

ROUNDUP

UI Health | 

Hospital & Clinics | July 2022

Strategic Goals & Initiatives

Short-Term Priorities for Long-Term Improvement


QUALITY & SAFETY TRANSFORMATION





Strategic Goals & Initiatives

Short-Term Priorities for Long-Term Improvement

The next three months will be among the busiest many of us at UI Health have experienced here. We are opening new spaces and facilities. We are preparing for our triennial Joint Commission survey visit. We are embarking on new performance and safety initiatives that are critical pieces of our strategic plan. Of course, this all is on top of our roles and our work that goes into regular Hospital & Clinics operations.

There is much to accomplish, but the work of the next few months will have a propulsive impact on our 5-year goal to become a 5-star health system. Below is what to expect — and where you can align your efforts.

Communication of Organization Actions

In order to be successful, our organizational priorities require the attention, engagement, and action of all of us, especially as new communications strategies are deployed.

Please bring clear, focused attention to huddles, meetings, and rounding, especially as new types of “meetings” are introduced. Much is happening quickly, and information often needs to be shared and acted upon with expediency.

Engage with every opportunity to learn about organizational initiatives. Remember, Town Halls are not just “another meeting.” They are opportunities for leaders to share high-priority information, with as many staff as possible, as efficiently as possible. And they’re opportunities for all staff to have their questions heard and answered. Can’t make a Town Hall? Check out the recording on the intranet.

As always, your inbox is your north star. UIH-ALL emails are our most effective way to reach all staff; please make sure to read them, especially as new, themed emails are introduced.

Quality & Safety Transformation

New for FY23 is our Quality & Safety Transformation (QST). With the QST, we are transforming all areas of UI Health to bring excellent outcomes and excellent



experiences to our patients, staff, and visitors. In doing so, we are redefining what a culture of safety means at our organization.

The Quality & Safety Transformation (QST) will encompass all areas of UI Health. Our inaugural focus will be on perioperative workflows, in alignment with the September opening of the Specialty Care Building (SCB). This is an important area for which to begin, as it establishes foundational quality and safety infrastructure across both the main hospital operating room (OR) and the SCB.

Moving forward, the weekly QST email will provide updates on the tools, systems, resources, and protocols that will help us achieve our 5-Year Goal to a 5-star Rating, including recommendations from our Quality & Performance Improvement Infrastructure, Epic Quality Reporting, and Culture of Safety & Quality workgroups.

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

Priorities (continued)

Activation of Buildings

We're just ~60 days out welcoming our first patients to the SCB. As we put the finishing touches on construction, we also will begin training staff who will be working in our new state-of-the-art facility, with special emphasis on the actions and words that go into creating an exceptional patient experience, and provider training, including the aforementioned perioperative workflows. Quality will guide everything we do.



We soon also will complete the new Hospital Welcome Atrium, a new two-story lobby that welcomes patients; improves access, ambience, and wayfinding; and elevates the UI Health brand. With the SCB, the corner of Taylor and Wood Streets will become a true destination for care in the Illinois Medical District. Alongside the Atrium, we are nearing completion on our complete facelift of the entire cafe and dining areas, which will feature with new service stations, menu features, and daily offerings. It is on schedule for completion this August.

Earlier this year we partnered to open the 55th & Pulaski Health Collaborative, bringing a much-needed specialty care facility to the West Elsdon and Gage Park communities, and we continue to work with our partners Alivio Medical Center and Friend Health to grow volumes and deliver care.

Joint Commission Survey

We are anticipating our triennial Joint Commission survey in late August or early September, prior to the opening of the SCB. Our accreditation site visit and survey is especially significant, as we have begun our QST and other quality and infrastructure improvements. Thank you to our Compliance team for the work they do throughout the year to guide readiness activities as we maintain preparedness for our visit.

FY23 Goals & Initiatives

Soon we will share the Hospital & Clinics' FY2023 Goals & Initiatives. Our focus areas for the coming fiscal year will be centered around the guiding principles of growing our capacities and improving our quality outcomes. These principles will drive strategic initiatives and positioning for our main focus areas, including the QST, SCB, Physical Infrastructure, Clinical Programs Designated for Strategic Focus, and more. These are the focus areas that will help us enhance our essential role in the community and the state.

Our Strategic Goals & Initiatives, and all the above items, underscore the organizational priorities — in the long term, short term, and the very near term — that are pivotal for our future growth and success. There are many things that compete for our attention and effort, but it is crucial that we all are aware of these activities and their impact for our organization. By giving them the focus they require, we all are contributing to a more successful future at UI Health. ■



MIKE'S CORNER

Exceptional Care and Experience. Every Time. Everywhere.

With just two months until we welcome patients to the Specialty Care Building (SCB), the activities to prepare for opening continue.

Construction finishing touches, including the first-floor lobby, will create a terrific first impression for all our patients and visitors. We are establishing workflows for the new facility, with an emphasis on perioperative services, in alignment with the Quality & Safety Transformation (QST). And we are creating training tools for all staff who will work in the SCB to ensure we create an exceptional experience with every patient every time.

It is easy to feel a great amount of pride in this new care space, but we also must acknowledge that quality care and outcomes and exceptional experience and service should be our standard everywhere at UI Health — not just the SCB.

The SCB is an important part of our health system's growth and our commitment to make UI Health the best place to receive care. But remember, although it is a state-of-the-art building, what sets it apart is you — our staff and providers. UI Health can have great facilities, but what makes UI Health great is us.

It is this that is emphasized in our Patient Experience training video for the SCB:

We put our best foot forward with our professional appearance.

We are welcoming with our words and interactions.

We smile.

We make personal connections.

We treat others with respect.

We put time and effort into helping and guiding.

We ensure patients never feel alone.

We do our best. Always.

These behaviors are not limited to the SCB and the staff who will work there. These are the attributes we all must have in all our care and work environments all the time.

As our Quality & Safety Transformation continues, there will be opportunities for all staff to hear, learn, and help guide our quality-improvement efforts. Improving quality and outcomes takes all of us at UI Health, everywhere at UI Health, every day at UI Health. As you encounter leaders rounding, please share with them your thoughts and observations as to how we can improve what we do for our patients. More about this will be shared in our regular QST communications.

As I stated earlier, we all should be proud about the SCB and what it means for our future. And we are excited for you to see it. All staff are invited to take a first look at the SCB on Wednesday, Aug. 17. More details to come soon, and we hope to see you then. ■

OPERATIONS

Vacation Accrual: Calculating Vacation Time & Rollover Hours

Human Resources has been working with our Kronos vendor to implement a solution to make calculating vacation accruals easier and to eliminate the need for additional calculations of current accrual balances. When in Kronos, you will see your Available Balance, which now includes

only the hours scheduled for the current Academic Year. Hours applied for the next Academic Year — after Aug. 20, 2022 — are no longer included in the employee’s vacation balance as of “Today.”

Below is the new formula to see how much time you may forfeit:



For more information, please click [here](#). Questions? Email MCPayroll@uic.edu.

SERVICE LINES

Stroke, Cardiovascular Care Earn Quality Awards

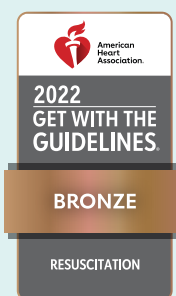
UI Health has received three prestigious awards from the American Heart Association/American Stroke Association Get With The Guidelines® program recognizing quality and commitment in providing effective care using the most advanced procedures.



Get With The Guidelines® Stroke
Gold Plus with Target: Honor Roll Elite Plus and **Advanced Therapy**



Get With The Guidelines® Heart Failure
Gold Plus Target: HF and Target: **Type 2 Diabetes Honor Roll**



Get With The Guidelines® Resuscitation
Bronze Award

ENGAGEMENT

Specialty Care Building Countdown: 60 Days!

Specialty Care Building Sneak Peek Tour: Aug. 17!

All employees are invited to stop by for a sneak peek of the Specialty Care Building! **Wednesday, Aug. 17, 9 am to 2 pm** (stop by any time)!



There will be designated areas for you to tour. **More information will be on the intranet in the coming days!** Hope you can make it!

For latest updates on the Specialty Care Building, please visit SCB.UIHealth.Care. ■

Celebrating Disability Pride Month

UI Health is proud to join in this year's celebration of Disability Pride Month. Disability Pride is now recognized globally throughout July to celebrate disability culture and promote visibility of the positive pride felt by people with disabilities. Celebrating this month provides an opportunity to remove the stigma around living with a disability. Learn more at Celebrate.UIHealth.Care. ■

A graphic for Disability Pride Month. The background is a dark, starry space scene with the Milky Way galaxy visible. At the top, the text "THE SKY'S THE LIMIT..." is written in white, spaced-out capital letters. On the left, there is a circular portrait of a man with short dark hair, wearing a light blue shirt and a dark tie. On the right, there is a circular portrait of a woman with long brown hair, wearing a black top. Below the portraits, the text "UI Health Celebrates Disability Pride Month" is written in white, bold font. Underneath that, in a smaller white font, is the sentence "An opportunity to remove the stigma around living with a disability.".

THE SKY'S THE LIMIT...

UI Health Celebrates Disability Pride Month

An opportunity to remove the stigma around living with a disability.

ENGAGEMENT

Save the Date! Chicagoland Critical Care Conference: Aug. 27

The College of Pharmacy invites pharmacists, physicians, physician assistants, nurses, and nurse practitioners who manage critically ill patients to attend our 7th Annual Chicagoland's Critical Care Conference.

Program Description

Critical care practice and related pharmacotherapy encompasses a wide variety of disease states. New developments

challenge the practitioner to stay abreast of emerging therapies & novel treatment strategies.

This conference will focus on clinical controversies or novel therapies across the gamut of critical care medicine. We are excited to again partner with Lurie Children's Hospital of Chicago to include a pediatric track this year.

Saturday, Aug. 27

9 am to 4 pm

UIC College of Pharmacy + Virtual

The conference is offered both in-person and virtually. Registration fee is \$75. Attendees will receive 5 hours of C.E. credits. Sign up and learn more:

<https://c4conference.uic.edu/> ■



SAFETY

Now Available: Pfizer Vaccine Ages 6 Months to 5 Years

The Pfizer COVID-19 vaccine for all age groups is now available at UI Health. The Moderna vaccine remains available for those age 18+.

Pediatric COVID-19 Vaccine Locations

Eye & Ear Infirmary (EEI) Monday-Friday: 8:30 am to 4:30 pm. Appointments preferred; walk-ins accepted. [Click here](#) to schedule online using open scheduling.

Pilsen Family Health Center Lower West By appointment only. Phone: **312.413.4179**

Family Medicine Center at University Village By appointment only. Phone: **312.996.1119**

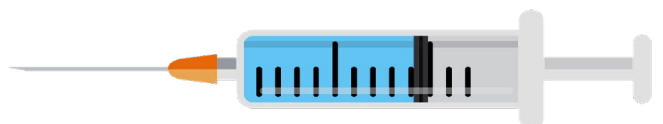
The COVID-19 vaccine can be given at the same time as other immunizations.

How to Schedule an Appointment

Patients can schedule a vaccine appointment for their child by:

- Using our online scheduling tool
- Using their child's MyChart account
- Calling 833.53.MYVAX (833.536.9829)

For more information, visit Vaccine.UIHealth.Care.



ENGAGEMENT

Survey Results:

Engagement Improvements We Can Build On!

Thanks to all who attended our Employee & Practitioner Engagement Survey Townhalls! Many of our results were encouraging, including our engagement and diversity scores. **Check out the intranet for the town hall recordings and slide decks on survey findings.**

Be on the lookout for continued communication from Human Resources. Leader debriefs with detailed results will be coming in the next few weeks.

LEADER INDEX SCORE
81

Up from the previous score: 78.
THAT'S A SIGNIFICANT INCREASE

PRACTITIONER Response Rate
49%
(national average just 25%)

EMPLOYEE Response Rate
76%
(national average just 67%)

POWERING UP OUR
I CARE CULTURE

PRACTITIONER RESILIENCE IS UP SLIGHTLY OVER 2021

DIVERSITY Index Rose to
4.01



up from a 3.92 —
correlates to increased efforts

SIGNIFICANT RISE IN TEAM INDEX • LEVEL OF TEAM FUNCTIONING

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