

UI Health Hospital & Clinics

ROUNDUP

November 2018



SPECIAL RECOGNITION EDITION

Employee of Year: Kelly Banks-Enorensen

Janice Watkins Award: Donna Hilburger-Lazzara

PLUS: Award of Merit and Service Year Recognitions

CONGRATULATIONS TO OUR 2018 EMPLOYEE OF THE YEAR!



*Kelly Banks-Enorense DNP, MSN, RN-BC
Clinical Nurse Consultant, Specialty Surgery/Rehab Unit*

The Employee of the Year is awarded to a UI Health employee who is a great inspiration to all staff members and personifies the core values of UI Health — Compassion, Accountability, Respect, and Excellence.

Kelly Banks-Enorense is amiable, approachable, well-liked, and has the respect of her entire team. Kelly started the “Get Up and GO” program in order to decrease the number of deep vein thrombosis (DVTs) cases in her unit. She created a lap system around the unit to encourage patient ambulation,

which is now a house-wide standard initiative. Her “Get Up and GO” program has been recognized as a best practice by The Joint Commission.

Kelly is a wound champion who continuously advocates for the patient. She was instrumental in creating the “4 Eyes on Skin” program, another house-wide initiative. When patients are admitted to a unit, two staff members assess the patient’s skin for wounds and deep-tissue injuries. This initiative has been very successful, and we have reduced the number of hospital-acquired pressure injuries from 24 per quarter to four per quarter.

Kelly’s creative problem-solving skills have led to innovative success. She has supplied her unit with diversional items to be substituted for opioids, including playing cards, adult coloring books, and puzzles.

Personalized care is at the center of Kelly’s mission. She rounds on patients and families daily to ensure staff are meeting expectations; huddles with her staff regularly to educate them on evidence-based practices and new initiatives; and performs Zero Harm patient rounds to mentor the charge nurses on her unit.

Kelly is an unassuming leader and role model for all her peers at UI Health. Congratulations to Kelly on this honor!

Donna Hilburger-Lazzara Receives 2018 Janice Watkins Award

Donna Hilburger-Lazzara, of Clinical Practice & Professional Development, was recently awarded the Janice Watkins Award for Distinguished Civil Service. This award acknowledges a civil service employee who is essential to maintaining operations; provides willing assistance to others; performs their duties with diligence and dedication; provides exceptional customer service; reflects a positive image as a UI Health/UIC Ambassador; and exhibits genuine care.

This year marks the first time since the inception of the award in 1979 that a representative from UI Health has been chosen as a recipient.

Congratulations to Donna on this remarkable honor!



Chaim Garfinkel Named 'Lifesaving Partner' by Gift of Hope Organ & Tissue Donor Network

Chaim Garfinkel, director of Information Security & Technology Infrastructure, was recognized as a "Lifesaving Partner" by Gift of Hope Organ & Tissue Donor Network for outstanding achievement in addressing the critical need for organ and tissue donation.

Gift of Hope coordinates organ and tissue donation in Illinois and northwest Indiana, and unencumbered access to electronic medical records (EMR) is essential to a streamlined organ donation process. Garfinkel recognized a major opportunity to adjust the EMR system at UI Health and championed changes that would help to improve access for Gift of Hope's clinical staff.

Prior to the change, Gift of Hope inactive user accounts expired every 90 days and were eventually deleted. Garfinkel implemented adjustments that keep inactive accounts dormant and allow the inactive users to reset their passwords and easily restore their access. This adjustment accommodates the variability of Gift of Hope's work with hospital partners and allows clinical staff to spend more time focusing on donors and donor families.

Information and technology services and support are crucial to successful donation outcomes. The new procedure that Garfinkel championed set a positive precedent, which is now presented as a "best practice" to hospitals and healthcare systems across Gift of Hope's donation-service area.

"Chaim's contribution brought about change that was much-needed and welcomed by Gift of Hope's clinical



staff," said Kevin Cmunt, President/CEO of Gift of Hope. "His commitment to excellence and his support of Gift of Hope's vision that every opportunity for donation is successful makes Chaim a deserving recipient of the Gift of Hope 2018 'Lifesaving Partners' Award."

Garfinkel was among 14 hospital, forensic, and civic professionals and organizations recognized for their work in supporting Gift of Hope. Gift of Hope presents the awards annually to individuals and organizations that go above and beyond the call of duty to support the organization's mission of saving and enhancing lives through organ and tissue donation and producing successful donation outcomes.

For more information on organ donation, visit Transplant.UIHealth.Care.

Eileen Knightly Awarded 'The Sister Margaret Traxler' Award

Eileen Knightly, director of the Hematology Oncology Clinic, was recently awarded The Sister Margaret Traxler Award, the highest honor from Margaret's Village, a Chicago nonprofit that provides transitional housing for homeless women, children and families, and provides experiences that empower, mentor, and support women and the broader community so they can achieve their highest potential.



Eileen directs the care and services to over 25,000 patient visits annually with 25 specialists. With more than 33 years of nursing, leadership, and program-development experience, her knowledge and expertise enable her to facilitate care and provide support and education to cultivate the best patient outcomes. Eileen also is a founding member and vice president of the Metropolitan Chicago Breast Cancer Task Force in Chicago. The Task Force is dedicated to eliminating healthcare disparities in Chicago through the lens of breast cancer. At inception, Chicago had one of the nation's highest breast cancer racial mortality disparities,

with African-American women 62% more likely to die from breast cancer compared to Caucasian women, even though they were diagnosed less often. After a decade of innovative and science-based quality measurement and improvement, along with increasing access to high quality care and promoting health system change through grassroots advocacy, the Task Force proudly published new research in 2017, showing Chicago is now No. 1 in the nation in reducing African-American women's deaths from breast cancer. Eileen has been a driving force for the Task Force's work. She is passionate about providing equitable care to all and has worked to improve cancer care for women in Chicago. Congrats, Eileen!

UI Health Presents at Magnet Conference

Clinical Nurse Consultants Lisa Walla, of the Emergency Department, and Alexia Hieber Johnson, of the Sick Cell Program both presented at the ANCC National Magnet Conference last month. This was the first time non-Magnet-designated hospitals were able to present.

Lisa's poster presentation on stroke interventions, co-authored with nurse practitioner Melissa Angulo, highlighted the multidisciplinary collaboration and interventions that were required to drive our Door-to-Needle Times (DTN) for Tissue Plasminogen Activator (tPA) cases for stroke patients. The Stroke Team, in collaboration with members of the Emergency, Pharmacy, Radiology, and Neurosurgery Departments, implemented systematic quality-improvement strategies that have been correlated to lower DTN.

Alexia's podium presentation on maternal and postpartum hypertension focused on the interdisciplinary collaboration and structure needed to implement best practices in the expedient management of maternal and postpartum hypertension in the hospital setting.

Nursing collaboration between departments is instrumental for the journey to achieve Magnet status. Thank you to all the departments that helped us in making these positive changes.



Highlights from National Pharmacy Week

The Pharmacy Department celebrated National Pharmacy Week from Oct. 21-27. As an organization, we are lucky to have a dedicated group of pharmacists and technicians addressing our patients' medication needs both in the hospital and the ambulatory setting. Our pharmacists are experts in the successful use of today's complex medications and work together with other members of the healthcare team help ensure rational, cost-effective drug therapy for optimal patient outcomes. Our technicians, under pharmacist supervision, take the lead in preparing the medications needed by our patients and ensuring that they are available for administration at the times ordered. Working as a team, our pharmacists and technicians address the many drug shortages that are present today and develop strategies to minimize the impact of these shortages to our patient population. Thank you to all Pharmacy Department staff for your contributions to the care of our patients.

2018 Award of Merit Winners

The Award of Merit recognizes outstanding Academic Professionals and Civil Service employees. It is a university-wide honor available to UIC campus staff who exhibit service, commitment, and dedication.

CONGRATULATIONS TO OUR 2018 WINNERS!

Priyang Baxi	<i>Women's & Children's</i>	Kinga Mateja	<i>Volunteer Services</i>
Adelaide Caprio	<i>Neonatal ICU</i>	Keir Mitchell	<i>Physical Therapy</i>
Alex Guyan	<i>Patient Care Services</i>	Rani Morrison	<i>Care Coordination</i>
Wendy Jaffe	<i>Care Coordination</i>	Lisa Walla	<i>Emergency Services</i>
Alexia Johnson	<i>Nursing Services</i>		
Shelly Lanz	<i>University Health Service</i>		

CONGRATULATIONS TO OUR SERVICE YEAR HONOREES!

25
YEARS

Maria Alvarez
Socorro Amparo
Nathaniel Bowman
David Chabala
Gail Chidichimo
Arvid Eleksis
Kim Featherston
Teodora Feliciano
Laurel Fischer-Holden
Sally Hogan
Sandra Hunter Fields
Rachel John
Joyce Lomack

Wanda Lozada
Katherine McBride
Janna Moffett
Maggie Morrow
Debra Palmore
Yolanda Rubio
Kimberly Tagli
Starr Trueblood
Venus Whitiker
Kimberly Zimmerman

30
YEARS

Lisa Anderson-Shaw
Mary Baran-Valdez
Belinda Brown-Simpson
Roseann Carroll
Sabrina Coleman
Sandra Curran
George Garcia
Aaronetta Humbles
Darcy Katamay
Susan Kralj
Reba Mack

Carolyn Patterson
Orlando Pitchan
Margaret Pocius
Antoinette Polys
Jean Powlesland
Gilberto Salas
Vytautas Valaitis
Miae Wood

35
YEARS

Karen Engelhardt
Lesia Kanus
Anne Przepiora

PHYSICIAN OF THE YEAR
Carissa Tyo, MD
Director, Clinical Decision Unit

RESIDENT OF THE YEAR
Karim Khan, MD
Internal Medicine Program

SPECIAL RECOGNITION EDITION

LDI Sets the Stage for Epic Kick-Off

The 14th UI Health Leadership Development Institute, held Nov. 1, kicked-off the Epic implementation. Led by Chief Executive Officer Mike Zenn and Epic Implementation Executive Lauren Schmidt, the presentation stressed the importance of “Embrace the Epic Way” and what UI Health leaders need to focus on to be prepared for this journey. We had a record attendance — over 260 participants, including more than 40 physicians.

“This isn’t about the implementation of an EHR. It’s about how we make changes, lead, and make these implementation methodologies ubiquitous in everything we do,” said Zenn. “This is more than just an IT project. **The Epic implementation needs to be operationally led.**”

Key leadership skills that need to be developed and utilized during this journey are **project management, focused workflow improvement** and **collaboration**. These three skills require incredible discipline and present countless decision-making opportunities. It is imperative that we make decisions in a timely manner, move forward (do not revisit, do not second guess), and hold people accountable. Additionally, as an organization, leaders are used to data driving decisions. For this implementation, perfect data is not a pre-requisite.

Zenn reflected, “We have a history of ponderous committee structures and the decision-making inclusiveness has bred ‘vetoness.’” Epic recommends that 65% of the decisions are made by the Subject Matter Experts (SMEs), 25% made by Champions/Readiness Owners, and 10% by Executive Leadership. Ms. Schmidt also emphasized the following to help UI Health leaders embrace the implementation approach, also known as the Epic Flight Plan:

- Building on collective experiences of your peers
- Leverage a Foundation System of best practices
- Get to go-live, then optimize
- **Ultimate Goal** - save time and cost without sacrificing long-term flexibility and innovation

Throughout the morning the attendees were able to respond to the “live poll” around the million-dollar question: **when should we go-live?** Epic is confident we can do so by Q2 of FY20. Executive Epic sponsors, Dr. Robert Barish, Interim Dean Chuck Ray, and Mike Zenn, along with Ms. Schmidt took the floor to take tough questions from the audience to explore this date’s feasibility. They addressed important concerns from physicians, clinic directors, and various other unit representatives. Although the answer is not definitive, it’s understood that **Hospital and COM leadership** teams need to:

- Make timely decisions and stop second guessing
- Tighten discipline
- Support SMEs
- Ensure our patients’ best interests remain central in all decision-making
- Communicate, communicate, communicate
- Mitigate risk throughout the journey
- Understand the system can’t drive change, people drive change
- “Embrace the Epic Way”

Currently the IS and Marketing teams are developing an Epic/3i intranet page where Leadership will continue to share more information on next steps and timelines. Stay tuned for more information.

Exciting change is on the horizon, let’s make it EPIC!

UI HEALTH COMPLIANCE TIMELINE



BUDGET:

- 1. January** - Leadership reviews global volume assumptions (including cases/days/clinic visits/surgical volume/ER visits)
- 2. March** - Budget workbooks available for Director/end user review and modification
- 3. April** - VP reviewed and approved budget workbooks returned to Finance
- 4. May** - Finance prepares preliminary revenue and expense operating summaries for management review
- 5. June** - Annual budget finalized

ETHICS: November 30

FLU: October 3 - November 30

LMS: November 5, 2018 - January 31, 2019

GME ORIENTATION:
June 20 - 21 & 27 - 28

KRA: May - August

AVSL: May - August



UPCOMING EVENTS/DEADLINES



Epic Systems Implementation Kick-off

On November 1, the 14th UI Health Leadership Development Institute kicked-off the Epic implementation.



LMS Modules Open

The mandatory training opened Nov. 5 in the LMS and **must be complete by Jan. 31, 2019.**



Medical Staff Dinner

Tuesday, Nov. 13, 4–7:30 pm
Hospital Cafeteria
No RSVP required



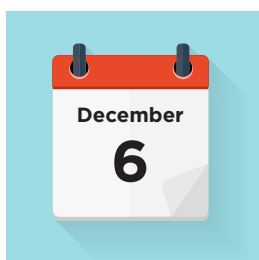
Register for the 9th Annual Volleyball Tournament on Nov 19

Join the Departments of Neurosurgery and Patient Care Services on **Saturday, Dec. 15**, at their annual tournament to support the Neuroscience Patient Assistance Fund.



Last Day for the Flu Shot

The last day to receive your flu shot is **Nov. 30**. To view the complete list of additional dates and locations, please visit the intranet.



Miracle on Taylor Street

This year, we will be collecting the gifts on Thursday, Dec. 6, from 7 am to 4 pm in Hospital Conference Room 1130.

Stay tuned for intranet announcements that will provide information on how to sponsor a child or family.



Thanks to everyone that participated in the Pediatrics Halloween Parade!

See all the photos on the UI Health Facebook page.

