Sickle Cell
The Comprehensive Sickle Cell Center was featured on WGN’s “Living Healthy Chicago” on July 17. To view the segment, which promotes the cure we provide for the disease, visit ChicagoSickleCell.org

HEADLINES

FIRST WATCHMAN IMPLANT SUCCESSFULLY PERFORMED AT UI HEALTH
Dr. Adhir Shroff — along with Drs. Henry Huang, Mayank Kansal, Anupama Shivaraju, Khaled Abdelhady, and Anna Beckmann — successfully implanted a percutaneous Left Atrial Appendage Occlusion device in the UI Health EP Lab. The device is a novel therapy for patients with atrial fibrillation at risk for stroke that cannot take long-term anticoagulants. We want to thank the hospital and our departments for their support and investment in this clinical program. We are one of a handful of hospitals in the Chicagoland area that are implanting this device.

EXECUTIVE MASTER OF HEALTHCARE ADMINISTRATION PROGRAM (EMHA)
The University of Illinois at Chicago has launched a new graduate program, the Executive Master of Healthcare Administration Program (EMHA) for executives interested in becoming healthcare leaders. The program is a combination of online and in-class courses developed and delivered by faculty from healthcare organizations and other UI graduate school programs. Students also gain hands-on management experience during the course.
For more information, please visit: www.publichealth.uic.edu.

UPCOMING EVENTS

August 7-13
National Health Center Week

August 5
Olympic Day - Wear red, white, and blue

August 19
Better Health Through Housing Donation Drop-Off

September 10
Employee Night with the Chicago Fire Soccer Club
Dear Colleagues,

As an organization, we continuously work to improve with the goal of making it the best place to work and receive care. I want to thank you for your contributions to UI Health and for your dedication to all of our patients and their families.

We have made great strides this past year through initiatives that have had and will continue to have a positive impact on our patients and the communities we serve. Some of these successes include:

• The opening of the Clinical Decision Unit (CDU). This unit speaks to our ongoing effort to improve the patient experience by centralizing care for patients who do not meet criteria for admission but are not well enough to go home.

• Achieving the coveted Blue Distinction Center+ designation for bariatric surgery and maternity care.

• Full 3-Yr Accreditations for UI Health’s Cancer Care Services and Center for Breast Care by the Commission on Cancer and the National Accreditation Program for Breast Centers (NAPBC), respectively.

• Completing over 80 Bone Marrow Transplants—the most our organization has ever done—as well as growing our solid organ transplant program.

• Reducing patient mortality and DVT/PE rates by 14% and 13%, respectively.

• Improving patient flow throughout the hospital.

• Investments in facility renovations, such as the front lobby and upcoming renovations to the Emergency Department.

• Improving the health of our community by providing housing support to the chronically homeless. Read more about Better Health Through Housing at hospital.illinois.edu/BHTH

I congratulate and thank all of you for contributing to these achievements and more during the year. I am very proud of our achievements and I know you are, too.

As we move forward into FY17, I know we will continue to improve and grow as an organization, and we will succeed by working together. Let’s continue to do so with our mission in mind and always strive to provide the best possible care for our patients.

Avijit Ghosh  
CEO, University of Illinois Hospital & Clinics
Your donations will contribute to the overall health and well-being of Chicago’s chronically homeless population.

Start now by collecting any of the following items within your department.

**only new, unopened, full-size items accepted

- Soap
- Toothbrush
- Toothpaste
- Mouthwash
- Deodorant (men & women)
- Disposable razors
- Nail clippers
- Hand/Body lotion
- Band-Aids
- Shaving cream

Drop off date is **Friday, August 19** from 9 am — Noon (Room 1130).

The department with the most donations will have bragging rights and receive an exciting grand prize!

Please email recognition@uic.edu with any questions.
Organizational goals are put in place to move us forward to become an even better place for our patients and our employees. The goals offer us something to strive for; it takes all of us, working together, to make improvements.

Please see the descriptions for each goal. If you have any questions or need clarity on what they are and how they impact UI Health, feel free to ask your manager or department director.

1. ZERO HARM
Our Zero Harm initiative is aimed at the eventual elimination of all patient- and employee-related harm. For FY16, our efforts focused on eight types of patient-related harm and four types of employee-related harm; our FY16 goal was to achieve an overall reduction of 10 to 20 percent in the total number of these harm events from our June 2015 baseline.

2. LENGTH OF STAY
Length of Stay (LOS) is a measurement of consecutive days spent in the hospital. The LOS Index compares UI Health’s actual LOS to what it should be. (If the actual LOS for the hospital is greater than expected, the ratio will be greater than 1.00. If the actual LOS is less than expected, the ratio will be less than 1.00.)

Current = 1.13 (Q3 FY16) Goal = 1.00
3. 30-DAY PATIENT READMISSION
The 30-day, all-cause readmission rate for adult non-OB patients is the percentage of patients who return to the hospital for any reason within 30 days of discharge from the prior (index) admission. Our FY16 goal was to achieve an overall reduction of 10 to 20 percent from our June 2015 baseline. *All numbers reflect rolling 4-quarter averages.*

Current: 15.2% (EOY16)  Goal: 13.7%  Stretch Goal: 12.2%

4. PATIENT REVENUE
Inpatient and outpatient revenues received for services.

<table>
<thead>
<tr>
<th>Decrease the amount of denied bills</th>
<th>Net Patient Revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current: 3.5% (EOY16)</td>
<td>Current: $446 million (YTD March actual)</td>
</tr>
<tr>
<td>Goal: 2%</td>
<td>Goal: $437 million (YTD March budget)</td>
</tr>
</tbody>
</table>

5. PATIENT EXPERIENCE
Current (EOY16):
- Inpatient: 67.2%
- Ambulatory: 84.8%
- Diagnostics: 86.5%
- Emergency Department: 76.6%
- Ambulatory Surgery: 87.4%

Composite Score: 80.5%

Goal:
Improve the overall patient experience composite measure (roll up of inpatient, clinics, ED, surgery) to a target mean of greater than 77% with a stretch goal of greater than 80%.

6. OPERATING MARGIN
Measures operating profitability as percentage of operating revenue.

Operating profitability = Operating revenues actually collected minus expenses.

Current: 0.3% (YTD March)  Goal: 1.5%

7. EMPLOYEE ENGAGEMENT
An employee’s level of motivation, involvement, and emotional commitment to UI Health.

8. PHYSICIAN ENGAGEMENT
An physician’s level of motivation, involvement, and emotional commitment to UI Health.

CHALLENGE OF THE MONTH:
Communicate clearly and often.
The purpose of our goals is to help us stay focused as an organization. In the coming weeks, you will have the opportunity to hear more about the FY17 goals from the leadership team. Your manager also will cascade the goals to you as part of your FY17 KRA, making them relevant to the work that you do every day. For example, some of the objectives listed under “Improve Operational Performance” might not relate directly to you, but if we look at the broad picture this goal is aimed at improving patient flow, which many of us can affect. While we will be measured on the goals, we also will be measured on our UI CARE behaviors. Everyone should be applying Communication, Accountability, Respect, and Excellence into their daily practice.

1. Improve Quality and Safety
   • Improve Patient Safety Measures
   • Improve Employee Safety Measures
   • Reduce Sepsis Mortality

2. Improve Patient Satisfaction Scores
   • Improve Composite Press Ganey Top Box Mean Score for the following five areas: inpatient, ambulatory clinics, ED, ambulatory surgery, diagnostic procedures

3. Increase Stakeholder Engagement
   • Increase Employee Engagement
   • Increase Physician Engagement

4. Improve Operational Performance
   • Decrease Emergency Department Door-to-Provider Time
   • Increase Percent of Discharges by 11 am and 2 pm.
   • Reduce Average Call Time to Schedule Appointments

5. Improve Financial Performance
   • Improve Net Patient Revenue
   • Improvement of Operational Cost per Case Mix Adjusted Discharge (Labor & Non-Labor)

---

**WELCOME TO UI HEALTH / NEW HIRES FOR JUNE 2016**

Ajjarapu, Mathew
Arora, Arun
Beans, Jessica
Beatty, Sarah
Bell, Sharon
Carasotti, Brooke
Claeys, Hannah
Cooper, Keonna
Cullins, Antonia
Degillio, Andrea
Dejean, Andre
Diaz, Bridgette
Dorsch, Claudia
Figueroa, Mindy
Geddis, Kelvin
Gipson, Tatiana
Glenn, Delphine
Henschel, Jon
Hernandez, Jose
Hofling, Nadia
Jackson, Maya
Kaithakot, Nisanth
Lamoreaux-Roach, Lisa
Lawshea, Kelley
Lawshea, Kelley (MON)
Litwiller, Abigail
Madden, Patricia
Manuel, Christopher
McCamish, Reid
Meyer, Laura
Moore, Suzette
Naves, Renaldo
Nedeljkovic, Milica
Nottke, Taylor
Oyafemi, Clement
Ozemek, Cemal
Peterson, Tiffanee
Piverger, Yves-Mario
Pope, Jasmine
Richards, Annette
Santos, Lynette
Smith, Elbereth
Speights, Stephanie
Street, Maureen
Triplett, Juana
Vega, Ana
Whitley, Richard

Lawshea, Kelley: Mile Square — Urgent Care
Litwiller, Abigail: OB/GYN
Madden, Patricia: Emergency Services
Manuel, Christopher: COM Pediatrics
McCamish, Reid: Continuum of Care
Meyer, Laura: Cancer Center
Moore, Suzette: Excellence and Experience
Naves, Renaldo: COM Pediatrics
Nedeljkovic, Milica: Otolaryngology
Nottke, Taylor: Pathology/Labs
Oyafemi, Clement: Pastoral Care
Ozemek, Cemal: Physical Therapy
Peterson, Tiffanee: 6W Step Down
Piverger, Yves-Mario: Mile Square Health Center
Pope, Jasmine: Excellence and Experience
Richards, Annette: Managed Care
Santos, Lynette: 8W Oncology
Smith, Elbereth: Women’s & Children’s Admin.
Speights, Stephanie: Patient Accounts
Street, Maureen: Mile Square Health Center
Triplett, Juana: Pathology Laboratories
Vega, Ana: Surgery Center
Whitley, Richard: Patient Access
“Being healthy is a priority of mine. I do my best to eat healthy and always make time for the gym, even if it means waking up early in order to get my workout in before I come to work. Training for races, like the Chicago Half Marathon this September, helps to keep me motivated!”

**Anooja Rangnekar**  
Strategic Project Manager  
Hospital Administration

“When I am at the gym, I enjoy cardio exercise and spend most of my time on the treadmill. I also practice portion control to ensure I am not overeating.”

**Alfredo Laurie**  
Hospitality & Concierge Liaison

**RISING STARS: JUNE 2016**

**CARE Winners**  
Nick Dotson – Nurse 8E  
Hiral Shah, MD – Fellow Hematology/Oncology  
Alice, Fountain – EVS  
Jesus Saucedo – Nurse Tech, 5E  
Steven Dudek, MD – Chief Pulmonary, Critical Care, Sleep and Allergy  
Fred Zar, MD – Program Director, Internal Medicine  
Benny Weing, MD – Otolaryngology

CARE Awards are given to employees who have demonstrated the UI CARE standards of behavior and have gone out of their way to help a patient, staff member, or visitor.

**Class Act Winners**  
Sam Choi – IS  
Martin Stark – Outpatient Care Center  
Gail Buenaventura – Physical Therapy  
Hilario Lechuga – Care Coordination  
Josiah Sault – Physical Therapy  
Jamie Haley – Care Coordination

**Brand Champions**  
Cheryl Pinotti – Director, Patient & Guest Experience Office  
Maureen Hillmann, RN – Clinical Research Nurse, Neurology & Rehabilitation Department

To nominate an extraordinary nurse, visit hospital.uillinois.edu
Our mission campaign continues with Kathryn Rhame’s new video.
Check it out at hospital.uillinois.edu/mission