MakerNurse, led by MIT’s Little Devices Lab, and UTMB Health recently launched the first permanent maker space in the country for health care providers. Supported in part by the Robert Wood Johnson Foundation and a UTMB President’s Cabinet grant, the MakerHealth™ Space in John Sealy Hospital will empower nurses and other health care staff to bring their ideas for improving health care to life and spread their innovations throughout the health care system.

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Over the past two years, MakerNurse has uncovered a wealth of resourceful nurses across the country who were hacking the supply closet and using everyday materials to improve upon and create new tools and devices that lead to better ways of caring for patients. Because nurses are closer to the patient than medical device engineers, they are uniquely positioned to identify suboptimal technology and design breakthrough solutions to improve care. But too often, their ideas don’t become reality. The makerspace will provide nurses, providers and others an opportunity to build prototypes and test out their ideas.

Anna Young, co-founder of MakerNurse, emphasized the role of Dr. David Marshall, UTMB’s Chief Nursing and Patient Care Services Officer, in bringing the official MakerHealth™ Space to UTMB. “We originally sent out emails to health care organizations asking for participation in the study. David Marshall called us back within 30 minutes telling us UTMB wanted to participate. Throughout the research portion of the study, we found UTMB was, above and beyond, the best environment to establish the first medical makerspace. David’s leadership really set the tone of our relationship with UTMB and the frontline staff are just incredibly creative.”

Nikolas Albarran, a researcher at MIT’s Little Devices Lab, arrived with Anna earlier this month to set up the lab, currently located in John Sealy Annex 8.201. The workshop contains digital fabrication tools, 3D printers, Silhouette Curio and Silhouette Portrait cutting tools, a laser cutter, foam cutters, heat sealers, a sewing machine, regular hand tools and is also stocked with materials like shower curtains and PVC pipes that the lab anticipated could be useful for nurses to create prototype devices.

“We tried to stock the lab with things that would be adaptable, not necessarily for their intended purpose, but for what nurses wanted to make,” explains Nikolas. “We’ll keep track of the things that are used more frequently and the things that aren’t used at all. We also have a budget to improve the inventory as more ideas are introduced. I just took a trip to Home Depot yesterday with Jason Sheaffer, who had idea for the Burn Unit.”

Nikolas says that MakerNurse was impressed with the creativity and initiative of nurses at UTMB: “UTMB has a very open-minded culture. UTMB nurses like Nicole Wooden and Cleo Glover, who were already creating new devices, influenced our decision to select UTMB to be the location for the first space of its kind.”

Nicole Wooden, Emergency Services nurse clinician, (featured in the May 2014 issue of Friday Focus) created an arm board device to assist Dr. Syed Gilani during specialized cardiac catheterization surgeries. Cleo Glover, a nurse in Correctional Managed Care, made her own utility belt for carrying medication during patient rounds so she could work with free hands and brought her prototype to the UTMB MakerSpace Site Visit in 2014.
More than 70 nurses have already stopped by the new space and approximately 15 have already talked to Nikolas about specific ideas. Debra Flynn, a nurse clinician in the Labor & Delivery Unit, has already taken advantage of the workshop to develop two prototypes. “One of my prototypes can benefit all areas of the hospital, but the other is specifically for Labor & Delivery. I made a one-size-fits-all sleeve that can be quickly put on when patients get up to shower and can also be used by staff to protect skin and clothing when performing procedures that may be messy. The other is a device that can be used by obstetricians in the event of a prolapsed cord. I have some more ideas that I plan on working on in the future.”

Nikolas says, “If someone comes in with an idea—it may be a great idea, or it may not work. That’s okay. It only takes 20 minutes to make a prototype. We want people to be able to make things that will improve patient care and their work experience.”

Thanks to funding from the UTMB President’s Cabinet, the MakerHealth™ Space will move into a permanent location on campus in the spring, once the new Jennie Sealy Hospital opens.

The MakerHealth Space is currently open during regular business hours Monday through Friday in John Sealy Annex, 8.201.
Adeline Smith among UTMB’s Longest Employed

UTMB celebrates Employee Service Day on October 21. In recognition, Friday Focus will feature one of three of the organization’s longest employed staff and faculty in each of the next several issues. Adeline Smith, Dr. Lolli Lockhart and Cecile Head are three incredible women who have served a remarkable combined total of 189 years of service at UTMB. This month, meet Adeline Smith.

The new Morrison’s Kitchen in the Clinical Services Wing (CSW) is loud and bustling. Dozens of people and moving parts ensure that hundreds of UTMB patients and employees will receive meals each day on schedule. It seems like an unstoppable machine, but in a quiet corner, Adeline Smith is at work.

Adeline Smith began working at UTMB as a nurse’s aide in 1950. She was 18 years old and had just moved to Galveston. A few years later, she took some time away to give birth to two sons, returning in 1957 as a storeroom attendant in Food Services. She says, “I came back to UTMB for a job, but there weren’t any nurse’s aides jobs available. On my way out, a manager saw me and asked if I wanted a job in Food Services. I said yes. I started answering phones in the storeroom. Eventually I worked my way up into the kitchen.”

Adeline served as a cook until the 1990s. From there, she moved into patient services as a tray line server. Today, working for Morrison’s, Adeline helps prepare 120 express meals a day for retail and patient diets. When asked if she still enjoys cooking for her family after spending all day in the kitchen at work, she replied, “Oh yes. My favorite food is smothered pork chops! But I don’t like seafood—unless it’s in gumbo. You can’t make gumbo without seafood.”

Adeline says she’s seen a lot of changes since she began working in 1950, but the most notable one is the size of the organization. “Back then, it seemed like UTMB was just one building. Now it goes on for blocks! And then there’s the mainland and the new hospital is almost open. There is always something new.” But the people at UTMB are what she has always enjoyed most: “Everyone is always so nice. It makes me happy to come into work. I’ll be here for as long as I can.”

Adeline celebrated her 83rd birthday in August. When she’s not working, she says she loves watching sports. Her son Michael was drafted for the 49ers in 1976 and her other son, Ronald, played semi-pro football. She has five grandchildren and six great grandchildren.
UTMB was recently re-certified by The Joint Commission as a Primary Stroke Center. Launched in December 2003, the program was developed in collaboration with the American Heart Association/American Stroke Association, and certification is available only to stroke programs in Joint Commission-accredited acute-care hospitals. This certification recognizes the best practices for stroke care.

UTMB’s window for full Joint Commission accreditation survey extends through December 1. In an effort to maintain readiness, please continue to use the Weekly Constant Readiness Checklists for inpatient and ambulatory departments. Joint Commission Survey Readiness Handbooks are still available. All staff are encouraged to review the “How to Participate in the TJC Survey” and “Other Helpful Hints for the Survey” sections on pages 12-13. All materials on Joint Commission preparedness are available at http://intranet.utmb.edu/qhs/TheJointCommission/spotlights.asp.

ICD-10 begins October 1

The October 1, 2015 ICD-10 compliance date is now only one week away. ICD-10 is a major opportunity to more accurately reflect the quality and medical necessity of the care that we provide our patients. Without proper ICD-10 codes, claims could be delayed or denied, result in inaccurate payment, and/or have the potential to create a coding backlog.

Training sessions for all providers and staff are now complete. Provider Face-to-Face Training Sessions with a 3M Physician were recorded and can be viewed via the ICD-10 website. These sessions featured live demonstrations of documentation in the Epic electronic medical record (EMR). Representatives from Coding, Clinical Documentation Improvement, and Information Services were available during the sessions to answer questions. Corresponding PowerPoint presentations for each session are also available on the site https://tegr.it/y/1jr6s.

When documenting care, providers can utilize Epic’s Diagnosis Calculator to identify specific codes. The calculator launches when a physician enters an unspecified code or a term in the EMR, and produces a list of specific codes from which to choose. The calculator will activate when a provider is choosing a diagnosis, moving a diagnosis from the problem list to the visit diagnosis, and/or associating an order with a diagnosis.

Additionally, a 3M Codefinder™ Desktop Application was installed on the computers of providers and staff impacted by ICD-10. The application is a reference tool for ICD-9 and ICD-10 codes. Instructions for use are available on ICD-10 website.

The ICD-10 Transition Command Center will be available beginning October 1 at 12:00 a.m. (409-772-5200 or ext. 2-5200, option 4). The center will be operated by Information Services Help Desk staff, UTMB coding representatives, and the Epic EMR Application support team. The Command Center will be available 24/7 through Sunday, October 4. On Monday, October 5, hours will change to 7 a.m. – 10 p.m. through October 16. Revenue Cycle Operations staff will maintain an on-call schedule to respond to calls after hours.

All individuals involved in medical documentation may find specialty-specific Documentation Tip Sheets helpful. To download tip sheets and for more information on ICD-10, please visit http://intranet.utmb.edu/icd10.
Optimization of the Epic electronic medical record (EMR) continues! Workflow improvements and new functionality are being added on a regular basis to improve the user experience. Please visit the Clinical IS website at http://intranet.utmb.edu/emr for updates and helpful hints in using the system. You can also make suggestions for EMR improvements via the website. A couple of useful mobile applications are also available:

**Sidekick**
Sidekick is a quick reference guide for Epic you can add to mobile devices and smartphones. It allows the user to pull up in-depth instructions on how to perform different tasks. Sidekick is designed to always be at your side, which means it looks best when you access it from your iPhone, iPad, or Android mobile phone or tablet. Visit http://intranet.utmb.edu/emr/epic-optimization/sidekick/default.asp for download instructions.

**Haiku & Canto**
Haiku is an application for Apple iPhone®, iPod touch®, and Android smartphones that allows providers to view patient charts, schedules and the InBasket using handheld devices. Canto is an application for providers to view patient charts and schedules from an Apple iPad®.

These two apps give UTMB providers secure and portable access to patient charts. Whether you are in the hallways of your practice, rounding at the hospital or catching up at home, accessing your patients’ information is easy and convenient.

**Detail and functionality**
Both Haiku and Canto provide easy access to chart review, patient lists, schedules, and messaging. Specific functions of both applications include:

- Find patients in the system
- Access patient lists
- Access your outpatient schedule
- Search the database for patients not on your list or schedule
- Review and update patient information
- Keep up to date on medications, allergies, immunizations, medical history or the problem list
- View reports about outpatient encounters including diagnosis and orders
- View reports on inpatient encounters including admission notes, vitals, active orders and discharge. (Note writing is not available with these apps.)
- Review previous encounters
- Review patient results including labs and imaging; and see new or abnormal results immediately
- Read and reply to Staff and Results messages from InBasket

**Safe and secure**
Haiku and Canto are completely secure and confidential. All data transmitted to and from the server are encrypted using SSL. Additionally, Haiku and Canto are assigned to specific devices; therefore you cannot access the apps from someone else’s device.
More than 2.5 million Americans currently serve on active or reserve duty in the United States military and another 20 million are living veterans of military services. However, readjusting to the civilian workforce after military service can often be challenging for veterans, and proper support and guidance for this re-assimilation has not always been available.

At UTMB, one of the dimensions of diversity and inclusion is military status. According to UTMB's FY14 Veterans Demographic Data, five percent of UTMB employees and more than two percent of the student population self-reported as veterans. Correctional Managed Care and the School of Medicine account for the largest proportions of veterans within their populations.

On August 5, 2015, the UTMB Diversity Council’s Recognition & Engagement Subcommittee hosted the inaugural Veterans Resource Group (Vet RG) meeting on the Galveston Campus. More than 40 students, faculty and staff attended the first meeting.

Vet RG is the first of its kind for UTMB students and employees. It is an employee- and student-led resource group open to everyone, regardless of veteran status. Its mission is to promote an inclusive university environment for military veterans through transition support, education, career enrichment and outreach.

Vet RG will meet quarterly on the second Wednesday of December, March and June. For more information regarding the UTMB Veterans Resource Group, please contact Veterans@utmb.edu, 409-747-4862 or visit http://hr.utmb.edu/diversity/VRG.aspx.

A beacon of light day or night, the League City Campus (LCC) marquee sign has a new addition. Patients requested better communication about wait times, and what could be better than letting them know before stepping out of their car?

The length of time patients wait to see a provider is an important driver of patient satisfaction. That’s why, based on feedback from patients about what they find most important, UTMB is now posting the League City Campus Urgent Care Center’s average wait times during Urgent Care operating hours.

Wait times are calculated using real-time data in the Epic electronic medical record. Every fifteen minutes, the system averages the last hour of patient check-in times and times at which vitals are taken and/or patients are roomed to estimate the wait time.

Kudos to a group who truly worked together to work wonders on this project: Jamie Holmes-Rozier and Mark Thompson from Information Services, Medical Director Dr. Justin Serrette and Nursing Supervisor Deb Gray from the Urgent Care Center, and Pep Valdes and Melissa Harman from Marketing and Communications.
National Quality Week Poster Contest
Highlighting Quality Improvement and/or Patient Safety Initiatives
Tuesday, October 20, 2015

Quality Management will be hosting this year’s National Quality Week poster contest and we invite you to showcase your quality and safety projects on Tuesday, October 20th.

Requirements / Deadline:
If you plan to submit a poster please forward the following information to LaDonna Strait and Janet DuBois between October 12th and 16th:
• Name and credentials
• Contact number
• Poster title
• AIM statement

Presentation Day:
On the day of presentation (Tuesday, October 20), all posters should be delivered to the Brown Atrium Hallway on the first floor between the towers and the Research Building 2 (RB2) between 6:30 a.m. and 8:00 a.m.

You will be asked to hang your poster on one of the Poster Display Boards (push pins will be provided) or setup your tri-fold on one of the provided display tables. (You are not required to be present throughout the day while the posters are on display)

NOTE: Please make arrangements to pick up your posters by 5:00 p.m. that day as we are unable to store them.

Thank you for your commitment to quality and safety and the work you do that supports our patients and UTMB!

Weekly Relay Employee Survey

To strengthen internal communications throughout the UTMB, “Weekly Relays” were launched in February to improve two-way communications among managers and staff. Each week, Weekly Relays provide up-to-date news, important action items, and upcoming events for the Health System, Academic Enterprise, Institutional Support and Correctional Managed Care. It is the role of your manager or supervisor to have a face-to-face discussion of the message in every area of UTMB!

Now that the relay meetings have been in effect for six months, UTMB’s Internal Communications Committee would like your feedback. An anonymous employee survey is now available at http://survey.utmb.edu/TakeSurvey.aspx?SurveyID=941J9I8 or you may access it on iUTMB. The surveys should only take approximately five minutes to complete.

If you have news you would like to share through the Weekly Relay, or questions or concerns, email it to relay.leader@utmb.edu. Questions and answers are posted on the Staff Q&A page of the Weekly Relay website, and you can also find FAQs, Tips & Tools, contact information, as well as the archived Relay Notes for each entity. For more information, please visit the Weekly Relay website at http://blogs.utmb.edu/relay/.
David Marshall Honored at 25th Annual Nursing Celebration

The Texas Nurses Association has named David Marshall, chief nursing officer at UTMB, as one of the 25 outstanding nurses in the Houston/Galveston area. The honorees are nominated by their peers and co-workers as exemplary registered nurses. Marshall and the others will be honored at the group’s 25th annual Nursing Celebration on November 12 in Houston that raises money for charity. Congratulations!

Jill Bryant and Fernando Lopez Complete UHC Analyst Certificate Program

UHC is pleased to recognize Jill Bryant and Fernando Lopez as members of the UHC Analyst Certificate Program Spring 2015 graduating class. The UHC Analyst Certificate Program is designed to help professionals leverage the power of health informatics to develop a compelling case for change for their organization and effectively frame issues and opportunities using UHC Intelligence™ solutions to deliver organizational value and performance improvement efforts. Jill and Fernando’s efforts to perform the extra work while performing their full time duties show their dedication to positive change. Congratulations!

Dr. Harold Pine is fantastic and my day surgery nurses were the best. I wouldn’t go anywhere else! Every area of our hospital should strive to function as well as Pediatric ENT and day surgery. Top notch care!

Dr. Sreeram Parupudi was very upfront, provided honest information, and was informative and realistic. He took time to answer all of my questions and I never felt rushed. Martha Maxwell was an awesome nurse, she always kept us up-to-date. (Gastroenterology)

Dr. Nicholas Maassen is excellent. He makes me feel like I was the only patient he had, although I knew differently. The resident was also very helpful, I wish I remembered his name. (Orthopedics)

Our night nurse, Diane Siecko, stood out among the rest for caring and service. I wish we could have cloned her and brought her home with us. (Geriatrics)

Dr. Lyuba Levine and Dr. Erin Conroy answered my questions and explained clearly what was going to happen in surgery. (Gynecology)

Nurse Melinda Holman on the ACE Unit was fantastic. She made me and my family feel like our needs and questions were just as important to her they were to us. (ACE Unit)

Jillian Privratsky was the most efficient and kind nurse. She brought a ray of sunshine every time she came into my room. We need more nurses like her that care for their patients as much as she does. I just loved her. She made my stay much better. Thank you, Jillian. (Internal Medicine)

My anesthesiologist, Dr. Amr Abouleish, was very attentive, explained everything to my teenage daughter at her level, was funny and made me feel comfortable. She trusted him fully and so did we. We all though he was great!

This was the best hospital stay I’ve ever had. Everyone was so nice and helpful. My hospital room was very nice and spacious. Dr. Linda Phillips and the pain management team handled all my needs and concerns. (Plastics/Cosmetic Surgery)

Lea Ann Katz was extremely helpful in teaching us about breastfeeding. She had a great attitude and was very knowledgeable. She made sure baby and I were familiar and comfortable before we left. (Obstetrics)

The Geriatric Clinic is the best! Dr. Maria Comacho Hughes and Andrea Wirt are fabulous! (Internal Medicine, Geriatrics)

Suzanne Patton is an outstanding Physician’s Assistant. She has excellent bedside manner, is a great listener, extremely knowledgeable in her ENT medicine, alert, kind, has attention to detail –I can’t say enough good things about her. I went to see Suzanne for minor ENT issues, but I knew I would heal quickly with her medical knowledge—she’s just that kind of provider. I’m so grateful for her!