



# UI Health's Hospital & Clinics ROUNDUP

## Stroke Awareness Month

During May, UI Health promoted stroke awareness throughout Chicago. [Learn more about our stroke survivors and media campaign on page 4.](#)

MAY 2016

## HEADLINES

### UI HEALTH: A LEADER IN LGBT HEALTHCARE EQUITY

UI Health has been named a "Leader in LGBT Healthcare Equity" by the Human Rights Campaign Foundation's 2016 Health Equity Index.

In order to strengthen our commitment to providing LGBT-inclusive care, we have developed an LMS module, "Compassion Care of the Transgender Patient." All employees must be complete the training by **June 30, 2016**.

All employees already have been enrolled in the module. Look for the module on the LMS homepage.



### KRA UPDATES

**EMPLOYEES** — Complete the LMS module "FY16 Employee KRA Performance Evaluation" that is currently assigned to you within the LMS. The online learning module will show you how to complete the Employee portion of the FY16 Employee KRA form. Questions? Email the LMS Help Desk at [uihlms@uic.edu](mailto:uihlms@uic.edu) or call at 312.996.8393 (ext. 68393).

**LEADERS & EMPLOYEES** — Please refer to the end-user Step Guides (aka "user guides") now available on the Intranet:

- Starting an Evaluation for Your Employee
- Continuing an Evaluation Started by an AN1, AN3, Supervisor or Other
- Manager Sends the Evaluation to the Employee for Review
- Employee Reviews Manager's Evaluation
- Manager Completes Final Sign Off

## UPCOMING EVENTS

*June 13-17*

National Healthcare Risk Management Week

*June 19*

World Sickle Cell Day

## HAVE A STORY SUGGESTION?

Email us with subject line

*ROUNDUP* to [UIHealthMktg@uic.edu](mailto:UIHealthMktg@uic.edu)

# HOSPITAL & CLINICS ORGANIZATIONAL GOALS

## QUARTERLY UPDATE

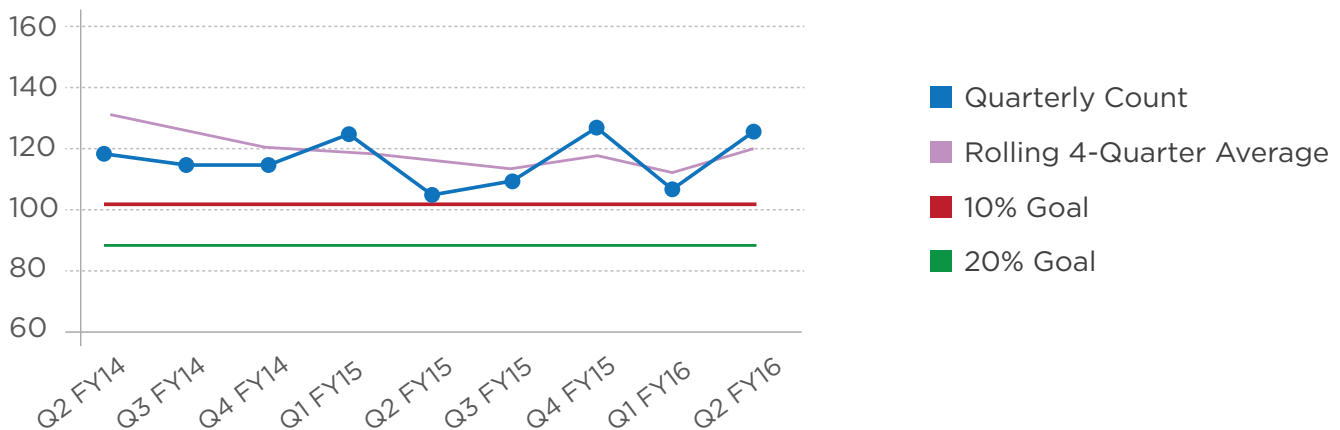
Organizational goals have been put in place to move us forward in becoming an even better place for our patients and our employees. The goals offer us something to strive for; it takes all of us, working together, to make improvements.

Please see the descriptions for each goal. If you have any questions or need clarity on what they are and how they impact UI Health, feel free to ask your manager or department director.

### 1. ZERO HARM

Our Zero Harm initiative is aimed at the eventual elimination of all patient- and employee-related harm. For FY16, our efforts are focusing on eight types of patient-related harm and four types of employee-related harm; our FY16 goal is to achieve an overall reduction of 10 to 20 percent in the total number of these harm events from our June 2015 baseline.

Quarterly Combined Patient & Employee Harm Events (Q2 FY16)



### 2. LENGTH OF STAY

Length of Stay (LOS) is a measurement of consecutive days spent in the hospital. The LOS Index compares UI Health's actual LOS to what it should be. (If the actual LOS for the hospital is greater than expected, the ratio will be greater than 1.00. If the actual LOS is less than expected, the ratio will be less than 1.00.)

Current = 1.13 (Q3 FY16) Goal = 1.00



### 3. 30-DAY PATIENT READMISSION

The 30-day, all-cause readmission rate for adult non-OB patients is the percentage of patients who return to the hospital for any reason within 30 days of discharge from the prior (index) admission. Our FY16 goal is to achieve an overall reduction of 10 to 20 percent from our June 2015 baseline.

*\*All numbers reflect a rolling 12-month average.*

Current: 15.0% (As of March 2016) Goal: 13.7% Stretch Goal: 12.2%



### 4. PATIENT REVENUE

Inpatient and outpatient revenues received for services.

Decrease the amount of denied bills  
Current: 3.7%  
(February FY16)  
Goal: 2%

#### Net Patient Revenue

Current: \$446 million (YTD March actual)  
Goal: \$437 million (YTD March budget)



### 5. PATIENT EXPERIENCE

Current (Q3 FY16):

Inpatient: 69.8%

Ambulatory: 84.9%

Diagnostics: 86.8%

Emergency Department: 76.7%

Ambulatory Surgery: 87.2%

Composite Score: 81.1%

Goal:

Improve the overall patient experience composite measure (roll up of inpatient, clinics, ED, surgery) to a target mean of greater than 77% with a stretch goal of greater than 80%.

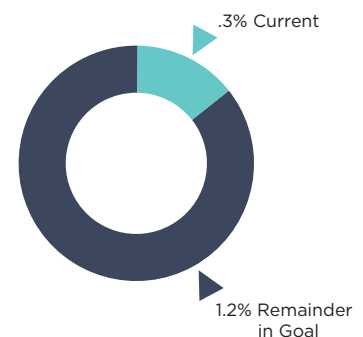


### 6. OPERATING MARGIN

Measures operating profitability as percentage of operating revenue.

Operating profitability = Operating revenues actually collected minus expenses.

Current: 0.3% (YTD March) Goal: 1.5%



### 7. EMPLOYEE ENGAGEMENT

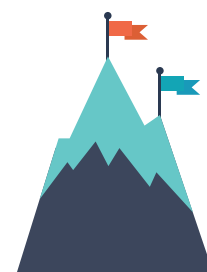
An employee's level of motivation, involvement, or emotional commitment to UI Health.

### 8. PHYSICIAN ENGAGEMENT

An physician's level of motivation, involvement, or emotional commitment to UI Health.

#### CHALLENGE OF THE MONTH:

Work to inspire your teammates.



# STROKE AWARENESS MONTH

UI HEALTH'S PATIENTS WERE FEATURED IN COMMERCIALS, TV SHOWS, & NEWS STORIES THROUGHOUT MAY



## Jason McClellan

At age 22, UIC basketball player Jason suffered a stroke — twice. Thanks to the fast action of the stroke team at UI Health, he is fully recovered and back on the court.

*"UI Health & Dr. Alaraj saved my life."*



## Marshelle Samuels

Because of UI Health's Comprehensive Stroke Center, two-time stroke survivor Marshelle is living life to its fullest.

*"UI Health has all the pieces — a full circle of support."*



## Laura Lora

Laura didn't know she was having a stroke. Arriving at UI Health in time made all the difference in her recovery.

*"I can't say enough good things about UI Health. They are wonderful."*



COME SUPPORT  
UI HEALTH'S TITLE  
NIGHT THIS MEMORIAL  
DAY WEEKEND!



# STROKE

## AWARENESS NIGHT

SATURDAY MAY 28 7:30 PM

PRESENTED BY  UI Health | 

 VS 

# DID YOU KNOW?

## NEWS FROM AROUND UI HEALTH



Thank you to everyone who helped make Nurses Week a success. And congratulations to the winners of the Excellence in Nursing Awards! (See list on following page.)

New signage in progress! The UI Health Marketing team has been working diligently to design and update the old brown signage around the UI Health campus. By partnering with UIC's Office of the Campus Architect and UIC Marketing, you will see brand-new blue signs that will provide more accurate information and help with patient and visitor way finding.



This year's Hospital Week was a hit! Thank you to everyone who coordinated the events and to the volunteers who helped everything run smoothly. We had some great #MyHospital/#MyUIHealth photos, gave out over 1,200 ice cream bars, and had a blast catching our great employees in action on Photo Friday. Don't forget you have until May 31 to redeem your free meal voucher.

Congratulations, Anne! We're thrilled to announce that NICU nurse Anne Gallagher was named the "Thank You Nurses Award" winner from Pampers and The Association of Women's Health, Obstetrics and Neonatal Nurses (AWHONN). As winner, Anne will be attending the AWHONN's annual convention next month. Congrats to Anne!



**Anne Gallagher**

Staff Nurse, University of Illinois Hospital & Health Sciences System



# FIT FLEX OF THE MONTH

## HOW DO YOU STAY HEALTHY?



"I ride my bike to work every day — rain or shine, brutal cold, or extreme heat — I never miss a day. I also have a regular workout schedule to ensure that I stay active and healthy."

**Carolyn Dickens,**  
Nurse Practitioner,  
Cardiology



"I am currently ramping up training for the 2016 Triathlon season. My big races so far will be a triathlon in Minnesota (June) and Chicago Triathlon (August)."

**Patrick Manrique,**  
Specialist in Physical Therapy,  
Outpatient Physical Therapy

## NURSES WEEK AWARDS

### Evidence Based Practice Poster Award Winners

**1st Place:** [Premie Temperature Control - It's in the bag.](#)

Authors: Lauren Bell and Madelynn Eaton

**2nd Place:** [The Effect of Patient Engagement on First Community Reintegration Program Appointment](#)

Authors: Benoy George, Marsha Snyder, Cynthia Handrip, and Joshua Natha

**3rd Place:** [A Closer Look a Intermittent Pneumatic Compression Device Use.](#)

Authors: Lolita Faragan, Meri Kim, John Tabbilos, Jessica Masella, Lila Ata.Ana, Melisa Angulo, Jamie Hoobler, Nick Tomlijamovic, Kathy Badzinski, and Jadwiga Cempa.

**3rd Place:** [Center for Women's Health \(CWH\) Specimen Reconciliation Log](#)

Authors: Tanya Carter, Binni Hangstrom, Lesley Warren, Sonya Amezcua, Amy Haara, and Gloria Elam.

### Advanced Practice Nurse

Christy Gomez, Neurosurgery

### Medical/Surgical Nursing

Nursing Practice: Urszula Wysocka Piewiewicz, 5East

Leadership: Celsa Hermoso, 8W BMT

Support Staff: Clementine Larkins, 7WPLC

### Critical Care Nursing

Nursing Practice: Elaine Maglaya, 6ESD

Leadership: Thelma Montesinos, MSICU

Support Staff: Tamara Svitlica, MSICU

### Women & Children's Nursing

Nursing Practice: Kathryn Rhame, NICU

Leadership: Kathy Cloninger, NICU

Support Staff: Jackie Frye, 4W Mom-Baby

### All Other Specialty Areas of Nursing Professional Practice

Nursing Practice: Petronie Sumait, Nursing Operations

Leadership: Alexia Johnson, CPPD

Support Staff: Huber Villasenor, Perioperative Services

# WELCOME TO UI HEALTH

## NEW HIRES FOR APRIL 2016

Aguirre, Cintya	Respiratory Care Services
Ajilore, Oladoyin	Transplant
Akeredolu, Ajirola	Materials Management
Aldweik, Nureddin	University Police
Alonzo, Nancy	Ophthalmology Center
Bruno-Camuy, Celines	Labor & Delivery
Carter, Emmanuel	University Police
Chabez, Samuel	University Police
Clark, Felicia	Physical Therapy
Clisby, Tracie	Emergency Medicine
Couture, Caitlin	College of Medicine
Crawford, Beatrice	Center for Women's Health
Czernecki, Dorota	Neurosurgery
Damico, Mallory	8W Oncology
Dominic, Joyce	Clinical Decision Unit
Dugal, Jennifer	Emergency Medicine
Epting, John	Materials Management
Ferraro, Kathryn	Information Services
Galko, Liliya	Emergency Services
Guzzo, Clare	Ophthalmology & Visual Sciences
Heminsley, Leslie	Emergency Services
Henning, Halina	Medical Staff Office
Henson, Ruth Ann	Info Tech Services
Jackson, Samarreha	University Police
Knaack, Rhonda	Diagnostic Services

Kuczala, Mateusz	Respiratory Care Services
Kuprianczyk, Stefanie	Emergency Services
Lukwinski, Cynthia	Internal Medicine
Martin, Martin	Food & Cafeteria Services
McKinney, Frances	8E Adult Psychiatry
McPherson, Marcine	8E Adult Psychiatry
Miller, Melissa	Interventional Radiology
Mlinarcik, Linda	Surgical Services (PACU)
Moppins, Jeanette	Cardiovascular Diagnostic Services
Morton, Shanna	Transplant
Myers, Gabrielle	Psychiatry Center
Myrick, Tashay	Hospital Surgical Services
Nikolic, Jelena	Urology
Olszowka, Jennifer	Surgical Services (PACU)
Poindexter, Myisha	Internal Medicine
Ruff, Lashunder	Hospital Surgical Services
Siddiqui, Naiha	Psychiatry Center
Tapia, Jessica	Ophthalmology Center
Teli, Gisev	University Police
True, Latasha	Family Medicine
Venhuizen, Cornelius	Info Tech Services
Walsh, Deborah	Emergency Medicine
Zahdan, Andalib	Radiology
Zhu, Hong	Respiratory Care Services

## RIISING STARS: APRIL 2016

### CARE Winners

Annie Tan - Department of Pediatrics  
Dr. Allan Halline - Gastroenterology & Hepatology  
Stephanie Vodopic - Physical Therapy  
Dr. James Bui - Radiology  
Nubia Tapia - Women's Health  
Stephanie Hultz - Care Coordination  
Gerald Fraiser - Transport  
UI Health Care Coordination Team  
Dr. Eden Pappo - Dermatology  
Carol Lee - 8W

CARE Awards are given to employees who have demonstrated the UI CARE standards of behavior and have gone out of their way to help a patient, staff member, or visitor.

### Brand Champion

Kinga Mateja - Manager, Volunteer Services

### Daisy Award

Catherine Albecker, RN  
Fabienne Fify, RN

The DAISY (Diseases Attacking the Immune System) Foundation was founded in 1999 to recognize the skillful and amazingly compassionate care that nurses provide for patients and their families every day.

To nominate an extraordinary nurse, visit [hospital.uillinois.edu](http://hospital.uillinois.edu)



Our mission campaign continues  
with Erin Tobin's new video.  
Check it out at [hospital.uillinois.edu/mission](https://hospital.uillinois.edu/mission)