

ROUNDUP

UI Health | UIC

Hospital & Clinics | July 2021

Building Back Stronger

Positive Momentum at the Hospital & Clinics

New & Updated Units



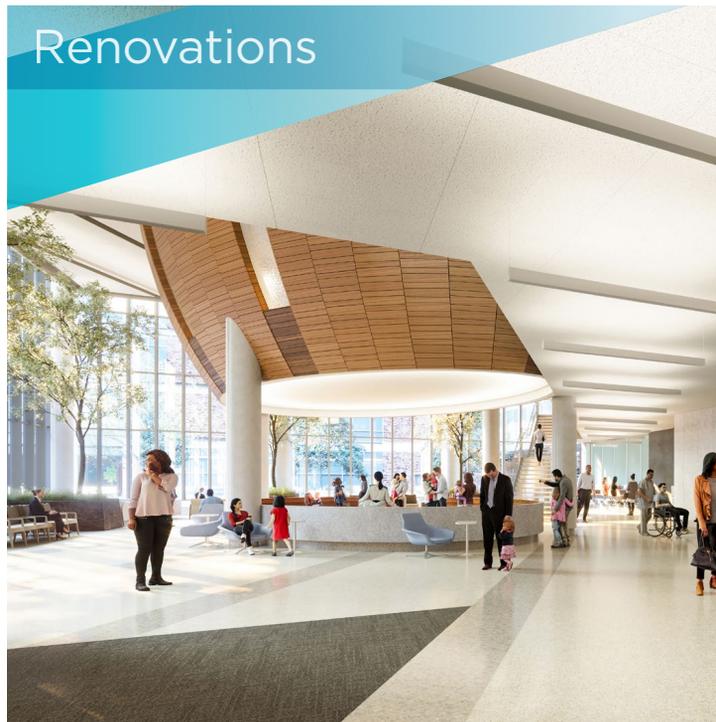
New Clinics



Capital Projects



Renovations



Building Back Stronger

A roundup of positive momentum at the Hospital & Clinics

This year is moving extraordinarily quickly at UI Health — already, we’re halfway through summer and into a new fiscal year. This accelerated feeling likely can be attributed to the many good things happening here. We’re not just “getting back to normal” — we are building back stronger from the challenges of last year with growth, expansion, and updates that will make UI Health a better place for our patients to receive care, for our guests to visit, and for all our staff to come to work. Take a look at the positive things that have been happening this year.

Dining Services Refresh As of July 1, Aramark is our new partner for Hospital Dining Services. Already, we have a refreshed retail program and we will be able to deliver hotel-style patient dining with 24/7 service.



Renovations to Hospital Dining will continue into 2022. A new Dining Services website, Healthcare Dish, features the daily retail menu, calorie counts, and other key department information. Learn more at UIHealth.HealthcareDish.com.

New: Post-COVID Clinic On June 28, we began seeing patients as part of the Post-COVID Clinic, a multi-disciplinary clinic for COVID long haulers — patients who previously had COVID-19 and still experience long-lasting symptoms. Patients of the Post-COVID Clinic will be seen at both the University Village Primary & Specialty

Care Clinic and the Outpatient Care Center. To learn more about the Post-COVID Clinic, visit PostCOVID.UIHealth.Care.

New: OBED On June 28, we also opened our new Obstetric Emergency Department (OBED) on the 4th Floor of the Hospital. Though the unit has existed in our system since 2017, the opening of the new, dedicated space — directly adjacent to Labor & Delivery — is especially notable as it is the only such unit in the State and one of only four (4) OBEDs in the entire country.



The OBED specializes in the urgent and emergent care of pregnant patients receiving prenatal care and is the premier referral destination for OB/GYN patients across the Chicagoland area and state of Illinois.

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Building Back Stronger *continued*

OSC, Hospital Welcome Atrium We continue to make exciting progress on our capital projects on campus. The Hospital Welcome Atrium is on track for opening next summer — major structural steel is complete and the concrete roof deck has been poured.



Following the top-off of the Outpatient Surgery Center & Specialty Clinics building, the next construction event will be the pedestrian bridge across Taylor Street connecting the OSC to the Hospital.



More details will be shared as this event approaches. View additional updates on our Capital Projects page on the hospital website.

5SW & 5W Reconfiguration On June 29, UI Health transitioned 5SW to a permanent Adult Stepdown Unit. This ten-bed (10) unit will be part of the Adult Stepdown track with 6ESD, 7ESD, and 6WSD, and provide quality stepdown-level care to patients while addressing the increasing patient volumes we are seeing in the Emergency Department. Expansions to 5W Pediatrics are also underway that will increase our capacity to a 24-bed unit in 13 patient care rooms. These new, revised units address the many changing needs of our patients and community, allowing us to serve the greatest number of patients safely and effectively.

Vaccines & Rules for Breaks, Dining, Meetings Rules and policies for breaks, dining, and meetings remain in place **both for vaccinated and non-vaccinated individuals.** See page 5. Staff who would like to get the COVID vaccine are able to do so at our University Village Vaccine site or at the Eye & Ear Infirmary Auditorium. Visit the intranet for days/hours. Mobile vaccination service also is available for departments/units by emailing uhsclinic@uic.edu.

“A brighter future is on the horizon” has been our mantra throughout this year. And each day, we see more and more evidence that we are building back stronger. Thank you to everyone at UI Health for helping us make our way forward. ■



MIKE'S CORNER

Engagement and Our Long-Term Growth

A perhaps unheralded lesson learned over the past year and a half — and one to be always mindful of moving forward — is the importance of transparency and ownership in our communications. The more thorough we are in our messaging and the more directly we speak to our peers and colleagues, the more positively we impact understanding, and action — which improves our lives in our workplace, and more importantly, benefits our patients.

In the coming weeks, we will see this in action as leaders report out findings for our 2021 Engagement Survey, which will underscore the importance of having clear, focused conversations.

While leaders will be reporting back in-depth findings to their teams, I would like to share a few important highlights here.

Engagement

Overall, our engagement was 3.84 in 2021 (on a 5-point scale), a slight decrease from 3.93 in 2019. This is not a surprising finding, as engagement trended down nationally.

We acknowledge that the past year and a half has been filled of many challenges — especially given the tumult we've experienced in healthcare. This modest decline is natural, but it also makes some of our improvement areas all the more notable.

Safety

The safety index for employees was 3.61, and 3.68 for practitioners, both increases from 2019. Our findings show that 76% of employees and 79% of practitioners

responded favorably to the question “We are actively doing things to improve patient safety.”

Diversity

The diversity score was 3.92 for employees and 4.14 for practitioners. Our findings show that 75% of employees responded favorably (with a 4 or 5) to the question “UI Health demonstrates commitment to workforce diversity”; that number rose to 84% for practitioners.

Resilience

2021 resilience for employees was 4.03 and 3.76 for practitioners. **Responding to the question “I care for all patients/clients equally even when it is difficult,” 96% of employees and 95% of practitioners responded favorably.**

The above categories are noteworthy, as they have been and continue to be immediate and long-term organizational goals. The positive feedback in these categories shows that we are making progress in our efforts to create a culture of safety, reduce and prevent burnout, and foster and promote a diverse and inclusive work force. Of course, this work continues, and we soon will be sharing updates on our Strategic Goals & Initiatives for FY22 and beyond.

We are most proud of the areas where we performed highest: You feel your work is meaningful. You feel recognized for your work. You enjoy working with your colleagues.

These areas matter because they show the results of the work you all put in every day to create a culture of inclusion and engagement at UI Health. We are only as good as our people — and we have great people.

There are other areas where the survey findings point to unfavorable trends that need to be addressed. These areas will be a part of our focus in the coming year, both for communications and for actions.

Thank you to all who participated in this survey — your input is greatly appreciated. And thank you for all you have done in the past year to help us recover, heal, and improve. The engagement you have shown will continue to be critical to our achievements in the future. ■

ORGANIZATIONAL PRIORITIES

Summer 2021: Rules for Breaks, Dining, Meetings

As we move into the latter half of summer, we'd like to remind all Hospital & Clinics staff about the continued rules and policies for breaks, dining, and meetings, both for vaccinated and non-vaccinated individuals.

Break Rooms

Please continue to wear masks and practice social distancing (6-foot rule).

These are shared spaces, and the vaccine status of others may not be known.

Cafeteria

- **You must continue to mask when in the cafeteria line and maintain distance from others.**
- The 1:1 Rule — 1 person, 1 table — still applies.
- If you are vaccinated, you may dine with another vaccinated individual at the same table.
- Non-vaccinated individuals must wear a mask when not actively consuming.
- You must wear your mask when leaving the cafeteria.



With the summer weather, the best option is to dine outside! Want to lunch with a friend? Encourage them to get vaccinated!

Meetings

Due to unknown vaccination status of others, please continue to practice the 6-foot rule of social distance and maintain universal masking.

Still Need A Vaccine?

Staff who would like to get the COVID vaccine are able to do so at our University Village Vaccine site or at the Eye & Ear Infirmary Auditorium. Visit the intranet for days/hours. Mobile vaccination service also is available for departments/units by emailing uhsclinic@uic.edu. ■

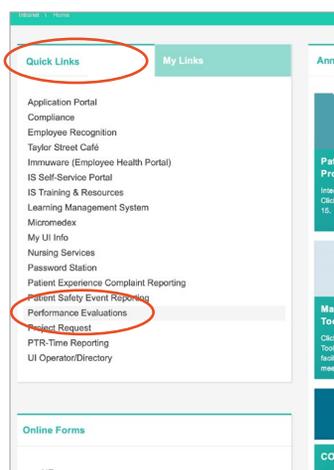
ORGANIZATIONAL PRIORITIES

REMEMBER: Performance Evaluations Due at the End of July

Performance evaluations are due Saturday, July 31, at 5 pm.

Academic Professionals and Open Range staff that are a part of Salary Planner will need to have all Performance Reviews complete by Friday, July 23, at 5 pm.

To access the Talent Management System (TMS) from the intranet, click on Performance Evaluations in the Quick Links.



Questions?

Please direct any questions to the TMS help desk via a support ticket. This will ensure that questions are addressed timely by the HR team. [Click here](#) to submit questions.

ORGANIZATIONAL PRIORITIES

Register for LGBTQ+ Training

In pursuing our mission of health equity and strengthening our position as a leader in LGBTQ+ healthcare equality, **we encourage you to participate in the online training options that focus on enhancing LGBTQ+ Patient-centered Care at UI Health.**

Topics include:

- Introduction to LGBTQ+ Health
- Expanding LGBTQ+ Cultural Competency
- Transgender Health
- Behavioral Healthcare

Visit the intranet for information on how to participate in trainings. ■

SERVICE LINE UPDATES

NEW: OBED Now Open on 4th Floor!

On June 28, UI Health opened its new Obstetric Emergency Department (OBED) on the 4th Floor of the Hospital.

Though the unit has existed in our system since 2017, the opening of new, dedicated space — directly adjacent to Labor & Delivery — is especially notable as it is the only such unit in the state and one of only four (4) OBEDs in the entire country. The OBED specializes in the urgent and emergent care of pregnant patients receiving prenatal care in the UI Health system, and is the premier referral

destination for OB/GYN patients across the Chicagoland area and state of Illinois. Patients across all gestational ages and in the six-week postpartum window with any presenting concern are cared for directly in the unit by skilled obstetric providers, including OB/GYN residents and attendings, certified nurse midwives, and residents and attendings in the Department of Family & Community Medicine. The unit also has full access to consultation services available in the main Emergency Department. ■



SERVICE LINE UPDATES

NEW: Post-COVID Clinic

On June 28, UI Health began seeing patients as part of the new Post-COVID Clinic.

The clinic brings together a variety of specialties — primary care, pulmonology, nephrology, neurology, immunology, and rheumatology — to see

COVID long haulers: patients who previously had COVID-19 and still experience long-lasting symptoms. Unique to the clinic is the critical role of the patient care navigator who coordinates a patient's care across specialists and assists with activities like appointment scheduling.

Patients of the Post-COVID Clinic will be seen at both the University Village Primary & Specialty Care Clinic and the Outpatient Care Center.

How to Become a Patient?

Patients are first evaluated by a UI Health primary care physician before being referred to the Post-COVID Clinic.



Typically, patients seen in the clinic:

- Have been referred by a primary care physician
- Have COVID-related symptoms 30 or more days after having COVID
- Had a mild case of COVID but continue to have symptoms
- Are experiencing new, chronic conditions like depression, fatigue, weakness, difficulty concentrating, shortness of breath, headaches, kidney problems, and more.

After a patient has been seen by their primary care physician and referred to the clinic, they'll be connected to the patient care navigator.

To learn more about the Post-COVID Clinic, visit PostCOVID.UIHealth.Care.

OPERATIONS

New Dining Services Partner!

Our new food service partnership with Aramark also includes the installation of two new self-check registers to expedite the checkout process. In addition, the



partnership will introduce Healthcare Dish, a Dining Services website that will have the daily retail menu, calorie counter, and other key department information.

Learn more about our exciting dining renovations at UIHealth.HealthcareDish.com.

RECOGNITION

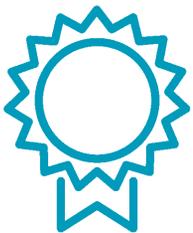
Spine Surgery Program recognized as Blue Distinction Center+

The Blue Cross Blue Shield program designates healthcare facilities that show a commitment to safely and effectively delivering quality specialty care, including improved patient safety and better health outcomes.

The Spine Surgery Program was recognized as a Blue Distinction Center+ (BDC+) by Blue Cross Blue Shield. Blue Distinction Centers are nationally designated healthcare facilities that show a commitment to safely and effectively delivering quality specialty care, including improved patient safety and better health outcomes. The BDC+ designation also emphasizes a center's focus on cost-of-care measures. Facilities designated as BDC+ demonstrate expertise in cervical and lumbar fusion, cervical laminectomy, and lumbar laminectomy/discectomy procedures,

Designated
BlueDistinction®
Center +
Spine Surgery

resulting in fewer patient complications and readmissions compared to other facilities. In addition to meeting these quality thresholds, facilities designated as BDC+ are on average 20% more cost-efficient in an episode of care compared to other facilities. ■



Physician, Resident/Fellow, Advance Practice Provider, and Employee of the Year Event!

Come celebrate our “of the year” awardees!

Tuesday, August 3, 1-2:30 pm, College of Pharmacy Auditorium, Rm 134
More information will be available on the intranet in the coming weeks! ■



July is Craniofacial Awareness Month!

The UI Health Craniofacial Center, comprised of a comprehensive multi-disciplinary team, works to achieve functional, cosmetic, and psychosocial normalcy for each patient for an improved quality of life.

Did you know...? We are one of the oldest and largest facilities in the world dedicated to the evaluation and treatment of infants, children, adolescents, and adults with cleft lip and palate and other craniofacial conditions.

Learn more about our unique services at CFC.UIHealth.Care. ■

Save the Date:

Fun in the Sun!

Grab a famous Chicago Rainbow Cone and celebrate summer with your co-workers!



**Thursday, July 29
11 am to 7 pm**

Ice cream will be served from 11 am to 7 pm in the parking lot north of the hospital. Come out the door of the hospital by the pharmacy building and you will see us!

Check the intranet for more information about the event.

 UI Health | 