New UTMB Cancer Center Officially Open

The new UTMB Cancer Center officially opened at the Specialty Care Center at Victory Lakes on July 19. The center brings advanced cancer care to a rapidly growing region, accessible to patients and their families throughout the Bay Area.

UTMB Health President, Dr. David L. Callender, welcomed numerous UTMB employees to the event, along with special guests including League City Mayor, Tim Paulissen, George Sealy of The Sealy & Smith Foundation, and representatives of local area chambers of commerce.

Director of Breast Health, Surgical Oncology at UTMB, Dr. Colleen Silva, described in detail the comprehensive array of oncology services provided by the center’s expert staff—all specialists in their fields. The multidisciplinary team includes medical and surgical oncologists, radiologists, radiation oncologists, and reconstructive surgeons.

Dr. Silva also described some of the state-of-the-art technology available at the center - for example, the facility is one of only three offering Helical Tomotherapy in the Houston-Galveston area. This specialized system targets tumors with highly precise radiation delivered from 360 degrees around the body, increasing the doctor’s control in getting radiation where it needs to be while decreasing the chance of damage to surrounding healthy tissue and organs.

The New UTMB Cancer Center at Victory Lakes is a wonderful example of our collaborative efforts to create innovative, effective models for the future of health care!

Images from top to bottom: 1) Service Line Operations Manager, Richard Foy; Administrative Fellow, Rachel McKown; Associate VP Health System & Service Line Operations, Emily Blomberg; Assoc VP Clinical Support & Service Line Operations, Annette Macias-Hoag 2) North Galveston Chamber of Commerce President, Theresa Graham; League City Mayor, Tim Paulissen; VP & Chief Development Officer, Betsy Clardy 3) Nurse Manager, Cheryl Kelly-Wood; Director, Pharmacy Services, Kim Sergeant; Associate VP Ancillary Services & Service Line Operations, Wayne Baudy

ALSO IN THIS ISSUE…
Fully Connected: utmbConnect Newsletter
Welcome: New Administrative Fellow
Patient Experience Website
Health System Leadership Round - Photos!
Shout Outs!

To submit an article, photo or make a suggestion, email:
friday.focus@utmb.edu
Welcome Aboard!

Please welcome Rachel McKown as the new Administrative Fellow for the 2013 fiscal year. Originally from Ben Bolt, in South Texas, Rachel completed her undergraduate degree at Texas A&M University in College Station, Texas. She attended graduate school at the Texas A&M Health Science Center, School of Rural Public Health, where she received an MHA, a Master of Health Administration and also served as the Administrative Intern at The Physician Centre Hospital.

Rachel is a huge fan of everything Aggie and she loves the outdoors, especially Southern Colorado, where she vacations with her family almost every summer.

Get the latest Hand Hygiene results:

www.utmb.edu/hce

Patient Experience Web Site

http://intranet.utmb.edu/patientexperience/

The Patient Experience Web Site is now available. This internal site is designed to serve as a knowledge resource center, aiding the UTMB community in working together to share best practices in patient satisfaction. Throughout the pages of the site, you’ll find educational information pertaining to patient satisfaction scores and monthly patient satisfaction results, as well as best practices, tips for service recovery, resources and training opportunities.

How Does the New Web Site Help Me?

As a manager, this new site will be particularly important as you will have monthly access to the patient satisfaction scores. In the near future, results will also be available by department and by unit. We will keep you posted on updates of the site! Please share these scores with your staff at your staff meetings.

The patient is the absolute focus of everything we do at UTMB Health, and we want to be able to look people directly in the eye and say, "The care you will receive at UTMB Health will be the same care I would want my most cherished of loved ones to receive."

New Administrative Fellow

Rachel McKown

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Build of utmbConnect Complete: Now Testing and Optimizing

By Beth Quigley, Ambulatory EPIC Project Manager

The utmbConnect Project Teams completed the initial build of utmbConnect (also known as the Revenue Cycle project), and migration of all new information into the new system has taken place. This was a major milestone took place according to schedule and is a tremendous accomplishment!

During the migration period, an environment “freeze” was implemented and each project team (Registration, Scheduling, Hospital Billing and Professional Billing) completed Phase I testing, during which time they used scripted scenarios to test workflows step-by-step, and documented the performance of the build with either a “pass” or “fail.”

For example, the Cadence Build Team has focused on all scheduling components of the utmbConnect project. Their portion of the build consisted of creating an initial environment for more than 315 Epic departments and more than 500 descriptive visit types. Build of the scheduling application also included incorporation of scheduling instructions, directions to different clinic locations and additional patient instructions, all to ensure our patients are properly scheduled and receive the information necessary for a successful visit.

Another feature of the new scheduling system includes provider “pools,” created so that only the correct providers are paired with particular visit types. Questionnaires and work-queues were integrated to ensure nothing is overlooked or left unassigned or unauthorized during the scheduling process.

Phase I of testing examined the system’s scheduling capabilities and validated that the entire scheduling process flowed with ease, from scheduling new patients, follow-up visits and recurring appointments to changing appointments from one provider to another.

Phase II testing now begins, and will function as a continued build as well as a test of the system. This phase takes a deeper dive into the scheduling process to identify any glitches and to make enhancements.

Phase III will complete testing, and the “Integrated Testing Phase” will begin, a complex process measuring the interaction and compatibility of all components of the system. This process models the patient’s total experience from the minute they walk through our clinic doors or are admitted to the hospital until a bill is created for all services.

Throughout the build and test process, members of the Cadence Build Team will meet with department managers to review and validate functionality to confirm all possible visit types that were requested have been included in the application and that the correct providers are associated with the correct visit types. They’ll also confirm that all instructions are accurate, concise and helpful.

Managers have expressed enthusiasm about the new Epic system. They look forward to using Cadence in their clinics and the efficiency it will bring to daily operations. Let the testing continue!
Health System Leadership Visits New Primary Care Pavilion, SICU, Echocardiography Lab and MICU/CCU

PCP Diagnostic Radiology: Catalina Tovar, Ashlee Covington, Cynthia Rodriguez, Donna Sollenberger and Patricia Tavarez

PCP Family Medicine: Donna Sollenberger and Dr. Tricia Elliot

Echocardiography Lab & Heart Station: Rosario Mercado-Young, Son Pham, Prakashan Divakaran, Jacqueline Moor, Dr. Steve Quach

MICU/CCU: Chuck Machner, Carrie Cucco, Melanie Steward, David Marshall and Jill Gillespie

SICU: Luis Tellez, Felix Ombati, Georgia Burris, and Morgan Wall with Dr. Mark Kirschbaum

(Left) PCP Pediatrics: Donna Sollenberger and Nursing Supervisor, Anna Gall; (Above) Donna Sollenberger with Kathleen Albright (Internal Medicine); (Right) Donna Sollenberger with Jenny Lanier, Director, Clinical Operations
On Thursday, July 26, the Institute for the Medical Humanities, in conjunction with the Texas Transplant Center, hosted the first regional forum to discuss the special issues involving the treatment and care of women transplant recipients and donors. This workshop precedes the Texas Transplant Society’s annual meeting at Moody Gardens.

Dr. Kristene Gugliuzza, Professor of Surgery and Director of Kidney and Pancreas Transplant Program at UTMB’s Texas Transplant Center, was awarded the first ever Trailblazers Award, celebrating women pioneers in the field of transplantation.

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“I have to let you know about what a wonderful experience I had at your Breast Imaging Center at Victory Lakes. My appointment was on a rainy, horrible day. Traffic was terrible and I was actually 15 minutes late for my appointment for all things a mammogram. I was already anxious enough due to the nature of my appointment, but again the weather and traffic were terrible. But when I arrived, it was like I walked into a ray of sunshine.

As I entered the building, I was greeted by a very nice man asking if I had an appointment. He directed me to the check-in area where he had already secured me a mammogram. I was already anxious enough due to the nature of my appointment, but again the weather and traffic were terrible. But when I arrived, it was like I walked into a ray of sunshine.

I walked into the Breast Imaging center and was immediately greeted by Mike Garcia. He verified that I had an appointment, asked me to fill out a couple of forms, and very quickly notified the tech when I was ready. I had to go to the restroom and when I walked out, my technician, Mary Lauriano, was waiting on me. She addressed me as by name and took me back to my imaging room. I loved the fact that I changed clothes right in the room where my procedure was being done instead of having to walk around braless through the office. Mary was very talkative and kind and made me feel right at ease with my whole procedure.

After she took my images, she told me about the “immediate read” policy for the breast imaging. This was wonderful!! No waiting and wondering. She left the room for what seemed like seconds, and returned with the news that she had to take an additional image of my right breast. Following this, she once again, had me have a seat and went to talk with the radiologist. Again, it seemed like seconds and she was back with the good news that all is clear and I should follow-up in a year.

Through all of the kindness and professionalism of everyone at your facility, I completely forgot about the terrible weather and traffic on the way there and was absolutely relaxed when I left. As strange as it sounds, it was a joy to have my mammogram completed at UTMB – Victory Lakes. I have told everyone about my wonderful visit and told them if they want to know where customer service has gone, they need to visit this facility.”

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I was recently admitted into the hospital in early June, and would like to say the service that I received was excellent! The ER nurses were outstanding. From the ER, I was sent to Neurology J9C and the nurses there treated me with such care I felt as if I was with family. Anything I needed someone was always there to help me.

I was diagnosed with Muscular Sclerosis, and it was devastating not only to me, but my family. My husband stayed with me every night I was in the hospital. He never left my side and the nurses were so accommodating. When my kids would come to see me the nurses already knew them by name. I really am so thankful for them; they made this devastating news a little better. My husband and I called the staff on J9C “Angels from Heaven”.

I also work here at UTMB. I hope we have more nursing students applying that know the value of compassion and the willingness to learn great bed side manners. I cannot express how grateful I am to have such a great staff of caring people that took care of me.

The great staff from Neurology J9C:
Dr. Prabdeep Singh and Dr. Sheetal Shivasprasad;
Nurses: John Njeru, Renee Addair, Barbara Robinson, Daria Stanford, Princess Barden;
Patient Care Techs: Iesha Freeman, Darrel Perry
Food and Nutrition: Donald Dillon; Housekeeping: Gloria Becker and Jacky Williams

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“Thank you so much for the care and assistance Susanna B. Mott, RN (MICU) gave my husband. After receiving three stents, he is doing well. We celebrated our 37th wedding anniversary yesterday and look forward to continuing our life’s journey together. The staff at UTMB saved his life. Thank you.”

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Other positive mentions:
Cynthia Rodriguez (SICU), Shirley Rainwater, Cheryl Clemons, Renee Addair, Iesha Freeman, Darrel Perry, Judy Barnes, Barbara Robinson, Rebecca Regini, Cathy Cap (Neuro T9C), Eileen Pucci-Womack, Dr. Guillermo Gomez, Dr. Kimberly Brown and Gloria Nwuga.