ANCC Magnet Site Visit Recap

Appraisers from American Nurses Credentialing Center (ANCC) visited UTMB June 20-22 to observe and collect information to verify, clarify, and amplify the materials that UTMB submitted to the Magnet Recognition Program in its application document several months ago.

A group of smiling Nurse Clinicians and Nurse Managers welcomed the Magnet appraisers at the front door of John Sealy Towers at 7:15 am on the day of their arrival. That day, appraisers met with executive leadership of UTMB Health and the Health System to discuss UTMB's mission, vision, and values and how each and every individual at UTMB contributes to achieving the institution's goals as well as the critical involvement of every department in the pursuit of excellence in patient care.

Appraisers also met with the Senior Nursing Leadership Team, Nurse Managers, and the Nursing Practice Council and Policy Committee. They also met with representatives from Human Resources to discuss recruitment and retention, the UTMB Health System Ethics Committee, and representatives from Nursing and Information Services regarding clinical information systems.

On the second day, appraisers met with community leaders and stakeholders who spoke very highly of the collaboration and partnership between UTMB Health and the communities it serves. Following the open forum, the group of nurses and others meeting with the surveyors sent the them off by singing, “The Eyes of Texas Are Upon You”!

Appraiser team leader, Dr. Linda Chase, also took a tour of the Multispecialty Center and Stark Diabetes Clinic at Victory Lakes Town Center and the Specialty Care Center at Victory Lakes during her visit, and had the opportunity to meet with nursing staff from off-island ambulatory facilities. The other two appraisers made rounds to speak with staff in the hospital, the Emergency Department, and TDCJ – Hospital Galveston.

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Overall, the Magnet Site Visit went very well, and the appraisers were complimentary of everyone with whom they interacted during their visit. By the time the visit was over, they had met with more than 200 RNs during breakfast, lunch, and dinner sessions; unit rounds; and shared leadership council sessions. They shared the following observations prior to their departure that these notes will be including in their report to the Magnet Commission:

- Teamwork is one of the strengths at UTMB
- Support from senior leadership is strong
- The organization and its nurses are resilient
- The Nursing Practice Model and how it gets applied is noteworthy
- The Competency and Clinical Advancement Program is noteworthy
- The focus on research and new knowledge should be maintained and strengthened
- The focus on demonstrable outcomes should remain strong
- The opportunity for interprofessional education at UTMB is unique and should be leveraged

The appraisers will now summarize their observations and the information collected in a report to the Magnet Commission. The Magnet Commissioners will review the summary submitted by the appraisers and vote on whether to award Magnet Recognition to UTMB Health. UTMB should be notified in approximately four to five months regarding whether we are officially a Magnet designation.

A special thanks to the UTMB Health nurses who served as escorts for the Magnet appraisers:

- Elvia Gomez, RN
- Meredith Hartzog, RN
- Denise Prince RN
- Maribel Bhojani, RN
- Pam Cruz, RN
- Tammy Cupit, RN
- Maria Dumon, RN
- Elvia Gomez, RN
- Louise Hancock, RN

A very special thank you to everyone for all of the efforts to make sure that the site visit showed UTMB Health Nurses are excellent!

UTMB Family Campaign 2012

There’s still time to give!

Although the April 20th deadline for the UTMB Family Campaign has come and gone, we would like to let those individuals and departments still interested in making a gift know that their pledges are more than welcome!

The official deadline was established so that UTMB could officially announce our progress at the New Jennie Sealy Hospital groundbreaking event.

To date, we have had 3,744 employees contribute $4,062,607!

Employees interested in making a gift may do so online at www.UTMB.edu/familycampaign.

Meaningful Use Update

UTMB Health continues to make progress toward compliance with Meaningful Use (MU) core measures and menu set measures, promoting improved and safer care of our patients. The addition of the MU Checklist with the Epic 2010 upgrade has promoted a substantial increase in compliance. Please note this new feature and utilize its help functionality as you write notes or work with the house-staff.

Our major obstacle is clinical quality measure reporting. We continue to have issues with loading the necessary information in order to run these queries. This, our last significant technical issue, is being actively addressed and should be resolved very soon. Performance will determine our results once this is handled. Problem lists, after-visit summaries, and medication reconciliation remain our focus for improvement. See the website at http://intranet.utmb.edu/emr and follow the link to “Meaningful Use” for more details and support.

The Faculty Group Practice (FGP) has 392 physicians and eligible providers reporting, as of our most recent analysis, and 133 are meeting the criteria to attest to Meaningful Use, once the clinical quality measure issues are handled. Based upon our results, the hospital is ready to attest to Meaningful Use for FY12 and will begin doing so in the coming few weeks.

Finally, our success has paid off in incentives of $3.6 million to the Hospital and over $3 million to the FGP since the beginning of the program. More incentive dollars should be forthcoming later this calendar year.

Milestone Update:

As of June 29, a total of 28% of the migration of the UTMB Connect Revenue Cycle Project from build to testing environments is complete. We remain on-target to meet the July 13 completion date for this significant milestone!
The Joint Commission Establishes New Language Proficiency Standards

Last year, approximately four percent of all UTMB encounters involved patients whose preferred language was Spanish or another foreign language. As clinicians, you know that effective communication is critical to the engagement and understanding of our patients and their families in managing their health and health care. For our Limited English Proficiency (LEP) patients and families, it is reassuring that there are clinical providers and staff available to communicate directly with them in their preferred language.

In order to assure a uniform standard of care for all patients, independent of a patient’s preferred language, we are requesting your assistance in clarifying the capabilities of our clinicians who speak with our patients regarding their health care in a language besides English. This is further underscored by the fact that on July 1, 2012, The Joint Commission will implement newly established standards related to patient-centered communication specifically related to our interaction with LEP patients. UTMB must meet these standards.

For several months, a small team has been working to assure that we are meeting our patients’ needs and complying with these new requirements, which mandate that all clinical providers and staff who communicate health information to patients and families in a second language during clinical interactions must have their proficiency in that language validated. This coincides with the belief at UTMB that all patients should receive the highest quality care, regardless of the language they speak.

If you wish to continue communicating health information with patients in a language other than English, please take a few minutes to complete the brief survey below to help us determine whether your proficiency needs to be validated, and if so, to identify the best method to measure your proficiency. After completing the survey, a member of the Language Services team will contact you and inform you of the next steps.

Please follow this link to take the survey: http://www.surveymonkey.com/s/XTG93BF

For more information, please contact the Language Services department at 409-772-4700 or language.assistance@utmb.edu. You may also visit the website at http://intranet.utmb.edu/patientservices. Classified employees must request their supervisor’s permission prior to pursuing bilingual validation.

July Employee Health Programs

The Employee Health Promotion Program (EHP) is vital to UTMB’s most valuable asset: our employees. Numerous classes are currently being offered. Enroll today! Visit http://hr.utmb.edu/ehp/ for more information.

Zumba will continue in July as follows:

- UTMB Employees ONLY
- Where: UTMB Health – Specialty Care Center @ Victory Lakes (front lobby area)
- When: Monday & Wednesday evenings (July 2nd through August 1st)
- No Class on July 4th, 2012
- Time: 5:30pm – 6:15pm
- Total Cost: FREE

Weight Watchers at Work weekly meetings hosted by EHP (ongoing based on required minimum attendance)

- Location – John Sealy Annex (7.134)
- Every Tuesday (12:15pm – 1pm)
- Membership required
- Contact -- pmhousto@utmb.edu

Tobacco Cessation (individual coaching based on an individual’s readiness to change regarding their tobacco use)

- Contact -- pmhousto@utmb.edu
- http://hr.utmb.edu.ehp.comit_to_qui.aspx

Fitness Consultation and Health Coaching (on-going)

- http://hr.utmb.edu/ehp

On-going Alumni Field House Activities

- Contact 2-1304 for more information:
  - Aerobic Classes
  - Aquatic Fitness
  - Body Chisel
  - Boot Camp
  - Core Camp
  - Karate
  - Kickboxing
  - Spinning
  - Stretch & Balance
  - Yoga
  - Zumba
  - Personal Training
SICU Move Complete!
The Surgical Intensive Care Unit (SICU) has officially moved from J4A to J2A. Thank you to all of the departments for working tirelessly to plan this move for the past several months. A special thanks to Miguel Villarreal and Paul Graham for their leadership in the planning and execution of the move. Please contact Josette Armendariz, Nurse Manager, for any questions or concerns at ext. 7-1286.

New Doors Direct Traffic at John Sealy Lobby
New doors in the elevator lobbies and the connecting corridor at John Sealy Hospital have been installed to help direct visitors to the bank of three elevators, which provide direct connection from the first-floor entry lobby to the AB and CD Wing circulation corridors at each patient floor. This change will also free up the bank of eight elevators for use by authorized hospital staff in meeting the healthcare needs of patients.

“Over a year ago, my son was referred by the Huntsville Memorial Hospital Clinic in Walker County to receive treatment at the UTMB GI Clinic. In March of this year, he successfully completed an intensive six month treatment program thanks in large part to the dedicated and patient-sensitive care of the GI Clinic team at UTMB. Under the best of circumstances, this type of treatment is extremely difficult, but in my son’s case, it was even more so given the number of different parties involved and the long distance between Huntsville and Galveston. The HMH Clinic and UTMB worked jointly to coordinate tests and appointments through the Office of County Affairs.

Throughout the entire process, my son and I received incredible support and service from the GI Clinic staff. Nurse DeBora Krehel-Schultz was readily available to take my calls when needed and kept us updated with test results. She was truly our “champion” from beginning to end. Dr. Praveen Guturu was always very professional, encouraging and informative. He took time to call us with the results of each test and provided clear concise explanations. He was very sensitive to the fact that we lived so far away and was always willing to talk by phone. Elodie Elie was a tremendous help at the front desk. She always recognized my son and had kind encouraging words and did a wonderful job coordinating our appointments. Dr. Karen Szauter conducted a number of physical examinations over the course of my son’s treatments.

My son and I are very appreciative of the exceptional care and treatment he received through the UTMB GI Clinic and extend our sincere thanks to all the wonderful doctors and staff involved.”

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Other Positive Mentions: Debbie Marshall, Judy Morgan, April Lane (Burn Unit); Mary Beth Farmer, Russell Vanarsdale (Ortho/Trauma), Shelia Fields (Neuro); Barbara Parish, Katie Ripkoski, Margaret Matthews, Erna Morning, and Erin Gurski