

# ROUNDUP

Hospital & Clinics | August 2022

## FY23 Strategic Goals & Initiatives The Blueprint for Our Future



*Inside: SCB Sneak Peek*  
**'Of the Year' Award Winners**  
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## FY 23 Strategic Goals & Initiatives

# The Blueprint for Our Future

Our Strategic Goals & Initiatives underscore the organizational priorities — in the long term, short term, and the very near term — that are pivotal for our future growth and success.

The focus areas are centered around the guiding principles of growing capacities and improving quality outcomes. These principles will drive strategic initiatives and positioning for our main focus areas, including the Quality & Safety Transformation, Specialty Care Building, physical infrastructure, clinical programs of strategic focus, and more.



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.

### Culture of Safety

We are transforming at UI Health to bring excellent outcomes and excellent experience to our patients, staff, and visitors, and we are redefining what a Culture of Safety means at our organization:

- We have systems in place to prevent errors and near-misses, and to prevent reoccurrences. These systems allow for staff to learn from errors if they do occur.



- Errors are identified and mitigated before harm occurs.
- We do not punish people for human mistakes. But healthcare professionals are held accountable for unprofessional conduct.

Transforming our Culture of Safety is not a tangible goal we complete. It is one we strive to improve, sustain, and support through:

- Best practices of performance
- Implementing quality and safety recommendations
- Adopting a structured interprofessional approach to improving quality outcomes

In doing so, we deliver care in an environment where safety is first, quality is paramount, and improvements are continuous, so that excellent outcomes and excellent experience are the standard at UI Health — everywhere, every time. ■

## ICARE Values

We are excited to share with you our newest core value, **INCLUSION**. Coupled with the existing **CARE** values — Compassion, Accountability, Respect, Excellence — updating our collective purpose will drive our strong belief in expanding diversity and our dedication toward not tolerating discrimination in any form. The **ICARE** Behavioral Standards are our foundation and guiding principles toward achieving our mission.

# ICARE

**Inclusion:** We believe diversity is our strength and do not tolerate discrimination in any form. We recognize and celebrate differences and uniqueness amongst our patients, staff, and faculty to ensure that everyone feels valued and respected.

### Everyone is Included

- I will treat all patients, staff and visitors with fairness, empathy, and integrity.
- I will practice active listening to ensure that everyone feels heard.
- I will seek out multiple perspectives.
- I will be aware of my own biases and the impact bias has on our patients, colleagues, and care.

### We Welcome Your True Authentic Self

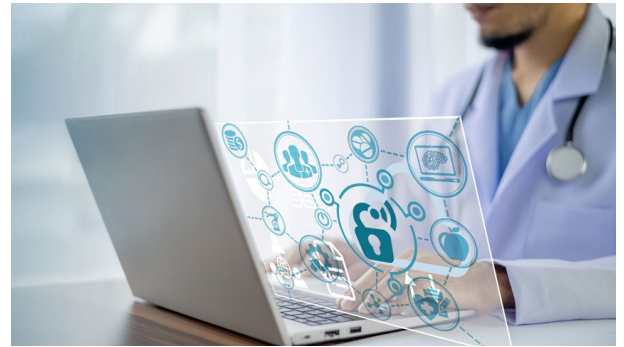
- I will appreciate each person's unique characteristics and will share my true and authentic self to ensure excellent patient care and service delivery.
- I will create a culture where everyone on the team can make their strongest contributions. ■

## OPERATIONS

### IS Security: It's Everyone's Responsibility!

Compromised passwords are one of the most concerning risks for hospitals because they allow unauthorized access to confidential information. Please make sure you are doing your part in keeping confidential information secure.

Please visit the **"Security Reminder" intranet tile** for password security tips. Thanks for doing your part in keeping our community safe! ■



## ENGAGEMENT

### Specialty Care Building Tour

Thanks to all who came out for our sneak peek of the Specialty Care Building!

**We had over 400 staff and employees stop by** to check out our new facility. We're excited to welcome patients and staff when the facility opens next month! ■





## MIKE'S CORNER

### Focus, Coordination the Keys to Our Achievements

And sometimes, it just pours ...

The flooding event we experienced this month impacted many floors of the hospital; required the closure of units and movement of patients, including our most vulnerable patients, the infants in our NICU; and return-to-service still is being assessed for certain areas as repairs continue.

This was a situation that easily could have been catastrophic, but thanks to the leadership of our Incident Command structure, the coordination of the response, and the commitment and determination of our staff to respond to the situation, the disruption to our operations was manageable. Thank you!

A lot has been said in recent months of the necessity for collective and coordinated focus. This is driven by the significant initiatives reaching conclusion almost simultaneously — opening and activating the Specialty Care Building, the Perioperative Services Proficiency Project, the Quality & Safety Transformation, preparing for our Joint Commission survey, and opening our new Cafeteria and Dining areas, among other projects. The recent flooding disaster shows how much we all have put this focus into practice. We were

able to respond to the disaster, take care of patients, fix the problem, and not lose sight of the larger projects we have going on. Again — my heartfelt gratitude.

In response to the changing environment in which we are living, another important area where our organization has been putting collective focus is staff safety, via the Workplace Violence Prevention (WVP) Committee. The committee is multidisciplinary and diverse, with more than two dozen members from all areas and levels of UI Health. This group meets monthly to review safety data and risk-mitigation strategies. By tracking and reporting the monthly activations of Code BERT and the data gathered from Patient Safety Event reporting, Vizient reporting, and UIC Police Crime logs, the committee identifies which units are at high-risk for events and will receive unit-specific Tier III and IV CPI training.

The committee also has developed a WVP Risk Assessment tool, which is a worksite analysis that includes a step-by-step assessment of the workplace to find existing or potential hazards that may lead to incidents of workplace violence. The tool is live and ready for use.

As I close for this month, I repeat that it is with gratitude that I commend all that have responded to our urgent needs. The character shown by this organization is something for which we all can be proud. ■

## SAFETY

### Introducing the Quality & Safety Transformation

We are *transforming* at UI Health to bring excellent outcomes and excellent experience to our patients, staff, and visitors. We also are *redefining* what a **Culture of Safety** means at our organization. In doing so, we deliver care in an ecosystem where safety is first, quality is paramount, and improvements are continuous.



#### How We Will Create a Culture of Safety

- Actions plans derived from results from our Engagement and Culture of Safety surveys
- Our FY23 Strategic Goals & Initiatives
- Newly established **True North Metrics** (noted below) that align our improvement efforts. The 11 measurements will ensure collective alignment amongst all care providers.

**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. This is an important area for which to begin, as it establishes foundational quality and safety infrastructure across both the main hospital operation room (OR) and the SCB.

#### FY23 True North Metrics

- CLABSI (Central Line-associated Bloodstream Infection)
- Hospital-onset C. Difficile Infection
- CMS PSI 90: Patient Safety & Adverse Events Composite
- Retained Foreign Objects (RFO)
- Postoperative Sepsis

- Perioperative Blood Clots
- Postoperative Respiratory Failure
- Surgical-site Infections
- Care Transitions
- Discharge Information
- Communication with Nursing

*Quality measures will be re-prioritized each year to strategically improve our CMS Star Rating performance in the 2025-27 scorecards.*

Though there is a perioperative focus currently, we are confident all staff can find a connection in their work to help improve these outcomes from preprocedural, procedural, and post-procedural care and experience. These measurements will ensure collective alignment amongst all care providers.

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. ■

### Taylor Street Café Is Open!

Visit the intranet for more information.



## SERVICE LINE UPDATES

### UI Health Imaging + Diagnostics Center: Treating Complex Conditions with Non-surgical Options



Bringing together experts from several specialties, including interventional radiology and endovascular neurosurgery, UI Health’s Imaging & Diagnostics Center offers patients a variety of non-surgical procedures to help treat chronic conditions in a welcoming, healing environment.

In a recent interview with WGN, UI Health interventional radiologist, Dr. Ron Gaba described the procedures as “using few or no incisions.”

“These procedures allow for a patient to either go home the same day or have a short hospital stay,” he continued.

Interventional radiologists like Dr. Gaba address a variety of conditions ranging

from uterine fibroids, prostate enlargement, and varicose veins to treatments for dialysis access, localized tumors, and blood clots.

Similarly, endovascular neurosurgeons like Dr. Ali Alaraj perform minimally invasive procedures in the Imaging & Diagnostics Center. These procedures can be used preventatively for those at risk for stroke and aneurysm like carotid artery stenosis and venous sinus stenosis and also as treatments for serious conditions like fractured vertebrae.

Patients can call **312.996.1574** to schedule a consult with a UI Health interventional radiologist. To schedule an appointment with an endovascular neurosurgeon, patients can call the Neurology & Neurosurgery Clinic at **312.355.0510**.

Check out the WGN segment [here](#). ■

## OPERATIONS

### Monkeypox Updates

Since monkeypox was first identified in the United States and Chicago, there has been misinformation circulating about the rare disease. Please read the below facts and guidelines.

- **There is not any transmission of monkeypox at UI Health.**

- Monkeypox is not a new disease, but it is rare and was not common in the United States before this current international outbreak.
- Risk of transmission remains low.

- **It is safe to come to work** at our facilities.
- **It is safe to receive care** at our facilities.
- Like all area hospitals, **UI Health has safely tested, treated, and cared for patients with monkeypox.**

- Providers evaluate patients suspected of having monkeypox in the outpatient setting, providing testing to confirm.
- As of Aug. 9, there have only been four (4) confirmed patients in our system.
- UI Health has treatments available for the few patients that may develop severe disease. To date, no one has needed this treatment at UI Health.

**UI Health is active in assisting the Chicago Department of Health (CDPH) to help prevent further cases of monkeypox in Chicago and Illinois.** Monkeypox vaccines are available at UI Health to those who meet [CDPH guidelines](#).

Learn more about monkeypox [here](#). The latest clinical guidance and an FAQ also can be found on the intranet. ■

**ENGAGEMENT**

## 'Of the Year' Award Recipients Congratulations to Our Winners!

It is with great pleasure that UI Health recognizes the people who have been selected as the 2022 Physician, Resident/Fellow, Advanced Practice Provider, Employee of the Year, and new this year: Joseph V. Abraham Leadership Award!

These providers and employees continuously put patients first, collaborate with other departments, respect their peers, and personify the core values of our mission at UI Health. ■



**2022 Physician of the Year**  
**Jeffrey Jacobson, MD**  
 Director, Medical Intensive Care Unit



**2022 Fellow of the Year**  
**Samantha Chirunomula, MD**  
 Fellow, Addiction Medicine/ Infectious Diseases



**2022 Advanced Practice Provider of the Year**  
**Melissa Duckett, DNP, APRN**  
 Nurse Practitioner, Cardiology



**2022 Employee of the Year**  
**Desiree Salgado, PTA**  
 Physical Therapy Assistant  
 Rehabilitation Services



**2022 Joseph V. Abraham Leadership Award:**  
**Ronda Dinwiddie**  
 Information Services Supervisor  
 Imaging & Diagnostic Services

ENGAGEMENT

## 12th Annual Quality & Safety Fair

### CALL FOR POSTERS

Showcase your initiatives at the Quality & Safety Fair



The Quality & Safety Fair is an opportunity to share improvement projects, research, and innovative ideas for patient care with your colleagues in the hospital, clinic, or college! For details, visit [QualityFair.UIHealth.Care](https://QualityFair.UIHealth.Care)

Has your team, department, or unit made substantial gains in patient care?

Have you designed an innovative technique to improve clinical performance or participated in a research project?

#### SOME POSTER CONTEST TOPICS:

- Process Improvement
- Clinical Practice Improvement
- Infection Control (CLABSI; *C. diff*; SSI; Colon and TAH)
- Patient Experience/Satisfaction  
(Nurse Communication, Discharge planning, Care Transition)
- Hand Hygiene
- Retained Foreign Objects
- Medication Safety
- Employee and Patient Safety
- Research-Related Work

#### Submission Deadline: Oct. 19, 2022

Want to submit your poster? Not sure about your poster topic? Want more information or have a question? Email: Priyanka Nasa at [pnasa2@uic.edu](mailto:pnasa2@uic.edu), or call 312.996.2367.

#### LOCATION: UI HEALTH

Suite 1300, Conference Rm

Award Ceremony 12:00 pm to 1pm

**Winners will receive cash prizes which can be used to book a conference, buy educational material, or for other department use.**

