During her Mondays in March presentation on March 20, Donna Sollenberger, executive vice president and CEO, UTMB Health, shared a video that tracked the route of a box of supplies from the point of its delivery at the Materials Management Warehouse all the way to a patient room in Jennie Sealy Hospital. Inspired by “six degrees of separation”, which is the idea that everything in the world is six or fewer steps away from each other, the video was created to demonstrate that individuals who don’t deliver direct patient care still have a big impact the patient experience. (View the video here: https://utmb.us/3s).

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The following letter was submitted recently by the family member of a patient to thank the Transportation Department for their courteous assistance. It’s another example of how we can all impact the UTMB experience—in this case, we can warmly greet and assist a family member:

Thank you for being so kind to patients and their families. Because my 95-year-old mother was having stroke symptoms, I took her to the emergency room and had to park in the garage on Harborside Drive. She ended up spending the day in emergency and then was admitted to Jennie Sealy. I followed her all over the buildings to her tests. It is a maze without good signage! The transportation people were kind, attentive, informative and caring. I’m 72, and recently had a knee replacement, so courtesy transportation [from campus police] back to the garage on Harborside from Jennie Sealy was a lifesaver at 11 p.m. I would still be wandering around lost and in pain if it wasn’t for the courtesy ride to the garage and the wonderful young transportation department man who told me about it. It was a blessing and very appreciated. Thank you, thank you! Your department probably doesn’t always get the credit it deserves, but you are a vital part of patient care. Thank you all. I’m much more grateful than words can show.

Those familiar with the Galveston Campus know that since the Jennie Sealy Hospital opened in April 2016, navigating the sprawling health care complex from one end to the other can feel like a bit of a trek. The visitor who wrote the letter is not unlike many visitors who arrive at the emergency room only to learn their loved one will need to be admitted to the hospital. Thanks to this letter, we have some insight into what this experience felt like for someone who was unfamiliar with our campus (and surely overwhelmed by their loved one’s illness)—it’s easy to imagine that a smile and assistance from a friendly staff member was most welcome!

To help make wayfinding easier for patients and visitors, teams from Facilities and the Health System have been working in collaboration with UTMB Patient & Family Advisors to update and create consistent signage solutions around the Galveston campus. As construction and modernization projects progress, the new, permanent signs will replace the old ones to help make wayfinding easier; however, nothing can replace the personalized assistance of a kind and proactively helpful employee.

As we all strive to provide Best Care at UTMB, let’s remember it is up to each of us to deliver what every patient, family member and employee deserves—the best possible care and service in a welcoming environment. In return, we will earn something every health care organization covets: highly satisfied patients and families!

To view the full Mondays in March presentations, please visit https://www.utmb.edu/mondays-in-march.

UTMB WOMEN’S HEALTHCARE CLINIC OPENS APRIL 3

The new Friendswood Women’s Healthcare Clinic opens April 3, 2017

1505 Winding Way Drive
Suite 210
M–F: 8 a.m.–5 p.m.
(832) 505-5050

To schedule an appointment at any of the six convenient UTMB Women’s Health locations including the Breast Health and Imaging Center in League City, visit https://www.utmbhealth.com/servicelines/women-s-health.
When patients and visitors would like to share feedback, suggestions, concerns or compliments with UTMB, the Department of Patient Services is available to assist.

Whether serving as a patient’s advocate during their hospital stay or providing non-medical services, such as language interpretation, the department helps ensure UTMB provides a friendly and accommodating atmosphere for patients and their families.

Patient Services ensures that patients know about UTMB’s amenities and are informed of their rights and responsibilities. The department also monitors patient satisfaction by reaching out to patients after discharge and reviewing the results of patient satisfaction surveys administered through Press Ganey.

Sometimes, patients post comments online in the digital marketplace using social media outlets such as Yelp, Twitter, Reputation.com or Google reviews. To help ensure these comments are not missed, Patient Services relies on UTMB’s Marketing & Communications team to field the internet using social media intelligence tools. These tools help track issues in real-time, provided UTMB is directly tagged in a comment or we can determine the source of the message in an appropriate way. Then, the team alerts Patient Services so they can reach out to the individual who posted the comment and provide service recovery.

For example, when a man tweeted UTMB to say he was with his wife in Labor & Delivery and felt like they were having to wait too long, UTMB’s social media manager was alerted and able to respond almost immediately. She then contacted Patient Services, who went to visit the couple and helped resolve the gentleman’s concerns. The gentleman later sent UTMB a “thank you” tweet.

UTMB recently added another new service to support our patients in a very important way. The Department of Patient Navigation & Support is focused on helping patients get what they need in terms of their actual medical care and coordination of care. Patient Navigation helps take individual patients through the continuum of health care as it pertains to their specific disease, ensuring that any and all barriers to care are resolved and that each stage of care is accessed as quickly and as seamlessly as possible. Some examples of services offered include orienting patients to UTMB Health and its services; assisting patients in obtaining timely clinic appointments; assistance scheduling diagnostic tests and procedures and expediting these services, when necessary; helping patients plan their hospital stay; and much more.

**UTMB Patient Services Office:**
(409) 772-4772
Director: Martha Livanec

**Patient Navigation & Support:**
(409) 266-9956
Director: Sylvia Campbell, RN, BSN

**Patient & Family Advisory Council:** UTMB Patient and Family Advisors help UTMB ensure decisions made at UTMB Health are patient-centered. Advisors are invited to participate in a wide variety of meetings and committees to represent the diverse views of our patient population. If you know someone who is not a UTMB employee and interested in becoming a UTMB Patient or Family Advisor, please contact Martha Livanec at mmlivane@utmb.edu.

**UTMB Volunteers** provide an additional level of compassionate support to the care and service we provide. Individuals interested in becoming a UTMB Health Volunteer should visit https://utmb.us/2k for more information.

**SUCCESSFUL SERVICE RECOVERY**

- **ACKNOWLEDGE THE ISSUE.** The patient’s perception is their reality.
- **APOLOGIZE.** Regardless of how the issue occurred, please apologize to the individual.
- **ACT.** Let the patient know you will relay their concern/issue to the appropriate person or department (nurse managers, clinic managers and the Department of Patient Services are good resources).
- **OWN.** Follow up to make sure the issue has been resolved and the patient has been informed.
- **YOU** singlehandedly have the duty and privilege to provide astonishing customer service every moment at every opportunity, every chance, every time.
“ALWAYS CLEAN” IS EVERYONE’S RESPONSIBILITY

You never get a second chance to make a first impression! When a patient walks into the lobby of a UTMB clinic or hospital, their first impression is often formed by the appearance of environment. The look and cleanliness of a care facility’s front entrance can send subtle clues to patients and visitors as to whether UTMB is a quality place to receive care. Some aspects of the space that a patient or visitor might notice include the cleanliness of floors and furniture, the overall condition of the facility and/or equipment, neatness of the check-in area, and friendliness of staff. And, while the first impression is key, how well we uphold that impression spans the entire duration of the patient and family experience—in fact, it is even part of the Patient Satisfaction Surveys we distribute to our patients after a clinic visit or hospital stay.

At UTMB, “Keep UTMB Beautiful” is a simple service that everyone can do to make the UTMB experience memorable. Our Environmental Services teams does a wonderful job of keeping our hospitals, clinics and buildings clean and safe for patients and visitors, but they cannot be everywhere at all times and need your help!

If you see small trash lying around, go the extra mile and pick it up or let someone know about the problem. Trash and recycling receptacles are conveniently located throughout every UTMB building. If you see something you are not comfortable handling, call the service line at extension 2-4040; the hotline is an easy way staff can report all maintenance and facility issues that need attention, like trash and spilled liquids, light bulb replacements, broken equipment, and other items.

From the moment we put on our UTMB badge, we become representative of the organization, and everything we do represents our commitment to our patients, visitors and colleagues. Make it a daily practice to go above and beyond to create a positive experience for our patients and their loved ones!

To Learn about UTMB’s Best Care Service Standards, visit http://intranet.utmb.edu/best-care/ServiceStandards/default.asp.

ACCESS SNAPSHOT: BY THE NUMBERS

- More than 2,000 appointments have been scheduled online using Open Scheduling since August 2016. With open scheduling at UTMB, new and established patients can view open appointment slots for most family medicine, internal medicine, obstetrics & gynecology, and pediatrics locations and directly schedule an appointment. Visit the Open Scheduling webpage: https://utmb.us/4h.
- 9,000 appointments have been scheduled using the MyChart Direct Scheduling tool since September 2015.
- There are currently 115,000 active MyChart users and growing! To sign in or create an account, visit https://utmb.us/4y.
SHOUT OUTS!

Congratulations to Angleton Danbury Urgent Care Team! The clinic, which opened March 6, has received several 5-star reviews on the Google Business page, including the following comments:

“I went last night at 8 p.m. and was in and out and picking up my prescription in an hour! Wow! Now that’s great patient care!”

“Amazing staff. Got in and out. Thanks, Dr. Kent Anthony, Angela Dunbar and Nina Giusti.”

“Dr. Anthony was very knowledgeable and thorough with a great bedside manner. My wait time was less than three minutes. Staff was polite, thorough and fast. I definitely recommend this place and will visit should I need urgent care again.”

I would like to give a shout out to the amazing doctors and nurses that helped in the delivery of my first son on December 13, 2016. Dr. Mary Claire Haver is absolutely incredible. Her positive attitude is addictive and really made a difference in my long recovery period. She always smiled and we could tell she loves her job. She has an amazing staff of nurses that help her, as well.

Letter from a patient:

“Recently, my husband was diagnosed with a left heart valve issue that forced him to have a second open heart operation. He had to replace a valve that had been repaired 11 years ago.

Our challenge began with insurance. We have insurance and we pay a fortune for it! However, frustration ran high when our coverage was rejected. After numerous plan rejections at hospitals in Houston, we called Blue Cross Blue Shield and asked if we could go to Galveston. The answer was not hard, it was a simple: “You must have a referral”.

After 100 days of insurance and referral frustration, we were pleased to find out our cardiologist in Baytown actually had worked on some very challenging cases with Dr. Patrick Roughneen and our PCP was happy to write the referral.

Finally, after three months of battles with locations in Houston that did not want to take our insurance—UTMB was the solution! On Feb. 20 my husband had a valve replacement, and is now host to an artificial valve (not pig or human).

All of that to say, our experience with UTMB has been amazing! We have had nothing less than a wonderful and phenomenal experience. From the clerks in the insurance departments, to the doctors on the floor and the nurses and the patient care support team, our in-hospital care was wonderful!

Our follow-up care with the coagulation clinic has been equally as wonderful. Family support is critical; however, professional support is essential. It takes a team.

Please take some time to express to all that have touched, treated or have been a part of my husband’s care. We sincerely appreciate their attention to detail and concern.

There is still a long road to complete recovery. Having said that, we feel confident in our team at UTMB!

If you ever need a commercial with real patients let us know! Houston has nothing on UTMB!”

Happy Social Workers Month!

Happy Doctors’ Day! March 30