

ROUNDUP

UI Health | UIC

Hospital & Clinics | September 2023

Our Vision for FY24

Exceptional Patient Outcomes
Quality & Safety Transformation



Engaging Culture
People

Ideal Patient Experiences
Service



Sustainable Future
Finance



Serving More Patients
Strategic Growth

GOALS: Our Focuses for FY24

Exceptional outcomes. An ideal patient experience. An engaging workplace culture. A sustainable future. While providing care for more patients.

This is our vision for Fiscal Year 2024 (FY24) and a true progression from our goals of the past year.

In FY23, our priorities centered on establishing the foundational infrastructure of our Quality & Safety Transformation (QST), our system-wide quality- and performance-improvement initiatives that touches all areas of care delivery and operations, and the activation of the Specialty Care Building & Outpatient Surgery Center (SCB). These were truly monumental achievements that are testaments to the commitment, dedication, and work of all UI Health staff.

For the next year, we're putting our efforts into maximizing the positive impacts of these investments for our patients and staff.

Here are the organizational priorities that will require the attention, engagement, and action of all of us in FY24.

QUALITY, SAFETY, SERVICE

The QST is our top priority, and we all must continue to contribute and be accountable to the True North Metrics that guide performance-improvement activities around infections, safety, and patient experience.

We will leverage integrated information infrastructure (3i) to improve everything in the clinical environment — documentation, scheduling, and more. This focus emphasizes our investment in the Epic system to improve clinician workflows and patient experience.

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

FY24 CURRENT & NEAR-TERM INITIATIVES

QUALITY, SAFETY, SERVICE

Exceptional Outcomes & Ideal Experience

- Quality & Safety Transformation (QST)
 - Improve performance and accountability related to infections, safety, and patient experience guided by our True North metrics
- Leverage and optimize Integrated Information Infrastructure (3i)
 - Ensure accuracy of clinical documentation
 - Implement automated acuity system
 - Implement provider on-call scheduling system
- Expand patient access and capacity
 - Decrease inpatient length of stay
 - Improve scheduling capabilities
- Optimize perioperative workflows in the Main Hospital & SCB Operating Rooms

STRATEGIC GROWTH

Care for More Patients

- Hospital Access Expansion Project
 - Behavioral Health Transformation Unit
 - Clinical Decision Unit
 - Emergency Department expansion
 - First Floor master plan
 - Oncology expansion
 - Sickle Cell Unit
- Develop plans for high-potential-growth services
 - Advanced Robotic Surgery
 - Cancer
 - Cardiovascular & Pulmonary Disease
 - Neurology & Neurosurgery
 - Orthopaedics & Spine
 - Transplant
- Expand parking access
- Determine future of EEI Building
- Support Cancer Center's NCI designation

FY24 ORGANIZATIONAL GOALS

Areas to be measured on annual performance evaluations

- Reduce adverse patient safety events
- Reduce adverse staff safety events
- Improve inpatient hospital experience (Press Ganey survey results)
- Improve outpatient clinic experience (Press Ganey survey results)
- Improve net revenue
- Manage operating costs

OUR PEOPLE

Engaging Workplace Culture

- Reduce workplace violence
- Elevate staff engagement and wellness
- Support Nursing's Magnet® status designation
- Build opportunities for Diversity, Equity, Inclusion, and Belonging

FINANCIAL PERFORMANCE

Sustainable Future

- Increase financial reserves to fund growth
- Optimize billing and collections
- Improve cost effectiveness of care
- Broaden philanthropic support

Focuses for FY24 (continued)

And with the SCB nearing a full year of operations, we're continuing to optimize the perioperative workflows in our Main Hospital and SCB operating rooms.

OUR PEOPLE

We want to attract and retain the best providers and staff. We will support this focus through investments in our safety and security infrastructure and workplace violence prevention; achieving performance benchmarks like our Magnet® status designation; and building opportunities for Diversity, Equity, Inclusion, and Belonging.

STRATEGIC GROWTH

To care for patients, we must grow our facilities and grow our services. The Hospital Expansion Project will create new and expanded units that will support our throughput goals.

Expanding high-potential-growth services also will increase their impact on our system. Along with actions like expanding parking access, this area is where we will set ourselves up for future success.

FINANCIAL PERFORMANCE

A successful future is one that is sustainable. Improvements in all financial areas — reserves, collections, costs, philanthropy — will help create this reality.

ORGANIZATIONAL PERFORMANCE

These are the areas we all impact and by which we all are measured in our annual performance evaluations. Like in past years, it is important that we are transparent in identifying these in our Goals structure, so we all work to positively impact these areas every day.

GOALS REQUIRE ACCOUNTABILITY

Above all, our accountability — individually and as an organization — will be the key driver in achieving our goals and performance targets in FY24. ■

VALUES

I — Inclusion

C — Compassion

A — Accountability

R — Respect

E — Excellence

The Strategic Imperative to be Accountable

For FY24, accountability is the primary value that will improve outcomes and achieve our goals.

We all must:

- Be accountable for adherence to all care processes
- Be accountable for the integrity of all information
- Be accountable for a safe care and work environment for all
- Be accountable for clear communication with everyone
- Be accountable for the presentation of a welcoming and professional environment for our patients and each other
- Be accountable for the successful execution of each of our responsibilities always

These accountabilities apply to all of UI Health. Achieving the sustained and improved outcomes that are our focus this year and beyond require the recognition of these accountabilities, both as individuals and an organization. ■

[Click here](#) or visit the intranet to view the FY24 Goals & Initiatives.





MIKE'S CORNER

The Imperative to Be Accountable

Since the summer of 2018, each year we have published our Goals & Initiatives to best ensure improvement of our long-term capabilities and future success. These Goals & Initiatives were specifically designed to establish organization-wide focus on these critical endeavors. They have strategically been adjusted each year thereafter, building on the growing momentum to achieve the many improvements we have accomplished.

Our annual goals provide foundational support for fulfilling our mission to advance health, improve the health of our patients and communities, promote health equity, and develop the next generation of healthcare leaders. Goal setting also assists us in directing our efforts so we can improve outcomes in quality, safety, service, operational access/throughput, and financial performance.

It has been our commitment to be concise about our immediate Goals & Initiatives while keeping strategic focus on the longer-term infrastructure optimizations that will be essential to our long-term success. Additionally, they have become the driver of our Key Result Areas (KRAs) measures

each year. These KRA measures cascade to everyone in the organization, making them pertinent to the work we do every day.

Embracing the ICARE Values — Inclusion, Compassion, Accountability, Respect, and Excellence — will continue to be the expectation of staff in our daily work. From this year forward, the importance and understanding of the Accountability Value — and its associated responsibilities — will be a constant theme. FY24 will be when we realize that accountability is the primary value that will improve outcomes and achieve our goals, as individuals and as an organization.

We have accomplished much together since FY18, using each year's Goals & Initiatives as our planning construct to determine our unified direction. Certainly, I am proud to say I have been a part of your achievements here at UI Health. Because of these achievements, it is a better place for our patients and communities.

So, again, let me close by saying thank you to all for your part in moving us to a vastly improved care environment in the present and request your efforts in continuing this path of improvement into an even brighter future. Please continue making a difference. ■

OPERATIONS

LGBTQ+ Trainings Now Available

For eight years, the [Human Rights Campaign's Annual Healthcare Equality Index \(HEI\)](#) has recognized UI Health as a "Leader in LGBTQ+ Healthcare Equality" for providing inclusive healthcare and policies related to LGBTQ+ patients, visitors, and employees.



We take great pride and strength in knowing that diversity is a key characteristic of our identity and the patients we serve. By treating all with respect and providing compassionate, quality care without discrimination, we can continue on our mission to advance healthcare for everyone and continue to embody our ICARE value of Inclusion.

We encourage all leadership and staff to participate in available trainings in LGBTQ+ patient-centered care provided by The Human Rights Campaign Foundation and the HEI Center for Affiliated Learning. Combined, these organizations offer over 60 different free, online, on-demand CME accredited training courses.

[Click here to register for Courses at The Center for Affiliated Learning.](#)

Please contact The CAL help desk for login questions at 212.261.4363 or calhelp@armsinc.org.

Facility ID: 55850

Security Keyword: HRC

Suggested Introductory Courses:

For Leaders: LGBTQ Patient Centered Care: An Executive Briefing Series

For All staff: Introduction to Your LGBTQ Patients Series

For Clinicians: Expanding LGBTQ Cultural Competency Series

[Click here to register for courses and/or download educational materials through the National LGBTQIA+ Health Education Center.](#)

Facility ID: 55850

Security Keyword: HRC

Thank you for your ongoing commitment to delivering exceptional and equitable care to our LGBTQ+ patients.

For questions, please contact the Office of Diversity and Community Health Equity at uihealthdiversity@uic.edu. ■

Save the Dates!

Flu Vaccine Kickoff! Sept. 26-27

Hospital Conference Room 1020. Visit the intranet for FAQs and for more information.



OPERATIONS

Scan the code to watch the video.



The update allows for web-based activities and workflows, and improved Epic updates and maintenance. [Watch the educational video and learn about our upgrade dashboard.](#) ■

Help Improve Our EHR: Take our Clinician-led Epic Survey

[Take the survey now through Sept. 15.](#)

Part of UI Health’s commitment to the Epic platform is continuously working to make our electronic health record system (EHR) best fit your needs and support the way you practice and deliver care. To better understand how you use the EHR — and how it could work better for you — we’re seeking your insights and feedback. We’ve created a survey with Klas Research/Arch Collaborative to help us benchmark the state of our EHR experience, especially as it pertains to your unique practice. ■

Vitalant Summer Blood Drives

Every 2 seconds, someone needs blood, and 1 in 7 people entering a hospital will need blood. UI Health has partnered with Vitalant in sponsoring a series of summer blood drives. It only takes about 15 minutes to donate blood. **Please consider donating at the last of our summer donation events:**

Sept. 26: 9:30 am – 2:30 pm

The Vitalant Bloodmobile will be set up at the walkway west of parking lot E at 820 S. Paulina St.

Registration is strongly encouraged. Call Vitalant at 877.258.4825 or visit vitalant.org and use code ORD0797B. ■



Infection Prevention Week, Oct. 15 – 21

Every UI Health employee plays a key role in the health and safety of our community by performing the basics of infection prevention: knowing and following our policies, communicating safety events, and working toward the True North metrics related to infections, safety, and patient experience. **Remember to:**

- **Clean your hands** with correct technique: a 20 second scrub covering all surfaces, including thumbs and fingernails.
- **Break the chain** of infection by keeping surfaces clean. Disinfect high-touch areas frequently.
- **Boost your own defense** against infection by getting vaccinated.
- **Follow isolation precautions** by wearing PPE (visitors and staff) properly (gowns and gloves that cover wrist) to prevent transmission of germs.
- **Use safe injection (and needle disposal) practices.** ■

OPERATIONS

Employee Assistance Program: We are Here to Help YOU.

A great thinker I admire said, “Work and relationships are one’s primary tasks”; another said, “Wherever you go, there you are.”

They were both right.

Love and work challenge us every day. And every day, we keep on keeping on, though some days it can seem harder to do so than others. We do everything differently now — how we work, how we interact, how we communicate, how we recreate. Changes crept up gradually, and then the pandemic compelled us to quickly make even more adaptations.

I am amazed every day at how resilient people and organizations can be when push comes to shove. Even when it’s difficult — especially when it’s difficult — I’m encouraged by what the human spirit can do.

It’s important to remember that social support is critical for us as we live, work, and love. The presence and reflection of others offers us perspective and help us to stay grounded.

Have you ever had days when you would have liked some support or someone to talk to?

Have you ever been confronted with a serious problem and didn’t know where to start?

Author: Geri Biamonte, MSW, LCSW
Employee Assistance Service



Did you know that a supportive listener is available to you right here at UI Health?

The Employee Assistance Program (EAP) is this type of resource. Licensed professionals Geri Biamonte, LCSW, and Marija Rzoska, LCPC, are available to all UI Health personnel for both in-person and virtual appointments.

Everyone struggles with something. For problems large or small, help is available. It would be our honor to help you to “keep on keeping on.” We invite you to contact us at 312.996.3588, and we will give you a timely callback. ■

SERVICE LINE UPDATES

Awards Recognize UI Health for Cardiac, Stroke Care

The American Heart Association/American Stroke Association (AHA/ASA) has recognized UI Health with two **Get With The Guidelines®** awards for its quality and commitment to providing effective care and treatment, using the most advanced procedures available, for stroke and heart failure, and with two **Mission: Lifeline®** awards for quality and commitment to providing rapid, research-based care to people experiencing a heart attack.

We received the following quality achievement awards:

- [Get With The Guidelines®-Stroke Gold Plus with Target: Stroke Honor Roll Elite](#)
- [Get With The Guidelines® Heart Failure Gold Plus Award with Target: HF and Target: Type 2 Diabetes Honor Roll](#)
- Mission: Lifeline® NSTEMI Gold
- Mission: Lifeline® STEMI Receiving Gold Plus

Read more on the [UI Health website](#). ■



UPCOMING EVENTS

Save the Dates!

- **Mike Zenn Celebration: Sept. 14**
- **Award Recognition Celebration: Sept. 19**

Additional details on these events can be found on the intranet.



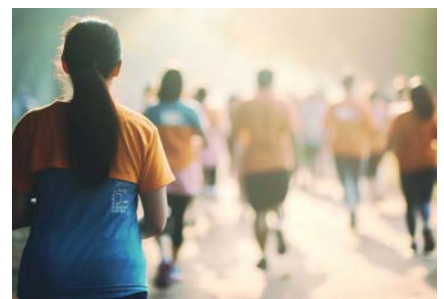
Employee Fall Fest: Oct. 25

Join us for a day of fall fun with a pumpkin decorating contest, fall treats, and more! Start working with your team on a theme for your pumpkin display!

More details will be available on the intranet in the coming weeks.

Rise to Shine Walk/Run Race Benefiting Chicago Lighthouse

Register now to walk/run in the Rise to Shine Race benefiting the Chicago Lighthouse, a leader in comprehensive vision care and social services, on Sunday, Oct. 22, in the Illinois Medical District. This all-inclusive family fun event is open to all ages and abilities. Join us for free food, entertainment, health screenings, and fitness challenges. To register or to learn more about the race and Chicago Lighthouse, visit chicagolighthouse.org. ■



ENGAGEMENT

Fun in the Sun Employee Party Recap

Thank you to the over 2,200 employees who came out to join us for our *Fun in the Sun* employee party July 27! Despite the heat, it was a huge success. Employees participated in games, raffles, and enjoyed a variety of food offerings from local food trucks. We had over 500 raffle prize winners who received a summer essential item, including beach towels, coolers, and sun visors. Winners were notified by email and prizes were delivered to department leaders.

Please be sure to save the date and join us for our 3rd Annual Fall Fest on Wed., Oct. 25. ■

