A Visit with Offender Care Services Teams at TDCJ Beauford Jester Units III & IV

On March 28, members of the UTMB Executive Leadership, including Donna Sollenberger, executive vice president and chief executive officer, UTMB Health, Dr. Mark Kirschbaum, chief quality, safety and clinical information officer, Dr. Owen Murray, vice president, Offender Care Services, Beverly Echols, administrative director, Mental Health Services, Stephen Smock, associate vice president, Outpatient Offender Care Services, and Gary Eubank, associate chief nursing officer, Offender Care Services, spent a day learning firsthand about the important work being done at the Texas Department of Criminal Justice Beauford H. Jester III and IV Units in Richmond, TX.

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Miss an issue? www.utmb.edu/fridayfocus Submit a story: friday.focus@utmb.edu Friday Focus Team: Mary Feldhusen and Erin Swearingen
The first leg of the tour began at Jester IV Unit (est. 1993), a 550-bed inpatient mental health unit. Dr. Philip Farley, chief psychiatrist and clinical director, and Andrey Vasiljev, business manager for inpatient operations, warmly welcomed the team to the unit and gave a detailed tour of the facility. Also joining the tour were Donald Hlavinka, mental health manager, Stephen Rogers, cluster nurse manager, Senior Warden Alphonso James, and Major Leroy Bailey. Among the many services offered at the unit are ambulatory medical, dental and inpatient mental health services and inpatient medical care 24 hours a day, seven days a week.

The team had the opportunity to tour the two facilities and meet UTMB Correctional Managed Care team members along the way. Every individual was proud of the work they do in their role, and there was a tremendous sense of team spirit among the employees. The quality of patient care delivered is nothing short of outstanding, and it goes without saying that these individuals do it all in a unique care environment.

UTMB values are alive and well at the Jester Units. Donna Sollenberger and the leadership team would like to extend their gratitude to everyone for their hospitality and for making a difference—excellent patient care cannot take place without compassionate, skilled individuals working together as a team!
Gwen Scott, certified medication aide, hosts an orientation for new UTMB Offender Care Services employees

Bed planning: Donald Hlavinka, mental health manager, Donna Sollenberger, EVP & CEO, UTMB Health and Dr. Philip Farley, chief psychiatrist and clinical director

Donna Sollenberger, EVP & CEO, UTMB Health, Barbara King, LVN and Aleyamma Varghese, PCT

Donna Sollenberger, EVP & CEO, UTMB Health, and Alice Copeland, correctional clinical associate

Donna Sollenberger, EVP & CEO, UTMB Health, Barbara King, LVN and Aleyamma Varghese, PCT

Left Photo: Dr. Mark Kirschbaum, chief quality, safety and clinical information officer

Right Photo: Alan Evans, mid-level practitioner, Andrey Vasiljev, business manager inpatient operations, offender care services, Dr. Mark Kirschbaum, chief quality, safety and clinical information officer, Elcy Arthungal, NC-III, Donna Sollenberger, EVP & CEO, Aleyamma Varghese, PT-II, Officer Badmus, Stephen Rogers, cluster nurse manager, and Dr. Philip Farley, chief psychiatrist and clinical director (in background)

Gwen Scott, certified medication aide, hosts an orientation for new UTMB Offender Care Services employees

Jester IV Unit photos continued on page 4
New employee orientation participants with Donna Sollenberger, EVP & CEO, UTMB Health

Left: Sherrie Holloway, certified medication aide, and Donna Sollenberger, EVP & CEO, UTMB Health
Right: Trauma Care Unit at Jester IV

Donna Sollenberger, EVP & CEO, UTMB Health, and Tracey Perales, certified medication aide

Anie Tomy, LVN, Donna Sollenberger, EVP & CEO, UTMB Health, and Dr. Mark Kirschbaum, chief quality, safety and clinical information officer

S. Garrett, mental health clinician, W. Rejcek, mental health clinician, Donna Sollenberger, EVP & CEO, UTMB Health, Aleyamma Abraham (NC-III), R. Hatcher, student intern
The group spent the second half of the day at the Jester III Unit (est. 1982), where ambulatory medical, dental and mental health services are also offered around the clock, seven days a week. The unit offers rehabilitation services, including brace and limb care, wound care, occupational therapy and physical therapy and has 132 wheelchair accommodating cells along with a 12-bed assisted living infirmary. Digital medical services, electronic specialty clinics and chronic disease care are also offered. Senior Practice Manager Susan Dostal and Cluster Nurse Manager Marisol Genin guided the tour of the facility and introduced their team members. These individuals truly work wonders for their patients!

Denise Herbert, correctional clinical associate, Digital Medical Services, and Donna Sollenberger, EVP & CEO, UTMB Health

Gary Eubank, associate chief nursing officer, Offender Care Services, Beverly Echols, administrative director, mental health services, Stephen Smock, associate vice president, Outpatient Offender Care Services, Donna Sollenberger, Susan Dostal, senior practice manager, Marisol Genin, cluster nurse manager, Dr. Mark Kirschbaum, and Dr. Owen Murray, vice president, Offender Care Services

Dr. Mark Kirschbaum, chief quality, safety and clinical information officer, Donna Sollenberger, EVP & CEO, UTMB Health, Lisa Cantu, mental health case manager, and Ms. Shabazz, mental health manager

Dinnie Davison, phlebotomist, Donna Sollenberger, EVP & CEO, UTMB Health, and Veronica Aranda, LVN, clinical infectious diseases

Back: Charlotte Nease, LVN, Marisol Genin, cluster nurse manager, Susan Dostal, senior practice manager, Dr. Mark Kirschbaum, chief quality, safety and clinical information officer; front: James Stubbs, physical therapist, Donna Sollenberger, EVP & CEO, UTMB Health, Patricia Ekholm, coordinator, Dr. Gwen Williams, physiatrist and clinical director
A very special thank you to everyone at Jester Units III & IV!

*select individuals requested to be identified only by last name

Associate Chief Nursing Officer of Offender Care Services
Gary Eubank Selected as Outstanding Nurse Honoree in
Houston Chronicle Salute to Nurses

During National Nurse's Week, the Houston Chronicle will recognize Gary Eubank as one of 100 Houston nurse honorees at the Salute to Nurse's Luncheon and in the newspaper on Sunday, May 11. Gary was nominated by patients and coworkers for making a tangible, positive impact on the nursing community. Congratulations, Gary!
On March 31, 2014, the Senate passed a bill to delay ICD-10-CM/PCS for one year, until at least October 1, 2015, and the bill was signed into law by President Obama. The provision for extending the delay was tucked into the bill, H.R. 4302, “Protecting Access to Medicare Act of 2014”, to extend the Sustainable Growth Rate (SGR) formula for an additional 12 months while a permanent solution is sought to the 1997 Balanced Budget Act, which attempted to rein in Medicare reimbursement to physicians (for more information, please visit http://journal.ahima.org/2014/03/31/senate-votes-on-icd-10-delay-bill).

The delay of ICD-10 impacts coded medical bills, quality, population health and other programs that had expected to start using ICD-10 codes in October 2014. The extent of the logistical challenges and costs associated with the delay are not yet fully understood, but believed to be substantial. The Centers for Medicare and Medicaid Services (CMS) have only stated at this time that they are currently examining the implications of the ICD-10 provision and will provide guidance to providers and stakeholders soon.

Although the delay raises many questions, the belief of the American Health Information Management Association (AHIMA) and many other experts is that the transition to ICD-10 “remains inevitable and time-sensitive because of the potential risk to public health and the need to track, identify and analyze new clinical services and treatments available for patients.” It is recommended that the health care industry wisely use the extended timeframe to continue to prepare for ICD-10.

Prior to the delay, efforts at UTMB were fully under way to prepare for the October 1, 2014 deadline; the delay of at least one year will temporarily suspend some planned, broad training activities. However, the delay will offer us an an opportunity to better prepare for training sessions.

Clinical documentation enhancement will continue and will incorporate “ICD-10 friendly” concepts. Thorough clinical documentation is essential to improving quality patient care, preventing claims denials by outside auditors, and maximizing reimbursement for the services we provide. This holds true whether or not ICD-10 is ultimately adopted, and, in an era of shared electronic medical records and an era in which quality measures are tied to reimbursement, the need to produce detailed medical records and to procure detailed datasets is invaluable to helping UTMB achieve these goals.

Information about training and other endeavors in support of UTMB’s preparation for future ICD-10 implementation will be available this fall. Please stay tuned for more details. As new information is available, it will be posted on the ICD-10 website, published in the Health System Friday Focus Newsletter and other internal communication channels. Questions can also be submitted via the ICD-10 website at intranet.utmb.edu/icd10.

**Medicare Sustainable Growth Rate** (SGR) is a method currently used by the Centers for Medicare and Medicaid Services (CMS) in the U.S. to control spending by Medicare on physician services.

**ICD-10** is the 10th revision of the International Statistical Classification of Diseases and Related Health Problems (ICD), a medical classification list by the World Health Organization (WHO). It codes for diseases, signs and symptoms, abnormal findings, complaints, social circumstances, and external causes of injury or diseases.

**Clinical Modification of ICD-10** (ICD-10-CM) is the code set scheduled to replace ICD-9-CM, our current U.S. diagnostic code set on Oct. 1, 2015.

**Procedural Coding System of ICD-10** (ICD-10-PCS) is the code set designed to replace Volume 3 of ICD-9-CM for inpatient procedure reporting.

**Sources:**
http://journal.ahima.org/2014/03/31/senate-votes-on-icd-10-delay-bill/
http://icd10monitor.com/enews/special-bulletin/item/1158-house-votes-to-delay-icd-10-implementation
UTMB Chosen to Participate in Breastfeeding Learning Collaborative

UTMB Health, along with 21 other hospitals in East Texas have been selected to become the newest additions in the Texas Ten Step Star Achiever Breastfeeding Learning Collaborative, a five-year quality improvement project aimed at improving facility environments to support a mother's choice to breastfeed, with the goal of increasing the instances of exclusive breastfeeding. Despite the many benefits of breastfeeding, less than fifteen percent of Texas mothers exclusively breastfeed for six months. To help reverse this trend, 22 hospitals/facilities in eastern Texas were selected to expand the work started in northern part of the state in January 2013.

Facilities participating in the project will learn how to conduct small tests of change, collect data on progress, and ultimately make beneficial, sustainable improvements that support breastfeeding. The National Institute of Children's Health Quality (NICHQ) will also bring the teams together virtually and in-person to share lessons, promote collaboration, and learn from improvement and breastfeeding experts. The project aligns with the Texas Ten Step Program, a statewide effort to improving infant health and increase rates of exclusive breastfeeding.

The effort is being led by NICHQ and is funded by the Texas Department of State Health Services (DSHS) Nutrition Services Section (Texas WIC). Up to 81 facilities, segmented into three cohorts based on the state's designated public health regions, will ultimately participate in the collaborative. Cohort A consists of the original facilities in northern Texas and the recently selected 22 facilities represent cohort B are located in eastern and central Texas. Recruitment for cohort C facilities will take place in 2015 and engage hospitals in the southern and western regions of the state.

To learn more about the about the Texas Ten Step Star Achiever Breastfeeding Learning Collaborative, visit http://www.nichq.org/our_projects/txbreastfeeding.html.

Hand Hygiene: Increase Compliance, Prevent Infection

In early spring of 2012, UTMB kicked off the hand hygiene campaign, Protect Our Patients! to help increase compliance with hand hygiene guidelines in all UTMB hospitals and clinics. The campaign was successful in increasing overall compliance to 75 percent, but we are not finished! A new bar has been raised, and 85 percent compliance is the new target for calendar year 2014.

The most recent data shows that nurses and physical and occupational therapists are consistently exceeding the hand hygiene compliance goal of 85 percent, usually hovering around 90 percent compliance. Respiratory therapists are also doing well, slightly outperforming their colleagues in nursing and PT/OT with scores closer to 95 percent, on average. Doctors are hovering a little below the goal, but most recently reached 82 percent compliance—keep up the good work! patient care technicians and radiology and phlebotomy staff have steadily improved over the past few months to reach the target at 86 percent compliance.

Overall, units and clinics are reaching or exceeding the target, but there are a few areas still in need of improvement. Remember, the compliance target will be raised each year until UTMB consistently meets 100 percent hand hygiene compliance, so everyone please keep up the good work!

In early spring of 2012, UTMB kicked off the hand hygiene campaign, Protect Our Patients! to help increase compliance with hand hygiene guidelines in all UTMB hospitals and clinics. The campaign was successful in increasing overall compliance to 75 percent, but we are not finished! A new bar has been raised, and 85 percent compliance is the new target for calendar year 2014.

Increased hand hygiene prevents the spread of Hospital Acquired Infections (HAIs), such as pneumonia and sepsis, which cause up to 98,000 deaths annually. By increasing hand hygiene compliance by just five percent in one year, a 200-bed hospital can avoid four MRSA infections and $200,000 in added treatment costs. Providing a sanitary environment to avoid the transmission of infections and communicable diseases is absolutely crucial for both our staff and our patients at UTMB.

Hand hygiene is one of the most important ways to prevent the spread of infection; it is vital we increase compliance within our hospital in clinics. Things to keep in mind throughout your day-to-day routine that will help us meet our hand hygiene compliance goals and prevent the spread of infection:

- Gel-in and gel-out every time you enter and leave a room, regardless of patient contact.
- Hold one another accountable—if you see someone who forgot to perform hand hygiene, remind them!
- Say “Thank you” if you are reminded by a colleague.
- Remember that gloves are not a substitute for hand washing.
- Hand washing with soap and water is required:
  - When treating patients with C. difficile
  - When hands are visibly soiled
  - After use of the restroom
  - Before and after eating
- Alcohol-based hand sanitizer is:
  - Fast to use
  - More effective than soap (except in cases stated above)
  - Destroys most germs in seconds

For more information on Hand Hygiene protocol and results, please visit intranet.utmb.edu/handhygiene.
Epic 2012 Upgrade Complete

Earlier this month, almost exactly one year to the date of the utmbConnect go-live, 2012 Epic Upgrade. New “seamless upgrade” features helped reduce system downtime and enhanced many features in the system.

Below is a brief outline of some of highlights from the new 2012 Epic Upgrade:

Ambulatory:
- The ability to fax from within the communication management section
- New Navigator Sections for MyChart Signup from the exam room
- The ability for clinicians to adjust medication orders
- MAR enhancements
- Non-clinical sticky notes

Inpatient:
- Updates to Patient Lists
- MAR enhancements
- Doc flow-sheet enhancements
- Medication Activity Update to display administration instructions indicator
- Navigator enhancements

Haiku/Canto:
- Create Result Notes (Haiku)
- Release Results to MyChart (Haiku)
- Cosign Clinic Orders Messages (Haiku)
- Patient Medical Advice Requests (Haiku/Cantu)

Optime:
- Preference card enhancements
- Faster intra-op documentation
- Procedure names displayed in surgeon’s words
- New patient summary report for workflow engine rule
- Fix to reports and report menus

CareLink:
- Event Monitor Updates
- Allow for access via other browsers (i.e. Chrome, IE 10, Safari, etc.)

Care Everywhere:
- More intuitive querying workflow
- Extended validity authorization time for Point of Care
- Visual changes to the display reports
- Chart Deficiency
- Assignment of precise deficiency due times
- Deficiencies for surgical or invasive logs and panels
- Work queues for deficiencies or release requests

MyChart:
- Mobile medication refills
- Updates to results release activity
- Registration pop-up prompting user to ask patient to sign-up
- Resolute
- Consolidated view of contractual adjustment information

Any users experiencing issues should call ext. 2-5200 and select option 4. Thank you to everyone who was involved in this large undertaking for your teamwork, patience and support during this time!

Help keep our hospital beautiful and safe for our patients and visitors. Individually, we can each do our part by staying on top of general day-to-day upkeep and organization. Some things to keep in mind when you are going about your daily activities:
- Keep clutter out of the hallways
- Be mindful of expiration dates on supplies
- Assure all medications are secure and there are no medications in patient room refrigerators
- Check refrigerator temperature logs to make sure they are up-to-date
- Make sure that crash carts are plugged in and logs are up-to-date

If you spot an issue that needs attention, available resources are only one phone call away. Physicians, nurses, staff and patients are encouraged to utilize the Service Response Center, extension 2-4040. The Service Response Center team acts as the single point of contact for the following clinical support services areas:
- Maintenance and utilities
- In-house construction
- Environmental services
- Clinical equipment
- Food and nutrition
- Nursing support
- Pest control

The Service Response Center answers all calls and enters caller information into a tracking/dispatching system and sends requests to the appropriate service department for action. Requests are prioritized based on urgency.

UTMB Faculty and Staff members also use the Sodexo Minuteman® Clinical Equipment Management System. Through Minuteman®, users can create work orders, review open work orders, review departmental inventories, run reports, and receive email notifications whenever the functional status of critical biomedical devices change. Minuteman® is accessible from the iUTMB homepage by going to the “Resources” tab and looking under “Campus Services/Information,” or directly, http://www3.sodexoctm.com/utmb/default.aspx. New users will need to select “register now.”

Working together, we can ensure that our hospital and clinics are consistently beautiful and safe environments for ourselves and most importantly, our patients.

Keep Our Hospital Safe and Beautiful!
UTMB Honored with Resuscitation Quality Achievement Award

The University of Texas Medical Branch at Galveston is the first hospital in Texas* to receive the Get With The Guidelines — Resuscitation Gold Quality Achievement Award from the American Heart Association. The award signifies that UTMB has reached an aggressive goal in using guidelines-based care to improve outcomes for patients who suffer cardiac arrests in the hospital.

Last year, UTMB was the first hospital in Texas to receive the program’s silver award.

The Get With The Guidelines — Resuscitation program was developed with the goal to save lives of those who experience cardiac arrests through consistently following the most up-to-date research-based guidelines for treatment. Guidelines include following protocols for patient safety, medical emergency team response, effective and timely cardiopulmonary resuscitation and post-emergency care.

More than 200,000 adults and children have an in-hospital cardiac arrest each year, according to the American Heart Association.

Specifically UTMB was awarded for meeting specific measures in treating adult and pediatric cardiac arrest patients.

To qualify for the awards, hospitals must demonstrate compliance with these performance measures at a set level for a designated period.

“UTMB is dedicated to helping our patients have the best possible outcome and implementing the American Heart Association’s Get With The Guidelines — Resuscitation program helps us accomplish this by making it easier for our teams to put proven knowledge and guidelines to work on a daily basis,” said Donna Sollenberger, UTMB’s executive vice president and chief executive officer.

“We are pleased to recognize UTMB for its commitment to following these guidelines,” said Dr. Deepak L. Bhatt, national chairman of the Get With The Guidelines steering committee and executive director of interventional cardiology programs at Brigham and Women’s Hospital and professor of medicine at Harvard Medical School. “Shortening the time to effective resuscitation and maximizing post-resuscitation care is critical to patient survival.”

Get with the Guidelines — Resuscitation builds on the work of the American Heart Association’s National Registry of Cardiopulmonary Resuscitation originally launched in 1999 as a database of in-hospital resuscitation events from more than 500 hospitals. Data from the registry and the quality program give participating hospitals feedback on their resuscitation practice and patient outcomes and help develop research-based guidelines for in-hospital resuscitation. For more information, visit www.heart.org/quality.

*Award statistic as of 04/11/2014

UTMB Physical Therapist Chad Davenport Recognized as 2014 Five Star Physical Therapist in Texas Monthly Magazine

Chad Davenport was recently recognized as a Five Star Professional by Houston's Outstanding Health and Wellness Practitioners in Texas Monthly Magazine. The candidates were evaluated on nine objective criteria, including their one-year units per hour rate and their three-year average patient visit rate. Congratulations, Chad!
Olympic Gold Medalist Casey FitzRandolph to Visit UTMB for Health System Week

On May 16, Olympic speed skating gold medalist Casey FitzRandolph will be visiting UTMB to celebrate Health System Week. A six-time U.S. National Sprint champion, Casey established new Olympic records in the 500m speed skating race at the 1998 and the 2002 Olympic Games.

Casey will be sharing his journey from becoming a small-town kid with a big dream to an Olympic gold medalist in Levin Hall Main Auditorium at noon, Friday, May 16. He has spoken in front of hundreds of groups over the years and his motivational message of dedication, perseverance and unwavering faith in oneself resonates with anyone who dreams of having success in their lives or careers.

Please join us on May 16 to celebrate Hospital Week and give a UTMB Olympic size welcome to Casey FitzRandolph. For those unable to join, the presentation will be broadcast live on the web. Please visit intranet.utmb.edu/healthsystem/lecture/FitzRandolph.asp for more details.

Casey FitzRandolph
Olympic Speed Skating Gold Medalist
Levin Hall Main Auditorium
Friday, May 16, 2014 | Noon

Exterior Construction on Hospital

On April 21, construction crews will begin installing a brick monitoring system for John Sealy Hospital. Crew members will be scaling the outside of the John Sealy Hospital on a scaffold like device called a swing stage.

As a result, John Sealy Hospital may experience some noise and vibrations.

The project is expected to continue through early June 2014. We thank you for your patience. Patient and pedestrian traffic will not be impacted.
Yesterday my son had a doctor's appointment. When I arrived at UTMB Pediatrics in Friendswood, I was told by the receptionist that my appointment was on their schedule for the following day at a different time. Instead of suggesting that I return the next day because of the error, Carolina Serrano immediately asked Dr. Michael Binder if my son could be worked into his schedule. I did not expect this to work out the way it did, but to my surprise, Dr. Binder worked my son into his schedule. Both Dr. Binder and Ms. Serrano were professional and courteous. Their professionalism in this situation made me proud to work at UTMB.

I am a pharmacist for Brookshire Brother’s Pharmacy in Coldspring, TX. This morning I had to call the surgical center with a question on a prescription. I was dreading the call as I usually get the run around with these things. I was pleasantly surprised when I spoke with Esther Martinez, senior administrative secretary in the Department of Surgery. She quickly resolved the issue for us. She was polite, courteous, and went above the call of duty to resolve the issue. As a manager myself, I enjoy getting constructive feedback on my employees. I was so thankful for her courtesy and professionalism, I wanted to take a moment to thank her for her help, and would really like her supervisor to know what a great employee she is. Health care could really use more individuals like her. I greatly appreciated it. Thanks!

Dr. Tricia Elliot is my primary care provider. Every time I am in the Family Medicine Clinic, my experience is great (even if I’m feeling poor). On my most recent visit, she was unavailable. Often, it is very hard to switch between doctors, but it was very easy to transition to Dr. Ramon De La Torre. I did not have to repeat my entire medical history over and over again; all of the staff had my up-to-date medical records. I will definitely request Dr. De La Torre again if Dr. Elliot is unavailable. I am very pleased with services I have received from both these physicians and their respective teams. Kudos! (PCP Family Medicine)

I would like to recognize the professionalism and the passion shown by the management team in Women’s, Infant’s and Children’s Services. This team has seen a great deal of change, and yet they are positive and prepared for more. They have taken the time to not only work with their staff, but to educate one another in their respective areas in a spirit of collaboration. I’m proud to lead such a great team!

Dr. Fernando Cesani spread cheer to patients and staff recently when he dressed up in a bunny suit and passed out candy and stuffed animals to patients during rounds. Pictured: Brianna Rosas, Dr. Fernando Cesani, and Dr. Eric Walser

UTMB Receives Good Install Award From Epic

Epic recently presented UTMB Health with a Good Install Award for our performance during the utmbConnect project. Epic’s Good Install Program gives organizations an opportunity to earn a rebate that can be applied to future Epic costs by meeting requirements related to several indicators of a successful installation, such as the percentage of staff who pass proficiency assessments, the frequency of communication with Epic, the actual installation and go-live, and how well UTMB performed in various metrics after the implementation was completed.

The utmbConnect project enabled UTMB Health to implement new and existing documentation and coding requirements needed to bill for our services and replaced all revenue cycle information systems (an inclusive term for support processes like scheduling, registration and billing). UTMB was rated an A+ performer by Epic in December.