

University of Illinois Hospital & Clinics

# ROUNDUP

July 2019

## Talking Up Our Goals & Initiatives

FY20 Performance Goals

FY20-FY22 Initiatives

FY20-FY23 & Beyond



# UI HEALTH'S FY20 GOALS & INITIATIVES —

for both FY20 and beyond—are vital to our long-term capabilities and future success.

Initiated in FY19, this planning construct shows the three components of our planning horizon. It is our commitment to be concise about our immediate goals and initiatives while keeping a focus on the longer-term infrastructure optimizations and strategic growth opportunities that will be essential to our long-term success.

The items shown as **Management Performance Improvement Measurement will be a part of our FY20 performance reviews.** These describe how we accomplish our day-to-day management of the organization, and they are all of our respective responsibilities. This year special attention will be paid to improving our clinical documentation, with focus on achieving complete and consistent depictions of our patients and the activities associated with their care.

In addition, FY20 will require clear focus and management actions as we implement and improve certain critical operational infrastructure.

**The most important and vital action is the go-live of the Epic EHR** and its associated applications. These efforts are underway, with the specific target of migrating to the Epic System on May 9, 2020. Following the go-live, there already are many optimizations efforts identified within the wider scope of the 3i Project.

There are new infrastructure initiatives being introduced in FY20:

- With the growth that we are experiencing and the added capacities planned in the next two years, there is a need to **improve our associated parking capacities.**
- It is time for us to recognize that we are setting a course to achieve **Magnet status designation.** Although a nursing designation, it requires the efforts of the entire enterprise to accomplish and will be an organizational recognition when achieved.

- **Workplace violence** has become a trend that needs our immediate and enhance attention.
- **Burnout prevention**, including achieving the resiliency to help cope, will require significant organizational resetting. The expanded use of technology and patients' access to EHR functions have led to an enormous onslaught of digital communication transactions requiring the increasing attention of clinicians. Also, the dynamic nature of patient service needs requires constant vigilance to ensure proper staffing is available, especially at peak volume periods. And finally, there is a growing recognition that our interpersonal communications habits are perhaps the highest cause for burnout symptoms among our staff.

It is vital that everyone within the delivery enterprise recognize that how we care for our patients and how we treat each other are not mutually exclusive. Constructive and respectful communication methods are a basic infrastructure for excellent and sustainable performance.

**Strategic Planning efforts will be finalized in early FY20.** This plan will identify courses of action related to strategic growth potentials. It will also focus our efforts on long-term process and performance optimizations. These activities are vital to sustaining relevance for the healthcare enterprise in concert with the seven Health Science Colleges that make up UI Health.

Our **annual goals provide foundational support** for fulfilling our mission to advance healthcare, improve the health of our patients and communities, promote health equity, and develop the next generation of healthcare leaders. Goal setting also assists us to bring focus on improving outcomes in quality, safety, service, operational access/throughput, and financial performance.

2020

2021

2022

2023

## FY20-FY23 & BEYOND

### FY20 PERFORMANCE GOALS

#### MANAGEMENT PERFORMANCE IMPROVEMENT MEASUREMENT

##### QUALITY

- Reduce Sepsis Mortality Index
- Improve Postoperative Blood Clots
- Reduce 30-Day Readmission Rate
- Meet Minimum Surgery Volumes
- Meet ICU Physician Staffing
- Improve Documentation & Coding Performance

##### SAFETY

- Enforce Two Patient Identifiers
- Reduce Patient Safety Events
- Reduce Employee Safety Events

##### SERVICE

- Improve Inpatient HCAHPS
- Improve Outpatient CAHPS
- Improve Clinician Engagement
- Improve Employee Engagement

##### ACCESS/OPERATIONAL EXCELLENCE

- Reduce No-Show Rate
- Reduce LOS
- Improve ED Throughput

##### GROWTH/FUNDING OUR FUTURE

- Improve Net Revenue
- Reduce Operating Cost

### FY20-FY22 INITIATIVES

#### CRITICAL OPERATIONAL PREREQUISITE INFRASTRUCTURE

- 3i Project (Integrated Information Infrastructure) Implementation & Optimization
- Infrastructure Investments
  - Outpatient Surgery Center & Specialty Clinics
  - Hospital Welcome Atrium
- Strategic Plan Implementation
- Improve Parking Capacities
- Magnet Status Designation
- Workplace Violence Prevention
- Burnout Prevention, addressing such causes as:
  - Technology/EHR demands
  - Staffing Shortfalls
  - Abusive and Damaging Interpersonal and Interprofessional Communications

#### STRATEGIC GROWTH & OPTIMIZATIONS

- Implementation of Unifying Strategic Plan
- UI Health Brand Unification
- 3i Framework & Optimization
- Ongoing Process Improvements

**UI HEALTH**  
 FY20 GOALS & INITIATIVES  
 PLANNING CONSTRUCT  
 HOSPITAL & CLINICS

## UI Health Receives Full Accreditation from the Commission on Cancer

The UI Health Cancer Center has again been granted full accreditation by the Commission on Cancer (CoC), a nationally recognized program that develops comprehensive, patient-centered standards for cancer programs.

The three-year accreditation by the CoC, a program administered by the American College of Surgeons, establishes UI Health as a provider of a full spectrum of cancer care,

including prevention, early diagnosis, cancer staging, optimal treatment, rehabilitation, lifelong follow-up for recurrent disease, and end-of-life care. Patients at CoC facilities like UI Health also have access to information on clinical trials and new treatments, genetic counseling, and various patient-centered services.

To earn accreditation, a cancer program must meet 34 quality-care standards across

five disciplines: program management, clinical services, continuum of care, patient outcomes, and data quality. Further, accredited programs must undergo evaluation by a survey process every three years and maintain excellence in the delivery of comprehensive, patient-centered care.

As an accredited facility, UI Health maintains a cancer registry and contributes data to the National Cancer Data Base. This nationwide oncology-outcomes database is the largest clinical disease registry in the world and is used to track, analyze, and explore trends in cancer care.

Accredited programs like UI Health take a multidisciplinary

approach to cancer care, relying on coordination among surgeons, medical and radiation oncologists, diagnostic radiologists, pathologists, and other cancer specialists to treat cancer as a complex group of diseases, resulting in improved patient care.

CoC-accredited facilities diagnose and/or treat more than 70 percent of all newly diagnosed cancer patients. When cancer patients choose to seek care locally at a CoC-accredited cancer center, they are gaining access to comprehensive, state-of-the-art cancer care close to home.

Visit the UI Health Cancer Center to learn more about our cancer services. ●



A QUALITY PROGRAM  
OF THE AMERICAN  
COLLEGE OF SURGEONS

## UI HEALTH IMPLEMENTS DAILY SAFETY HUDDLES

Last month, UI Health rolled-out a newly formatted Daily Safety Huddle; an in-person meeting held Monday-Friday from 10:30-10:45 am, where front-line leaders are expected to report out any safety or operational issues for their area.

The 10-15 minute meetings allow operational and supporting leaders from around the hospital to share issues that occurred in the last 24 hours and anticipated adverse conditions or disruptions in the next 24 hours.

### Goals of Safety Huddles:

- Share external factors that could affect safety (supplies, weather, outbreaks, etc.)
- Review resources assigned to correct newly identified issues
- Build teamwork through communication & problem solving
- Construct common understanding of focus & priorities for the day



The Safety Huddle is led by the Chief Operating Officer, Chief Nursing Officer, Chief Quality Officer, and the Chief Medical Officer. There are about 50 participants from all inpatient units and support services. ●

## In August...



**Employee & Practitioner Engagement Survey results are coming in August. Thank you to all who took the survey!**



**It was my certain pleasure to be able to present the June information sessions. They were the first of what will be periodic sessions presenting updates on behalf of the Hospital & Clinics' leadership team about the many vital and important activities UI Health is accomplishing. We were pleased to see that many were able to attend.**

Several of the questions we received connect to the new

FY20 Goals & Initiatives. We will address workplace violence, burnout prevention, and other organizational opportunities in this column in future issues of RoundUp. They will also be further developed as we take action on the many objectives contained in our FY20 Goals & Initiatives. These actions will include many types of informational updates, allowing for consistent and timely updates to practitioners and staff.

Everyone, from Board members to volunteers, will have access to and insight into the critical plans and challenges we are embracing for our future.

We look forward to continued successes in FY20 and beyond!

**Michael B. Zenn**  
Chief Executive Officer

## The Impact of Post Discharge Phone Calls on Transitional Care

UI Health is committed to providing exceptional care in the hospital and at home, because healthcare shouldn't stop when patients leave our doors.

Through post discharge calls, our goal is to ensure coordinated care throughout the continuum, improve the patient experience, and reduce avoidable readmissions.

### WHY are post discharge calls important?

UI Health's post discharge call program checks with our patients within 48 hours of them going home to ensure they have their prescriptions, understand their discharge instructions, have their home health equipment and scheduled their follow-up appointments.

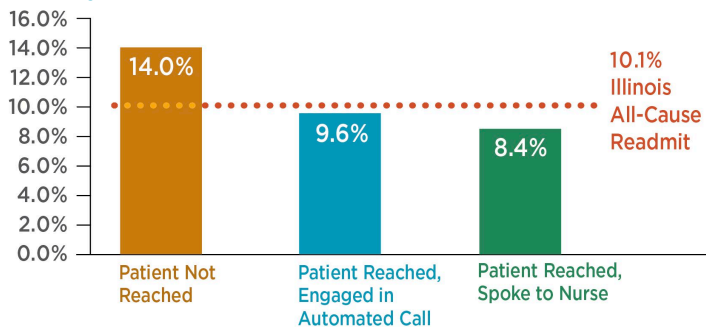
If patients are having difficulty with these, our teams' interventions help bridge gaps. This prevents readmissions for issues that are preventable.



**Less than half our patients say they were made aware of the call before they left our hospital.**

Patients that engage with the call **readmit nearly 50% LESS** than patients that do not; and have **higher patient experience scores** across all domains.

### 30 Day Readmit Rates

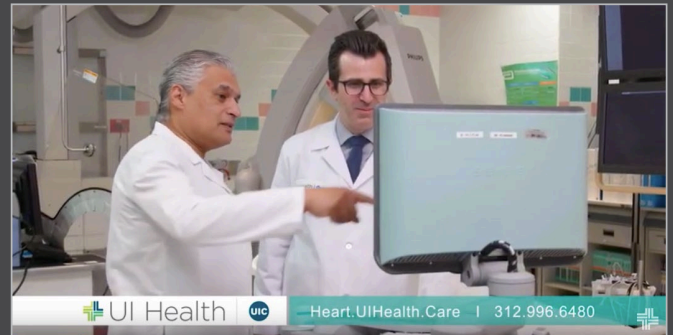


### We need YOUR HELP to spread the word!

Please direct any questions on this program to Nicole Curtis, Assistant Director Care Coordination Operations, at [ncurtis@uic.edu](mailto:ncurtis@uic.edu).

## STRUCTURAL HEART DISEASE PROGRAM FEATURED ON LIVING HEALTHY CHICAGO

The Division of Cardiology's Structural Heart Disease Program was recently featured on WGN's *Living Healthy Chicago* program. To view the segment, visit the intranet or click [here](#).



## Wellness House Hosts Open House

Earlier this month, Wellness House hosted an open house event for UI Health and other Illinois Medical District providers at Mile Square Health Center–Main. **The event showcased some of the 40 free Wellness House cancer survivorship programs** available to cancer patients and their families. For more information about Wellness House and their survivorship programs, click [here](#).



## LOCAL GIRL SCOUTS GIFT DOLLHOUSES TO PEDIATRIC PATIENTS

A group of our Pediatric Oncology and Sickle Cell patients were gifted custom dollhouses at a special event June 12.

The dollhouses were a gift of Girl Scout Service Unit 409 from Oak Park, River Forest, Forest Park and Hope Houses Workshop in Berwyn. Girl Scouts from the Service Unit assembled the dollhouses at Hope Houses Workshop as part of a service project. Teri Blain, a member of the staff from the Department of Human Resources, has long been involved with the Girl Scouts, and when Hope Houses and the Service Unit were looking for a recipient for its service project, she suggested the pediatric patients. A couple of dozen Girl Scouts had spent 3 hours assembling each of the dollhouses, which were colored green to represent Girl Scouts. Other Girl Scouts created hand-made items to furnish the houses.

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*“It was exciting to see the faces of both the patients and the Girl Scouts as they made connections around imaginative play.” — Teri Blain*

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At the event, some of these Girl Scouts presented the semi-furnished dollhouses to 10 patients. “It was great to

have members of UI Health HR on hand to assist the Girl Scouts with unveiling each dollhouse and carrying it to each patient. I think everyone had fun discovering and playing,” said Teri.

Thank you to Girl Scouts, Teri, and the HR team for putting on such a thoughtful event for our patients! ●



## Important IS Security Reminders!



### Has your account ever been hacked?

Cybercriminals employ several methods to obtain users' login credentials in an effort to gain unauthorized access to systems and information.

Depending on the cybercriminal's intent, motivation, and skills, victims may notice suspicious activities, or they may not notice anything.

Below are some signs that may indicate your account has been hacked:

- Your colleagues report getting email messages from you that you never sent.
- You are losing information, files, or folders.

- Your files or customized computer settings have been modified.
- Your password is no longer working.

**If you suspect your account has been hacked, IMMEDIATELY CHANGE YOUR PASSWORD and notify the IS Help Desk by calling 312.413.7717.**

Remember, it only takes *one* click to allow an unauthorized person access to confidential data.

YOU are responsible for all activity under your login. To help maintain a high level of security:

- Lock your personal workstation before walking away from the computer.
- If you're using a shared computer, log off from the applications.
- Don't share information with anyone unless you are certain of the individual's identity and authority to receive information.

**For privacy questions, email [privacyoffice@uic.edu](mailto:privacyoffice@uic.edu).**

**For security questions, email [uimciso@uic.edu](mailto:uimciso@uic.edu). ●**

## APPLICATION PORTAL UPGRADE COMING JULY 15!

**The upgraded Application Portal has a modern look and feel for easy navigation.** The applications you currently use will NOT change. Benefits of the upgrade:

- You can customize the Application Portal with your most used applications!
- Ability to search for applications

For additional information about the Application Portal upgrade, please visit the intranet.

**For questions, contact the IS Training Team at [istrains@uic.edu](mailto:istrains@uic.edu). ●**



## 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 offer a 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.

**Now offering group walks on the following days:**

**When: Tuesday and Friday, 12:15 pm**

**Location: Meet outside the main hospital entrance (1740 W. Taylor St.)**

We are looking for walking warriors to lead additional group walks!

If you are interested in signing up, or would like to be a group leader, please email [uhsclinic@uic.edu](mailto:uhsclinic@uic.edu).



## FY19 Evaluations



**Employee Evaluations opened May 1.**

**Leader Evaluations opened June 18.**

The Evaluation Deadline for leaders and employees eligible for salary planner is July 31; all other employee evaluations are due August 31.

### Take Action Now!

Visit the intranet for important details and deadlines.



## UPCOMING EVENTS & DEADLINES

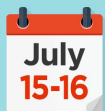


### Fun in the Sun

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

**There will be food trucks, raffle prizes, and more!** Located on the grassy area across from the hospital entrance.

**Jump into summer with your UI Health family!** For more information, please visit the intranet.



### Joint Commission Visit: Stroke Recertification

July 15-16



### Resident & Physician of the Year Awards Luncheon

Tuesday, August 20 **11 am to 1 pm**  
Conference Rooms 1130 & 1135



### Summer Blood Drive

Monday, July 22 **Noon to 5 pm**  
Tuesday, July 23 **6 am to Noon**  
Conference Rooms 1130 & 1135



## Save the Date!



**Flu Shot Day** September 25

Be on the lookout for posters, flyers, and digital slides in the coming months!