Rock the Note: We Want Your Feedback!

Health System leadership wants to hear from you! Improving communication with and among our teams is the key to helping keep everyone informed about FY2013 goals and ensure we all have the tools we need for success.

To aid in this effort, a new email address has been created to serve as a sounding board for your questions and innovative ideas: health.system@utmb.edu. You may also submit questions or ideas via Campus Mail Route 0132.

At the latest Town Hall meeting with UTMB President Dr. David Callender, several methods were used to collect questions and feedback from employees prior to the session. Comments and questions could be submitted via the Town Hall and Employee Advisory Committee websites or by campus mail. This proved to be effective in providing a number of ways for employees to voice their thoughts. Likewise, it helped leadership to address many of the questions and concerns that were really on the minds of the UTMB community – this sort of open dialogue is at the very root of a Culture of Trust.

People often think that communication should be as easy and simple as it sounds. By its very definition, communication is an exchange of thoughts and messages – a two-way street. However, many of us have had encounters in our day-to-day lives when communication was complicated, difficult and sometimes even frustrating because of the barriers that come in its way.

We may experience some of these barriers within our teams:

- External barriers to communications include environmental and visual distractions. Delivering patient care requires multitasking; everyone is busy! Sometimes an otherwise straightforward conversation might be interrupted by a phone call or someone passing by, and we don't follow through to finish the conversation.

Health System Friday Focus Newsletter is produced once per month for our employees. Department directors and managers are encouraged to print and share this newsletter with staff without access to email.

Editor: Communications Manager, Health System, Mary Feldhusen
• Internal barriers come from within the receiver of a message. Sometimes we are distracted by other thoughts, preoccupied with something that happened earlier in the day, or our current mood can affect how we perceive what others intended to say to us.

• Semantic barriers come from differences in language, education and culture. Sometimes what we think we said and what the other person heard can be two different things.

In large organizations, additional barriers to communication exist, such as message overload and message complexity. For example, patient satisfaction, patient engagement and patient empowerment might all seem like one and the same, but after a closer look, each can be quite complex. Consider that each of these areas can be factored into reimbursement methods, such as Value-based Purchasing (VBP), and we might be talking for a while!

Finally, a complex organizational structure can make it confusing to know with whom we should communicate. In academic medical centers, often people report to more than one supervisor. In other instances, we may have some reservations about communicating our concerns. As we continue to build a Culture of Trust—something that takes time—we hope all employees feel encouraged to share their ideas, and we will promote a safe environment for this.

By providing your comments and suggestions, Health System leadership and managers will be able to ensure the communications generated are as informative and relevant to your needs as possible. As leaders work to increase their visibility and accessibility to you, they want to provide you with the tools you need for success. Your feedback is important: On which topics would you like more information? What needs clarification? Let’s remember to always celebrate our achievements and share positive information, too! To provide the safest, most positive environment for our patients, families and employees, open communication is crucial. Let us know what’s on your mind, and Rock the Note!

Workflow Mapping the New Hospital

Team members from Hospital Operations, Patient Care Services and Business & Finance met August 30 to conduct the latest Workflow Mapping Session for the New Jennie Sealy Hospital.

During the session, teams joined together to discuss various topics regarding the flow of services in the new Jennie Sealy Hospital and ways UTMB can best achieve the goals of efficiency and a model clinical delivery system implementation in the new facility.

Building a Culture of Trust

“We live in a time of paradox, contradiction, opportunity and, above all, change. To the fearful, change is threatening because they worry that things may get worse. To the hopeful, change is encouraging because they feel things may get better. To those who have confidence in themselves, change is a stimulus because they believe one person can make a difference and influence what goes on around them. These people are the doers and the motivators.”

— Buck Rogers Getting the Best Out of Yourself and Others
UTMB Nurses Recognized for Excellence at Good Samaritan Awards

The Good Samaritan Foundation honored the 2012 winners of their Excellence in Nursing Award on September 6. The award recognizes nursing’s “best and brightest.” 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. 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.

For more information, log onto http://www.gsftx.org

New Jennie Sealy Hospital Mock-Up Rooms: Touring Now!

UTMB staff members are invited to tour the mock-up rooms planned for the new Jennie Sealy Hospital. Tours began September 17 and will run through November and occur at various times throughout the day. To register, please go to: http://hr.utmb.edu/classregistration. Tours accommodate up to 20 individuals at a time and last approximately one hour.

The tour enables all staff and selected patient focus groups to review the interior of the hospital mock-up, including a model operating room, nurse stations, ICU and med/surg rooms. Throughout the tour, staff members are encouraged to provide feedback on topics such as placement and maneuverability of equipment, storage space and location of outlets. Comments on the overall configuration of spaces, including family areas are also encouraged. This feedback will help construction and architectural teams to modify the spaces as necessary before construction begins.

The mock-up is located at the Lipton Tea Building, 1902 Harborside Drive, first floor. Transportation will be provided via shuttle bus. The shuttle bus will pick up and drop off passengers at the John Sealy Hospital front entrance. Parking is also available at the Custom House and the west side of the Lipton Tea Building.
Drug Take Back Day is September 29

The next Drug Take Back Day will be held Saturday, September 29 from 10 a.m. to 2 p.m. at the UTMB Specialty Care Center located at 2240 Gulf Freeway South in League City.

Drug Take Back Day is a national initiative of the Drug Enforcement Administration (DEA). It is intended to highlight the problems related to prescription drug abuse and gives citizens an opportunity to contribute to the solution.

Last year, the Victory Lakes location was the top collection site in the area with 1,030 pounds of expired medication collected during two drug take backs events and was recognized as the recipient of the Community Champion Award for 2012 by the Bay Area Alliance for Youth and Families. An appreciation breakfast was held Wednesday, August 29 to honor the team of leadership and volunteers that made this event a success.

(From left to right): Marjorie Kovacevich, Business Manager for Ambulatory, UTMB; De'Anne Meeh, Environmental Health Safety Consultant UTMB; Paul Bolling, Administrator Ambulatory Surgery Center UTMB; Amanda McLauchlin, Coalition Manager Bay Area Alliance for Youth and Families; Kelly Ledford, Community Education Specialist TDH Poison Center UTMB; Bonnie Benkula, AVP for Service Line Operations & Ambulatory UTMB; Jesse Seelbach, Director, Business Operations Facilities & Emergency Planning Ambulatory UTMB; Carlos Escobar, AVP Business Operations & Facilities UTMB; and Jack Tarpley, Program Director Environmental & Life Safety UTMB

Community Outreach Program Team Earns Chronic Care Professional (CCP) Certifications

Lifestyle choices and associated chronic conditions are now the biggest threats to public health. Approximately 75 percent of all health care costs are due to chronic disease and 85 percent of avoidable costs are a result of health behaviors. In addition, more and more federal, state and private payer initiatives are changing how physician, hospital, and skilled nursing providers are measured and reimbursed.

With these statistics in mind, the UTMB Community Health Program—Outpatient Care Management Program (CHP) understood that the skills taught through certification as a Chronic Care Professional (CCP) could help them better serve their patients.

Dedicated to serving as an integrated care and disease-management model that focuses on high-risk, unsponsored patients with chronic diseases, the Community Health Program provides care management to support treatment compliance and symptom management. It also establishes a medical home for patients and assists in coordination of care to improve disease-state management, reduce complications from chronic disease, improve quality of life and decreased acute care utilization.

CCP certification, provided by the Health Sciences Institute, equipped the CHP team with additional training in motivational interviewing and behavior change theories to help patients learn to manage their own care. Alison Glendenning-Napoli, director, outpatient care management, explains, “The program has given the team the tools to refine their education strategies to allow patients to ‘drive’ while the care provider assists them in staying focused on their goals.”

The comprehensive training program consists of a 40-hour online learning program, more than 400 pages of text and an exam. CCP members also receive additional free training resources.
Relax! 10 Steps to Reduce Stress

1. Eat a balanced diet
2. Exercise more often
3. Enjoy sports and activities
4. Sleep better
5. Walk slower
6. Deeply breathe often
7. Be easier on yourself – nobody’s perfect!
8. Get up and stretch often
9. Laugh! Laughter is the best medicine
10. Seek & follow good medical advice

This message was brought to you by the Employee Assistance Program (EAP) 409.772.2485

EAP provides professional, confidential counseling to employees and their immediate family members. In addition to counseling, we prepare and present educational and training workshops tailored to the interpersonal skills of our employees.

New UTMB Construction Website

The UTMB Construction website has been revamped. The new and improved site is redesigned to help better inform staff and visitors of the numerous construction and renovation activities taking place across all UTMB facilities, both on-island and across the Bay Area.

Features of the site include:
- John Sealy Concourse renovation updates
- Info on staff tours of Jennie Sealy Hospital mock-up rooms
- Construction videos
- Live web cam footage
- Interactive construction maps
- 2009-2015 Capital Improvement Plan
- 2010-2035 Facilities Master Plan
- Important notices and alerts

Please visit the site at www.utmb.edu/construction to learn more about all of the construction activity taking place across the UTMB Health enterprise!

Please remember if you see a visitor on our campus who needs help finding their way, especially through the construction, to provide them with assistance.

For many patients and visitors, being in a hospital environment is stressful, but getting lost in a construction zone can add to an already difficult experience.

Take the time to escort them if you are able. If you aren’t sure of the route, find someone who can assist!
Submitted by Laura A Williams, Quality Assurance Coordinator

“I wanted to share an experience from a rainy day at the Multispecialty Care Center in League City a couple weeks ago. I’d just returned to the conference room for a staff meeting and heard an overhead page: “Geri Nurse to Geri Registration.”

Up front, Greeter Gloria Moore had just met a patient’s wife at the door who told her she was certain something was wrong with her husband; he was unresponsive and she thought he was having heart attack. Gloria went straight to PSS Andrea Barnes with the patient’s wife. Andrea sent out a second, more alarming page for any nurse, stat. Jan Winnike headed to the front and I followed, but she was quickly gone from my sight.

When I got to the front, I saw Kayla Groth, Jackie Pope and Tina Layne in the parking lot responding to the first. In seconds, they were joined by Mary Hood, Linda Rojas and Jan Winnike. Dr. Elena Volpi attended to the patient from the front seat and Dr. Jesse Coleman, a resident with the Pain Clinic, also stopped to help, hearing the page on his way out to lunch.

The pouring rain didn’t deter the staff from continuing care as doctors and nurses ran to get more equipment and medication. I helped Kayla hold the paper against the window as she wrote down the patient’s vitals.

Jan, Mary and the two doctors stayed with the patient until paramedics arrived and he was loaded into the ambulance. Jan made certain the paramedics received a copy of the medication list.

It was amazing to see this great group join together during such an unusual patient encounter. Every Patient Every Time, even during a thunderstorm!”

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“A big heartfelt thank you to the amazing ISCU staff who took such wonderful care of our sweet baby boy. We couldn’t have had a better experience, considering we unexpectedly delivered our son at 29 weeks while vacation at Moody Gardens in June. His sweet nurses were simply the BEST! You were all so supportive of our family during his four-week stay. It was bittersweet to be transferred back home. We can’t say enough good things about UTMB and the care he received. You’ll always have a special place in our hearts; your kindness will not be forgotten! Please know we pray daily for you. May you each be blessed! What a special job you have and we are forever thankful our son was under your care.”

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“I was an inpatient at UTMB in Galveston, and it was the best care I ever received. Everyone was knowledgeable about their job, friendly, kind and respectful. I was always informed of my plan of care and was allowed to add my input. I also had surgery at Victory Lakes and received the same quality of care. I felt cared for and respected. If either I or one of my family members had a question or concern, the response was given with a smile and if someone didn’t know the answer, they responded, ‘I’m not sure, but let me find out.’ And they did.”

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- I would like to commend John Snider (ACE Unit). He was an excellent nurse and took extra care to make sure I was comfortable. He brought me my English tea and did a very good job of putting in IV.
- PCT, Susie Smith (ACE Unit), always informed me on what she was doing - cheerful attitude.
- The nurses on the 9th floor Transplant were great! Ryan Benedicto was great!
- Dr. Kathryn Shaw Williams (Ob-Gyn) was the BEST doctor I’ve ever been to. Very caring & informative. Excellent physician!
- Jane Dick (L&D) was the absolute best! She helped with everything and made me feel at home. She was very attentive and even let me squeeze her hand during my epidural insertion!
- Ashley Rashe (Gyn-Onc) was by far the best part of my experience. She really cares about the patients and goes out of her way to make you comfortable and happy!
- Robert Preacher (Morrison) explained food choices dressed professionally. He was very professional very courteous.
- Courtney Parry and John Patrick (Surgery) were both just amazing! Both were informative, responsive, caring and helpful.
- Lisa Cyr (Medicine/Cardiology) went above and beyond! Friendly and was GREAT in explaining medications and tests received.
- Kara Ford (L&D) was amazing! She was very thoughtful and considerate. We are very appreciative of her treating us like family.
- Dr. Arafat Ali Anwar Ali Hashwani (Neurology) was wonderful! He spent a lot of time with us explaining tests and results. Dr. Michael Silva (Cardiovascular) also spent time with us explaining medical intervention options.
- Larissa Partida (L&D) was one of the best nurses that I had. The whole team had a very good attitude and showed concern for me.

Other positive mentions:

- Phil Carter (Rehab/PT); Dr. Bashar Hmoud (Internal Medicine); Julia Tomlinson and Shelia Carmichael (Newborn Nursery); Latha Joy, Arlene Anderwald, Sylvia Morgan, Joan Travis, Marsha Bond and Jennie Bell (Postpartum); Dr. Joseph Sonstein (Surgery-Urology); Lisa Moore (Care Management); Tom McKey (Surgical Operating Suite); Carla Henderson (Family Medicine); Donald Dillon (Morrison); Becky Russell and Barbara Robinson (Neurology); Synthia Robertson (Ortho-Trauma); Emily Tobey, Donato Jamandre and Dorine