Healthy and Happy Holidays from the UTMB Health System

A SPECIAL HOLIDAY EDITION

On behalf of the UTMB Health System, thank you for the work you do. May health and happiness greet you all throughout the holidays, and best wishes for a bright New Year!

More holiday photos on pages 6-9!

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www.utmb.edu/fridayfocus | friday.focus@utmb.edu | Friday Focus Team: Mary Feldhusen and Erin Swearingen
As I complete my first year as Chief Medical Officer, I am grateful for the warm welcome I have received. It has been a pleasure working with all of you, and we have accomplished so much together.

In fact, shortly after my arrival, UTMB was faced with two potential epidemics: the H1N1 flu virus and the Ebola virus. As we prepared to treat these patients, particularly any potential Ebola patients, we mastered techniques that would save the lives of these individuals and safeguard our staff against infectious disease threats. Watching our teams work together during those situations taught me about the responsive, resilient culture of UTMB and the skill and excellence of our people.

I would like to highlight several important accomplishments over the past year:

• To help kick off UTMB’s occupational exposures to bloodborne pathogens (OEBBP) campaign, we welcomed Dr. David Henderson, primary author of the Society for Healthcare Epidemiology of America Guidelines, to UTMB-Galveston to present his pioneering work on the prevention and treatment of bloodborne pathogen exposures. His special presentation, “Risky Business: Blood Exposures in the Healthcare Setting”, was recorded and can be viewed online at http://intranet.utmb.edu/healthsystem.

• Working together, we increased awareness of occupational exposures to bloodborne pathogens that result from needle stick injuries. Through all of your efforts, we decreased OEBBP by one-third this year.

• UTMB continued the integration of the Angleton Danbury Campus (ADC), which joined our organization in August 2014. In support of this effort, Dr. Rex McCallum and I partnered with the ADC physician staff to create a Physician Advisory Council. Additionally, through a joint effort between Information Services, Revenue Cycle Operations, and clinicians in all roles, we launched the Epic Electronic Medical Record (EMR) System in this community hospital setting.

• Working across all areas of UTMB, we successfully implemented the ICD-10 Classification System across the entire UTMB Health System, including our hospitals and clinics.

• We strengthened relationships between the Chairs and Vice Chairs, and physicians were brought into many important discussions on topics that impacted their work. Through these conversations, issues were expeditiously addressed. In support of this ongoing endeavor, I will continue to serve as liaison between Medical Staff and Health System Administration.

In the coming year, I am committed to continuing being available to you, even as I begin my own surgical practice. This clinical experience will provide me with additional insight as I join you all in caring for the patients we serve. Over the course of the next 12 months, our focus will be on several specific areas of interest of our Road Ahead:

• Work together to make care delivery at UTMB absolutely safe for patients and staff alike—safe from medication errors; safe from wrong-site surgery; and safe from unnecessary and often costly tests and procedures.

• Reduce iatrogenic injuries and hospital-acquired conditions. Our goal must be complete elimination of both, and we will develop multidisciplinary approaches to achieve this.

• Improve care while reducing cost by avoiding the overuse of lab tests, imaging studies, and invasive procedures.

• Successfully activate and open UTMB’s two new hospitals, the Jennie Sealy Hospital, located on the Galveston Campus, and the League City Hospital.

• Revisit, develop and implement Medical Staff Attending Guidelines to advance professionalism in all of our relationships and improve patient care in our clinics, operating rooms, and wards.

Margaret Meade once said, “Never doubt that a small group of thoughtful, committed people can change the world; indeed, it’s the only thing that ever has.” I look forward to working together to work wonders with you at UTMB on our collective Road Ahead.

Sincerely,

Selwyn O. Rogers, Jr., MD, MPH, FACS
Vice President, Chief Medical Officer
Assistant Dean for Clinical Affairs
UTMB Health Launches New Quality & Safety Website for Patients and Families

Today, more than 80 percent of consumers conduct internet research on products or services before making a purchase, and the demand for accurate online information on health care services is increasing as much as any other industry. In response, UTMB Health has launched a new website, “Quality & Safety Reporting at UTMB”.

UTMB recognizes that patients and families have a choice when it comes to selecting a health care provider. When faced with making important decisions about health care, feeling well informed about the quality, safety and affordability of the care they will receive from a specific physician or hospital is a top priority.

To help patients and families evaluate these criteria more easily, UTMB now publishes its quality and safety reports online, including recent patient satisfaction survey results, the length of time patients were hospitalized for various conditions, how often patients were readmitted within 30 days, and how frequently patients developed preventable conditions associated with their care.

Along with a display of the data for each quality and safety measure, a written interpretation of the data is provided and a comparison is made between UTMB’s performance and that of other academic health systems across the country.

The website also includes information on the many ways UTMB continually works to improve the care and services it offers, and it provides a list of useful resources to help patients better partner in their own care, such as The Joint Commission’s Speak Up™ patient safety program.

In the future, a physician rating system will be added to the organization’s web presence to provide patients with information on the expertise and experience of individual providers as well as comments and feedback from recent patients.

At UTMB Health, safety and service are our top priorities, and we believe patients and families are the center of the care team. With the health care quality information published on UTMB’s new website, patients and families can feel confident in choosing UTMB as their health care provider.

Please visit the website at http://www.utmb.edu/qualityresults today! If you have suggestions on ways to enhance or improve the website, please email us at friday.focus@utmb.edu.
Caring for the Spiritual Needs of a Culturally Diverse Patient Population

The holidays are in full swing, and different cultures celebrate the season in many different ways. That's why this time of year is a great opportunity to remind ourselves that we must always be respectful of the cultural and spiritual needs of our patients and families.

Cultural sensitivity and spiritual care can be as important to a patient as their physical needs. Studies have shown that nearly 80 percent of Americans believe spiritual faith aids in health recovery, while 56 percent believe their faith helped them personally recover from an illness. Seventy-five percent of hospitalized patients believe health care providers should show concern for their spiritual care as well as their physical care.

Understanding how to approach spiritual care might seem perplexing, but just like the many aspects of medical care, spiritual care for patients must be individualized. Spending time getting to know patients and their families can help us better understand their spiritual perspective and needs.

Resources are available at UTMB to help our care teams meet the needs of our spiritually and culturally diverse patient population. UTMB Pastoral Care offers spiritual services for patients and staff in a manner that is respectful of individual personal beliefs. Chaplain and priest visits can be arranged and prayers and sacraments offered. Inspirational reading materials, scheduled worship services, as well as grief and bereavement support are also available.

During their hospital stay, patients may wish to speak with someone who can assist them and their families with non-medical problems or concerns. UTMB’s Patient Advocate Specialists are familiar with all services provided by the hospital and can assist in answering questions that may arise during a patient’s stay. Additionally, Language Interpreters are available for non-English speaking patients and hearing-impaired patients. Please contact UTMB’s Office of Patient Services for more information on these services.

Supported by the Office of Diversity and Inclusion (ODI), UTMB’s Diversity Council promotes an inclusive environment that actively values diversity among students, faculty staff and the broader community. As we celebrate the holiday season, let’s remember the cultural and spiritual preferences of our patients and help them feel at home during their stay at UTMB Health.

Learn more: UTMB Diversity Council at www.utmb.edu/diversity; UTMB Pastoral Care: http://intranet.utmb.edu/healthsystem/Patients/PastoralCare.asp; UTMB Office of Patient Services: http://intranet.utmb.edu/patientservices

MARSHALL-WATSON AWARD RECOGNIZES EXCELLENCE IN PRECEPTORSHIP

By Deborah Murphy, Janet Sandridge and Maribel Bhojani | originally published in the December 2015 issue of Nursing News

Nurse clinician instructors (NCI) and preceptors are essential to successfully transitioning nursing students into nursing professionals. In recognition of this important role, the inaugural UTMB Health Marshall-Watson Award for Excellence in Preceptorship Ceremony was held December 9, 2015 on the UTMB-Galveston campus.

Established by Dr. David Marshall, UTMB’s chief nursing and patient care services officer, and Dr. Pamela Watson, dean of the UTMB School of Nursing, the Marshall-Watson Award will be presented three times a year to recognize individuals who have served as preceptors or nurse clinical instructors and demonstrated commitment and excellence in the roles of educator/coach, socialization agent, role model, leader/influencer, facilitator, evaluator, and protector.

The winner of the inaugural award was Elodia Rodriguez, who works in one of the Dedicated Education Units (DEU) located in Hospital Galveston. She was recognized for consistently demonstrating clinical excellence and nursing professionalism with nursing students through her interactions with patients, physicians, fellow nurses and members of the interdisciplinary care team. Awardees also included Jandi Everett Chavez of Medicine - Nephrology and Minerva Garcia from Surgery.

Dean Pamela Watson, Elodia Rodriguez and Dr. David Marshall
On December 9, 2015, UTMB nurses gathered to celebrate the 4th Annual CNO ADMIRE Awards. Sponsored by Dr. David Marshall, chief nursing and patient care services officer at UTMB Health, the annual award is the reward component of UTMB Nursing Service's Disciplined Clinical Inquiry (DCI)-Monarch Initiative, which supports innovation through the discovery of new knowledge using evidence-based practice (EBP) inquiry.

The CNO (chief nursing officer) ADMIRE award recognizes nurses’ continuing engagement in Advancing, Developing, Modeling Innovation, Research, and Evidence-Based Practice. It is a celebration of nurses’ contributions to the science of nursing practice as well as the achievement of enhanced patient care quality, advanced nursing practice, and a strong marketplace presence.

This year’s award recipients were recognized for harnessing the power of teams to address nurse-sensitive outcomes:

- The EBP Champion Award went to ICU nurses Christina Drake, Scott Woodby, Robert Hastedt, Rachel Taylor, and Zena Mercer. The team was recognized for translating the best evidence to prevent catheter-associated urinary tract infections.

- The EBP Advocate Award was given to Ashley Dungan, Lori Ganoza, and Morgan Jones. These game changers focused their project on the effect of upright patient positions to decrease the duration of the first stage of labor.

- The Research Award was presented to Ed Smith, Souby George, & Tammy Cupit, who systematically examined compassion fatigue, compassion satisfaction, and personal adversity in registered nurses across practice areas.

- The Innovation Award was conferred to a community of nurses from Women, Infants & Children: Lisa Spencer, Mary Douglas, Mary Sue Hopkins, Melissa Maranto, Jordan Wagen, Souby George, Rose Copeman, Lou Ann Smith, Cassandra Moore, Mollie Murphy, Juanita Norton and Rebecca Westerman. The team was recognized for their DCI-Monarch Initiative which translated the best evidence in the use of mobile technology in decreasing the anxiety level of postpartum mothers who are physically separated from their infants.
UTMB Health System leadership loaded up their sleighs and delivered holiday meals to clinics across its service areas on Wednesday, December 9. UTMB Health System leadership would also like to thank faculty and staff who will work on December 24 – 25. Employees working on December 25 will receive a complimentary meal by showing their UTMB identification badge in the cafeteria. Happy Holidays to all!
The Health System hosted its Annual Campus Holiday Celebration in Café on the Court December 1. Day and evening shifts alike enjoyed a decadent buffet of food and drink. It was a wonderful way to celebrate the holiday season together and to thank our team members for the phenomenal work they do each and every day! Photos continue through page 9.
Health System Holiday Campus Celebration
On July 4, 2013, my son was diagnosed with bacterial meningitis at just six weeks old. Today he is the picture of perfect health. He would not be here without the wonderful doctors, nurses, and staff of UTMB Galveston’s PICU floor. We spent a month in the hospital while being treated under their care. His providers were phenomenal in every single way with their care for him, also with their wonderful bedside manner to us. As two very scared, brand new, first-time parents, their care exceeded all expectations. Words will never express my gratitude for the work that those ladies and gentlemen do day in and day out. All I can say is, from the bottom of my heart, thank you for giving my son his life back! You have given me so many wonderful moments with him that I will forever owe to all of you. We thank God for all of you daily!

Let me first say, thank you for your assistance in securing an appointment for me with Dr. Michael Nguyen yesterday. Your assistance was vital to expediting my visit to him and is most appreciated.

Secondly, I could not have been treated with more care or with more genuine customer service than I was yesterday by the entire staff in League City. I waited about 30 seconds before I was called back for vitals. Dr. Nguyen spent a great amount of time asking me about my history and current health status. He was engaged and interested at every turn. He took the time to explain where he felt I was physically and where I needed to be. Super guy!

I was then given a flu vaccine by a nurse named Christina Bloom, who could not have been nicer or tenderer with the vaccination. She was funny, light and most importantly, very good at immunizations. Finally, I was sent across the hall for blood work and was immediately seen by a phlebotomist. His skill may be unmatched in drawing of blood. It was drawn quickly, painlessly and with a smile.

In Galveston County we are so blessed to have such talent in the medical field. The blessing of UTMB is beyond the comprehension of many. Again, I thank you for all your help and your friendship. Have a safe and bountiful Thanksgiving.

Kudos to Gloria Decker, Environmental Services representative on Unit 9C. A patient mentioned that Gloria noticed he was struggling to read the menu to order food, and she took the time to assist him in reviewing and making his selection. Thank you for going above and beyond to help this patient! Gloria demonstrated something we should all remember—patient care is care is everyone’s assignment!

Dr. Michael Wilkerson has been a godsend to me. I’ve had a skin condition for many years and seen many dermatologists who misdiagnosed me. Finally, at UTMB, Dr. Wilkerson turned over every stone, accurately diagnosed me and prescribed medicines that work! I’m delighted! In addition, his students are wonderful. I’m pleased that Dr. Wilkerson is sharing his many gifts with the next generation of doctors. (Dermatology)