

ROUNDUP

UI Health | UIC

Hospital & Clinics | April 2024

The Power of Readiness

QGenda

**Gray Matter:
New Restricted Scrubs Policy**

Donate Life Month

How Our Commitment to Organ Donation
is Saving More Lives



Donate Life Month

Each April, Donate Life Month raises extra awareness for the importance of organ, eye, and tissue donation, including the importance of registering the decision to be an organ donor and especially the impact and lives saved through the generosity of organ donation.

UI Health has a proud history of championing, advocating, and supporting organ donation through our clinical activities, organizational partnerships, and community involvement.

Here, we share how the gift of organ donation helps us live our mission, positively impact our communities, and save lives.

Organ Donation: The Life of Our Transplant Programs

Every life saved through organ transplantation relies on the gift of organ donation. On any given day, more than 100,000 individuals across the country are in need of an organ transplant, and a single organ donor can save up to eight lives, according to the United Network for Organ Sharing.

UI Health proudly partners with the Gift of Hope organ- and tissue-donation network to raise awareness of organ donation and encourage new donor registrants throughout the year. Learn more and register today.

[UI Health Transplant Program: Organ Donation](#)
[Register to save a life with UI Health & Gift of Hope](#)



Donate Life Month (continued)

A Focus on Living Organ Donation

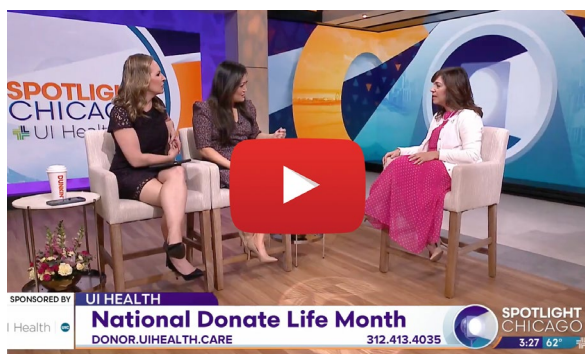
At UI Health, we place an emphasis on [living organ donation](#) for kidney and liver transplant. Even if someone currently is on the organ waitlist, they aren't guaranteed to receive the organ. Living donors have the opportunity to help a person in need of an organ transplant immediately. In some cases, living donor transplants are the only hope for some patients to have a second chance at life.



Benefits living organ donation include:

- Shorter wait time: Living donor transplants can take place much sooner and can be scheduled when it is convenient for the recipient and the donor.
- Quicker recovery: Generally, living donor recipients recover faster than those with deceased donors.
- Better function, quality: An organ from a living donor functions better and longer than deceased donor organs.
- More lives saved: Living donor transplants allows recipients to be removed from the waitlist. This can help to possibly shorten the time for others still waiting on the waitlist and help increase the number transplants.

[WATCH: Transplant Coordinator Lisa Mariano visited 'Spotlight Chicago' to talk about living organ donation.](#)



Living Organ Donation Success: Raquel & Rocky

When Raquel Ramirez got sick in 2021 and needed a liver transplant, her daughter Raquel Regalado, who goes by Rocky, did not hesitate to be a living donor. "They basically said, you're in need of a transplant. We're going to put you on the waiting list, but somebody can be a living donor," Raquel said. "She told me to my face: Don't worry, Mom. I got your back."

[Read Raquel & Rocky's story.](#)

Simultaneous Pancreas/Kidney Transplant Success Equals More Lives Saved

UI Health performed the most simultaneous pancreas-kidney (SPK) transplants in the United States in 2023, according to data from the [Organ Procurement & Transplantation Network \(OPTN\)](#), a national organ donation and transplantation database. [Pancreas transplant](#) often is a treatment for patients with type 1 diabetes and uncontrolled insulin production. One in three adults with diabetes also develop

(continued page 4)

Donate Life Month (continued)

chronic kidney disease (CKD), and pancreas transplant is often done simultaneously with a kidney transplant to treat CKD. In a combined kidney-pancreas transplant, both organs are transplanted in the same procedure.

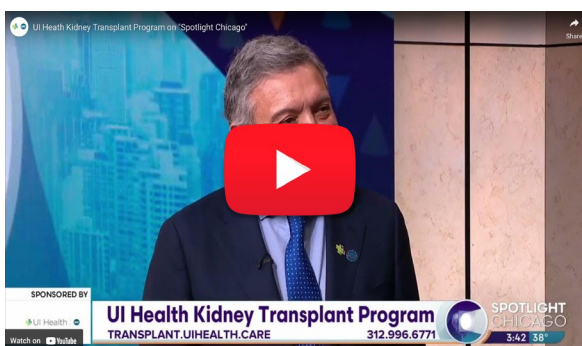
The goal of a combined kidney-pancreas transplant is to restore normal insulin production and kidney function and stop the need for insulin therapy and dialysis. The majority of pancreas transplants are done simultaneously with a kidney transplant. UI Health's transplant volumes are reflective of our program's expertise dedication to providing exceptional care and making a substantial impact in organ transplantation.

[Read more about SPK Transplant.](#)

Kidney Transplant Program on WGN's 'Spotlight Chicago'

UI Health is home to one of the country's premier Kidney Transplant programs. Dr. Enrico Benedetti, head of the Department of Surgery, recently visited WGN's 'Spotlight Chicago' to talk about the program's unique kidney transplant options, including transplants for high-BMI patients and patients with calcified arteries.

[Watch 'Spotlight Chicago' segment.](#)



Spanish Language Kidney Transplant Clinic

The UI Health Kidney Transplant Program created the [Spanish Language Clinic](#) knowing how important it is for patients and their loved ones to feel safe, informed, and confident about the transplant journey. Our team of Spanish-language transplant experts and staff ensure that members of the Spanish-speaking and Hispanic populations feel empowered about the kidney transplant process and that all of their concerns are addressed in a safe, culturally sensitive manner.



[Learn more about the Spanish Language Clinic.](#)

Donate Life Month Event: April 25

Every year, we're proud to host a Donate Life Event with our partners from Gift of Hope. Join us on April 25 to hear about the importance of being an organ, tissue, and eye donor and to honor, acknowledge, and celebrate those who participate in the life-saving gift of organ donation. ■

UI Health/Gift of Hope Donate Life Month Event Thursday, April 25

Hospital Atrium, 8:30–9:30 am

All are welcome to attend to hear inspirational stories from donor recipients, living donors, and other special guests.

LEADERSHIP UPDATE

The Power of Readiness



Scott Jones, MHA, FACHE
*Interim Chief Operating
Officer, Chief Ambulatory
Operations Officer*

One of the pathways to creating excellent patient outcomes and an excellent patient experience that we may not speak enough of is *readiness*.

But recently, we've been reminded of how vital it is to maintain a constant state of preparedness.

Last month, we welcomed The Joint Commission (TJC) for our biennial Comprehensive Stroke Center review. This review comprised surveyors visiting all the areas we treat stroke patients — the Emergency Department, Radiology, 6E and the NSICU, among others. Surveyors interacted with staff and performed patient tracers to evaluate our care processes and compliance with evidence-based practice standards. The outcome of the two-day survey was very positive, and we are proud to again achieve Comprehensive Stroke Center recertification.

This did not happen overnight. It began years before we first achieved TJC Comprehensive Stroke Center certification in 2015. Our teams worked to put in place the infrastructure, processes, and protocols to deliver the highest level of specialized care for a complex disease; met rigorous standards of care; and have continued to improve this care delivery and meet

higher standards in the decade since.

This commitment to preparedness serves us well in site reviews and surveys, but it also powers the critical goals of our Quality & Safety Transformation (QST): excellent outcomes and excellent experience.

Maintaining safe, secure, and presentable work and care environments creates ideal surroundings for us to do excellent work and deliver exceptional care. The necessary steps we take to protect our information, at both individual and system levels, not only protects our patients' privacy but also protects our ability to safely operate in a time of increasing cyberthreats on healthcare organizations. Above all, we must be ready to follow all care processes and protocols and speak up on behalf of these accountabilities if we see deviations from them.

Preparedness requires our engagement, but it is not a solo endeavor. Our recent IDPH site visit and last spring's TJC accreditation survey were successful in large part because so many of us were willing and eager to help colleagues prepare their areas for review. That support, and gratitude for that support, is the backbone of what's makes UI Health a great organization. Thank you for all you do to be prepared. ■

OPERATIONS

Annual Mandatory RFT & TB Testing: Compliance Deadline is May 31

Annual mandatory Respirator Fit Testing and Tuberculosis testing continue this month. No appointments needed. The Immuware employee health portal will send individual notifications to required employees.

Per Hospital Policies EC 6.09 and HR 1.01, all required Hospital & Clinics staff must complete these tests by May 31 to remain compliant; testing completed after Oct. 31, 2023, is considered compliant for this program year.

A list of testing locations and times can be found on the UHS intranet page. If you have questions, please email uhsclinic@uic.edu. ■



QGenda: Centralized Scheduling, Epic Integration, Real-Time Updates Coming May 29

We are on the brink of a transformative moment as we introduce QGenda, our new enterprise scheduling platform. QGenda is set to replace New

Innovations for clinical care and on-call scheduling, but this change



is more than just adopting a new tool; it's about embracing a culture of accountability. Now that we know who is on call, we can hold each other accountable for timely responses and recommendations to improve patient care and length of stay. As we approach our targeted go-live of May 29, there is still a lot of work to be done before. We are in the thick of building the complex Resident schedules and understanding

how this data will interface with New Innovations. As each group finishes their local build, they can begin using the website/app to build and maintain their schedules. Later this spring, after the last group completes their build, we will turn on the integrations into Epic. As we progress, it's vital to recognize the significance of everyone's role within this digital ecosystem and prioritize responsiveness to emails. On May 29, we'll formally transition all disparate systems into QGenda, aiming for a bright future where schedules are efficiently managed and accurate in real-time. More information, including a UPerform Learning Library, is available on the QGenda intranet site. ■

OPERATIONS

NEW: Gray Restricted Scrubs, Updates to Scrub Dress Code Policy

On April 1, we introduced our new gray restricted scrubs. Restricted scrubs and non-restricted scrubs have different quality, safety, and infection control standards, so it is crucial to be able to easily differentiate them. To better identify the difference between restricted scrubs and all other scrubs, our restricted scrub color changed from cobalt blue to gray. This change has been a strategic focus as part of our Quality & Safety Transformation.

- Restricted scrubs must be worn in the identified restricted areas:
 - Operating Rooms (both Hospital and Outpatient Surgery Center)
 - Interventional Radiology and Cardiac Catheter Lab/Angio Procedures on the second floor of the Hospital
 - Labor & Delivery ORs and Labor Suites
 - Central Sterile Department
 - Pharmacy Compounding Area (or Pharmacy Satellite)
 - SCB Endoscopy Lab
- Restricted scrubs also can be worn in the hospital and bridge-connected clinics, if they have a clean cover-up over them.
- Lab coats can be worn as cover-ups over restricted gray scrubs only in the hospital and connected clinics.
- Restricted scrubs cannot be worn outside or in the underground tunnel system.
- Non-restricted scrubs will be allotted to providers who work in restricted areas.

SCRUB DRESS CODE POLICY UPDATES

In addition to the rollout of the new gray restricted scrubs, updates have been made to the scrubs dress code policy to embrace a professional and cohesive uniform for staff in the clinical setting, including:

- To align with the UI Health color palette, scrubs should be any shade of blue or green (outside of gray restricted scrubs and black nursing scrubs), not including credentialed providers, residents, and fellows, who are encouraged to wear professional business attire with a white coat. Alternately, credentialed providers, residents, and fellows can wear scrubs while in the inpatient setting, procedure area, Emergency Department, or when moving between inpatient and outpatient settings within a given day.
 - To help support this initiative, eligible staff will be provided two (2) pairs of scrubs.
 - Eligible employees were sent an email from Cintas on April 1 with instructions for ordering.
- Scrub tops and bottoms must be the same color, except in childcare departments, where a printed non-matching scrub top can be worn.
- Enforcement of the Dress Code Policy updates will begin July 1.

For more information on restricted scrubs and our new dress code policy, review [Hospital Policy LD 3.08 Authorization Use & Distribution of Scrub & Lab Coat Apparel](#) and view additional info on the HR intranet page. ■

QUALITY & SAFETY TRANSFORMATION

Ensuring Patient Safety at Every Encounter

2 Patient Identifiers: Every Patient, Every Time



SITUATION

We ensure patient safety at every patient encounter by using two patient identifiers: name and date of

birth. Confirming a patient's identity is critical to providing the right care, treatment, and service to the right patient. Every staff member at UI Health is accountable for resolving discrepancies with patient identification prior to providing care, treatment, or service.

BACKGROUND

Harm can potentially occur when we fail to verify a patient's identity with two patient identifiers. These recent situations show the peril that can arise when we do not properly verify a patient's identity.

- Psychiatry and Emergency Medicine residents used room numbers only when communicating to each other about a patient's diagnosis and treatment. This resulted in an inappropriate patient discharge.
- A Dining Services staff member also relied on room number only, not two patient identifiers, when delivering a meal to a patient. This resulted in a patient with a peanut allergy receiving a meal containing peanuts.
- An anesthesiologist did not verify a patient's identity or confirm their need for a medical interpreter. This resulted in an epidural being removed from the wrong patient.

- A transporter did not confirm a patient's identity. This resulted in the patient being brought to the wrong procedure area within the hospital.

ASSESSMENT/ACCOUNTABILITY

These all are excellent examples of the harm that can occur when we do not properly confirm a patient's identity or rely solely on an improper identifier, like room number. They also show how everyone at UI Health, in all areas, can impact quality and safety. We all are accountable for resolving discrepancies with patient identification prior to providing care or treatment.

RECOMMENDATION: ACTION ITEMS FOR STAFF

- Prior to providing care, treatment, or service, confirm a patient's identity by asking them to state their full name and date of birth. Visualize their name band to confirm. Similar patient names can be misleading; if a patient states a name that sounds similar to another patient's name, ask them to verify the spelling.
- Do not solely rely on a room number of physical location for identification. This can be useful, but it is not an identifier.
- Assess the patient's language status and review the healthcare record for information related to the patient's preferred language, or special hearing or visual needs. Document use of language interpreter services in the patient's chart. ■

RECOGNITION

Radiation Oncology Achieves ASTRO APEx Accreditation

The [Department of Radiation Oncology](#) at UI Health recently achieved accreditation as an [APEx-Accreditation Program for Excellence](#) from the [American Society for Radiation Oncology](#).

APEx is an elite accreditation program that recognizes Radiation Oncology Practices (ROPs) for transparent, measurable, evidence- and consensus-based compliance with standards that emphasize a commitment to safety and quality. Programs accredited by APEx have in place systems, personnel, policies, and procedures to demonstrate dedication to high-quality patient care,

a respect for protecting the rights of patients and being responsive to patient needs and concerns.



Fewer than 10% of ROPs in the United States have been accredited as APEx Programs, and UI Health is one of only a few in Illinois to achieve this recognition.

The APEx achievement represents more than two years of work, investigation, and evaluation of all aspects of patient care, including an objective site review that evaluated UI Health's quality and safety based on evidenced compliance with the APEx Standards. ■

Awards Season is Here!



Nominations are now being accepted for the 2024 Award of Merit; Physician, Resident/Fellow, and Advanced Practice Provider of the Year; and the Joseph V. Abraham Leadership Award!

To nominate an employee, please submit a nomination form along with a minimum of two letters of support. More information is available on the HR intranet site.

Nominations are being accepted through June 10. An announcement of the recipients will be made in September.

Questions? Email Recognition@uic.edu.

SERVICE LINES

March: Colorectal Cancer Awareness Month

When it comes to colorectal cancer, screening not only saves lives but also empowers individuals to take control of their health by identifying potential issues before they become serious.

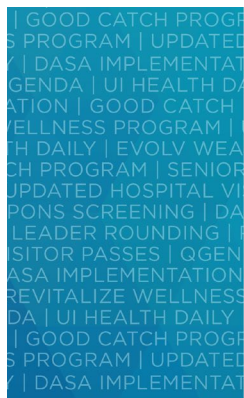
As part of Colorectal Cancer Awareness Month in March, Dr. Keith Naylor visited WGN's 'Spotlight Chicago' to discuss key information about colon cancer prevention, screening, and treatment. ■



[WATCH: Dr. Naylor on 'Spotlight Chicago.'](#)

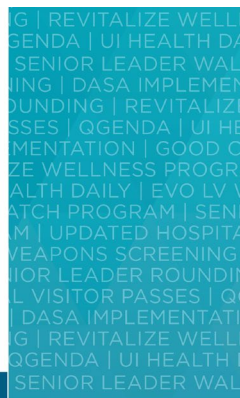
ENGAGEMENT

Employee Engagement Survey Opens April 15



**YOU ARE
AN AGENT
OF
CHANGE**

It's Happening!



Eligible Employees: Check your UIC email on April 15 for a unique Press Ganey link to complete the survey by May 10. ■

Patient Experience Week: April 29 – May 3

May all the care and kindness you give to patients come back to you. Thank you for all you do! ■

ENGAGEMENT

What is Self-Care & Why is It Important to You?

While there is no unit of measurement for self-care, I personally like to compare it to calories, which are literally units of energy. That is, one calorie equals one unit of energy. Here, I see one unit of self-care as a unit of personal fulfillment. The more units one has, the higher their life satisfaction. You may find yourself more motivated, energized and purposed in your actions.



While calories do give you energy you need to still take time to not only appreciate your life but the positive impact you have on others.

Self-care is defined as caring for yourself. It includes anything you do to keep yourself healthy — physically, mentally, and spiritually. Although prioritizing self-care may sound like common sense, it’s often the first thing to go when you find yourself in challenging situations.

Burning the candle at both ends, so-to-speak, comes with major consequences: burnout, depression, anxiety, resentment, and a many other negative implications.

Engaging in a self-care routine has been clinically proven to reduce or eliminate anxiety and depression, reduce stress, improve concentration,

minimize frustration and anger, increase happiness, improve energy, and more! From a physical perspective, it also has been clinically proven to reduce the risk of heart disease, stroke, and cancer.

While many of us have a lot going on, it’s imperative that we take time out everyday for ourselves, even minimally. And it doesn’t have to cost a thing. Even if you only have 5-minute increments spread throughout the day to engage in self-care, that is certainly better than nothing. We hope you will take some time this month to join us for one of our wellness initiatives and take time out for you.

April Wellness Initiatives — watch the intranet for further details.

April 17: Stress Awareness in Healthcare 30-minute webinar presented by Kelsey N. Christensen, PhD, Clinical Health Psychologist, Assistant Professor of Clinical Family Medicine, and Clinical Psychiatry and Diana Morales, MSW, LCSW, CADC, Psychiatric Social Worker

April 22: Stretching for Spring 30-minute webinar presented by Takumi Usui, Physical Therapy

April 24: Recess & Free Fruit Friday Join us outside the hospital for a break (weather permitting! We will have hula hoops, bubbles, chalk, jump ropes, fruit, and more! ■

—Angelique Thomas, Training & Development Specialist, Employee Experience

/ ENGAGEMENT

Join us in Celebrating Arab American Heritage Month



National Arab American Heritage Month

This April, we honor Arab American Heritage Month by reaffirming our dedication to fostering inclusive environments. We deeply value the diverse cultural backgrounds and experiences of our colleagues, recognizing their vital contributions to our organization's success.

Arab Americans have left an indelible mark on healthcare, from groundbreaking medical research to exceptional patient care. Visionaries like Dr. Michael DeBakey and Dr. Huda Zoghbi have shaped the field with their pioneering discoveries and innovations.

Despite their significant impact, individuals from the Middle East and North Africa (MENA) region remain underrepresented in healthcare databases. At UI Health, we're committed to addressing this disparity head-on.

As part of our commitment, we're hosting a panel discussion on the lack of MENA representation in healthcare. Esteemed researchers from UIC will share their insights and engage in dialogue to raise awareness and explore solutions.

Date: April 24 | Time: 5:30 - 7 pm |

Location: Odehmenan Health Equity

[Click here to register](#)

We invite our UI Health community to come together in celebrating Arab American Heritage Month. Our differences make us stronger, and our shared commitment to the well-being of our patients and community unites us. Let us champion inclusion, diversity, and unity as we provide innovative solutions to healthcare challenges. ■

ENGAGEMENT**Lab Week Celebration Blood Drive: April 18**

In celebration of Medical Laboratory Professionals Week from April 14–20, we are hosting a blood drive on April 18. There is a national shortage of blood and blood donors are urgently needed so surgeries and critical medical treatments can be carried out. If you are able, please consider donating.

Vitalant Blood Drive

April 18 | 9 am – 2 pm

The Vitalant Bloodmobile will be set up on Wolcott Avenue outside Student Center West (835 S. Wolcott Ave).

Walk-ins welcome, but pre-registration is strongly encouraged.

To learn more about blood donation and donor eligibility visit vitalant.org.

[Click here to register](#)

CALENDAR**Save the Dates!****National Volunteer Week: April 21–27**

Please remember to thank our extraordinary volunteers for their dedication and contributions to UI Health.

Earth Day Celebration: April 22

Check the intranet for more details.

Patient Experience Week: April 29 – May 3

May all the care and kindness you give to patients come back to you. Thank you for all you do!

Compliance Awareness Day: May 17

Check the intranet for details on activities and plans for the day!