

ROUNDUP

UI Health | UIC

Hospital & Clinics | October 2023

Excellence in Care & Service

Our 2023 Annual Award Celebration



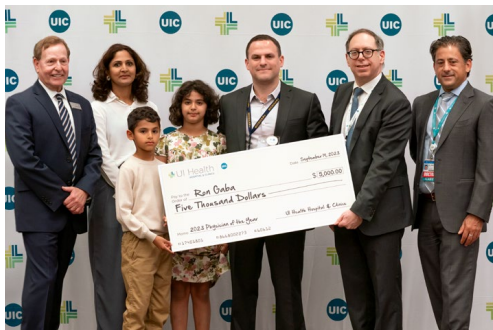
Excellence in Care & Service Our 2023 Annual Award Celebration.

Every year, UI Health recognizes attending physicians, residents/fellows, advanced practice providers, and employees who put patients first, collaborate with other departments, respect their peers, and personify the core values of our mission at UI Health.

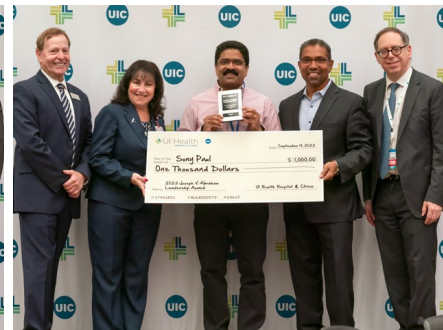
Our 2023 celebration, held in the Student Center West ballroom, had festive decorations, catered lunch, and both “bling” and monetary awards that emphasized UI Health’s gratitude. The humility and joy of our many nominees and award recipients made for a truly engaging event. ■



Employee of the Year
Ramona Rosa, Health
Information Administrator, Health Information Management



Physician of the Year
Ron Gaba MD, MS
Interventional Radiology



Joseph V. Abraham Leadership Award
Sony Paul, MRI Specialist
Imaging & Diagnostics Interventional Radiology



Resident of the Year
Lena Carleton, MD
Internal Medicine/Emergency Medicine Program



Advanced Practice Provider of the Year
Benoy George, DNP, APRN, PMHNP, LCPC
Health Social Work/Psychiatry



Providing brief introductory remarks for the various presentations were:



Dr. Barish
VCHA



Dr. Rosenblatt
CEO



Dr. Radosta
CMO



Dr. Shelly Major
CCO



Dr. Tiesa Hughes-Dillard
CNO

Mark I. Rosenblatt, MD, PhD, MBA, MHA

Interim CEO, University of Illinois Hospital and Clinics
 G. Stephen Irwin Executive Dean, College of Medicine
 Associate Vice Chancellor, Physician Affairs
 Distinguished Professor, Ophthalmology and Visual Sciences



Embarking on a Bright Future

Last month, I was privileged to begin my new role as Interim Chief Executive Officer of the University of Illinois Hospital & Clinics, in addition to my responsibilities as Executive Dean of the University of Illinois College of Medicine.

This appointment comes at a time of growing alignment and partnership between the Hospital & Clinics, the Office of the Vice Chancellor for Health Affairs, and the College of Medicine. These collaborations have helped create many of our recent successes at UI Health, including development of the Specialty Care Building, the care of our communities during the COVID-19 pandemic, and our adoption of EPIC through the 3i Project.

Prior to my transition into the Interim CEO role, the Hospital & Clinics announced additional updates to its executive leadership structure, including naming Scott Jones Interim Chief Operating Officer and Dr. Janet Lin Chief Strategy Officer.

These and other recent changes support and strengthen our executive leadership, align with current trends and practice in the healthcare industry, and help us set the stage for a bright future here.

I am grateful to Mike Zenn’s thoughtful and passionate leadership as CFO and CEO, which ushered in this transformative period for the Hospital & Clinics.

As we work toward the goals and initiatives we have set forth for the next year, I want to emphasize the importance of our Quality & Safety Transformation. Our patients and communities deserve exceptional care, exceptional outcomes, and an exceptional experience. Quality and safety are the foundations for all that our hospital does for our patients.

Each one of us impacts patient care in our own way, and we all must hold ourselves and our fellow members of the health system accountable to take the actions that will improve the quality and safety of the care we provide. The entire Hospital Leadership team and I understand how difficult it can be to make these profound and often complex changes, but we will work to provide the support that is needed as we fulfill our obligations to our patients.

Thank you for all you do to support these important efforts. ■

OPERATIONS

Updated COVID-19 Vaccines

As of Oct. 11, UI Health is offering the updated COVID-19 vaccine (2023–24 formula) to staff and patients. We are distributing the Pfizer-BioNTech vaccine.

Information for Staff

Updated COVID-19 vaccinations are offered free to employees working in the Hospital & Clinics, including physicians, pharmacy, police, security, and facilities management employees with a Hospital ID. This does not include agency workers or campus staff not working in Hospital & Clinics. The vaccine is recommended but not required, and it will be offered daily while supplies last. No appointment needed.

Staff Location Options

- University Health Service: Monday–Friday, 7 am – 4 pm (excluding holidays)
- UI Health employee flu vaccination locations posted on the UHS intranet site (daily while supplies last)

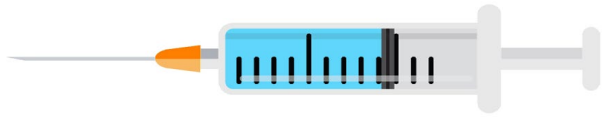
[Click here](#) to see the vaccination schedule.
[Click here](#) to complete your consent prior to the vaccination.

Celebrating Infection Prevention Week: Oct. 15–21

Thank you to all our infection preventionists for protecting the health and safety of our patients and staff.

Celebrate the fundamentals of infection prevention by:

- Practicing good hand hygiene
- Cleaning and disinfecting common areas and frequently touched objects
- Staying up to date on the latest vaccinations
- Properly wearing PPE
- Practicing injection safety techniques and protocols



Information For Patients

UI Health is providing the COVID-19 vaccine to patients at a number of primary care locations. A patient needs to have care previously established at the clinic to get the vaccine. Participating clinics include:

- [University Village Clinics](#)
- [Pilsen Family Health Center Lower West](#)
- [Primary Care Clinics at the Outpatient Care Center](#)
- [Center for Women’s Health](#)
- [Child & Youth Center](#)

An appointment is needed to receive the COVID-19 vaccine. Patient should call one of the above clinics directly or call 866.600.CARE to schedule a visit with one of our nurses. Patients should check with their insurance company to determine any out-of-pocket costs. Information for patients is available at [Vaccine.UIHealth.Care](#). ■

Visit the intranet for more information on Infection Prevention week: [Intranet > Departments > Infection Prevention](#) ■



OPERATIONS

New Hospital Patient/Visitor Identification System Coming Nov. 8

For the safety of our patients, visitors, and staff, we are implementing a new visitor identification system and check-in process starting Nov. 8.

All hospital visitors will be asked to provide a government-issued photo ID to receive a visitor badge when visiting for inpatient, hospital outpatient, or non-clinical visits. Visitor photos will be taken at the concierge desk when they arrive and will appear on the visitor badge.

The new visitor badge will include:

- Visitor’s name
- Photo
- Destination within the hospital
- End visit date

Similar to our current process, each badge will be color-coordinated based on the unit/location. If you see a patient or visitor on a unit/location that does not correspond with the color of their badge, please alert security at 6-8888



in addition to alerting the charge nurse and/or unit Director.

For more information, including FAQs, please visit the intranet.

For questions, contact Rafah Abuinnab, Director of Hospitality & Concierge Services and Language Support Services, at abuinnab@uic.edu. ■

Important Employee Compliance Deadlines

ETHICS TRAINING
Sept. 29 - Oct. 31

TITLE 9 TRAINING:
March 1 - March 31

FLU VACCINATION
Sept. 26 - Nov. 30

BUDGET:
Jan. 1 - April 1

MANDATORY LMS TRAININGS:
Nov. 20, 2023 - Jan. 31, 2024

PERFORMANCE EVALUATIONS:
May 20 - August 16



QUALITY & SAFETY TRANSFORMATION

The Importance of Complete, Accurate Clinical Documentation

UI Health recognized Clinical Documentation Integrity (CDI) Week the week of Sept. 18-22.



Situation

CDI specialists ensure that all relevant information — including diagnoses, procedures, medications, allergies, and treatments — is accurately documented, reducing the risk of medical errors and improving patient safety.

Background

An 83-year-old male patient with a past medical history of hypertension, congestive heart failure, hyperlipidemia, chronic obstructive pulmonary disease (COPD), and lumbar compression fracture was admitted for a scheduled surgical repair of his abdominal aortic aneurysm (AAA).

On Sept. 11, he underwent endovascular aortic aneurysm repair (EVAR) with left internal iliac artery (IIA) to right external iliac artery (EIA) bypass.

He was extubated on Postop Day 1 and required pressor support secondary to hypovolemia after surgery until Postop Day 2. He received two (2) units of pack red blood cells (PRBC) for acute blood-loss anemia. The patient was bradycardic and hypotensive with a pressor requirement. CPR & Code Blue were initiated. Return of spontaneous circulation (ROSC) was achieved. The patient was taken to the operation room for exploration. The patient was brought back to ICU on multiple pressors, and the patient’s family was notified of the patient’s critical illness. The patient’s daughter decided on do-not-resuscitate (DNR) and comfort measures. The patient expired.

Assessment & Accountability

During the CDI specialist review, documentation-clarification opportunities were identified. The CDI specialist sent the following queries to the provider:

- Hypovolemic/hemorrhagic shock: The patient was noted with worsening hypotension with pressure support requirement.
 - Provider response (Agreed): Acute hypovolemic hemorrhagic shock with an acute drop of hemoglobin with active resuscitation.
- Acute Kidney Injury (AKI): Creatine level went up to 1.4 (Cr 0.90 from the morning lab of Sept. 13), which meets the criteria for AKI (increase in creatine level of 0.3mg/dl within 48 hours).
 - Provider response (Not Agreed): This patient has passed. There was no significant acute kidney injury from my standpoint, he was not oliguric.

In response to the CDI specialist’s query, the provider documented with greater specificity the diagnosis present and treated during this admission. This documentation more accurately represented the patient’s risk of mortality (ROM) and severity of illness, and the estimated length of stay.

Recommendation

Evaluate recommendations and queries from the CDI team, and update documentation when appropriate.

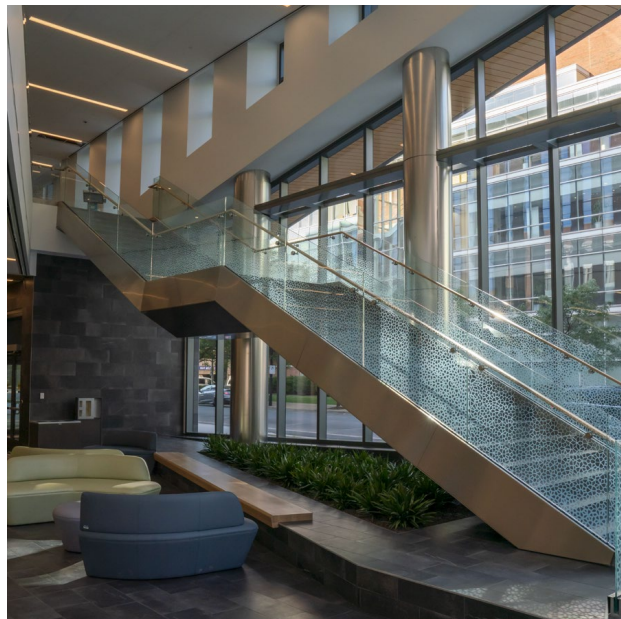
- Accurate documentation of the complexity of care helps to reflect the complex care we provide and provides better estimates of length of stay and mortality risk.
- This helps UI Health performance on patient safety indicators. ■

RECOGNITION

The SCB at 1 Year

The UI Health Specialty Care Building & Outpatient Surgery Center (SCB) opened to patients Sept. 26, 2022.

Construction of the SCB, which went from groundbreaking to opening in just over 24 months, emphasized use of the state of Illinois’ Business Enterprise Program, or BEP, to support underrepresented businesses owned by minorities, women, and persons with disabilities, to help these businesses to increase their capacity, grow revenue, and enhance credentials. Construction also focused on green building practices and sustainability.



In addition to celebrating clinical milestones — in March, we completed our 100th outpatient robotic surgical procedure at the SCB — UI Health and our development and construction partners have been recognized for the SCB project itself throughout the past year.

- **The SCB was named the 2023 Merit Award Winner in the Healthcare category by the Chicago Building Congress (CBC),** a local trade association. The CBC Merit Awards celebrate outstanding projects in greater Chicagoland built during the



past three years.

- **The SCB 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.
- **The SCB was named “Project of the Year” by the Federation of Women Contractors (FWC),** an industry group focused on advancing entrepreneurial women in the construction and design industries.
- **The SCB was recognized as the “2023 Medical Property of the Year”** at the Illinois Real Estate Journal Awards.



RECOGNITION

The SCB at 1 Year (continued)

By being proactive in our approach and through partnerships with major construction firms, we engaged with more than 200 minority- and women-owned firms. We were able to create a number of opportunities for BEP vendors to participate in this project, resulting in a commitment of 36% of construction costs – approximately \$40 million – to minority- and women-owned firms across a variety of trades: electrical, HVAC, plumbing, casting, and more.

We are grateful to our partners Ankura (Developer), Pepper/Brown Momen

(Construction Contractors), and the Target Group and Communities Empowering Construction (Community Engagement), and the UIC Office of Procurement Diversity, for helping to facilitate a truly equitable and impactful process for creating this new facility. It is a source of pride for us all that our commitment to community improvement drives what we do in the healthcare setting – and how we work to expand our services and facilities to create greater health and wellness throughout our communities. ■

SERVICE LINE UPDATES

September is Charcot-Marie-Tooth Disease (CMT) Awareness Month



CMT Awareness Month sheds light on this neurological disorder, also referred to as hereditary neuropathy, that affects more than 125,000 individuals in the U.S and several million worldwide. At UI Health, our Neuromuscular Disease Program offers a dedicated CMT Clinic that provides comprehensive care to those living with this condition. The clinic's multidisciplinary approach ensures that patients have the opportunity to discuss their medical needs not only with a neuromuscular

specialist but also with a comprehensive team well-versed in CMT.

Characterized by progressive muscle weakness and/or sensory loss, CMT patients can struggle with daily tasks, depending on the severity of their disease. The CMT clinic offers patients with an entire care team of physicians, genetic counselors, physical therapists, occupational therapists, orthotists, dietitians, social workers, and nurses who all focus on helping patients improve their quality of life. The clinic team plays a pivotal role in delivering essential medical care, keeping patients informed about the latest research and treatment options, all within a supportive, specialized, and collaborative environment that aids in managing their disease effectively. ■

/// SERVICE LINE UPDATES

Pathology Labs Making New Advancements in Tumor Therapy & Treatment

UI Health is now offering GeneAssure Solid Tumor Assay, a next-generation sequencing (NGS) assay for solid tumors. The laboratory currently offers many NGS tests/assays, but this is a comprehensive panel containing more than 500 genes, making it competitive with outside vendors and more likely to be requested internally than sending samples out to other labs. This new advancement provides personalized treatment options for oncology patients, leading to a more thorough and individualized treatment plan. For more information on this new treatment, please visit the intranet. ■



/// SAFETY

Keeping Our Workplace & Campus Safe

Preventing workplace violence remains a top priority at UI Health. Last month, we added new banners around the Hospital & Clinics that serve as a reminder to our safety regulations. Our workplace violence committee meets regularly to address the latest workplace violence initiatives and proactively implement new safety protocols. **Click on “Safety Resources” in the Quick Links navigation panel for more information on safety resources, patient safety reporting, and de-escalation resources.** ■

ASSESSING PATIENT BEHAVIOR & ACTION STEPS

	<ul style="list-style-type: none"> • Stressed • Argumentative • Increased emotion <p>The patient or family is stressed, emotional and/or worried about their health or the health of their family.</p> <p>ACTION: Contact Supervisor, Social Work, Psych and/or Patient Experience</p> <p>OCC & Hospital Dial: Social Work: 6-0293 Patient & Guest Experience: 5-0101</p>	<p>THREAT LEVEL</p> <p>1</p>
	<ul style="list-style-type: none"> • Very angry • Non-compliant • Appears under the influence • Staff feeling unsafe <p>The level of threat to staff is heightened and staff should be on guard. The situation has now escalated and the supervisor and/or security needs to be involved.</p> <p>ACTION: Contact Supervisor and Security, and/or Social Work, Psych, Patient Experience</p> <p>OCC & Hospital Dial: Social Work: 6-0293 Patient & Guest Experience: 5-0101 Security: 6-8888</p>	<p>THREAT LEVEL</p> <p>2</p>
	<ul style="list-style-type: none"> • Verbal threats • Physical violence to people or property • Weapon displayed in any way <p>The threat level to staff and property is unsafe and requires immediate assistance by security and/or police. Visible firearms require immediate attention by UIC Police. Firearms are never allowed on UIC property under any circumstance.</p> <p>ACTION: Contact UIC Police</p> <p>OCC Dial: 5-5555 (312.355.5555) Hospital Dial: 278 Code Bert or 5-5555</p>	<p>THREAT LEVEL</p> <p>3</p>



Don't Forget to Get Your Flu Shot!

Flu vaccination is mandatory for all staff who work at UI Health and is the best way to protect against illnesses caused by influenza viruses. All staff must receive their flu vaccine by 4 pm on Nov. 30.

Visit the Flu intranet tile for vaccine dates, locations and FAQs. ■

ENGAGEMENT

Save the Date: Employee Fall Fest — Oct. 25

Join us for a day of fall fun! Come vote for your favorite UI Health-team pumpkin and enjoy a tasty seasonal treat (while supplies last). Your UI Health ID is required.

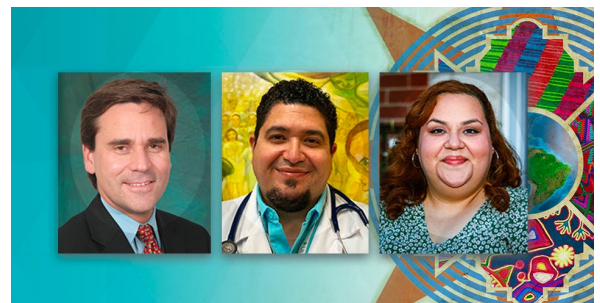
Hospital Conference Room 1020
10 am - 3 pm & 7- 9 pm



Hispanic Heritage Month

UI Health proudly recognized and celebrated the remarkable achievements and invaluable contributions of our Hispanic and Latinx community members during this year's Hispanic Heritage Month (Sept. 15 - Oct. 15). This commemorative period serves as a meaningful opportunity to not only acknowledge but also deeply reflect upon the outstanding accomplishments and invaluable contributions of the Hispanic individuals within our community. Some of our employees

talk about how they celebrate this month and their culture and honor those that came before them. Learn more at Celebrate.UIHealth.Care.

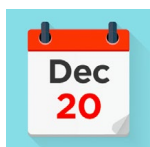


Quality & Safety Fair, Nov. 8



Join us at the 13th Annual Quality and Safety Fair, Wednesday, Nov. 8 from 9 am to 3 pm in the Hospital Conference Room 1020. Poster submission awards ceremony is from 1 - 2 pm. Winners will receive cash prizes which can be used toward conferences, educational materials, or other

departmental use. 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.**



Mark Your Calendar
Vitalant Blood Drive: Dec 20