By the April’s end, our compliance was at 80 percent, just above our baseline goal of 75 percent. In May, however, the results showed our compliance levels had slipped slightly below our baseline goal. While we did manage to return to our baseline in June, we need to do much better! Please remain dedicated to this ongoing initiative as we strive toward achieving 100 percent observed compliance in all areas and among all professions!

Infection prevention is essential to ensuring our patients do not acquire additional infections while at UTMB. Providing a sanitary environment to avoid transmission of infections and communicable diseases is absolutely crucial when one considers approximately 90,000 people die in the U.S. each year due to Healthcare Associated Infections (HAIs).

Compliance by everyone who cares for the patient is important—one person with unclean hands can undo the diligence of the entire team! In addition to performing hand hygiene before and after contact with a patient and/or upon entering and exiting the patient’s room, it is also required before performing a sterile procedure, between a dirty and clean task and after contact with blood or other body fluids. Gloves are often perceived to be a replacement for hand hygiene, but hands may become contaminated from small defects in the gloves or during glove removal.

What Can You Do? Ask!

Because there are so many tasks involved in health care, creating a culture where colleagues ask one another to clean their hands when they neglect to do so is extremely important. Patients can also participate if we teach them about the importance of clean hands and encourage them to ask physicians, staff and visitors if their hands are clean. Improving hand hygiene clearly requires the assistance of many disciplines and departments, including support personnel who ensure hand hygiene supplies are always fully stocked.

We appreciate your diligence to hand hygiene and also to your being willing to speak up and politely ask people entering and exiting rooms to gel or wash their hands. Patients deserve to be cared for by staff with clean hands—every patient, every contact, every time. Let’s make UTMB Hospital and Clinics the safest place for patients!

Hand hygiene information and monthly observed compliance results can be found in the Healthcare Epidemiology’s web site under “Hand Hygiene.” [http://www.utmb.edu/hce/HandHygiene](http://www.utmb.edu/hce/HandHygiene)
Workflow Mapping for UTMB’s Future

Team Members from across UTMB met on July 6 to conduct a Workflow Mapping Session for the new Clinical Services Wing and Jennie Sealy Replacement Hospital. During the session, various topics were discussed to identify how UTMB can best achieve the goals of efficiency and model clinical delivery system implementation in these new facilities.

Chief Quality, Safety and Clinical Information Officer, Mark Kirschbaum, presented an overview of Clinical Information Systems in the future hospital. Jake Wolf, senior project manager for these facilities, and Dave Redemske, senior designer at HDR Architecture, Inc., presented a review of the floor plans and identified the services that will be included on each floor. They also discussed benchmarks for distance and travel times in the Emergency Department, Operating Rooms, Materials Management, Pharmacy, etc.

Following a short break, Quality Management Specialist, Adam Spieker, provided an overview of Lean and Performance Improvement processes, project objectives, and identified group expectations, next steps and deliverables. Dr. Sandra Murdock wrapped up the morning with a brief Visioning Session and general discussion.

Benefits Annual Enrollment Period: July 15 – July 31, 2012

Benefits Annual Enrollment for the 2012-2013 plan year begins on Sunday, July 15, 2012, and ends on Tuesday, July 31, 2012. During this period, you can:

- Make changes to your benefits and enroll in UT FLEX,
- Make your declaration as a tobacco user or non-tobacco user,
- Request new coverage for eligible dependents, and
- Remove ineligible dependents from the program.

Make Informed Benefits Choices: Annual Enrollment Website Available July 13, 2012

Details about Annual Enrollment will be available on the OEB website beginning July 13, 2012. Use the website to learn your benefits plan options, view brief and informative presentations by the insurance vendors, and keep up with the latest reminders for Annual Enrollment which occurs between July 15 and July 31, 2012.

Your UT Benefits Enrollment Options Letter: Delivery by July 15, 2012

By July 15, 2012, employees will receive a letter titled “Your UT Benefits Enrollment Options” via email or hard copy. The letter lists your current coverage as well as the options that are available for you to elect that will become effective September 1, 2012.

Make your Coverage Elections with My UT Benefits: July 15 – July 31, 2012

Use the secure online My UT Benefits website to make your declaration as a tobacco user or non-tobacco user, make your coverage elections, change your benefits, upload dependent documentation, submit an EOI Application, designate your beneficiaries for life insurance, and enroll in the UT FLEX Health Care Reimbursement Account or Dependent Day Care Reimbursement Account.

You can connect to My UT Benefits with your internet browser by following the link in your Enrollment Options Letter. You can login by using the PIN number listed in the letter and either your Benefits ID, Campus ID or social security number. At some UT institutions, you can also login with your UT EID and password or where Single Sign On (SSO) is available, by using your local Campus ID and password. After you make your insurance coverage election or change, be sure to carefully review your Confirmation Letter the next day to ensure your election was correct.

Complete Evidence of Insurability (if required): Deadline August 15, 2012

Evidence of Insurability (EOI) is not required for enrollment in the UT SELECT Medical plan. During Annual Enrollment, EOI is required to enroll in certain insurance coverage including life, disability and long term care insurance.
The new UTMB Cancer Center will formally open at the Specialty Care Center at Victory Lakes on July 19. The center will bring advanced cancer care to a rapidly growing region, accessible to patients and their families throughout the Bay Area.

The UTMB Cancer Center is a long-standing member of the American Association of Cancer Institutes (AACI) a prestigious organization of cancer programs in academic medicine. It was also recently certified by the Commission on Cancer as an Approved Cancer Program, a testament to UTMB's commitment to providing quality care, ongoing improvement and public accountability for the care and service we provide to patients with cancer.

The new Cancer Center offers a comprehensive array of oncology services provided by UTMB's expert staff—all specialists in their fields. Our multidisciplinary team—including medical and surgical oncologists, radiologists, radiation oncologists, and reconstructive surgeons—will be ready to address any of your needs at one convenient location, supported by the latest state-of-the-art technology. It is a wonderful example of our collaborative efforts to create innovative, effective models for the future of health care.

The facility will be one of three offering Helical Tomotherapy in the Houston-Galveston area, and the TomoHD Mobile accelerator unit is one of fewer than 10 in operation in the world. The 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.

Our Cancer Center will provide truly extraordinary services to the area, and is a marvelous step forward for UTMB and for all those we serve. Thank you to everyone who has worked extremely hard and been so dedicated to getting this facility up and running for our patients.

Please join us for the opening of the new UTMB Cancer Center on Thursday, July 19, 2012 5:00 - 7:00 p.m. at the Specialty Care Center at Victory Lakes

Welcoming remarks by Dr. David Callender, UTMB Health President

UTMB Nurses Recognized by Good Samaritan Foundation

The Good Samaritan Foundation recently announced the 2012 winners of their Excellence in Nursing Award which recognizes nursing’s “best and brightest.” Excellence in Nursing Award winners are nominated by their peers and selected by a distinguished committee of nursing leaders. Those nominated must demonstrate passion for the nursing profession and exemplify excellence in teaching, mentoring, leadership and service.

Jessica Peck, assistant professor in the School of Nursing, is this year’s gold medal winner in the category of Education/Faculty. She and other medal recipients will be celebrated at a luncheon in Houston in September.

A dozen UTMB nurses were honored with nominations. They are: Lee Alviza, Brenna Brown, Bernard Cherry, Odette Comeau, Kacee Cox, Janie Diaz, Robert Hastedt, Gopa Manikandaser, Bronia Michejenko, Bibi Olivarez, Barbara Parish and Christine Talbert.

This event will be covered in full detail in UTMB’s Nursing News September issue.

Six UTMB faculty members receive Outstanding Teaching Awards from UT System Board of Regents

On July 11, The University of Texas System Board of Regents today awarded six faculty members at UTMB with the board’s highest honor in recognition of their performance in the classroom and their dedication to innovation and advancing excellence.

The Regents’ Outstanding Teaching Awards recognize faculty members at UT System institutions who have demonstrated extraordinary performance and innovation in the classroom and laboratory. The awards are among the largest in the nation, and given the depth and breadth of talent across the UT System, this awards program is also one of the nation’s most competitive.

UTMB’s award recipients are Christine Baker, professor in the department of Physical Therapy in the School of Health Professions; Dr. Michael Boyars, professor and senior associate program director for Internal Medicine Residency Program and director of Inpatient Services for the department of Internal Medicine; Dr. Richard Jennings, professor and program director for the Aerospace Medicine Residency Program in the department of Preventive Medicine and Community Health; Suzanne Peloquin, professor in the department of Occupational Therapy in the School of Health Professions; Dr. Kirk Smith, Arnold P. Gold Associate Professor of Medicine in the department of Internal Medicine and Dr. Karen Szauter, professor and medical director of the Standardized Patient Program, Internal Medicine, Office of Educational Development.
“Thank you to everyone who helped care for my grandfather while he was at UTMB over the past two months. Everyone deserves to know how much it made a difference that they really cared about him during his sickest time. My family and I could not have asked for a more caring team.

We were always greeted by warm-hearted staff. The physicians did everything possible and within reason to make sure they were provided the best care. Every question I had, every phone call I made, every concern I ever had and every comfort measure was always taken care of and handled so well.

The nurses, aides and administrative staff of the ACE unit took excellent care of him each and every time. His room and linens were always clean, and the Housekeeping staff was very considerate and respectful coming into his room.

The MICU Nurses and the receptionist in the PACU referred to my grandfather as “family.” It was hard on him and our family to see him so sick; the nurses allowed us as much time as possible with him. They put forth 110% all of the time.

Thank you to the Palliative Care team for allowing us to do everything my grandfather wished for during his last days and for making arrangements to get him home to be with his family. He was at the happiest place he could be and always comfortable, which was priceless.

The Rapid Response team was outstanding. They had an answer for every question and made us feel very secure in their actions.

To every person who cared for him, including the ER staff and the people behind the scenes who aren’t seen but helped so much, thank you. Words cannot express what an outstanding job you all did and how much better his last two months of life were because of each and every one of you. You all have a special place in our hearts that we will always remember, respect, and appreciate. You treated us like family.”

“I wanted to let you know that Joe Byrd (systems analyst in the Clinical Equipment Services Department), was very helpful last night! I called him around 7:30 p.m. to let him know about OBIX issues we were having. He continued to stay in touch with us until 1:30 a.m. when the problem was finally resolved and the system was up and working again.”

“Detra Jones with Housekeeping was excellent. She took the time to ask me if there was anything that she could personally do to help me before she left my room. That was great service.”

Shout Outs from Press Ganey reports to Maira Jackson, Denitra Richardson and Rachel Nginyi-Munyoli from J8C Surgery, pictured above.

Other positive mentions:
Also from J8C Surgery: Sonya Gomez, Courtney Parry, Romesha Pines, Axel Rodriguez, Joaquin Cortiella and Ruiqing Sun

Community Health Program Article in Professional Case Management Journal
The article “Community-Based Case Management for Uninsured Patients with Chronic Diseases: Effects on Acute Care Utilization and Costs” has been accepted for publication in an upcoming issue (TBA) of Professional Case Management, the Official Journal of the Case Management Society of America.

This is the Community Health Program’s first manuscript article. Kudos to everyone who worked on the article, especially Alison Glendenning-Napoli and Lenny Pechacek.