

ROUNDUP

Hospital & Clinics | April 2021

 UI Health | 



**1 SURVEY
1 FUTURE
YOUR VOICE**

**The UI Health
Engagement Survey opens April 12.
We want to hear from you!**

Take the Engagement Survey!



The UI Health Engagement Survey opens April 12. We want to hear from you!

On April 12, we will begin our biannual Employee Engagement Survey.

The survey, which is open through May 8, looks a little different this year.

We recognize that UI Health staff are asked to complete many surveys throughout the year, and we understand that survey fatigue is real! Thanks to your feedback, we've consolidated the multiple surveys into one — this will simplify our process without eliminating the opportunity to hear your valuable input.

The survey includes four surveys in one — but with roughly the same number of questions as past engagement surveys.

In addition to engagement, this year's survey will cover our culture of safety and modules on nursing excellence, diversity, LGBTQ+ care, and resilience.

The survey should take just 10-15 minutes to complete.

After the survey closes, there will be leader meetings and a town hall in June, in addition to department-specific

meetings. The results will be available to all staff and employees. Be sure to check the intranet for information and updates on the June survey debrief meetings!

The past year has been one of extreme challenges, and it has affected each and every one of us — especially those who cared for patients in our COVID units. Your voice, perspective, and input will help us to recover, heal, and improve. Please take the survey to help guide our way forward.

How Do I Receive the Survey?

Starting April 12, check your inbox (or deleted/junk folder) for an email from UI Health (noreply@surveys.pressganey.com). Each email contains a unique login, so please don't forward the email!

Can't find the email? Need it to be sent again? No problem! Email UIHOD@uic.edu with your full name and net ID. For additional information or questions, please reach out to Cathy Temple, director of Employee Experience, at lovelycm@uic.edu.

We look forward to hearing from you! ■



MIKE'S CORNER

Looking at a Bright Horizon

After all we have been through over the past year, it is nice to look around and say: **Good things are happening!**

In the past month, we have taken important steps in our healing with our Emotional Well-being & Recovery Town Hall, and we also held a brief COVID-19 One-year Reflection to recognize the totality of emotions we all have put into caring for our patients, families, and selves throughout the pandemic. **Healing is a journey — and know that these only are first steps in how we all will recover.**

Just as the recent Staff Well-being Survey is informing emotional support services and activities at UI Health, so too will our upcoming **Engagement Survey**. I know — *another* survey! But recognizing the survey fatigue many of us feel, **this year we have combined four of our regular surveys into one.** This way, we can hear from you on important topics like **engagement, culture of safety, nursing excellence, diversity, LGBTQ+ care, and resilience** all at once, in about the same number of questions as our regular engagement survey. It should take everyone just 10–15 minutes to complete.

Look for your unique link to the survey in your email on Monday, April 12; the survey will close Saturday, May 8. **Your feedback in all of the surveyed areas is important to us, and it will help shape**

our future here. This continued sharing, understanding, and action is vital to our healing and recovery. Thank you in advance for your engagement and participation.

This month we also are putting a new media campaign into the market. **We have two new commercials airing on all the major networks that will share with our patients and all of Chicago the positive things that are happening at UI Health** — including continued research into COVID treatment and therapies, our focus on safety and convenience in delivering patient care, and our commitment to caring for our communities by providing the vaccine at both our Credit Union 1 Arena mass-vaccine site and our focused neighborhood vaccine sites with Mile Square.

Looking forward, we soon will be having the “top-out” ceremony for the Outpatient Surgery & Specialty Care (OSC) Building. This signifies that the structure is in place, and we are another step closer toward its 2022 opening. As we erect this building, we all should remember that this project is being done with a special focus on community impact — supporting minority-owned, woman-owned, and veteran-owned businesses, and it will create 100+ full-time positions at UI Health.

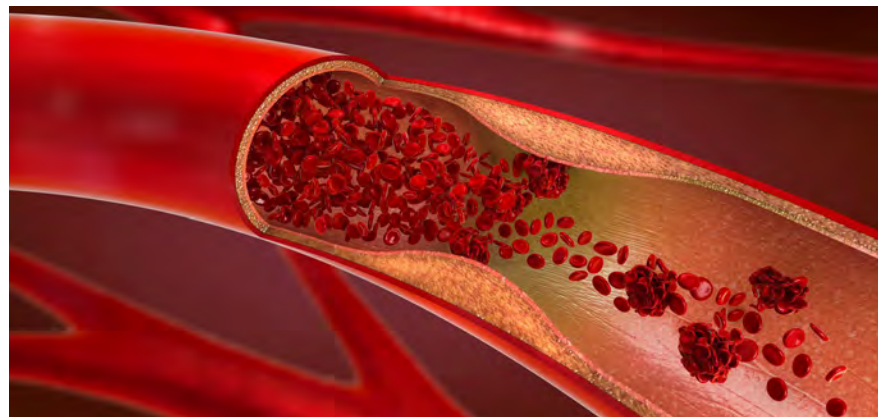
Our future truly is aligned with our mission. ■

ORGANIZATIONAL GOALS

Our Focus on VTE Prevention

CREATING A CULTURE OF EXCELLENCE

As our organization moves toward recovering from the height of the COVID-19 pandemic, we want to bring attention to our organizational goal of reducing the rate of blood clots — also called venous thromboembolisms, or VTEs. Our previous improvement with reducing VTEs resulted from the hard work of our entire team of clinicians working closely with our patients to ensure they understand and are adhering to their blood clot prevention therapies.



In April, we are rolling out several initiatives to help reinvigorate our VTE-prevention efforts:

- **On-demand VTE Prevention webinar** available for all providers and staff. Nursing CE and/or entry into prize raffles will be available to employees completing the webinar. The webinar will focus on the three essential elements of our 3M VTE Prevention Bundle:
 - **Movement:** Helping our patients walk “early, often, and far.”
 - **Medication:** Ensuring “every dose every time.”
 - **Machine:** Using leg pumps when patients are in bed or chair to help circulate their blood.
- **VTE Prevention Bingo** cards available for all inpatient units. Prizes and entry into raffles will be available to

employees completing and turning in their VTE Prevention Bingo cards.

- **VTE Prevention Challenge** initiative to sustain our efforts. More information to come!

Visit the VTE intranet tile for information on these activities!

Why Is VTE Prevention a Top Organizational Goal?

Blood clots are a significant growing public health problem, affecting as many as 900,000 Americans each year and leading to approximately 100,000 premature deaths annually. Unfortunately, sudden death is the first symptom in about 25% of people with pulmonary embolism (PE), and 10–30% of people die within one month of diagnosis.

Importance of Patient Adherence

Evidence shows that patients who miss one or more anti-coagulant doses are five times more likely to get a VTE, while those who understand the risks related to VTE have a higher compliance rate. Clinicians who are more confident in their knowledge regarding VTE risks and prevention strategies have better adhering patients.

[\(continued next page\)](#)

VTE Prevention (continued)

How You Can Help

Help us prevent VTEs by attending trainings, ensuring all three elements of the 3M bundle are met, and documenting all assessments, interventions, education, and patient responses. Every clinician plays a key role in educating our patients and ensuring compliance with prevention of VTE!

Be on the look-out for VTE prevention awareness posters, flyers, table tents, digital signage, and more around the hospital!

Executive Sponsors

Dr. Terry Vanden Hoek, Chief Medical Officer
Shelly Major, Chief Nursing Officer
Dr. Susan Bleasdale, Acting Chief Quality Officer

VTE Prevention Committee Co-Chairs

Dr. John Quigley, Hematology/Oncology
Darlene Evans, Associate Chief Nursing Officer
Dr. Joseph Karam, Orthopaedic Surgery ■

COVID-19 UPDATES

Don't Let ID Badge Stickers Build Up!

Last April, as part of COVID-19 safety operations, we began daily temperature screenings in our facilities, with daily ID badge stickers indicating staff completed screening and were safe to come to work (no fever). As we continue with the colored stickers to comply with UIC's return-to-campus requirements, **we would like to remind staff not to keep more than one (1) week of stickers on their ID badges.** Too many may begin to cover up your name or other key information, and excess stickers may fall off and litter our spaces. Thank you for your role in our safety practices. ■



OPERATIONS UPDATES

Inpatient Portfolio Rollout

In early April, UI Health introduced a newly designed and standardized admissions folder, the Inpatient Portfolio. **The newly designed portfolio is intended to improve the patient experience** by giving them a secure and central holder for all of their care and discharge instructions. It will be given to admitted patients, and includes the patient handbook!

In addition to providing a secure, branded tool for patients, the Portfolio includes:

- A Welcome from CEO Mike Zenn
- Patient education and discharge instruction tabs
- Reminder for post-visit calls and patient discharge checklist

If you have questions, speak to your nurse leader.

A special thanks to the Patient Experience, EVS, and Materials Management teams for making this happen! ■



OPERATION VACCINE UPDATES

Vaccination for All

Building defenses against COVID-19 is a team effort — and you play a key role in that effort.

Getting the vaccine adds another layer of protection that can help to keep you and those around you safe. To date, UI Health has distributed more than 80,000 vaccines to UI Health staff and patients.



Staff Vaccination

All UI Health staff can get the COVID-19 vaccine in B8 of the College of Pharmacy Building on Mondays and Tuesdays from 7 am to 3:30 pm. Staff can also schedule appointments Monday–Friday, 8 am to 5:30 pm, at Credit Union 1 Arena. To schedule your appointment, log into your MyChart account or call **312.996.6565**. University Health Services will also be rounding to help staff interested in getting the vaccine, sign up for appointments.

Patient Vaccination

On Monday, March 29, UI Health began providing the COVID-19 vaccine to Chicagoans in Phase 1C, which includes

all essential workers and adults with underlying medical conditions. Now, there are even more ways that UI Health patients can get the vaccine:



- **Credit Union 1 Arena:**

Vaccine appointments are available for patients at Credit Union 1 Arena Monday–Friday, 8 am to 5:30 pm. Patients can schedule their appointment at Vaccine.UIHealth.Care. Staff also can book appointments for interested and eligible patients while they are in clinic.

Community Vaccination

In partnership with the City of Chicago’s Protect Chicago Plus program, **Mile Square Health Center clinics in Englewood, Back of the Yards, and Humboldt Park are on track to vaccinate more than 10,000 Chicagoans in those neighborhoods.** ■

NEW! Spring Media Campaign

‘A Healthier Future is on the Horizon’



Look for our new UI Health commercials on TV and radio throughout April!

OPERATIONS UPDATES**Saliva Testing**

On April 5, UI Health kicked off its Employee Saliva Testing Program, available to all of our employees, attendings, fellows, and residents. Through this program, staff on-site and off-site will be tested for COVID-19 at least every 14 days.

**Why are we doing this?**

Regular testing and rapid results, combined with contact tracing, can be effective tools to help reduce transmission of COVID.

No vaccines are 100% effective, and it's important to promptly identifying those who are asymptomatic, as there may be possible cases of infection after vaccination. Regular testing of those vaccinated will identify breakthrough infection with variant strains early to help reduce transmission.

Who should participate?

It's expected that Hospital & Clinics employees, attendings, fellows, and residents participate in the saliva testing program by completing a saliva test every 14 days.

Exceptions include:

- Employees working from home. (If an employee returns to work, they should contact the University Health Service to arrange for a testing kit.)
- Employees who have tested positive for COVID-19 within 90 days.
- Employees who are on leave.

Where will I be tested?

UHS is making convenience a top priority. For Hospital & Clinics employees, testing kits will be brought to each hospital unit and outpatient clinic, and samples may be dropped off in your assigned work location. For attendings, fellows, and residents, testing kits will be distributed and samples may be dropped off in the unit or clinic in which they work. ■

/// SERVICE LINE UPDATES

Clinic Provides Holistic Approach to Endometriosis Care



The Endometriosis Clinic at UI Health believes women are the authorities of their own narratives. This clinic offers a more holistic approach to treatment, involving a multidisciplinary team of specialists that seek to ensure every woman’s concerns are heard and addressed.

Visit the [Endometriosis Clinic](#) page to learn more. ■

Two-Generation Clinic: High-Quality Comprehensive Care to Women & Children

The Two-Generation Clinic at UI Health is a single destination where women and children can simultaneously receive care from a team of healthcare providers with a focus on the health, behavioral health, and the social needs of every family. This new clinic provides comprehensive care, with an emphasis on postpartum care for women, and the growth and development of children.

Visit the [Two-Generation Clinic](#) page to learn more. ■



GI Program Offering Endoscopic Weight-loss Procedures



The Division of Gastroenterology & Digestive Diseases now is offering endoscopic procedures for weight loss. These procedures include intragastric balloon placement, endoscopic sleeve gastroplasty, and gastric outlet reduction. In addition to helping patients achieve weight loss, these procedures also help to lower potential risks for heart disease, high blood pressure, type 2 diabetes, and more. ■