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Shout Outs

Miss an issue? www.utmb.edu/fridayfocus Submit a story: friday.focus@utmb.edu Friday Focus Team: Mary Feldhusen and Erin Swearingen
Three UTMB Family Medicine practice sites—Island West Family Medicine, Island East Family Medicine and Dickinson Family Medicine—were awarded Level 3 Patient-Centered Medical Home (PCMH) status, the highest level recognized by National Committee for Quality Assurance (NCQA) this month. Only a little more than half of NCQA-recognized practices have achieved the Level 3 status.

NCQA's Patient-Centered Medical Home is an innovative model of patient care that is designed to strengthen the relationship between the patient and their care team. Each patient has an ongoing relationship with the team, which consists of their physician, a medical assistant, nurses, patient care technicians and other clinical and administrative staff, at a single location. The team takes collective responsibility for the patient's care, providing for his/her health care needs and arranging for appropriate care with other qualified clinicians. The medical home is intended to result in more personalized, coordinated, effective and efficient care.

The NCQA has nine standards for medical homes, including:

1. Access and communication
2. Patient tracking and registry functions
3. Care management
4. Self-management support
5. Electronic prescribing
6. Test tracking
7. Referral tracking
8. Performance reporting and improvement
9. Advanced electronic communications

Level 3 Certification is the most challenging to meet, and standards also include having an electronic medical record that is accessible to both the medical care team and patient, unhurried attention from health professionals, shorter waiting room times and specific protocols for patients with chronic disease.

According to Patient-Centered Primary Care Collaborative, 47 states have adopted the Patient-Centered Medical Home model. Based on this research, the medical home model encourages patients to seek the right type of care at the right time, and lowers instances of delayed treatment or non-treatment. Collaborative care also reduces the number of duplicate tests and helps to focus care on prevention and wellness. Above all, patient-centered care ultimately results in fewer readmissions, avoidable hospitalizations and costs savings.

Special thanks to Mary Beth Ray, project development and support manager, for coordinating the NCQA submissions for these practice sites. Internal Medicine and Pediatric practice sites as well as the Community-Based Clinics (CBCs) are next on the list of UTMB areas currently pursuing PCMH recognition.

For more information on Patient-Centered Medical Home visit http://www.ncqa.org/portals/0/Public%20Policy/NCQA%20PCMH%20Fact%20Sheet%20FINAL.pdf.

To schedule an appointment in one of the PCMH practices mentioned above, or any UTMB clinic, visit utmbhealth.com or call the Access Center at (409) 772-2222 or (800) 917-8906.
American Association of Critical-Care Nurses Recognizes Surgical Intensive Care Unit at UTMB with Gold Beacon Award for Excellence

The American Association of Critical-Care Nurses (AACN), Aliso Viejo, Calif., recently conferred a gold-level Beacon Award for Excellence on the Surgical Intensive Care Unit at UTMB.

The Beacon Award for Excellence — a significant milestone on the path to exceptional patient care and healthy work environments — recognizes unit caregivers who successfully improve patient outcomes and align practices with AACN’s six Healthy Work Environment Standards. Units that achieve this three-year, three-level award with gold, silver or bronze designations meet national criteria consistent with Magnet Recognition, the Malcolm Baldrige National Quality Award and the National Quality Healthcare Award.

AACN President Vicki Good, RN, MSN, CENP, applauds the commitment of the caregivers at SICU at UTMB for working together to meet and exceed the high standards set forth by the Beacon Award for Excellence. These dedicated healthcare professionals join other members of the exceptional community of nurses who set the standard for optimal patient care.

“The Beacon Award for Excellence recognizes caregivers in stellar units whose consistent and systematic approach to evidence-based care optimizes patient outcomes. Units that receive this national recognition serve as role models to others on their journey to excellent patient and family care,” she explains.

UtmbConnect Receives A+ from Epic

Epic was on campus last week for the final utmbConnect meeting, and presented UTMB with an A+ for the Epic integration project. Representatives from Epic reported that overall, our metrics for the project have steadily improved, and after eight months, they are stable. We have also achieved dramatic improvement in encounter closure since the beginning of the project.

Epic said they attribute utmbConnect’s success to the collaboration of all entities across the institution, and in particular, the partnership between Information Services with Health System Operations and the constant attention to and accounting for all workflows. They hope to use UTMB’s integration methods as a model for future go-live clients.

A user survey revealed that overall, utmbConnect users seem to be pleased with the new system. The 2012 Upgrade is slated to take place April 12.

December 11 - utmbConnect and Epic Team Members in the Administration Building after the final meeting

December 17 - Donna Sollenberger celebrates the holidays with the Revenue Cycle team in the Railroad Museum at Shearn Moody Plaza.
Infection control outcomes are an often unsung source of pride at UTMB. In order to prevent infection in patients, the Department of Healthcare Epidemiology identifies priorities for all Intensive Care Units to follow. The priorities for infection control include:

- Compliance with hand hygiene requirements
- Prevention of device associated infections: Central Line-Associated Bloodstream Infections (CLABSI), Catheter-Associated Urinary Tract Infections (CAUTI) and Ventilator-Associated Pneumonia (VAP)
- Prevention of Clostridium difficile infections and transmission of drug-resistant bacteria

The frequency and cause of infections is always documented and tracked, and our data is compared to data reported to the Texas Department of State Health Services on Health Care Associated Infections (TX HAI) and Centers for Medicare & Medicaid Services (CMS).

**Weeks since the last CLABSI Event**

The Pediatric Intensive Care Unit (PICU), Burn Intensive Care Unit (BICU) and Hospital Galveston have all gone more than a year without a Central Line-Associated Bloodstream Infection (CLABSI) event. The Surgical Intensive Care Unit (SICU) has only had two CLABSI events in the last 12 months, both of which were in the spring. Any time a CLABSI event occurs in an ICU, epidemiology meets with the unit to determine how future infections can be prevented.

**How does UTMB compare to other institutions in CLABSI events?**

The goal for all units is to have zero CLABSIs, and we won’t be content until all units go an entire year without having any instances of a CLABSI event. However, we do compare well in both Texas Health Care-Associated Infections (HAI) Reports and reports generated by CMS.

The most recent Texas HAI report shows we are performing better than most hospitals—adult ICU/PICU and ISCU rates are equivalent to other hospitals with neonatal ICUs. The CMS report shows our standardized infection ratio (SIR) is 0.4, which means we have about 40% the “expected” number of CLABSIs based on our denominator (central line days).

**CAUTI (Catheter Associated Urinary Tract Infection)**

Three units have done very well in avoiding CAUTI events. BICU has had zero CAUTIs for 22 months and PICU has had none for 35 months. SICU has gone 7 months without a CAUTI. CMS’s SIR is 0.78, meaning they only have 78% of the number expected by CMS.

**VAP (Ventilator Associated Pneumonia):**

There are new definitions for adults regarding Ventilator Associated Pneumonia (VAP), so comparative data is not yet available; however, we have had very few “possible VAPs” (new designation), so we have reason to believe we are doing well.

**Clostridium difficile:**

* C. difficile is a potentially deadly infection of the gastrointestinal tract. It is a bacterium that forms spores, so it survives well in the environment. If a person who carries it in their bowel is exposed to antibiotics or chemotherapy, the organism can form a toxin that results in diarrheal illness and potential development of pseudomembranous colitis or toxic megacolon.

Health care facility associated CDI (C. difficile infection) may be classified in one of two ways: HFA-hospital onset (onset of symptoms on or after the third day of the admission) or HFA-CO (onset within four weeks after discharge from the hospital—this is often a reason for readmission). Currently, only a CMS comparison for HFA-HO is available, which says we are performing at 0.26 or 26% of the expected number.

For more information on infection control or the Department of Epidemiology, visit the Epidemiology website, [http://www.utmb.edu/hce/](http://www.utmb.edu/hce/).
The University of Texas Medical Branch at Galveston is the first hospital in Texas to receive the Get With the Guidelines®-Resuscitation Silver Quality Achievement Award from the American Heart Association (AHA). The award signifies that UTMB has reached an aggressive goal in using guidelines-based care to improve patient outcomes from in-hospital cardiac arrest.

The AHA program aims to help hospital teams save more lives threatened by cardiopulmonary emergencies. Participating hospitals follow the most up-to-date scientific guidelines for treating patients who suffer a cardiac arrest in the hospital.

“Shortening the time to effective resuscitation and maximizing post-resuscitation care is critical to patient survival,” said Dr. Lee H. Schwamm, chairman of the program's national steering committee and professor of neurology at Harvard Medical School in Boston. “UTMB’s commitment to Get With the Guidelines®-Resuscitation puts our quality improvement interventions and strategies into the workflow of care for their patients who experience cardiac arrest.”

UTMB's Chief Nursing and Patient Care Services Officer, Dr. David Marshall, said he was very proud to accept the prestigious award. “We are dedicated to helping our patients have the best possible outcomes,” he said. “Implementing the American Heart Association's Get With the Guidelines®-Resuscitation program makes it easier for our teams to put proven knowledge and guidelines to work.”

Get With the Guidelines® is the American Heart Association/American Stroke Association's hospital-based quality improvement program that empowers health care teams to save lives and reduce health care costs by helping hospitals follow evidence-based guidelines and recommendations. For more information, visit http://www.heart.org/quality.

Project CARE celebrated their kickoff on December 2 with a special presentation and ribbon cutting.

Project CARE is modeled after the Society of Hospital Medicine's Project Boost “Teach-Back” process. Through the teach-back process, once the patient has been given care instructions by the medical provider, the patient is then asked to “teach back” what he or she has just been told, in order to ensure understanding. When necessary, the care provider will re-explain care instructions, and have the patient teach back what they have learned again.

It is estimated that only 12 percent of adults have proficient health literacy, and those with limited health literacy are more likely to be readmitted to inpatient care providers. By increasing healthcare literacy through the teach-back process, Project CARE is hoping to reduce the number of 30 day inpatient readmissions.

Unit 7B is the pilot unit for Project Care.
Gina Butler is the recipient of the 2013 Dr. Heller Memorial Scholarship. The National Association for Healthcare Quality (NAHQ) and the Institute for Healthcare Improvement (IHI) have collaborated with Midas+ to award the Dr. Heller Memorial Scholarship to a NAHQ member or Midas+ client who is currently involved in or has recently completed a major quality improvement project in their facility or organization as a result of taking an IHI Open School course through the Dr. Heller Memorial.

In keeping with Dr. Heller’s vision for quality improvement, the applicant must have completed at least one of the IHI Open School courses made available through the Dr. Heller Memorial and submit an essay and poster that demonstrates the learning that resulted from the participation.

Gina will present her poster, *Creating One-Piece Flow in the Primary Care Setting*, at NAHQ’s 39th Annual Educational Conference in Nashville, TN, September 7-10, 2014, and at the IHI National Forum on Quality Improvement in Health Care, December 8-11, 2013, in Orlando, Florida.

Congratulations, Gina, on this outstanding achievement!

**EAC CORNER**

**New EAC Members Announced** by Amineh Baradar, EAC Blog

Congratulations to the newly elected EAC members!

**Frank Valiulis**
representing Institutional Support staff

**Kevin Moore**
representing Correctional Managed Care employees

**Susanne Johnston**
representing the Academic Enterprise

**Souby George**
representing Hospital Staff and Clinic
“Let it Snow!” was the theme this year at the Annual Campus Holiday Lighting Ceremony, held December 3. Snow machines entertained children, employees and patients alike as they enjoyed holiday messages from EVP & Provost Danny Jacobs and Senior Vice President of Health Policy and Legislative Affairs Ben Raimer, a performance by the Mossbacher Odyssey Academy Children’s Choir, and refreshments on the hospital lawn. 🎄
On the Mainland, UTMB employees and their families came out for the annual Victory Lakes Specialty Care Center Tree Lighting. Holiday messages were given by VP of Ambulatory Operations Ann O’Connell and VP and COO Deb McGrew and tables were set up for children to make their own holiday decorations and ornaments.
On December 6, a reception was held in Café on the Court for both day and evening shifts. It was a wonderful way to welcome the holiday season and to thank our team members for the phenomenal work they do each and every day! Photos continued on next page.
Happy Holidays to UTMB Clinics

Health System Executive Leadership made the rounds to island and mainland clinics on December 18 to deliver holiday meals. Meals were catered by Smooth Tony’s and Little Daddy’s Gumbo Bar in League City.

The Smooth Tony’s crew helped load meals for island clinics delivered by David Marshall, Jenny Lanier, Brian Williams and Mary Feldhusen. Deb McGrew and Marjorie Kovacevich made deliveries to Friendswood; Tom Riley and Ann O’Connel visited Alvin and the Access Center, while Mai Hoang and Cheryl Bryant made deliveries to the League City and Dickinson locations. Donna Sollenberger and Casey Peterson spread holiday cheer in Texas City; Suman Smith and Blake Korndorffer visited Bay Colony and Mark Kirschbaum and Kim Tindel made the rounds in the Clear Lake area.

Happy Holidays to all!
“A gentleman called the Access Center recently whose mother passed at UTMB. Her wish was to go with him to Palestine for Thanksgiving. He called stating he needed to find the attending doctor in order to obtain the death certificate so the funeral home could do the cremation. All he wanted to do is fulfill his mother’s wish. I transferred him to the UTMB operator and asked her to please make sure this gentleman was connected to the correct unit. Several days later he called back to say thank you. Everything had been taken care of and he was on his way to Palestine to complete his mother’s wishes. He was so happy. Per his request, I transferred him back to the operator and he was also able to thank the nurses on the unit. Even though I didn’t play a big part of having the certificate signed, I am glad I received the call and to hear how happy he was. I am glad we are here to direct people in the right direction. With all of this said, I’d like to wish everyone a happy and Blessed Holiday Season with your family and friends.” –Delia Martinez, Access Center

“Special thanks to the nurses of 9C for excellent service, especially Barbara Robinson, Becky Russell, Elysha Goldstein and Erika Courtright. These nurses provided really good care and went above and beyond to ensure that I was cared for and received my medications on time.”

“The care I received from the nurses on 9C can only be described as phenomenal. I am not even sure that adequately describes the professionalism and level of concern and care I received from this group of saints. Should I ever need hospital care again, you can be sure my hospital of choice will be UTMB Galveston!”

Laura Day (Nurse Clinician III, Emergency Services) was kind and had excellent nursing skills. Stephanie Dejongh (Nurse Clinician IV, Emergency Services) was also amazing. I could not have asked for a better nurse. 

Dr. Brent Vasut (Emergency Medical Group) was informative and compassionate.

Dr. Stephen Busby and his team who worked on me when I came in were the best – I could not have received better care anywhere else in the country. (Neurology)

Dr. Lance Griffin was great quick and to the point. My treatment was well beyond my expectations. (Trauma-General Surgery)

Dell Roach and the nurses on 8C were top notch! They were professional and kind and gave excellent care. They are to be praised. (Medical)

Dr. Ana Triana was patient, interested and interactive. She did not rush and was on top of all issues. (Stewart Road Family Medicine)

Dr. Adam Schindler (Resident PG-2) has been the best doctor I have had at UTMB since family medicine opened. (PCP General Medicine)

Dr. Manuela Murray and staff are excellent and I am 100% confident of the care my children receive. (Academic Pediatrics at Bay Colony)

Dr. Nikoletta Carayannopoulos is an extraordinary doctor. She is exceptional and very skilled – the best physician I ever had; extremely talented and caring. (PCP Orthopedics)

We love Dr. Eleanor Forbes and her staff. (Victory Lakes Pelvic Health and Continence)

Dr. Jeanne Smith is outstanding!! (Occupational and Physical Therapy)

I had Dr. Stephen Antwi and he was wonderful. He made me very comfortable and I felt very informed and confident. (Victory Lakes Adult Urgent Care)