

# ROUNDUP

UI Health | 

Hospital & Clinics | April 2022

## The Strategic Plan On the Track to Long-Term Success



## The UI Health Strategic Plan

# Our Shift to a Strategy-driven Organization

With its Strategic Plan underway, the University of Illinois Hospital & Clinics is taking a strategy-driven approach to develop and guide its future.

For the past several years, the organization has been infrastructure-driven, with the 3i Project/Epic and construction of the Specialty Care Building and Hospital Welcome Atrium being significant areas of focus. With a series of Epic optimizations and upgrades in place and the capital projects nearing completion, the Hospital & Clinics now is focused on activities and investments that set the roadmap and direction for our future — and help secure it.

Begun in 2019 with our consulting partners ECG and delayed as it was nearing implementation in 2020 due to the COVID-19 pandemic, the Strategic Plan this January was approved by the Board of Trustees, and a virtual Town Hall event March 31 reintroduced the plan to Hospital & Clinics staff.

COVID-19 accelerated many trends already in motion prior to the pandemic, and it has changed the healthcare landscape in many ways. The Strategic Plan assessed the unique dynamics we face in the complex academic medical center market, our position in the market, and how we grow and improve. From the Strategic Plan:

*UI Health serves an essential role in the community, and we have developed clinical programs of national reputation; and despite the pandemic, we have improved our overall market position through growth of key clinical programs. However, the system's clinical capacity is stretched, encumbering its ability to grow.*

The Strategic Plan governs many aspects of UI Health and its decision making. It will set general priorities for crucial strategic tasks, including growing services, expanding our clinical footprint and bed capacities, and engaging our workforce. The Strategic Plan transcends individual people and leaders. The Strategic Plan drives succession planning and remains relevant regardless of leadership changes.

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## Cover Story (continued)

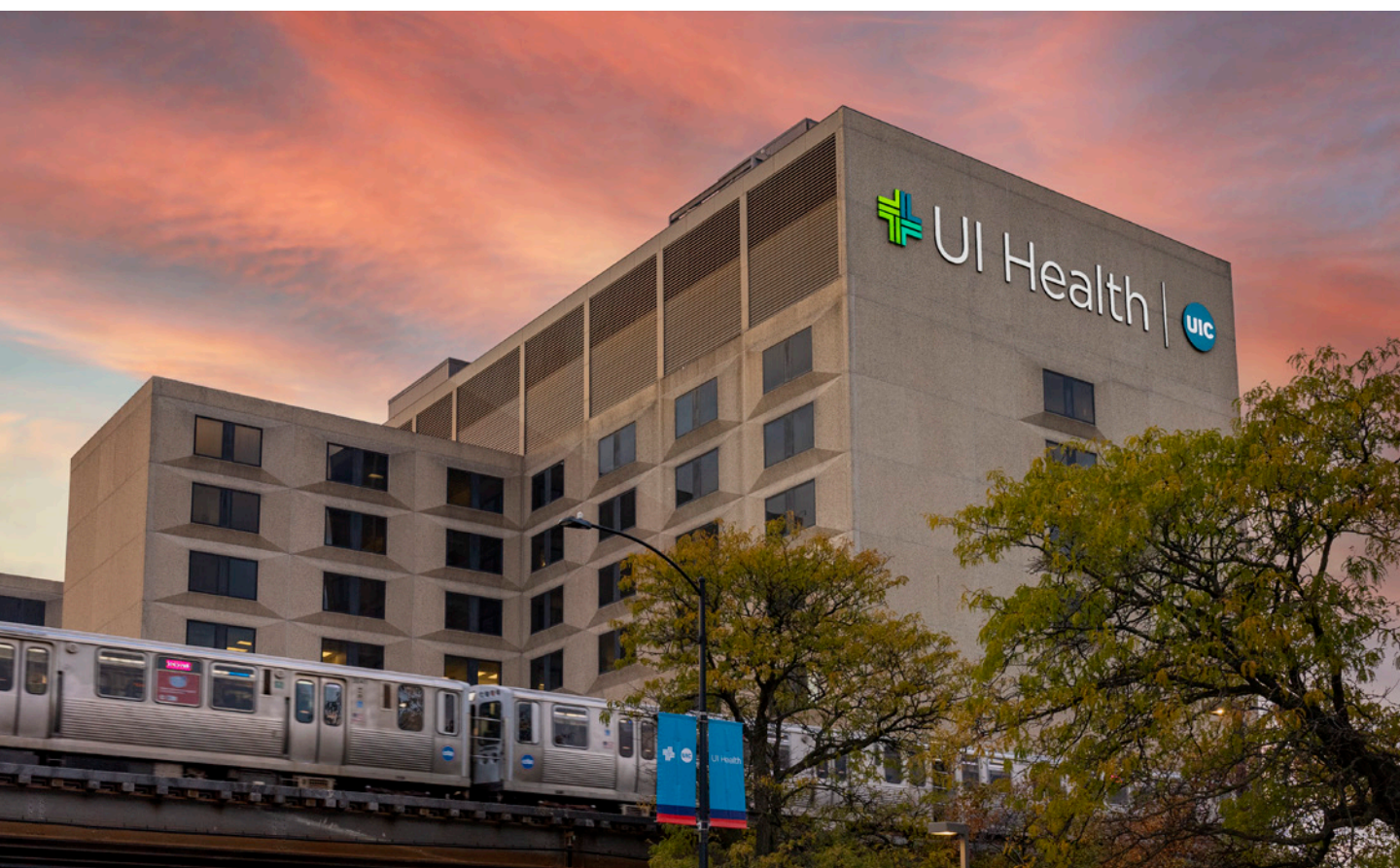
But as we shift to these strategies, quality must remain our top focus. We have had a sustained period of underperformance. This less-than-acceptable performance in care, safety, and service has resulted in low external grades and ratings, and has created a poor reputation for the health system. Collective commitment to excellence in care, safety, and service through adherence to our process controls must be at the core of all our actions.

Our communities deserve access to best practices and high-quality care. We must improve our quality and safety to best-practice levels to be able to provide equal access to equal care for our patients and communities. These best practices are what is

achieved and taught at other Chicago academic medical centers. Our patients and students deserve the same access to these best practices. Only quality — in everything we do — can improve our scores and, in turn, reputation.

Hospital & Clinics leadership looks forward to sharing more about the Strategic Plan in the coming weeks and months.

What we do in our daily work drives the strategies and priorities that have been put in place to meet our long-term goals of exceptional outcomes, engaging culture, ideal experience, strategic growth, and sustainable future. As you move forward in your work, ask yourself: Does this support the Strategic Plan? ■





## MIKE'S CORNER

### Your Input Helps Us Stay Informed

Throughout our lives, we all seek ways to be better informed. This includes knowing more about the many complex issues that are happening around the globe, here in this country, in the state of Illinois, and in Chicago and its many diverse communities.

We seek this information so we can better understand how to plan our lives, both for ourselves and for our loved ones for whom we have responsibility.

With this in mind, it is the time of year that I ask all of you to participate in helping us be better informed of what life is like for our staff here at UI Health.

It seems like we are always asking each of you to take time to accomplish something outside of your normal routine. When we do request such a thing, it is always with purpose. The annual Employee & Practitioner Engagement Survey is one of these requests. Every input is critical to assisting UI Health in making decisions about our many complex issues — from our day-to-day operations to forming the various longer-term initiatives that our Strategic Plan is now embracing.

Please take the time to complete the survey. I look forward to receiving everyone's views on what we are doing well, what "blind spots" you believe exist for leadership, and what areas we could be better addressing as we undertake the critical mission we serve as a major academic medical center here in Chicago.

One final thought: We have certain facility initiatives that are presently causing inconveniences for many. The Specialty Care Building has many tasks still being completed; the Welcome Atrium is disrupting our present entrance activities; and the cafeteria renovations temporarily disrupt our seating capacities. In addition, work on a traffic light at the corner of Wood and Taylor Streets we hope will commence in the summer. I ask your patience as the improvements and enhancements work their way to completion. When complete, it is my belief that they will add to the pride we all feel in being a part of UI Health.

We all can be especially proud of what we have done the past two years. These facility changes will add to our pride of where we work. It is my goal to be proud of what we are creating for our patients and staff — please join me in this goal. ■

## ENGAGEMENT

### Complete the Employee & Practitioner Engagement Survey



On April 11, we all received our invitation to participate in our Employee & Practitioner Engagement Survey. **The survey is open through May 9 and is open to all Hospital & Clinics employees and practitioners at our Chicago sites.**

As an organization, we want to hear from you and put your ideas into action. Your participation ensures your voice impacts decisions throughout the organization during the coming year.

We recognize that staff are asked to complete many surveys throughout the year, and we understand that survey fatigue is real. Again, we have consolidated multiple surveys in one — without additional questions. The survey should take just 10–15 minutes to complete, and all responses will remain strictly anonymous.

**We would like to get 100% participation in order to ensure that each and every employee's voice is heard.**

After the survey closes, there will be two town halls to review the survey data: These town halls and results will be available to all UI Health providers and staff. Information on the town halls will be shared via email and on the intranet at a later date.

**Thank you for devoting your time and providing candid input!**

*NOTE: The email was sent from [noreply@surveys.pressganey.com](mailto:noreply@surveys.pressganey.com). If you can't find the email, or need it to be sent again, please email [engageuih@uic.edu](mailto:engageuih@uic.edu) with your full name and net ID. ■*



### Hospital Week May 9–13

New this year! Scan the QR code. **Enter to win one (1) roundtrip ticket on Southwest Airlines!**

Tickets must be redeemed by Dec. 31, 2022.



### Thursday, May 12

### Rainbow Cone Ice Cream Truck Day

Visit the intranet for full details. ■



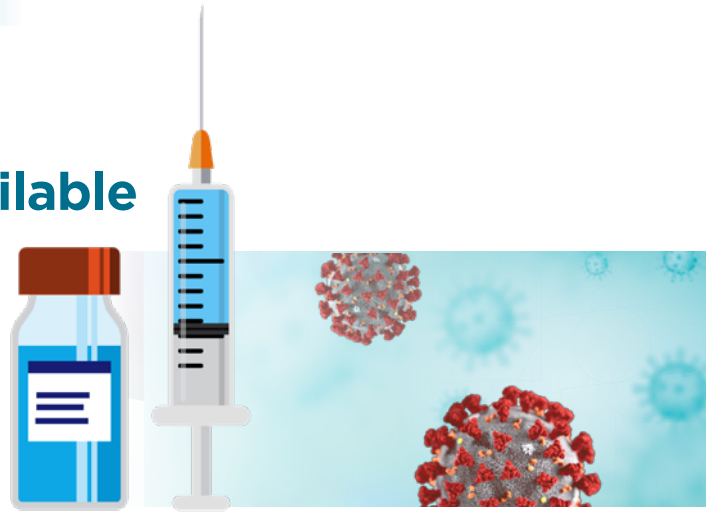
## SAFETY UPDATES

### 2nd Vaccine Booster Available

A second COVID-19 vaccine booster now is available based on Centers for Disease Control & Prevention (CDC) guidance. The CDC’s updated guidelines includes:

- Immunocompromised (solid organ transplant, active cancer treatment, stem cell transplant, advanced HIV, primary immunodeficiency, on significant immunosuppressing medications) individuals **should** receive a second booster four months after their last dose.
- People 65 years and older **should** receive a second booster four months after their first booster.
- People 50–65 years old with underlying medical conditions **should** receive a second booster four months after their first booster
- People 50–65 years old without underlying conditions **may** receive a second booster four months after their first booster.

Recommendations of **“should”** mean there is a strong recommendation for those at highest risk who may benefit the most from the second booster. Recommendations of **“may”** mean data in this group has been evaluated and it is safe and may provide additional protection. **More information about the CDC’s recent booster guidance can be found on [their website](#).**



The updated guidance does not include any additional recommendations for healthcare workers or other frontline occupations. Healthcare workers should follow the above recommendations.

#### How to Schedule an Appointment

Staff and patients who meet the CDC’s guidance can schedule an appointment at the Eye & Ear Infirmary (EEI) using their [MyChart account](#).

Eligible patients can also receive their booster following their appointment on campus. Appointments are highly recommended, but walk-ins are accepted. For more information about patient scheduling, visit [Vaccine.UIHealth.Care](#).

#### Location + Hours

##### Eye & Ear Infirmary

Monday – Friday: 8:30 am – 4:30 pm

Boosters also are available for patients at Pilsen Family Health Center Lower West, University Village Family Medicine, and Mile Square Health Center locations. ■

## SAFETY UPDATES

# Download the UIC Safe App!

The UIC SAFE app is a FREE personal security tool that provides UI Health employees, medical staff, faculty, and students, with added safety on the East and West campuses.

The app allows users to easily connect with friends and family to share their location in real-time as they walk and allows direct contact with police dispatchers and first responders in case of emergencies.

It also provides access to easy reporting forms, emergency guidelines, and a comprehensive list of support resources.

[Click here to learn more about the app's features and to download the app.](#)



### Reminders about on-campus safety:

- You may request an escort by a UI Health Security Officer available 24 hours a day, seven days a week, by contacting **312.996.8888**.
- You also may contact “Safe Walks” — a free walking escort service provided by trained members of the Student Patrol for university students and employees — so no one has to travel alone at night. This service is available from 9 pm to 2:30 am Sunday–Wednesday and until 3 am Thursday–Saturday, by calling **217.333.1216**.

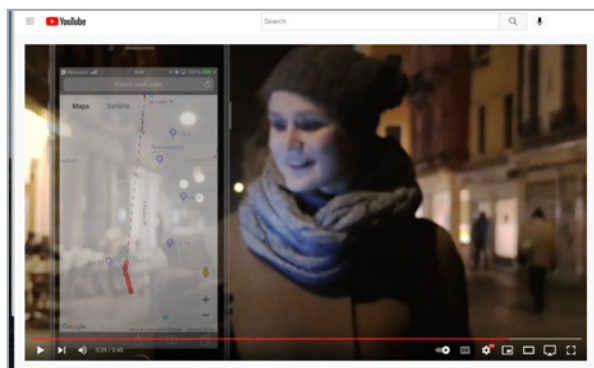
### If you are in immediate danger call:

- Off-campus call 9-1-1.
- On-campus call 5-5555 (312.355.5555).
- Activate a nearby panic alarm
- Sign-up for [UIC Notification System](#)

UIC’s Emergency Notification System (ENS) is commonly referred to as UIC ALERT. If there is a threat to the campus community, a UIC ALERT will be sent describing the nature of the situation and instructions on immediate protective actions that you can take. ■



[Click here to view the UIC SAFE virtual friend walk demo.](#)



## SERVICE LINE UPDATES

### April is Donate Life Month!

UI Health and Gift of Hope, the organ- and tissue-donation network, have partnered together to raise awareness on the importance of being an organ, tissue, and eye donor.

Register your decision to donate life today. ■



## NURSES' WEEK May 1-6

**Happy Nurses' Week to our extraordinary UI Health nurses!**

Thank you for your dedication, resilience, and commitment to our patients. You make a tremendous difference every day.

Nurses - be sure to check the intranet for a list of fun activities taking place throughout the week!