Originally established as a partnership with the Texas Department of Criminal Justice in 1994, the University of Texas Medical Branch Correctional Managed Care (CMC) program provides managed health care for offenders in more than 100 adult and juvenile correctional facilities throughout the state, or approximately 80 percent of the state’s inmate population. Services provided include medical, pharmacy and dental care.

continued on page 2
UTMB CMC is also among the world’s leader in telemedicine and electronic medical records applications. With four million documented patient encounters per year, CMC is known for its innovative programs and creative solutions in the fields of correctional health care.

On October 25, Donna Sollenberger, executive vice president and chief executive officer, UTMB Health; Mai Hoang, administrative fellow; and Owen Murray, vice president for correctional managed care, toured CMC facilities in Huntsville, including the Walls Unit, the CMC Pharmacy and the Estelle Unit. They were joined by CMC team leadership including Dr. Bobby Vincent, medical director of the Estelle Unit, Denee Robison, regional nurse manager; Justin Robison, director nursing offender care services; Gary Eubank, director of nursing; and Anthony Williams, associate vice president infirmary services.

The Walls Unit

The Texas State Penitentiary at Huntsville, also known as the Walls Unit, was the state’s first enclosed penitentiary for convicted felons, established in March 1848.

This penitentiary once held Kiowa chiefs Satanta and Big Tree, infamous gunslinger John Wesley Hardin, and federal prisoners of war during the Civil War. In fact, by the end of the Civil War, the Huntsville Penitentiary was the only prison in the eleven Confederate states still standing.

The unit was also once home to the Texas Prison Rodeo, which began in 1931 to provide recreational opportunities for some of the inmates. The rodeo grew in popularity throughout the years, but officially ended in 1986.

UTMB Correctional Managed Care offers ambulatory medical, dental and mental health services at the unit. Leading the tour of the medical unit were Beth Pipkin, nurse manager, and Brooke Davis, practice manager. Sergeant John Heil of the Texas Department of Criminal Justice (TDCJ) provided a tour of the historic portion of the unit.

Model of Walls Unit in Prison Museum, with Main Building in the center, Infirmary to the left and Dining to the right. Huntsville, Texas. Image by Alexey Sergeev

Holding cells in the historic section of the Walls Unit

Denee Robison, Dr. Bobby Vincent, Donna Sollenberger and Gertleinith Perry, correctional clinical associate

Dr. Owen Murray, Linda Smith, correctional clinical associate, and Donna Sollenberger

Walls Unit photos continued on page 3
Dr. John Beason, regional dental director, with Donna Sollenberger

Donna Sollenberger and Melissa Franks, vocational nurse

Sergeant John Heil gives the group a tour of the historical section of the Walls Unit

Denée Robison and Shelia Ware, administrative secretary

Dental Department at the Walls Unit

Gary Eubank and Justin Robison peer inside former infirmary cells

Sherry Haynes, mental health manager, with Donna Sollenberger—Sherry has been with CMC for over 30 years!

Dr. John Beason, regional dental director, with Donna Sollenberger
After the morning tour of the Walls Unit, the group traveled to the nearby CMC Pharmacy, where Dr. Stephanie Zepeda, director of Pharmacy Services, led a tour of the 20,000 square foot pharmacy facility. Stephanie could hardly fit all the information about the pharmacy into the tour, which is understandable when one considers that the team provides services to approximately 156,000 patients at 125 facilities statewide, with customers including the Texas Department of Criminal Justice and Texas Juvenile Justice Department.

The Pharmacy team celebrated Pharmacy Week the day of the tour. The 1950s-themed afternoon was complete with a costume contest and a Twist Dance-Off Contest. It was a fun and educational afternoon!

Carolyn Swinner, stores clerk, in the reclamation area (a barcoding system that tracks the history of all medications)

Maxine Uley and Yolanda Loftin, stores clerks, sort through returned medications for possible reuse. All returned medications are inspected and returned to stock or destroyed according to rules and regulations. Medications are reused if they are not expired and were not issued to a patient.

Tony Williams and Marilea Pham, pharmacy technologist

Randy Zimmerman, pharmacy technologist, with Dr. Owen Murray—you may remember Randy as one of UTMB's recent You Count! winners

Cheryl Winkle and Chris Vaughan, pharmacy technologists

Mary Brown, stores clerk, in the reclamation area. The pharmacy saves over $10 million per year by having a very effective and compliant recycling program for returned pharmaceuticals. Their automation, most of which was custom built, enables the pharmacy to dispense nearly 4.5 million prescriptions each year, approximately 375,000 each month, and over 18,000 a day with an average prescription cost of only $8.53

Best costume winners, from left to right: John Spencer, senior pharmacist, Donna Sollenberger, Michele Scheler, pharmacy technologist, Donna Rhoads, stores clerk, and Dr. Owen Murray

Winners of the Twist Dance-off Contest: Laura Salyer, pharmacy technologist, Roger Collins, senior pharmacist, and Catherine Arnold, pharmacy technologist

Twist Dance-Off Contest
The day ended with a tour of the Estelle Unit, led by Khari Mott, business manager for inpatient operations at the Estelle Unit, Dr. Bobby Vincent, medical director of the Estelle Unit, and Shelly Hanson, cluster nurse manager. The 5,459 square foot Estelle Unit is located 10 miles north of central Huntsville and contains a geriatric facility, a program for physically handicapped inmates, a program for substance abuse, a high security unit and a regional medical facility. The Estelle High Security Unit, a unit within the prison, is a supermax facility (the most secure level of custody in the prison system).

The medical facility contains ambulatory medical, dental and mental health services, and medical care is available 24 hours a day, seven days a week. The infirmary contains approximately 120 assisted living and extended care beds. Specialty clinics on-site include audiology, brace and limb, dialysis, nephrology, ultra-violet therapy, physical therapy, occupational therapy, respiratory therapy, optometry, ophthalmology, oral surgery, regional radiology and a regional laboratory.
Gary Eubank coordinates well with the artwork in the Estelle Unit—murals throughout the unit were created by inmates.

Gary Eubank also tests out the equipment—looking good!

Donna Sollenberger and Shelly Hanson in the Estelle Unit ER.

Inside the Physical Therapy Department.

Justin Robison and Deborah Burkhardt, nursing supervisor.

Donna Sollenberger with Misty Hawkins, radiology technician.

Stay tuned for more CMC adventures—Friday Focus heads to Sugarland early this spring. A complete set of the photos above is available on UTMB’s Flickr page at http://flic.kr/s/aHsjM8tqcL
Did you know that as a UTMB employee you’re part of a university system that began 130 years ago and today includes six health science universities and nine academic institutions? The University of Texas System enrolls more than 215,000 students and is responsible for countless advances in education, the arts, sciences, technology, engineering, mathematics and health care.

The UT System officially designated November 8, 2013, as the first UT System Recognition Day to honor the efforts of UT System employees throughout the state. First proposed by the statewide Employee Advisory Council, UT System Recognition Day is a reminder of all that we’ve accomplished and all that we contribute to our state.

You make our vital mission possible. Thank you for the work you do every day to improve health for Texas and beyond.

To learn more about UTMB’s Employee Advisory Council, visit the EAC blog. You can use the email feature on the blog to provide EAC your ideas for how UTMB can celebrate UT System Recognition Day in the future and let the council know what your work as a UTMB and UT System employee means to you. Also, be sure to take part in this year’s EAC elections to determine representatives for the coming year.
CONSTRUCTION UPDATE

JENNIE SEALY: THE STORY OF OUR ONGOING PROGRESS, TOLD IN NUMBERS

Averaging 250 workers per day, with more than 360,000 person hours to date

38,310 total yards of concrete poured
50,000 total yards concrete planned

ACGME Approves UTMB Vascular Surgery Residency Program

The UTMB Vascular Surgery Residency Program has been approved by the Accreditation Council for the Graduate Medical Education (ACGME). The new program will recruit candidates directly from medical schools and provide a full five years of Vascular Surgical training.

Typically, medical students go through a general surgery residency and internship period that lasts five to seven years. They then move on to a subspecialty fellowship (such as vascular surgery) for two additional years.

Dr. Michael Silva, chief of the Division of Vascular Surgery and Endovascular Therapy and director of the Texas Vascular Center, began working towards developing a five-year paradigm approximately four years ago for students who are looking to specialize in vascular surgery.

Silva said that in the past 10 to 15 years, vascular surgery has become more minimally invasive and catheter based. By having a program that focuses on this type of training for five years as opposed to just two years, the students not only receive a more streamlined education, but a more specialized one as well. Upon graduation, vascular surgery residents will be eligible for board certification in vascular surgery by the American Board of Surgery.

Methodist Hospital in the Texas Medical Center is the only other training program in the state that has the same accredited Vascular Surgery Residency program. Dr. Silva says UTMB and Methodist plan to work closely together to do a combined surgical simulation training program and will also collaborate with students from Baylor and UT Health Science Center at Houston.

The first resident in the new program, Jenny Worsham, is part of a UTMB legacy. Her grandfather, Fred J. Wolma graduated from UTMB in 1943 and was a former UTMB chief of general surgery, chief of staff, and co-director of the Emergency Department. He was honored in 1984 as an Ashbel Smith Distinguished Alumnus. In addition, Dr. Wolma and his wife Dorothy established the The Fred J. and Dorothy E. Wolma Professorship in Vascular Surgery, currently held by Dr. Silva.
My Chart Proxy Access Gets a New Name: Family Access!

MyChart, the UTMB online patient portal that allows users to access their medical information, has an improved process for linking family accounts. MyChart Family Access, formerly known as proxy access, allows an individual, once granted permission, to access select portions of another person’s medical record.

As with any proxy relationship, two people are involved: the person whose chart is being accessed is called the subject, and the person who is receiving access to the chart is called the delegate.

A subject must give a delegate permission to access their medical information through MyChart by completing the MyChart Family Access Request form and submitting electronically. Parents requesting access to their children’s MyChart account should also complete and submit the MyChart Family Access Request form. No one should ever access another person’s MyChart account unless it has been linked to their own through family (proxy) access.

The subject’s chart will be accessed through the delegate’s MyChart account. If the delegate does not have a MyChart account, he/she now only has to fill out and submit one form to receive a MyChart access code. Once the delegate activates their own account, their family access will already be in place.

MyChart Family Access can be useful to parents who need to access their children’s accounts to schedule appointments, check immunizations, reorder medications, and coordinate other health-related information for their children. Likewise, adults may also utilize Family Access to assist a parent or relative in ordering and/or monitoring medications and scheduling appointments.

Thank you to the proxy request workgroup for their time and contributions to this process improvement!

Liz Perez, League City Pediatrics and Adult
Crystal Paez, Friendswood Pedi and Adult Specialties
Jennifer Danesi, Texas City Pediatrics
Julie Solis, Health Information Management
Robert McGee, IS- MyChart System Analyst
Beth Scribner, MyChart Ambulatory Operations

DJ Mardis, Bay Colony Pediatrics
Iris Rivera, Alvin Pediatrics
Andrea Wirt, Geriatrics
Shelly Witter, Compliance
Lynette Pullen, Clinics Training

Guidelines for use of the billboard are still being finalized. For questions, or requests for a message to be considered on the Victory Lakes LED display, contact utmb.health@utmb.edu, or call (409) 772-2618.

New Digital Billboard at Victory Lakes

Mainland commuters and anyone else who has driven the stretch of IH-45 past the UTMB Specialty Care Center at Victory Lakes has likely spotted the new digital billboard that went live on October 31.

The Office of Marketing and Communications, who manages the billboard, say they hope the messages on the board, which are visible to all motorists traveling north and south on IH-45, will help increase public awareness of UTMB programs.

Pep Valdes, director of digital communications, says that so far, feedback from employees and the public has been positive, and that they have had several indicators that the billboard is already drawing people to UTMB events and sites. Valdes went on to say that there will be more solid metrics to measure the billboard’s success once some additional time has passed.

For more information about MyChart, please check out the MyChart site at www.utmb.edu/mychart.
Give to SECC, Win a Pizza Party

Giving to the State Employee Charitable Campaign is easy! Through November 30, any department, unit or clinic in the Health System that achieves 100% participation in the campaign will receive a pizza party.

One-time contributions can be made via cash, check or online. Donations may also be made through a payroll deduction (monthly or a single gift). No amount is too small!

Nursing Night Shift Book

UTMB’s Nursing Night Council is recognized in the new book, Night Shift Nursing: Savvy Solutions for a Healthy Lifestyle by Kathleen Pakieser-Reed.

The book, which provides useful tips and practical tools that show nurses how to make the night shift work for them, features the Nursing Night Council’s “Caught in the Stairs” initiative, which was developed through a partnership with UTMB’s Health Promotion Program.

The teams committed to having one event per month during the hours of 6 p.m. to 8 p.m. The first “Caught in the Stairs” event was held in September 2012 and rewarded 120 employees for being “caught” using the stairs with tee-shirts and waters bottles. Prizes during the second event, held in October 2012, included two three-month memberships to the Alumni Field House, tee-shirts and beverage cups. In November, a full day of activity events was planned. The members found these activities enhance teamwork, morale and productivity.

Night Shift Nursing contains numerous suggestions for nurses including energizing fitness routines and nutritious food options to tips on reconstructing sleep patterns and balancing family and personal relationships. There is even a section for employers on creating healthy work environments for night shifters.

Congratulations to Barbara Bonificio, MS, RN-BC; Elvia Gomez, BSN, RH-BC; Souby George, MSN, RN; and Amy Carroll, MSN, RN, CCRN for recognition in this book.

Holiday Lighting Ceremony

Health System Campus Celebration

Tuesday, December 3, 2013
5:30 p.m.
Front of John Sealy Hospital
Operations Council Welcomes Patient & Family Advisor, Bonnie Farmer

Bonnie Farmer is not a UTMB employee, but has become the newest member of the Health System Operations Council, serving as Patient & Family Advisor. Improving the patient experience is an ongoing priority for the Health System, and the Operations Council hopes that by soliciting Bonnie’s input, the decision-making processes will be enhanced.

A long time UTMB patient and member of the community, Bonnie was born on the island, attended Galveston ISD schools and graduated from Ball High School. She received her BS in Speech in Business at West Texas University and her MA Clinical Psychology from the University of Houston, Clear Lake. Bonnie is married to fellow BOI (Born on Island), Tom Farmer, and they have two sons, four grandchildren and a large extended family.

In addition to her role as Patient & Family Advisor on the Operations Council, Bonnie also serves on the Hospital Furniture Selection Committee and is a member of the UTMB President’s Cabinet.

As Patient & Family Advisor, how do you hope to contribute to the Operations Council?

UTMB has set as a priority making the patient experience a primary focus in providing excellence in health care. Over the years, I’ve seen a very wide variety of UTMB settings from the patient and family perspective. Sometimes what ought to work does not work, and sometimes it exceeds expectations. I hope to add the “consumer experience” perspective to the considerations undertaken by the Operations Council.

Usually we ask staff members how they work to improve the patient experience. As a patient, have you ever had a stand out encounter at UTMB when someone has improved your experience?

There have been many times. The stand out time would be in 2006 when one of our family members required emergency surgery. Dr. Guillermo Gomez was just going off call, but came back to perform a laparoscopic procedure, sparing us potential complications that can result from an open procedure. Dr. Gomez, Dr. Sean Funston and Dr. Aristedes Courtrevels spent the next 72 hours overseeing care in the ICU. The three of those men, plus the unnamed others who cared for my family member during that time deserve great credit. The three physicians definitely improved our experience.

What are some things you enjoy doing in your spare time?

I spend a lot of time “batting clean-up”. Our large family generates lots of loose ends and I’m delighted to tie them up when asked—sometimes when not asked! I really enjoy helping others. In recent years, I’ve spent a good deal of time working with a small alternative school housed at St. Vincent’s. I love to read, to spend time with the family at our ranches in South Texas, to meet with our small group Bible Study of Coastal Community Church, to hunt and fish, to catch every possible theatre, t-ball, baseball, softball, soccer and basketball game featuring the four grandkids.

What are you most proud of?

Hands down, my family!—my husband of 43 years, Tom; my son Ted and wife Lisa (UTMB anesthesiology faculty), and their children, Thomas and Maggie; my son Jason and his wife Erica (co-owner of Island Embroidery), and their children, JD and Carter. Tom, Ted and Jason work together at Farmer’s Alloy here and on the mainland. I’d like to take credit for them turning out so well, but they got most of it right on their own!

Our extended families (for whom I can take absolutely no credit) include my parents, John and Betty Lou Williams, Tom’s mother, Roselle Farmer, Lisa’s mom, Gaye Magliolo, Erica’s family, Denise and Donnie James and Shelby, Richard and Katherine Escuchen. And, we have a host of "assimilated children" who have become a precious part of our family through the years.

NASA Annual Safety and Health Day

UTMB volunteers participated in NASA’s Annual Safety and Health Day and performed over 100 blood sugar screenings, handed out diabetes education material and gave away over 400 bags of goodies.

Pictured Left to Right: Josie Marcia, Janis Layer, Brittni Leffage, Teresa Boulet, Deb Och, and Peggy Castanie
Oliver Center Opens Division of Shared Decision Making

In September, Dr. Meredith Masel and The Carolyn J. Oliver, MD Center for Patient Safety and Quality Healthcare received a President’s Cabinet Award to open a Division of Shared Decision Making within the center. The Oliver Center was dedicated in 2008 with the intent of promoting patient centered care. Patient-centered care addresses the needs and desires of patients and their families and includes them as a vital part of the health care team.

Shared decision making takes patient-centered care a step further. In the clinical setting, shared decision making is a collaborative process, often with the use of “decision aids” such as pamphlets or videos that allow patients and their providers to make health care decisions together, taking into account the best scientific evidence available, as well as the patient’s values and preferences. Shared Decision Making respects the provider’s expert knowledge and the patient’s right to be fully informed of all care options and the potential harms and benefits. This process provides patients with the support they need to make the best individualized care decisions, while allowing providers to feel confident in the care they prescribe. This process is associated with reductions in the use of tests and elective procedures, and patients who are more well informed, satisfied and compliant with treatment recommendations.

The center’s work towards shared decision making begins this month, and the first steps include two small pilot project. The first project is adding a link in Epic to a decision aid that can be used at the point of care. In the early stages, the goal is to test the feasibility of that function in Epic. The other project is to partner with a physician to send letters to a small number patients with a certain diagnosis for which a decision must be made (i.e. Watchful waiting, physical therapy, or surgery) including decision support material. The center will then follow up with those patients to see if they actually accessed the material available. The Oliver Center is also currently working with the UTMB Graduate Medical Education Office and the Office of Human Resources to provide cross-cultural communication training and interpersonal communication education for all resident physicians and personnel to maximize every provider-patient encounter.

Masel said ultimately the Oliver Center would like to have a fully functioning physical and virtual decision aid library to help both clinicians and patients grapple with medical decisions from medication choice to surgical options. She welcomes interested clinicians to contact her if they would like to learn more or champion this effort in their department.

For more information about Shared Decision Making and the Oliver Center, visit http://www.utmb.edu/olivercenter/ and to contact Dr. Masel by email, mcmasel@utmb.edu.

Upcoming Holiday Events

**November 28:** Thanksgiving Day – complimentary meals will be served to employees (badge required) in Café on the Court

**November 30:** Last day to donate to State Employee Charitable Campaign

**December 3:** The Campus Holiday Lighting Ceremony will be held at 5:30 p.m. in front of John Sealy Hospital

**December 4:** Victory Lakes Tree Lighting Ceremony at the Specialty Care Center in Victory Lakes

**December 6:** Annual Campus Holiday Celebration in Café on the Court from 2:30-4:30 p.m. and 9:30-11:30 p.m.

**December 25:** Christmas Day – complimentary meals will be served to employees (badge required) in Café on the Court
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Katie Henson (Nurse Clinician III, Labor & Delivery) started my IV—she was very caring. I loved the nurses on the 6th floor, especially Sylvia Morgan (Patient Care Technician I, Postpartum). She helped my family and me a lot. (Obstetrics)

I loved my mid-wife Susan Nilsen. She was awesome! She made me feel so comfortable and was very kind. (Obstetrics)

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During admission, our nurse, Tammy Brown (Nurse Practitioner) and the urology resident, Dr. Kyle Keyes, were very compassionate and caring. Dr. Keyes saw me immediately and sped up the admission process.

I recently changed my urologist to Dr. Joseph Sonstein. This was my 18th surgery for kidney stones, and I received the best medical care possible. I am grateful beyond words.

Everyone was very helpful. Nicole Young (Patient Care Facilitator) on 9B especially and Lesa Parker (Nurse Clinician IV) and another RN named Steve—they were great. (Cardiology/Coronary)

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Dr. Anika Bell-Gray made me feel very safe in her care. She is a very concerned about her patient’s health. (Texas City Family Medicine)

Dr. Akila Muthukumar is a beautiful person, and the secretaries at the Pediatric Hematology clinic are always ready to take care of my family. I am not bilingual and Dr. Muthukumar and the staff always find an interpreter for me. The lady who draws the blood is excellent in her treatment and in her job. (Pediatric Hematology/Oncology)

Carolyn Utsey is a truly outstanding professional. She made what could have been an awkward experience almost pleasant! Her “bedside manner” put me at ease, and I was able to accomplish my goals in a timely and satisfactory manner. (Physical Therapy)

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Congratulations to Mary Butler, quality management specialist, recent recipient of the Dr. Heller Memorial Scholarship for 2013, presented by Midas+, NAHQ, and IHI. As the scholarship recipient, Mary will present her poster at NAHQ’s 39th Annual Educational Conference in Nashville in September 2014 and at the IHI National Forum on Quality Improvement in Health Care this December in Orlando, Florida.

“I have been exposed to two facilities under the UTMB umbrella – one on the mainland and one in Galveston. As someone who was a patient at other facilities and utilized the services of one of the “best rated hospitals” in the country, I can tell you with utmost sincerity that UTMB takes a back seat to none. In fact, I would put UTMB at the head of the list. From A to Z, registration through surgery, the cordiality and professionalism was superb! The net result of this fine treatment is that as a recent transfer to Lake Jackson, TX, I am going to utilize UTMB for ALL of my medical needs, of which there are many. It gives me great pleasure to highly recommend UTMB to anyone in need of medical treatment. You are truly one of a kind!” - UTMB patient

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