

UI Health Hospital & Clinics

ROUNDUP

MARCH 2017



UNIVERSITY OF ILLINOIS
Hospital & Health Sciences System

HELP US
CREATE AN EVEN
BETTER
UI HEALTH

EMPLOYEE & PRACTITIONER ENGAGEMENT SURVEY
COMING MONDAY, APRIL 17



Patient Access Optimization Initiative

The goal of the Patient Access Optimization Initiative is to improve scheduling, financial clearance, and registration processes for ambulatory clinic patients. Begun in January and led by an executive committee of key physician and administrative leaders, and aided by external industry experts, the project is identifying opportunities to optimize our current intake process in order to improve patient experience, while also reducing costs. The project has included workflow observations, technology reviews, and interviews with key stakeholders and focus groups to establish ways to streamline operations and enhance patients' pre-visit experience. Three information sessions were held in March to provide updates to and gather feedback from physicians and staff. The working group of clinic, patient access, and call center staff expects to present its recommendations for an improved operational model in mid-April. Stay tuned for additional information sessions.



Hustle and Heart Sets Us Apart

The Perioperative Service department held its annual retreat March 4. The initiative, now in its fourth year, brings together the team on a Saturday for team building through professional-development activities, and updates on department goals. This year's theme, "Hustle and Heart Sets Us Apart," highlighted the department's hard work and dedication to patients, families, and colleagues. The retreat focused on effective communication and service recovery through the use of the AIDET and HEART communication models.



Nominate a Physician/Resident/ Fellow of the Year

Nominate a physician/resident/fellow that you feel demonstrates the qualities of a true class act. One attending physician and one resident/fellow will be chosen!

Nominations will be accepted April 1 through June 24. To nominate someone, please visit PhyOfYear.UJHealth.Care.

DID YOU KNOW?

NEWS FROM AROUND UI HEALTH



Be sure to check out our new online branded merchandise store! You will find various items to purchase for staff engagement, new patient gifts, or to simply say “thank you.” Anyone can enter the store. If you have an event, have any questions, or want something you cannot find, please email rich@cfxgroup.com



Please be advised, the Emergency Department is currently under renovations to better serve our patients. Renovations are expected to run until December 2017.



National Doctors' Day is held each year to celebrate the contribution of physicians to individual lives and communities. This day has been celebrated throughout history, and in 1990 the congress and senate approved legislation designating March 30 as National Doctors' Day.

! Employee and Practitioner Engagement Survey

The Employee and Practitioner Engagement Survey will be going out on April 17! Help us create an even better UI Health by taking the Employee Engagement Survey! The survey window is from April 17 to May 12, 2017. Results will be reviewed around the week of June 19. Action plans from the survey are due into the LMS/TMS on August 31. First person to email sophiab@uic.edu with your name and subject “I read the Roundup” will receive a UI Health swag bag.



Congratulations to Jamie Pikus!

CARE Award Recipient

APRIL UPCOMING EVENTS

March 26 to April 1:
Health Information Professional Week

April 1-30:
Occupational Therapy Month

April 2-8:
National Healthcare Access Personnel Week

April 23-29:
Laboratory Professionals Week & Healthcare Volunteer Week

April 26:
Administrative Professional Day



UI Health employees celebrated St. Patrick's Day by wearing green to work.

Shout-out to 6 West Step Down for their spirit and enthusiasm!

WELCOME TO UI HEALTH / NEW HIRES FOR FEBRUARY 2017

| | | | |
|-----------------------|--------------------------------------|----------------------|---|
| Alvarez, Beverly | Otolaryngology | Havey, Christina | Bone Marrow Transplant |
| Arce, Janina | Respiratory Care Services | Hemingway, Kenya | Mile Square — School-Based Health Centers |
| Atkins, Vernetta | Otolaryngology | Hendrix, Curshada | Family Medicine |
| Bady, Nataria | COM/Surgery | Himstedt, Jessica | Organizational Development |
| Baeza, Gabriela | Family Medicine | Jones, Melissa | Pathology Laboratories |
| Beattie, Ryan | Nursing Resource Office | Krenek, Kevin | Mile Square Health Center |
| Brooks, Dewayne | Diagnostic Services | Majid, Nasir | Information Services |
| Burrow, Kelly | GI Lab | Piekarz, Emily | Surgery Center |
| Calica, Emilio | GI Lab | Pippens, Jacqueline | Office of the CHIO |
| Casin, Lakeshia | Ophthalmology Center | Price, Dawn | 8E Adolescent Psychiatry |
| Caswick, Shari | GI Lab | Rickman, Shelia | Emergency Services |
| Cedillo Jr, Federico | Women/Family Nursing | Sangoleye, Feyifunmi | 8W Oncology/BMT |
| Cole, Lyneir | Psych Research Unit | Scott, Felicia | Pediatrics |
| Cox, Davina | Food and Cafeteria Services | Shanahan, Megan | Occupational Therapy |
| Crowell, James | UIC Police Department | Simpson, Carolena | 7E Step Down |
| Davis, Nneka | Bed Control | Staddon, Katherine | 6W ICU |
| Diaz, Jacqueline | Labor & Delivery | Sun, Jing | Cardiovascular |
| Dusek, Catherine | Risk Management | Tate-Casper, Robin | Ophthalmology Center |
| Edmon, Florence | Bed Control | Triche, Kimberly | Patient Care Services |
| Feller, Kyle | Physical Therapy | Turner, William | Pharmacy |
| Flores, Stefanie | 6E NSICU | Walls, Jawan | UIC Police Department |
| Ford, Alexander | Facilities Management Administration | Waters, Vanessa | Patient Logistics |
| Garcia, Eder | Diagnostic Services | Woodard, Karen | Sickle Cell Care |
| Guevara, Arturo | Pastoral Care | | |
| Hamb-Roberts, Cherita | Patient Care Services | | |

RISING STARS: FEBRUARY 2017

CARE Award

Dr. Marika Greiff
Velinda Kimble
5W Peds Team
Janice Lazar
Jack Carter
Dexter Dale
Tom Guerrero

Ray Swoope
Charles Lindsey
Joyce Hudnall
Cafeteria Team

Brand Champion

Steve Brown