

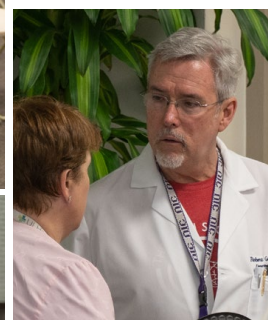
University of Illinois Hospital & Clinics

# ROUNDUP

May 2019



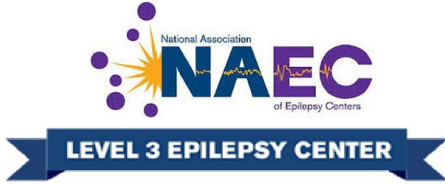
## Nurses' Week 2019



# RECENT ACCREDITATION HIGHLIGHTS ACROSS UI HEALTH

This spring, a trio of UI Health programs received recognition from accrediting bodies that establish standards for specialty care and treatment. Congratulations to these programs for achieving these designations and for their continued commitment to providing the best care to our patients.

## EPILEPSY PROGRAM DESIGNATED A 'LEVEL 3 EPILEPSY CENTER'



The Department of Neurology in April was accredited as a Level 3 Epilepsy Center by the National Association

of Epilepsy Centers (NAEC). Level 3 centers are recognized for having the professional expertise and facilities to provide the highest level of medical evaluation and treatment for patients with complex epilepsy.

The NAEC accredits centers based on their expertise and capacity to provide specific services — including electrodiagnostic, imaging, pharmacological, neuropsychological/psychosocial, surgical, and rehabilitation services — and employ specific safety and treatment protocols. The NAEC accreditation is for two years.

The Epilepsy Program is directed by Dr. Anna Serafini. In 2017, Dr. Jeffrey Loeb, head of the Department of Neurology, established the University of Illinois NeuroRepository, a brain and neural-tissue bank and big-data center that will help scientists uncover cures for diseases like epilepsy.

## ROBOTIC SURGERY PROGRAM RE-ACCREDITED AS 'CENTER OF EXCELLENCE IN ROBOTIC SURGERY'

The Robotic Surgery Program at UI Health in April was re-accredited as a Center of Excellence in Robotic Surgery (COERS) by the Surgical Review Corp. The COERS program was developed to recognize surgeons and facilities throughout the world performing robotic-assisted

procedures and achieving defined patient-safety and care-quality standards.

Among requirements for the three-year accreditation are that the facility perform at least 100 robotic surgeries a year; an appointment of a program director that also is a COERS-accredited surgeon — in our case, Dr. Pier C. Giuliannoti, a COERS Master Surgeon; and clinical pathways, standard operating procedures, and surgical teams and support staff that support proper perioperative and postoperative patient care.

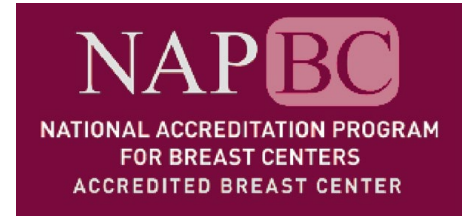
In 2015, UI Health was designated the first Center of Excellence in Robotic Surgery in the United States, and we continue to be the only center in Illinois with this accreditation.



## CENTER FOR BREAST CARE RECEIVES FULL 'NAPBC' ACCREDITATION

The Center for Breast Care at UI Health has again been granted full accreditation by the National Accreditation Program of Breast Centers (NAPBC), furthering its reputation as a premier provider of patient-centered breast care in the Chicagoland area.

The three-year accreditation from the NAPBC, a program administered by the American College of Surgeons, acknowledges UI Health's commitment to providing the highest quality evaluation and management of patients with breast disease. It is given to centers that have voluntarily committed to providing the highest quality breast care and that undergo an in-depth evaluation and review process.



UI Health first achieved NAPBC accreditation in 2016. The Center for Breast Care maintains accreditation from the three bodies it recognizes for establishing care standards: the Commission on Cancer, the American College of Radiology, and the NAPBC. ●



## Microsoft Office 365 is Here!

### A new mobile app is available for your email and Outlook calendar!

Smartphone-native email apps will no longer be supported — only the Outlook mobile app will support your UIC email. To continue viewing email on your mobile device, ALL mobile email users will need to add the Microsoft Office app.

To add the Outlook app on your mobile device, you can:

- Follow the step-by-step instructions on the intranet
- Call IS Help Desk at 3-7717
- Stop by IS for an in-person training support (1300 B/ Training Lab)

**Thank you for your patience during this transition!**

## FOLLOW-UP ON MAY 1 CERNER OUTAGE

As many are aware, we experienced an outage May 1 that caused the loss of electrical, steam, phone, and network systems — including Cerner capabilities — affecting most buildings on the West Side of campus.

### OUTAGE TIMELINE

- Outage began at 2:40 am
- By 5:30 am, all power was restored to most west campus buildings, though the Eye & Ear Infirmary (EEI) and Lions of Illinois Eye Research Institute remained without electrical power.
- The EEI went to emergency power. However, the dedicated backup generator for the data center failed to start.
- Code Cerner was originally called at 4:30 am. Shortly after

9:00 am it was called again when IS rebooted Cerner.

- Code Cerner was “all clear” by 12:53 pm, with Cerner, telephone service, and Tele-tracking all being restored.

An Incident Command Center was created to guide units during the outage, including patient registration (McKesson also was impacted ), revenue cycle, and documentation and printing.

The situation presented several learnings and highlighted the need to formalize notification to the campus of the list of all buildings occupied by UI Health and highlighting all of those that patient care occurs. While areas of improvement such as communication gaps and updating call trees will be addressed in future meetings, policy and procedures are outlined in

the UI Health Disaster Manual, Chapter 13: Cerner Unscheduled Interruption (Code Cerner).

We would like to thank all providers and staff in the Hospital & Clinics for their commitment to patient care,

guidance, and patience during the outage. Through collaboration, cooperation, and communication, we were able to verify orders, provide treatments, and coordinate care and services with limited delays. ●

### SPECIAL THANKS TO INCIDENT COMMAND & DEPARTMENT PARTNERS

#### Incident Command

David Loffing  
Terry VandenHoek  
Shelly Major  
Margaret Carroll  
Joel Karman  
Lisa Potts  
Andrew Mosio  
Katie Peters  
Ashley Reid  
Marc DeVar  
Margaret Pajak

#### Department Partners

Mary Niewinski, Ruth Kross:  
Food & Cafeteria Services  
Mary Ann Media, Dialysis  
Leanne O'Connell, Infection Control  
Jill Stemmerman, Tye Hughes, & teams: Nursing  
Audrius Polikatis & team, Information Services  
Eoin O'Donovan & team: Physical Plant  
John Cavanaugh & team: Physical Plant  
Winston Atwater, Joe Phillips, Mike Roy:  
Building Operations  
Brian Nathe: Environmental Health & Safety Office  
Bobby Scott: Environment of Care  
Mike Fitzgerald, Grady Wheaton, & teams:  
Materials Management  
Lee Matthews: Hospital Security  
UIC Police

## CARDIOLOGY PERFORMS FIRST MitraClip PROCEDURE

The Structural Heart Team — including Drs. Elliott Groves, Adhir Shroff, Khaled Abdelhady, Mayank Kansal, and Katarina Beckman, and APN Ashley Carter — last month successfully performed the first MitraClip procedure at UI Health. A less invasive alternative to open-heart, valve-repair surgery, the MitraClip procedure is a catheter-based treatment that



involves placing the MitraClip device — a metal clip with a covering of polyester fabric — on a regurgitating mitral valve, the gateway between the heart's left atrium and left ventricle. MitraClip pins part of the

valve together, which allows the rest of the structure to open and close around it and prevents blood from leaking backward.

The procedure was the culmination of months of effort by the clinical and administration teams at the University of Illinois Hospital and the College of Medicine. MitraClip joins TAVR, left atrial appendage occlusion, and ASD/PFO closures as Structural Heart procedures currently offered at UI Health.

Thank you to our cardiologists, cardiothoracic surgeons, and OR and Cath Lab teams for their work on this case. ●

## SICKLE CELL ACUTE CARE CENTER New Expanded Hours!

We are pleased to announce the expansion of hours of the Sickle Cell Acute Care Center to now include Saturdays beginning April 13.

### Hours of Operation:

**Monday – Friday, 8 am to 11 pm**

**Saturday, 11 am to 7 pm**

**Location: University of Illinois Hospital, 5th Floor**



Our mission is to improve patient outcomes and reduce the need for hospitalizations due to unrelieved pain by providing immediate and aggressive treatment in a caring and supportive environment. Led by highly skilled staff, this center offers state-of-the-art patient- and family-friendly services with an emphasis on improving quality of care and patient satisfaction. ●

# NEW UIC CHECKING ACCOUNT THROUGH CREDIT UNION 1

## The University of Illinois at Chicago and Credit Union 1 (CU1) have launched a new UIC-specific high-yield checking account.

The special account only will be available to Credit Union 1 members that are:

- UIC School/Hospital Faculty (all 12,000+ staff)
- UIC Students (including John Marshall School of Law – 25,000+)
- UIC Alumni (including John Marshall School of Law – 300,000+ in Cook County)
- Parents of students or children of the first three eligible member statuses

The new CU1 checking account provides best-in-class benefits for credit union checking account, including:

- 2.25% interest rate up to any amount. This is 22x higher than the national checking account average.
- NO minimum balance requirements.
- NO maximum balance levels.

- Access to a free 35,000 ATM Network with no cash withdrawal fees. CU1 ATMs are available in both the University of Illinois Hospital and the Administrative Office Building (AOB).
- Access to 5,600 branches across the country.
- NO debit card purchase requirements.
- NO requirement to access online banking.

The only requirement will be direct deposit of entire UIC payroll check and receiving statements electronically.

CU1 also has developed a special 100% loan-to-value (LTV) mortgage loans with no money requirements, in addition to jumbo mortgage loans (\$500K+ and an industry-leading 3.99%). CU1 also will have dedicated mortgage resources in its three nearby branches to support the UIC faculty, students and alumni. A high-yield (2.25%) savings account also is available.

Visit the intranet for more information and directions on how to sign up. ●

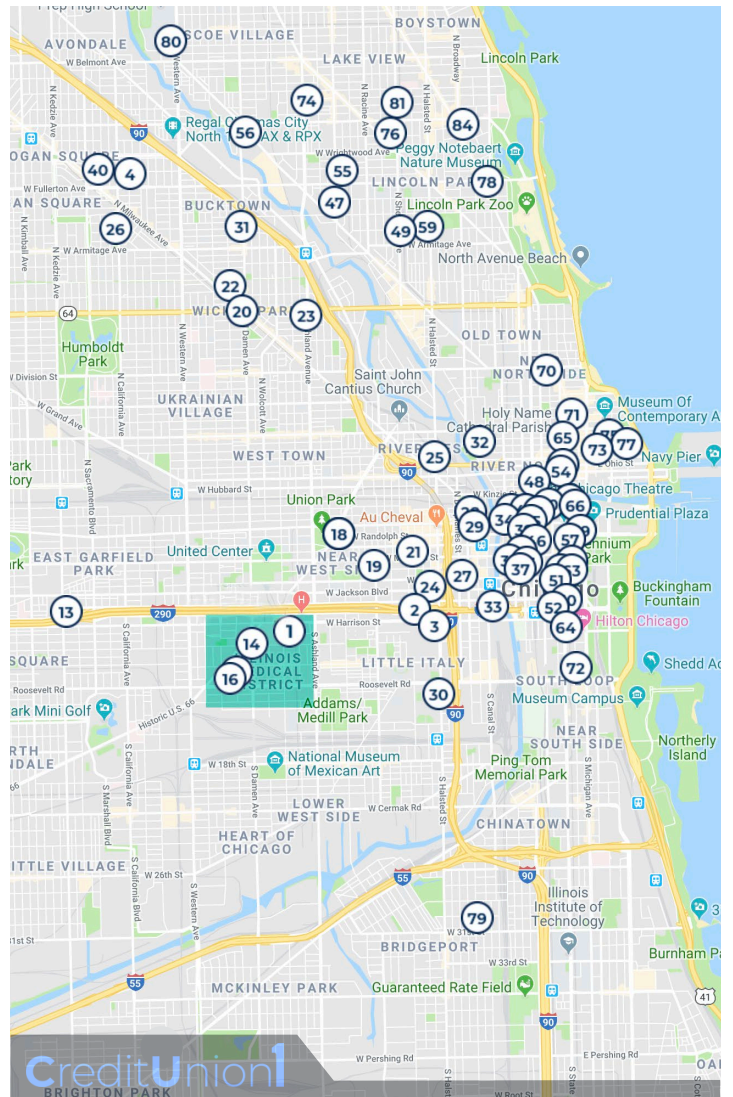
## Nearly 200 Patients Screened for Oral, Head, & Neck Cancer



### As part of Oral Cancer Awareness

**Month**, a multi-disciplinary team of UI Health surgeons, dentists, and oncologists combined efforts to organize a week-long event of free oral, head, and neck cancer screenings. The hospital and clinics worked together with the UI Cancer Center to

organize screening events at various UI Health Mile Square clinic locations and the UIC College of Dentistry, **resulting in 187 screenings.**



Credit Union 1 has one branch and several ATMs located on the Medical Campus, with other branches and ATMs throughout the Chicago area.

## Fluency Direct Dictation Software Now Available

Does documenting patient notes take hours of your day? Do you find yourself wishing you just had more time to do it all?



M\*Modal Fluency Direct is here to help! It's more than just dictation, it's operable voice-command software.

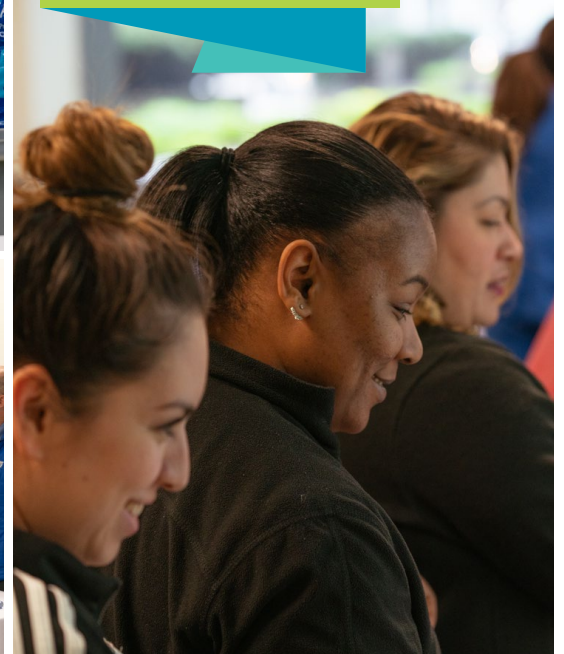
This customizable software enables providers of any medical specialty to verbally create clinical notes directly within EHR using their mobile device. It's fast — and accurate! Recording patient notes in a loud area? Don't worry! This software is adaptable to background noise.

Visit the intranet today to sign up for training! ●

# THANK YOU TO ALL WHO CAME OUT FOR OUR EARTH DAY FAIR!



UI HEALTH  
EARTH DAY FAIR



**Over 400 people stopped by to learn about sustainability** from the 20 participating vendors! There were many games, quizzes, prizes, and the Horticulture group passed out plants (basil, spinach, and lettuce!) for people to take home and garden.

Interested in joining the UI Health Green Team? Email [uihealthgreenteam@uic.edu](mailto:uihealthgreenteam@uic.edu) to learn how you can get involved! Help us create a better, safer, and greener UI Health! Visit the intranet to view simple ways you can take care of our environment.

## Employee Engagement Survey ends May 17



**Every perspective is important — please take the time to complete the survey before the deadline!**

**Can't find the email with your unique survey URL? Search your inbox for [noreply@surveys.pressganey.com](mailto:noreply@surveys.pressganey.com).**

**If you need the email resent, please email your full name and net ID to [uihod@uic.edu](mailto:uihod@uic.edu).**



## UPCOMING EVENTS AND DEADLINES



### MAY is Better Hearing Month!

In honor of Better Hearing Month, the Audiology team will be hosting a series of events to get screened and to learn more about hearing health.

#### Free Hearing Screenings

##### May 7

10 am to 2 pm  
Eye & Ear Infirmary  
1855 W. Taylor St.

##### May 14

10 am to 2 pm  
University of Illinois Hospital, Suite C100  
1740 W. Taylor St.

#### Learn About Hearing Aids & Hearing Loss

##### May 8

Noon to 1 pm  
Eye & Ear Infirmary, First Floor  
1855 W. Taylor St.

### May 13-17 National Hospital Week



- Leaders rounding with treats
- Employee Health Fair
- Celebrations

Visit the intranet for a full list of details for this annual awareness week.



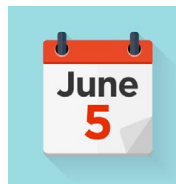
### May 24 Free Skin Cancer Screening

Skin cancer is the most common cancer in the U.S., and more people are diagnosed with it each year than all other cancers combined. In honor of Skin Cancer Awareness Month, the Department of Dermatology will be providing free skin cancer screenings at the Dermatology Clinic.

#### Walk-ins are welcome.

9 am to 3 pm  
Outpatient Care Center, Suite 3E  
1801 W. Taylor St.

### Coming in June: 'Mike Shares What's Up'



CEO Mike Zenn presents organizational updates to UI Health providers and staff. Each session is 30 minutes and will be held in Hospital Conference Rooms 1130/1135. Please visit the Intranet for a complete listing of dates and times.

### 2019 Awards Season is Here!

#### Physician & Resident/Fellow of the Year

Nominate a physician and resident/fellow that you feel demonstrate the qualities of a true class act.

One attending physician and one resident/fellow will be chosen!

#### Nominations will be accepted until June 1.

To complete the nomination form, visit the intranet or [Nomination.UIHealth.Care](http://Nomination.UIHealth.Care).



The Award of Merit will be given to 10 Civil Service & Academic Professionals at UI Health! For more information and to submit a nomination(s), please visit the intranet.

For questions, email [recognition@uic.edu](mailto:recognition@uic.edu).

#### Nominations are due by June 1.