

ROUNDUP

UI Health | UIC

Hospital & Clinics | October 2021

Turning Point – Why our Goals and Initiatives Matter More than Ever Before

— See Mike's Corner, p 3

FY22-23 CURRENT & NEAR-TERM PRIORITIES

Priorities guide our actions and create pathways that help us achieve our goals.

- Operationalize Infrastructure Investments
 - Outpatient Surgery Center & Specialty Clinics
 - Hospital Welcome Atrium
 - Gage Park Clinic
 - Parking Capacities
- 3i Project Optimization
 - Determine Governance and Decision-Making Process
 - Expand Project Framework
- Implement New Automated Acuity System
- Capacity Management (Hospital)
- Bed Utilization and Patient Throughput
- Clinical Service Redistribution
 - Meeting Rooms
 - Break Rooms
 - Support Space
- Magnet Status Designation
- Diversity and Anti-Racism Initiatives
- Long-term Telehealth Strategy
- Strategic Partnerships and

FY22 GOAL AREAS

Goals are measurable performance metrics that all staff impact. Everyone contributes to the organization's success.

- Improve Inpatient Hospital Experience (HCAHPS survey results)
- Improve Outpatient Clinic Experience (CAHPS survey results)
- Reduce Adverse Patient Safety Events
- Reduce Adverse Staff Safety Events
- Improve Net Revenue
- Manage Operating Costs

- Quality
- Safety
- Service
- Access & Operations
- Financial Health
- Diversity, Equity, Inclusion

Get to Know Our FY22 Strategic Goals & Initiatives

UI Health leadership is excited to introduce the Strategic Goals & Initiatives for the Hospital & Clinics for the 2022 Fiscal Year.

The FY22 document may look similar to past Goals documents, but there are important changes — both in format and philosophy — in which all staff should be aware.

Our FY22 Strategic Goals & Initiatives should provide clearer insight into what

we’re working toward long term, and how what we’re working on today helps us achieve those goals. When we understand how everything is connected, we’re more empowered and more confident in how we each individually contribute.

We hope to soon share more insight into our FY22 Strategic Goals & Initiatives in a Town Hall. Thank you for your continued engagement and contributions toward these future achievements. ■

To begin, the left column — FY22–25 Strategies — now features our organization’s long-term goals. These items come from our Strategic Plan Plan, which will be finalized in the coming months. They both lay the foundation for future success and support our continued alignment with the College of Medicine. The items listed are both the products and the drivers of our day-to-day efforts. Exceptional Outcomes, for example, is what drives the world-class care we strive to provide patients every day; when we provide world-class care, we achieve exceptional outcomes for our patients. **Everything is connected.**

The center column — FY22–23 Current & Near-Term Priorities — features the projects and priorities that guide the way to achieving our goals. These items should look familiar — Infrastructure Investments, 3i Project Optimization, Capacity Management, Magnet Status, Diversity & Anti-Racism. These are activities we have been working on and continue to work on, but they remain prioritized on this document because they are critical initiatives that serve our long-term strategies — Strategic Growth, Sustainable Future — and are driven by our immediate goals and day-to-day activities. **Everything is connected.**

The right column — FY22 Goal Areas — are measurable performance metrics to which we all contribute. Some of these are at the organization level, others at the level of our individual departments of units. While everyone has the same Organization-level Goals, the Department-level Goals will be unique to your area and set by your leader. Again, our long-term strategies on the left influence our goals on the right. Quality and Safety help create an Ideal Experience; creating an Ideal Experience inspires us to improve Quality and Safety every day. **Everything is connected.**

FY22-25 STRATEGIES

Strategies are the foundation of our future and long-term success and support our alignment with the UI College of Medicine.

- Exceptional Outcomes
- Engaging Culture
- Ideal Experience
- Strategic Growth
- Sustainable Future

FY22-23 CURRENT & NEAR-TERM PRIORITIES

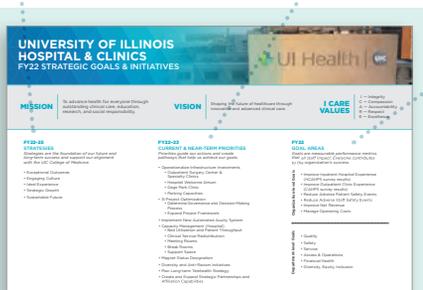
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- Plan Long-term Telehealth Strategy
- Create and Expand Strategic Partnerships and Affiliation Capabilities

FY22 GOAL AREAS

Goals are measurable performance metrics that all staff impact. Everyone contributes to the organization’s success.

- Organization-level Goals**
 - Improve Inpatient Hospital Experience (HCAHPS survey results)
 - Improve Outpatient Clinic Experience (CAHPS survey results)
 - Reduce Adverse Patient Safety Events
 - Reduce Adverse Staff Safety Events
 - Improve Net Revenue
 - Manage Operating Costs
- Department-level Goals**
 - Quality
 - Safety
 - Service
 - Access & Operations
 - Financial Health
 - Diversity, Equity, Inclusion



See the full Goals & Initiatives document on the intranet.



MIKE'S CORNER

FY22 Strategic Goals & Initiatives: Our Guide to Navigating into the Future

The introduction of our fiscal year Strategic Goals & Initiatives has extra significance this year.

To begin, it returns our focus to the important areas that are critical to our long-term success and outlines the ways in which we get there. After putting so much effort and energy into COVID-19, our goals are a welcome reminder that we still have our sights on priorities that will help grow our system and better serve our patients.

But more so, they serve as a precursor to resurrecting and restating our Strategic Plan. As you may recall, our long-term plan was one of our key initiatives prior to the pandemic. Working with partner consultants, we outlined tactics for performance improvement and growth for the next five to 10 years. Additionally, the Strategic Plan outlined a path to reaffirm and strengthen our alignment with the College of Medicine.

In the near future, we hope to host a Town Hall to formally share the Strategic Goals & Initiatives and give more details about implementing the Strategic Plan, including important updates to the Mission, Vision, and Values for the Hospital & Clinics.

Again, these changes will help strengthen our alignment with our education partners in the College of Medicine and help bolster the UI Health name and brand.

One important area of the Goals document I would like to speak to now, though, is Diversity & Anti-Racism Activities. This has been and increasingly serious issue for our organization following the racial justice events of 2020. **In June of that year, we joined dozens of other Chicago healthcare organizations to declare systemic racism a healthcare crisis.** Earlier this summer, we established the Committee for Anti-Racism & Equity (CARE), a staff-led group that will focus on supporting policies, practices, and improvements that address racism and discrimination. These actions will improve health equity for our patients and communities, both within UI Health and the world outside our clinics. They also will expand and reinforce how we value inclusiveness in all of our endeavors. And most recently, we formed a new Office of Diversity & Community Health Equity, which will lead the diversity and anti-racism activities for our organization. Rani Morrison is the chief for this new office. Rani, who served prior as the senior director of Care Continuum, is a proven advocate and able coordinator with the many healthcare needs and disparities within our communities. We look forward to her leadership in this vital area.

In this issue, Rani shares more about the Office of Diversity & Community Health Equity and the activities and actions she and her team currently have underway. Please be sure to familiarize yourself with this important new area of our organization, and do not hesitate to reach out to Rani or anyone else in Hospital leadership if you have ideas for improving our diversity, inclusiveness, and community health equity efforts.

We have great opportunities ahead. And I hope you feel as eager as I do to continue along the path set forth by our Strategic Goals & Initiatives. **My gratitude in advance for your contributions to these future achievements. ■**

▀ DIVERSITY, EQUITY, INCLUSION

Introducing the Office of Diversity & Community Health Equity

On Aug. 16, UI Health took another step in fulfilling its mission towards health equity while effectively serving our communities by creating the Office of Diversity & Community and Health Equity. This office allows UI Health to bring together our existing efforts in these areas under one umbrella and serves as a launching pad for new innovations and initiatives that support diversity, equity, inclusion, and belonging at our health system — for our patients, and in the community.



Rani Morrison, MS,
MSW, LCSW, ACM,
FACHE,
*Chief Diversity &
Community Health
Equity Officer*

Led by Rani Morrison, Chief Diversity & Community Health Equity Officer (CDO), the office comprises the long-existing departments of Care Coordination and Community Relations, both of which are responsible for our efforts to ensure quality, patient-centric healthcare delivery and education. But

in addition to these important areas, the Office of Diversity & Community Health Equity is in the process of developing a long-term, sustainable Diversity & Equity Strategy that focuses on our people, patients, and community. This strategy will complement our overall strategic plan at UI Health. As this strategy is refined and implemented in early 2022, additional roles will be added to ensure there are appropriate resources to support the heavily internal needs of Diversity, Inclusion, and Belonging, and the heavily external needs of Community Health Equity.

In the short term, immediately visible initiatives to our staff and patients will be recognizing important cultural heritage months, including Black History Month, Women’s History Month, Pride Month, and National Hispanic Heritage Month. These will occur starting in the 2022 calendar year. We will spotlight employees, share facts about

important figures in UI Health history, and encourage representation throughout these important months. We also are preparing for a refresh of our race, ethnicity, and preferred language data capture in Epic, along with beginning to consistently capture our patients’ Sexual Orientation and Gender Identity (SOGI). Health equity begins with understanding and acknowledging who our patients are.

As we improve our data collection, we also acknowledge we need to continue to address bias. The College of Medicine started this journey and has led the way by introducing the Bias Reduction in Medicine training (BRIM), which was launched in September and will be implemented throughout the Hospital & Clinics in the first half of 2022. As we ensure that we are all trained on bias reduction, we also are implementing strategies to review and update hospital policies to eliminate bias and promote equity within our day-to-day practices. The newly launched Committee for Anti-Racism and Equity (CARE) has completed its committee charter and will be an active part of the policy-review process going forward.

While we know that UI Health has a mission rooted in health equity, sits squarely on the West Side of Chicago, and serves an extremely diverse patient population, we also know we have work to do to truly be a more diverse, inclusive, and equitable organization. We want everyone to have a sense of belonging. We want to continue to partner with the communities we serve in order to eliminate health disparities. The work did not end with the creation of this office or position. It has only just begun and will require cooperation and coordination across the entire organization, so I thank you in advance! I also welcome your support as we formally embark on this journey. There is much to do. ■

ORGANIZATIONAL PRIORITIES

Two Patient Identifiers: Now in Patient Charts

In effort to improve the accuracy of patient identification, we have focused on the use of two patient identifiers when providing care, treatment, and service. Last month, we placed cameras at the clinic check-in stations, where staff members will ask patients to take their photos and state their name and date of birth.

These photos will be placed in the patient’s medical chart, which helps our care team familiarize themselves with their patients and reduces medical errors related to misidentified patients.

The practice of using two patient identifiers is crucial to delivering safe patient care.



Wrong-patient errors may occur in all stages of diagnosis, care, treatment, or services. The use of two patient identifiers is the most effective way we can ensure the correct patient receives the correct care at the correct time. ■

New Nursing Uniforms Launched Oct. 4!



Earlier this month, all nursing staff began wearing the new all-black scrub uniform. This dress code policy affects all inpatient and outpatient nurses, with a few exceptions. The new scrubs allow patients to easily identify nursing staff, improve patient communication, and present a professional, unified look to our patients and visitors. We hope you share in our excitement for the uniform rollout and feel the pride and professionalism they are meant to reflect! Speak to your unit manager or visit the Nursing Department page on the intranet for more information, FAQs, and a “How to Order Guide.” ■

Save the date! Nov. 15 – Dec. 3

Our Miracle on Taylor Street employee holiday gift drive again will be virtual this year.

Be on the lookout for information on how to contribute in the coming weeks! ■



ORGANIZATIONAL PRIORITIES

Wash Your Hands & Save Lives!

When to clean your hands...

After using the restroom



Before & after eating



When your hands are potentially contaminated or visibly dirty



Before & after glove removal



Entering & leaving the **patient zone**



Before & after touching anything in the **patient zone**

After contact with mucous membranes, body fluids & contaminated equipment/articles



When moving from dirty to clean site on the same patient (Example: When changing a patient dressing)



A surgical scrub is required before invasive procedures and handwashing thereafter.



Remember...clean your hands for 20 seconds

- With soap & water
- With alcohol based hand rub, compress the dispenser fully to get an adequate amount of sanitizer to keep your hands moist with sanitizer for 20 seconds

References on intranet: IC 1.03 Hand & Nail Hygiene

If you have questions or need clarification, please contact: **Leanne O'Connell**, Associate Director Infection Prevention ext. 6-8953; **Rosalind Giulietti**, Accreditation & Regulatory Specialist ext. 6-7510.

ORGANIZATIONAL PRIORITIES

Have You Received Your Flu Shot?

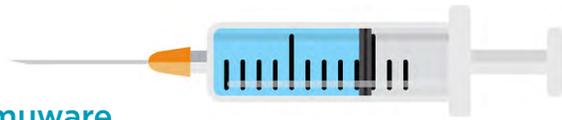
Flu shots are available in Dining Room A Throughout October.

Don't forget to schedule your flu shot appointment. The flu shot is mandatory for all UI Health Hospital & Clinics staff and volunteers — unless they have submitted a request and received approval for an exemption. **All staff must receive their flu shot by 4 pm on Tuesday, Nov. 30.**

Accepting Walk-Ins! Is your schedule unpredictable? Not sure when you can break away? Don't worry! You do not need to schedule an appointment to get your flu shot in Private Dining Room A – stop by when convenient for you. **Visit the flu intranet tile for the full schedule.**

Prefer to schedule an appointment?

- Schedule your flu shot appointment through [Immuware](#).
- [Click here](#) for instructions on how to schedule an appointment through Immuware.
- Before your appointment, fill out your pre-consent form through Immuware. [Click here](#) for instructions on how to fill out your consent form.



Important Dates & Reminders:

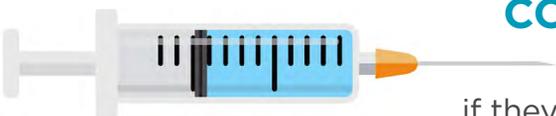
- **Don't forget to bring your Hospital ID.** You will need to show your Hospital ID at your appointment.
- Get your flu shot by Oct. 29, and you can register to win one of two Apple Watches!
- Flu Shot Compliance Goal: Oct. 31
- Flu Shot Compliance Deadline: Nov. 30, 4 pm

If you would like to get your flu vaccine and COVID-19 booster during the same appointment in Room B8 of the College of Pharmacy, you must schedule your appointment in [MyChart](#). Questions? Email flushot@uic.edu or call 312.996.7420, and click option “2.” ■



COVID-19 Boosters for Eligible Patients

Patients can visit [Vaccine.UIHealth.Care](#) to learn if they're eligible and how to schedule an appointment. ■



Don't Forget to Enroll Your Patients in MyChart!

With the MyChart app, patients can manage their healthcare right from their phone. When they download the



app, they can schedule appointments, message their care team, and more! Talk to your patients about the benefits of MyChart.

Need help getting patients registered? Visit the intranet to view our “Tips for Enrolling Patients” flyer.

For more information, visit [MyChart.UIHealth.Care](https://mychart.uihealthcare.com). ■

SERVICE LINE UPDATES

The Center for Breast Care at UI Health

UI Health makes it easy and convenient for women to get screened for breast cancer. Multiple mammogram programs are available for UI Health patients and members of our community. In addition to screening, the Center for Breast Care at UI Health offers minimally invasive surgical options and compassionate consults with gynecologists and oncologists. **UI Health patients can call 312.413.4900 to make an appointment.** ■



QUALITY & SAFETY

Infection Prevention Week: Oct. 17-23



In honor of International Infection Prevention Week, we want to recognize the crucial role of infection preventionists in protecting the health of our patients and staff.

Every individual has the power to prevent the spread of infection and protect our hospital community. Washing your hands is the best way to prevent the spread of germs. Be sure to foam in and foam out to achieve 100% hand hygiene compliance.



Remember to...

- Get Your Shots
- Wear a Snug Fitting Mask Over Your Nose & Mouth
- Wash Your Hands
- Disinfect Frequently Touched Surfaces ■