

ROUNDUP



Hospital & Clinics | February 2024

The UI Health Daily
Our new daily huddle tool

Kidney/Pancreas Transplant
Largest Program in the U.S.

IPEC: Helping Patient Education

Highlights from the Feb. 1 Leadership Development Institute Quality & Safety Start with Accountability



Our Commitment to Being Accountable

At the Feb. 1 LDI, leaders spoke to the importance of accountability to our Quality & Safety Transformation goals — and how consistent, reliable communication will drive our achievements.

Everyone at UI Health contributes to quality and safety.

Everyone must understand how their day-to-day work impacts the initiatives that are part of the Quality & Safety Transformation (QST).

Everyone needs to understand how the QST impacts our work and care environments, including patient experience, our Culture of Safety, our individual engagement and experience as employees, and more.

Our success as an organization is reliant on our ability to clearly and consistently verbally communicate these priorities and accountabilities to each other.

These were the themes shared at the Leadership Development Institute (LDI) on Feb. 1. The LDI — the first since 2019 — had a focus on the QST and emphasized the importance of effective communications.

A panel of chiefs — Dr. Jon Radosta, Dr. Susan Bleasdale, Dr. Tye Hughes-Dillard, Sheila Cook — talked about how leaders can communicate to their staff about the QST and the 11 True North Metrics, so staff connect the impact of their daily work to the goals and outcomes of the QST. They later were joined by Stacy Gilmer, from Human Resources, and Rachel Paus, from Marketing & Strategic Communications, who spoke to about the impact of the QST on employee experience and UI Health brand, in addition to sharing feedback from the recent Internal Communications Survey.

[\(continued page 3\)](#)



Highlights from the LDI (continued)



The panel discussions and a Q&A session segued into the key moment of the LDI: the introduction of the UI Health Daily, the new daily communications huddle tool that debuted Monday, Feb. 5. The UI Health Daily is designed to set expectations, engage staff to take action, advance organizational goals and initiatives, encourage staff to connect to the organization more deeply, and provide a greater sense of recognition for our staff.

Highlighting the themes of the day, Interim Chief Operating Officer Scott Jones spoke about our organizational need to communicate – quickly, reliably, face-to-face – about priorities and accountabilities. Better communication, he said, leads to improved engagement, more strategic alignments, and strengthened trust.

Dr. Hughes-Dillard joined Scott to walk through the document and show how leaders can quickly and effectively implement it in their huddles.

The UI Health Daily is emailed to directors and identified leaders each day at 4 pm, in advance of the next day. Leaders are expected to have huddles and verbally share the contents of the UI Health Daily with their teams each day.

The purpose of the UI Health Daily.

- To reduce communication gaps and keep everyone focused and informed to ensure we are working towards shared organizational goals.
- To improve accountability amongst our staff.
- To connect the work of our teams to improve the outcomes of the 11 True North Metrics.
- To measure our progress as a high reliability organization by keeping our teams engaged and focused – by verbally communicating!



(continued page 4)

Highlights from the LDI (continued)

Leaders need to set consistent times each day/shift for the huddles. Huddles should be 5-10 minutes long (stand-up and in-person or virtual for those working remotely). Include providers in your areas. It is recommended that leaders also print & post the UI Health Daily in employee-only areas, and the UI Health Daily will be archived on the intranet.

If you have a topic you would like to add and communicate, please email UIHDaily@uic.edu. ■



QST FY24 True North Metrics



1. CLABSI
2. Hospital-onset C. Difficile Infection
3. CMS PSI 90: Patient Safety & Adverse Events Composite
4. Retained Foreign Objects
5. Periop Sepsis
6. Periop Blood Clots
7. Postop Respiratory Failure
8. Surgical-site Infections
9. Discharge Information
10. Communication with Nursing
11. Care Transitions

Patient Education Projects: How IPEC Can Help

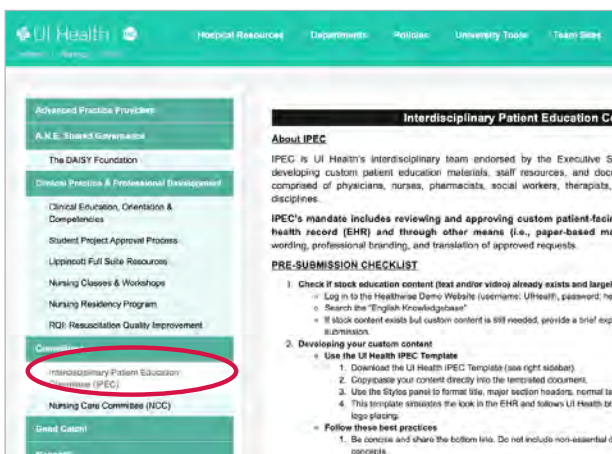
Looking to create custom patient educational materials? The Interdisciplinary Patient Education Committee (IPEC) is here to assist. IPEC assists providers with developing custom patient education materials, staff resources, and documentation tools for our use. IPEC comprises physicians, nurses, pharmacists, social workers,

therapists, marketing specialists, and IS specialists, among other disciplines. IPEC's mandate includes reviewing and enhancing custom patient-facing education material for use in the electronic health record (EHR) and through other means (i.e., paper-based material).

IPEC can ensure your project is:

- Easy to understand and professional
- Equitable for all patients and language preferences
- Designed within UI Health brand standards
- Added into Epic to share with patients

Visit the intranet for a full list of IPEC's service offerings or to submit a new patient education project: Intranet > Hospital Resources > Patient Education Resources & Requests. ■



OPERATIONS

5SE Surgical Step-Down Expansion

UI Health increased its inpatient bed capacity with the opening of an expanded 5SE Surgical Step Down Unit on Jan. 29.

This state-of-the-art, 11-bed unit will be part of the Adult Step-Down track along with 5SW SD, 6E SD, 6W SD, and 7E SD, providing high-quality step-down level-of-care to patients.

This new unit supports our Bed Geography initiatives by increasing our bed capacity, allowing us to provide the right level of care for our patients, at the right time, in the right bed. These improvements better meet our inpatient bed needs and alleviate excessive boarding in the Emergency Department, Post-Anesthesia Care Unit, and Short-Stay Unit. They also improve patient isolation and privacy capabilities, allowing better support to our staff caring for these patients.

Capacity improvement continues to be a strategic focus for UI Health, as we strive to meet the ever-evolving needs of our patients and the community we serve.

This new unit will be operated under the leadership of Pamela Crawford, MSN, RN, NEA-BC, Patient Care Director, and Robbie Kelly, BSN, RN, Administrative Nurse III. ■



ENGAGEMENT

First Lady Dr. Jill Biden, Actress Halle Berry Visit UI Health to Discuss Women’s Health Research Initiative

As part of the recently launched White House Initiative on Women’s Health Research, First Lady Dr. Jill Biden and Academy Award-winning actress and women’s health advocate Halle Berry visited UI Health on Jan. 11.

Their visit, which aimed to highlight the importance of advancing research on women’s health, featured the work of Dr. Pauline Maki, professor of Psychiatry, Psychology, and Obstetrics & Gynecology. Maki, who is renowned for her contributions to the field of menopause and cognition, and UIC PhD students Alexandra Paget Blanc and Rachel Schroeder took part in a roundtable discussion with the First Lady, Berry, U.S. Reps. Lauren Underwood and Robin Kelly, and Cook County Board President Toni Preckwinkle.

Maki and her research team also led a tour, where they demonstrated how they research menopause and cognition and explained the importance of their findings. ■



QUALITY & SAFETY TRANSFORMATION

Safety Moment: Preventing Foreign Objects in the OR

Instrument Tray Inspection + Escalation Prior to Surgery



QUALITY & SAFETY TRANSFORMATION

SITUATION

Prior to a surgical procedure, foreign particles were identified in the bottom of the sterilized Plastic Rib Graft Tray.

BACKGROUND

When setting up for a surgical procedure, an OR Scrub

Tech noticed black flakes in the bottom of the Plastic Rib Graft Tray. The tech immediately informed the OR Circulator RN, who also observed the foreign particles. They rejected the tray as contaminated, removed it from the OR, and notified the Sterile Processing Department. A new tray was obtained. The surgeon also was notified. The procedure was not delayed. The patient was not yet in the OR.

ASSESSMENT/ACCOUNTABILITY

The OR staff followed proper policy of tray inspection, isolation, and escalation to prevent a contaminated tray from reaching the sterile field. Sterile Processing quickly responded with a new replacement tray. Surgery was not delayed. The patient was not impacted. SPD also initiated actions to prevent reoccurrence, including increased education and closed-tray audits after sterilization.



RECOMMENDATION/ACTIONS FOR STAFF

- Preventing foreign objects in the OR is critical to preventing retained foreign objects or other adverse events.
- Inspect all surgical instrument trays during preparation of the surgical field.
- Escalate irregularities, including broken instrumentation, to OR Leadership and Sterile Processing for review and intervention.
- Increased education and audits help improve staff attention and awareness during preparation of the surgical field.
- If you see something, say something: All of us impact quality and safety. We all are empowered to speak up and escalate safety concerns. ■

/// SERVICE LINE UPDATES

UI Health’s Simultaneous Pancreas Kidney Transplant Program Largest the U.S.

The University of Illinois Hospital & Clinics performed the most simultaneous pancreas-kidney (SPK) transplants in the United States in 2023, according to data from the Organ Procurement & Transplantation Network (OTPN), a national organ donation and transplantation database. UI Health’s transplant volumes are reflective of our program’s expertise dedication to providing exceptional care and making a substantial impact in organ transplantation.



Our comprehensive program caters to a diverse range of patients needing kidney and pancreas transplants, including patients with body mass indices at or above 30 (indicative of obesity) who may be denied surgery at other centers.

Watch our WGN segment! Dr. Enrico Benedetti visited WGN TV’s “Spotlight Chicago” to talk about the program’s unique kidney transplant options, including transplants for high-BMI patients and patients with calcified arteries. ■

/// ENGAGEMENT

February is Heart Health Month Program in the U.S.

Heart diseases continue to be the leading cause of death in the United States.



Join us in empowering patients this month as we strive to inspire healthier hearts and happier lives. Encourage patients to take steps to improve their heart health by eating well, staying active, quitting smoking, limiting alcohol, and managing risk factors like high blood pressure and cholesterol.

Recommend your patients consult specialty care from our various Cardiology programs as needed.

Visit Heart.UIHealth.Care for more information. ■

UI HEALTH REVITALIZE

Welcome to Our New Wellness Platform!

Thank you to those who participated in our winter wellness event, Health for the Holidays! Way to go on piling up that snow as we plowed into the new year! Together we accumulated 122,705,577 steps, which is roughly 54,679 miles in six weeks! That would be the equivalent of walking coast-to-coast 20 times OR walking up the Willis Tower (ahem. Sears Tower) 198,977 times! We hope that you continue with healthy habits such as eating a healthy breakfast, no sugar drinks and no after dinner snacking.

Now, we are excited to launch an ongoing effort with UI Health's brand new Revitalize platform — 1 place, 1 account, 1 easy way to participate however you like. Set goals, log steps, send/accept challenges, give and get support, and more — all at your own pace. www.uihealthwellness.com will spotlight varied learning opportunities that are meant to elevate your wellbeing in a multitude of ways. Sign up is free and can be accessed from any web browser.

UI Health

Revitalize



February is American Heart Month! Taking care of your heart health has never been more important and there's a lot you can do to prevent heart disease. Check out your colleagues who wore red to support heart health on Feb. 2. [Click here.](#)

Check out our upcoming events and be sure to check the Intranet for more information. Questions? Email us at revitalize@uic.edu.

- Feb. 8, 12 pm: Webinar – 8 Yoga Poses for a Healthy Heart, presented by Em Hall, NETA-Certified Group Exercise Instructor, CYT-200, UIC Campus Recreation
- Feb. 14, 12 pm: Webinar – Heart Health, presented by Dr. Stefanie Vamenta, Heart Center
- Feb. 16: Free Fruit Friday; Practice Gratitude
- Feb. 17: Random Acts of Kindness Day
- Feb. 20: Love your pet day!

ANNOUNCEMENT: Calling all artists!! Do you use art to decompress? Have a talent for watercolor? Love photography? Then we want you! We are exploring holding a UI Health employee and physician art exhibit. If you would be interested in exhibiting one of your art pieces, sculpture, photograph, etc., please let us know by completing this short form [here](#). ■

ENGAGEMENT



Black History Month Book Club

UI Health celebrates Black History Month alongside the College of Medicine with a critical exploration of race’s impact on healthcare. **Join us as we delve deep into these issues with a panel discussion centered around the groundbreaking book, *Under the Skin* by Linda Villarosa.**

When: Feb. 27, 11:30 am – 1 pm

Where: Hospital Conference Room 1020

Lunch provided

Engage with our panel and join the conversation. [Register here.](#)

Learn more at Celebrate.UIHealth.Care

The first fifty (50) registered participants will receive a free copy of *Under the Skin* via interoffice mail! ■

St. Baldrick’s Head-Shaving Fundraiser for Pediatric Cancer *Be a hero for kids with cancer!*

Friday, Feb. 23 | 8-10 am | Hospital Conference Room 1020

Visit StBaldricks.UIHealth.Care to sign-up to be a shavee, donate, volunteer, and learn more about ways to support.

The St. Baldrick’s Foundation is a volunteer-powered charity that funds more in childhood cancer research grants than any organization except the U.S. government. Get involved, and you’ll be giving hope to infants, children, teens, and young adults fighting childhood cancers!

Questions on how to volunteer, donate, or fundraise?

Contact:

Dana Thornquist, 312.413.0662, danatho@uic.edu

Dee Foster, 312.413.8655, fosterdo@uic.edu ■



RECOGNITION

Medical Staff Holiday & Recognition Celebration

Thank you to members of the Medical Staff who joined us Jan. 19 at the University Club of Chicago for our annual holiday and recognition event. Congratulations to all our service year honorees and recent retirees — thank you for your service to UI Health and our patients! ■



CALENDAR

Save the Dates!

MARCH

Vitalant
Blood Drive:
March 11-12

Respirator Fit Testing (RFT)
& TB Testing Kick-off Dates:
March 11-13

APRIL

Employee
Engagement Survey:
April 15 - May 10