UTMB’s Biocontainment Unit Prepares for Expansion

IN LESS THAN TWO WEEKS, members of the National Ebola Training and Education Center (NETEC) will arrive at UTMB to conduct a two-day site visit that will assess our readiness to treat patients with highly infectious diseases, such as the Ebola Virus.

NETEC was formed in response to the 2014 Ebola crisis and is comprised of faculty and staff from Emory University, the University of Nebraska Medical Center/Nebraska Medicine and the New York Health and Hospitals Corporation, Bellevue Hospital Center. All three of these health care institutions have safely and successfully treated patients with Ebola.

UTMB is one of ten regional Ebola treatment centers in the country. UTMB covers a five-state area that includes Texas, Louisiana, Arkansas, Oklahoma and New Mexico, known as HHS Region 6, or the “Talon Region.” Each year, every biocontainment treatment center must undergo a two-day NETEC assessment, including the three NETEC hospitals, to ensure that they are up to standards. Subject matter experts from the regional treatment centers conduct the inspections.

UTMB’s own Chad Connally, program manager for Biocontainment and Emergency Management, recently served as one of the subject matter experts who visited the University of Nebraska Medical Center’s biocontainment center to conduct such a site visit.

continued on page 2

IN THIS ISSUE

- UTMB Women’s Healthcare Clinic Ribbon Cutting Ceremony p.2
- Moving on Up! UTMB Receives Mid-Year Best Care Results p.3
- Best Care in Action p.4
- A Mindful Moment with Holly Merriman p.5
- 2017 Nurses and Health System Week Schedule of Events p.6
- John Sealy Modernization Room Mock-Up Sessions p.7
- UTMB Volunteers Celebrate National Volunteer Week p.7
- Always Award p.7
- Shout Outs! p.8

Miss an issue? www.utmb.edu/fridayfocus Submit a story: friday.focus@utmb.edu Friday Focus Team: Mary Feldhusen and Erin Swearingen
Connally feels one of the greatest benefits of site inspections, particularly when visiting a state-of-the-art facility like University of Nebraska biocontainment facility, is discovering how UTMB measures up to other regional centers. “I think UTMB is well ahead of the curve,” Connally says. “In addition to the site visits, NETEC offers simulation courses and classes at the three universities. I’ve been to two so far, and I’ve taken some of our team members along—every time we leave, our team members look at me reassured and say, ‘I feel safe and comfortable now knowing everything that we have at UTMB measures up.’”

Connally also says the inspections provide insight for areas of improvement. “Probably the biggest gain of visiting and inspecting other centers is that I can compare what we have to what others have, and I can learn how to make our center even better.” He was especially impressed by Nebraska’s post-exposure monitoring process and hopes to adopt some of their processes at UTMB.

UTMB’s Biocontainment Team comprises approximately 57 individuals, including infectious disease experts, physicians, nurses, respiratory therapists, technicians and laboratory personnel. All members of the team joined the group voluntarily. Connally says the group is run entirely by the team. “All of these situations are very high stress, and I want all team members to be as comfortable as possible in what they are doing.”

Since the last NETEC inspection in December 2015, UTMB has begun building a new biocontainment unit. The secure, six-bed, state-of-the-art unit will be located in a renovated section of the existing Emergency Room in Galveston. It will include its own laboratory and will have its own air ventilation system to prevent cross-contamination of air between the unit and other areas.

As for the future of the program, Connally hopes to eventually create a training program in HHS Region 6 to assist NETEC in their efforts in training all hospitals across the country.

---

UTMB WOMEN’S HEALTHCARE CLINIC RIBBON CUTTING CEREMONY MAY 25, 2017

Please join us to celebrate the opening of the Friendswood Women’s HealthCare Clinic at a ribbon cutting ceremony hosted by Donna Sollenberger, executive vice president and CEO; Dr. Gary D.V. Hankins, chair of the Department of Obstetrics and Gynecology; and the Friendswood Chamber of Commerce.

THURSDAY, MAY 25, 2017
5 p.m. – 7 p.m.
1505 Winding Way Drive, Suite 210
Friendswood, TX

https://www.utmbhealth.com/servicelines/women-s-health
MOVING ON UP! UTMB RECEIVES MID-YEAR BEST CARE RESULTS

BEST CARE PERFORMANCE: QUARTER 2

UTMB received its official mid-year results from the Vizient Quality & Accountability (Q&A) Study. Out of 102 academic medical centers that participate in the study, we moved up in rank from 76th place, where we were last fall, to 19th place overall.

We are still doing very well in equity. In the safety domain, we now rank in fourth place. In patient centeredness we are in 13th place, and in effectiveness we are 17th. We still have a lot of work to do on length of stay, cost of care and mortality, but we have made progress and moved up in those domains, which is wonderful news.

Clinical documentation and coding improvements, in combination with targeted work in areas where we wanted to improve, have contributed to our success in achieving our Best Care goal so far! In the coming months, we will need to remain engaged and determined in our work.

<table>
<thead>
<tr>
<th>Domain</th>
<th>Original Weight</th>
<th>Updated 2017 Weight</th>
<th>2016 Ranking</th>
<th>2017 Mid-Year Ranking</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Rank</td>
<td>100%</td>
<td>100%</td>
<td>79</td>
<td>19</td>
</tr>
<tr>
<td>Mortality</td>
<td>25.00%</td>
<td>26.25%</td>
<td>94</td>
<td>78</td>
</tr>
<tr>
<td>Safety</td>
<td>25.00%</td>
<td>26.25%</td>
<td>23</td>
<td>4</td>
</tr>
<tr>
<td>Effectiveness</td>
<td>20.00%</td>
<td>21.00%</td>
<td>47</td>
<td>17</td>
</tr>
<tr>
<td>Patient Centeredness</td>
<td>15.00%</td>
<td>15.75%</td>
<td>21</td>
<td>13</td>
</tr>
<tr>
<td>Efficiency</td>
<td>10.00%</td>
<td>5.50%</td>
<td>98</td>
<td>53</td>
</tr>
<tr>
<td>Equity</td>
<td>5.00%</td>
<td>5.25%</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

UTMB’s own FY17 second-quarter scorecard results, which challenges us to further improve our performance, shows that we have continued to perform better than our goal for most measures; however, we slightly missed our target for readmissions, which is captured in the Effectiveness domain. We also missed our target for CLABSIs, and have implemented improvement processes. We still have significant work ahead of us—as we work to improve our results, so are all other AMCs! We must stay focused!

<table>
<thead>
<tr>
<th>Best Care Category</th>
<th>Performance Measure</th>
<th>Goal Q1</th>
<th>Actual Q1</th>
<th>Goal Q2</th>
<th>Actual Q2</th>
<th>Goal Q3</th>
<th>Goal Q4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient-Centeredness</td>
<td>HCAHPS</td>
<td>76.4%</td>
<td>81.6%</td>
<td>76.4%</td>
<td>76.5%</td>
<td>76.5%</td>
<td></td>
</tr>
<tr>
<td>Effectiveness</td>
<td>Readmissions*</td>
<td>13.6%</td>
<td>12.5%</td>
<td>12.5%</td>
<td>11.9%</td>
<td>11.22%</td>
<td></td>
</tr>
<tr>
<td>Mortality</td>
<td>Mortality O/E*</td>
<td>0.99</td>
<td>0.91</td>
<td>0.90</td>
<td>0.82</td>
<td>0.73</td>
<td></td>
</tr>
<tr>
<td>Safety</td>
<td>AHRQ PSI-90*</td>
<td>0.91</td>
<td>0.65</td>
<td>0.80</td>
<td>0.70</td>
<td>0.559</td>
<td></td>
</tr>
<tr>
<td>Safety</td>
<td>CLABSI O/E*</td>
<td>0.50</td>
<td>0.40</td>
<td>0.71</td>
<td>0.71</td>
<td>0.71</td>
<td></td>
</tr>
<tr>
<td>Efficiency</td>
<td>Acute CMI Adj. LOS-GAL*</td>
<td>2.93</td>
<td>3.08</td>
<td>2.97</td>
<td>2.86</td>
<td>2.93</td>
<td>3.02</td>
</tr>
</tbody>
</table>

*Lower numbers are better, except for HCAHPS, where a higher percentage is better.
Shonette Siverand, manager of scheduling services in the Department of Radiology, shared the following Best Care in Action story.

Recently, I met with a patient who told me, “I want you to know your staff is one of the best staff here at UTMB.” The patient explained that after her appointment, her doctor sent her to get an MRI. When she checked-in with Christine Caesar, patient services specialist, Christine informed the patient that she was scheduled for a CT scan.

Because the patient was told she needed an MRI, she became immediately concerned that there was an error. Together, Christine and Tommy Fields, customer service representative for the department, calmly assured her that they would help resolve the issue and that everything was going to be okay. They listened to the patient’s concerns and helped figure out the problem.

Christine called the doctor’s office to make sure the correct exam was ordered. As it turned out, the physician had changed the order from an MRI to a CT scan right after the patient left the clinic. Christine allowed the patient to speak with the clinic to help assure her that she was getting the correct exam. The patient now felt reassured, but it wasn’t until Tommy introduced her to Cody Brunt, the technician who would be performing the CT scan, that she felt completely at ease. She said Cody’s professionalism and patience had a positive impact on her experience, and she was so pleased that she wanted to be sure all three of these employees and the department were recognized.

The following letter was submitted by a patient to thank Nurse Evan Shields for the exceptional and compassionate care he provided her.

I was an open heart patient at UTMB in February. This is where I met Evan Shields, RN. There is so much I want to say about this man. First of all, he was so kind and took charge right off the bat. He knew what he was doing and I knew immediately I could rest in his care. He was full of knowledge. He answered all my questions and made me feel so safe. Being a widow, feeling safe is hard at times, especially in sickness. As they were getting ready to take me to the Cath Lab, needless to say I was scared. Why? Because my husband had a stroke during his catheterization procedure years before, and I then became his caregiver for 10 years. So you see, I was not all new to this. I had lived first-hand what could happen during the procedure.

Evan was there and he reassured me I was going to be fine and be back in no time. He took time to explain everything that would happen to me in terms I could understand. We joked around that it was “Heart Cath for Dummies”. My son was there and he had him laughing, too. So off I went, but I came back without the cath. At that point, I knew I was going...
to have open heart surgery and that was overwhelming. My son was standing beside my bed leaning on the rail with his head bent down and Evan was standing at the foot of my bed talking to me. I began to cry during the talk and he grabbed my feet and said, “Mrs. Doe*, look at me.” My son had tears in his eyes and I was a basket case, but Evan Shields stood there like a strong tower. He was strong in who he is as a nurse. He knew what he was doing and he cared deeply. He walked to the side of the bed, sat down and took my hand. Then he said, “Now it is time for ‘101 Heart Surgery for Dummies.”’ And I laughed so very hard.

He explained everything in detail and I understood. My son understood. I knew being in his care was exactly where I was supposed to be. I truly feel blessed to have had him as my nurse. It is his calling. It is who he is. Thank you for having him there to help heal the sick. I could go on and on. He was the one who discharged me. I asked if he could be my nurse post-op. He was. I think of him daily. His kindness and caring spirit with his knowledge caused a peace in me I will never forget. He will always be woven into my life because of his abilities as a nurse and a caring person God created him to be.

Thank you UTMB and Evan Shields for being there for me.

Please share your Best Care in Action story with us at Friday.Focus@utmb.edu.

*Patient’s named changed for privacy

---

A Mindful Moment with Holly Merriman:
How to Drink a Magical and Healing Cup of Tea (Tisane)
By Holly L. Merriman

Okay, so you are going to teach me how to drink a cup of tea? Really? And what in the world is a tisane? Well, I’m so glad you asked! Tea, whether black, green or white, comes from the leaves of one of the two varieties of the tea plant *Camellia Sinensis*. But I digress.

So, on to tisanes, or herbal teas. These are infused or decocted from plant roots, leaves, flowers, seeds or bark. Now that we have that straight, let’s get to the topic at hand—what’s so special about “how” we go about drinking a tisane? The magic is about to unfold, so please, read on.

Sometimes I just want to drink a cup of tea, without giving it another thought, and that’s totally fine. However, there are times when I’m not feeling up to par, physically, mentally or emotionally. And I know—no, I feel—that I just need something more. So let’s begin.

First, you need a quiet space of time to call your own. We are just going to prepare a simple infusion, so start by putting the kettle on to boil. Now prepare your selected tisane, depending on what you want to accomplish. Since we just want to relax, we will prepare Chamomile flowers. Place a store bought tea bag, or a homemade one with about a tablespoon of flowers in a heat sealed tea bag, and place it in your favorite cup.

Now, go get into your “comfies”. This is an extremely important part of the process, because it signals your essence to relax and sets the mood for the rest of the experience. While you are sitting in your comfies, waiting for the water to boil, start emptying your mind of any thoughts. (No running around doing things!)

The kettle will summon you to pour the water over the flowers. Let it stand for 5-8 minutes, at least. Continue emptying your thoughts. When the tea is done steeping, go to your kitchen table, favorite chair, or sit up in bed, and embrace the cup in both your hands. (Be careful not to burn yourself! A small bed table might come in handy.) Slowly inhale the light, flowery aroma through your nose, and slowly out of your mouth. Three breaths is usually a good number, but determining the subtleties is all part of getting to know, well, you.

Begin slowly sipping, and fill your mind with pleasant, relaxing thoughts. Appreciating the tea’s flavor will relax every fiber of your existence. Chamomile contains esters which heal the skin, nerves, joints, muscles, and an anxious stomach.

So there’s the healing…where’s the magic? Well, the magic is…YOU. You have just done the most wonderful thing you could possibly do—you took care of…YOU! That’s something you should do more often.

HAPPY SIPPING!

Author Holly Merriman is Accounting Technician, Accounts Payable
2017 NURSES AND HEALTH SYSTEM WEEK: MIND, BODY and SPIRIT

Nurses and Health System week is taking place Monday, May 8- Friday, May 12. Check out the schedule of events below!

MONDAY
Kick off with Balloons & Banners
6:00 a.m. – 9:00 a.m. TDCJ Hospital Breakfast, Second Floor TDCJ Cafeteria
Walk a Mile in Our Shoes, Executive Leadership Shadowing Nurses
Blessing of the Hands

TUESDAY
6:30 a.m. – 9:30 a.m. Hospital Admin Breakfast Jennie Sealy 4th Floor, League City & Angleton Danbury Campuses
Ambulatory Breakfast Delivery
7:30 a.m. – 8:30 a.m. Nursing Research Journal Club, Jennie Sealy Room 2.410D
10:00 a.m. – 4:00 p.m. Blood Drive, Jennie Sealy 4th Floor
2:00 p.m. – 3:00 p.m. Nursing Research Journal Club, Jennie Sealy Room 2.506B
Walk a Mile in Our Shoes, Executive Leadership Shadowing Nurses
Blessing of the Hands

WEDNESDAY
7:00 a.m. – 8:30 a.m. Coffee with David Marshall, Jennie Sealy Room 2.506A
Noon – 1:00 p.m. ANA Webinar, Nursing: The Balance of Mind, Body and Spirit, Jennie Sealy Room 2.506A
1:30 p.m. – 3:00 p.m. Coffee with David Marshall, Jennie Sealy Room 2.410D
Walk a Mile in Our Shoes, Executive Leadership Shadowing Nurses
Blessing of the Hands

THURSDAY
Nurse Leadership Appreciation Lunch
2:30 p.m. – 4:00 p.m. Awards Ceremony, Research Building 6, Room 1.206
4:30 p.m. – 7:30 p.m. Pet Therapy, Jennie Sealy Room 2.506B
Walk a Mile in Our Shoes, Executive Leadership Shadowing Nurses
Blessing of the Hands

FRIDAY
Noon – 2:00 p.m. Cake and Ice Cream for Florence Nightingale’s Birthday, Jennie Sealy 4th Floor, League City and Angleton Danbury Campus
Cakes to Ambulatory
Ice Cream Distribution for Night Shift
Walk a Mile in Our Shoes, Executive Leadership Shadowing Nurses
Blessing of the Hands
JOHN SEALY MODERNIZATION ROOM MOCK-UP SESSIONS

As we near completion of the room designs for the modernized John Sealy Hospital, the UTMB community is invited to tour and provide feedback on the functionality of mock-up rooms planned for the Maternal, Neonatal and Pediatric ICUs, as well as the High-Risk OB (Antepartum) Unit, C-Section Operating Room/Recovery and Mother Baby Unit.

Open sessions are planned for May 1 from 11 a.m. – 1 p.m. and 5 p.m. – 8 p.m. in UTMB Health Clinics (UHC) Room 1.600. Your feedback will help construction and architectural teams to modify the spaces as necessary before construction begins.

UTMB VOLUNTEERS CELEBRATE NATIONAL VOLUNTEER WEEK

UTMB volunteers find countless ways to improve both our patients’ and our employees’ experience at UTMB. During the week of April 23 – 29, we celebrated National Volunteer Week. Here’s a snapshot of the incredible contributions volunteers make at UTMB.

**Total Volunteers & Hours for UTMB Health – (Including Angleton/Danbury)**
- 398 – Volunteers
- 34,636 – Volunteer Hours Completed

**Volunteer Services – UTMB Galveston**
- 17,001 – Volunteer Hours (31% increase in 2015)
- 310 – Volunteers
- 236 – Attended Volunteer Orientation (showing a 41% increase from 2015)

**Volunteer Hours Angleton/Danbury**
- 17,635 – Volunteer Hours
- 88 – Volunteers

**Volunteer Areas of Impact to the Patient and Family Experience: (Primary Areas)**
- Wayfinding/Information Desk
- Pastoral Care
- Pediatrics
- Emergency Department
- ACE Unit
- OR Waiting Area
- Special Projects

ALWAYS AWARD

Congratulations to the April 2017 Always Award Recipients!

The Ambulatory Always Award was given this quarter to UHC Hematology/Oncology (Infusion Therapy). Patients described the staff as cheerful, helpful, kind, caring and compassionate. Patient satisfaction (CGCAHPS) was very high in access, quality of staff, overall satisfaction with physicians and physician communication. The award was accepted by Nurse Manager Tonya Jinkenson.

The Inpatient Always Award was presented to 11C General Medicine. Patients described the staff as pleasant, accommodating, as having excellent nutrition service and great people. Patient satisfaction (HCAHPS) was very high in communication with nurses and overall satisfaction rating. The award was accepted by Nurse Manager
Dr. Pamala G. Drever, her nurse practitioner and the rest of the staff were great! Even after her duties were over, she came back to make sure all of my question was answered and understood. Great group. (Emergency Department)

Dr. Juan Ortega was amazing! It felt like he went out of his way to check on me and my wife. He should be recognized for his fantastic work and hospitality! (Neurosurgery)

While I was a patient, Dr. Guillermo Gomez was there almost every day and kept me informed on everything. He is a great doctor, I always felt safe knowing he was my doctor. His team is excellent. (Surgical)

Dr. Lance Griffin and his surgical team were fantastic. I knew I was in good hands when I met them in the Emergency Room. They took excellent care of me. I was fortunate to have them! I can’t thank Dr. Griffin and his staff enough for saving my life! (Surgical)

My surgeons Dr. Ikenna Okereke, Dr. Michael Silva and Dr. Linda Phillips were great! Other physicians I would like to mention: Dr. Dawnna Walton (Anesthesiology) and Dr. Philip Rozak (Resident Pgl-4). Thank you! (Surgery)

My nurses Mandy Palmer and Tanisha Brown were wonderful. I can’t say it enough! (Obstetrics)

Dr. Mohamed Morsy takes his time to listen. He’s more than a doctor, he’s a friend. I feel he truly cares about me and my health. He’s the most caring man I have ever met. He’s the best! (Interventional Cardiology)

I had been under my primary care doctor’s care for 15 years when he retired last year. I recently found my new primary care doctor in Dr. Tracey Lindeman. I plan to be under her care for many years to come! (Internal Medicine)

Dr. Philip Keiser is always very inspiring, pleasant, and has a terrific attitude toward his patients. He is a great doctor! (Infectious Diseases)

Margarita Brumlow-Mallari is outstanding. She consulted with other disciplines about my daughter’s symptoms and helped us to be seen by Rheumatology. She went above and beyond for our care. Thank you! (Physical Therapy)

I’ve had many dermatologist in my past. Dr. Erica Kelly is the best! She listens, she cares! (Dermatology)

Dr. Lindsay Sonstein is an exceptional physician and I am blessed to have her as my physician. (Internal Medicine)

I was very happy for the thoughtfulness and prompt care from both my primary care provider, Dr. Relinis Awah and Dr. Norman Farr who was consulted. He is extremely caring. I was worried about my illness he was so professional and sincere I felt so reassured. (Internal Medicine)

Dr. Andrew Goldstein was very friendly and knowledgeable. He made me feel comfortable and confident in the treatment plan. (Orthopedic Surgery)

I really liked Elizabeth Beasley (nurse clinician II). She was so kind and took such great care of me. (CT Surgery/ Vascular Surgery)

Dr. Vien Lam was very attentive and helpful and patient. Shevonyeh Gordon (nurse clinician III) answered all of my questions. (Mother Baby Unit)

Dr. Michael Underbrink is a paragon when it comes to explaining, caring and performing surgery, and his follow-up care post surgery. His staff follows the same path. Life is good! (Ear, Nose and Throat)

Dr. Charlie Chan is excellent! We love him! (Vascular Surgery)

Carol Sanchez (ultrasonographer) was wonderful! Best mammogram I’ve ever had! I want her to do my mammogram next year! Didn’t have to wait, very quick overall. I’m impressed!