

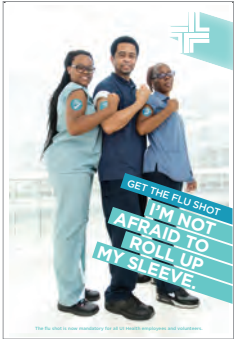


# UI Health's ROUNDUP

## Mario Kart on the Loose

On October 30th, Hospital Administration took part in the festivities and spread their Halloween spirit to our patients and employees.

## HEADLINES



**FLU SHOT:** All hospital and clinic employees and volunteers must have a flu shot or documentation turned into Employee Health Services by November 30th. Contact [uhsclinic@uic.edu](mailto:uhsclinic@uic.edu) with questions.

Thank you to the following departments for being the first to have 100% compliance

- Clinical Research Center
- Infection Control
- Neurology Lab - EEG
- Speech Pathology - EEI

**NEW!** Analytics and data on quality, meaningful use, and verbal orders are available on the hospital intranet quick links.

**Our Newest Communication** The Roundup will be printed monthly, with the organizational dashboard included quarterly.

**Open Enrollment** began November 1st and runs through January 31st. For people who don't have insurance:

Send them to 2B, or direct them to [UIGetInsured.org](http://UIGetInsured.org) or 866.600.CARE

## EMPLOYEE EVENTS

*December 2-3*

Holiday Gift Handout

*December 10*

Staff Holiday Meal

*December 15*

Miracle on Taylor

## HAVE A STORY SUGGESTION?

Email us with subject line

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

# UI HEALTH GOAL DASHBOARDS

OCTOBER 2015

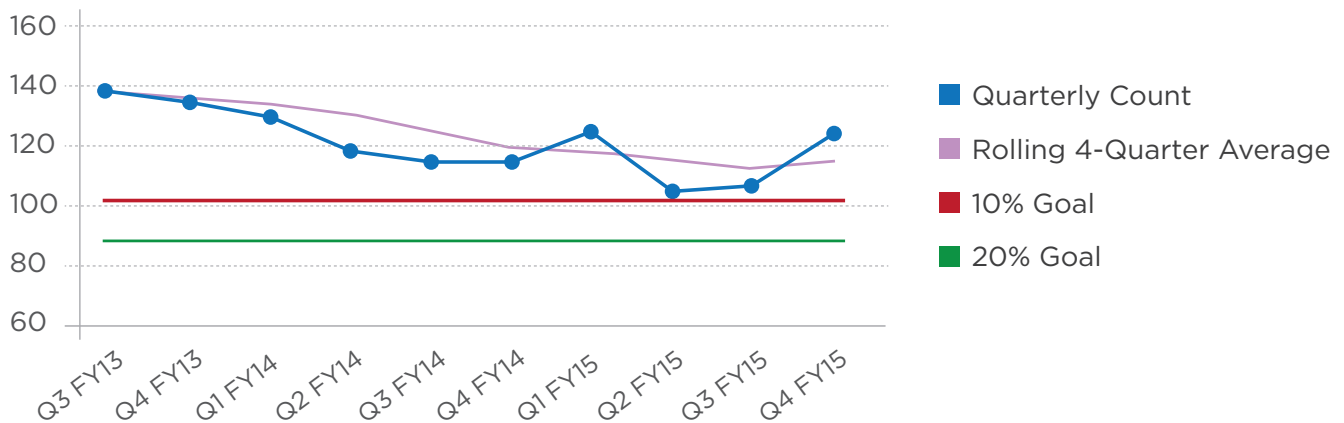
UI Health's organizational goals have been put in place to move us forward in becoming an even better place for our patients and our employees. The goals offer us something to strive for; and it takes all of us, working together, to make improvements.

On a quarterly basis, UI Health's Roundup will be providing an update on where we stand in achieving these goals. 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 at UI Health. For FY16, our efforts are focusing on 8 types of patient-related harm and 4 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



## 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 = 1.03 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.

Current: 14.7%    Goal: 13.7%    Stretch Goal: 12.2%



### 4. PATIENT REVENUE

Inpatient and outpatient revenues received for services

**Decrease the amount of denied bills**  
Current: 3.1%  
Goal: 2%

**Grow Patient volume**  
Current: 6.1%  
Goal: 7.2%



### 5. PATIENT EXPERIENCE

**Current:**

Inpatient 64.9%  
Ambulatory 84.3%  
Diagnostics 86.1%  
Emergency Department 79.7%  
Ambulatory Surgery 85.4%

Composite Score 80%

**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%

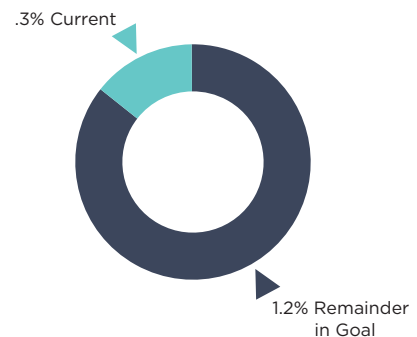


### 6. OPERATING MARGIN

Measures operating profitability as percentage of operating revenue

Operating profitability = Operating Revenues actually collected minus expenses

Current: 0.3%    Goal: 1.5%

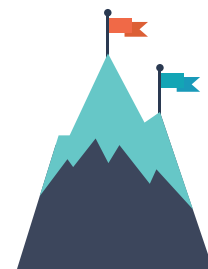


### 7. EMPLOYEE ENGAGEMENT

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

#### CHALLENGE OF THE MONTH

Smile to co-workers



# DID YOU KNOW?

## NEWS FROM AROUND THE HEALTH SYSTEM



UI Health has a TV commercial on over a dozen channels and is running radio on over 10 stations!



Visit our YouTube site to watch the commercial!

[www.youtube.com/UIHospital](http://www.youtube.com/UIHospital)

### Planning

Perioperative Services Retreat was on November 7th. The focus was on UI Health pride, patient safety, and improving the patient experience.

### Helping the Homeless

This holiday season UI Health will kick-start efforts to provide sustained, healthy outcomes for a particularly vulnerable population: our homeless patients. In collaboration with the Center for Health & Housing, we are launching the Better Health Through Housing project to provide shelter and support services for 20-25 of our chronically homeless patients who frequently visit our emergency department.

### Winning Grant

A \$17.4 million grant from the National Cancer Institute will enable the University of Illinois Cancer Center in collaboration with Northwestern and Northeastern Universities to work together with the city's underserved communities on cancer research, education, training, and outreach. To learn more visit [chicagohec.org](http://chicagohec.org)



Veterans Day Celebration took place the week of November 9th. All UI Health employees who are Vets were treated to a free lunch. Donations were collected to support a local Veterans charity.

UI Health Plus will transition to Blue Cross Community Family Health Plan starting January 1st.

 UI HEALTH  
PLUS



On July 1st, the Urology clinic moved to Mile Square Main at 1220 South Wood Street.

# FIT FLEX OF THE MONTH

## HOW DO YOU STAY HEALTHY?



"I stay healthy by making sure I get the annual flu shot."

**Karen James-Robinson,**  
Customer Service  
Specialist Hospital  
Administration



"I stay healthy by making sure I eat healthy and drink lots of water. My job is physically demanding as I am always lifting boxes in some capacity. I also go for walks with my family and my dog Hudson."

**George Hurt**  
Storekeeper II  
C400-Food Service



## YES, IT'S THAT TIME AGAIN! 2015 Miracle on Taylor Street Annual Community Holiday Gift Drive

A program created in 1995 as a University of Illinois Hospital initiative to bring staff together and help the surrounding communities. The mission of Miracle on Taylor Street is to sponsor less fortunate children and families during the holiday season.

Please visit the Hospital Intranet for the link to sponsor a child or family.

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### **SPONSORED ITEMS WILL BE DUE ON**

Tuesday December 15th, 7am-3pm  
UI Health Conference Room 1130

Gifts should be wrapped and labeled with the organization and individual's name, gender, and age

### **RECOMMENDED GIFTS**

educational toys, books, board games,  
school supplies, hats, gloves, or gift cards

# WELCOME TO UI HEALTH

## NEW HIRES FOR OCTOBER 2015

Beck, Laura	Occupational Therapy	Owens, Chastity	School Based Administration
Charles, Alexandra	Ambulatory Administration	Patterson, Juwuan	Facilities Management Admin.
Dardovski, Sadet	Oncology Services	Plummer, Stacy	Food and Cafeteria Services
Fort, Resondra	Facilities Management Admin.	Quevedo, Elizabeth	Radiology
Gonzalez, Blas	Family Medicine	Quinn, Jill	Occupational Therapy
Goodman, Ashley	Labs/Pathology Services	Reynolds, Hugh	Facilities Management Admin.
Hernandez, Cruz	Radiology	Sahagun, Gabriela	UI Hospital Human Resources
Hodges, Cortez	Facilities Management Admin.	Sanders, Samuel	Facilities Management Admin.
Horak, Josiane	Quality & Accreditation	Sanetra, Kevin	Radiology
Kenter, Kristy	COM Anesthesiology	Stevens, Tatyana	Facilities Management Admin.
Laseter, Devin	Facilities Management Admin.	Wallace, Valerie	Facilities Management Admin.
Lopez, Omar	Facilities Management Admin.	Walton, Tiffany	Facilities Management Admin.
Magat, Eric	Occupational Therapy	Washington, Crystal	Facilities Management Admin.
Martinez, Uriel	Facilities Management Admin.	Weitzel-Quander, Denise	Continuum of Care

## RISING STARS: SEPTEMBER & OCTOBER 2015

### CARE Winners

Myeka Barry - 7E  
Sonia Ramos - 7E  
Lisa Ross - 7 E  
Tanya Lockett - Mile Square  
Terri Kaisling - Craniofacial Center  
Jessica Masella - 6E SD  
Kyle Mieszcak - 6E SD  
Nancy Okimoto - Radiology, Hospital  
Aide Pagan - Hospitality Services  
Maureen Perry - Quality & Accreditation  
Susan Powers - Materials Management  
Drew Taylor - Dermatology  
Erin Tobin - Care Coordination  
Lisa Walla - Emergency Services

CARE Award is given to those 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.

### Daisy Award (Quarterly):

August Winners:  
Tarla Boyce, RN from Admissions  
Katie Hogan, RN from NICU

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

## UI CARE BEHAVIORS

### Communicate

- Talk, Listen, & Learn • Manage Up

### Acknowledge

- Reward and Recognize • Make People Feel Welcome

### Respect

- Put the Patient First
- Maintain Appearance, Courtesy, and Environment

### Excel

- Support Accountability and Teamwork
- Create a Sense of Ownership and Pride



# Modern. Responsive. Patient Focused.

The new UI Health website follows the same philosophy as the care we provide to our patients everyday. To achieve this we collaborated with our health care providers, content owners, patient experience teams, and patients. The site is now easier to use, showcases our providers, and works seamlessly on the latest mobile devices.

Visit the new UI Health website at  
[hospital.uillinois.edu](http://hospital.uillinois.edu)