



UI Health's Hospital & Clinics ROUNDUP

Sickle Cell

The Comprehensive Sickle Cell Center was featured on WGN's "Living Healthy Chicago" on July 17. To view the segment, which promotes the cure we provide for the disease, visit ChicagoSickleCell.org

JULY 2016

HEADLINES

LOOK INSIDE FOR DR. GHOSH'S END OF YEAR MESSAGE



FIRST WATCHMAN IMPLANT SUCCESSFULLY PERFORMED AT UI HEALTH

Dr. Adhir Shroff — along with Drs. Henry Huang, Mayank Kansal, Anupama Shivaraju, Khaled Abdelhady, and Anna Beckmann — successfully implanted a percutaneous Left Atrial Appendage Occlusion device in the UI Health EP Lab. The device is a novel therapy for patients with atrial fibrillation at risk for stroke that cannot take long-term anticoagulants. We want to thank the hospital and our departments for their support and investment in this clinical program. We are one of a handful of hospitals in the Chicagoland area that are implanting this device.

EXECUTIVE MASTER OF HEALTHCARE ADMINISTRATION PROGRAM (EMHA)

The University of Illinois at Chicago has launched a new graduate program, the Executive Master of Healthcare Administration Program (EMHA) for executives interested in becoming healthcare leaders. The program is a combination of online and in-class courses developed and delivered by faculty from healthcare organizations and other UI graduate school programs. Students also gain hands-on management experience during the course. For more information, please visit: www.publichealth.uic.edu.

**SCHOOL OF
PUBLIC HEALTH**

UIC

UPCOMING EVENTS

August 7-13

National Health Center Week

August 5

Olympic Day – Wear red, white, and blue

August 19

Better Health Through Housing Donation Drop-Off

September 10

Employee Night with the Chicago Fire Soccer Club

A MESSAGE FROM DR. GHOSH

Dear Colleagues,

As an organization, we continuously work to improve with the goal of making it the best place to work and receive care. I want to thank you for your contributions to UI Health and for your dedication to all of our patients and their families.

We have made great strides this past year through initiatives that have had and will continue to have a positive impact on our patients and the communities we serve. Some of these successes include:

- The opening of the Clinical Decision Unit (CDU). This unit speaks to our ongoing effort to improve the patient experience by centralizing care for patients who do not meet criteria for admission but are not well enough to go home.
- Achieving the coveted Blue Distinction Center+ designation for bariatric surgery and maternity care.
- Full 3-Yr Accreditations for UI Health's Cancer Care Services and Center for Breast Care by the Commission on Cancer and the National Accreditation Program for Breast Centers (NAPBC), respectively.
- Completing over 80 Bone Marrow Transplants—the most our organization has ever done—as well as growing our solid organ transplant program.
- Reducing patient mortality and DVT/PE rates by 14% and 13%, respectively.
- Improving patient flow throughout the hospital.
- Investments in facility renovations, such as the front lobby and upcoming renovations to the Emergency Department.
- Improving the health of our community by providing housing support to the chronically homeless. Read more about Better Health Through Housing at hospital.uillinois.edu/BHTH

I congratulate and thank all of you for contributing to these achievements and more during the year. I am very proud of our achievements and I know you are, too.

As we move forward into FY17, I know we will continue to improve and grow as an organization, and we will succeed by working together. Let's continue to do so with our mission in mind and always strive to provide the best possible care for our patients.



A handwritten signature in black ink, appearing to read 'A. Ghosh' with a stylized flourish at the end.

Avijit Ghosh
CEO, University of Illinois Hospital & Clinics

DID YOU KNOW?

NEWS FROM AROUND UI HEALTH



Help support our
**BETTER HEALTH
THROUGH HOUSING**
initiative by donating!

Your donations will contribute to the overall health and well-being of Chicago's chronically homeless population.

Start now by collecting any of the following items within your department.

**only new, unopened, full-size items accepted

- Soap
- Toothbrush
- Toothpaste
- Mouthwash
- Deodorant (men & women)
- Disposable razors
- Nail clippers
- Hand/Body lotion
- Band-Aids
- Shaving cream

Drop off date is **Friday, August 19** from 9 am — Noon (Room 1130).

The department with the most donations will have bragging rights and receive an exciting grand prize! Please email recognition@uic.edu with any questions.

Save the Date UI Health Employee Night with the Chicago Fire Soccer Club

Saturday, Sept. 10
Chicago Fire vs. Toronto FC
7:30 pm at TOYOTA PARK

Join us for a pre-game picnic with food, drinks, and games for all employees and their families. More details on discounted ticket purchasing, parking, and the pre-game picnic coming soon.



HOSPITAL & CLINICS ORGANIZATIONAL GOALS

END OF YEAR FY16 UPDATE

Organizational goals are put in place to move us forward to become 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 focused on eight types of patient-related harm and four types of employee-related harm; our FY16 goal was 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 (Q3 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 was to achieve an overall reduction of 10 to 20 percent from our June 2015 baseline.

**All numbers reflect rolling 4-quarter averages.*

Current: 15.2% (EOY16) Goal: 13.7% Stretch Goal: 12.2%



4. PATIENT REVENUE

Inpatient and outpatient revenues received for services.

Decrease the amount of denied bills
Current: 3.5% (EOY16)
Goal: 2%

Net Patient Revenue

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



5. PATIENT EXPERIENCE

Current (EOY16):

Inpatient: 67.2%

Ambulatory: 84.8%

Diagnostics: 86.5%

Emergency Department: 76.6%

Ambulatory Surgery: 87.4%

Composite Score: 80.5%

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%.

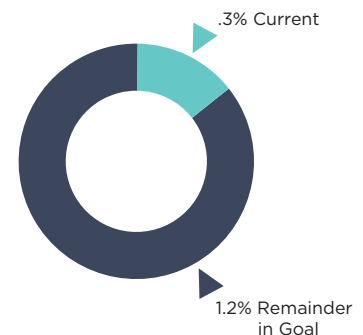


6. OPERATING MARGIN

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

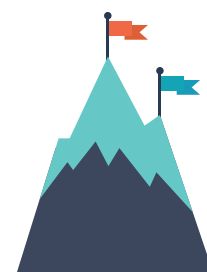
An employee's level of motivation, involvement, and emotional commitment to UI Health.

8. PHYSICIAN ENGAGEMENT

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

CHALLENGE OF THE MONTH:

Communicate clearly and often.



FY17 GOALS

The purpose of our goals is to help us stay focused as an organization. In the coming weeks, you will have the opportunity to hear more about the FY17 goals from the leadership team. Your manager also will cascade the goals to you as part of your FY17 KRA, making them relevant to the work that you do every day. For example, some of the objectives listed under “Improve Operational Performance” might not relate directly to you, but if we look at the broad picture this goal is aimed at improving patient flow, which many of us can affect. While we will be measured on the goals, we also will be measured on our UI CARE behaviors. Everyone should be applying Communication, Accountability, Respect, and Excellence into their daily practice.

1. Improve Quality and Safety

- Improve Patient Safety Measures
- Improve Employee Safety Measures
- Reduce Sepsis Mortality

2. Improve Patient Satisfaction Scores

- Improve Composite Press Ganey Top Box Mean Score for the following five areas: inpatient, ambulatory clinics, ED, ambulatory surgery, diagnostic procedures

3. Increase Stakeholder Engagement

- Increase Employee Engagement
- Increase Physician Engagement

4. Improve Operational Performance

- Decrease Emergency Department Door-to-Provider Time
- Increase Percent of Discharges by 11 am and 2 pm.
- Reduce Average Call Time to Schedule Appointments

5. Improve Financial Performance

- Improve Net Patient Revenue
- Improvement of Operational Cost per Case Mix Adjusted Discharge (Labor & Non-Labor)

WELCOME TO UI HEALTH / NEW HIRES FOR JUNE 2016

Ajjarapu, Mathew	Hospital Pharmacy	Lawshea, Kelley (MON)	Mile Square — Urgent Care
Arora, Arun	Ambulatory Care Pharmacy	Litwiller, Abigail	OB/GYN
Beans, Jessica	Transplant	Madden, Patricia	Emergency Services
Beatty, Sarah	Continuum of Care	Manuel, Christopher	COM Pediatrics
Bell, Sharon	Anesthesiology	McCamish, Reid	Continuum of Care
Carasotti, Brooke	Emergency Services	Meyer, Laura	Cancer Center
Claeys, Hannah	Physical Therapy	Moore, Suzette	Excellence and Experience
Cooper, Keonna	Mile Square — Englewood	Naves, Renaldo	COM Pediatrics
Cullins, Antonia	Ambulatory Administration	Nedeljkovic, Milica	Otolaryngology
Degillio, Andrea	Ophthalmology & Visual Sciences	Nottke, Taylor	Pathology/Labs
Dejean, Andre	Mile Square Health Center	Oyafemi, Clement	Pastoral Care
Diaz, Bridgette	Ophthalmology Center	Ozemek, Cemal	Physical Therapy
Dorsch, Claudia	Pastoral Care	Peterson, Tiffanee	6W Step Down
Figueroa, Mindy	Labor & Delivery	Piverger, Yves-Mario	Mile Square Health Center
Geddis, Kelvin	Facilities Management Admin.	Pope, Jasmine	Excellence and Experience
Gipson, Tatiana	COM Pediatrics	Richards, Annette	Managed Care
Glenn, Delphine	Excellence and Experience	Santos, Lynette	8W Oncology
Henschel, Jon	Radiology	Smith, Elbereth	Women's & Children's Admin.
Hernandez, Jose	Facilities Management Admin.	Speights, Stephanie	Patient Accounts
Hofling, Nadia	Oncology Center	Street, Maureen	Mile Square Health Center
Jackson, Maya	Emergency Medicine	Triplett, Juana	Pathology Laboratories
Kaithakot, Nisanth	Diagnostic Services	Vega, Ana	Surgery Center
Lamoreaux-Roach, Lisa	Ophthalmology & Visual Sciences	Whitley, Richard	Patient Access
Lawshea, Kelley	Mile Square — Urgent Care		

FIT FLEX OF THE MONTH

HOW DO YOU STAY HEALTHY?



“Being healthy is a priority of mine. I do my best to eat healthy and always make time for the gym, even if it means waking up early in order to get my workout in before I come to work. Training for races, like the Chicago Half Marathon this September, helps to keep me motivated!”

Anooja Rangnekar
Strategic Project Manager
Hospital Administration



“When I am at the gym, I enjoy cardio exercise and spend most of my time on the treadmill. I also practice portion control to ensure I am not overeating.”

Alfredo Laurie,
Hospitality & Concierge Liaison

RISING STARS: JUNE 2016

CARE Winners

Nick Dotson - Nurse 8E
Hiral Shah, MD - Fellow Hematology/Oncology
Alice, Fountain - EVS
Jesus Saucedo - Nurse Tech, 5E
Steven Dudek, MD - Chief Pulmonary, Critical Care,
Sleep and Allergy
Fred Zar, MD - Program Director, Internal Medicine
Benny Weing, MD - Otolaryngology

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.

Class Act Winners

Sam Choi - IS
Martin Stark - Outpatient Care Center
Gail Buenaventura - Physical Therapy
Hilario Lechuga - Care Coordination
Josiah Sault - Physical Therapy
Jamie Haley - Care Coordination

Brand Champions

Cheryl Pinotti - Director, Patient & Guest Experience Office
Maureen Hillmann, RN - Clinical Research Nurse, Neurology & Rehabilitation Department

To nominate an extraordinary nurse,
visit hospital.uillinois.edu



Our mission campaign continues
with Kathryn Rhame's new video.
Check it out at hospital.uillinois.edu/mission