

University of Illinois Hospital & Clinics

ROUNDUP

August 2019



July 12, 2019

PERFECT WEATHER
Fun in the Sun
FOOD | GAMES | MUSIC
Conversations
THE UI HEALTH FAMILY
Smiles Together
ON A SUMMER FRIDAY



BMT UNIT JOINS THE RANKS OF CLABSI FREE!

The 8 West Bone Marrow Transplant Unit has sustained **ZERO** Central Line Associated Bloodstream Infections (CLABSI) since June 2018.

CLABSIs are associated with increased risk for morbidity and mortality, prolonged hospitalizations, and increased cost for hospitals. BMT unit patients can be more susceptible for CLABSIs due to their weakened immune systems; 8W has the highest utilization of central venous catheters in the organization and saw an average of 12 CLABSIs a year for the past 10 years.

Acknowledging this prevalent issue, staff nurses partnered with Infection Control to formulate a plan to address the high infection rates for their vulnerable patient population. Consequently, the post-insertion CLABSI bundle was implemented – an evidence based practice model that included use of CHG wipes, utilization of alcohol-impregnated end caps, and standardized processes for changing tubing, dressings, end caps, and needles.

A BMT CLABSI Team of dedicated nurses and nurse techs was tasked to lead this initiative and assisted in education, monitored compliance with the CLABSI bundle, reviewed data on near misses and non-compliance, and escalated any barriers to quality care to their unit leadership. Staff also involved patients in their care and ensured they received proper education on central line care throughout their admission and after discharge.

As a result of the staff's dedication and ownership for patient safety and quality care, 8W BMT has successfully achieved over an entire year CLABSI-free.

Thank you to all who made this outstanding achievement possible! ●





We are UI Health!

You probably have noticed a big change at the hospital — well, *on* the hospital!

Last month, we installed new UI Health signage on the eastern exterior of the hospital. The new sign is the latest action regarding our expanding identity and the next step in reintroducing ourselves to our patients and visitors — and all of Chicago. It is my hope that this will instill a sense of pride and identity for all of us within UI Health.

As we continue to push out our UI Health name and presence — with emphasis on our relationship with our UIC academic partners — I'd like to thank you for your commitment to our values and goals at UI Health. Inside the Hospital & Clinics, our badges, posters, lab coats, and other apparel consistently reinforce our name and reputation. We also do this every time we say to our patients and visitors — "Welcome to UI Health." Now, the exterior of the hospital



The new sign gives off a positive glow at twilight, thanks to the thousands of energy-efficient LED elements built into each letter and symbol.

matches the tone and professionalism we've been showing in the halls.

People are taking notice too. UIC Flames Men's Basketball Coach Steve McClain recently sent a note to congratulate us on the new sign and noted that it reinforces the belief that "we are here to take care of you — and we are proud to do so."

Stay tuned for information on an official "unveiling" ceremony. In the meantime, enjoy the new sign when you're walking or driving by. You can even catch a glimpse from the Pink Line.

We are UI Health!

Michael B. Zenn
Chief Executive Officer

2019 Employee & Practitioner Engagement Survey

This spring, all UI Health providers and staff were invited to participate in UI Health's biennial Engagement Survey. Thank you for the extremely valuable thoughts and ideas that were expressed through this survey. This input is greatly appreciated.

The nearly 60-question, nationally benchmarked survey was taken online, anonymous, and included measures of degree of pride in the organization, willingness to recommend, intent to stay, the extent to which providers and staff feel a strong partnership and connection with leadership, and areas of opportunity for improvement by individual departments.

Engagement surveys such as this have been conducted at UI Health every two years since 2015, representing an important opportunity to have an honest system-wide conversation about our biggest challenges and opportunities as an organization from the practitioner and staff perspective.

Two notable changes to the survey this year:

- 1. For the first time, we engaged residents in the survey.**
- 2. We included questions related to burnout, wellness, and resiliency — all focus items in our FY20 Goal & Initiatives.**

One measure of engagement is level of survey participation. We all can appreciate the challenge of encouraging thousands of busy providers and staff to complete an online survey. That said, **our 2019 completion rate was 79% — a significant increase from 2015 (41%) and 2017 (74%)!**

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Survey Findings



Survey Findings

(continued)

This also exceeded the national average of 75% participation. Our **engagement score — 3.93 (out of 5)** — remained the same as 2017 but was steadfast as both the industry overall and academic medical centers saw dips in their engagement rate. Thank you for resilience in staying engaged in our mission — our duty — to improve the lives of our patients.

NOTED IMPROVEMENT

Among the notable top-performing engagement items were “My work is meaningful” and “The work I do makes a real difference”; both items improved from 2017 and outpaced national averages.

We also saw an improvement in “I get the tools and resources I need to provide the best care/service for our clients/patients.” Items like M*Modal clinical documentation software, the Epic transition, and staffing increases are examples of this already in-flight.

OPPORTUNITIES AHEAD

Large improvements also were documented in organizational and managerial categories:

- “The person I report to rounds on me on a regular basis.”
- “The person I report to cares about my job satisfaction.”
- “The person I report to treats me with respect.”

We saw statistically significant engagement rates on these items over our 2017 numbers. That said, our areas of improvement also fell under the organizational/managerial categories, including:

- “There is a climate of trust within my work unit.”
- “My work unit works well together.”
- “Different work units work well together at UI Health.”

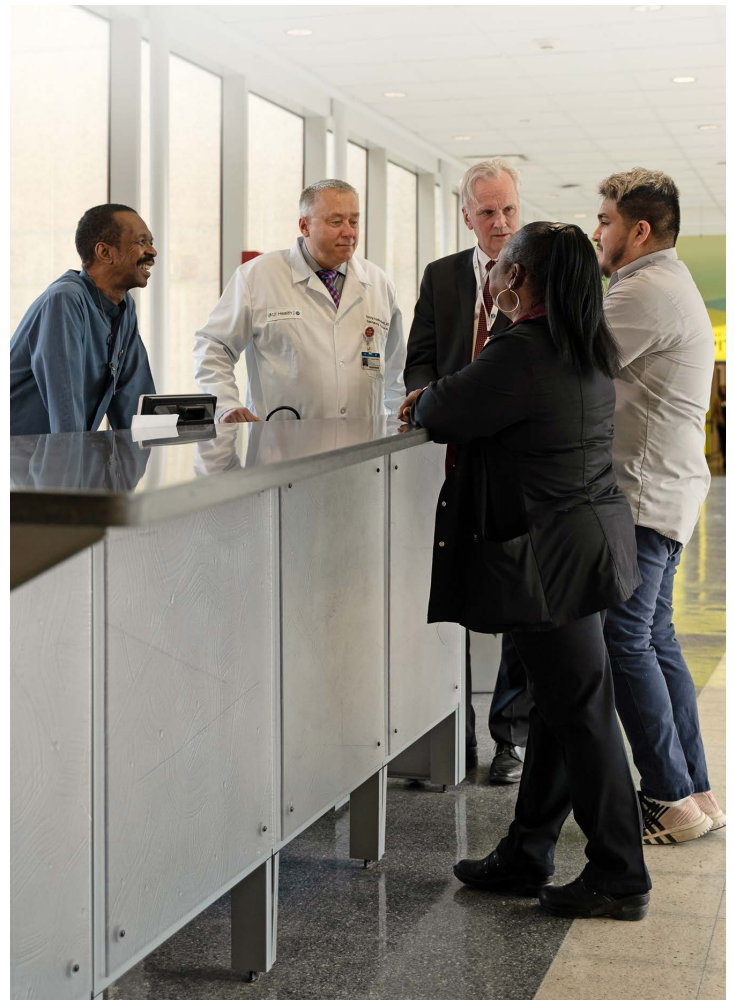
These items both had engagement scores that included a high percentage of “unfavorable” responses and trailed national averages. These items roll up to **Resiliency** — our abilities to remain engaged even in challenging work environments and to disconnect and “recharge” outside of work are critical to delivering exceptional patient care. These areas have been — and continue to be — focus items for the Hospital & Clinics and are built into our FY20 Strategic Goals & Initiatives.

Improved interpersonal communications will help foster teamwork, boost morale, and decrease burnout. Showing our colleagues respect and supporting them in their roles are the first steps in creating a more positive work environment for all — and a better care environment for patients. Thank you for the efforts you have and continue to put into these areas.

We will be rolling out the full Engagement Survey findings in September. We are taking the time to align the opportunities shown within the survey findings and comments, and have them influence our initiatives already underway. This includes our Epic implementation, patient engagement actions, staffing priorities, and our many quality and safety goals. Managers will be relaying information in department meetings to communicate findings and engage with you and your team members to identify improvement areas and to develop and implement solutions.

Thank you again to everyone who took the time to participate in the survey and contribute to making UI Health a better place to come to work. The findings show we’re already making improvements — and helped us identify where to make more. YOU are helping drive change at UI Health and that should reassure us all that we’re taking the right steps.

Thank you! ●



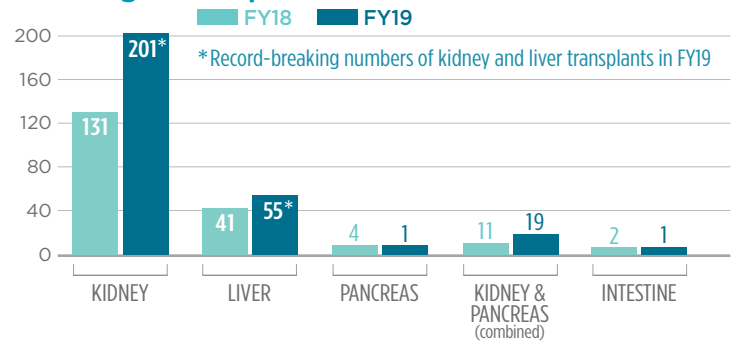
Solid Organ Transplant Program Hits New Transplant Record

The UI Health Solid Organ Transplant program performed a record-breaking number of kidney and liver transplants in FY 2019. In FY 19, the team performed 201 kidney transplants, 55 liver transplants, 1 pancreas transplant, 19 combined kidney/pancreas transplants, and 1 intestine transplant.

We have been able to increase our living-donor volume by strategically planning for kidney paired exchanges. In fact, 29 patients received kidney transplants this way. Per the most recent release of the program specific reports provided by the Scientific Registry of Transplant Recipients (SRTR), we are also pleased to report that our 1-year graft survival rate and 1-year patient survival rate are considered “as expected.”

The Transplant leadership team wants to thank the transplant coordinators, our multi-disciplinary team, and support staff for their tireless dedication in achieving this huge milestone!

Solid Organ Transplants



New OCC Internal Emergency Response Process

A new internal emergency response process for the Outpatient Care Center (OCC) rolled out August 5!

This new process affects all patients, visitors, and staff in the OCC.

Goals of this process include:

- 1) Provide medical screening examination and stabilizing treatment to patients with an emergency medical condition.**
- 2) Ensure appropriate and safe transport from the OCC to UI Health Emergency Department (ED).**
- 3) Decrease time from OCC clinic to UI Health ED.**

NUMBER 1 EMERGENCY - DIAL 171

Patient is not breathing and/or does not have a pulse.

RAPID RESPONSE TEAM (RRT) - DIAL 778

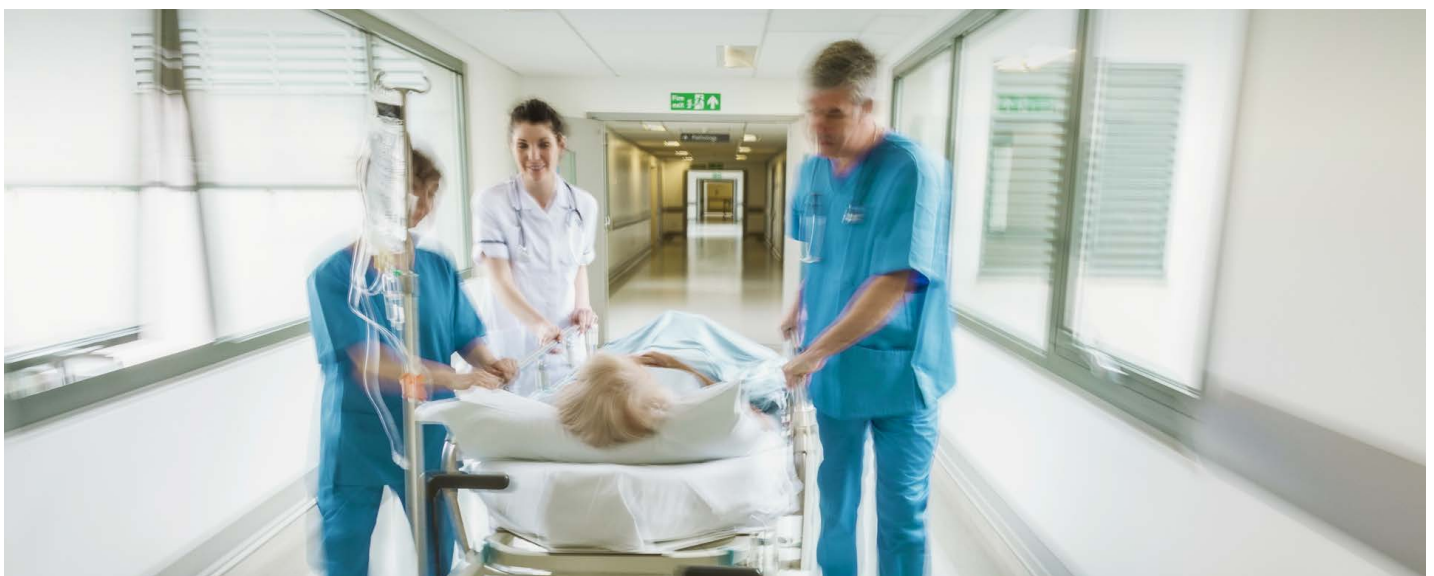
A practitioner or RN must assess the patient and determine need for an RRT.

STABLE PATIENT REQUIRING HIGHER-LEVEL CARE

(Emergency Department) - DIAL 6-8177 to notify ED of patient's arrival. A provider or RN must assess the patient to determine safety of staff transport or transport by UI Health transport service.

Know your role to help keep patients safe!

For more information, please visit the intranet. Questions? Email Tanya McCarter at tanyac@uic.edu.



UI HEALTH RECOGNIZED FOR ACHIEVEMENTS IN STROKE, HEART FAILURE CARE

UI Health has again received two prestigious awards from the American Heart Association/American Stroke Association (AHA/ASA) that recognize our commitment to providing effective stroke and heart failure care using the most advanced procedures available. The AHA/ASA honored UI Health with the Get With the Guidelines®-Stroke Gold Plus Quality Achievement Award with Target: Stroke Honor Roll Elite Plus, the highest level of recognition from the

AHA/ASA; and the Get with the Guidelines®-Heart Failure Gold Plus Quality Achievement Award with Target: Heart Failure Honor Roll. This is the third consecutive year UI Health has received the top stroke award, and the second year in a row we achieved the heart failure designation. (We remain one of only two hospitals in the state of Illinois to receive the heart failure recognition).

These awards distinguish UI Health's commitment to

ensuring patients receive the most appropriate treatment according to nationally recognized, research-based guidelines based on the latest scientific evidence. These notable accomplishments were made possible by the passion and dedication of the numerous disciplines that care for our stroke and heart patients here at UI Health.

Congratulations to all who made this achievement possible! ●



UI Health Recertified as Comprehensive Stroke Center

UI Health has again received a top stroke care designation from The Joint Commission.

The Stroke Program recently was recertified as a Comprehensive Stroke Center (CSC) — the highest level of certification for Joint Commission-accredited hospitals.

Medical centers that achieve CSC status have significant resources in hospital infrastructure, staff, and training to provide state-of-the-art care to all stroke patients.

UI Health first achieved Comprehensive Stroke Center certification in 2015. Last month, UI Health underwent a rigorous onsite review by a team of Joint Commission reviewers who evaluated our compliance with related stroke certification standards including program management, supporting self-management, and delivering and facilitating clinical care. The reviewers also conducted onsite observations and interviews with staff. At the end of the review, one of the surveyors commented, "If my family member was sick, I would without a doubt have them receive their care here."

"Certification recognizes healthcare organizations committed to fostering continuous quality improvement in patient safety and quality of care," says Mark Pelletier, RN, MS, chief operating officer, Accreditation and Certification Operations, and chief nursing executive, The Joint Commission. "We commend UI Health for using certification to reduce variation in its clinical processes and to strengthen its program structure and management framework for stroke."

Stroke remains a complex clinical condition that requires health professionals to work together to bring their collective knowledge and specialty skills for the benefit of stroke survivors.

This reaccreditation is a result of successful cross-collaboration among numerous departments throughout our institution. Thank you to all who made this significant achievement possible! ●



Stroke Team collaborators pictured — *Back row (from left):* Eljim Tesoro, Patricia Madden, Fernando Testai, MD, Renee Petzel, Scott Ziporin, MD, Maureen Hillman. *Middle row (from left):* Ed Jones, Jenna Reeh, Melissa Angulo, Kim Zimmerman. *Front row (from left):* Ed Michaels, MD, Tom Anderson, MD, Alexander Guyan, Ali Alaraj, MD, Paul Gorski. Not pictured: Lisa Walla, E. Bradshaw Bunney, MD, Rosalind Giulietti, Keir Mitchell, Rosemary Slotkus, Jill Stemmerman, Katherine Yedinak.

3i Project Update: Redesigned End-User Experience & Mobile Technology*

A key component of the 3i Project is geared toward enhancing our patient and staff experience and enhancing mobile technology solutions. As part of this, we are updating a significant amount of the technology and infrastructure required to support the Epic system and new operational workflows. This includes updated workstations, printers, and peripherals — items like barcode scanners, e-signature pads, and credit card devices — in addition to enhanced

wireless access across the UI Health-managed network.

Our goal with these changes is to provide staff with the tools they need to provide quality care to our patients and their families.

Technology updates designed to support staff experience include:

- Updated workstations and peripheral device rollout
- Hardware layout changes in patient rooms
- Mobile device management strategy

- Printer refresh
- Updated wireless network
- Single Sign On (Badge Access) and Electronic Prescribing of Controlled Substances (EPCS)

The work to update our end-user experience is already underway. We have selected a deployment vendor, and a rollout plan is in development for locations in the UI Health Network. The rollout of equipment and peripherals to departments and clinics will begin in early fall and is expected to be complete by Dec. 31, in preparation for Technical Dress Rehearsal (TDR), which will begin in early 2020. During TDR, all workstations, peripherals, printers, and other tech items will be tested to

ensure they are ready for the May 9 go-live.

Department leadership will start receiving communications about the equipment deployment by the end of August. Departments not on the UI Health Network will receive information about Epic-recommended computing equipment and peripherals later this month.

For questions, please reach out to Andy Mosio, assistant director of technology, at amosio@uic.edu or call 312.355.5038. Visit the intranet and click on the quick link: “3i Project.” ●



ABOUT THE 3i PROJECT

The 3i Project addresses UI Health’s need to modernize operational workflows and technology throughout our healthcare system to support how we care for patients. It is more than the Epic Implementation and a new EHR system that goes live May 9, 2020. It also addresses many other areas, which are aimed at mitigating risks posed by our aging systems.



Two Patient Identifiers: Moving the Needle

From January to June 2019, UI Health has maintained an over 98% compliance rate for two patient identifiers.

From January to June 2019, the non-compliant categories* reported include:

- Wrong medical records given to patients
- Wrong patient scheduled for surgery
- Wrong patient checked-in at clinic
- Incorrect/mislabeled labels in patient chart
- Missing or incorrect ID band
- Wrong specimen labeling
- Wrong patient transported
- Wrong exam performed
- Wrong order for patient
- Medication given to the wrong patient

FACT: Reporting is a best practice to learn from errors for process improvement, identify needs for staff education, and recognize staff who prevented a safety event. PLEASE REPORT ALL NEAR MISSES AND ERRORS in Vizient.

Please remember EVERY unit/department is expected to submit 20 two patient identifier audits every month.

For May 2019, UI Health's top Audit Compliance areas were:**

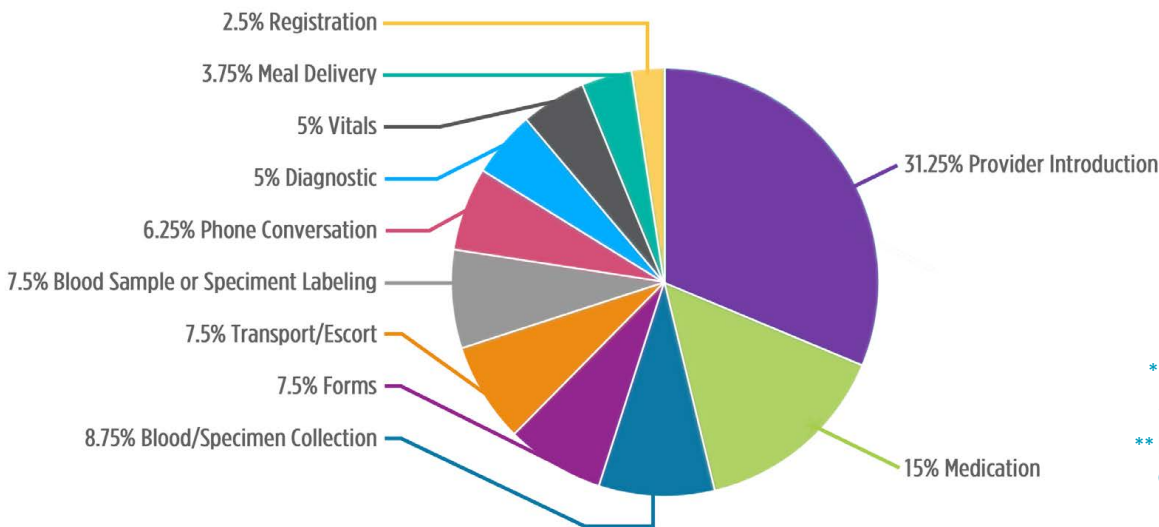
- Ambulatory Care Pharmacy
- Ambulatory Care ENT Clinic
- Hospital Diagnostic Radiology Computed Tomography and Ultrasound
- Hospital Neurosurgery ICU
- Hospital Nursing Medical Stepdown Unit
- Hospital Radiology General Diagnostics
- Hospital Surgery Peripheral Vascular Lab
- Hospital Echo Lab
- Hospital Pediatrics Nursing 5W
- Medical Surgical ICU
- Physical Therapy Outpatient - OCC
- Primary Care Plus
- Surgery Center

Ask Two:

What is your name?

What is your date of birth?

January to June 2019 Two Patient Identifier Auditing NON-COMPLIANCE RESULTS**



*Data Source: Vizient Safety Reporting

**Data Source: CipherHealth Orchid Rounding Data

FACT: UI Health is educating patients that we will ask them to verify their name and date of birth with every interaction for their safety. PATIENTS WILL BE EXPECTING YOU TO ASK!

Please wear your two patient identifier buttons as your pledge to this patient safety goal. If you have any questions or are in need of buttons for your department, please contact Nicole Curtis, Assistant Director Care Coordination Operations at ncurtis@uic.edu. ●

Great Weather Boosts Everyone's Enjoyment of this Year's *Fun in the Sun*

As Friday approached, we all crossed our fingers and hoped that the 2019 *Fun in the Sun* would be just that. This time around, the beautiful day and big turnout created a festive and relaxing atmosphere for caregivers, staff, and administrators.

The food, games, giveaways, music, and sunshine were enjoyed by over 2,400 UI Health coworkers on the lawn south of the Hospital. ●



FY19 Evaluations



All Employee Evaluations due August 31.
Take Action Now!

Visit the intranet for important details.



UPCOMING EVENTS & DEADLINES



Aug
17

Pediatric Memorial

Saturday, Aug. 17

A pediatric memorial and service of remembrance will be held on Saturday, Aug. 17. Please RSVP to Dana Thornquist at 312.413.0662 or danatho@uic.edu. Visit the intranet for more information.



Sept
25

Flu Shot Day

Wednesday, Sept. 25

6:30 am to 7 pm

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



Aug
20

Physician and Resident/Fellow of the Year Awards Luncheon

Tuesday, Aug. 20 11 am to 1 pm

Conference Rooms 1130 & 1135



Oct
8

9th Annual Quality & Safety Fair

Call for Posters

Contest deadline: Tuesday, Oct. 8

Showcase your initiatives at the 9th Annual Quality & Safety Fair on Oct. 29!

The Quality & Safety Fair is an opportunity to share improvement projects, research, and innovative ideas for patient care with your colleagues in the hospital, clinics, or college.

Winners will receive cash prizes which can be used to book conferences, buy educational material, or for other department use.

To submit an educational poster, please email Priyanka Nasa at pnsa2@uic.edu.

For more information, please visit QualityFair.UIHealth.Care.



Sept
15

Diabetes Bike Ride Fundraiser

Sunday, Sept. 15

Join the UI Health Diabetes Team for "The Sweet Ride," their inaugural bike ride fundraiser to help transform diabetes care and research in Chicago.

To register or donate, please visit the intranet.