



OPEN LINES

UF HEALTH JACKSONVILLE // EMPLOYEE NEWSLETTER // JANUARY 2016

BREAKING GROUND

UF Health North
begins expansion
page 4

Hello 2016!

As we say hello to 2016 and write our New Year's resolutions, I hope you'll consider adding one more to your list. Don't worry. It's something small, but it yields big results for you and your co-workers.

Make a commitment to take advantage of all the various communications tools available to you and ask yourself, "Am I paying attention?" It can make a difference in the quality of your work and job satisfaction.

From videos and face-to-face meetings to electronic and print mediums, there are many ways for employees to learn what's happening at UF Health Jacksonville. Each one is designed with you in mind—to educate you, inform you and inspire you.

Everyone should be participating in staff and unit meetings regularly. This is where your director, manager or supervisor will share information about the organization as well as discuss matters related to your specific team.

I address important topics and answer questions from employees in my biweekly "A Few Minutes with Russ" videos. You'll also find valuable information in Open Lines, on communication boards and in the Friday Around Campus E-newsletter. Remember to check out the kiosks and info slots located throughout campus, too.

Speaking of Open Lines, we'll take a "Walk through the Bridge" in this month's issue. The Bridge is a great resource to find news and learn about events, training sessions, job openings and benefits, to name a few.

But wait, there's more! Be sure to attend employee forums offered throughout the year and visit our social media channels and website, UFHealthJax.org, regularly.

There's a wealth of information and it's easy to find. Just take the time to look around you.

See, I told you it's a simple resolution. Please add it to your list and encourage your co-workers to do the same. You'll be glad you did.

As always, it's a privilege to be your CEO.

Russ



2014 TOP PERFORMER

UF Health Jacksonville is proud to announce that it has been recognized as a 2014 Top Performer on Key Quality Measures® by The Joint Commission, the leading accreditor of health care organizations in the United States.



The Joint Commission's 2015 annual report "America's Hospitals: Improving Quality and Safety" recognized UF Health Jacksonville for attaining and sustaining excellence in accountability measure performance in five different categories: heart attack, heart failure, pneumonia, surgical care and perinatal care. Less than a third of eligible hospitals in the United States were able to achieve the 2014 Top Performer distinction.

"Our staff is dedicated to providing the best care to every one of our patients, and this recognition is proof that their hard work is paying off," said Russ Armistead, CEO of UF Health Jacksonville. "The Joint Commission is one of the most important accrediting organizations in the country and we are proud to be singled out for excellence. We have and will continue to make positive patient outcomes a priority and our goal is to be recognized as a top performer in as many areas as possible."

The Top Performer program recognizes hospitals for improving performance on evidence-based interventions that increase the chances of healthy outcomes for patients with certain conditions. The performance measures in the recognition program include heart attack, heart failure, pneumonia, surgical care, children's asthma, inpatient psychiatric services, stroke, venous thromboembolism, perinatal care, immunization, tobacco treatment and substance use.

To be a 2014 Top Performer, hospitals had to meet three performance criteria based on accountability measure data, including:

- ▶ Achieve cumulative performance of 95 percent or above across all reported accountability measures
- ▶ Achieve performance of 95 percent or above on each and every reported accountability measure with at least 30 denominator cases
- ▶ Have at least one core measure set that had a composite rate of 95 percent or above, and within that measure set, achieve a performance rate of 95 percent or above on all applicable individual accountability measures.

"Delivering the right treatment in the right way at the right time is a cornerstone of high-quality health care. I commend the efforts of UF Health Jacksonville for its excellent performance on the use of evidence-based interventions," said Mark R. Chassin, MD, FACP, MPP, MPH, president and CEO, The Joint Commission.



BREAKING GROUND

Innovative health care, quality and service meet as UF Health North begins expansion

An open field of green grass was the backdrop as UF Health Jacksonville CEO Russ Armistead greeted the crowd during a special groundbreaking ceremony Nov. 16 at UF Health North. The field signified opportunity and growth, as well as a promise to bring robust, comprehensive health care to North Jacksonville.

Over the next 16 months, that space will be transformed into a 92-bed inpatient tower that will complement the existing medical office building. Once built, UF Health North will be the only hospital in that area of the city, creating convenience for residents of northern Duval County, Nassau County and Southeast Georgia.

"We've always embraced our mission to heal, comfort, educate and discover. And we've dedicated our work to improving the lives of those we touch through quality health care, medical education, innovation and research," Armistead said. "The building of the hospital on the UF Health North campus takes that commitment even farther."

UF Health faculty and staff, as well as local elected officials and other community leaders, attended the groundbreaking, which

featured remarks and the turning of ceremonial dirt, marking the official start of the hospital construction efforts.

"Today is truly a groundbreaking. Not just with shovels moving dirt, but in ways that reflect the literal meaning of the word: innovative, fresh, unprecedented, inventive," said Daniel R. Wilson, MD, PhD, dean of the University of Florida College of Medicine – Jacksonville. "These words capture the essence of UF Health

North from the spectacular architecture to the new array of services available."

Many in attendance marveled at the existing six-story medical office building while sharing their anticipation for when the new 160,000-square-foot hospital will open.

Jason Hardwick, director of patient access at UF Health Jacksonville, believes the new hospital will positively impact the surrounding area. "The Northside is lacking a facility of this magnitude, and this is a huge part of the community," said Hardwick, who lives in North Jacksonville. "The north is the last side to be built up. This is well-deserved for the community and the organization."

Kimberly Solomon, case manager at UF Health North, said the new hospital will complement the existing emergency room nicely. Also, many residents in that area won't have to venture all the way to the 8th Street campus for services. "It's hard for people to travel into the city, especially patients from Georgia," Solomon said. "They say they're so happy it's closer. It's another great addition for the Northside."

The groundbreaking ceremony came just nine months after the grand opening of the medical office building, which includes a full-service 24/7 emergency room, advanced imaging, an outpatient surgery center and more than 30 specialty services offered by top University of Florida and community physicians.

The new five-story hospital will have private rooms and adjoin the outpatient medical complex. It will feature a 12-bed labor and delivery unit with two cesarean operating rooms and an eight-bed women's services unit, a 24-bed intensive care unit and two separate 24-bed medical/surgical suites. All of the patient rooms will feature soothing tones to enhance the patient experience. Construction of the new hospital is projected to be completed in mid-2017. More than 370 positions are expected to be created with the opening of this facility.

UF Health North is located on 70 acres on Max Leggett Parkway near Jacksonville International Airport, River City Marketplace and the growing commercial area on and around Duval Road. It is approximately 15 minutes from Nassau County and less than 30 minutes from Georgia.



**The target date for the completion of the new hospital is mid-2017.
For more information about UF Health North, please visit North.UFHealthJax.org.**



UF Health Hospitality & Service Standards of Behavior



UF Health Jacksonville places a special focus on hospitality and service standards of behavior. As we move into 2016, there will be a growing emphasis on these initiatives as we continue to improve the patient experience.

Our patients are at the heart of everything we do, and our top priority is to provide the highest quality health care and best possible experience for everyone who walks through our doors. Similarly, our co-workers and colleagues from all departments are also our customers and deserve the same respect and care we provide patients and families.

Use this checklist as an opportunity to assess yourself in the ways you interact with your team members and colleagues. It can be a valuable resource to keep you focused on the importance of respectful interactions and mindful of how well you manage this behavior in your daily work.



TEAMWORK

Hospitality and service start with the way we support and treat each other. Our relationships with our teammates and staff in other departments set the tone for how we behave toward our patients and visitors. We will not be able to provide outstanding patient care if we do not support each other as UF Health colleagues.

Health care can be a very high-stress environment. Working cooperatively with our colleagues in a supportive team environment is critical to our ability to provide safe, quality care and attentive service. Every day, our individual actions contribute to our team's morale, performance and accomplishments.

Let's make every interaction warm, welcome and attentive for everyone we encounter at UF Health.

Respectful Interactions

	NEEDS WORK	MEETS	EXCEEDS	DOES NOT APPLY
Treats colleagues with courtesy and respect. Demonstrates the same hospitality and friendly, customer-focused behaviors we use with patients.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Focuses attention, gives a friendly greeting and says "please" and "thank you" when interacting.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Understands that everyone brings skills and talents to the table.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supports and assists colleagues, sharing information and available resources to help them do their jobs and excel. Sets team members up for success. Strives to ensure team and team members never fail.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does not tolerate inappropriate behavior in the workplace, including verbal and physical abuse. If a confrontation cannot be safely managed, immediately reports it to a supervisor and/or security.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

New filing requirements with your 2015 tax return

Later this month, some employees will receive a new tax form called the 1095-C that will contain important information about their health care coverage in 2015. Employees who will receive the form include those who:

- ▶ Were enrolled in health care coverage from UF Health Jacksonville at any point in 2015
- ▶ Worked an average of 30 or more hours per week or were considered a full-time employee in 2015

If you receive a 1095-C, you will need the form to file your 2015 tax return. The IRS will use the information you report from your 1095-C to determine whether you will pay a penalty for failing to have health care coverage as required by the Patient Protection and Affordable Care Act.

For more information on the 1095-C form, please review the frequently asked questions, or FAQs, on the benefits page on the Bridge.

If you believe you should get a 1095-C but do not receive one by Feb. 1, please contact the Employee Service Center at 244.9651.

New Look to the Self-Service Check

Effective January 2016, your self-service pay stub has a new look. There is now a section showing the medical, dental and vision options you elected along with the names of the dependents covered under each plan will be available on each of your biweekly pay stubs.

HEALTH BENEFITS SUMMARY (MEDICAL, DENTAL & VISION)		
	PLAN NAME	COVERED DEPENDENT(S)
Medical	Premium Medical	John, Mary, James, Sue
Dental	Cigna Dental Opt 2	John, Mary, Sue
Vision	Vision Care Opt 2	John, Mary

1040

FORMS & INSTRUCTIONS 2015

Form 1040
Department of the Treasury—Internal Revenue Service
U.S. Individual Income Tax Return 2015
For the year Jan. 1-Dec. 31, 2007, or other tax year beginning
Your first name and initial
If a joint return, spouse's first name and initial
Home address
Last name
2007



PROTECTING OUR PATIENTS

The day may come when you observe something at work that doesn't seem right. Perhaps you witness a co-worker doing something that you know is wrong, possibly illegal or prohibited by hospital policy. What will you do?

If that person is violating a policy or a law, it is possible that the person's conduct could have an indirect or direct impact on the patients for whom we care. This may be true even if the conduct does not appear to be related to patient care.

Every day, health care entities across the country are required to pay the government large sums of money due to alleged or actual violations of health care laws and rules. Many issues involve things such as billing or interactions with vendors, however, even these issues can have an impact on patient care. Organizations faced with these issues may have less money available to spend on other services or items that may directly benefit their patients due to the financial impact of noncompliance. Oftentimes, the financial impact could have been minimized, or even eliminated, if someone in the organization spoke up sooner.

Our policies are in place to ensure we provide the very best care for our patients, while also complying with the law. To protect our patients and future patients who benefit from all we do, please report any issues or concerns to your supervisor or to Corporate Compliance at 244.1979 or compliance@jax.ufl.edu. To report an issue or concern anonymously, call the Compliance Hotline at 1.888.329.3569.

EVEN PATIENT CARE OBSERVERS ARE BOUND BY HIPAA

A patient care observer is a temporary, unpaid person who wishes to observe patient care for the sole purpose of enhancing their own knowledge. While they don't provide direct health care to patients, they gain valuable insight into daily activities of those who do.

These observers are still bound by the requirements of the Health Insurance Portability and Accountability Act, or HIPAA. Protected health information, or PHI, is any information that relates to a person's health, the provision of health care, or the payment of it, and is created or received by UF Health. It can be transmitted in any form, but the most common forms are written, spoken and electronic.

When observers enter patient care areas, they will be exposed to this information. PHI must be kept confidential at all times. They are not allowed to take photos or videos of patients and must never post PHI on social media. Observers must maintain confidentiality and security of PHI and respect patients' right to privacy at all times.

It is the responsibility of UF Health Jacksonville to ensure safeguards are in place to protect the PHI of its patients. UF Health Jacksonville Policy A-05-018 specifically addresses Patient Care Observer requirements.

If you have any questions, please contact the Privacy Office at 244.1285.

5

Saving a lifesaver: Chief of pediatric surgery, Dr. Joseph Tepas, was always an organ donation champion. Then he needed life-saving lung transplant surgery, himself.

6.5k reached, 809 engaged

4

Scars are like people — each one unique. See how an equally unique treatment plan kept Delores up on her feet.

75k reached, 346 engaged



3

Shawwna's scar is barely visible, but it's hers alone. See how care that's just as unique is changing lives — including Shawwna's.

75.5k reached, 563 engaged



2

Meet Lowyn Yancey. She doesn't know it, but she owes the past 8 months to a man named Michael.

154.2k reached, 2.0k engaged

1

Meet Sydney Thomas. Her life was changed by world-class treatment — from a researcher she never met.

155.6k reached, 2.1k engaged

2015 TOP FIVE UF HEALTH JACKSONVILLE FACEBOOK POSTS

TOP THREE UF HEALTH NORTH FACEBOOK POSTS

THREE

Here is a sight you won't see again at UF Health North: an empty Emergency Room. The nurse's station and hallways were quiet early this morning, but as of 7:30 a.m. tomorrow, this ER will be open—permanently. 24 hours a day, 7 days a week, 365 days a year. #GoNorthUF

2.0k reached, 592 engaged

TWO

Daisy was the first baby born at our all-new UF Health North Birth Center, arriving at 9:59 p.m. Sunday, March 15, and weighing 8 pounds, 15 ounces. She is the daughter of Jamie and Elizabeth Borders of Jacksonville Beach. Congratulations to the Borders family on their beautiful new addition!

5.9k reached, 1.4k engaged

ONE

Now delivering patients! The UF Health Birth Center at UF Health North offers a family-centered experience from prenatal visits to birth and beyond.

10.1k reached, 1.7k engaged



A WALK THROUGH THE BRIDGE



The Bridge is the internal collaboration and resource-finding intranet for UF Health (both Gainesville and Jacksonville campuses). With the Bridge, you are able to locate resources to help you do your job more efficiently, collaborate with other UF Health faculty and staff to share ideas and knowledge, and be better informed about news, events, announcements and other communications from within our organization. Access to the UF Health Bridge is restricted to on-campus computers or those using the virtual private network, or VPN.

RESOURCE LIBRARY

- ▶ Use the utility belt (thin blue bar running across the very top of the page) to access systemwide directories and webmail, as well as your uploaded files, groups, links and more.
- ▶ The main menu can also help you find applications, resources and services you need to get your work done more efficiently.
- ▶ The search box is always a great tool to find everything from people and groups to files and phone numbers.

INTERNAL COLLABORATION

- ▶ Create an online profile to showcase your skills and offer professional expertise to colleagues.
- ▶ Collaborate with others in groups, sharing content and ideas to help your departments and projects become more productive.
 - Hold discussions through forums.
 - Create, upload and collaborate on files.
 - Add events to a calendar.
 - Create links to useful resources within a group.
 - Create pages for your group.

Note: Protected health information, or PHI, or sensitive student information is not permitted on Bridge.

SYSTEMWIDE COMMUNICATIONS

- ▶ Use the homepage, to keep up with all the latest news, announcements, events and stories unfolding within our diverse organization.
- ▶ Create internal websites to display information for employees in a more traditional but easy-to-navigate resource.

The Bridge was designed with improving your experience as a member of UF Health. Be sure to take advantage of all the features and resources it provides. If you have any questions regarding the Bridge, visit bridge.ufhealth.org/bridge-help/ or contact webservices@jax.ufl.edu.

Briefly



Volunteers Needed for Gate River Run

UF Health Jacksonville is the official medical sponsor of the Gate River Run on Saturday, March 12.

We need physicians, nurses, other medical personnel and non-medical staff to volunteer their time at the finish line and first aid stations along the race route. Employees' spouses, family members and friends are also welcome to volunteer. Volunteers must be willing to work from 6 a.m. (en dash) 2 p.m. and must be at least 15 years old. All minors must be accompanied by a parent or guardian.

For more information or to volunteer, email rebecca.melvin@jax.ufl.edu or call 244.8060.

A Night for HEROES

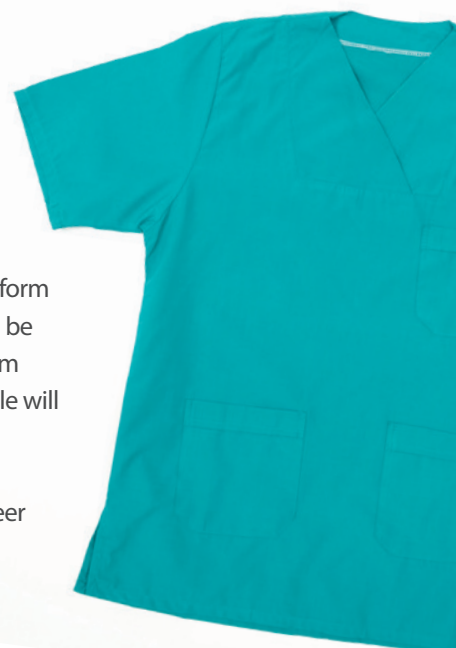
Join us on Saturday, Feb. 6, at the Hyatt Regency Jacksonville Riverfront as we celebrate our local heroes—the men and women of UF Health TraumaOne, the region's only adult and pediatric Level I trauma center. The event will also feature a special patient—another hero who has received exceptional treatment and care from UF Health personnel after a traumatic injury. He'll share his amazing story of perseverance and his road to recovery.

For more information or to purchase tickets, visit anightforheroes.com, call 244.1060 or email development@jax.ufl.edu.

Uniform Sale

Volunteer Services is sponsoring a uniform sale for all UF Health staff. The sale will be held in the LRC Atrium Feb. 17–18, from 7 a.m.–4 p.m. All proceeds from the sale will benefit the hospital foundation.

For more information, contact Volunteer Services at 244.4271.



Employee Specialty RN Referral Incentive Program

Any current, permanent, non-management level employee of UF Health Jacksonville is encouraged to help in the recruitment efforts of registered nurses. We are looking for experienced personnel in Perioperative Services, Interventional Radiology/Special Procedures, the Emergency Department and Trauma, Home Health and all intensive care disciplines.

If a current employee refers a qualified candidate and he or she is hired, the employee will receive \$1,500 upon the new employee's successful completion of his or her six-month probationary period. If he or she maintains employment for a full year, the referring employee will receive an additional \$1,500.

Employee referral forms are available in HR (6th floor, Tower I) and on the Bridge. To access the online form, click on the Human Resources link located on the left side of the homepage.



OPEN LINES

NEWSLETTER DEADLINES

February – Jan. 20
March – Feb. 10

Submit your copy and photos via email to openlines@jax.ufl.edu.

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EDITOR Michael Hadden / **DESIGN & LAYOUT** Darcy Ladd

PHOTOGRAPHERS Nelson Keefer and Miller Mercado

CONTRIBUTORS Heather Bokor, Dan Kurmaskie, Sharon Jackson, Dan Leveton, Kristen Sibbitt, Christine Small and Jese Williams

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PHOTO SUBMISSION REQUIREMENTS

We welcome photos that are taken or submitted by employees. Photos should be at least 3 megabytes (3MB) in image size to be published. Please try to take or submit photos that are clear (camera is held very still); not backlit (flash is used and/or light source is not behind the subject); and framed correctly (feet are not cut off and/or subject is not shown too far away). Employees are encouraged to arrange photography with the Media Center before an event to ensure quality. **Direct questions to openlines@jax.ufl.edu or call 244.9750.**

You can find a link to current and past issues of Open Lines on the home page of the Bridge.