

University of Illinois Hospital & Clinics

ROUNDUP

June 2019



New Call Center Space Opens at The Chicago Lighthouse



THE CHICAGO LIGHTHOUSE DEDICATES NEW SPACE TO IMPROVE PATIENT SCHEDULING

A ribbon cutting to celebrate the opening of the new state-of-the-art, fully accessible space took place at The Chicago Lighthouse on May 8.



The Chicago Lighthouse, in partnership with the UI Health Customer Care Center since 2014, is a world-renowned organization serving the blind, visually impaired, disabled and Veteran communities. Their recently dedicated space consolidates operations, improves efficiencies, and enables the Lighthouse staff to boost overall customer service for scheduling and coordinating UI Health patient appointments.

“We are thrilled about the new space and the benefits it provides to The Chicago Lighthouse staff,” said Mike Zenn, CEO of the University of Illinois Hospital & Clinics. “Our partnership with The Chicago Lighthouse is a vital component of the operations of the Hospital & Clinics, and it reflects the mission of our academic health enterprise — to seek collaborative opportunities with community organizations to offer exceptional care and customer service for our patients and their families.”

The approximately 143 employees of the Lighthouse include individuals who are blind or visually impaired, have other

disabilities, or are veterans — all groups who cope with far greater rates of unemployment than the general population. The Chicago Lighthouse is a vendor through the state of Illinois Business Enterprise Program, and approximately 30% of Lighthouse’s assigned staff at UI Health are disabled or veterans; nearly 90% are minorities; and more than 80% are female.

BY THE NUMBERS

Since 2014:

Over 4 million calls for UI Health handled by Lighthouse staff. In FY2018: **800,000 inbound calls** processed by Lighthouse **comprising 7.4 million call and registration minutes**, which was **73% of our total 1.1 million call center calls**. Call and related minute volume is projected to increase 11% in FY19 (over FY18) and 16% in FY20 (over FY19).

UI Health’s partnership with the Lighthouse has typical call center key performance indicators built into it, and staff achievements include:

- 85% service level (calls answered within 20 seconds)
- 3.4% abandonment rate

“Collaborating with the Lighthouse is one of the best examples of how we at UI Health actively address our social responsibilities in real and meaningful ways,” said Zenn. ●

Congratulations to Top Box Doc Winner Dr. David Peace

Having a positive patient experience is an expectation of patients and families with all healthcare encounters. Evaluation of these interactions are based on how well physicians provide the “wow” experience with their patients through effective doctor to patient communication.

Results of Quarter III FY2019 CGCAHPS survey indicate that Dr. David Peace, Hematologist/Oncologist, is deserving of the Top Box Doc recognition, as he consistently provides a “wow” experience with his patients.

Dr. Peace received this distinction as a result of



David Peace, MD

receiving the highest CGCAHPS ratings from his patients for three consecutive months. The CGCAHPS survey is a standardized tool that measures patients’ perceptions of care delivered by a provider (e.g.

physician, nurse practitioner, physician assistant, etc.) in an outpatient/office setting.

Dr. Peace’s patients consistently rated him 9 or 10 on a 10-point scale. This rating, when compared with 29,947 outpatient site providers, placed Dr. Peace at the 99th percentile within the CGCAHP Press Ganey National Data Bank. Such a ranking placed him at the head of the pack amongst 320 of his peers from the Mile Square Health Centers and Outpatient Care Center (OCC).

A positive doctor–patient relationship can also improve patients’ outlook, motivation,

and management of their health condition.

“Dr. Peace is wonderful! He is a godsend! He has been extremely helpful. I AM IN GOOD HANDS! He is genuine!!”

— PATIENT COMMENT

Thank you, Dr. Peace, for your commitment, dedication, and compassion to our patients and congratulations on this well-deserved recognition! ●

2 BACK-TO-BACK, 4-WAY KIDNEY SWAPS

Eight people received life-saving kidney transplants in two back-to-back, four-way kidney swaps at UI Health.

If it weren't for the sharp eyes of a transplant immunologist, four of the recipients could still be on the waiting list today.

On Monday, April 29, and Friday, May 3, eight people received organs from living donors they didn't know. In the first swap, two women and two men received kidneys from two men and two women; in the second swap, three men and one woman received kidneys from two men and two women. All sixteen patients who participated in the two swaps are doing well.

People often volunteer to see if they are a good match for donating a kidney to a loved one in need. A compatible match is one where the donor and recipient have the same blood type and have several matching immune factors. Compatibility between donor and recipient increases the chance that the recipient's body will accept the new kidney.

If the transplant immunologist, tasked with evaluating donor/recipient matches, notices that a prospective donor is compatible with another recipient who has their own living donor but with whom they are incompatible, the coordinator may reach out to that donor to ask whether they would be open to donating a kidney to someone with whom they match but don't know. The original donor's matched recipient would be paired with a new compatible donor. In a kidney swap, all recipients involved must have a living donor.

"Usually when a swap happens, a compatible pair will altruistically agree to swap to help other pairs," said Dr. Sujata Gaitonde, one of the UI Health's transplant immunologists. "In other words, a pair who doesn't need to swap to benefit themselves as they are already compatible will agree to swap in order to give a compatible organ to a recipient whose donor is incompatible."

The path to the swaps began when Gaitonde noticed that the donors of two compatible donor/recipient pairs were also compatible with two recipients on the kidney transplant waiting list whose living donors weren't compatible matches.

Gaitonde asked the hospital's kidney transplant coordinators to reach out to the two donor/recipient matched pairs: two men who were best friends and a couple. The coordinators told the donors in these two matched pairs that they also matched with two recipients whose living donors weren't a match. The good news was that if the

donors agreed to give their kidneys to the strangers, the stranger's donors would give their kidneys to their recipients, who they also happened to match with. In short: They could help save four lives instead of just two.

The matched donors agreed and the swap was arranged. From there, Gaitonde noticed potential beneficial matches among other pairs who also agreed to a swap.

Over the course of about 20 hours total, seven surgeons and numerous residents and other medical staff completed the two kidney swaps just a few days apart.



Enrico Benedetti,
MD, FACS

"We have never before done four-way kidney swaps at UI Health, and to do two so close together is quite remarkable," said Dr. Enrico Benedetti, head of the Department of Surgery at UI Health. "We are pleased that we were able to coordinate so that more people could benefit from available organs, but it was these pairs themselves who agreed to the swap who really enabled this life-saving swap."

"One of the benefits of kidney swaps is that often recipients end up with organs that are better matched in terms of age and gender," said Dr. Ivo Tzvetanov, chief of the Division of Transplantation at UI Health. "In this case, we had some better age matches for recipients due to the swap." ●





Come Hear 'What's Up'

This month, I am hosting a series of information sessions to provide organizational updates to all providers and staff.

Sessions have been scheduled throughout the mornings and afternoons of several days, so all providers and staff working all shifts have an opportunity to attend.

These sessions will provide updates on our FY19 achievements and goals in areas including:

- Patient Experience
- Quality & Safety
- Epic Implementation

I also will share an update on the future planning for UI Health and how this is shaping some of the new goals we are setting for FY20.

These sessions will allow me to provide organizational updates to you in a direct, transparent way. **Each session will be just 30 minutes, and all sessions will be held in Conference Rooms 1130/1135.** It is my hope that everyone who attends will gain a better understanding of our goals and plans, feel confident that are tasks can be accomplished, and feel good about their own position within UI Health.

Please plan to attend one of the info sessions and learn "what's up" at UI Health.

When you attend, you will have the opportunity to submit questions/topics to be addressed in this space in future issues of the RoundUp. Thank you in advance for your contributions.

We have great things on the horizon, and I look forward to working with you to achieve these objectives.

I look forward to seeing you at session!

Michael B. Zenn
Chief Executive Officer

NEUROSCIENCE PATIENT ASSISTANCE FUND GETS BOOST FROM VOLLEYBALL TOURNAMENT

This past quarter, board members from the Neuroscience Patient Assistance Fund organized the 9th Annual UI Health Volleyball Tournament to raise funds to support patients and families.



Over 100 people participated in the tournament, which raised \$3,828 to provide necessary medical equipment to our patients in order to provide a safe transition home. Over the last year, the Neuroscience Patient Assistance Fund has been able to provide support to **20 patients and families.**

Here are some of their stories:

63yr old female patient who suffered a subarachnoid hemorrhage was uninsured and in need of DME prior to discharge home with 24hr assist from her son. Patient was retired and on fixed income and through the Neuroscience fund, the Neuroscience fund was able to provide her with a Shower Chair and 3- in-1 Commode to facilitate safe discharge planning.

59yr old male patient suffered a subarachnoid hemorrhage. He was uninsured and the primary

breadwinner for himself and his wife. The Neuroscience fund was able to provide him with a wheelchair, 3-in-1 commode, grab bars and transfer bench for a safe transition to return to home.

63yr old uninsured male ineligible for charitable funds suffered a stroke and was recommended for acute rehabilitation. This patient required a CPAP machine which the family was unable to afford. With the help of the Neuroscience fund and hospital administration, the patient received the CPAP and was then accepted to Schwab as an inpatient charity case.

71yr old uninsured male ineligible for charitable funds suffered a fall, which required emergent spine surgery. The patient was accepted to Schwab as a charity case pending ability to secure DME and family to provide 24/7 assistance. Through the assistance of a local charitable organization (D4D who provided the patient a bed and hooyer lift) and the Neuroscience fund (who provided a Tall Back Wheelchair), the patient was successfully admitted to Schwab as an inpatient charity case.

35yr old uninsured female patient admitted for parasagittal meningioma was safely discharged home with the assistance of the Neuroscience fund who provided the patient with a shower chair.

Thank you to all who contributed, donated, and volunteered. These stories would not be possible without you! A special thanks to the Department of Patient Care Services, the Department of Neurosurgery, and the Department of Neurology for their support. ●

UI Health Receives Practice Greenhealth Emerald Award



Congratulations to the UI Health Green Team for receiving the prestigious Practice Greenhealth Emerald Award, which recognizes outstanding hospitals from within the Partner for Change applications. This competitive award recognizes the Top 20% of applicants and is

focused on advanced sustainability programs and exemplary scores in a range of categories.

The UI Health Green Team has been working on many initiatives throughout the past year to promote sustainability and environmental stewardship by increasing our hospital recycling rate, decreasing food waste, and engaging and educating staff.

To improve recycling rates, the Green Team developed

and implemented the Saline Bottle and Blue Wrap Recycling Pilot in the Operating Room, which collects many of the clinical plastics that are being thrown away during surgery, with the goal of expanding this pilot throughout other areas of the hospital in the next year.

In conjunction with other recycling initiatives, these efforts resulted in a 10% increase in hospital recycling over the last two years.

Additional “green” initiatives include the Food Recovery Program, which captures the surplus of perishable food from the hospital kitchen and donates it to the Franciscan House, the second largest homeless shelter in Chicago, and the Annual Earth Day Fair, which invites staff and guests to stop by and learn about ways to incorporate “green” practices into their daily lives.

Congratulations to all who made this remarkable achievement possible! ●

Inaugural Employee Health Fair

Big thanks to our wellness committee for planning and putting on UI Health’s first employee health fair. More than 200 employees took the opportunity to receive blood pressure and BMI screenings, and drop by booths to learn about wellness initiatives, sleep hygiene, mental health, and more. A great first-year success!



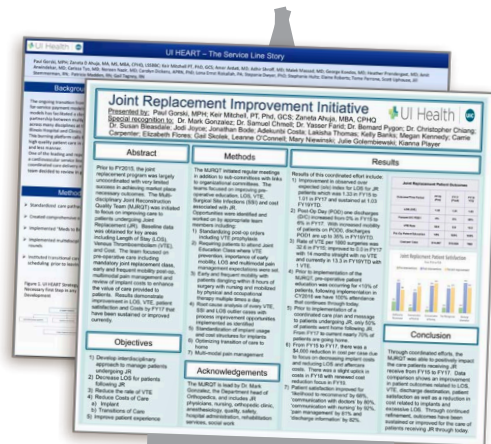
CONGRATULATIONS TO OUR IAHQ 2019 QUALITY AWARDS RECIPIENTS!

During the Illinois Association for Healthcare Quality (IAHQ) Annual Conference’s second annual poster competition on May 7, awardees were recognized in four categories and were selected among 10 finalists. The People’s Choice Quality Award was decided by the finalists’ peers by voting during the conference. Congratulations to our UI Health teams and recipients!

Amit Arwindekar; Clarissa Tyo; Norreen Nazir; Carolyn Dickens; Lorna Ernst Rizkallah; Stephanie Dwyer; Stephanie Hultz; Elaine Roberts; Tom Perrone; Scott Uphouse; Jill Stemmerman; Patricia Madden; Gail Tagney; Keir Mitchell. ●

Joint Replacement Improvement Initiative

Recipients: Keir Mitchell; Zaneta Ahuja; Dr. Mark Gonzalez; Dr. Samuel Chmell; Dr. Yasser Farid; Dr. Bernard Pygion; Dr. Christopher Chiang; Dr. Susan Bleasdale; Jodi Joyce; Jonathan Bode; Adekunbi Costa; Lakisha Thomas; Kelly Banks; Megan Kennedy; Carrie Carpenter; Elizabeth Flores; Gail Skolek; Leanne O’connell; Mary Niewinski; Julie Golembiewski; Kiana Player, Paul Gorski



UI Heart - The Service Line Story

Recipients: Paul Gorski; Zaneta Ahuja; Amer Ardati; Adjir Shroff; Malek Massad; George Kondos; Heather Prendergast;

Thank You



for completing the Employee & Practitioner Engagement Survey

With your help, we reached **79% employee and 54% practitioner participation!**

We appreciate your time and we value your feedback.

Celebrating Hospital Week

Thank you to all who came out and celebrated Hospital Week with us! Over 1,400 employees stopped by our celebrations to enjoy treats and games.



NAEC Accreditation Celebration



UI Health Epilepsy Center Receives NAEC Accreditation

Last month, our EEG lab celebrated the National Association for Epilepsy Centers (NAEC) accreditation as a Level 3 Epilepsy Center. Last year, we opened our four bed Epilepsy Monitoring Unit (EMU) on 6E, where we admit epilepsy patients for diagnosis of their epilepsy or pre-surgical work up.

The NAEC recognizes centers that provide a comprehensive team approach to the diagnosis and treatment of epilepsy.

Congratulations to all who made this accreditation possible!



FY19 Evaluations are Here!



Employee Evaluations: Now available and must be completed by July 31

Leader Evaluations: Coming soon!

Visit the intranet for full details.

UI Health Launches Walk Well Program



At UI Health, we're committed to investing in the health and wellness of our employees, which is why we're offering a new program called Walk Well, a part of University Health Services' Live Well initiative. This program helps you increase walking and strength training, and adopt healthy habits. Take charge of your health and enroll today!

For more information, or to sign up, email uhsclinic@uic.edu.



Mile Square to Expand Dental Services

Mile Square Health Center is expanding dental services to all of their locations. The expert dental care team will visit clinics on a scheduled basis to provide the highest level of dental care for children and adults in the Mile Square communities. Services will be offered at clinics on select days.

For more information, please call 312.996.2000 or email MSHCdental@uic.edu.



UPCOMING EVENTS AND DEADLINES

Sunday, June 23 Walk for Kidneys

Registration & Check-In: 8:25 am

Walk Steps Off: 10 am

Soldier Field
1410 South Museum Campus Drive

Walk with UI Health Renal Dialysis to raise funds to educate and advocate for kidney disease prevention.

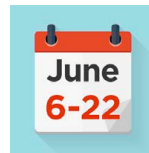
You can join UI Health Renal Dialysis team or walk individually. Donations can also be made directly to the foundation. All proceeds will directly support the crucial programs and services provided by the National Kidney Foundation of Illinois.

Registration is free. Participants will enjoy refreshments, music, entertainment, kids' activities and more!

Walk strong for kidney health! For more information, contact Sendi Torres at 312.355.3605 or storre22@uic.edu

To donate or register, visit the UI Health Renal Dialysis team page.

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 Conference Rooms 1130/1135.

Upcoming Dates:

June 6	June 11	June 12	June 13*
12-12:30 pm	7-7:30 am	12:30-1 pm	1-1:30 am
12:45-1:15 pm	4:30-5 pm	1:15-1:45 pm	1:45-2:15 am
1:30-2 pm	5:30-6 pm		*Wednesday night into Thursday morning
4:30-5 pm			
June 14	June 22		
7:30-8 am	10:30-11 pm		
11-11:30 am	11:30 am-Noon		
12-12:30 pm			

Friday, July 12 11am to 2pm & 4-7:30pm

Fun in the Sun



There will be food trucks, raffle prizes, and more! Jump into summer with your UI Health family!

For more information, please visit the intranet.