Thirteen years ago when Carl Schutz and his wife Judy made a commitment to volunteer with UTMB Pastoral Care for the 40 days of Lent, they had no idea that they would still be participating in the program more than a decade later.

“When we started, it was a 5 hour a week commitment for a month, and we’re still here,” Schutz’ favorite part about volunteering with Pastoral Care is the opportunity to see the change in a patient’s day. “When you go in a room and see that someone is in a grumpy mood and then a little while later you leave and they’re laughing, that’s a good thing.”

The volunteers in Pastoral Care program visit with patients and families who are staying in the hospital and, who often times, do not have support systems nearby.

Jo Soske began volunteering at UTMB shortly before Hurricane Ike. She volunteers through the Houston-Galveston dioceses and visits primarily with Catholic patients, many of whom only speak Spanish. “When I walk in and they realize I am fluent and they can speak to me, there is such a relief that you can see. It fills a need.” Soske explains that although there are translators available for patient to doctor communication, patients and families are seeking spiritual and emotional support as well, and the Pastoral Care volunteers can help fill that need.

Lona Dorman, a retired UTMB nurse who has been volunteering with Pastoral Care since September 2011, agrees. She says, “The ability to share a burden promotes a healing environment.” Dorman relies on her experience as a nurse to help her patients and gauge how she is most needed. She emphasizes that the primary purpose of Pastoral Care volunteers is to provide support- an ear to listen, a shoulder to cry on, and a person to relate to. Volunteers only pray with the patients and families who welcome them. Patients can be of any religious background or denomination.

Pastoral Care Director John Riley reports that in September of this year, volunteers made 285 visits to patients and in October, volunteers made 325 visits to patients. Riley says, “The volunteers, just by their presence, let our patients know that there is a personal touch to how UTMB cares for their health— including their spiritual health. Our volunteers’ presence also reminds our patients of the ready accessibility of the powerful resource of their faith in their recovery from their present troubles.”

The full Pastoral Care volunteer roster includes Tom Bain, A.L. Curtis, Lona Dorman, Charlene Lutz, Elroy McHenry, Carl Schutz, Judy Schutz, Miguel Seratto, CeCe Snyder, Jo Soske, Katherine Thatcher and Doug Tucker. For information about volunteering with Pastoral Care, contact the Pastoral Care Office, at 409-772-3909.

IN THIS ISSUE…

- Pastoral Care: The Spiritual Side of Health Care
- CBC Friendswood at 8th Annual Halloween in the Park
- Recap: 2nd Annual Health System Budget Celebration
- A Visit to the John Sealy Hospital ORs
- Introducing Clinical Value Analysis at UTMB Health
- Ambulatory Fall Festival for Joint Commission Readiness
- Tanger Outlet Opening Benefits UTMB’s Breast Cancer Treatment and Prevention Programs
- Shout Outs!

Miss an issue? www.utmb.edu/fridayfocus
Submit a story: friday.focus@utmb.edu

Contributing writers: Mary Feldhusen and Erin Swearingen
The 8th annual Halloween in the Park was held in Friendswood on Sunday Oct. 28. The CBC Pediatric Associates Office in Friendswood participated and fitted children with bike helmets we obtained from Texas Medical Association. Texas City Pediatrics participated in a Health Fair at Mall of the Mainland on Saturday as well and fitted and distributed helmets. From left to right: Dr. Michael Binder, Jodi Mensch, Megan Spencer, Cynthia McGuskey, Sandy Knight and Andrea Williams.

Recap: 2nd Annual Health System Budget Celebration

The Health System held its 2nd Annual Budget Celebration on October 25 in appreciation of the hard work all of the departments did to successfully close the budget for FY2012. The theme this year, The Budget Show, was inspired by the late, great Johnny Carson as host of The Tonight Show. Chief Nursing Officer, David Marshall, and Executive Director, Healthcare Financial Management, Brian Williams, emceed the event.

David opened the show with a monologue complete with original jokes, a look back at the past year’s accomplishments and other surprises. During the “commercial break,” EVP & CEO, Donna Sollenberger and EVP & CFO William Elger both expressed their appreciation to the group for their tremendous efforts on this year’s budget.

David Marshall later returned to the stage in his alter ego, Marshall the Magnificent, complete with a magical golden turban and green cape. The great sage and seer divined the answers to many very humorous questions about the budget process and even some of the budget presenters. It was all in good fun! A few very lucky attendees won door prizes. It was a fun-filled morning and a great way to thank everyone for their hard work.
A Visit to the John Sealy Hospital OR Suite

Each month, the Health System Executive Leadership team rounds to multiple units and clinics to meet with staff and hear the latest news in their departments.

This month, Chief Medical Officer, Dr. Steve Quach toured the OR Suite, with Director of Patient Care Services and Assistant Chief Nursing Officer, Bud Cherry, and Nurse Manager, Ri Dorado, as his hosts. This is one hard working team, and it was a pleasure to meet the members of the department and get a glimpse into their day!

(Above) Chief Medical Officer, Dr. Steve Quach; Sterile Processing Tech, Will Hamilton; Director of Patient Care Services and Assistant Chief Nursing Officer, Bud Cherry; Sterile Processing Tech, Corey Payne; and Nurse Manager, Ri Dorado; (Below) A current, standard OR. The team is really looking forward to the larger spaces in the new Jennie Sealy Hospital!

(Above) CMO, Dr. Steve Quach and Perioperative Services Coordinator, Chanah King; (Below, right) Hospital Aides, Brenda Gallop and Sade Hall with Dr. Steve Quach; (Below right) The endovascular suite in the John Sealy OR compliments the Vascular Service. The endovascular suite provides a full array of minimally invasive surgery from peripheral stenting to Abdominal Aortic Aneurysm grafting.
Thanksgiving Day Appreciation

As a small token of our appreciation, Thanksgiving meals will be offered to those who are working Thursday, November 22. All you need to do is show your UTMB identification badge in the cafeteria to receive your meal.

Tanger Outlet Opening Benefits UTMB’s Breast Cancer Treatment and Prevention Programs

The recent Tanger Outlet Grand Opening in Texas City coincided with the Tanger organization’s annual nationwide breast health awareness celebration “Pink Style: Shop and Save for the Cure” and benefitted UTMB’s breast cancer treatment and prevention programs.

The weekend included a Thursday night gala, a Ribbon-Cutting and VIP Brunch on Friday morning and a concert by American Idol winner Kris Allen Friday evening. Throughout the grand opening weekend, UTMB hosted a breast health information center, including onsite visits from UTMB’s mobile mammography van.

The mammography van completed 8 mammograms on-site during the weekend and 40 more are in the process of being scheduled and/or completed. According to the UTMB Development Office, in addition to the $25,000 check presented to UTMB, UTMB received at total of $5,979.00 from the Thursday night gala raffle.

Per the Tanger General Manager, approximately 1,500 people attended the Thursday night gala and the paper reported that a 1,500+ crowd was drawn for the Friday night event as well.

The Ambulatory Joint Commission Fall Festival was held at various locations across the Ambulatory enterprise October 26, 29 and November 2. Events were held at the Primary Care Pavilion, UHC Clinics, Friendswood Pediatrics, Multispecialty Care Center and Stark Diabetes Clinic and the Specialty Care Center at Victory Lakes. Similar to the recently held Olympics of Patient Safety & Quality, the events consisted of a series of booths and games designed to test everyone’s knowledge on topics such as Patient Safety and Quality, Patient Care/Record of Care, Medication Management, Infection Control, Patient Rights and Responsibilities, Environment of Care, Life Safety and Emergency Management. Left: Kathy Angel, Alison Martin and Cheryl Bryant; Center: Michelle Stout; Right: Mary Beth Ray
Introducing Clinical Value Analysis at UTMB Health

AS UTMB HEALTH CONTINUES PROCESS IMPROVEMENT PROJECTS ACROSS THE HEALTH SYSTEM, AN ONGOING FOCUS IS STRUCTURING THOSE PROCESSES WITH AN UTMOST CONCERN FOR WHAT IS BEST FOR THE HEALTH OF OUR PATIENTS AND FOR THE HEALTH OF UTMB.

An emphasis on value bridges all processes, whether the value is a result of improved clinical efficacy, monetary cost, efficiency, vendor service, performance, ease of use and/or patient safety.

Standardizing care processes has already been shown to improve the quality and safety of patient care. Elements of this care include the medical products used by every health care worker during care delivery. The products must be clinically acceptable, safe for both patients and staff, and available when needed. By standardizing products in addition to the processes, an even more improved, unified standard of care results.

Because many members across UTMB’s interdisciplinary teams share similar preferences and concerns about particular products, implementing a system of product review adds value to the care we deliver – we are able to verify that the products we use are supported by evidence and improve patient care and outcomes.

The establishment of a Clinical Value Analysis Committee at UTMB, a collaborative effort on the behalf of the clinical, financial and supply chain expertise, will aid in this process by implementing a long-term, sustainable strategy to purchasing products and technology in all health care environments across UTMB Health.

Other benefits seen by academic medical centers that utilize clinical value analysis include cost savings. These savings are a result of bundling various item orders with the same manufacturer and also gaining better leverage with contracts that are currently in place. In addition, numerous physician groups, hospitals and surgery centers have seen costs drop and revenues increase by more carefully managing the inventory on-hand.

An example from a case study by Becker’s ASC Review revealed that Southwest Medical Associates, a subsidiary of UnitedHealthcare, in Las Vegas (the largest multi-specialty medical practice in Nevada), was able to see 22 percent savings in medical-surgical supply costs by concentrating on data related to purchasing history and other benchmarks.

Members of the Clinical Value Analysis Committee will consist of a wide range of individuals from across the Health System and School of Medicine enterprises. The team will join to develop a process for product decisions to ensure all health care workers have the right tools for the right jobs. Over a time commitment of two years with rotating membership, the group will manage, evaluate and approve new product requests and trials. They will also optimize product and equipment utilization by evaluating and standardizing existing and new products which are pertinent to UTMB Health’s patient care delivery and services.

Decisions of which products to purchase will not be based solely on cost. In some cases, the higher-cost item is associated with better outcomes. If product selections result in a reduced length of stay, eliminate infections and speed recovery time, selecting those products will impact the bottom line in a significantly. The committee will also take into consideration the preferences of our patients while respecting their individual needs.

Spearheading this important initiative will be Clinical Value Analysis Manager, Johann Ramirez. Johann will aid the committee in researching requested products/technology and compiling various information on cost, leasing options, clinical research, and utilization best practices. Johann joins us from Glendale Adventist Medical Center, a 515-bed community hospital in North-East Los Angeles County. At Glendale Adventist, Johann served as the lead for Value Analysis and Supply Chain improvement projects.

He brings to UTMB years of experience in financial analysis and health care operations within both physician groups and hospitals.

Learn more about the Clinical Value Analysis process, committee, structure and membership as well as a description of projects and milestones in upcoming issues of Friday Focus.

Common “Value” Terms at UTMB Health

Clinical Value Analysis: a collaborative effort on the behalf of the clinical, financial and supply chain expertise, will aid in this process by implementing a long-term, sustainable strategy to purchasing products and technology in all health care environments across UTMB Health.

Value-based Purchasing (VBP): a payment reform under which hospitals and other providers are given financial rewards based upon their performance against quality measures.
Congratulations UTMB’s own Security Department and Chief Engells for the award of a $2,000 grant from the Rotary Club of Galveston. The grant is dedicated to the Child Safety Seat Program and will provide 51 child safety seats to indigent parents. The program also utilizes trained Safety Seat Technicians who teach parents how to properly install child safety seats into their own vehicles. This is the second grant the Rotary Club has dedicated to the Child Safety Seat Program.

On Friday November 2, around 1:00 pm, my Dad was in a motorcycle accident on the Seawall. He was taken by ambulance to UTMB and was placed in SICU with a head injury. Though we wish this accident had not happened, we are truly blessed that he was in Galveston when it did because, in our opinions, he was in the best hospital in the USA!!! All of the staff at UTMB, from the receptionists and the gift shop associates to the doctors and nurses, went above and beyond their job requirements to ensure that he and our family were well taken care of. We were absolutely amazed at the amount of compassion, patience, and kindness that everyone showed to us. On behalf of my Dad and our family, I cannot say thank you enough!! Thank you, thank you to everyone that made this terrifying event in our lives so much more bearable! UTMB does not have a staff of people; they have a staff of angels! May God bless all of you!!

Discharge Nurse Shirley Rainwater in Neurology “was most helpful & a very charming person - you need more like her.”

In Obstetrics, “Tracy Santiago is the most amazing nurse! She made my experience so wonderful with her care and kindness.”

Neurosurgery: “All of my nurses should be recognized! Becky Russel, Penny Wagner and Barbara Robinson. These are the best nurses I have ever had!”

Clinical Research: “Wonderful staff of nurses! Cheryl took such great care of me, and she always had a smile on her face while she carried out her nursing tasks. I was thoroughly pleased with my stay.”

Cardiology/Coronary: “Had the best nurses on 7BB2 Kristina Gillum and Farrar Elfstrom. I recommend them highly. If I went in the hospital I would want them for my nurses. God bless!”

251 UTMB volunteer hours were given over the Tanger Outlet Grand Opening Weekend. Thanks to all of the the volunteers who donated their time!


Also very special thanks to the UTMB committee members who made the Tanger Grand Opening weekend possible: Anika Glover, Barb Petit, Becky Trout, Belinda Escamilla, Bonnie Benkula, Brittni Leffage, Dalael Wille, Dixie Mullins, Dr. Angel Robinson, Dr. Colleen Silva, Dr. Karen Powers, Dr. Linda Phillips, Holli Kingsbury, Jenny Dudley, Jill Termini, Kelly Panfilli, Larry Krcma, Marjorie Kovacevich, Mary Ann Hellinghausen, Mary Havard and Pep Valdes.

Special thanks to Dr. Sonia Bhatt, Patti Forey-Carver, Dr. Jose Rodriguez, Dr. Charanjeez Mann, Joan Poffenbarger and many others for their time and contributions at the Seniors Health Fair in Friendswood!