


# OPEN LINES

UF HEALTH JACKSONVILLE // EMPLOYEE NEWSLETTER // AUGUST 2015



Letters from the Heart



See what our patients have to say  
about UF Health Jacksonville.

page 4

## July Brings Us Good News!

**T**he month of July always kicks off with a bang as we take time out to observe Independence Day with friends and family. This July, the UF Health Jacksonville family had even more to celebrate!

After months of uncertainty related to our state funding from the Florida Legislature, our financing was secured and our budget experienced only a minimal reduction. Although the restored funding doesn't provide any new money, it allows us to continue our focus on the meaningful work we do every day for residents in Jacksonville and surrounding communities.

The Joint Commission survey team witnessed firsthand our commitment to providing the best care for all of our patients and their families during its site visit July 20–24. Their results reported no conditional citations. This is extraordinary, and the best survey results we can remember. In short, we passed with flying colors! In response to their findings, we are working to develop a plan for improvement. Thanks to each of you for your hard work and dedication.

I am also pleased to share that U.S. News & World Report named UF Health Jacksonville as the No. 2 regionally ranked hospital in our area and 12th in the entire state of Florida. This is a tremendous accomplishment of which we should all be proud.

I want to express my gratitude for all you do. Likewise, I want to know how you think we, hospital leaders, are doing by participating in the 2015 Employee Engagement Survey Aug. 17–31. Surveys are completely confidential, so please be candid with your feedback. We'd like for all of our employees to participate.

What you do is vitally important to our patients, our community and me. As always, it's an honor to be your CEO.



## Employee Engagement Survey

- The Employee Engagement Survey will take place August 17–31. The survey gives employees an opportunity to provide feedback we can use to continuously improve their work experience.
- All full- and part-time employees, PRN employees, medical students and residents **paid by UF Health Jacksonville** are encouraged to take the survey.
- The survey will be provided online via a link on the Bridge/Infonet. It will be administered by Press Ganey.
- Employee survey responses go directly to Press Ganey for compiling and are confidential.
- Participants will use their employee identification number to log into the survey. The ID number is only used to associate the employee with the appropriate department for survey reporting.
- Registered nurses will receive additional questions that align with Magnet requirements for RN satisfaction data. Their survey responses will be compared to the 2014 survey as well as UHC and national health care norms.
- The survey takes about 20 minutes to complete.
- Results will be compiled during September and October. Management will receive the results in October and begin sharing them with their employees shortly thereafter.



## UF Faculty Promotions

Eleven faculty members of the University of Florida College of Medicine – Jacksonville have received promotions that took effect July 1. The promotion and tenure process is a rigorous review of the faculty members' clinical accomplishments; scholarship of teaching and learning; research; and service to the university, society and the profession.

"The promotions recognize their valuable contributions to the University of Florida, the College of Medicine – Jacksonville, the state of Florida and the nation," said Daniel R. Wilson, MD, PhD, dean of the UF College of Medicine. "Please help me congratulate these individuals as we look forward to their future achievements in higher education."

### PROMOTION TO PROFESSOR

**Dominick J. Angiolillo, MD, PhD, FACC**  
Department of Medicine  
Division of Cardiology

### PROMOTION TO CLINICAL PROFESSOR

**Joe Chehade, MD**  
Department of Medicine  
Division of Endocrinology, Diabetes and Metabolism

**Kelly R. Gray-Eurom, MD, MMM, FACEP**  
Department of Emergency Medicine

**Gurjit S. Kaeley, MD**  
Department of Medicine  
Division of Rheumatology and Clinical Immunology

**Andrew J. Kerwin, MD, FACS**  
Department of Surgery  
Division of Acute Care Surgery

**Carlos Palacio, MD, MPH**  
Department of Medicine  
Division of General Internal Medicine

**Kamela K. Scott, PhD**  
Department of Surgery  
Division of Acute Care Surgery

### PROMOTION TO CLINICAL ASSOCIATE PROFESSOR

**Petra E. Duran-Gehring, MD**  
Department of Emergency Medicine

**Nizar F. Maraqa, MD**  
Department of Pediatrics  
Division of Pediatric Infectious Diseases and Immunology

**Joseph Sabato Jr., MD**  
Department of Emergency Medicine

**Fern J. Webb, PhD**  
Department of Community Health and Family Medicine



# Letters from the Heart

Our patients are at the heart of everything we do at UF Health.

This is evidenced by our commitment to heal, to comfort, to educate and to discover. We dedicate our work to improving the lives of those we touch through quality health care, medical education, innovation and research—and it shows in the feedback we receive from the recipients of our efforts.

While we still have many goals and targets for the future, assessing where we are and reminding ourselves of the exceptional things we do every day is important. Our efforts to positively impact those who seek quality health care are making a difference in patients' lives. See for yourself.

“I came through the ER and was rather confused and scared, but I always felt I was in capable hands. All the nurses and doctors were professional and treated me with respect. The hospital itself was clean and I liked the modern aspects of the facilities. The support staff were very polite, pleasant people. Though the name has changed, the quality remains and the care just seems to keep getting better and better.” — Kerry C.

# Patient Letters

“Thank you so much for your 31 hours of understanding, empathy, support, hugs and great medical care. Our family received top-notch treatment in a very difficult situation, incredibly kind and helpful care during our initial introduction to UF Health, and most importantly, an extraordinary level of empathy for us. It was the perfect level of attentiveness.” — Johnny & Maria G.

“When my wife was diagnosed with breast cancer we were referred to UF Health Jacksonville. Now we recommend UF Health to everyone we know. Having lived in Boston for many years, I came to expect excellent medical care. The care we have received at UF Health is the best we have ever had. I want to spread the word about the medical care, staff and the true caring that your team has given both me and my wife.” — Timothy G.

“I drove many miles to get to UF Health Jacksonville. I knew I was in for a long haul. But what I didn't know is how well I was going to be treated. I separated my AC joint and was in intense pain. My doctor was great! He told me what to expect and really seemed to be committed to helping me get my quality of life back. I left UF Health feeling rejuvenated with a clearer idea of my future. This hospital and its staff really made an impression on me. Everyone from administrative reps to the nurses, to the X-ray tech and my doctor were outstanding. Thank you.” — Daniel M.

“During what I believed to be a routine visit, my doctor noticed that my baby's heartbeat was not as strong as it needed to be. Throughout what was a scary process, the staff kept me calm, comfortable and well-informed the entire time. Many others from your staff came to assist however they could as well. Some thought they were being overly cautious, but later that night those cautions were confirmed and I needed an emergency C-section. When my son was delivered, the cord was tied in a very tight knot, and it was wrapped around his neck. The measures your team took saved my baby's life, and I will forever be grateful. I was overwhelmed by the follow-up that I received while still in the hospital. The demonstration of caring and compassion was so genuine. Thank you from the bottom of my heart, to your medical staff and team.” — Heather E.



## Measuring Patient Satisfaction

The Hospital Consumer Assessment of Healthcare Providers and Systems, or HCAHPS, survey is the first national, standardized, publicly reported survey of patients' perspectives of hospital care. HCAHPS (pronounced "Hcaps") is often discussed in our clinical settings. The survey is administered to patients within two to six weeks of their inpatient stay and it's an important measurement tool used to assess the quality of our care.

However, striving for excellence isn't determined solely by quality; it also includes frequency. The only rating that counts is when a patient scores our efforts as "always." Here are some of the outstanding remarks we received from our patients on recent HCAHPS surveys.

“I had a really good experience and the midwife was incredible. All of the nurses went above and beyond my expectations. Throughout my entire labor and delivery the nurses were helpful and calming. They cheered me on.” — Patient from 3 North/Labor & Delivery

“My doctor explained everything to me. The entire staff took time to listen to what I had to say. Everything was outstanding for me. All of my nurses were wonderful. There was a lot of communication between all personnel in the different shifts. Everyone always knew what was going on with me and never expressed any confusion. You could tell they love their job and did very well—from house cleaning to food services, everyone took pride in their work.” — Patient from 3 South

“All the staff, admissions, nurses and doctors were excellent. I appreciated the diligence of the doctors and nurses, working so quickly to come up with a diagnosis. Everybody that came into my room would tell me what was going to happen before it happened. They would always check on my needs. When a member of the staff came in they always told me what medication they were giving me and if I didn't understand they would explain it to me. I thought the nursing care was outstanding from their connection to the patient to their willingness to help.” — Patient from 4 North

“From the time I entered the hospital, I was treated with respect and helpfulness. It was a beautiful experience. The hospital was clean and the staff took good care of me. The pain medicine that was given was really a help. My doctor was incredible, and my nurses went out of their way to see I was taken care of. They met my every need in a timely manner. They gave the best care I've ever received.” — Patient from 4 South

“The entire staff was great. They did such a good job that I took them a cake afterwards. Everybody that worked there was so professional and so caring, the place was beautiful. I actually enjoyed my stay.” — Patient from the Arrhythmia Clinic



# GAINING THE ADVANTAGE

Staffing coordinator works with employees to develop and keep talent within the organization.

Staffing Coordinator Regina Garrett (left) offers a variety of services to hospital employees to help enhance their careers at UF Health Jacksonville.

Staffing Coordinator Regina Garrett is not afraid of change. She embraces it as a means of achieving personal and professional growth. She has, in fact, changed jobs several times in the past decade.

She just happens to have made all those transitions at one place: UF Health Jacksonville.

It is very common for our employees to seek internal promotions and different employment opportunities within the organization. What is not as common as one might expect, Garrett said, is the number of internal candidates who actually obtain them.

"I believe some people think, 'OK, since I work here I should be able to transfer between positions easily,'" Garrett said. "But actually, we expect more from our internal applicants because they should already be familiar with our structure, staff and policies."

By policies, Garrett is referring to appearance, among other things. When interviewed, an internal candidate should dress appropriately for the position he or she is seeking, and dress code violations should definitely be avoided.

"You still want to sell yourself," Garrett said. "As an employee you have the upper hand over external candidates, but you are still competing with other qualified people, so you have to be prepared."

The need for a resource that could coach employees on how to prepare and best present themselves for internal job opportunities grew more apparent over time. That fact, coupled with Employee Engagement Survey feedback, resulted in the creation of Garrett's role in Human Resources. She offers an array of services, including résumé writing and review, interviewing skills, career and education planning, and networking tips that will help employees achieve their goals within the organization.

She said many employees may not even be using the job

application process properly to indicate they are internal candidates, which means they don't get the preferential benefits or feedback available to them.

Garrett has driven most of her own outreach efforts. She often contacts employees to express support and offer career assistance. From there, word of mouth has generated more interest.

But Garrett said she is available to help many more colleagues and her services are meant to be used to help employees avoid sometimes repeated disappointments by refreshing their job-seeking skills and guiding them to interests and opportunities that hold the highest potential for success.

"I think of UF Health Jacksonville as its own little city," Garrett said. "I tell people you can be whatever you want to be, and you don't even have to leave here to do it. There are so many roles available."

Garrett knows what she's talking about. Having come to UF Health Jacksonville as a contractor in 2005, she later became an employee of the hospital. In total, she held six different positions before landing her current role. She benefited from the input of those who knew her professional qualities best, including managers who helped guide her to a position she believes is her perfect fit.

**"I tell people you can be whatever you want to be, and you don't even have to leave here to do it. There are so many roles available."**

"In the end, I was able to make a choice based on my passion for helping people," Garrett said. "I have a lot of stories to share with people seeking advice in their employment decisions."

Although Garrett will look at resumes and offer advice on a general basis, she said she can be of most help when employees have a particular job in mind or they need assistance deciding what career path they should follow.

## A Celebration of 30 Years of TraumaOne® Flight Services



You are cordially invited to attend an event for all employees, community leaders and other special guests honoring the 30th anniversary of our TraumaOne® flight services. The event will start at 9 a.m. on Thursday, Aug. 28, on the main lawn of the Clinical Center. Guests will be treated to light hors d'oeuvres, music and special speakers. For more information, contact Chad McIntyre at [chad.mcintyre@jax.ufl.edu](mailto:chad.mcintyre@jax.ufl.edu).

## Connect with Fellow Military Personnel



Employees from all areas of UF Health who are former or current members of the military are invited to participate in a new monthly affinity group. The goal is to connect and engage military employees through dialogue, advocacy, networking and service. For more information, email [mohamed.bijani@jax.ufl.edu](mailto:mohamed.bijani@jax.ufl.edu) or call 244.9617.

## Open Enrollment

The open enrollment period for employee benefits will be Oct. 5–30. Mark your calendars. Additional information will be coming soon.

## 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, Emergency Department (ED) and Trauma Care, 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 their six-month probationary period. If he or she maintains employment for a full year, the 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 home page.



# OPEN LINES

## NEWSLETTER DEADLINES

October: Aug. 21  
November: Sept. 18

Submit your copy and photos via email to [openlines@jax.ufl.edu](mailto: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](mailto: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.