decades have touched thousands of lives, and as a result, our transplant center and LifeQuest are recognized among the region's best.

To learn more about organ donation, visit DonateLifeFlorida.org.

March 30 is Doctors' Day and to honor our talented physicians we have included a feature story on pages 16-19 that highlights how they impact our patients every day. Through our Customer Service is the Key recognition program, we pulled a small sample of the praise given to our physicians and their teams by patients, families and co-workers. It's inspirational to read about how their expert care and compassion leaves a lasting impact on others.

On page 12 read about our latest nursing team to earn the Beacon Award of Excellence — the Cardiac ICU Unit, which became the first ICU team in the state to receive the gold honor this year!

I'm proud to be a very small part of this big team that touches so many lives.

On a side note, thank you for all the positive feedback on the new design of News+Notes. We are always looking for ways to improve your newsletter and hope you like what you see!

Ed Jimenez
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FSC LOGO

Todd Taylor
News+Notes Editor
Communications Coordinator
UF Health Communications

Q&A WITH THE CEO – ED JIMENEZ

Curious to know what's on the mind of UF Health Shands CEO Ed Jimenez?

We caught up with Ed Jimenez and asked him several questions for this edition of News+Notes. See how to submit your question at the bottom of the page!

You recently attended the Physician Customer Service is the Key Awards Luncheon. How did that event make you feel about our medical staff?

The work our physicians do here is phenomenal and hearing the stories and tributes from their patients and colleagues solidifies how highly we all think of them on both a personal and professional level. It was exhilarating to see that so many of the CSK awards included not only the amazing efforts of our physicians, but also the hard work and unwavering support of their teams. These anecdotes give me confirmation that we value collaboration — and that's very rewarding.

LifeQuest and the transplant center are celebrating 50th anniversaries. What makes these teams special?

In the world of transplant and organ procurement, saving and extending lives is a daily occurrence. You look at what's necessary to make it happen and it's no one person or one team — it's a whole lot of people working together. The work being done here is remarkable and awesome, and we're thrilled our faculty and staff have helped so many patients. Here's to another 50 years!

April marks one year since you were named permanent CEO. Have you had time to reflect?

I'm thrilled that we've been able to build on the foundation Tim Goldfarb put in place that is so important to us. I love that I've been able to spend more time with employees who are making a difference. Staff input is very important as we craft strategies and tactics to move forward. I am so proud of where we've been and where we're going and feel very fortunate to be a part of it!

Everywhere you look UF Health is growing and improving. What does this say about us?

I think the most important thing the growth tells us is that we're being responsive to our patients' needs and we're being thoughtful about our employees' needs. When you think about where we've put many of these practices, it's about being where our community needs and wants us to be. Then, when you look at what's inside



PHOTO BY JESSE JONES

During the Physician Customer Service is the Key Awards Luncheon, CEO Ed Jimenez visited with Lawrence Yeung, M.D., a UF College of Medicine urologist, who received four nominations.

these buildings — how they flow, the technology that's there — it's about being very thoughtful to what our employees tell us they need to provide spectacular care. We're working hard to be good stewards to our patients and good listeners for our employees.

How are we building on Hospitality & Service training?

Hospitality & Service training has reached approximately 11,500 faculty and staff members and we are now rolling out Hospitality Huddles. The huddles are brief stand-up meetings for staff who work together in a department or unit to discuss a specific standard of behavior for that month. Then they put it in practice and meet two weeks later to discuss what they've observed and learned. In October, we began a pilot program for the huddles in several inpatient and administrative areas as well as UF Health Physicians practices. All managers were asked to roll out Huddles in January and February, so now we're on our way. Please help support this effort so we can make our work and care culture more consistent with excellent hospitality and patient-focused service. 

WANT TO SUBMIT A QUESTION?

Email taylt@shands.ufl.edu and we'll consider it for an upcoming edition.

UF HEALTH SHANDS | CARE+QUALITY

50 YEARS OF CHANGING LIVES THROUGH TRANSPLANTATION

Transplant center and LifeQuest celebrate golden anniversary

BY LAUREN VENOY, KATHY GIERY AND TODD TAYLOR

On June 8, 1966, UF surgeons performed the state's first adult kidney transplant, a procedure that marked the beginning of the UF Health Shands Transplant Center and the organ procurement program that later would be known as LifeQuest Organ Recovery Services.

In the 50 years since, thousands of lives have been saved here due to the collaboration between our expert clinical teams and organ procurement staff. To date, our physicians and medical teams have performed more than 8,300 transplants.

The Transplant Center includes four programs that provide transplants for both pediatric and adult patients — heart, kidney, lung and pancreas — and an adult liver transplant program.

Stephan J. Moore, M.H.A., FACHE, CMPE, the center's administrative director, said the unique teaching environment at UF Health facilitates collaboration between diverse staffs and teams.

"A successful transplant center requires a high level of communication and teamwork between medical disease specialists — physicians who care for the patient's end-stage organ disease — and the surgical team," Moore said.

Since that first procedure in 1966, the transplant center has become one of the largest, most successful and innovative organ transplant centers in the Southeast. It is the longest continual provider of organ transplantation in Florida and has become a pioneer in transplantation research. To make these critical services available to as many people as possible, UF Health has opened satellite clinics in Jacksonville and Orlando.

The center's success hinges on the availability of organs for transplant and being able to use more recovered organs through advanced technologies and donation after cardiac death. LifeQuest, which was founded and headquartered in Gainesville, has become one of the nation's leading advocates for organ donation.

Like the transplant center, LifeQuest has experienced growth and expansion over the years. It now has four offices in 36 North

Florida counties — providing service and education to more than 70 hospitals and health care facilities. The LifeQuest team works diligently to combat the shortage of organs through education, promotion and donor-designation campaigns. LifeQuest staff also provide professional training to health care professionals involved in the identification and referral of potential organ donors.

"It has been so rewarding to watch the growth of our donor program," said **Danielle Cornell**, LifeQuest executive director. "Last year, a record 148 organ donors provided 432 lifesaving gifts to patients in need, including 98 who received their transplants at UF Health Shands." 



LIFEQUEST ORGAN RECOVERY SERVICES

- Serves 80 hospitals and health care facilities in 36 counties
- Has four offices in North Florida: Jacksonville, Gainesville, Tallahassee and Pensacola
- Is one of 58 organ procurement organizations serving the U.S. and Puerto Rico
- Is a founding member of Donate Life Florida

Visit LifeQuestFla.org to learn more about LifeQuest.

UF HEALTH SHANDS TRANSPLANT CENTER

- Our teams have performed more than 8,300 adult and pediatric transplants, including more than:
 - 260 pancreas transplants
 - 650 lung transplants
 - 980 heart transplants
 - 1,760 liver transplants
 - 4,690 kidney transplants
- Named a Center of Distinction by Florida Blue in 2014 and 2015
- Read about dozens of “firsts” in transplantation performed here at UFHealth.org/clinical-firsts

Visit UFHealth.org/transplant-center to learn more about the UF Health Shands Transplant Center.



On the following pages, read inspirational stories about organ donors who saved lives and a heartfelt message about organ donation shortages from Kathy Giery, A.P.R., CPRC, LifeQuest Organ Recovery Services director of donor program development.

UF HEALTH SHANDS | CARE+QUALITY

IT ONLY TAKES A MOMENT TO SAVE A LIFE

Join Florida's donor registry today!

GUEST COLUMNIST: KATHY GIERY



*Kathy Giery, A.P.R., CPRC
LifeQuest Organ
Recovery Services
director of donor program
development, Gainesville*

April is National Donate Life Month, a time when the organ donation and transplantation community draws attention to the dire need for organ and tissue donors, encourages individuals to learn the facts about donation and inspires

them to document their decisions by joining a state donor registry. By learning about donation and making a positive decision, you may one day save the lives of others in need. It won't take but a moment of your time.

According to the United Network for Organ Sharing, the nonprofit organization that maintains the nation's organ transplant database, more than 123,000 people currently are awaiting lifesaving organ transplants. Each one is waiting for a chance to live.

Until the day when there are enough donor organs, thousands of patients awaiting transplants and their families, friends and colleagues will continue, every day, to hear the words, "not yet." Their need is our challenge, and we can meet this challenge by saying yes to donation and helping to eliminate the wait. Consider for a moment what that means.

We've all waited in line to see a movie. We've waited for our name to be called at the coffee shop. We've drummed our fingers on the wheel during rush hour,

waiting to inch our way toward the traffic light. We lose patience when it takes more than a few seconds for an app to load. Waiting is time spent in between other things. It is the limbo of "not yet."

Each patient waiting for an organ transplant faces a day-by-day struggle for survival, a week-to-week effort to maintain some semblance of what the rest of us take for granted. Waiting to them might mean six hours of being attached to a dialysis machine, three times a week. Or it may mean being out of breath — always.

The limited supply of donated organs is not meeting the enormous demand for them — roughly 22 people die each day while waiting — but there is something we all can do about it. We can donate life! On average, one organ and tissue donor can help as many as 50 people. One donor can keep a family together. One donor can give a child his or her first real, play-filled summer. One donor can make it possible for someone to take his or her grandchildren fishing.

Documenting your decision to become an organ donor has never been easier. Visit Florida's donor registry at DonateLifeFlorida.org to learn the facts and join the registry. Taking a couple of minutes out of your morning may someday save another person's life. What greater legacy can we leave behind than to have given the gift of life? 



UF HEALTH | CARE+QUALITY

DONATION CONNECTION: LETITIA WILLIAMS

UF Health clinical leader helps fill void left by sister's tragic death

BY CORAL DENTON • PHOTO BY MINDY MILLER



Desiree Miller

During her 12 years at UF Health, **Letitia Williams, M.S.N., R.N., RN-BC**, UF Health Shands Cancer Hospital Neurosurgery Unit 11-5 clinical leader, has dedicated her life to helping others, including trauma and transplant patients.

“I’ve always been driven to help others, and that’s what guided me to nursing,” she said.

In April 2015, Williams’ professional and personal lives tragically collided as her sister, Desiree Miller, 31, was involved in a major car accident. Miller passed away at UF Health Shands from the injuries she suffered.

“Desiree was someone who was very dependable,” Williams said. “She liked to help others, and she was driven by that. Not only did she like helping people, but we grew up on a farm in Bronson, and she loved animals, too.”

Following her sister’s death, Williams gained custody of Miller’s two children, Autumn Miller and Adam Miller Jr., who were 10 and 6 at the time of their mother’s death.

“Her kids were her biggest impact,” Williams said. “She loved being a mother to her kids.”

Miller was a registered organ donor. Her desire to help others carried on after her death, as she saved the lives of four patients, ranging in age from 12 to 53, through the donation of her heart, liver and both kidneys.

“Now that we’ve gone through personal experience with organ donation, it feels good knowing our loss has helped others go on in life,” Williams said. “Although we lost Desiree, she’s able to help other families. Her death also inspired other family members to register as donors, and they probably would have never thought about registering before.”

Williams is thankful for the compassionate care our physicians, nurses and staff at the UF Health Shands Cancer Hospital provided her sister.

Williams said, “I really commend the staff of the Unit 4 West Surgical/Trauma ICU. Everyone treated her with such great care.” 



Following the death of her sister, Desiree Miller, Letitia Williams, M.S.N., R.N., RN-BC, UF Health Shands Cancer Hospital Neurosurgery Unit 11-5 clinical leader, gained custody of her niece Autumn Miller and nephew Adam Miller Jr.



UF HEALTH | CARE+QUALITY

TEEN TISSUE DONOR HONORED DURING ROSE PARADE

Donor's florigraph graces Donate Life float

BY ERIN MORTON



On Dec. 8, 2013, 17-year-old heart transplant recipient Meagan Rickman of Jacksonville collapsed in her bedroom, requiring her mother, Holly Nix, to urgently perform CPR as she waited for an ambulance to arrive. Two days later, Rickman went into cardiac arrest during surgery to implant a pacemaker. Having already had two heart transplants, Rickman was on the waiting list for her third at the time of her death.

Because she was on the receiving end of an organ donation twice, Nix granted her daughter's wish to be a donor.

"How could we decide to do anything else?" she said.

Rickman was born with hypoplastic left heart syndrome, a rare heart defect present at birth where the heart is critically underdeveloped. Rickman had her first heart transplant at 9 weeks old and her second at 12 years old. Both transplants were performed at UF Health Shands Transplant Center.

Rickman wouldn't let her health problems define her.

"While she had immense hope for her future, she knew that she didn't want to waste a moment," said Nix.

On New Year's Day, Rickman was honored through a memorial portrait called a florigraph, which adorned the 2016 Donate Life float during the Rose Parade in Pasadena, California. Her florigraph was decorated with grains, flowers, seeds, spices and other organic materials.

RTI Donor Services, the not-for-profit tissue recovery agency that facilitated Rickman's tissue donation, sponsored her florigraph and coordinated her family's trip to participate in the float festivities.

"My participation in the parade was life-changing," said Nix. "While the sadness and hurt over Meagan's loss will never disappear, I was uplifted by being surrounded by other families who have experienced equally devastating losses, yet have chosen to channel their grief into giving." **+**



(Inset) Meagan Rickman. (Above) Meagan Rickman's florigraph was one of 60 that adorned the Donate Life Rose Parade float to honor organ and tissue donors.



TREE OF LIFE CELEBRATION

Thursday, March 31 • 6:30 p.m.

Wilmot Gardens Conference Center at UF



UF HEALTH | CARE+QUALITY

YOUNG DONOR'S FAMILY MEETS RECIPIENT

15-year-old's generous donation saves 4 lives



BY CORAL DENTON



One year after the tragic passing of 15-year-old organ donor Peyton Evans — an Ocala Forest High School cheerleader who was featured in the April 2015

edition of News+Notes — her family had the opportunity to meet her heart recipient.

The meeting took place May 16, when roughly 200 of Evans' friends and family gathered for the First Annual Pey it Forward Fun Run 5K — an event organized to give back to the Ocala community and celebrate her legacy.

In an emotional moment at the event, Evans' mother, Amy Whittemore, knelt down to hear her daughter's heart beating inside recipient Bailey Baldwin's chest.

"It was overwhelmingly emotional," Whittemore said. "I felt an immediate connection with her. It was comforting."

Evans saved four lives through the donation of both her kidneys, her heart and her liver. The recipients ranged in age from 7 to 50.

Baldwin was 7 when she received Evans' heart at UF Health Shands Hospital, and this was the first time the two families met.

"They're a wonderful family," said Tia Aultman, Baldwin's mother. "They're the sweetest people I've ever met. I feel very connected to them." 

(Inset) Peyton Evans with her father Brian Evans. (Above) Peyton Evans' mother, Amy Whittemore, recently met her daughter's heart recipient, Bailey Baldwin.

Join us for a heartfelt evening of celebration as we kick off National Donate Life Month and dedicate a memorial plaque to the Tree of Life. This tree honors the generous donors and families who have given the gift of life through organ, tissue and eye donation and those who have received the gift through transplantation. Peyton Evans' mother, Amy Whittemore, will be a featured speaker at the event, and Bailey Baldwin will be in attendance.

FROM GRIEF TO HEALING

Bereavement resources are available for patients, staff and the community

BY LAURA CASTRO

As health care professionals, many of us regularly deal with loss — we see family members of patients grieve and can experience our own sadness as well, both professionally and personally.

Grief is normal, healthy and essential for your well-being. It's a tool your mind and body use to heal and recover from loss. But there's no need to go through the process alone: Help is available.

UF Health Shands offers bereavement support through monthly grief workshops and quarterly emails that help grievers journey through the healing process.

The workshops are free and led by UF Health staff trained in grief and bereavement. Experts from local hospices also provide support. The classes are open-ended and informal, which allow them to flex and mold to the unique needs of attendees. Participants can ask questions, seek verbal and emotional support, share their experiences or simply listen.

The grief classes are open to all: staff, community members, patients and their family members.

“When you're grieving, even simple things become hard,” said **Cathy Silloway, LCSW, ACHP-SW**, a UF Health Shands Patient and Family Resources palliative care social worker who is spearheading the bereavement efforts. “My hope is that after a patient passes away our staff will share with the family members the resources available to them. We're truly here to help them through the process.”

Staff and family members of patients can also sign up for emails with bereavement literature. Topics include remembering loved ones on holidays, responses to loss, moving forward and steps to take during the healing process.

“There are many healthy ways we find to grieve and everyone's journey is different,” said Silloway. “These resources are here as a support system for those dealing with life after loss. They need to know they're not alone.”

Grief workshops take place from 3 to 4 p.m. the first Thursday of every month at UF Health Shands Hospital (north campus), Room 6433. ■



UF Health also sponsors community grief workshops with Haven Hospice, which are open to all and require no preregistration. They are offered at 10 a.m. the second Monday of each month at the Senior Recreation Center on Northwest 34th Street.

TO LEARN MORE or sign up for bereavement emails, contact Silloway at silloc@shands.ufl.edu or email adultbereavement@shands.ufl.org.

UF HEALTH | RESEARCH+DISCOVERY

LAB NOTES

Check out recent research developments at UF Health



PUTTING HEALTH COMMUNICATION IN THE HANDS OF TEENS

In case you missed it — that’s ICYMI in Internet speak — studies show teens prefer text, social media and email to phone conversation. The question is, if teens could communicate with their doctors and receive test results more easily through electronic means, would they? And would it improve their health care?

In an effort to improve communication with adolescent patients and provide a more confidential forum for test results and care, UF Health researchers recently tested use of an electronic patient portal for adolescents. The researchers found that adolescent patients, those between 12 and 18, used the portal at the same rate as parents of younger children, who can manage their children’s health care online until age 12, when adolescents receive private access to their health portal. The findings of the study were published in the *Journal of Adolescent Health*.

“Our traditional methods of communicating with adolescents are inadequate,” said **Lindsay A. Thompson, M.D.**, a UF College of Medicine pediatrician and associate professor of pediatrics. “We need a better way to communicate, especially when confidentiality is a concern.” 

+ DOPAMINE’S MOVES

UF Health researchers have discovered how dopamine transports into and out of brain cells, a finding that could someday lead to more effective treatment of drug addictions and neurological disorders such as Parkinson’s disease. Knowing how a particular protein called dopamine transporter controls dopamine movement in and out of neurons is crucial to further understanding dopamine-related disorders.



IDENTIFYING THE GENES OF GENITAL BIRTH DEFECTS

UF Health researchers have identified genes that are disrupted by abnormal hormone signaling at crucial points during development, which may lead to a better understanding of how the most common male genital birth defects arise in humans. The discovery that environmental signals can interfere with the activity of genes orchestrating genital development in mouse embryos has potential implications for increasingly common genital birth defects.

UF HEALTH SHANDS | CARE+QUALITY

CARDIAC ICU TEAM EARNS GOLD BEACON AWARD FOR EXCELLENCE

Unit was first ICU team in the state to earn top honor this year



BY KIM ROSE



The UF Health Shands Hospital Cardiac ICU team recently became the first ICU team in the state to earn a gold Beacon Award for Excellence.

The UF Health Shands Hospital Cardiac ICU team has earned a gold-level Beacon Award for Excellence from the American Association of Critical-Care Nurses. It is the first ICU team in the state to receive the gold honor this year, and only five gold designations were made to units in Florida.

A gold, silver or bronze Beacon Award is a three-year designation that recognizes teams that meet national criteria consistent with Magnet recognition, the Malcolm Baldrige National Quality Award and the National Quality Healthcare Award.

“The Beacon Award is one of the nursing profession’s most respected awards for outstanding patient care,” said **Irene Alexaitis, D.N.P., R.N., NEA-BC**, UF Health Shands Hospital chief nursing officer and Nursing and Patient Services vice president. “This gold achievement reflects the dedication and superior performance of the Cardiac ICU team in providing the highest standards of heart and vascular care.”

The award also identifies healthy work environments that recognize unit caregivers who successfully improve patient outcomes and align practices with AACN guidelines. Winning teams meet evidence-based criteria for leadership structures and systems; appropriate staffing and staff engagement; effective communication, knowledge management, learning and development; and evidence-based practices and processes.

“Our nurses are committed to quality care, ethical practice and exceptional clinical results. The compassionate service they provide is at the heart of our patient experience,” said **Ed Jimenez**, UF Health Shands CEO. “The Cardiac ICU team exemplifies our nursing division’s mission of experienced care and expert caring here at UF Health Shands.”

UF Health Shands has more than 2,900 nurses practicing in hospitals and outpatient programs across Gainesville. They have achieved three consecutive Magnet designations from the American Nurses Credentialing Center. Only 426 hospitals worldwide, and less than 7 percent of U.S. hospitals, have achieved this recognition. In addition to providing patient care, UF Health Shands Hospital nurses are also involved in robust clinical research, including 36 current nursing research studies.

“This award signifies a collaborative and supportive environment in the midst of a very high-acuity population,” said **Brian McCain, B.S.N., R.N., CCRN**, Cardiac ICU nurse manager. “We have a culture of teamwork and safety as we care for critically ill patients. I’m honored to be part of such a wonderful team.”

McCain also thanked **Marcia Kent, M.S.N., R.N., CCRN**, former nurse manager of the unit. “Without her dedication and efforts, this award would not have been possible,” he said.

UF Health Shands Hospital currently has four additional nursing care units with active Beacon Awards for Excellence: the Trauma/Lung Transplant Unit (gold), the Medical ICU (silver), the Neuro ICU (silver) and the Post-Anesthesia Care Unit (bronze). 

UF HEALTH | COMMUNITY+OUTREACH

EXTENDING A HELPING HAND TO THOSE IN NEED

Community Benefit Report shows how UF Health gives back

BY LAURA CASTRO

At UF Health, we're committed to improving the health and wellness of our patients and communities. Our dedication to community service and support is the cornerstone of UF Health's not-for-profit mission. The annual Community Benefit report reflects our social mission and responsibility and shows how our outreach makes a significant impact beyond the walls of our facilities.

In fiscal year 2015, UF Health contributed \$210.3 million in community benefits. This encompasses un-sponsored charity care, community and regional health services, donations and in-kind services, health professionals education and scientific and clinical research.

This investment as a responsible corporate citizen underscores the generosity of our faculty, staff and students who dedicate time, energy and resources to help those in need. We give back and improve lives every day through excellence in patient care, research, education and service.

Learn more about our commitment by viewing our annual community benefit summary. Visit UFHealth.org and select "About Us" and "Social Mission & Community." 

COMMUNITY BENEFIT TOTAL BENEFIT

COMMUNITY BENEFIT PROVIDED BY UF HEALTH, A COLLABORATION OF THE UF HEALTH SCIENCE CENTER, UF HEALTH SHANDS HOSPITALS AND OTHER HEALTH CARE ENTITIES, IN FISCAL YEAR 2015. ALL NUMBERS REFLECT ESTIMATED COST (IN MILLIONS).

\$210.3
MILLION

CARING: UNSPONSORED CHARITY CARE AND SOCIAL RESPONSIBILITY

\$137.6

UF HEALTH SHANDS: **\$56.6**
(INCLUDES PSYCHIATRIC AND REHAB HOSPITALS)
UF COLLEGE OF MEDICINE GAINESVILLE: **\$23**
UF HEALTH JACKSONVILLE: **\$42.5**
UF COLLEGE OF MEDICINE JACKSONVILLE: **\$15.5**

HEALING: COMMUNITY AND REGIONAL HEALTH SERVICES

\$8.3

GIVING: DONATIONS AND IN-KIND SERVICES

\$1.9

LEARNING: HEALTH PROFESSIONALS EDUCATION

\$46.1

GROWTH: SCIENTIFIC AND CLINICAL RESEARCH

\$16.4

UF HEALTH SHANDS | GROWTH+EXPANSION

PNEUMATIC TUBE SYSTEM TEMPORARILY REPLACED

Couriers will safely and securely transport specimens for 10 days

BY LAURA CASTRO

UF Health Shands' pneumatic tube system weaves underground, between walls and above ceilings, transporting specimen carriers to and from nursing units, labs, pharmacies and clinical care departments in our Archer Road hospitals. The system will soon undergo renovations to increase efficiency and ensure swift, safe and reliable patient care.

In late April, the tube system will be shut down for 10 days while new equipment and a new control system are installed. During the outage, a team of couriers will circulate throughout UF Health Shands Hospital, UF Health Shands Children's Hospital and UF Health Shands Cancer Hospital to deliver specimens manually.

Couriers will make rounds 24 hours a day, seven days a week and will stop at each drop-off and pick-up station three times per hour. Designated couriers will be on standby to handle emergency deliveries.

"Over the years the system has been updated, but as our volumes increase and we prepare to add the new hospitals to the system, the only way to avoid long transaction times is a complete changeover of how the system operates," said **Koven Smith**, UF Health Shands Facilities Development hospital engineer and project manager. "The new system incorporates special 'express' lines for high-traffic routes, such as those under Archer Road and to the core lab, as well as an improved method of routing that will provide faster response when sending items in the system."

The renovations will update the computer system, which controls the entire transport process — from sending and receiving points, to switches, sensors and waiting area monitoring. The updated system will ensure faster and more efficient transports, even at peak delivery times — 8 a.m., 1 p.m. and 5 p.m.

Most of the equipment changes will occur in mechanical equipment rooms. Some work will be near the tube stations, but these minor physical upgrades will not interfere with care.

The pneumatic tube system was originally installed in UF Health Shands Hospital in 1995. It grew as buildings were constructed, patient volumes increased and the need to transport specimens quickly between facilities became paramount. It currently transports 2,800 specimens per day and supports UF Health Shands Hospital, UF Health Shands Cancer Hospital and UF Health Shands Children's Hospital. In 2018, the system will expand to serve the UF Health Heart & Vascular Hospital and UF Health Neuromedicine Hospital.

Managers will be briefed on the changes to the system. Staff can ask managers for more detailed information. 

UF HEALTH | CARE+QUALITY

CELEBRATING THE HEROES AMONG US

➤ A staff member corrected discharge instructions, a team member prevented a medication error and another employee saved a mother's life. These are the critical times when UF Health staff members stepped up, intervened and prevented potential harm to our patients. These are Great Catches.

Each year during Patient Safety and Quality Week, or PSQW, we honor our Great Catches Award winners and thank them for ensuring our patients receive safe, high-quality care. Our second annual Heroes Recognition Dinner acknowledged many individuals and teams.

"We celebrate those who identify when something isn't going well to help us improve and learn," said **Ed Jimenez**, UF Health Shands CEO.

"It shows they love what they do and are committed to those they serve."

The PSQW events in March engaged UF Health faculty, staff, students, patients and volunteers in safety and quality initiatives with a series of fun, educational activities to encourage everyone to "Be a Safer Gator."

Games, interactive patient safety displays, behind-the-scenes tours, a poster session and a dynamic keynote speaker reinforced safe practices, raised awareness and inspired participants.

Sponsored by the UF Health Sebastian Ferrero Office of Clinical Quality and Patient Safety, these efforts underlined our dedication to our patient care and quality mission and celebrated our progress.

"Health care is a team sport, and patient safety is everyone's responsibility," said **Randy Harmatz, M.B.A.**, UF Health senior vice president and chief quality officer. "There are so many individuals and teams doing great and wonderful things – it's important to honor those who are going above and beyond to protect our patients."



UF HEALTH | GROWTH+EXPANSION

STATE-OF-THE-ART CHILDREN'S SURGICAL CENTER OPENS APRIL 29

➤ The new UF Health Children's Surgical Center will open to pediatric patients and their families on April 29. Patients will benefit from an expanded facility, which will accommodate the growing need for specialized care for children.

The new 17,500-square-foot building is located on Hull Road off Southwest 34th Street. It is connected to the UF Health Florida Surgical Center and has its own family-friendly entrance and waiting area.

With a soothing, nature-themed design that mirrors the UF Health Shands Children's Hospital, the facility features four large operating rooms designed specifically for procedures for children and adolescents. Separate preoperative, postanesthesia care and postoperative recovery areas are designed to ease pediatric surgery patients and their loved ones through every step of their experience.

Designing the new space was a collaborative effort. UF Health facilities experts and architects used valuable input from UF College of Medicine faculty physicians and UF Health Shands nursing and clinical staff from the center.

The last day of operation at the current location, in the Ayers Building on Southwest Second Avenue, is April 21. From April 22-28, pediatric surgery patients will receive care at UF Health Shands Children's Hospital.



CELEBRATING DOCTORS' DAY

Colleagues and patients pay tribute to our skilled physicians

BY TODD TAYLOR

The importance of a physician cannot be overstated. These men and women deliver our babies, keep us healthy and comfort us during difficult times throughout our lives. In addition to providing outstanding care, our physicians at UF Health take on other roles in our academic health center as teachers, mentors, researchers and scientists.

On Wednesday, March 30 we celebrate Doctors' Day, a nationally recognized observance to honor our physicians and thank them for the care they provide. Each year we host a Doctors' Day breakfast and luncheon for our physicians and housestaff. We encourage you to wear red that day and give thanks to our doctors — sometimes even the smallest gesture can go a long way.

When you turn the page, you'll find a compilation of excerpts from Customer Service is the Key nominations submitted by colleagues and patients, thanking our physicians and their teams for the excellent care they provide. This is our small way of thanking our talented physicians and housestaff for all that they do for us and their patients. Happy Doctors' Day!



MARVIN DEWAR, M.D., J.D.
UF COLLEGE OF MEDICINE SENIOR ASSOCIATE DEAN
UF HEALTH PHYSICIANS CEO

What is a physician's most important responsibility?

The greatest challenge that all physicians face is making sure that a focus on the needs of the patient stays primary — sometimes even ahead of their own needs. This balancing of time and attention between the patient and the needs of themselves and their families is an everyday and lifelong challenge.

Can you give a recent example of a physician making a patient's experience a great one?

Recently, a local student — the daughter of a physician — found herself injured and in the care of our orthopaedic trauma team. She was scared, and her family, who learned of the injury from afar, was only too aware of the things that could go both right and wrong in hospitals. But because of the attentive and first-rate care of our orthopaedic trauma team, which included frequent and regular communication with the patient and family, the young student had a good recovery, and she and her family were left with a great impression of how the care at UF Health can be world-class medically and delivered in a highly patient-centric way.



TIMOTHY FLYNN, M.D., FACS
 UF COLLEGE OF MEDICINE SENIOR ASSOCIATE DEAN
 FOR CLINICAL AFFAIRS
 UF HEALTH SHANDS CHIEF MEDICAL OFFICER

How can we thank our doctors?

We're all human, and I think a simple 'thanks for what you do' is great. Most physicians don't go into the profession thinking they're going to get a whole lot of thank yous, but certainly all of us like to be recognized for the work that we do. Reinforcing specific behaviors that you see in a physician is especially valuable. If you take an extra minute to not only say thank you, but say 'thank you because' ... then I think that's even more meaningful and would really make their day.

How do you feel when you read Customer Service is the Key nominations?

We have some startlingly generous physicians who go so far out of their way to live up to their oath. When I read these CSKs it makes me really happy and it reinforces that we have a culture that's all about doing the right thing.



JOANNE MCNEIL, R.N.
 UF HEALTH SHANDS CANCER HOSPITAL
 MEDICAL/SURGICAL ONCOLOGY UNIT 5E NURSE MANAGER
 SURGICAL/TRANSPLANT/UROLOGY UNIT 6E NURSE MANAGER

What makes the group of physicians at UF Health special?

The physicians here are a part of the team. There is a shared voice on the unit. They do not blame, but they try to find the causative factors contributing to the issues with a willingness to improve the outcomes. There is a collaborative relationship. For example, the urology team meets with the nursing staff to discuss the issues affecting patient satisfaction and other aspects of care, acknowledging the barriers and committing to improving patient care delivery with the support of the nursing team. The colorectal surgery team is another great example of a group that works to strengthen the bond between nurses and physicians to improve patient care.

Can you give a recent example of a physician making a patient's experience a great one?

During rounds last month, there was a patient very complimentary of his physician, stressing that the physician took the time to sit at his bedside and listen to him. The patient could not stop talking about this experience!

Please wear red on Wednesday, March 30 to celebrate our doctors.



FROM THE HEART

Customer Service is the Key excerpts praise our UF College of Medicine physicians and staff



VICTORIA BIRD, M.D.
UROLOGIST
From a patient

I liked her right away. She took the time to explain everything, answering all my questions. It seems to come naturally to her — her communication is genuine.



JENNIFER CO-VU, M.D.
PEDIATRIC CARDIOLOGIST
From a parent of a patient

Dr. Co-Vu's compassion made us feel our daughter was her most important patient. She listened to all our concerns. We knew our daughter would be in the hands of highly trained and experienced staff.



PRIYA GOPALAN, M.D.
ONCOLOGIST
From a patient

Dr. Gopalan took time to explain test and lab results and what options I had for treatment. She listened to me, and we worked together as a team, rather than her dictating what would be done with regards to my care.



NICHOLAS MALDONADO, M.D.
EMERGENCY MEDICINE PHYSICIAN
From a patient

One of the top doctors I have seen. He is the kind of physician that makes people want to call UF Health Shands for care.

ELVIRA MERCADO, M.D.
FAMILY MEDICINE PHYSICIAN
From a co-worker

Dr. Mercado has been juggling many things. Despite her overwhelming responsibilities, she keeps a smile on her face and is always there to help others.



NASH MOAWAD, M.D., M.S.
HEAD OF MINIMALLY INVASIVE
GYNECOLOGICAL SURGERY
From a patient

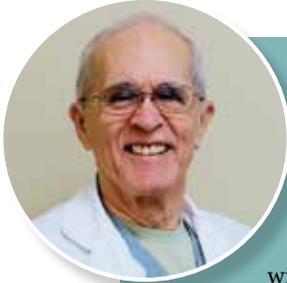
His preoperative care was thorough, and the time he took to explain the procedures was amazing. Post-op, he seemed genuinely concerned with how I was doing. He is a great physician and person.



HARI PARVATANENI, M.D.
ORTHOPAEDIC SURGEON
From a patient

Dr. P has the best bedside manner I have seen in 20 years. He listens to what I need and never seems as if his mind is on the next patient. He gave me confidence and made the procedure as smooth as possible.

Please wear red on Wednesday, March 30 to celebrate our doctors.



CARL PETERS, M.D.
ANESTHESIOLOGIST

From a co-worker

Dr. Peters spends hours on the phone with patient families and other departments. You can tell he really cares. He will stay extremely late if needed to ensure proper care. This kind of dedication is rare.



WINSTON RICHARDS, M.D.
SURGEON

From a co-worker

I was caring for a brain-dead patient, helping prepare the family for life support withdrawal. They were having a hard time coping with and understanding the process. He was instrumental in bringing the family to closure in the most respectful and professional way.



MORI STERN, M.D.
PEDIATRICIAN

From a parent of a patient

Dr. Stern is really awesome. She made sure all my questions were answered and all my daughter's needs were met.



BEAU TOSKICH, M.D.
INTERVENTIONAL RADIOLOGIST

From a family member of a patient

You gave my family member the very best care. You were kind, but able to convey difficult information in an understanding way. You helped her focus on what was important in a professional and patient way.



KELVIN WILSON, M.D.
NEUROSURGERY RESIDENT

From a patient

I met Dr. Wilson in pre-op, and he explained my whole surgery and answered all my questions. He was very professional and courteous.

DEPARTMENT OF
OPHTHALMOLOGY

From a patient

Thank you for your professionalism, expertise and compassion during my cataract surgery. A super successful job — I am so thrilled and happy. Please pass on my thanks to the entire eye surgical team.

UF HEALTH SHANDS
TRANSPLANT CENTER

From a patient

Everyone involved took wonderful care of our family. Attentive, kind and respectful. We are proud to have been involved with the Shands transplant team. 

UF HEALTH SHANDS REHAB HOSPITAL | CARE+QUALITY

REHAB STAFF MEMBERS EARN PRESTIGIOUS CERTIFICATION



(From left) Jennifer Fogel, P.T., D.P.T., and Jennifer Amsinger, P.T.

> Two UF Health Shands Rehab Hospital team members – **Jennifer Amsinger, P.T.**, clinical coordinator, and **Jennifer Fogel, P.T., D.P.T.**, brain injury team physical therapist – recently earned clinical neurologic specialist certification from the American Board of Physical Therapy Specialists, or ABPTS.

Clinical specialization in physical therapy responds to a specific area of patient need. As therapists certified in the area of neurology, Amsinger and Fogel are now experts in assisting patients with a variety of neurological issues, including balance and

vestibular disorder; congenital and acquired conditions; progressive disorders of the central nervous system; acute or chronic peripheral neuropathies; and spinal cord injury.

The certification process is rigorous and prestigious. Physical therapists must complete more than 2,000 hours of neurological clinical practice and demonstrate competency in patient care and education, interpretation of research, administration and consultation. Since 1987, the ABPTS has certified just 1,500 clinical neurologic specialist therapists.



Scott Teitelbaum, M.D.

UF HEALTH | CARE+QUALITY

ADDICTION MEDICINE LEADER HONORED

> Scott Teitelbaum, M.D., UF Health Florida Recovery Center medical director and UF College of Medicine psychiatry professor, has been awarded the Pottash professorship in psychiatry in the College of Medicine. Established in 1991 by distinguished psychiatrist and addiction expert Carter A. Pottash, M.D., the honor recognizes a professor who is a nationally recognized leader in addiction medicine. The award recipient demonstrates a strong clinical focus and shares and pursues research related to addiction treatment and intervention.

Teitelbaum's commitment to patient care and educating future addiction medicine professionals is evident in his numerous teaching awards, national lectures and treatment of patients from more than 40 states across the country.

The National Council on Alcoholism and Drug Dependence designates April as Alcohol Awareness Month. Teitelbaum and the UF Health Florida Recovery Center team work together to help people who are struggling with alcohol and substance abuse disorders. They offer specialized treatment through various levels of care, including inpatient treatment, partial hospitalization programs, intensive outpatient programs and outpatient appointments.

If you know someone who is struggling with alcohol abuse, learn about recovery at FloridaRecoveryCenter.UFHealth.org.

UF HEALTH | FINANCE+FUNDRAISING

2016 CELEBRITY WAITER NIGHT EVENT WRAPS SUCCESSFUL RUN

Fundraiser brought in more than \$3 million over three decades for CMN

BY JIMMY MCLAUGHLIN



(From left) Ryan Maier; Bobby Baird, UF Health Shands Hospital Facilities Facility Operations director; and Noah Maier enjoyed the festivities during last year's Celebrity Waiter Night event.

As Celebrity Waiter Night reaches the final year in its current format, participants are reminiscing about three successful decades of fun-filled and entertaining fundraising.

“Employees put their hearts into this to raise money for the children’s hospital,” said **Brad Pollitt, A.I.A.**, UF Health Shands Facilities Development vice president and 27-year event participant. “It was pretty special, and it raised a lot of money over the years.”

Since 1986, the annual event has raised more than \$3.5 million for Children’s Miracle Network, or CMN, an international nonprofit organization dedicated to raising funds for local children’s hospitals. One hundred percent of CMN dollars stay local, impacting children right here in the community treated at UF Health Shands Children’s Hospital.

Celebrity Waiter Night has grown significantly over the years — changing venues from the Brown Derby Steakhouse to Napolatano’s and eventually to the Touchdown Terrace at Ben Hill Griffin Stadium.

Pollitt said attendees love the zaniness and energy displayed by employees from different departments across UF Health, who wait tables and perform on stage. The event’s theme has ranged from Disney to MTV.

It isn’t uncommon for Pollitt’s team to practice twice a week and incorporate video leading up to the event.

“We try to raise the bar every year,” Pollitt said. “We wanted this to be the fundraiser that everyone wanted to attend.”

For employees like Pollitt and **Gloria Dawson**, UF Health Shands Children’s Hospital Nursing administrative assistant, the highlight of the event is hearing CMN families tell their stories.

Dawson, a 16-year participant, said ultimately, the event is all about them.

“It really keeps you grounded when you see what these families are going through,” she said. “I’ve never seen ambassador kids who aren’t really resilient and happy even though they’ve gone through extraordinary hardship.” 

JOIN US TO CELEBRATE 30 YEARS OF CELEBRITY WAITER NIGHT

When: Monday, May 9 at 6 p.m.

Where: Touchdown Terrace at Ben Hill Griffin Stadium

Tickets: Employee tickets are \$35 and can be purchased at events.giving.UFHealth.org/Celebrity-Waiter-Night

STAY TUNED FOR AN ANNOUNCEMENT THIS SPRING ABOUT AN EXCITING NEW EVENT THAT WILL LEAD OUR CHILDREN’S MIRACLE NETWORK FUNDRAISING FOR THE NEXT 30 YEARS!

UF HEALTH | EVENTS+ACTIVITIES

ANNUAL WELLNESS EVENT BEGINS MAY 9

Benefits-eligible employees will receive free lunch and can earn \$35 reward

BY JACKY SCOTT

UF Health is hosting its Fifth Annual Wellness Event for all benefits-eligible employees from May 9 to May 27.

Participants will receive free lunch and a \$35 taxable incentive/reward added to their paycheck upon completion of the following activities by the end of June 2016 — a biometric screening (offered at the event), a personal health assessment (will be completed online after biometric screening) and proof of flu vaccination in the past year. To be eligible, participants must also be tobacco-free or complete a tobacco-cessation course. GatorCare subscribers who cannot attend a wellness event may complete biometric screenings at a Quest Diagnostics Lab.

New this year, benefits-eligible employees will earn points for completing specific year-round wellness activities that can be used for online shopping, beginning in January 2017. Stay tuned for more details, but be sure you are keeping track of any wellness activities you've taken part in since October 2015 (for example, annual wellness exams, Wellness/GatorCare activities and community walks).

To register for an event, visit UFHealth.org/WellnessEvent. This event is a production of the UF-UF Health Wellness Program and GatorCare. Please call the UF Health Shands Human Resources Benefits Office at 352-265-0043 with questions. ■



2016 WELLNESS EVENT SCHEDULE

**Monday, May 9 to
Friday, May 13**
UF Health Shands Hospital
(north campus)
1600 SW Archer Road

Monday, May 16
UF Health IT
UF Health Shands Legal Services
CH2M Hill
3011 SW Williston Road

Tuesday, May 17
1329 Building
1329 SW 16th St.

**Wednesday, May 18 and
Thursday, May 19**
UF Health Shands Cancer Hospital
(south campus)
1515 SW Archer Road

Friday, May 20
UF Health Springhill
4037 NW 86th Terrace

Monday, May 23
UF Health Orthopaedics and Sports
Medicine Institute
3450 Hull Road

Wednesday, May 25
UF Health Shands Patient Financial
Services
UF Health Physicians Patient Access
Center
UF Health Shands Health Information
Management
4024 NW 22nd Drive

**Thursday, May 26 and
Friday, May 27**
UF Health Shands Rehab Hospital
4101 NW 89th Blvd.



UF HEALTH SHANDS | CARE+QUALITY

PHARMACIES PROVIDE QUALITY CARE AND CONVENIENCE

➤ Supporting our efforts to continuously improve the patient experience, the UF Health Shands Pharmacy Services department manages four full-service outpatient pharmacies conveniently located around Gainesville.

UF Health Pharmacy - Shands Hospital

Hours: 7 a.m. to 7 p.m. Monday-Friday; 9 a.m. to 1 p.m. Saturdays and holidays

This pharmacy is located in the hallway just west of the UF Health Shands Hospital (north campus) Atrium and has extended hours of operation. The Meds to Beds program for the north campus is also housed here, designed to help make the discharge process easier for patients. The pharmacy team stationed here delivers discharge medications to patients' rooms before they leave the hospital.

UF Health Pharmacy - Shands Cancer Hospital

Hours: 8:30 a.m. to 5 p.m. Monday-Friday

This south campus pharmacy is conveniently located in the lobby, next to The Gift Stop, for easy access on the south campus and from the 1329 Building. The Meds to Beds program for the south campus is housed in this pharmacy.

UF Health Pharmacy - Medical Plaza

Hours: 8:30 to 5 p.m. Monday-Friday

This is our largest pharmacy and the major dispensary for specialty medications. It also houses our free mail-order service for GatorCare patient prescriptions. Employees can schedule an appointment here with Joy Wright, Pharm.D., BCPS, UF Health Shands Hospital clinical pharmacy specialist, for drug consults.

UF Health Pharmacy - Ayers

Hours: 8:30 a.m. to 4:30 p.m. Monday-Friday

This pharmacy features convenient off-campus access with free parking and offers free delivery to any off-campus UF or UF Health Shands building, like Springhill, every Tuesday and Thursday.

"The employees at each pharmacy aim to provide the best possible service to patients and customers, said Bill Harbilas, Pharm.D., UF Health Shands Hospital ambulatory pharmacy services assistant director. "Staff members participate in all hospital quality, safety and customer service initiatives and are continuously being evaluated for quality care and patient service."

To learn more on the Bridge, search "pharmacy."

ELDERCARE OF ALACHUA COUNTY | EVENTS+ACTIVITIES

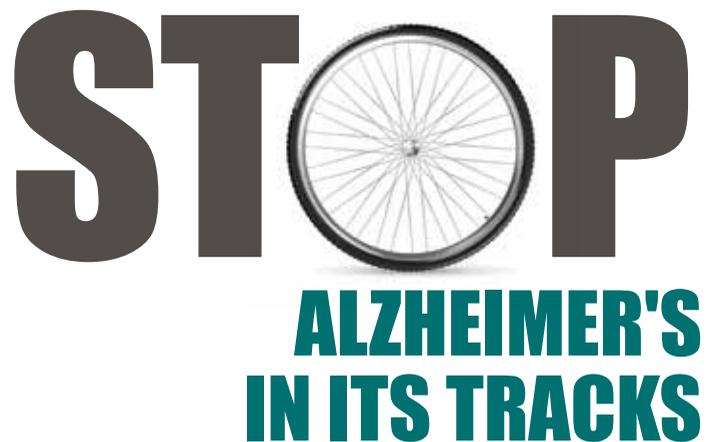
BIKE TO SUPPORT AL'Z PLACE

➤ Support Al'z Place, an ElderCare program that offers daycare for people with memory disorders and Alzheimer's disease, by participating in the 10th Annual Ride to Remember charity bike ride. The event begins at 9 a.m. Saturday, April 23. Registration starts at 8 a.m.

Chose from two locations to start the ride – Boulware Springs Park in Gainesville (3400 SE 15th St.) or Flemington Community Park in Ocala (18200 N. Highway 329). These scenic bike trails range from 1 to 100 miles in length.

Cost is \$40 online or by mail and \$50 on the day of the event and includes a T-shirt and refreshments at rest stops.

Participants can also preregister and pick up race packets from 5 to 7 p.m. Friday, April 22 at the Pedal Off Party, held at the Alachua County Senior Center (5701 NW 34th St.).



TO DO



UF HEALTH SHANDS CHILDREN'S HOSPITAL | EVENTS+ACTIVITIES

ANNUAL BIKE RODEO PROMOTES SUMMER SAFETY

> Kids can bring their bikes out to the Bike Rodeo and Safety Fair from 9 a.m. to noon Saturday, April 23 at the Stephen C. O'Connell Center parking lot. The event is presented by Kohl's and Kohl's Cares and supported by UF Health Shands Children's Hospital, the UF Police Department and several community partners.

Children can participate in a bicycle obstacle course and interactive games and will receive a free bicycle helmet that will be custom-fitted onsite. Parents will learn tips on how to keep children safe and healthy this summer.

Visit UFHealth.org/bikerodeo for more information.

UF HEALTH | EVENTS+ACTIVITIES

NATIONAL HEALTHCARE DECISIONS DAY EVENTS

> In the event of an emergency, have you designated a person to make health-related decisions on your behalf?

Everyone 18 and older is encouraged to complete advance care planning. This includes designating a health care surrogate who will speak on your behalf if the need arises, and the completion of a living will.

In conjunction with National Healthcare Decisions Day, the UF Health "Who Will Speak for you?" initiative will host two events.

From 9 a.m. to 2 p.m. Thursday, March 31 at the Senior Recreation Center (5701 NW 34th Blvd.), The Conversation Project will encourage interested participants to learn more about advance directives and how to assist others in having these important

conversations. This "train-the-trainer" workshop will provide a Conversation Starter Kit to enable participants to reach out to at least five other community members and pass along the skills they learned.

To learn more about completing your own advance directive, join our celebration from 7 a.m. to 2 p.m. Monday, April 18 at the UF Health Shands Hospital (north campus) Atrium.

Staff will provide resources to help you plan for unforeseen medical circumstances and end-of-life care. Questions answered during the event will include:

- **When should I begin thinking about a living will?**
- **Which forms do I need to complete and where do I send them?**
- **How can I be sure my wishes will be properly executed?**

At the event, staff will provide assistance with form completion and advance directives can be scanned into the UF Health medical records system. Those who have their documents scanned into the system will be entered in a drawing for an iPad and receive a "You can do it! I did!" sticker.

WIN AN iPad!
SCAN YOUR DOCUMENTS
INTO THE UF HEALTH
MEDICAL RECORDS SYSTEM
AT THE EVENT!

Visit UFHealth.org/advance-directives and www.nhdd.org for more information.