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Hospital & Clinics | February 2023

#UI Health | ••



Building on our Accomplishments: Setting the Stage for 2023 Successes



Addressed boarding issues with bed improvements SUMMARY STATEMEN practices 3-29



Developed structure to support clinical process



Focused on QST to drive accountability around best



Launched the Social **Determinants** To maintain and enhance its essential role in the community and State, UI Health recognizes its ability tof Health d be its clinical capacity and its quality outcomes. These principles will drive strategic initiatives and positioning.

Submitted our application for Magnet®

designation!



Opened the **Specialty Care Building and** 55th/Pulaski clinic.

CURRENT & NEAR-TERM INITIATIVES

Quality and Safety Transformation

- Maintain all External Accreditation and Benchmarking Requirements

Open and optimize new/renovated locations

- · Specialty Care Building
- Welcome Atrium
 55th & Pulaski
- · Dietary and Cafeteria Services
- ADA Rooms
- Sterile Processing Services

Achieve perioperative service efficiencies

- Main Hospital Operating Room
- · Outpatient Surgery Center

Determine and Design Capacity Improvements

- Implement Telehealth Strategy
 Implement and Expand Bed Geography Initiative

Achieve Magnet Status Designation

Implement an Automated Acuity System

Optimize Epic use and Information System resources

Implement activities to promote staff wellness

Advance health equity for UI Health patients

Advance diversity, equity, inclusion and belonging in the workforce

Evaluate physical infrastructure

- · EEI Building
- Parking Garage
- · Cancer Center
- Clinical Decision Unit and Emergency Room Expansion

Develop approaches for Advance Clinical Programs designated for Strategic Focus • Advanced/Robotic Surgery

- Cancer Services
 Cardiovascular & Pulmonary Diseases
- Neurosciences
- Orthopedics & Spine

KEY PERFORMANCE OUTCOMES: FY23 STAFF MEASUREMENT

Metrics by which all staff are measured and held accountable

Organization-level Metrics

- Reduce Adverse Patient Safety Events
 Reduce Adverse Staff Safety Events
- Improve Inpatient Hospital Experience (HCAHPS survey results)
- Improve Outpatient Clinic Experience
- (CAHPS survey results)
- Improve Net Revenue

Manage Operating Costs

Aligned service lines of strategic focus with QST efforts.



Recognized for our high level of EHR maturity.

Our **Executive** Leadership Reflection Part 1 of 2

How We're Setting the Stage for a Successful 2023

In 2022, we opened our clinic at 55th & Pulaski and our Specialty Care Building & Outpatient Surgery Center (SCB) at the corner of Wood and Taylor Streets in the Illinois Medical District. We began new diversity, equity, and inclusion efforts for our organization, reached critical milestones on our path to Magnet® designation, and launched our Quality & Safety Transformation (QST). We made investments in our operations and infrastructure to provide better care and a more seamless experience for our patients.

It is on top of these accomplishments that we look to build new and continued successes in 2023. Here is the first part of our executive leadership reflection on successes from 2022, and what they are working to achieve in 2023. *More leader reflections to come in the March RoundUp!*

Tiesa Hughes-Dillard, DNP, MBA, RN, NEA-BC Chief Nursing Officer

I am proud to say in 2022 we submitted our application for

Magnet® designation! Not only did we submit our application, but we also aligned our Sources of Evidence with the 11 True North Metrics of our Quality & Safety Transformation. This alignment reiterates the fact that our Magnet® pursuit is not just unique to Nursing; it will establish UI Health among the few elite academic medical centers with the Magnet® designation, which is viewed around the world as the ultimate seal of quality, safety, and patient satisfaction.

Jon Radosta, MD, FACP Interim Chief Medical Officer

The CMO office is focused on our Quality & Safety Transformation, specifically with

the goal of driving accountability around best practices to become a highly reliable organization. Provider wellness and efficiency also remain top priorities. We are working with our physicians to improve their ability to spend less time documenting and more time practicing; the more we decrease the administrative burden on our physicians, the more time they can spend caring for our patients.

We have expanded our clinical care footprint with the opening of the Specialty Care Building & Outpatient Surgery Center and the 55th & Pulaski Health Collaborative. As we settle into these spaces, we will work to improve efficiency not only in these new areas but across all our clinical care sites. We will continue to work on improving communication and setting more clear expectations around communication between providers and with our residents.

Scott Jones, FACHE, MHA
Chief Ambulatory Operations
Officer

The UI Health Ambulatory

Clinics had over 550,000 patient visits in 2022. There were two major accomplishments that improved our access to care and enabled us to see even more patients:

- We opened the 55th & Pulaski Health Collaborative, a multispecialty clinic in the West Elsdon/Gage Park community.
- 2. The other major accomplishment, of course, was preparing for, moving into, and successfully opening the new Specialty Care Building. The SCB operational planning process started a year before opening and included 20 groups with more than 150 staff participants; it has been very well received by our patients and staff.

Accomplishments Set the Stage (continued)

In 2023, we're continuing to focus on increasing access to see more patients in all our ambulatory clinics, both on- and off-campus.

> Rani Morrison Williams, MS, MSW. FACHE Chief Diversity & Community

The Office of Diversity & Community Health Equity spent 2022 working on foundational initiatives that we are very proud of. UI Health, for the first time, began formally acknowledging and celebrating various heritage and history months across cultures.

Health Equity Officer

The Committee for Anti-Racism & Equity reviewed and revised several existing policies. In addition, the Committee contributed to new policies regarding gender-diverse patients and an upcoming policy addressing discriminatory patient requests. Inclusion was adopted as an ICARE value with accompanying behavioral standards. With the help of Nursing and Health Social Work, we piloted pronoun buttons, which now have launched throughout the Hospital & Clinics.

In collaboration with the College of Medicine, we offered "Bias Reduction in Internal Medicine" training to UI Health leaders as the first foray into regular implicit bias training, which will launch across the institution later this year. The ODCHE's primary focus in 2023 will be continuing the successful launch of Social Determinants of Health (SDOH) screening for our patients, piloting transportation options for outpatient care, and launching the UI Health Inclusion Calendar, so we all can be well informed on the various observances, recognitions, and special dates that are important to our diverse staff, faculty, and patients.

Shelly Major, PhD, MBA, RN, **NEA-BC, FACHE** Chief Clinical Operations

The Clinical Operations

Departments last year focused on developing structure to support clinical process changes to achieve sustainable patient care and quality outcomes. We have partnered with our physician leaders to support the Quality & Safety Transformation. Some highlights include:

- Implementing Red Rules in the Operating Room areas
- Implementing the SANDPO (preprocedure verification) Epic tool prior to Operating Room procedures
- Refocusing a plan on patient throughput and bed capacity-enhancement initiatives utilizing case management strategies (7E Bed Geography Project, Length of Stay, 48 Hour-Observation status review, ED patient overflow in the SSU)

In 2023, we will continue to partner on the QST in the perioperative areas (to improve efficiency, timeliness, and overall quality), Enterprise Imaging opportunities (clinical imaging), Length of Stay initiatives and always working to support caregivers caring for patients (from pharmacy, lab, & therapy departments).

> **Audrius Polikaitis, PhD** Chief Information Officer As recently as five years ago, UI Health was falling behind other peer health systems in

regard to healthcare information technology (IT) systems capabilities. But the successful 3i Project and the associated investment into the Epic electronic health record (EHR) platform has allowed us to surpass many other institutions. We now have a contemporary health IT infrastructure,

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Accomplishments Set the Stage (continued)

enabling modernized workflows, with a proven track record of benefits. We have become nimbler in expanding and optimizing our care delivery processes, have more effective revenue-cycle solutions, and engage our patients using digital health tools.

In 2022, UI Health was recognized by the Health Information Management Systems Society (HIMSS) as having the highest level of EHR system maturity (Level 7) in both our inpatient and ambulatory environments. Nationally, just 7% of hospitals and clinics have achieved designation. These efforts set the stage for exciting improvements and initiatives in 2023, including genomics and genetics; digital health; customer relationship management (CRM); patient and fetal monitoring; provider on-call scheduling; and modernization of our clinical imaging environment.

> Janet Lin, MD, MPH, MBA Associate CEO, Strategic Integration & Partnerships

In this new role, I have been steering partnerships and

changes that support the needs of the Hospital & Clinics and College of Medicine to help both achieve their strategic priorities. Among our progress this past vear has been:

- The 5NW Bed transformation.
- Implementing a hospitalist service and facilitating the 7E bed-geography pilot.
- As part of the Partnership for Pediatric Care, continuing the work with the Department of Pediatrics to improve integration between UI Health and Cook County Health.
- Cultivating external relationships and partnerships to address longer term healthcare enterprise needs.

My guiding principle for these activities is: How do we improve access for our

patients, and what can we do better to be better? I look forward to ongoing engagement throughout this year.

> Paul Gorski, MPH Associate CEO, Strategic Service Line Management

Part of my new role is expanding the scope and

influence of certain service lines of focus, in alignment with our strategic plan.

A few achievements of note:

- Demonstrating longevity of successful patient outcomes from a local and regional perspective, such as the multiple awards UI Health received this past year from the American Heart Association and American Stroke Association recognizing us as a top performer in delivering highquality, time sensitive care to our most acute patient populations.
- Developing an Epilepsy Surgery & Minimally Invasive Neurosurgical Program. This is a new service that will bring additional specialized care to the communities we serve. This program will be able to provide surgical options to patients that were once considerable inoperable.
- Aligning designated service lines of strategic focus with our QST efforts. This will ensure that organizational quality actions are imported into each area of strategic focus in a uniformed manner to deliver the results as defined by QST.
- Developing clinical program assessment tools that will assist the organization in evaluating service line opportunities that maximize:
 - growth of programs
 - achieving the highest quality standards
 - cost stewardship across the care continuum.



Quality & Safety: Our Fundamental Commitment

At the beginning of 2022, we presented the many aspects of our strategic plan for the coming several years. It described certain actions and initiatives we were going to embrace as a part of shaping our future. However, it was clear to all involved with this strategic plan development that quality and safety must be the primary underpinning of all of our future focus. It remains clear that it is one area that all of us must channel our energies and actions throughout 2023 and beyond. Every initiative, every committee, every project must embrace and be supported by the infrastructure that we are building as a part of our Quality & Safety Transformation, or QST.

Just as the 3i Project brought us the disciplines and capabilities that came with our new electronic health record infrastructure (Epic), the QST also must put in place the capabilities and infrastructure to support and maintain best practice quality and safety processes and protocols. When we introduced the QST to our organization last July, we spoke to the long-term, high-level goals of this endeavor:

• We are transforming all areas of UI Health to bring sustainable processes that will

- support outcomes and excellent experiences to our patients, staff, and visitors.
- In doing so, we are redefining what Safety and Accountability mean at our organization.
- The Quality & Safety Transformation will encompass all areas of UI Health with the evidence-based the tools, systems, resources, and protocols that will help us achieve our 5-year goal to a 5-star rating.

We established True North Metrics (see sidebar, p. 6), the quality measures we're strategically focusing on this year to improve our CMS Star Rating performance in future scorecards, and we assembled task force groups and quality committees to shepherd and track our improving process changes and controls. It is these process changes and controls that are the critical activity required to support achieving and sustaining high-level performance. We also are transforming leadership in a way that supports a better understanding of the necessity of having accountability and clear definition of responsibilities as the fundamental ingredients to achieving these goals.

With the infrastructure in place, it's time for all of us to commit to the activities of the QST. Our future success requires high performance in quality and safety processes today — and every day. The work and processes each of us accomplish throughout each day must all be done to our quality standards, every time. This is what it takes to function at a highperformance level. It is doable — many organizations we consider peers are doing it - we owe it to our patients to do it as well.

You will begin to see and hear more, and more regularly, about the QST. You will see it on digital signage and screensavers throughout the Hospital & Clinics. On the intranet, and in your inbox. And most importantly, from your leaders in meetings.

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QST: Our Fundamental Commitment (continued)

It is incumbent on all of us to talk about our Quality & Safety Transformation expectations and resource needs in our rounding, huddles, and team meetings. We must clearly set expectations, be accountable, be responsible, and reinforce our commitment to our performance-improvement changes.

Sustaining this effort requires discipline. It needs to be a constant in everything we do. It can start by asking at your next meeting: What is the Quality & Safety Transformation? Listen to the responses. Foster a discussion. What are the processes and actions being performed every hour, every shift that need to be adhered to completely and emphatically so that each patient has the greatest likelihood for the best outcome. Answer what questions you can. and bring new questions back to your director and team. Keep the conversation going. We can't learn what we don't discuss. And we can't achieve what we're not all continuously fully engaged with - today, tomorrow, next year and on.

With the full commitment of all UI Health staff, I know our Quality & Safety Transformation has the vigor to succeed.

FY23 True North Metrics FY23 True North Metrics will utilize 3i/Epic infrastructure, along with the QST infrastructure, as their foundation for improved supporting processes.

- CLABSI (Central Line-associated Bloodstream Infection)
- Hospital-onset C. Difficile Infection
- Surgical-site Infection: Colon, Hysterectomy
- PSI 90: Patient Safety & Adverse Events Composite
- Postoperative Respiratory Failure Rate
- Perioperative PE or DVT Rate
- Postoperative Sepsis Rate
- Retained Foreign Objects (RFO)
- Communication with Nurses
- Communication about Discharge
- Care Transition



UI Health Strategic Goals & Initiatives

Strategic Goals & Initiatives will utilize 3i/Epic infrastructure, along with the QST infrastructure, as their foundations.

- Achieve Magnet® Status Designation
- Maintain All External Accreditation and Benchmarking Requirements
- Develop Approaches for Advanced Clinical Programs Designated for Strategic Focus
 - Advanced/Robotic Surgery
 - Cancer Services
 - Cardiovascular & Pulmonary Diseases
 - Neurosciences
 - Orthopaedics & Spine
 - Transplant
- Open and Optimize New/Renovated Locations
 - Specialty Care Building & Outpatient Surgery Center
 - Hospital Atrium
 - 55th & Pulaski Health Collaborative
 - Dietary & Cafeteria Services
 - ADA Rooms
 - Sterile Processing Services
- Achieve Perioperative Service Efficiencies
 - Main Hospital Operating Room
 - Outpatient Surgery Center
- Determine and Design Capacity Improvements
 - Implement Telehealth Strategy
 - Implement and Expand Bed Geography Initiative
 - Implement Automated Acuity System
- Implement Activities to Promote Staff Wellness
- Advance Health Equity for UI Health Patients
- Advance Diversity, Equity, Inclusion, and Belonging in the Workforce
- Advance Patient Engagement Activities

OPERATIONS

Bed Geography: Updates to 4W, 5NW, 7E

Determining and designing capacity improvements continues to be a strategic focus for UI Health. Through tracking efforts related to boarding issues, and the need to balance the variety of demands for our beds, we have identified opportunities to transform our bed geography to better meet our immediate needs and support our ongoing efforts related to patient safety and satisfaction.

As of Monday, Jan. 9:

- 5NW now is a dedicated adult Clinical Decision Unit (CDU). This will help improve the unit's efficiency.
- The previous space occupied by the CDU on 7E now provides additional adult inpatient beds to help alleviate excessive boarding in the Emergency Department (ED), Post-Anesthesia Care Unit (PACU), and Short-Stay Unit (SSU).

 Private beds for mothers and expectant mothers are on one floor — 4W.



These optimizations help us achieve the following goals:

- Provide the right level of care for our patients, at the right time, in the right bed
- Better meet our current inpatient bed needs
- Better support our staff caring for these patients
- Alleviate excessive boarding
- Improve patient isolation and privacy capabilities

Thank you for your continued collaboration and support as we implement these needed improvements to our care delivery.

NOW AVAILABLE: Uniform Social Determinants of Health (SDOH) Screening Tool



A new social determinates of health (SDOH) screening tool became available in Epic for inpatient use on Jan. 18. The tool will help us

better serve our patients as it provides a more complete view of their health and all the factors that impact it. By having a greater awareness and understanding of the barriers our patients face, we can better assess their health risks as part of our daily practice.

Patients who screen high risk in the areas of food insecurity, transportation needs, interpersonal safety, housing instability, or utility difficulties will be automatically referred to social work or care coordination for follow-up. Collecting this information on a greater proportion of our patients will allow us to provide better resources to address their needs. The tool is available for members of the patient's care team to view in the storyboard in Epic.

The SDOH screening tool is also currently deployed in the Emergency Department, Women and Children's Health, and Family Medicine. The expanded use of the tool provides a uniform process for screening all patients at UI Health.

New and current users of the SDOH screening tool will notice updated workflows and care coordination responses automatically built in. **Questions about SDOH screening at UI Health?** Contact: **Cotis Mitchell**, Director of Health Equity, mitchel4@uic.edu.

OPERATIONS



New Automated External Defibrillator (AED) Installed in Hospital & Clinics

In December 2022, new automated external defibrillators (AEDs) were installed at locations throughout UI Health.

Locations are outlined in the AED policy, which is available to view on the Intranet.

AEDs are used as rescue devices for cardiac arrest and analyze the heart for

abnormal rhythms and recommend shock when needed. The upgraded AEDs are designed to have an extended battery life, wi-fi activation, duallanguage support, audible metronome, and increased self-checks.

No specialized training is required to use an AED. ■

Security Reminder: Protect Your Login Information!

Cybercriminals use many tactics to trick us into granting them unauthorized access to our hospital systems and data. For example, cybercriminals may contact you pretending they are UI Health IT staff and ask you to take some action to ensure your account remains active.

INFORMATION SECURITY OFFICE

A SUBDIVISION OF THE INFORMATION SERVICES DEPARTMENT

Please remember, UI Health IT staff NEVER ask you for your password or ask you to respond to any DUO multi-factor authentication (MFA) request that is not the result of an access attempt you made.

Receiving a DUO MFA push, DUO code, or DUO phone call that is not the result of an access attempt you made is a good indicator your login information has been compromised. You must Immediately change your password and report the incident to the IS Help Desk by calling 312.413.7717. Security is Everyone's responsibility. It's not the job of just one person or group. Make sure you do your part every day!

We want to hear from you!

IS Education would like to hear your feedback about the Learning Home Dashboards.

The survey results will provide IS Education insights into how impactful the learning home dashboards are to our Epic users.

Take this quick 30 second survey and you will be entered into a drawing for UI Health swag.

If you are unsure what the learning home dashboards are, you can click **this link** to learn more about them.



Survey Link

https://uic.ca1.qualtrics.com/jfe/form/ SV_50jQbt4usktizc2

Survey QR Code



OPERATIONS

Watch Our Performance Improvement Education Session



As our Quality & Safety Transformation moves into the new year, we want to ensure that all

staff understand and are familiar with the structured framework and tools we are using on performance-improvement projects across the health system.

We encourage all staff to take some time to view this Performance Improvement Education Session.

The webinar provides:

- A high-level overview of performance improvement at UI Health
- Toolkits for Problem Solving/Root Cause Analysis, Action Planning, and Project Managements
- An introduction to the ADKAR Change Management Model.



Click on the image at left to view the video.

SAFETY & COVID UPDATE

Bivalent COVID Booster for Staff and Patients

Centers for Medicare and Medicaid (CMS) require the COVID-19 vaccine for healthcare workers. This requirement is unchanged at this time. However, those that have a vaccine exemption will no longer be required to test weekly. Testing for all healthcare workers will only be required based on exposure to COVID-19 infection, symptoms of infection, or part of cluster investigation of cases regardless of vaccination status.



The bivalent COVID-19 vaccine released in the fall of 2022 - is offered at UHS. This vaccine can be given as a single dose after any of the primary vaccine series (monovalent COVID-19 vaccine). It is recommended for all healthcare workers. If you have been

vaccinated with the bivalent vaccine outside of UI Health, please upload your vaccination documentation to the Employee Health Portal (Immuware).

Staff do not need an appointment to get the bivalent vaccine.

- UHS is open Monday Friday 7:00am - 4:00pm (excluding holidays)
- For more information, contact UHS at uhsclinic@uic.edu.

For Patients

Patients who would like to get the bivalent COVID-19 vaccine can schedule an appointment at one of our primary care, pediatric, or family medicine clinics. Patients can check their vaccination status and schedule appointment by logging into their MyChart account. For more information and a list of locations, visit Vaccine. UIHealth.Care. ■



SERVICE LINE UPDATES

UI Health Wood Street Pharmacy is Now Mail-Order

The Wood Street Pharmacy (840 S. Wood St.) transitioned to a mail-order-only pharmacy Nov. 30.

Patients can have their prescriptions transferred to home delivery by calling the pharmacy at **312.996.6887** and requesting to be added to the mailorder program. Patients can also pick up their prescriptions at other UI Health pharmacies including those located in the Outpatient Care Center and Specialty Care Building.

Convenient delivery of monthly prescriptions is offered through UPS,

USPS, and other secure courier services at no extra cost to the patient. Most



prescriptions are eligible for home delivery (mail order), except for controlled substances and over-thecounter medications. Transplant and oncology patients with antirejection medicines also may qualify.

For more information, visit pharmacy.uihealth.care.

RECOGNITION

IAC Echocardiography Accreditation

UI Health is proud to have been awarded the IAC Echocardiography
Accreditation for the past 20 years in recognition of our staff's long-term dedication to

providing our patients with the highest standards of echocardiography care.

This involves a rigorous evaluation process which takes place every three years including attention to safety, outcomes, and updated protocols and demonstrates our commitment to excellence in health care.



ENGAGEMENT

2022 Holiday Gingerbread House Contest Winner

Congratulations to the UHS team on their first place winning Gingerbread house entry!





ENGAGEMENT



UI Health recognizes Black History Month by proudly highlighting the achievements and contributions of Black Americans and those of African descent throughout history and in our community. UI Health employees share their ways of honoring the resilience, knowledge, and creativity of those

who have contributed so much to our community and nation.

Visit Celebrate.UIHealth.Care.

Interested in being highlighted during our cultural and heritage celebrations? Email uihealthdiversity@uic.edu.

OPERATIONS

The New Hospital Atrium Is Now Open!



The new Atrium includes public/family seating; registration and check-in; security station; and a large contemplation space.

✓ ENGAGEMENT

2022 Miracle on Taylor Street

UI Health celebrated its 27th annual Miracle on Taylor Street employee holiday gift drive Dec. 9!

This year, we had 99 departments sponsor 42 families with 361 individual gifts. Additionally, we received 17 walkin gifts and 72 "extra" gifts for 450 total gifts!

We are extremely proud and grateful to our staff for supporting our partner community organizations:

- Chinese American Service League
- Teresa's House (Deborah's Place)
- Missionaries of Charity
- Mujeres Latinas en Accion
- Neopolitan Lighthouse
- New Hope

Special Thanks to UI Health staff who help make Miracle on Taylor Street possible:

- Information Services: Phil Johnson, Dharmesh Desai
- Community Relations: Juan Pablo Mosqueda

- Volunteer Services: Kinga Mateja + 23 student volunteers
- Central Management Stores: Jonathan Lopez, George Banks, Julian Sangas, Trista Banks
- Shipping & Receiving: Angelo Rivera
- UIC Police: Capt. Eric Hersey, Sgt. Terry Williams, Stanley Grice (Captain of Admin. Services), Officer Jarrett Mister, Lt. Justine Wooden; Patrol Operations; Admin. Services
- College of Pharmacy: Michael Cummings, Alcina Tejeda
- Marketing & Strategic Communications: Eric Pitt, Tim Schulte, LaNeysha Campbell, Caroline Kjos, Hoss Fatemi, Sophia Barish, and the rest of the Department
- Special thanks to participating members of Leadership: Rani Morrison, Chief Diversity & Community Health Equity Officer, and Sheila Cook, Chief Experience Officer

We thank everyone for their contributions in making this another successful year!









More photos of the event on **Photoshelter** and **Box**.



ENGAGEMENT

Wellness Tip of the Month

Work Wellness Resolutions

The new year offers a fresh start, an opportunity to try new ways of doing things. You may have made a resolution for your personal life, but have you made a resolution for your work life?

Here are some ideas:

- Try a new option in the cafeteria for lunch.
- Reach out to a leader or professional whose career you admire. Ask them about how they got to where they are and any advice they may have for your career path.
- Set a calendar reminder at the end of every week to send a recognition to someone who really helped you out that week.

Thanks for your help!

• Pick out a new audio book to listen to your commute home.

What is your work wellness resolution? Send your ideas to engageuih@uic.edu. We'll randomly select a winner for a fun prize!

Brave the Shave: St. Baldrick's Event — Feb. 17

Be a hero for kids with cancer!

Hospital Private Dining Room A Friday, Feb. 17 from 8 - 10 am

Visit <u>StBaldricks.UIHealth.Care</u> to sign-up to be a shavee or find out more ways you can support and volunteer!

Questions? Contact: Dana Thornquist <u>danatho@uic.edu</u> or Dee Foster <u>fosterdo@uic.edu</u> •





