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[**Weekly Relays User Guide**](https://ispace.utmb.edu/xythoswfs/webview/_xy-12470404_1)

**TOPICS LEGEND**

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| C:\Users\krhensle\Desktop\SMALL LOGO (2).jpg | WEEKLY RELAYS | **Sept. 27, 2018** |
| **YOUR DEPARTMENT NEWS** | **UTMB NEWS** |
|  | **Protect yourself and others with a seasonal flu shot:**UTMB offers its employees, retirees and volunteers free flu shots each year to help prevent the spread of influenza. To prepare for the 2018–2019 flu season, vaccinations will be available at: * UTMB Clinics and Inpatient Units: Beginning Oct. 1
* Jennie Sealy Hospital: Oct. 2–4, Oct. 9–11 and Oct. 23–25
* League City Campus Hospital: Oct. 16–18
* Angleton Danbury Campus Hospital: Oct. 30 and Nov. 1

 For more details about the vaccination locations and UTMB’s health care worker requirements, see <https://hr.utmb.edu/ehc/flufree/>.REMINDERS**UT System 2018 Fall Wellness Challenge:**The last day to register for the Yo Ho Ho wellness challenge is Oct. 8. The challenge is open to all UT SELECT medical plan members and dependents age 18 and over, and those who embark on this virtual adventure and earn at least 120 coins will be eligible for rewards. Sign up at [www.utlivingwell.com](http://www.utlivingwell.com) or see [iUTMB](http://intranet.utmb.edu/iutmb/) for more details.**In case you missed it—Town Hall:**If you missed the Sept. 19 Town Hall meeting, you can now view it online. Dr. Callender discussed a variety of topics, including end-of-year financial results, facilities updates and our FY19 Institutional Priorities. He also discussed the planned new campus in Webster and our collaboration with MD Anderson Cancer Center at the League City Campus. * [Watch the full video webcast of the meeting](https://www.utmb.edu/townhall/#full)
* [CMC viewers: see the full Town Hall Meeting video (click to access)](https://utmb.ensemblevideo.com/Watch/TownHall1-24-18)
* [View the presentation materials from the meeting (pdf format)](https://ispace.utmb.edu/xythoswfs/webview/_xy-18048145_1)

GALVESTON CAMPUS**Temporary closure to John Sealy Hospital circle drive and walkway:**Please be advised and communicate with UTMB patients and visitors that the circle drive and the east/west covered walkway in front of John Sealy Hospital will be closed on Sept. 29, and possibly Sept. 30. The closure will start at 4:30 a.m. on Saturday (weather permitting) and run as late as 8 p.m.; the closure will extend to Sunday if necessary. The closure will take place to set up a large crane that will lift new air handlers into the hospital. The front door of the hospital will remain open during this closure, and Waverley Smith Pavilion can serve as an alternative drop-off location. For more information, visit <https://utmb.us/2zd>. |
| TOPICSLEGEND |  PATIENT CARE EDUCATION & RESEARCH INSTITUTIONAL SUPPORT CMC |
| **AROUND UTMB** (Use the legend above to quickly find items of interest to your team) |
| LEAGUE CITY CAMPUS**MD Anderson Cancer Center/UTMB Health collaboration website updated:**Since opening the new UTMB Health Surgery and Cancer Clinics and MD Anderson outpatient cancer facility on Sept. 17, the League City Campus has been abuzz with activity! As we settle into the collaboration, we continue to optimize our processes. New information about the collaboration, including general contact information, an overview of the services offered, patient parking information, the new campus shuttle service and more has been added to the internal UTMB-MD Anderson Collaboration website. Learn more about the collaboration at <http://intranet.utmb.edu/mdacc-collaboration>.  **Employee open house Oct. 11 at MD Anderson Cancer Center outpatient facility:**UTMB employees are invited to an open house at the recently opened MD Anderson Cancer Center outpatient treatment facility on Oct. 11 from 4 p.m. to 6 p.m. The open house will include self-guided tours of the treatment center and UTMB Health clinics. Details about the event will be available in next week’s Relay Notes and on iUTMB.ROAD CONSTRUCTION UPDATE**Interstate 45 construction continues—complete southbound closure:**From Sept. 28 at 9 p.m. through Oct. 1 at 5 a.m., the Texas Department of Transportation plans to close the southbound lanes of Interstate 45 between FM 518 and state Highway 96 (weather permitting). During the closure, motorists will be directed to exit the southbound exit ramp to FM 518 and travel along the southbound frontage road to re-enter I-45 at the Highway 96 entrance ramp. For more information and most current road conditions, visit <https://drivetexas.org>. **Campus Solutions/MyStar set for upgrade:**Campus Solutions/MyStar, the UTMB system where applicant, student and alumni data are maintained, is being upgraded to version 9.2. Testing and implementation will occur from Oct. 4 at 5 a.m. through Oct. 7. The system will be available no later than 8 a.m., Oct. 8. When implementation is complete, the system interface will have an improved look and feel. Visit <https://utmb.us/2zc> for a short demonstration of the new interface. For faculty and staff who use the system, informational presentations are being scheduled prior to implementation. **CMC—TEAM Awards:**UTMB-CMC staff is eligible for a one-time $750 TEAM Award payment, to be paid on Nov. 16, if the following criteria are met:* Completed at least six months of continuous active employment (actual hours worked) during FY18 in a benefits-eligible Classified, CMC, Non-Teaching, Resident and/or A&P position;
* Were benefits-eligible as of Aug. 31, 2018;
* Did not participate in the Faculty Compensation and Incentive Plan, Executive and A&P At-Risk Compensation Plan or any other incentive plan in FY18;
* If under formal corrective action at any time in FY18, has documented performance improvement by Aug. 31, 2018, as determined by their supervisor or manager;
* Did not receive an overall performance rating of “Does Not Meet” on their FY18 employee evaluation; and
* Is employed by UTMB on the payout date.

 **CMC—PEARL tips:**A reminder to all managers to periodically check on whether staff is signing PEARL emails daily. The report can be located by going to the home page and clicking:* “TDCJ”
* “Reports”
* “Unit monitoring”

Once the “Unit monitoring” link is clicked, look for “Unsigned Email Reports.” **CMC—ePerformance reminder:**All managers need to complete their employees’ evaluations in the system by Oct. 15. |  **The Joint Commission Questions of the Week—Talking with surveyors, Part 2:Q: What is the best way to respond to a surveyor’s questions?****A:** If caring for a patient, politely indicate you will be right with the surveyor and arrange for someone to cover your patients. Keep your responses focused and specific to the question (don’t elaborate or give opinions). Remember the acronym for KISS, Keep It Short and Simple. Sometimes there is a tendency to “over-answer” a question when you are nervous. This can lead the surveyor down a path he or she didn’t intend to go. **Q: My co-worker clams up when she’s nervous. Can I help?****A:** Definitely. If you are present when someone else is being interviewed by a surveyor, gather around the surveyor, support each other and feel free to add relevant information without being intrusive. Respond to questions with confidence—you know the answers better than anyone!   Some additional tips to help staff in their interactions with the surveyor are as follows:* Know your patients, even if you have been off for a few days.
* Avoid words such as “usually” and “sometimes.” Be confident that the system works consistently.
* Be careful not to say “this is the way I do it” when asked about a hospital or department policy/process—the correct answer is: “This is the process/policy.”
* One of the surveyor’s goals is to educate us about other/better ways to do things; take advantage of suggestions or information that they are willing to provide!
* It is important to be prepared, be professional and use good manners!
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| **DID YOU KNOW?**UTMB paid more than $223,000 in vendor late fees during fiscal year 2018. Under the State of Texas Prompt Payment Act, a payment by a state agency to a vendor for goods or services is overdue by the 31st day after the day the agency receives the goods or services; the day the services were complete; or the day the agency receives an accurate invoice for goods or services. Once a payment becomes overdue, UTMB is obligated to automatically pay a late fee interest rate to all vendors. The fiscal year 2019 interest rate for vendor late payments has increased from 5.25 percent to 6 percent. To learn more about what your department can do to avoid incurring late fees on vendor invoice payments related to our orders for goods and services, please visit [Prompt Payment Act Update](https://utmb.us/2zb) (<https://utmb.us/2zb>) or contact Accounts Payable at payable.status@utmb.edu. |