

ROUNDUP

UI Health | UIC

Hospital & Clinics | February 2021

COVID-19: Vaccination Updates, Sustained Response Status



THIS ISSUE: Mike's Corner: 2021 Optimism | Record Transplant Volumes | Epic Clinical Support

COVID-19: Vaccination Updates, Sustained Response Status

Nearly a year into the COVID-19 pandemic, this month saw our largest step toward a return to normalcy, as **we began vaccinating UI Health patients and Chicago residents who are part of Phase 1b** of the Chicago Department of Health’s vaccine distribution plan. Phase 1b includes all Chicagoans age 65+ and frontline essential workers.

The UI Health Vaccine Site at Credit Union 1 Arena (525 S. Racine Ave.) operates Monday–Friday, 8 am to 6 pm, to help Chicagoans protect themselves and their loved ones from COVID-19. We look forward to providing the vaccine for more groups of people as they become eligible for the vaccine, as our supply allows. Thank you to our Operation Vaccine Work Group for their efforts in operationalizing this site, including MyChart scheduling!

Of course, our vaccine efforts continue on the UI Health campus, too, for our staff, our colleagues in the health science colleges, and other members of the UIC community. We have hosted two Operation Vaccine Town Halls — one Dec. 17, before we began our initial vaccinations, and a follow-up Jan. 13. This has proved to be a popular and successful format to give operational updates and answer common questions among staff, and we will look for more town hall opportunities for our health system in the future.

We continue to receive regular shipments of the Pfizer COVID-19 vaccine. Vaccine is available, and all UI Health staff are able to receive their first and second doses of the vaccine — there’s no need to wait! **Schedule your appointment in MyChart, or call the COVID-19 Scheduling Line at 312.996.6565 to schedule your appointment.**



UI Health staff also can get the COVID-19 vaccine at the Credit Union 1 Arena vaccine site.

If you have not received an invitation to get the COVID vaccine, email covidvaccine@uic.edu. Reminder: The COVID-19 vaccine is not required for UI Health staff.

Regarding our ongoing COVID-19 Sustained Response, we have suspended regular weekly response updates, unless the need arises. We will continue to monitor the situation and provide updates as they come up. The capacity management groups will continue to meet, as needed.

The intranet remains a central location for COVID policies and procedures. For the latest updates, visit the COVID-19 Resources intranet tile. ■



MIKE'S CORNER

Gratefulness for What was Accomplished in 2020, Optimism for What's Ahead in 2021

Greetings, and a belated Happy New Year! It is nice to again be sharing thoughts with you in this space.

We are approaching 12 months of all our lives being affected, and even dominated, by a single illness. These 12 months have been like no others experienced anywhere, including UI Health. Throughout our organization, we worked longer and intensely in new and unforeseen environments. But always, our commitment to caring for our patients, supporting our colleagues, and carrying out our mission guided us through the difficult time.

I want to share my immense respect for all you have done this year in response to the COVID-19 pandemic. Many have been faced with daunting and uncertain situations. Decisions needed to be made quickly and implemented quickly — out of necessity but also with uncertainties about the coronavirus itself and what scarce resources would or would not be available. Please know that the difficulty of these activities and decisions is recognized and greatly appreciated.

Though many emotions framed our view of the past year — fear, frustration, anger, anxiety, sadness — we ended 2020 on a hopeful note, as we began COVID vaccinations for our Hospital & Clinics staff in late December.

Now, we are fulfilling our roles as public health stewards and working to help provide all Chicago residents with the COVID-19 vaccine. Our fight against the pandemic is working, and hopefully sooner, rather than later, we will create a safer world and start to return to a semblance of normalcy.

As we continue into 2021, I encourage you to recognize the importance of remaining hopeful. Further, I encourage all of us to take the time to acknowledge our contributions and celebrate our accomplishments: Navigating the many waves of COVID, ensuring recovery efforts, and completing our transition to the Epic platform — a tool now integral to COVID-19 vaccination efforts.

Critical to our mission at UI Health is a commitment to create not only a world that is more healthy but also one that is more equitable and just. **New diversity and anti-racism initiatives are underway here and they will be areas of focus throughout 2021 and beyond for our healthcare institution.** Of course, the compassion, understanding, and fairness we show in our care settings also needs to be present when we interact with our colleagues at work and our neighbors outside the Hospital & Clinics. Expressing and embodying these values every day makes a difference.

Recovery

One of the most important components of 2021 must be embodied in the word recovery. This includes recovery for our patients and communities and also our organization. Each department and service — every employee, staff member, and leader — and you and me. Our individual and team wellness recovery will be embedded in what we accomplish in the coming months.

We have made it through so much over the past year, and I'm hopeful and eager for all we will accomplish this year. I look forward to achieving new greatness together. ■

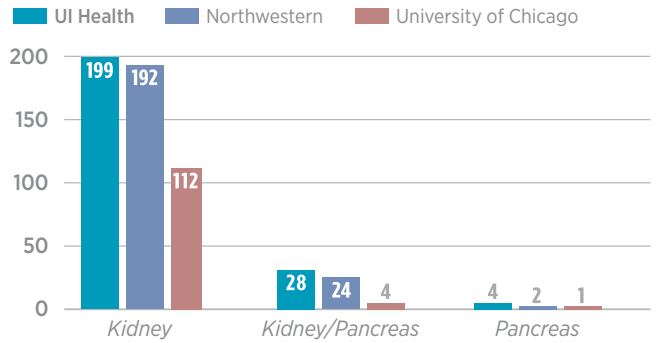
///SERVICE LINE ACCOMPLISHMENTS

Transplant Program Sees Record Volumes, Leads Chicago in 3 Transplant Categories

The Transplant Program had a record year in 2020, leading the Chicagoland area in several transplant categories and further establishing itself as one of the elite transplant destinations in the country.

In calendar year 2020, UI Health performed 199 kidney transplants, 28 combined kidney/pancreas transplants, and four pancreas-only transplants — the highest number for each category among centers across Chicago and the surrounding suburbs. We also performed 66 liver transplants in CY2020, a volume that is competitive with those from peer institutions like Loyola and the University of Chicago and that exceeds the numbers at Rush.

Record Numbers of Transplants in 2020



COVID testing. Our emphasis on living donor transplants — such as paired kidney exchange, or kidney swaps — and our commitment to using robotic surgical techniques continues to produce growing transplant volumes, which results in more saved lives.

These achievements would not have been possible without the combined efforts of the Departments of Medicine and Surgery. We would like to recognize the nephrologists, hepatologists, and gastroenterologists and transplant coordinators who help prepare patients for transplant, and our surgeons who perform these life-saving procedures. Transplantation is a journey — and it would not be possible without this committed collaboration.

Congratulations to our Transplant Team for their ongoing success, and we look forward to saving more lives in 2021. ■

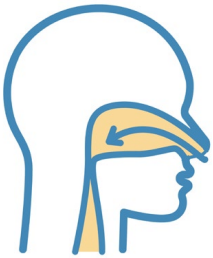


The liver and pancreas transplant volumes are the highest ever for our institution in a calendar year.

The record numbers are even more impressive given the service slowdowns due to the COVID-19 pandemic and the new protocols put in place for treating patients, such as presurgical

/// SERVICE LINE ACCOMPLISHMENTS

First Procedure: Implantable Upper Airway Stimulation Device for Sleep Apnea



The Department of Otolaryngology-Head and Neck Surgery (ENT) performed its first implantation of an upper airway stimulation device for sleep apnea. The surgically implanted system monitors patients' unique breathing patterns and provides just enough stimulation to contract the throat muscles to keep the airway open. With this new procedure, ENT can provide an innovative alternative to people with sleep apnea who cannot tolerate CPAP. ■

UI Health Again Named Blue Distinction Center for Maternity Care

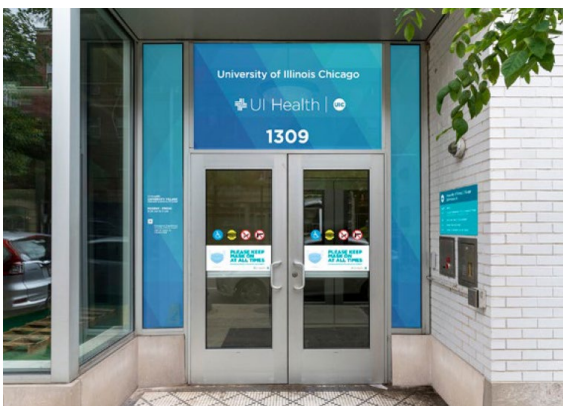
UI Health has again been recognized as a Blue Distinction Center for Maternity Care by Blue Cross Blue Shield. Blue Distinction Centers for Maternity Care demonstrate expertise and a commitment to quality care for vaginal and cesarean section deliveries.

The recognition showcases the full spectrum of care provided by the Departments of Family & Community Medicine and Obstetrics & Gynecology throughout pregnancy and through delivery. ■

Designated
BlueDistinction®
Center
Maternity Care

/// AMBULATORY UPDATES

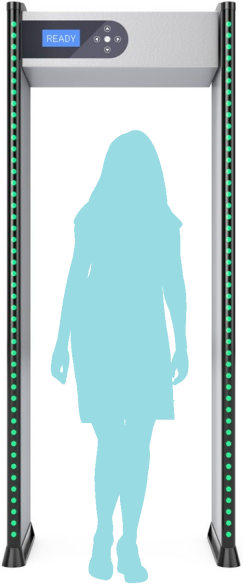
Now Open: UI Health at University Village Primary & Specialty Care Clinic



UI Health at University Village Primary & Specialty Care is now open! This unique clinic, located at 1309 S. Halsted St., provides comprehensive outpatient care in seven different specialties from a diverse team of over 50 healthcare providers in one convenient location. With this clinic, our community has greater access to UI Health's high-quality and comprehensive care. ■

OPERATIONS UPDATES

Now Live! Emergency Department Metal Detectors



In an effort to create the safest environment for our employees, patients, and visitors, UI Health went live with metal detectors in our Emergency Department on Jan. 26. The metal detectors are installed at the patient and ambulance entrances. Every individual who comes to our Emergency Department — patients,

visitors, and staff — is scanned for firearms and any illegal weapons.

Firearms and weapons are never allowed on UI Health campus. In the

event UIC Police find a firearm or weapon, the owner will be denied entry, regardless of the owner’s status as a concealed carry holder or off-duty police officer.

The safety of our patients, visitors, and staff remains of the utmost importance to UI Health. While it is imperative for us all to remain vigilant, we are encouraged by the added safety measures the metal detectors can bring to our care environments. For more information, please visit the intranet to view FAQs. The new metal detector policy also is available on the intranet, and **we encourage everyone to view the Workplace Violence safety tools available on the intranet: Hospital Resources > Workplace Safety.** ■

3I PROJECT/EPIC

NEW: Epic Clinical Support, Workflow Help Options Available

As of Jan. 18, clinical service and Epic workflow experts are available when calling 312.413.7717 (x37717), Option 1. Option 1 will triage the call to the Epic expert agents. This new feature — open to all employees — offers extensive clinical expertise support and should be used for immediate requests.

Issues our clinical service desk can help solve include:

- Printing Issues
- Rover Issues
- InBasket Questions
- Account Locks/Request to Unlock Accounts
- Closing Encounters
- Help with Therapy Plans
- Status of Training and/or Access: “Why Can’t I access Epic?” ■



Questions? Contact Andrew Mosio, director of Technology & Service Delivery, at amosio@uic.edu.

COVID-19 Vaccine Provider-to-Patient Conversation Guide

Patients look to health care professionals to ease anxiety and address questions about major public health concerns, including the COVID-19 vaccine. The documents included in this toolkit are designed as resources for you to use when talking about the COVID-19 vaccine with your patients.

Talking with patients

The following has been adapted from the Centers for Disease Control and Prevention.



For more information, scan the QR Code with your camera app.

Please feel comfortable speaking with patients about the COVID-19 vaccine when they arrive for an in-person clinic visit or through telehealth, or during pharmacy consultations.



Recognize their concerns and respond with empathy

- Would you like to talk about the COVID-19 vaccine today? I'm here to help.
- Have you considered getting the COVID-19 vaccine? I can help answer questions you have or address any of your concerns.
- I understand deciding to get the COVID-19 vaccine may be difficult. There is a lot of misinformation about it and I can help get you the facts.
- I understand that is a concern that you have. Here's what I know about the vaccine.
- I understand that you may not be ready for the vaccine. You won't miss your opportunity if you don't schedule right away—we'll be here for you when you're ready.

Patients concerns could vary from safety to logistics

Patients may be skeptical or distrustful of the COVID-19 vaccine. They may also not understand or have misinformation about vaccine distribution.

Assisting patients with next steps

You play an important role in UI Health's vaccine outreach. Please make sure to inform each patient of the following:

- UI Health's vaccine distribution is based on guidance from the Chicago Department of Public Health.
- Right now, UI Health is offering the vaccine to essential frontline workers and those over 65 years old. This includes those who will be turning 65 in this year (2021).
- Our priority is to make sure that all Chicagoans who want to get the vaccine can get it when they are offered it, quickly and safely.
- You can schedule an appointment for the vaccine one of three ways:
 - **Log into your MyChart account.** This is the easiest way for you to schedule your appointment
 - **Visit Vaccine.UIHealth.Care** When you visit the website, you may see appointments booked up. Don't worry! We're adding more appointment slots every one-two weeks, so check back daily on the website. We're trying to provide the vaccine to as many of those in Phase 1B as we can.
 - **Call 833-53-MYVAX** You may experience long wait times. There is high interest in the vaccine which is leading to longer than normal wait times. ■

GOT VACCINE QUESTIONS? WE HAVE ANSWERS!



Ivan Salazar
UI Health Security Sergeant

Joel Smith
UIC Electrician

Guadalupe Madrid
Medical Assistant

We want to keep you safe — and informed!

Ask your manager about our COVID-19 Vaccine FAQ or how to view one of our Vaccine Town Hall videos.

**READY TO SCHEDULE
YOUR VACCINE APPOINTMENT?**

Schedule today in MyChart or call x66565