UI Health Hospital & Clinics ROUNDUP

SPECIAL EDITION
OCTOBER 2016

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CONGRATULATIONS TO JAMIE HALEY, of the Department of Social Work, on receiving the 2016 Employee of the Year Award.

Jamie is a compassionate employee, dedicated to giving her patients excellent care. As a social worker, Jamie offers unwavering support to scared and extremely vulnerable patients to ensure that they are safe and comfortable — even after they have returned home. As a kind and intuitive professional, Jamie recently went to extraordinary lengths to help a sick, elderly patient with mental impairment find and reunite with their family. Passionate and tenacious, Jamie doesn’t hesitate to take on challenges to help patients in need. We congratulate and thank Jamie for being an outstanding employee who lives and breathes UI Health’s Mission and Values. Jamie, you are changing medicine, for good! For a full list of all the employees honored at the Recognition Luncheon on Oct. 14, see below.

Congratulations to all the employees recognized at the UI Health Employee Recognition Luncheon on Oct. 14! Nominees were highlighted and winners named for the following awards:

- Award of Merit
- UI CARE Award
- UI Health Class Act Award
- DAISY Award
- Physician of the Year Award

2016 EMPLOYEE RECOGNITION LUNCHEON

2016 UI CARE AMBASSADORS
- Meghan Beran
- Bernadette Chatman
- Rebecca Henllan-Jones
- Cathy Lovely
- Thomas Morris
- Rani Morrison
- Tracey Summers

2016 DAISY RECIPIENTS
- Cathy Albecker
- Tarla Boyce
- Fabienne Fifty
- Katie Hogan-Rhame
- Connie Saucedo

2016 AWARD OF MERIT RECIPIENTS
- Catherine Abad-Malong
- Jaroslaw Chylak
- Eileen Doherty
- Kristina Erland
- Joel Hansen
- Stephanie Hultz
- Hilario Lechuga
- Cathy Lovely
- Rachel Paus
- Brett Smith

2016 PHYSICIAN OF THE YEAR NOMINEES
- Dr. Ali Alaraj
- Dr. Maria Cortina
- Dr. Autumn Davidson
- Dr. Jeffrey Jacobson
- Dr. Barbara Jericho
- Dr. Matthew Koshy
- Dr. Sean Koppe
- Dr. Ari Rubenfeld
- Dr. Konstantin Slavin
- Dr. Teresa Sripada
- Dr. Fernando Testai
- Dr. Canissa Tyo

2016 PHYSICIAN OF THE YEAR
- Dr. Fernando Testai

2016 CLASS ACT RECIPIENTS
- Gail Buenaventura
- Kate Ciancio
- Sam Choi
- Debra Gilmore
- Jamie Haley
- Catherine Mahoney
- Tom Perrone
- Fred Piemonte
- Julie Robichaud
- Josiah Sault
- Martin Stark
- Terrence Studer
Brand Campaign Launch Event

Tuesday, Nov. 8
11:30 am to 2 pm
Conference Rooms 1130/1135

Come see our new TV commercials — viewings at noon and 1 pm — and receive a special UI Health giveaway!
DID YOU KNOW?

UI Health gear now is available in the hospital gift shop! T-shirts, polo shirts, and hoodies with the UI Health logo are available for sale, so you can show your UI Health pride anytime.

On Oct. 7, the UI Health Cancer Center hosted its 2nd Annual U&I Beating Cancer survivorship celebration to honor all breast cancer survivors and their families! Patients, families, friends and supporters joined UI Health in celebrating survivorship with music, dance, workshops, and gifts. Representatives of several cancer support groups, including Imerman Angels, the American Cancer Society, Lilly USA, Susan G. Komen, Gilda’s Club, Recovery on Water, Latina Breast Cancer Survivor Support Group, and the Metropolitan Breast Cancer Task Force participated in the event.

UI Health held its 3rd annual health system-wide Flu Shot Day for employees and volunteers on Oct. 5. Nearly 3,800 employees and volunteers got their flu vaccine on this day. All UI Health Hospital & Clinic employees and volunteers are required to get the flu shot or turn in waiver documentation to Employee Health Services by Nov. 30, 2016. UI Health is providing additional flu-vaccination opportunities for staff and volunteers who missed Flu Shot Day. Email flushot@uic.edu or visit the intranet for more information.

A winter coat and accessory drive will be held Nov. 10-11 to benefit the Pacific Garden Mission. On an average night, Pacific Garden Mission provides a safe, warm shelter to more than 750 homeless men, women, and children, and during the coldest nights of winter, that number may climb above 1,000. Please consider donating new or gently used winter coats, hats, and gloves/mittens. Items can be dropped Nov. 10–11 from 8 am to 4 pm in Hospital Room 1155. For more information, please contact Mary Cozzens at 312.996.4398 or cozzensm@uic.edu.
NEWS FROM AROUND UI HEALTH

Join us to celebrate

VETERANS DAY
November 11th

UI Health would like to honor and thank all veterans and active military with a free lunch on Friday, Nov. 11. Proof of military service and UI Hospital ID will be needed to pick up your free lunch voucher. Please email recognition@uic.edu with your name, NetID, and department. All employees can stop by the hospital lobby on Nov. 8th - 11th from 11 AM to 2 PM and sign a thank you note for a Vet!

Effective Nov. 1, UI Hospital will implement a new hospital-wide alert, Code Gold, as part of the revised Hospital Policy CC 1.03. Code Gold, intended to maintain patient safety, is a state of internal emergency in which an at-risk patient is determined to be missing from the designated unit. When announced, scan your immediate area and inform Security (6-8888) if you spot a patient in a gold gown.

A mandatory LMS module is available to educate the staff on the safety measures for preventing and responding to patients at risk for elopement.

The Department of Physical Therapy invites you to participate in the “Take the Stairs” challenge during November! Make a powerful and positive impact on your health by making one simple lifestyle change for one month: Skip the elevator and take the stairs!

UPCOMING EVENTS

November 1–30: “Take the Stairs” November
November 3: Mile Square Community Health Excellence Awards
November 6–12: National Radiologic Technology Week
November 8: Brand Campaign Launch Event
November 11: Veterans Day
November 13–19: National Nurse Practitioner Week
November 14–20: Get Smart About Antibiotics Week
“In addition to running and biking, I like to participate in fun, new activities to keep myself fit. Most recently, I took a salsa class! At work, I often take the stairs instead of the elevator. With the Department of Physical Therapy, I will be participating in the “Take the Stairs” challenge and not use the elevator the entire month of November. Please join us!”

Patricia Lehan, PT, DPT
Physical Therapist
Rehabilitation Services

“Eating several small meals with snacks in between and making sure to never to skip a meal helps me manage my hunger and prevent overeating or eating unhealthy foods. As far as exercise, I work out four to six times per week alternating between running and weight training.”

Joseph Mendoza, OTR/L
Occupational Therapist
Rehabilitation Services

FIT FLEX OF THE MONTH / HOW DO YOU STAY HEALTHY?
Organizational goals are put in place to move us forward to become an even better place for our patients and our employees. These FY17 goals offer us something to strive for; it takes all of us, working together, to make improvements.

Please see the most recent results for each goal. If you have any questions, feel free to ask your manager or department director.

### QUALITY AND SAFETY

<table>
<thead>
<tr>
<th>Goal</th>
<th>Baseline</th>
<th>Actual</th>
<th>% Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improve Patient Safety Measures in Zero Harm Dashboard</td>
<td>77 Events</td>
<td>66 Events</td>
<td>▼ -14%</td>
</tr>
<tr>
<td>Improve Employee Safety Measures in Zero Harm Dashboard</td>
<td>57 Events</td>
<td>52 Events</td>
<td>▼ -9%</td>
</tr>
<tr>
<td>Reduce Sepsis Mortality (Observed/Expected)</td>
<td>1.24</td>
<td>1.32</td>
<td>▲ +6%</td>
</tr>
</tbody>
</table>

### PATIENT SATISFACTION

<table>
<thead>
<tr>
<th>Goal</th>
<th>Baseline</th>
<th>Actual</th>
<th>% Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improve Composite Press Ganey Top Box Mean Score for the following five areas: inpatient, ambulatory clinics, ED, ambulatory surgery, diagnostic procedures</td>
<td>80.7</td>
<td>80.5</td>
<td>▼ -0.02%</td>
</tr>
</tbody>
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### OPERATIONAL PERFORMANCE

<table>
<thead>
<tr>
<th>Goal</th>
<th>Baseline</th>
<th>Actual</th>
<th>% Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Decrease Emergency Department Door-to-Provider Time</td>
<td>74 min.</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Increase Percent of Discharges by 11am</td>
<td>7%</td>
<td>8%</td>
<td>▲ +1%</td>
</tr>
<tr>
<td>Increase Percent of Discharges by 2pm</td>
<td>47%</td>
<td>47%</td>
<td>0%</td>
</tr>
<tr>
<td>Reduce Average Call Time to Schedule Appointments</td>
<td>9:46 min.</td>
<td>8 min.</td>
<td>▼ -18%</td>
</tr>
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*This average depicts average talk time related to scheduling calls handled through the Customer Care Center. As this is an average, it does not reflect wide variability that may exist in scheduling times for individual practices*

### FINANCIAL PERFORMANCE

<table>
<thead>
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<th>Goal</th>
<th>Baseline</th>
<th>Actual</th>
<th>% Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improve Net Patient Revenue</td>
<td>$145,762,000</td>
<td>$162,152,000</td>
<td>▲ +11%</td>
</tr>
<tr>
<td>Improvement of Operations Cost per Case Mix Adjusted Discharge (Labor &amp; Non Labor)</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

### STAKEHOLDER ENGAGEMENT

- Increase Employee Engagement
- Increase Physician Engagement

### CHALLENGE OF THE MONTH

Attend UI Health’s internal launch for the new advertising campaign! See back cover for details.
Brand Campaign Launch Event

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