


OPENLINES

UF HEALTH JACKSONVILLE // EMPLOYEE NEWSLETTER // MAY 2016

THE GREATEST GIFT YOU CAN GIVE:
A SECOND CHANCE AT **LIFE**



**UF Health Jacksonville
acknowledges Donate Life Month
and remembers the patients and
families who made the decision
to give the gift of life.
page 4**

Changing lives is part of who we are at UF Health Jacksonville.

WE should all be proud of our mission to heal, comfort, educate and discover. The work we do has made a difference to thousands of residents in Northeast Florida and Southeast Georgia. Through our combined efforts — faculty, staff and volunteers — we have achieved remarkable things.

The work we do through organ donation is one example. During the past year, 34 patients became organ donors here, giving life to 96 others. While the tragedy of a life lost is devastating, many families find comfort in knowing that their loved one's sacrifice gives a second chance to someone else.

In 2007, a group of extraordinary nurses and staff members formed the Donor Council. The council has worked tirelessly to promote awareness of organ donation and ensure those who give that ultimate gift — as well as their families — are

treated with honor. UF Health Jacksonville hosts an annual Tree of Life Ceremony to remember our donors. Family members and staff gathered in the LRC Auditorium on April 27 to remember loved ones or the patients for whom they cared.

I thank all of you who work compassionately and skillfully during difficult life transitions. Our critical care, trauma, emergency and perioperative teams, transplant services personnel, physicians and staff are second to none.

Whether it's through our efforts to save lives, improve quality of life or help families as their loved ones make their end-of-life journey, we remain committed to making a difference in the lives of our patients who are at the center of what we do at UF Health Jacksonville.

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



The final tally is in, and it's impressive.

In three weeks, the 2016 Give Where You Live spring employee giving campaign raised more than

\$172,500!

Thanks to your generosity, we surpassed last year's giving and our community will reap the benefits. The committee thanks all UF Health employees who participated and we look forward to another successful donation drive next spring.

UF Health Jacksonville Nursing welcomes Magnet surveyors

Magnet Recognition® from the American Nurses Credentialing Center is the highest and most prestigious distinction a health care organization can receive for nursing excellence and high-quality patient care. With only 8 percent of U.S. hospitals earning the Magnet designation, it's clearly the gold standard.

In 2011, UF Health Jacksonville nursing joined the ranks of that elite group. Five years later, they prepared — with the same precision and enthusiasm — for their redesignation.

The ANCC, a subsidiary of the American Nurses Association, developed the Magnet Recognition Program in 1992 to recognize hospitals that provide the best in nursing care and a supportive professional nursing environment. The program is designed to provide a benchmark for measuring quality

of care. Magnet hospitals must meet stringent quantitative and qualitative standards that define the quality of nursing practices and patient care. The application process includes comprehensive written documentation. The documentation is validated by a site visit, which occurred on the Jacksonville campus April 25-28.

For UF Health Jacksonville and its more than 1,000 nurses the recognition means validation for the level of excellence they have worked to achieve in patient care. It should also provide patients with the reassurance, based on carefully measured standards, that the nurses overseeing their treatment are highly credentialed, use best practices for quality and performance, receive strong satisfaction reports, and have a positive influence on other hospital staff.

Nursing staff is energized by Magnet redesignation process



Members of the nursing staff gather together in the LRC Auditorium for a pep rally in anticipation of the Magnet visit.



“ The Magnet redesignation process is a true testament to the clinical excellence and commitment to the community we serve at UF Health Jacksonville. I am so very proud and thankful for the volumes of energy and work our staff nurses, collaborating departments and leadership have invested to demonstrate to the ANCC we are worthy of Magnet accreditation. Ensuring the best patient outcomes, with great patient experiences in a way that heals with compassion, is our greatest priority. I am humbled and honored to be part of the UF Health Jacksonville nursing team, where Magnet is what we do. ”

Camille Filoromo
Division Director for Magnet and Nursing Research and Operations

THE GREATEST GIFT YOU CAN GIVE:
A SECOND CHANCE AT

LIFE



In the dead of night, when everyone is asleep, the sky is dark, the moon is bright and silence fills the air for a calm and peaceful break from reality. But then the phone rings.

Some might consider being wrenched from sleep by a phone call a terrifying experience. But for others, it's a welcome jolt from their slumber.

The 125,000 people currently on the national organ transplant list are waiting for that phone to ring in the middle of the night and rouse them from their beds.

"One of the most profound statements I heard anybody on the waiting list say is that they want a phone call at 3 o'clock in the morning," said Cynthia Gerdik, division director for the Emergency Department at UF Health Jacksonville. "Most people don't want a call in the middle of the night. That really spoke volumes to me."

That much-awaited call could change a person's life. Or save it. This past year at UF Health Jacksonville, 34 patients gave the gift of life — a difficult but beautiful decision that saved the lives of 96 people in the Jacksonville community.

April is National Donate Life Month, a time when the organ and tissue donation and transplantation community focuses on educating Americans about ongoing critical shortages and reminds them of the importance of one's own donation decision.

To highlight National Donate Life Month, UF Health Jacksonville held a ceremony to honor donors on April 27 in the LRC Auditorium. After the ceremony, family and friends of those who became organ donors traveled across campus to view the Tree of Life in the East Expansion of the Clinical Center. The tree

displays the name of each donor who saved someone's life thanks to his or her choice. Adult donors are represented by leaves on the tree; children are symbolized by butterflies.

Roughly 18 people die in the United States each day while waiting, but something can be done about it. One organ donor can save the life of up to eight people, and one tissue donor can help as many as 50. Those who choose organ donation at UF Health Jacksonville are honored and remembered in many ways throughout the hospital and in the hearts of the nursing staff.

MAN'S BEST FRIEND

The decision to give the gift of life is never easy. One way the hospital staff acknowledges the families is with a purple blanket commemorating their loved one. This tradition began in 2007 with the formation of the Donor Council, a group that focuses its efforts on education and awareness as well as patient and family support. When a donor is taken off life support, the nurses who have continuously cared for the person lay a purple blanket on them signifying their passing.

"With every individual who becomes a donor here, we honor them and give the families something they can take home," Gerdik explained. This blanket is intended to provide some small comfort to the families because it's the last item to touch their loved ones before going into surgery.

A few years ago, the family of an elderly gentlemen decided to take him off life support and donate his organs. As the son prepared for this, he knew who his father would want with him during his final moments — his beloved dog, Barney.

Gerdik received a phone call over the weekend from a charge nurse asking if they could bring the dog into the surgical intensive care unit. The request isn't typical, but after hearing the reason behind it, she agreed. The son brought the dog to the hospital so he could be there for his owner's final breaths. The purple blanket was placed on the patient, the ventilator was turned off and the man peacefully passed away with Barney right beside him.

A few weeks later, Gerdik received a letter from the man's son thanking them for allowing him to bring Barney into the hospital because the dog was the man's family — like another son. He wrote that the purple blanket now belonged to Barney, and it was where the dog slept every night as it still smelled faintly of his much-loved owner.

"We had no idea that this blanket would be so significant to families, but it's the last thing that touches the patient as they make their end-of-life journey and this one still had his special smell on it," Gerdik said.

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THE SYMBOL OF HONOR

Another way UF Health Jacksonville honors those patients who become organ donors is by flying the Donate Life flag outside the Clinical Center for three days following a patient's passing.

This flag is also meaningful to the families. When loved ones are told of this gesture, they will often gather around the flag while their family member is taken into the final surgery.

Three years ago, a couple was on their way back from their wedding at Disney World when they were involved in a life-changing car crash. The groom suffered a traumatic head injury and was pronounced brain dead soon after. Responders transported the couple to UF Health Jacksonville, where they stabilized the man and put him on a ventilator. The bride was rushed into surgery to repair her two badly broken legs.

Once out of surgery, the woman was told that her husband had passed and his parents chose to donate his organs. A flag would fly outside the hospital in his honor. Not long after, Gerdik received a call from the family asking if they could have the flag to lay atop the casket at the funeral. They found comfort in the presence of the Donate Life flag, and it was important to the family as it represented the gift their son and husband had given.

"They sent a card to us with a picture of the flag draped over the coffin," Gerdik said. "So it was really meaningful for them to have that flag."

Not only do these gestures commemorate this decision, they can also serve as a reminder that organ donation — although heartbreaking — has the ability to change lives.

RECEIVING THE GREATEST GIFT

Anxious she might miss the call, Alice Weiss triple-checked her pager to make sure it was working, as the small device could bring her life-changing news. Waiting for a kidney transplant was no easy task.

"It was exciting, but it was anxiety-provoking," she explained. "You couldn't be thinking about it all the time. But I always wanted to make sure that everything was set up so there was no mishap in communication."

Weiss was 35 when she was diagnosed with kidney disease — a complication from lupus, an autoimmune disease in which the immune system mistakenly attacks healthy tissue. In 1988, her nephrologist went over the treatment plan, promising they would try an array of regimens, though there was a chance she would ultimately end up on dialysis and need a kidney transplant.

Weiss was adamant she wouldn't need a transplant. "No, I won't," she remembered telling the physician. "I was in total denial."

After ignoring the pain for some time, Weiss realized the kidney disease was progressing. She was put on dialysis in September 1989 and placed on the transplant list the next month. Over the next seven months, Weiss continued to work as a nurse even though she had dialysis four hours a day, three days a week.

In June 1990, Weiss received the call. She and her family traveled to UF Health Shands Hospital in Gainesville, where surgeons performed Weiss' kidney transplant.

"The transplant has given me a pretty much normal life," Weiss said. "It really gives you wings to lead a normal life and be there in a real way and contribute."

Weiss thrived after the transplant. She was able to take care of her children, travel and continue working. She had her life back.

Twelve years later, her kidney function gradually started to decrease, and she ultimately went into long-term kidney rejection. In 2002, Weiss was put back on dialysis and added to the transplant list for a second time. After another seven months of waiting, the call came again.

Weiss received her second kidney in June 2003. Thirteen years later, the second kidney still functions very well and Weiss is incredibly grateful for the opportunities these transplants have given her.

"Organ donation saved my life," she said. "I've been able to be there for my family, contribute to the community, pull my own weight, lead a normal life and pursue my dreams."

Weiss is now a performance improvement specialist at UF Health Jacksonville and a member of the Donor Council. Although she cannot be a donor herself, she is an advocate for those who are.





WORKING HARD TO DONATE LIFE

Transforming tragedies into blessings has been an ongoing process for the Donor Council at UF Health Jacksonville. When Gerdik started the council in 2007, she had no idea how it would flourish. The Tree of Life Ceremony is only a small part of the council's mission.

Weiss explained that the council does a lot of good work to ensure the families of donor patients are well cared for, but they also focus on the processes to make sure the hospital is meeting national standards and appropriately approaching potential donor families.

At the Tree of Life Ceremony on April 27, the perioperative nurses were recognized as well. These individuals had the honor of caring for all of the patients who gave the gift of life over the past year.

"These are people who are doing good work and always treating patients and their families with much respect and gratitude," Weiss said.

The Tree of Life was the first major project for the Donor Council. While Gerdik knew it would be important to the families of donors, she didn't realize the impact the tree would have on the staff until she saw trauma nurse Christina White-monds visiting the butterfly representing the 4-year-old patient for whom she cared.

"To know that staff come down to visit the leaves or butterflies means they are connected to those patients," Gerdik said. "That's what nursing is about — caring. That's part of the healing process."

Alice Weiss may have said it best: "Organ donation is an opportunity to transform a tragedy into a gift." Thirty-four donors changed the lives of 96 people last year through that gift. Those who make their end-of-life journey at UF Health Jacksonville are honored and remembered in the hearts of the staff who cared for them, and the Tree of Life display is a visual expression of this.

Documenting your decision to donate life is easy.
Visit Florida's donor registry at DonateLifeFlorida.org
to learn the facts and join the registry.

All UF Health Jacksonville employees are encouraged to learn the facts about donation and enroll in Florida's donor registry. According to the United Network for Organ Sharing, the nonprofit organization that maintains the nation's organ transplant database, more than 125,000 people are awaiting organ transplants. Also, thousands of patients will need tissue transplants, such as skin grafts and heart valves.

Each patient waiting for an organ transplant faces a day-by-day struggle for survival, an effort to maintain some semblance of what the rest of us often take for granted. The limited supply of donated organs is not meeting the enormous demand.

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DID YOU KNOW MORE THAN

125,000

PEOPLE ARE CURRENTLY WAITING FOR ORGAN DONATIONS THROUGHOUT THE UNITED STATES?

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34 PATIENTS BECAME ORGAN DONORS AT UF HEALTH JACKSONVILLE LAST YEAR.

.....
THOSE DONORS' GIFTS SAVED AN INCREDIBLE

96

PEOPLE'S LIVES.

Neuroscience Institute holds events to promote Parkinson's Disease Awareness

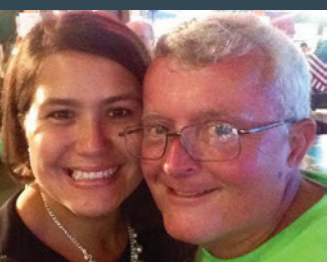
Parkinson's disease is a neurodegenerative brain disorder that occurs when a person's brain slowly stops producing a neurotransmitter called dopamine. With less dopamine, a person has less ability to regulate his or her movements, body and emotions. Throughout April, the Movement Disorders and Parkinson's Program at the UF Health Neuroscience Institute – Jacksonville partnered with community members to educate and promote awareness of the disease. The Institute hosted a Parkinson's Disease Symposium on April 2 and sponsored the First Coast Parkinson's Run on April 23.

In addition to these special events, Parkinson's patients and their family members receive group counseling led by licensed therapists at a monthly support group. Patients may also participate in yoga and tai chi classes that aid in relaxation, flexibility, stress reduction and balance improvement.

Parkinson's

AWARENESS

The Institute remains committed to outreach and education about the disease that affects nearly 10 million people worldwide. Read about Stan Harris' journey below and see how our efforts at UF Health Jacksonville make a difference in the lives of those with Parkinson's disease.



Parkinson's patient is a true hero to those throughout the community

A slight but repetitive tremor moved through Stan Harris' left hand for the first time in 1985. Happily married with three

children and his whole life ahead of him, he neither his doctor thought too much of the movement. But 15 years passed and the frequency of the tremor increased. This time though, slowness, rigidity and balance issues quickly followed. Harris was then diagnosed with Parkinson's disease in 2000.

"I was in denial as to how serious it was," Harris said. "I didn't think of the impact of the disease over the course of a lifetime. When I went to the symposium at UF Health Jacksonville and saw

all the patients at different stages, it was a real shocking eye-opener."

Since then, Harris has used medication and deep brain stimulation to treat his condition, but believes exercising and staying active has helped him effectively manage his disease. He continues to teach at Grove Park Elementary School in Orange Park and, along with his students, planted a vegetable garden. He also enjoys riding his bike, teaching piano lessons and leading the largest Parkinson's disease support group in his area. He was motivated to begin this group closer to home because of the support and connections he initially made through UF Health Jacksonville.

Harris was named a "Super Hero" at the third annual First Coast Parkinson's Run on April 23 for his dedicated and outstanding work throughout the community. Even though he shies away from the term, that's exactly what he is to many in the community. Without his efforts to start and maintain a support network, one would not exist.

"Support groups are a tremendous resource in the community, particularly for Parkinson's patients," said Karen Perrin, the Parkinson's and Neuropathy Program coordinator at UF Health Jacksonville.

"Because Parkinson's is a slow, but comprehensive and progressive disease, it's good to be involved with one early on in the diagnosis."

Many Parkinson's patients have an improved outlook when they have the opportunity to bond and share strategies with others facing the same challenges. This is why Harris' hard work and dedication to Parkinson's support groups is recognized and celebrated throughout the community.

"Stan was selected as our Super Hero because he is not only dedicated to supporting the Parkinson's community, but he also exemplifies how one with Parkinson's disease may optimize their quality of life," Perrin said. "He does not allow Parkinson's to define who he is, but remains proactive, with his own health and in the community."

As many as 1 million Americans live with Parkinson's disease, and approximately 60,000 Americans are diagnosed each year. The UF Health Neuroscience Institute continues to partner with other community resources, such as First Coast Parkinson's 5K Team, in the hopes to bring awareness, funding and support for research, education and patient care.



▲ Dan Wright facilitates the 100th installment of hospitality training at UF Health Jacksonville.

Hospitality training hits the 100th mark and keeps on going.

Hospitality is more than just a training initiative; it is a culture we are building together.

You make a difference in each other's professional lives and living out the different standards of behavior is one of the most powerful actions you can make within your department. You build our culture of hospitality through your individual daily actions and personal commitments.

On March 17, we completed our 100th hospitality training session, bringing our current total to 69 percent trained for all clinical and hospital staff, residents and physicians in Jacksonville.

We are proud of this milestone and embrace hospitality practices as the core of what we do at UF Health Jacksonville.



▲ U.S. Surgeon General Dr. Vivek Murthy is pictured here with Collissa Mahin, wellness coordinator for UF Health Jacksonville, during his recent visit.

Surgeon general comes to town

U.S. Surgeon General Dr. Vivek Murthy visited Jacksonville on April 7 to encourage residents to make the city one of the healthiest in the nation.

Murthy's visit was specifically intended to promote the health benefits of walking and fighting childhood obesity. His appearance in Jacksonville coincided with World Health Day, sponsored by the World Health Organization.

Jacksonville Mayor Lenny Curry — along with hundreds of students and other community participants, including a delegation from UF Health Jacksonville — joined Murthy for a walk from the Prime F. Osborn III Convention Center to Hemming Park, where Murthy addressed the crowd.

In his remarks, he encouraged Jacksonville residents to lead by example, make a commitment to walking or running, and to lose a collective 1 million pounds. As surgeon general, Murthy is tasked with communicating the best available information to Americans regarding personal and overall public health.



▲ UF Health Jacksonville staff demonstrated hands-only CPR to Jacksonville Suns fans at Strike Out Stroke Night. The lifesaving process is simple enough for a child to do.

UF Health Jacksonville continues its efforts to educate on stroke awareness and prevention.

May is Stroke Awareness Month.

Stroke affects more than 800,000 people annually. It is the fourth most frequent cause of death in Americans and the leading cause of disability in adults. It costs Americans more than \$75 billion a year in health care expenses. There are treatments available for stroke, but to be effective, treatment must be done in the first hours after a stroke occurs.

UF Health Jacksonville is the oldest operating stroke center in Northeast Florida, treating stroke patients since 1996, celebrating the 20th year of stroke care this year. We are home to one of three comprehensive stroke programs in Northeast Florida, as well as leading-edge research in stroke care.

In order to launch the educational efforts associated with Stroke Awareness Month, UF Health Jacksonville and the Jacksonville Suns began a partnership called "Strike Out," which has now spread to Minor and Major League Baseball teams across the nation. This year, we joined forces again on April 28 at the Baseball Grounds of Jacksonville.

UF Health Jacksonville staff were at the event to provide instruction on hands-only CPR at the entrance to the stadium. Additional personnel were on deck with information about UF Health and details about the early warning signs of stroke.

For more information, contact Wayne Hodges at 244.9098 or Wayne.Hodges@jax.ufl.edu. Learn more about the Comprehensive Stroke Program at UFHealthJax.org/stroke.

Compliance Program Awareness

Nearly 2,500 employees participated in our first compliance survey in February. The results of the survey were very informative and will be used to assess employee awareness of the UF Health Jacksonville Compliance Program and identify training opportunities and other needs. A comprehensive analysis of the results is ongoing.

Here are the 10 most important things we'd like you to know about our compliance efforts.

1. There is a purpose to the program.

The increased complexity in health care over recent years, along with additional scrutiny from federal and state governments, has required all organizations to ensure compliance with laws and regulations. The purpose of our Compliance Program is to:

- ▶ Demonstrate ongoing efforts to comply with all applicable laws and regulations;
- ▶ Ensure policies are regularly updated in order to enhance compliance;
- ▶ Provide mechanisms for employees to raise concerns without fear of retaliation; and
- ▶ Prevent, detect and correct conduct that does not comply with the law or hospital policies.

2. We have a compliance director.

Heather Bokor is our compliance director. Prior to joining us in 2014, Heather served as a compliance and privacy officer for two of the nation's largest health systems. She and the rest of the compliance team are here to help.

3. Report your compliance concerns.

You have several options for voicing your compliance concerns:

- ▶ Call Human Resources
- ▶ Call the Compliance Hotline
- ▶ Contact Compliance Services
- ▶ Talk to your supervisor

4. Our compliance hotline is confidential.

Our compliance hotline is available 24 hours a day by calling 888.329.3569. The hotline is maintained by an outside entity, so calls are confidential. Be mindful that if you choose to remain anonymous, no one can clarify details about your concerns after you place the initial complaint.

5. We embrace a non-retaliation policy.

Our hospital has a non-retaliation policy (A-01-070), which states "No adverse action or retribution of any kind will be taken by UF Health Jacksonville against any individual reporting a suspect violation in good faith." If you report an issue and you feel that you have been retaliated against by your supervisor or someone

else, please contact Compliance Services immediately.

6. Our code of conduct reflects ethical standards.

The code of conduct demonstrates our commitment to compliance and integrity, and provides guidance for staff regarding the professional and ethical standards required by UF Health Jacksonville. Our code of conduct is available to view on the Compliance Services website, accessible through the UF Health Bridge.

7. Hospital policies are in place to ensure consistency.

UF Health Jacksonville has numerous policies in place to ensure compliance with the law and to establish consistent practices and procedures throughout the organization. In addition to departmental policies, organization-wide policies are in place that impact more than one department. Many of these policies, including compliance policies, can be located on UF Health Bridge under the "Administrative Policies" section.

8. The Compliance Services website is a valuable resource.

The Compliance Services website is full of useful compliance and privacy information and resources, including policies, educational content and links to various government websites and tools. The Compliance Services website can be accessed on the UF Health Bridge by clicking on the "Departments" tab and then clicking on "Corporate Compliance." You can also view the Compliance and Privacy blog located in the "FYI: Announcements" section of the Bridge.

9. There are several ways to contact us.

You may contact Compliance Services at 244.1979 or Compliance@jax.ufl.edu. Our Privacy Department can be reached at 244.1285 or HIPAA@jax.ufl.edu. If you would like to remain anonymous, please call the hotline at 888.329.3569.

10. We are here to help you.

Never hesitate to contact us with any questions you have about compliance or privacy, to request training or other assistance, or to report an issue.

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NEWSLETTER DEADLINES

July – May 15

August – June 10

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

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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.