

ROUNDUP

UI Health | 

Hospital & Clinics | June 2021

Outpatient Surgery Center & Specialty Clinics Top-Off Celebration



Outpatient Surgery Center & Specialty Clinics Top-Off Celebration

UI Health is celebrating the top-off of the new Outpatient Surgery Center & Specialty Clinics (OSC) building this summer.

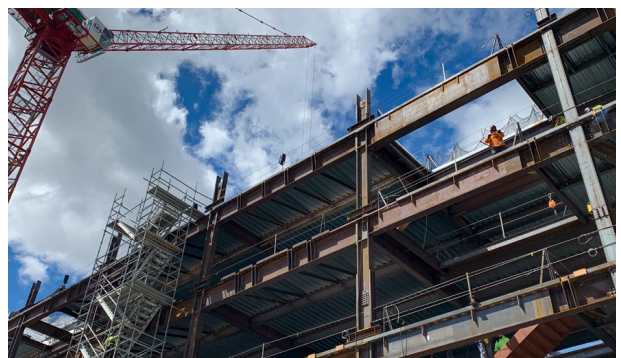
The top-off — placing the final beam atop the building frame — is an important milestone of the building construction and represents a midway point of this transformational project. We were honored to have benefactors Bruno and Sallie Pasquinelli alongside members of UI Health and UIC leadership visit the construction site to sign the final beam before placement.

UI Health broke ground on the new building just last August, and we are on track to welcome our first patients to the OSC in Fall 2022.

The Outpatient Surgery Center & Specialty Clinics will be a state-of-the-art care center that will accommodate the increasing volume and complexity of surgical care, training, education, and discovery that happens at UI Health.

The 200,000-square-foot facility will feature six floors of patient care space, including:

- An outpatient surgery center supporting all our surgical subspecialties
- The following specialty care clinics:
 - Transplant
 - Ophthalmology
 - Ear, Nose, Throat/Otolaryngology
 - Urology
- An outpatient endoscopy and procedure suite



The OSC project is a public-private partnership, and UI Health is focusing on engaging minority-owned, woman-owned, and veteran-owned businesses throughout construction, with a goal of 30% of costs supporting these businesses.

The new building and expanded clinical services also will create an estimated 100+ full-time positions that are part of the UIC collective bargaining unit.

We look forward to welcoming you to the Outpatient Surgery Center & Specialty Clinics in 2022! For the latest project updates, visit OSC.UIHealth.Care. ■

ON THE COVER Top (L to R): Donors Sallie and Bruno Pasquinelli; Dr. Robert Barish, Vice Chancellor for Health Affairs; and Dr. Enrico Benedetti, head of the Department of Surgery. Bottom (L to R): Dr. Mark Rosenblatt, dean of the College of Medicine; Mike Zenn, CEO of the University of Illinois Hospital & Clinics; Michael Amiridis, UIC Chancellor; and David Loffing, Hospital & Clinics COO.



MIKE'S CORNER

Building a Better Future

At UI Health, investments in our care facilities truly are investments in our patients, which is why the recently approved state budget is such welcome news.

The FY22 Illinois budget includes \$65 million in new capital funding to expand patient-care services here. Among the identified projects are a new Clinical Decision Unit (CDU), adjacent to the hospital Emergency Department, to allow for rapid screening, testing, and treatment for incoming patients. The new CDU will help us better identify patients most at risk of critical conditions like heart attack, stroke, and infectious disease. The funding also will allow for much-needed upgrades to our current Emergency Room.

We all know these clinical expansions are needed. Our outpatient clinics are seeing record-high volumes. But due to COVID-related parameters, many patients bypass outpatient appointments and go straight to the ED, making it even busier, as we continue to feel strain from increased volumes routed to us from Mercy Hospital. Capacity management quickly has become a focus area for leadership, but it also will require patience and flexibility from everyone. This is much to ask, given how busy we have been the past three months.

Continued capital improvements are in step with our recovery. I am grateful that throughout the events of the past year,

your resolve never wavered, and we collectively found a new commitment to our mission — not just to create a world that is healthier but also one that desires to be more equitable and just.

It is in times like these that we must remember that communication and compassion are some of the most important parts of our role as caregivers. Whether it's a diagnosis or treatment, or something outside our walls that impacts the health and well-being of our patients — clarity, understanding, and fairness need to guide every conversation.

This is just as true with our colleagues as it is our patients. Regardless of what we individually believe, we must be respectful of each other. And regardless of any differences we may have, we always will have commonality in our shared goal of healing.

The importance of respect is especially notable as we recognize and celebrate Pride Month this month. Being inclusive, equitable, and nondiscriminatory in our care and policies related to LGBTQ+ patients, visitors, and staff has long been a primary goal for our organization. But just like health, inclusivity and equity require constant maintenance. As you are aware, our 2021 Engagement Survey included modules on diversity and LGBTQ+ care; Hospital & Clinics leadership looks forward to sharing results from the survey — especially these areas — in a series of events in the coming months.

As we've continuously stated, our collective achievements play a significant role in our individual and team wellness and recovery from the past year. With respect at the cornerstone of how we work with each other to heal our patients, we're not just creating a healthier work environment, we're helping to build healthier communities — and a better society for all. ■

OPERATIONS

New Dining Services Partner, Cafeteria Renovations

We are excited to announce that Aramark will be the new food-and-beverage partner for Hospital Dining Services, effective July 1.

Improving the experience for our patients and guests is among our highest priorities at UI Health, and it is one of the strategic goals and initiatives on which we're constantly focused. Exceeding expectations and improving satisfaction happens in every facet of our organization, not just the care setting. Establishing a new food-service partnership and making renovations to our cafeteria and dining areas are part of this effort.



Renovations will be phased throughout the rest of 2021 and into 2022 and will include:

Retail Café: A complete facelift of the entire cafe and dining areas with new service stations; menu features and daily offerings; innovative self-checkout technologies to expedite the checkout process.

Patient Tray Line: A new, renovated patient tray line featuring a Room Service Menu Model that allows for patients to speak live with a room service Diet Operator to place their orders directly with a greater variety in menu offerings. (Renovation timelines and any additional phases will be communicated later.)



Menus, recipes, service, and image are all designed for patients to know that we understand their needs, favorite foods, and ideas about comfort. In this environment, communicating in fresh, new ways — and at every possible touchpoint — can reassure and comfort our guests. This helps patients and their families to better deal with stress, encourages healing, and creates an environment where long-term health and wellness can flourish.



Thank you for your engagement and patience during our service transitions and renovations, and for cooperation as we work to improve the dining experience for all patients, visitors, and staff. ■



ORGANIZATIONAL GOALS

COVID-19 Vaccine Update Pop-up vaccination event: Mile Square Health Center – South Shore, June 19, 1–6 pm. Interested in getting the vaccine? For more information, contact UHS: uhs@uic.edu.

RECOGNITION

Rani Morrison Named Thomas C. Dolan Executive Diversity Program Scholar

Rani Morrison, senior director of Care Continuum at UI Health, recently was chosen as a 2021 scholar in the Thomas C. Dolan Executive Diversity Program by American College of Healthcare Executives (ACHE).



Established in 2014, the ACHE Executive Diversity Program prepares new generations of top-level healthcare leaders who are more reflective of the diversity within healthcare organizations and the patients they serve.

“Representation matters,” said Morrison. “Healthcare organizations must be intentional about making sure diverse perspectives are at the table and represented when decisions are being made that impact our patients and communities. My hope is the tools I gain as a Dolan EDP scholar will allow me to have a seat. But my own intention is once I get there, my seat won’t be the only diverse one.” ■

Congratulations to our Nursing Excellence Award Recipients!

As part of Nurses’ Week, we held our Nursing Excellence Awards ceremony May 12! Congrats to all our winners, and thank you for your commitment to our patients and your practice!

From left:

- **Cristina Diaz**, Medical ICU — Excellence in Education & Mentorship
- **Shelly Major**, Chief Nursing Officer

- **Maritza Moreno**, Ambulatory Administrative Services — Excellence in Nursing Leadership
- **Sonya Ramos**, 7E Medicine — Excellence in Patient Care Support
- **Michelle Martinez**, Mile Square Humboldt Park — Excellence in Community Care ■



Award Season is Here!

Don't forget to nominate a UI Health superstar for the 2021 Physician, Resident/Fellow, and newly formed Advance Practice Provider of the Year!

To nominate a practitioner, please submit a nomination form along with a minimum of two letters of support. Click here for the form: [Nominations.UIHealth.Care](#).

Nominations are being accepted through June 18. A celebration of all nominees and the announcement of the recipients will be made in August. For questions, reach out to Cathy Lovely Temple, assistant director of Organizational Development, at lovelycm@uic.edu. ■

Save the Date Virtual Town Hall: Engagement Survey Results!

**Thursday, July 1 (virtual)
Noon to 1 pm**

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JULY						
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AUGUST						
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Hospital & Clinics CEO Mike Zenn will present findings from the 2021 Engagement Survey. The event is open to all staff and employees. Be on the lookout for an intranet tile with all details, including the Zoom link, in the coming weeks! ■



Save the Date: Thursday, July 29, Ice Cream Social!

Grab a famous Chicago Rainbow Cone and celebrate summer with your co-workers! Ice cream will be served from 11 am to 7 pm in the parking lot north of the hospital. Come out the door of the hospital by the pharmacy building and you will see us!

Don't forget to bring your ticket to the event! An intranet tile with the details will be available in the coming weeks. ■

Engagement Survey Leader Debrief June 16, 2 - 3:30 pm

Leaders have been emailed all details. If you are a leader and have not received this information, please email Cathy Lovely Temple, assistant director of Organizational Development, at lovelycm@uic.edu. ■



June is Pride Awareness Month!

Every year, during the month of June, the LGBTQ+ community celebrates Pride Month. In recognition of Pride Month and in efforts to be a more inclusive organization, we value the opportunity to participate in continued education and trainings related to LGBTQ initiatives.

At UI Health, we have several programs to support this important ongoing initiative.

- **We held three SafeZone Trainings** in early June focusing on the meaning of various terms, identities, and concepts in relation to sex, gender, sexual orientation, romantic orientation, and gender-identity expression.
- **UI Health offers continuous Healthcare Equality Index (HEI) inclusivity trainings**, promoting equitable and inclusive care for LGBTQ patients and their families.



Visit the HEI Training intranet tile for full details on how you can participate! ■