

University of Illinois Hospital & Clinics

# ROUNDUP

November 2019

**Meaghan Smeraglia**  
**2019 UI Health**  
**Employee of the Year!**



**2019**  
**EMPLOYEE**  
of the  
**YEAR**

**Meaghan Smeraglia**

Meaghan Smeraglia, MD, MEd, is a physician and a leader in the field of patient and family care for children and young adults.



# Congratulations to Meaghan Smeraglia on being named the 2019 UI Health Employee of the Year!

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.

Meaghan, who joined UI Health in 2017, is an Occupational Therapist in our Behavioral Health Unit. Meaghan has a tireless devotion to her patients and genuine interest in our institutional mission of advancing healthcare, promoting healthy equity, and developing the next generation of healthcare leaders.

**There are many stories of the extraordinary lengths Meaghan will go to on behalf of her patients. As an example, Meaghan has successfully spearheaded the adolescent summer cooking program, with guest chefs from around the hospital, to provide the adolescents with normalcy while on the unit and to teach them about culture, diversity, and basic cooking skills. She has been the key organizer for the Comprehensive Assessment & Treatment Unit (CATU) holiday sale that teaches adolescents about the worker role, money management, and basic social skills. Her hard work and expertise is also evident in her knowledge of trauma and sensory modulation, where she provides guidance to staff and patients on using the best tools to help support patients and to decrease restraints,**

**which is imperative to maintaining a safe unit.** She has done this by implementing and sustaining a sensory room on the CATU unit, and she has provided education and numerous trainings to staff on the best practice of sensory modulation.

Personalized care is at the center of Meaghan's mission. Meaghan radiates kind regard, respect, caring, and concern for all youth treated on the CATU unit. In turn, she expects the youth will treat others with respect. These troubled teens invariably respond to her empathy and consideration, taking the risk of opening themselves up to a caring, nurturing, and enriching relationship.

Meaghan is an unassuming leader and role model. She never hesitates to do whatever it takes to get the job done to ensure the best care for the patient.

Throughout its history, UI Health has been the home for talented, caring staff known for providing excellent patient care. We are delighted to honor one of them today for her exemplary contributions.

**Please join us in congratulating our 2019 Employee of the Year, Meaghan Smeraglia! ●**



## 2019 ANNUAL UI HEALTH RECOGNITION LUNCHEON



## OPERATIONAL READINESS: Epic Super Users Critical to Go-Live Success

The Epic Go-Live on May 9 will be here before you know it. The 3i Project team — with the help of literally hundreds of subject matter experts — has been working to optimize our new electronic health record (EHR) for everyone here at UI Health.

But the 3i Project is about so much more than Epic. **Our organization is undergoing a truly transformational change — change that revolves around medical records being the source of truth for the care we provide to our patients.** Our organizational investment in this change will pay dividends later as we utilize this new tool to evolve our ongoing UI Health initiatives.

But with any change comes hard work, and our work is just beginning. We have a number of Operational Readiness tasks to complete to make sure we are prepared for May 9.


**A key component of our Operational Readiness will be Super Users.** Super Users will undergo an extra training class to get the next level of understanding of how the Epic system works. We will then be leaning heavily on them in the weeks before and during Go-Live to help ease the transition. **They will be the go-to persons for questions and troubleshooting in your outpatient clinic, hospital unit, or department.** In the weeks before Go-Live, Super Users will regularly check in with their colleagues and make sure they are comfortable with all the new workflows and expectations.

At Go-Live, the Super Users will be the first point of contact. They will help answer questions and, hopefully, address many of them in real time. **They also will help triage issues as they come up and prioritize them for intervention.** We can't overstate the importance of Super User work prior to Go-Live to ensure a successful transition.

After Go-Live, we want to maintain contact with our Super Users! **Super Users remain an important role to continue communication and involvement with EHR progress.**

There will always be new enhancements and optimization requests that will need prioritization. We will look to this group to help us know what's most important to you (get to go-live and then optimize)!

In addition to Super Users, there will be a variety of activities that UI Health staff will participate in, such as training, playground practice, informational meetings, other readiness activities, appointment conversions, chart abstractions, workflow dress rehearsal, and cutover. **Every minute spent before Go-Live will pay off exponentially in increased efficiency, productivity, and satisfaction of every staff member.** ●



**WANT TO ASSIST  
BY BECOMING A SUPER USER?**

Talk to your leader about your interest.

## November is Epilepsy Awareness Month!

Did you know Epilepsy is the fourth most common neurological disease, affecting as many as 1 in 26 people?

Earlier this year, our Epilepsy Program at UI Health was

accredited as a Level 3 Center by the National Association of Epilepsy Centers for expertise in evaluating, monitoring, and treating patients with complex epilepsy.



**LEVEL 3 EPILEPSY CENTER**

Our Epilepsy Program has a dedicated clinic for women with epilepsy, lead by Dr. Anna Serafini, medical director of



Anna Serafini, MD

the Epilepsy Monitoring Unit.

More than 1 million women suffer from a seizure disorder. Our specialized neurologists, trained in the treatment of women's epilepsy, work closely with the primary care physician and the OB/GYN to provide comprehensive care for all women with epilepsy. ●

**Learn more at:**  
[Epilepsy.UIHealth.Care](https://Epilepsy.UIHealth.Care)

## Quality, Safety, Strategy: Updates from Around the Hospital & Clinics

We are all starting to get even busier than usual — the holidays are coming up, we're nearing the end of the year, and we are preparing for a massive amount of Epic training. With this activity, I'd like to give you a few quick updates on important happenings around the Hospital & Clinics that I know you would have interest in.

The Joint Commission (TJC) visited UI Health on Sept. 24–27. We received full accreditation, although there was one finding in the area of medication management that was deemed conditional. On Nov. 1, a TJC surveyor returned to resurvey the conditional finding from its initial survey. I am happy to share that TJC fully cleared this conditional finding. Thank you to our physicians, nurses, and staff in Hematology & Oncology and the Cancer Center; our Ambulatory Pharmacy staff; the anesthesiologists and staff in Labor & Delivery; and the anesthesiologists and staff of the Pain Clinic for their efforts on this accomplishment. I also want to note special gratitude to the leadership who coordinated these efforts — preparing for the survey, guiding us during the survey, and spearheading our remediation efforts in clearing the one conditional finding. Great job all!

**It is important to note that The Joint Commission surveyors were exceedingly complimentary of our teams' engagement and collaboration. The surveyor here Nov. 1 noted the focused effort needed to accomplish the necessary changes,** and his comments reinforced the obvious dedication to patient safety that drove the changes we accomplished during recent weeks.

While we are confident in the quality and safety of our patient care, I am disappointed to share that our Fall 2019 Leapfrog Hospital Safety Grade dropped from a C to a D. Hospital rating systems can be highly influential, but their

## Cardiovascular Procedures Streamed Live to International Audience



Two complex interventional cardiology procedures were streamed live to an international conference last month.

**Drs. Amer Ardati and Elliot Groves performed the procedures Oct. 16–17 at UI Health,**

**where they were broadcast to AIM RADIAL & PCI 2019, an international conference on technical and medical innovations in physiology and coronary interventions.** (The event was held in Chicago, but it was streamed to a global audience on the conference website.)

**In the first case, Dr. Groves, medical director of the Structural Heart Disease Program, performed a complex angioplasty procedure without the use of any contrast for a patient with poor kidney function.** This allowed the patient to retain kidney function, enabling them to undergo the needed artery procedure. The panelists were extremely impressed with the ability to perform the procedure with less than 10mL of contrast while still obtaining high-quality ultrasound images.

grades and rankings do not always align with our own assessments of the care and safety we provide. In this instance, the data Leapfrog used in its analysis included information dating back to 2016; further, half the measures used to generate its final score relied on data from before 2018.

Since that time, we have achieved numerous improvements in quality and safety processes and measures.

**Regardless of what external rating systems show, we remain focused on continuously improving care and outcomes for our patients.** As hospital rating systems begin to utilize more recent data, we'll begin to see our quality and safety efforts reflected in our scores from major rating systems like Leapfrog.

Finally, I'd like to update you on the progress we've been making toward developing our strategic plan for the Hospital & Clinics. Last month, members from our consulting partner ECG joined me for a series of town halls on the strategic plan. Thank you to everyone from the Hospital & Clinics who attended, asked questions, and shared insights. Your feedback will help steer us as we finalize our work on this project.

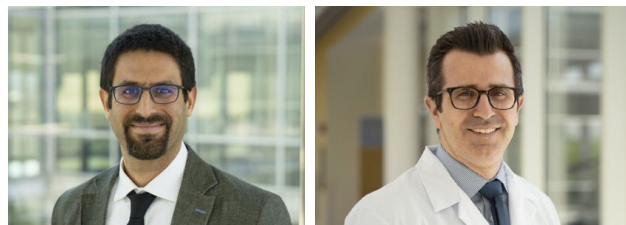
This is an exciting endeavor — and an important one. **Our strategic plan provides a roadmap, direction, focus, and priorities for our future — including our collaboration with the College of Medicine.** One of the highlights of our work has been refreshing our mission, vision, and values to better define what we do at UI Health and to showcase our alignment with the College of Medicine. I look forward to sharing more updates with you soon.

**Michael B. Zenn**  
Chief Executive Officer

**In the second case, Dr. Ardati, an interventional cardiologist and director of the Coronary Care Unit, demonstrated the use of intravascular imaging to guide a complex procedure** in a patient that had recently undergone stent placement at another hospital. Following the initial procedure, the patient complained of continued chest pain. After bringing this patient to UI Health, doctors confirmed his stents were not fully expanded. Doctors were able to demonstrate to the conference how to perform the techniques used to correct this patient's condition.

**Both patients had an excellent recovery and were discharged the following day.**

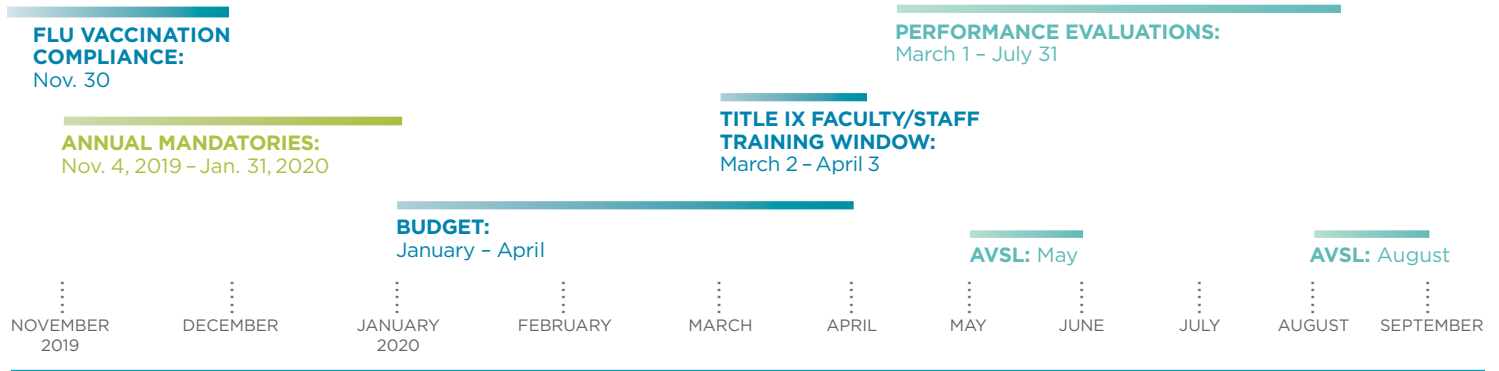
Congratulations to the Division of Cardiology and our Cath Lab and Hybrid OR teams on their continued leadership and expertise in percutaneous coronary interventions. ●



Drs. Amer Ardati, left, and Elliot Groves

**Important upcoming deadlines!**

**UI HEALTH COMPLIANCE TIMELINE**

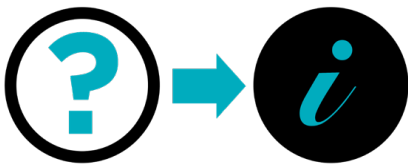


Since 1995, UI Health has organized **Miracle on Taylor Street** to sponsor children and families in the communities we serve during the holiday season, providing toys, clothing, reading materials, and monetary donations.

This year, we will be collecting the gifts on Thursday, Dec. 5.

**More information on how to sponsor a child or family will be coming this month in your email and on the intranet.**

**Clinical Ethics Consult Service Update**



As many of you know, Dr. Lisa Anderson-Shaw retired last month after many faithful years as UI Health’s Clinical Ethicist.

**Our Clinical Ethics Consult Service remains available on a 24/7 basis, and can be reached at: 312-413-3805, UIHEthics@uic.edu, or Medical Ethics Consult Order – Cerner**

Your calls will be routed to UI Health’s Pastoral Care Service, which is serving as the temporary “intake” for clinical ethics questions and concerns until our next clinical ethicist is on board.

We have an interprofessional team supporting this service during the interim period. Thank you for your understanding. ●

**CONGRATULATIONS TO OUR 30+ SERVICE YEARS HONOREES!**

**35 YEARS**

Gloria Jones  
Sandra Kennebrew

**30 YEARS**

Lee Ayers	Maria Llanes
Yolanda Callico	Martha Montes
Katheryn Cloninger	Louester Petty
Courtney Ehlers	Hazel Radloff
Marie Laforest	Laura Robles
Theresa Laws	Nora Lee Stafford

## Resilience Tip of the Month

Each month, we'll be sharing a Resilience Tip of the Month to provide resources and strategies when facing challenges and working through difficulties.

**What is resilience?** Resilience is what gives people the emotional strength to cope with trauma, adversity, and hardship. Resilient people utilize their resources, strengths, and skills to overcome challenges and work through setbacks.

Those who lack resilience are more likely to feel overwhelmed or helpless, and rely on unhealthy coping strategies (such as avoidance, isolation, and self-medication).

Resilient people do experience stress, setbacks, and difficult emotions, but they tap into their strengths and seek help from support systems to overcome challenges and work through problems. Resilience empowers them to accept and adapt to a situation and move forward.

### Exercise is an easy way to improve resiliency.

Regular exercise has been shown to improve quality of life, reduced sick days, lower healthcare cost, improved learning,



and increased resiliency. Walking can reduce stress by lowering your blood pressure and boosting endorphins. It also helps you burn calories. In fact, you can burn one calorie for every 20 steps. Try walking while speaking on the phone and you'll be well on your way to burning 500 calories a day and achieving the recommended 10,000 steps.

Let us know how you manage stress and stay resilient! **Email us at [recognition@uic.edu](mailto:recognition@uic.edu)** with your tips and best practices. ●

## December 2019 Gift Days

**All leave-benefit-eligible employees will be granted three paid gift days this year (Dec. 27, 30, 31) and a half gift day/half excused day from the President and Chancellor on Dec. 24.** These days are an expression of appreciation for your commitment and dedication to the institution. We thank all of you for your dedication to patient care.

Due to staffing required to maintain essential operations of the Hospital & Clinics, many of you will be required to work

on those designated days. New this year, employees of the Hospital & Clinics will receive the gift days (and half gift day/half excused day) as four additional floating holidays. The half gift day/half excused day and the three additional gift days can be used on Dec. 24 or at any time between Dec. 27, 2019 and June 30, 2020, with supervisor approval. You will no longer be required to work on the designated gift days in order to schedule an alternate day off. This approach will ensure that the Hospital & Clinics can maintain excellent patient care services during the holiday break and every day.

Our staff are the core of what keeps UI Health great and enables us to advance healthcare to improve the lives of our patients. We thank you for all you do for them.

For additional questions, please email our Payroll Department at [mcpayroll@uic.edu](mailto:mcpayroll@uic.edu). ●

**We thank  
all of you  
for your  
dedication  
to patient  
care.**



# Pediatrics Halloween Parade



**Thanks to everyone who participated in the Pediatrics Halloween Parade!**

See more photos on the UI Health Facebook page.



## UPCOMING EVENTS & DEADLINES



**Last Day for Flu Shot!**  
 Saturday, Nov. 30  
 Nov. 30 is the flu shot compliance deadline.



**Miracle on Taylor Street**  
 Thursday, Dec. 5