The University of Texas Medical Branch has begun a $90 million building expansion project at its Victory Lakes facilities that will include an emergency department and beds to accommodate patients requiring overnight stays.

Construction began Monday, Feb. 25 at the Specialty Care Center at Victory Lakes in League City, followed by a groundbreaking ceremony on Feb. 26.

The project will create 142,000 square feet of clinical space, allowing for the addition of 39 patient beds and inpatient stays of up to 72 hours in order to better serve its patients. In a related project, UTMB will build a central-plant facility to provide utilities to its 62-acre Victory Lakes campus.

“We are excited that this expansion allows us the opportunity to provide more services and convenience to our patients who live in the rapidly growing Bay Area in a completely integrated system of care,” said executive vice president and CEO of UTMB’s Health System.

The clinical space project is scheduled for completion in February 2015. The contractor is McCarthy Building Cos. The designer is HKS Inc. The central-plant facility is valued at $8 million and is scheduled for completion in August 2014. It will generate electricity, emergency power, and hot and chilled water. The contractor is Tellepsen Builders. The designer is AEI Affiliated Engineers, Inc.

The Specialty Care Center’s ambulatory surgery and complex diagnostic services will expand to provide 39 inpatient beds for up to 72-hour stays, 17 emergency/urgent care treatment rooms, four operating rooms, endoscopy rooms and 25,000 square feet of shell space for future development. In addition, the finished site will provide increased imaging capabilities including an X-ray fluoroscopy facility, ultrasound and CT unit.

The utilities project will build a 5,000 square-foot plant to provide added thermal utilities, normal and emergency electrical power, and redundancy for each system at Victory Lakes. The system will be capable of independently providing electricity, hot water and chilled water for up to 72 hours. The design will provide for three 400-ton chillers and 6 million BTU of hot water.

IN THIS ISSUE
- Major Traffic Redirections
- Value Stream Analysis
- UTMB Health is Royal Caribbean Center of Excellence
- Certified Nurses Day
- Adopt-A-Stairwell Contest
- Spotlight On: Valerie Brumfield
- Shout Outs!

Miss an issue? [www.utmb.edu/fridayfocus]
Submit a story: [friday.focus@utmb.edu]

Friday Focus Team: Mary Feldhusen and Erin Swearingen
Traffic to be Redirected for UTMB Expansion at Victory Lakes

The expansion project at UTMB Health’s Specialty Care Center at Victory Lakes in League City will add an emergency department and beds to accommodate patients requiring overnight stays.

Site work began the week of Feb. 25, and requires the temporary redirection of traffic in the area. However, throughout the project, access to the primary patient parking lot (at front of facility) will be available from the I-45 northbound feeder road.

During the first phase of construction, one of two access roads to the Specialty Care Center from Walker Street will be closed to traffic. Beginning around March 4, patients, visitors, and staff traveling on Walker Street will need to use the Victory Lakes Park and Ride road to access the patient and employee parking lots (see map).

As access and detours at the site change in the coming months, updates will be provided. For additional information about this project, visit http://www.utmbhealth.com/wtn/Page.asp?PageID=WTN000815.

Market Street Lane Closures begin March 11; Traffic Restrictions Necessary for Installation of Underground Utilities

Six blocks of Market Street closed to westbound traffic beginning Monday, March 11, for installation of underground utilities at the University of Texas Medical Branch. The closure is expected to last about 14 months.

The traffic restrictions will be in effect between Sixth and 12th streets (see map). Eastbound traffic lanes and access to driveways along the street—including those leading to John Sealy Hospital and the Ninth Street traffic circle—will not be affected. However, large trucks will be using the eastbound lanes of Market Street periodically to haul away debris from the excavation sites. Drivers are encouraged to use alternative routes to reach numbered cross streets that lead into campus. Signs are posted at Island Transit stops along the affected section of Market Street, informing riders of new stops during the construction.

The Market Street closure will allow crews to install underground high-temperature water lines. The water lines are part of a phased project to replace the less-efficient underground steam pipes, which supply heating systems in buildings. Flooding from Hurricane Ike in 2008 damaged the pipes. The new system is designed to be more resilient and to preserve mission-critical education, research and patient care operations on the Galveston campus in the event of a major disruption to city utilities.

Excavators will use directional boring equipment to minimize the need for trenches. The bore digs in a horizontal direction under the street, minimizing the need for additional construction sites.

How do you improve the patient experience?

“I get the greatest satisfaction out of giving our patients a warm greeting, and since this is a very large building, I am glad I can help them get where they need to go for their appointments.”
- Aimee Contreras, PSS I

“I’m actually up here [at the front desk] filling in just for the day, but I think that’s what providing a great patient experience is all about – we pitch in and help each other out for the patient.”
- Maureen Skielvig, PSS II
2013 UTMB Silent Angel Award Nominations

Now Accepting Nominations until April 19, 2013

The Silent Angel Award honors a licensed nurse, non-nurse, and a unit or group whose compassion, caring, and advocacy made a difference in the life of a patient, family, and/or friend.

- Always thinking of others
- Numerous kind acts
- Going above and beyond
- Endless devotion
- how much you are loved

Nominations should include: the name/group, a description of the contribution, and the name of the nominator.

Awards ceremony will occur at 2 p.m. on May 8, 2013.

If you would like more information about this topic, please contact Dora M. Kuntz, RN, MSN via email at dmkuntz@utmb.edu.

Adopt-a-Stairwell Contest

UTMB Health will be moving forward with the Adopt-a-Stairwell Initiative, set to begin in early April. To kick off the project, we will be holding a “Superhero Door Border Decorating Contest” to engage our participant’s creative superpowers and support the utmbconnect theme go-live on April 6th! The winners will receive a pizza party for their unit or department.

The goal of the Adopt-a-Stairwell program is to improve patient safety and employee satisfaction by heightening the awareness of and reducing clutter within the stairwells and other areas of the hospital. Nursing units, physician departments, and other hospital services will partner with Environmental Services (EVS) to ensure their stairwells are clutter free and help to build a culture focused on cleanliness and health. Our staff will serve as the eyes and ears for EVS and help us to ensure that our patients are provided with the cleanest and safest care environments possible.

Similar to the Texas Adopt-a-Highway program, each nursing unit and/or hospital department will take ownership of specific floors within a stairwell. Units and departments who keep their designated areas the cleanest will receive special recognition. The program will also provide CCAP points for participating nursing staff.

To enter the “Superhero Door Border Decorating Contest”, please first submit your concept to Rachel McKown (contact information is below). Decorations must comply with the following Life Safety guidelines:

1. You cannot place any decorations (i.e., paper signs or poster) on any fire rated door (i.e., stairwell door)
2. Wall art and decorations cannot exceed 20% of the wall space (or non-fire rated doors) within a non-sprinkled unit
3. Wall art and decorations cannot exceed 30% of the wall space (or non-fire rated doors) within a sprinkled unit
4. The percentage of decorations should be measured against the area of any wall or ceiling, not the aggregate total of walls, ceilings, and doors. The door is considered part of the wall. The decorations must be located such that they do not interfere with the operation of any door, sprinkler, smoke detector, or any other life safety equipment.

If you would like to provide feedback regarding the initiative or inquire about adopting a stairwell, please contact rmckown@utmb.edu.

Hi! I’m Donna Sollenberger’s Avatar. You may remember me from the presentation at this year’s “Monday’s in March: Health System’s Vision.” Just a reminder, if you missed the presentation or would like to review it, please visit, http://utmb.edu/mondays-in-march/.
Value Stream Analysis: Improving Patient Flow from a Patient Perspective

In the January issue of Friday Focus, we learned that Lean Management drives efficiency by empowering employees to identify and implement continuous improvements that eliminate waste, as well as to define value from a patient perspective rather than a provider point-of-view.

This month, we will explore how two multidisciplinary teams composed of members from across the Health System participated in a Value Stream Analysis session to gain a better understanding of how patients flow through our system and to identify opportunities for improvement.

A Value Stream is defined as the entire end-to-end process for patient care, typically crossing multiple hospital departments. The two Value Stream Analysis sessions that took place this month included the patient flow from the Emergency Department to an inpatient unit and the patient flow for the Orthopaedics Total Knee Arthroplasty (TKA) elective surgery. The sessions were led by Adam Spieker, Manager of Process Improvement, and UTMB Health’s Lean Advisor, Marti Beltz, PhD.

Spieker says that traditionally, the approach to process improvement is often carried out within vertical departmental projects versus looking horizontally across the system. This approach typically results in optimizing one area, while sub-optimizing the entire system. In contrast, Value Stream Analysis takes a grass roots approach to the patient experience – taking what is actually being done and identifying opportunities for improvement.

For example, during the Emergency Department to Inpatient Bed Value Stream Analysis, team members mapped the process from door to disposition. Then they identified variation by service on how patients were admitted and continued mapping patient flow from disposition to an inpatient bed. From this, they were able to identify seven bundled opportunities for improvement across the value stream. Some of these opportunities include streamlining the patient flow from the ED to the patient bed, improving the signage for the ED entrances and developing a standardized process to admit patients.

Christina Myers, Clinical Ops Administrator, is optimistic that good things will come out of the Value Stream Analysis session. She says, “With leadership behind us on this, I’m confident change will happen.” Myers also suggested that delineated goals and expectations should be set for her department following the session, so there could be a clear definition of improvement in the future. She hopes to see the improvements her group discussed within the next 3-6 months.

During the Orthopaedics team’s process, the patient’s perspective of a total-knee elective surgery process was mapped, from decision for surgery to the post-rehab follow-up clinic visit. The multi-disciplinary team identified several opportunities to improve the patient’s experience such as, increasing coordination of care with the patient and between services, minimizing process step dependencies and moving critical process steps upstream, and improving patient education and expectations management.

In the coming months, opportunities for improvements will be prioritized, scheduled, and improvement teams will be formed. By systematically focusing on the deployment of Lean Management through Health System, we are confident that we will transform care and support processes at UTMB Health. Real change can be made and will be seen!
In celebration of successfully passing a recent inspection by Ecosure, a third party surveyor who the kitchen and all outlets against company and industry standards for food and associate safety, Morrison Management Specialists, who manage patient and retail food services at UTMB, treated their employees to a crawfish boil on the afternoon of Friday, March 16. Eighty members of Sterile Processing Department and UTMB Campus Police and their families were invited to come out to enjoy the food and celebrate passing the two-day survey with a “green” rating.

UTMB Health is a Royal Caribbean Center of Excellence

Royal Caribbean has selected UTMB Health for their new Center of Excellence. According to Dr. Rex McCallum, VP & Chief Physician Executive of the Faculty Practice Group, the trial run Center of Excellence will be a primary health care facility for Royal Caribbean, bringing in their employees from ports in New Orleans and Fort Lauderdale for inpatient care and surgery procedures.

On days the ships are in port, Access Center nurses will facilitate crew care through case management throughout the UTMB system. Access nurses at UTMB continue to facilitate Holland America tele-radiology and polar operation consultations and tele-radiology.

Carnival also currently has a similar contract with UTMB, in which employees schedule appointments at UTMB clinics during days the ships are in port. All cruise lines have a direct pay system set up with UTMB to cover all costs of care for incoming patients.

Certified Nurses Day – March 19

UTMB Health celebrated Certified Nurses Day™ March 19 by honoring 650 nurses. A recognition ceremony was held at the Multispecialty Care Center and Stark Diabetes Clinic in League City for Ambulatory Nurses.

Certified Nurses Day™ honors nurses worldwide who contribute to better patient outcomes through national board certification in their specialty. A Registered Nurse (RN) license allows nurses to practice. Certification affirms advanced knowledge, skill, and practice to meet the challenges of modern nursing.

Every March 19, employers, certification boards, education facilities, and healthcare providers celebrate and publicly acknowledge nurses who care enough to earn and maintain the highest credentials in their specialty.

Inspired by Dr. Margretta ‘Gretta’ Madden Styles, RN, EdD, FAAN, a pioneer in nursing certification, Certified Nurses Day is the perfect opportunity to invite all nurses to advance their career by choosing certification. Ultimately, board certification contributes to higher standards of patient care and protects the public.

In 2008, the American Nurses Credentialing Center (ANCC) and the American Nurses Association (ANA) collaborated to create Certified Nurses Day and garner support from leading nursing organizations and governments including the US Congress.

Department of Food and Dietary Nutrition Services Hosts Crawfish Boil

In celebration of successfully passing a recent inspection by Ecosure, a third party surveyor who the kitchen and all outlets against company and industry standards for food and associate safety, Morrison Management Specialists, who manage patient and retail food services at UTMB, treated their employees to a crawfish boil on the afternoon of Friday, March 16. Eighty members of Sterile Processing Department and UTMB Campus Police and their families were invited to come out to enjoy the food and celebrate passing the two-day survey with a “green” rating.
What if You Could Read Their Thoughts?
by Bill Santamour, Hospitals & Health Networks

Cleveland Clinic video explores what empathy really means…

A CT scan or MRI can reveal important things about a person’s physical health. But no technology has been invented yet that can provide clinicians with what is perhaps the most important factor in a patient’s well-being: the thoughts that are swirling around in their heads.

Being attuned to another’s emotional state — or being sensitive to the fact that we can’t always know exactly what another individual is thinking at a given time — is a particularly human attribute. It’s one that physicians, nurses and anybody else in the hospital who interacts with patients, and, for that matter, with each other, need to hone.

At his annual State of the Clinic presentation earlier this month, Cleveland Clinic CEO and President Toby Cosgrove, M.D., presented a compelling video that posed the question: What if you could see people’s thoughts and feelings? The video is titled “Empathy: Exploring Human Connection” and I invite you to watch by following the link provided: http://www.hhnmag.com/hhnmag/HHNDaily/HHNDailyDisplay.dhtml?id=7530009619

Social Worker Month

The National Association of Social Workers celebrated its annual recognition of one of the nation’s largest professions during the month of March. March is National Professional Social Work Month and this year’s theme, “Weaving Threads of Resilience and Advocacy,” emphasizes the value of using personal strengths and self-advocacy to manage serious life challenges.

At UTMB Health, professional social workers make a difference by helping patients and their families achieve improved medical, financial, and satisfaction outcomes by reducing some of the barriers that interfere with patients’ effective use of treatment. Learn more at http://intranet.utmb.edu/healthsystem/Patients/SocialWorkers.asp

Save the Date!

Lecture: The Voice of the Patient: Moving from “What’s the Matter” to “What Matters Most”

On Thursday, May 16, 2013 at noon in Levin Hall Main Auditorium, Martha Hayward from the Institute for Healthcare Improvement will host the lecture, “The Voice of the Patient: Moving from ‘What’s the Matter’ to ‘What Matters Most’.”

Martha Hayward joined the Institute for Healthcare Improvement (IHI) in March 2011 as the Lead for Public and Patient Engagement. A cancer survivor herself, she is a founding board member of the nonprofit Women’s Health Exchange and served on the Patient and Family Advisory Council of Dana-Farber Cancer Institute in Boston. Her career experience includes over 20 years in marketing and fundraising in the areas of health, politics, and education. As a partner at Donovan & Vicenti, a branding and web design firm on Boston’s North Shore, Ms. Hayward works with a variety of small businesses and nonprofits. Most recently, as Executive Director at The Partnership for Healthcare Excellence, she brought a particular focus on, and considerable experience in, the area of patient advocacy. More information coming soon!
Spotlight On: Valerie Brumfield

Congratulations to Valerie Brumfield who is an author of the article, “Creative approaches to increasing hospital-based nursing research,” in the February 2013 issue of the Journal of Nursing Administration!


Emergency Department:
Dr. Gregory Rumph was very caring and patient. He explained everything to me and I felt comfortable with him immediately. Thank you, Dr. Rumph!

I have heard that Dr. William Mileski is the best doctor in the ER, and I definitely think he was!

The nurse talked to me while she was drawing my blood and reassured me, because I hate needles. Also, the X-ray tech was very good. Excellent!

The doctor and nurses did a very good job. I am a retired nurse, and I know “good” when I see it!

Cardiology:
Best care one could ask for in a cardiopulmonary case!
Jill MacSween (Nurse Clinician III) was excellent.

Obstetrics:
The treatment was very good, everyone treated me the best. If I ever have another baby, I will have him in UTMB. Thank you very much for everything!

My baby’s night nurse during my stay was amazing! I wish I could bring her home - very helpful.

Labor & Delivery nurses and Newborn Nursery nurses made our stay at UTMB the best hospital experience I could ask for. Many thanks to all of L&D for their superb care and to Julia Tomlinson RN (Nurse Clinician IV, Newborn Nursery) who not only cared for my newborn son, but assisted me and taught me so much about breast feeding.

I’m grateful for all my L&D nurses who transitioned into the “post-partum” role as I was in L&D the duration of my stay. I had to have an emergency C-section, went back to my labor room for recovery and was able to watch my baby transitioned into my room. The Nursery staff was very accommodating. My baby roomed in with me the entire hospital stay. I am VERY HAPPY with the care my baby and I received at UTMB.

Dr. Mary Claire Haver was my doctor; she did an awesome job.

Otolaryngology:
Dr. Tammara Watts, Dr. Andrew Coughlin (Resident, Pgl-5), and Dr. Sharon Ramos (Resident, Pgl-2) were pretty amazing and of calmed me down during the process. I feel like they truly had my best interest in mind.

Nurse Courtney Parry was very good also.

Neurosurgery:
Excellent SICU staff includes Morgan Wall (Nurse Clinician IV), Steve Fernandez (Nurse Clinician I) and Cynthia Rodriguez (Nurse Clinician III).

Kudos to Christine Garwood (Nurse Clinician II, Ortho/Trauma), Janita Seymour (PCT), Synthia Robertson (Nurse Clinician III), and Justin Kennemer (Occupational Therapist, PCP Galveston Rehab).

Dr. John Bauer & Dr. Olga Bachilo (Plastic Surgery) were great!

I would recommend UTMB and the doctors here to everyone I know.

Everybody on the 7th floor was like God-sent angels. Everyone was very nice and did a wonderful job.

I give the housekeeping staff five stars!

The Pediatrics staff was amazing. They took great care of us while my daughter was treated! I love them.

Thank you for taking care of my daughter. We loved all the staff at the Children’s Hospital. God bless you.

Very good. I will recommend John Sealy to anyone. Angelica Reyna (Nurse Clinician IV) in Pediatric ICU and Dr. Cathleen Havemann on Pediatrics Floor 10, were excellent.

Blocker Burn Unit nurses are THE TOP, even the substitutes reached to match the excellence. Head nurse Jamie Heffernan should be commended for her leadership and for setting such high standards.

Dr. Michael Silva (Vascular Surgery) is great & his staff is wonderful.

I was a patient in Day Surgery (8A) on 2/25 for a scheduled procedure. The nursing staff was professional, friendly and helpful. Please forward my thanks to them for the excellent quality of care that I received!

I just wanted to take a minute to express my thankfulness and gratitude to one of your employees, Joe Byrd (IS-Systems Analyst, Clinical Equipment Services). Luckily, Joe was assigned to our project and did an excellent job of facilitating all the things that needed to happen in order for us to have our opening today.