Leadership Hosts Appreciation Luncheon for Town Center Employees

UTMB Health’s newest healthcare facility, the Multispecialty Center and Stark Diabetes Clinic, was the site for an employee luncheon hosted by executive leadership to celebrate the hard work of so many in completing the 45,000 square foot facility on time and within budget.

William R. Elger, executive vice president and chief business and finance officer, and Garland Anderson, M.D., Executive Vice President, Provost and Dean, School of Medicine, recognized employees from across the university—from Clinical Operations to Facilities and Information Services—who pulled together to convert the former retail space into a state-of-the-art, healing environment.

“You all not only brought this project in on budget, but you finished it slightly ahead of the deadline,” Elger said. “And, it is a spectacular facility that certainly raises the bar for UTMB.”

Addressing the group of about 75 employees, Dr. Anderson, likewise, commended the group of employees on the teamwork required to bring this facility to fruition. He said “this is a proud moment. It is gratifying to see how faculty and staff have risen to the occasion to open this facility and to continue to bring outstanding services and facilities to the residents of this region.”

The new facility, located on I-45 (northbound) just north of FM 646, opens August 1 and includes the following clinics: Stark Diabetes Center, Endocrinology, Geriatrics, Rheumatology, Ophthalmology, Internal Medicine Primary Care, Cardiology, Pulmonology (Allergy and Asthma), Nephrology, Neurology, Pain Management, Transplant Services, Blood Center and Aerospace Medicine.

UTMB Health mailed 14,000 letters to inform patients of the new location and services now available in the north County to complement health care services at UTMB on Galveston Island. A grand opening and an employee open house are being planned for the fall—stay tuned for details! For more information about the new center, call 832-505-2000.
Welcome Aboard!

Please welcome Richard Foy as the new Administrative Fellow for the 2012 fiscal year.

Originally from Mayfield, Kentucky, Richard completed his undergraduate degree at Freed-Hardeman University in Henderson, Tennessee. He attended graduate school at the University of Alabama at Birmingham, where he received an MBA, a Master of Science in Health Administration and also served as the Graduate Administrative Intern at Cooper Green Mercy Hospital.

Richard is a huge basketball fan and plans on completing his first half marathon this year. He has been to 14 different countries including the Dominican Republic and Guayana.

By now you may have heard the term Lean Practice or Lean Management, but might be wondering just what it’s all about.

“Lean” is a production practice developed in the 1930’s by Toyota as an improvement to Henry Ford’s concept of flow production. Lean practice considers the expenditure of resources for any goal other than the creation of value for the end customer to be wasteful, and thus a target for elimination. As waste is eliminated quality improves while production time and cost are reduced.

It is one more method for our “tool bag” that we can draw on for the right problem – when we want to streamline a process and assure that its delivering maximum value.

It has a proven track record of engaging front-line staff in improving their processes and the workplace and quickly delivering results.

What does Lean Management consider waste?

- Transport (moving products that are not actually required to perform the processing)
- Inventory (all components, work in process and finished product not being processed)
- Motion (people or equipment moving or walking more than is required to perform the processing)
- Waiting (waiting for the next production step)
- Overproduction (production ahead of demand)
- Over Processing (resulting from poor tool or product design creating activity)
- Defects (the effort involved in inspecting for and fixing defects)

The five-step thought process for guiding the implementation of Lean techniques is easy to remember, but not always easy to achieve:

1. Specify value from the standpoint of the end customer by product family.
2. Identify all the steps in the value stream for each product family, eliminating whenever possible those steps that do not create value.
3. Make the value-creating steps occur in tight sequence so the product will flow smoothly toward the customer.
4. As flow is introduced, let customers pull value from the next upstream activity.
5. As value is specified, value streams are identified, wasted steps are removed, and flow and pull are introduced. The process begins again and continues it until a state of perfection is reached in which perfect value is created with no waste.

UTMB Health recently facilitated Lean Training for several of its leadership teams. Each team was assigned to observe a process and devise a solution. Among the many lessons learned as a result of the exercises were that the physical observation of processes and involvement of frontline staff is vital to success, awareness of processes both upstream and downstream are crucial and that, with full commitment and devotion of time to individual projects, a lot can be accomplished in a short period by simply taking the process one step at a time.

The Medical Staff Office recently eliminated the unnecessary clutter from its space.

The LEAN 5s APPROACH:

Sort  Straighten  Shine  Standardize  Sustain

The five-step thought process for guiding the implementation of Lean techniques is easy to remember, but not always easy to achieve:
Congratulations to David Rayer, Associate Director of Patient Services, Morrison Dining Services for receiving the Compass Community Council Annual Achievement Award for Morrison Healthcare division. He was chosen for his extensive work with patient satisfaction scores and working through all the issues after Hurricane Ike to get food services up and running.

“I would like to thank the [Radiology] Special Procedures staff. Everyone was kind and compassionate: from Melissa who scheduled the procedure, Tommy for taking me to the Special’s Suite, and Kim and Debra for making me feel like I was their only patient that day. But especially Paula. She was competent, kind and a star for getting me through my procedure.”

“Thanks to Paul Graham for all of his hard work on leading relocation of the Children’s Inpatient Unit as the modernization of J 10 A/B takes place. I’ve heard that you were pivotal to the project and that you helped make the transition a very smooth one.”

“These individuals were entrusted and carried out immediate health care of the highest order to a dear friend of mine who was a patient at UTMB’s Emergency Room. It was obvious that a team approach was in place the entire time and each member provided compassion and proficiency within their respective roles. What a dynamic group to say the least! I know we can generalize from these superb practitioners that this is how UTMB conducts itself in all of its professional activities. Please acknowledge these fine practitioners for their health care delivery. The patient and her family are so appreciative of the successful outcome of her patient status this past May, thanks to:

James W. Hunderup, M.D.
Mohsen Nasir, M.D.
Erice Bieber, RN
Gary G. Williams, RN
Kacee D. Cox, RN
Mauricio Ruiz-Cuero, MD

“Amanda Lockhart was my nurse during the day and without her my stay wouldn’t have been as pleasant. She was well informed about everything.”

“I want to thank Jesse Haven & Sylvia Morgan (Ante/Post) for all their help. They were the best nurses a patient could ask for.”

“Gloria Decker (Environmental Services) was very pleasant, kind and did an excellent job keeping the room clean.”

“I have been receiving excellent service and care from Dr. Jyothi Mamidi Juarez and her staff at the Friendswood Medical & Surgical Specialties Clinic for some time now. Yesterday, Patrick got a prescription ready for me in a very short time, which resulted in saving me a lot of driving time. I was able to stop by and pick it up while I was out instead of making a separate trip. Thank you very much for the extra effort! I have recommended UTMB Health to several friends based on my experience with Dr. Juarez’s office.”

Cathy Green and Laurel Meyer were fabulous; [the patient] felt they had a great staff and are feeling much better after their care. The patient was also especially grateful to Scott Woodyby for showing his wife such patience once he was discharged—he said you were very calming and did a great job giving her instructions.

Other Positive Mentions:
Dr. Aaron Morhanty, Dr. Courtney Williams, Brittany Green, Rachel Murphy, Mary Beth Farmer, Dr. Fernando Desani, Donald Dillon (Morrison Services), Gracie Gonzales, Jessica Carson, Dr. Fred Speck

Thanks to UTMB for Exceptional Care

The following letter originally ran in the “Letters to the Editor” section of the July 11, 2011 Galveston County Daily News

I received my kidney transplant May 25 at the University of Texas Medical Branch. What was to be a fairly routine procedure resulted in several complications, including three additional surgeries and an extended hospitalization of a month. I would like to thank the transplant team at UTMB, all the physicians (Dr. Thomas) and nurses in SICU and on the transplant floor (9D). Their dedication is immeasurable. They displayed compassion to every element of my care from post-surgery complications to my pain management. Words will never be able to express my gratitude.

The nurses were exceptional. The discharge planners, Charla and Nickii, and social worker, Elizabeth, were extremely helpful and very crucial to my morale when I was discouraged. They came in daily to speak to either me or my wife without fail.

A very special thank you to B. Shipp, R.N., and every one at the UTMB clinic, Judy and Buffy. I would also like to extend my thanks and appreciation to Bevin and his staff and Jackie from housekeeping.

May God continue to bless each of you.

Ramiro R. Vera Jr.
Corpus Christi
Did you Know?

Health Information Management completes quality reviews on the more than 24,000 documents that are scanned into the Epic EMR monthly.

In June, UTMB volunteers contributed 1,168 hours of service. In no other month since Hurricane Ike have service hours exceeded 800 hours.

UPDATE:

John Sealy Hospital Modernization

Patch & Paint of Concourse Complete!

Completed rework of the above ceiling plumbing at the 6th floor CD Wing.

Working toward completion of all inpatient rooms by end of October.

UHC Garage Remodeling To Be Completed this Fall

The University Hospital Clinics (UHC) garage modernization project is scheduled to be completed in late October. The project features construction of a new, enclosed, climate-controlled lobby and new elevators. The contractor is implementing double construction shifts and expediting equipment orders so as to substantially complete the UHC garage remodeling project by the target date of October 21, 2011.

August Health Observances

Cataract Awareness Month

Medic Alert Awareness Month

National Immunization Awareness Month

August 2: National Night Out

August 7 – 13: National Health Center Week