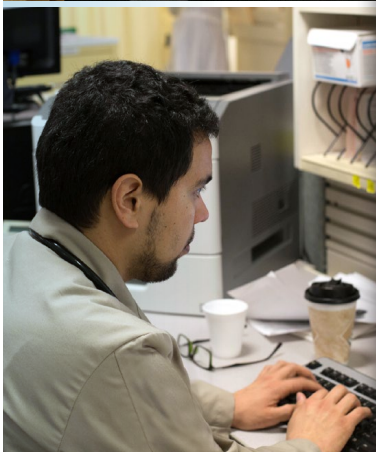
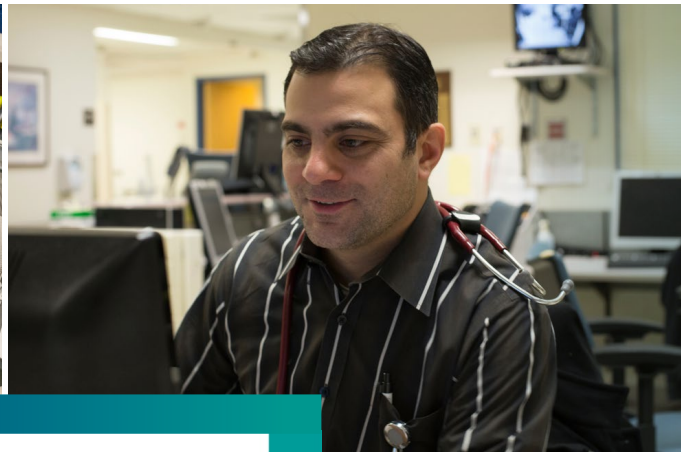
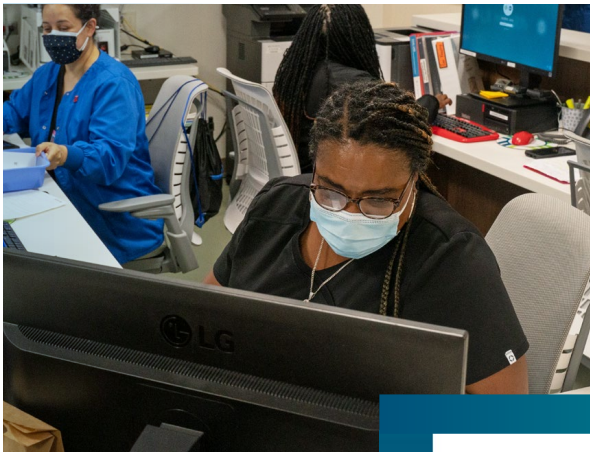


ROUNDUP

UI Health | 

Hospital & Clinics | April 2023

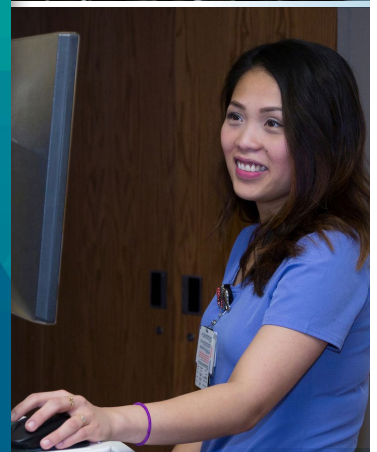
Your Answers Inform Actions: Take the Engagement Survey!



**YOU ARE
AN AGENT
OF
CHANGE**

**Employee & Practitioner
ENGAGEMENT SURVEY**

Take the Employee &
Practitioner Engagement Survey
April 17 - May 14



2023 Engagement Survey: Your Answers Inform Actions!

Employee engagement is defined as how much an employee is committed to helping their organization achieve its goals. Engagement is demonstrated by how these employees think, feel, and act, in addition to the emotional connection staff feel toward their organization. But as a place of healing, how employee engagement truly is measured at UI Health is through our outcomes.

The Press Ganey Model of Engagement shows high-performing organizations are driven by engaged work forces:

- Engagement lowers turnover and absenteeism.
- Engaged employees are more likely to receive top performance scores.
- Engaged employees are more likely to highly grade patient safety.
- Engagement scores are positively correlated with higher patient satisfaction scores like Hospital Consumer Assessment of Healthcare Provider and Systems (HCAHPS).

Better employee experience means better patient experience. Better patient experience means better health outcomes. As such, we can point to staff engagement as a critical component of our Quality & Safety Transformation. *Engagement > Experience > Outcomes*

We survey our staff — you — to get insight into values, benchmark ourselves across the healthcare section, and identify improvement opportunities. We capture a reflection of a specific point in time, so we can look back at where we were and how we've improved.

In fact, we can look to several initiatives at UI Health as being directly informed by the findings — your feedback — from our Engagement Survey.

Diversity, Equity, & Inclusion Activities

In recent years, we established the Office of Diversity & Community Health Equity, put a significant focus on recognizing and celebrating cultural heritage months, and began capturing patients' Sexual Orientation & Gender Identity (SOGI) information in Epic. In 2022, our Diversity Index saw one of our largest engagement increases over 2021, including indicators like *UI Health does not tolerate bias against LGBTQ employees and Clinical staff are provided training on LGBTQ patient care.*



Safety & Security

Our Safety Culture Index in 2022 also was an improvement over 2021. Activities throughout the past year include:

- Security & Safety Town Halls

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

2023 Engagement Survey: Your Answers Inform Actions! (continued)

- Monthly meetings for the ED Workplace Violence Prevention Committee and Hospital Workplace Violence Prevention Committee
- Dedicated security-recruitment events and new permanent security personnel
- Implementation of Evolv Express® AI-based touchless security screening

Executive Leadership Structure

At the beginning of 2022, we introduced changes to our executive leadership structure to establish new roles to drive strategic priorities and add greater diversity and representation among our leadership group. In our 2022 survey, feedback on our leadership indicators showed the highest increases, including *Senior management's actions support UI Health's mission and values* and *Senior management provides a work climate that promotes patient safety*.

As proud as we are of these indicators and actions, there remains areas to improve. Our lowest performing items on the 2022 Engagement Survey (compared to national academic health center averages) were related to quality and safety

- I would recommend UI Health to family and friends who needed care.
- There is effective teamwork between physicians and nurses at UI Health
- UI Health provides high-quality care and service.
- Communication between physicians, nurses, and other medical personnel is good at UI Health.

These areas are directly tied to QST True North Metrics. As we work to improve these metrics, we will improve outcomes and experience, and we will improve our own engagement with the organization.

Your answers inform actions.

The Employee & Practitioner Engagement Survey is now open! Your participation is important because your answers inform our actions. When we hear from you, we can take steps to improve the environments in which we provide care, which improves the care we provide, which improves outcomes for our patients. Thank you for helping us to do the best for our patients.

Take the Survey. ■

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MIKE'S CORNER

Continuity in Transition

As the Hospital moves through certain leadership changes, the constant orientation of all involved is to maintain continuity and momentum related to our various initiatives and actions. The continued efforts to transform our quality and safety processes; workplace violence prevention; improving performance and redesigning our main operating room environment; enhancing our inpatient bed capacities/utilization; and the continued enhancement of our diversity and inclusion efforts for our patients and workplace colleagues are just a few of the important initiatives needing continuation. These initiatives are vital for our future successes.

Last month, we had our triennial Joint Commission survey. As always, this is an anxious time for all of us. It is important for me to share with everyone the positive comments made by the seasoned survey team at the exit conference of the survey week. These comments were nothing but complimentary of all staff with whom they engaged. Positive attitudes, engaging, interactive, knowledgeable of what they were doing and why they were doing it, knowledgeable of Epic usage better than any other Hospital they had surveyed, were just an example of their comments. Although they did

have some findings that we will need to work on, the issues noted are all reasonable and actionable. Their final comment described how proud everyone should be — UI Health is certainly a special place.

It is my estimate that this was my 14th Joint Commission survey experience during my career. Of all of these surveys, this was by far the best one I have experienced. Hearing the summary comments by our survey team helps put in perspective all of the difficulties every one of us deal with and handle every day. These efforts are making a difference that is recognizable. My thanks to everyone for being so recognizably special! I have known you are special — this validation only makes this recognition more meaningful.

Over the course of the past five years, we have put in place many critical aspects of infrastructure. The Epic implementation, new expanded facilities, patient experience activities, cafeteria services, and many more successes that position UI Health to become something even more important to the city of Chicago and the state of Illinois. With continuity of effort, I know there can be many more advancements and achievements, helping UI Health become something even more special. Thank you for your special efforts in the past and present. And now — more importantly — in continuing them into a bright future.

Mike

OPERATIONS

April RFT, TB Testing Dates

Respirator Fit Testing (RFT) and TB Testing will be available to eligible UI Health clinical providers throughout the month of April at various locations. Check the [Employee Health Portal \(Immuware\)](#) or the intranet for the complete April calendar. Appointments are strongly encouraged. Walk-ins are welcomed at UHS after hospital on-site hours.

Immuware will send individual notifications to required employees. Per UI Health policy, all required Hospital & Clinics staff must conduct these tests by May 31 to remain



compliant; testing completed after Oct. 31, 2022, is considered compliant for this program year. Additional testing dates will be available in May (schedule and location TBD). ■

OPERATIONS

SCB Achieves LEED Gold Certification

The Specialty Care Building & Outpatient Surgery Center has been awarded Gold certification by LEED, the green-building rating system developed by U.S. Green Building Council. To achieve LEED certification,

a project earns points by adhering to prerequisites and credits that address carbon, energy, water, waste, transportation, materials, health, and indoor environmental quality. LEED-certified buildings save money,



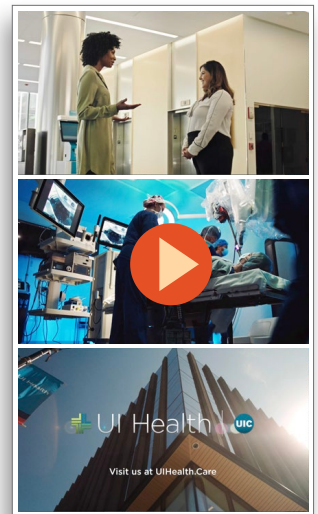
improve efficiency, lower carbon emissions, and create healthier places for people, and they are critical to meeting Environmental, Social, and Governance goals, enhancing resilience, and supporting more equitable communities. ■

OPERATIONS

Spring Media Campaign: *A Healthier Future Starts Here*

UI Health's spring media campaign promoting the new Specialty Care Building & Outpatient Surgery Center launched March 20! The integrated marketing campaign features television and radio commercials (English and Spanish), out-of-home ads (billboards, CTA), magazine ads, and more.

The 12-week campaign will run into June. We're thrilled to be showcasing our new facility and excellent providers and staff to all of Chicagoland! ■



IS Application Portal Enhancements Coming Soon

The IS Application Portal will be receiving new enhancements in May. The new changes will provide accessibility to your favorite applications from the Home icon, and users will need to become accustomed to clicking the magnifying glass to search. In the current state, all applications are shown by default, but the new enhancements will default to your favorite applications only. Please start saving your favorites now. [Scan the QR code to watch an instructional video on how to save favorites.](#) ■



QUALITY & SAFETY TRANSFORMATION

QST Intranet Site



[Our Quality & Safety Transformation intranet site is now live!](#)

Awareness and engagement with the QST are what drive the performance-improvement activities that create excellent outcomes and experiences for our patients. On the new site, you'll find our QST Newsletters, Leader Guides, Safety Stories, Presentations, and more, to stay up to date on our progress.

We're continuously looking for ways to improve how and where we communicate about the QST, and having the most recent and pertinent info easily accessible is an important part of that. The [QST site](#) is accessible from a tile on the intranet homepage and can be found under the Hospital Resources > Administrative menu. ■

OPERATIONS

Leader & Employee Performance Year-End Review Process Begins May 22



Get Ready for the EMPOWERS Launch: May 1

UI Health is combining our talent and learning management systems into one platform, EMPOWERS. This new system will launch May 1 and replace PeopleFluent.

Key dates and actions

- April 26 End of access for PeopleFluent LMS**
All learning and education should be completed within PeopleFluent to be marked as completed on your transcripts.
If module/content is not marked as completed, you will be re-enrolled and will need to start the module/content from the beginning in EMPOWERS.
- May 1 EMPOWERS system launch**
All continuing staff and new hires will have access to EMPOWERS.
- May 1-17 EMPOWERS System Training starts**
For a full listing of training times and access to additional resources, visit the EMPOWERS page on the employee intranet.
- May 1-19 Leaders should review their FY23 Goals in EMPOWERS** and edit/update, if needed, to ensure accurate final goals will feed into the performance evaluation form.
- May 22 FY24 Performance Evaluations launch in EMPOWERS**

EMPOWERS Training Sessions

Monday, May 1	11 am - 12 pm
Wednesday, May 3	4-5 pm
Friday, May 5	10-11 am
Tuesday, May 9	12-1 pm
Wednesday, May 10	8-9 am
Wednesday, May 17	12-1 pm

EMPOWERS is designed to be supportive of existing staff and leader expectations and actions, not additive. The platform offers greater features for staff and leaders, ultimately empowering you to take control of your career, growth, talent and learning at UI Health. ■

SECURITY/WORKPLACE VIOLENCE

Epic Patient Record Flagging

To assist with patient and staff safety, Risk Management now can add a Patient FYI Flag to a patient’s chart if they are displaying either violent or disruptive behaviors. UI Health staff can view these flags within Epic, so they are aware of potential unacceptable/disruptive behaviors from a patient.

Patient Flags & Workflows

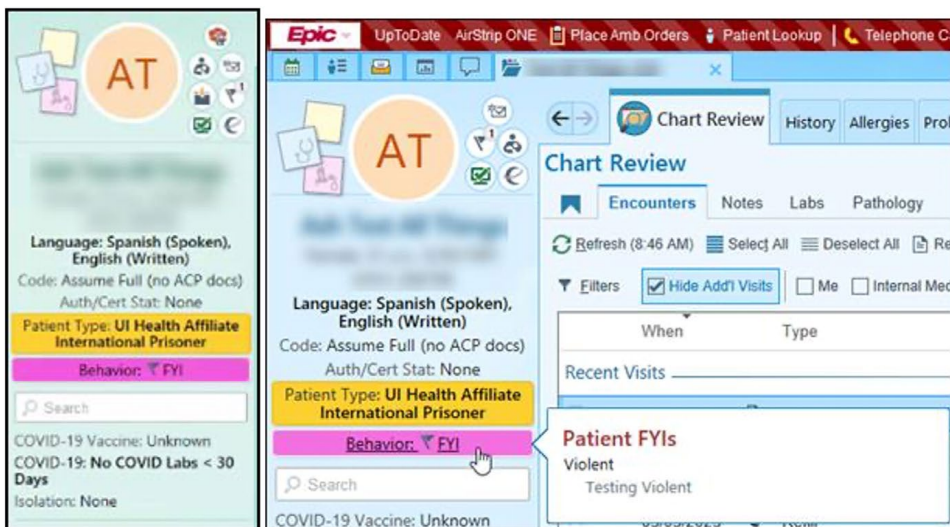
The Behavior Column will appear on the Department Appointment Reports (DAR) and Multi-Provider Schedule (MPS) displaying one of the following icons. Staff can hover over these icons for additional information or double-click the icon to review the Patient FYI Flag.

- If you have a customized or specialized DAR or MPS, you may need to manually add the Behavior Column.
- If present, the Behavior FYI Flag will display on the patient’s Storyboard. Staff can hover over or click the alert for additional information.

Behavior	Behavior Column & Icons on DAR & MPS
	This patient has particular Disruptive Behavior notes. Double-click the icon to review the Disruptive Behavior FYI Flag.
	This patient has particular Violent notes. Double-click the icon to review the Violent FYI Flag.
	Violent/Disruptive Behavior: This patient has BOTH a Violent AND Disruptive Behavior FYI Flag.
	Violent/Disruptive Behavior: This patient DOES NOT have any Violent or Disruptive Behavior FYI Flags.

The Importance of this Safety Update

Under certain circumstances, Risk Management will place Violent and/or Disruptive Behaviors FYI Patient Flags on a patient’s chart in Epic. The Department Appointment Report (DAR), Multi-Provider Schedule (MPS), and the patient’s Storyboard will display Violent/Disruptive Behavior FYI alerts for clinical and clerical staff, so they are aware of potential unacceptable/disruptive behaviors from a patient. Each situation is fact-specific, and determination of appropriateness is determined with Risk Management.



(continued next page)

SECURITY/WORKPLACE VIOLENCE

Epic Patient Record Flagging (continued)

Operational Impacts

- PRFs are utilized to promote safety for patients, employees, and visitors.
- PRFs serve as an advisory to alert staff to a potential risk for violence or disruptive behavior.
- Workplace Violence Prevention Committee is responsible for:
 - Reviewing and assessing violent or disruptive patient behavior every six months or when risk factors change significantly.
 - Recommending discontinuation or removal of a PRF.

Where to Learn More

- Please review the New Behavioral Column added to DAR Tip Sheet on your Front Desk Learning Home Dashboard for assistance on adding/removing columns on your DAR.
- Please review the Schedule QSG on your Outpatient Nurse & MA or Physician Learning Home Dashboard for assistance on adding/removing columns on your Multi-Provider Schedule (MPS).
 - Need help locating your Learning Home Dashboard? Access the Learning Home Dashboard Tip Sheet: <https://uofi.box.com/s/Oftei5vnfthlvb62gxfs4rlqqpsnr5l3>
- Intranet > Policies > Hospital Policies > Policy RI 1.03 Patient Record Flag
- For questions about Epic functionality, please submit a IS Self Service Ticket using the IS Self Service Portal (<https://uic.service-now.com/sp>) and the IS Education team will follow up with you.
- For questions about operational policy, etc., please contact Risk Management. (<https://intranet.uimcc.uic.edu/RMPS/SitePages/Home.aspx>). ■

SECURITY/WORKPLACE VIOLENCE

Hospital ID Badge Updates

Human Resources has identified opportunities to update processes in the Hospital ID Badge Office to better meet the organization's immediate needs and support our ongoing efforts related to patient safety and satisfaction.

Already-implemented improvements include:

- **Preferred Name:** UIC employees now can update their Preferred Name in [My UI Info](#) and have this change reflected on their Hospital ID Badge. Preferred

Name usage must be aligned with [University Policy](#) and is subject to approval by Administration.

- **Last Initial:** For staff safety, the last name has been removed from the new Hospital ID Badges. Only the first initial of the Last Name appears on the Hospital ID Badge for all staff, except physicians.



SECURITY/WORKPLACE VIOLENCE

Hospital ID Badge Updates (continued)

Upcoming changes to the ID Badge Office process include:

- **Badge Buddies:** A multi-disciplinary work group has implemented the use of Badge Buddies to identify specific employee groups. Information to Leaders regarding the distribution of Badge Buddies is forthcoming. Leaders will be asked to distribute Badge Buddies to the appropriate staff.
- **ICARE Cards:** UI Health is launching new ICARE Cards to be worn with the employee's ID Badge. The ICARE card contains our organizational and AIDET principles that staff are encouraged to use. ICARE Cards should be worn by all employees and will be distributed along with Badge Buddies to Leaders to share with their staff.
- **Electronic ID Badge Authorization Form:** HR will be updating the ID Badge Authorization Form to a

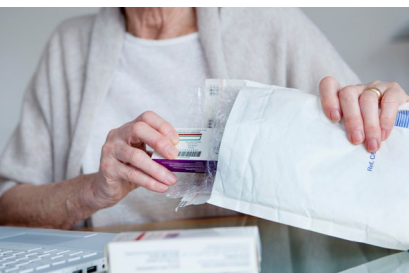
paperless system. Authorized individuals will complete electronic Hospital ID Badge Authorization Forms to be automatically sent to all necessary units – the authorizer, individual for whom the form is completed, and the Hospital ID Badge Office. Information regarding the Go-Live of the new electronic Hospital ID Badge Authorization Form will be shared with Leaders in the coming weeks.

- **ID Badge Policy Updates:** Updates to the Hospital ID Badge Policy (HR 3.05) are in process and will reflect the above changes, including but not limited to the use of Preferred Name, Last Initial, Badge Buddies, and more.

Overall, these updates to the Hospital ID Badge Office will help improve employee safety and identification and increase efficiency in the process of obtaining a Hospital ID Badge. ■

SERVICE LINE UPDATES

Mail Order Pharmacy Makes Getting Prescriptions Easy for Patients



UI Health's Wood Street Pharmacy fully transitioned into a mail order only pharmacy on Nov. 30, 2022.

UI Health patients can have their monthly prescriptions delivered directly to their home at no extra cost.

Most prescriptions are eligible for home delivery (mail order), except for controlled substances and some over the counter medications. Transplant patients with anti-rejection medicines or multiple

prescriptions may find this service particularly convenient.

To sign up for home delivery, patients can:

1. Contact the UI Health [Wood Street Pharmacy](#) at **312.996.6887** and ask to be added to the mail order program.

OR

2. Let their UI Health pharmacist or pharmacy representative know that they'd like to transfer their prescriptions to the mail order program. The pharmacy representative will then contact the Wood Street Pharmacy on their behalf, and they will receive a follow-up message in MyChart. ■

/// SERVICE LINE UPDATES

Clinical Ethics Consult: Resolving Conflicts, Achieving Goals of Care



that up with someone, and if so, whom? The Clinical Ethics Consultation Service is an ideal place to bring such questions. During a Clinical Ethics Consultation, a clinical ethicist will provide help to the clinical team and patient facing any type of ethical issue regarding patient care. A clinical ethics issue is one that results from a values conflict between any people involved in either the plan of care or delivery of care. As soon as you start wondering if a case would benefit from an ethics consult, feel empowered to reach out.

Every patient has the right to make their own decisions based on their own beliefs and values, and they may include family or friends in the decision making. Sometimes, the decisions of the patient might seem out-of-step with the goals of care. You may wonder if you should bring

To request a Clinical Ethics Consultation at UI Health, place an order in Epic or call 312.413.3805 (this method can be confidential). Thank you for promoting a safe and ethical culture at UI Health. ■

/// RECOGNITION

Milestone: 100 Outpatient Robotic Surgeries at Specialty Care Building



Members of the UI Health surgical teams celebrate the 100th outpatient robotic surgery at the Specialty Care Building.

UI Health celebrated performing its 100th outpatient robotic surgery at the Specialty Care Building & Outpatient Surgery Center (SCB) on March 20. The milestone procedure took place just six months since the SCB opened on UI Health's campus in the Illinois Medical District.

“The Specialty Care Building has made some tremendous strides with case volumes, especially with our use of robotics,” said Laura Hennum, associate chief ambulatory operations officer. “We’re proud to make this unique service available to our patients and communities, and we look forward to achieving more surgical milestones in our future.”

UI Health is one of the only hospitals in the Chicagoland area to perform robotic surgery in an outpatient setting. [Read more about this milestone](#) on the hospital website. ■

ENGAGEMENT

Gift of Hope Donate Life Month Event

UI Health and Gift of Hope, the organ- and tissue-donation network, shared the importance of being an organ, tissue, and eye donor at an awareness event April 11.

Dr. Evelyn Figueroa of Family & Community Medicine shared her personal experience as a living liver donor, and UI Health customer service representative Lorena Murillo shared her story of hope as a kidney recipient. Hospital & Clinics CEO Mike Zenn and Gift of Hope President Dr. Harry Wilkins, spoke about this life-saving gift, and Rev. Mark Lones, director

of Pastoral Care Services, concluded with a poem to honor, celebrate, and acknowledge those who participate in such selfless acts of kindness and compassion. Register your decision to donate today. To learn more about organ donation at UI Health, visit Transplant.UIHealth.Care. ■



Dr. Evelyn Figueroa, left, Gift of Hope President Dr. Harry Wilkins, and Lorena Murillo.



OPERATIONS

Illinois Medicaid Renewals Begin for Patients

Starting in May 2023, Medicaid customers in Illinois will need to renew their healthcare coverage. Patients who use Medicaid have had continuous coverage since the start of the COVID-19 pandemic, but Congress has ended the pause on annual eligibility verifications, known as redeterminations or renewals.



Patients who are Medicaid customers should visit abe.illinois.gov to:

- Verify their address
- Find their renewal due date
- Complete renewal.

Signage is posted throughout the Hospital & Clinics to remind patients. Information also is available at Medicaid.UIHealth.Care and staff resources are available on the employee Intranet. ■

RECOGNITION

2023 Award Nominations Now Being Accepted

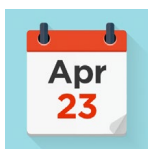
Nominations are now being accepted for the 2023 Award of Merit; Attending, Resident/Fellow, and Advanced Practice Provider of the Year; and the Joseph V. Abraham Leadership Award. To

nominate an employee, please download a [nomination form](#) on the intranet and submit it along with a minimum of two letters of support. Nominations are being accepted through June 16.

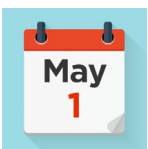
An announcement of the award recipients will be made in August. For questions, please contact recognition@uic.edu.



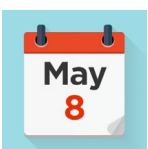
Upcoming Celebrations Weeks & Heritage Months



Patient Experience Week
April 23–29



Nurses' Week
May 1–5



Hospital Week
May 8–12

MAY HERITAGE MONTHS

Asian American & Pacific Islander Heritage Month

Jewish American Heritage Month.