This month marks an important milestone in the history of the UTMB Health Angleton Danbury Campus. In April 1969, before UTMB had joined forces with the Angleton Danbury Hospital District to form the campus, a bold concept took shape to provide quality health care for the Angleton Danbury community and Brazoria County—the Angleton Danbury General Hospital was founded.

Upon hearing the news about plans for the new hospital, a group of women from the Second Baptist Church in Angleton quickly realized a need to support the community through the formation of an Auxiliary there. The Hospital Board of Directors agreed with their vision, and from that moment forward, women from Angleton, Danbury and Rosharon made a commitment through the generosity of their time to ensure...
patients received high-quality, compassionate care. In turn, they inspired others by igniting a spirit of volunteerism in the community.

One of the first meetings of the Auxiliary was held in a courtroom at the Old Brazoria County Courthouse. A uniform company from Houston presented the program with different uniform styles. The group chose a blue pinstripe pinafore worn with a white short-sleeve blouse, white shoes and beige hose as their uniform. They also wore blue pinstripe caps once they accrued 50 hours of service. The Auxiliary women selected the name “Ladies in Blue” and this title was used for many years in their publicity. Years later, the caps and pinafores were discontinued, and they began wearing tunics in the same blue pinstripe with white slacks which is the official Auxiliary uniform today. Men are now also welcome in the group.

As the services of the hospital quickly expanded, the Auxiliary was there every step of the way, supporting the hospital through fundraising and personal contributions. From volunteerism to an ongoing investment in the medical center, its expansion, the acquisition of land, pursuit of grants and involvement in the community, the commitment of the Hospital District and the Auxiliary has always been palpable. Thanks to their contributions, today Angleton Danbury is a thriving health care community.

Fifty years later, the Auxiliary is still going strong with 140 members, 80 of whom are Auxiliary Volunteers. In 2018, our volunteers in Angleton contributed nearly 16,000 hours of their time—that’s nearly the equivalent of 12 full-time staff members. Since the Auxiliary’s inception, the group has donated more than a million dollars to the hospital, and in honor of their 50th Anniversary, they made a generous gift of $50,000 to establish the UTMB Health Angleton Danbury Campus Enrichment Fund.

Epic Systems from Madison, Wisconsin, has awarded a $20,000 grant to UTMB to create a Health Resource Center at the Angleton Danbury Campus. Complementary to the resource centers located in Jennie Sealy Hospital and on the League City Campus, the new resource center will be a space with computer access and printed materials where patients, guests and caregivers may learn about helpful hospital and community resources, patient services and support groups, as well as access information about specific health conditions and treatment options.
UTMB VOLUNTEERS: AN ESSENTIAL PIECE OF OUR TEAM

UTMB volunteers are an important part of the care team, adding another layer of compassionate support to the care we provide. Volunteers participate in a wide variety of opportunities throughout our hospitals and clinics, like helping patients and visitors at lobby front desks, providing transportation assistance, making sure our visitors can enjoy a hot cup of coffee, distributing books and magazines to patients and lending an ear to those in need.

Last year, 570 active UTMB volunteers completed more than 40,000 hours of service at UTMB’s Galveston, League City and Angleton Danbury campuses, as well as at our urgent care centers and several clinic locations—that equates to more than 70 hours per person on average each year. Meanwhile, 45 Junior Volunteers donated more than 1,500 hours of their time and certified pet therapy volunteers made 88 visits to our patients and caregivers.

In recognition of the month of April as National Volunteer Month, UTMB Volunteer Services hosted a reception in Levin Hall Dining Room honoring our volunteers for their time and contributions. More than 100 guests attended.

Aristotle once said that the essence of life is to serve others and to do good. Great volunteers like ours never want anything in return but are always ready to do great things out of turn.

Help UTMB celebrate National Volunteer Month by thanking a volunteer!
UTMB has received its results for the second period of the 2019 Vizient Quality and Accountability Study.

At this time, UTMB remains in the Top 10 among the study’s 94 participating comprehensive academic medical centers with a current overall ranking of No. 9. Approximately two months remain to submit data before the study closes. UTMB will learn the final results of the study this fall.

As shown below, we continue to do well across most domains. To remain in the Top 10, we must focus on continued improvements in length of stay and 30-day readmission rates. We can achieve this through (a) participation in Progression of Care Rounds and (b) a focus on safe care transitions by following “5-2-1”:

- Five (5) interventions (i.e., disease-specific education, medication reconciliation/management, teach back, follow-up appointments and follow-up phone calls),
- Used by at least two (2) providers,
- With one (1) of those interventions focused on engaging the patient in the plan of care and improving patient capacity to follow their plan of care.

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Patient Centeredness: April 2018 to September 2018 | Period 1: July 2018 through September 2018 | Period 2: July 2018 through December 2018

CMC recognizes excellence in TDCJ Hospital Galveston

Correctional Managed Care TDCJ Hospital Galveston recognized Employees of the Quarter for the first and second quarter of 2019 on Wednesday, April 17. Nominees are identified by their peers for exceptional patient care and demonstrating UTMB’s values of compassion, respect, integrity, diversity and lifelong learning. Rayshon Gaines (left) was recognized for the first quarter of 2019 for always going above and beyond, as well as the compassionate and thoughtful care he delivers his patients. Briana Moore (right) was recognized in the second quarter of 2019 for delivering outstanding care, for being a “great example” and “dependable,” and for always maintaining an awareness of diversity and inclusion.
FREE EDUCATIONAL SESSIONS FOR CAREGIVERS AND FAMILIES

Every Wednesday at 2 p.m. in Jennie Sealy Hospital Conference Room 2.506A, UTMB’s Health Resource Center offers 30-minute “Time Out” sessions focused on caregiving, caregiver support, self-care and other related topics. Sessions are open to all. For more information, contact Patient Resource Specialist Savannah Parks at (409) 266-7542 or sjparks@utmb.edu

May 1 – Understanding Your Medicaid & Texas Health Steps Benefits
Presented by: Shari Redmon, Outreach Counselor, Maximus-Texas Health Steps/STAR
If you or a loved one have Medicaid or plan on applying, please join us to learn more about the various programs and how to receive services. We will be reviewing the following programs: STAR program, Texas Medicaid Managed Care programs, Texas Health Steps Program (i.e., health care for ages Birth-20) CHIP and the Healthy Texas Women Program.

May 8 – Spoil Yourself with Essential Oils
Presented by: Charlene Nieten, BSN, CCRN
There’s no harm in spoiling yourself! Join us to learn more about how essential oils promote self-care and can leave you feeling relaxed, refreshed and pampered!

May 15 – Patient and Caregiver Zen Hour with Pet Therapy
Caregivers take on many responsibilities, and often their emotional and self-care needs go unmet. Caregivers, family members and patients are invited to participate in the “Caregiver Zen Hour” which offers relaxing and comforting activities to decrease stress and provide a little quiet time. Other activities include: aromatherapy, adult coloring, conversations with Pastoral Care, inspirational reading and a massage chair.

May 22 – Your Texas Benefits
Presented by: J. Hoxi Jones, Regional Partnership Specialist, HHSC Community Partner Program
At some point we will all need some type of assistance. Join us to learn more about Your Texas Benefits and the Community Partner Program and how they support Texas families in need. During this session, we will learn about eligibility for programs such as Medicaid (children, adults, long-term care), SNAP (formerly known as food stamps) and TANF (Temporary Assistance for Needy Families).

May 29 – Medicare 101
Presented by: Mallory Freitag, Lead Benefits Counselor, Houston-Galveston Area Council
Learn about the basics of Medicare, including different coverage options and important deadlines. This presentation will also cover other programs available to assist individuals with Medicare costs, review ways Medicare beneficiaries can avoid common pitfalls and ensure access to quality health care.

SAVE THE DATE! UTMB CELEBRATES NURSES AND HEALTH SYSTEM WEEK MAY 6-12

UTMB Health is more than a place where people go to heal, it is a part of the community that fosters health and represents hope. From providing treatment and comfort to the sick to welcoming new life into the world, health systems are central to a healthy and vibrant community. UTMB will celebrate Nurses and Health System Week beginning May 6 in recognition of nurses and ALL members of the Health System team. The week-long celebration is to show appreciation to employees and raise awareness of the value of every single member of the Health System team brings to delivering the very Best Care and service to our patients and visitors. The week ends on the birthday of Florence Nightingale, May 12. A schedule of events is posted online at http://intranet.utmb.edu/healthsystem.
I wanted to take the time to share my sincere appreciation for the wonderful staff you have at UTMB’s League City Campus. My husband knew undergoing his surgery would have its challenges, on a good day. I am confident you are all too familiar with the things that can go wrong too quickly, but on this day, that was not the case. From the time my husband arrived at the surgery center for check-in, we were treated as if we were the only patient/family to be cared for in the world at that time! Staff took the time to explain what was taking place and even more importantly, what was the next step. To my relief, the surgery went perfectly, and our journey to recovery had begun. Upon our arrival to the medical/surgery unit, we were immediately greeted with friendly faces and conversations from the nursing staff as if they had known us all our lives, not just two minutes! Kudos to Kayla Comeau, Jandi Chavez, Daniel James, Jasmine Sabbahi-Jones, Kristopher Jones, Diane Ugartechea and Emily Simms.

Dr. Hemamalini Pilla is absolutely amazing. I cannot imagine my pregnancy and birthing experience without her. I discovered her through a basic online search in which I was looking for a female doctor preferably out of UTMB Victory Lakes [sic]. I was drawn to her vast amount of experience and diverse background. In our first appointment, Dr. Pilla outlined what the next nine months would look like and entertained all of my questions. I never felt rushed out of her office; quite the opposite, in fact. She engaged in the medical conversation and education, but also cared to know about who my husband and I were personally. On numerous occasions I would ask Dr. Pilla her personal opinion on matters phrasing things like, “What would you do if this was your son or if you were me,” and she gave me her firsthand experience, told me exactly what she would do or what she did and supplied overall guidance, which was exactly what I was seeking.

Dr. Paul Park as well as the surgical doctors were always willing to ensure I understood the path to recovery.

All of those who had contact with me were very helpful, kind, and considerate. I would like to commend nurse Dionne Hickling. She is an outstanding nurse. She was very professional with the highest regard to my concerns and needs. She made sure I received the best care. Outstanding and excellent as well as caring and kind!

My mother was brought to the Emergency Department on April 17 due to a fall. She had head trauma and injured the right side of her body. She is 90 years old, has dementia and is a very difficult patient. Taylor Thurstonson was the nurse who took care of her in the ED. She was AMAZING and went above and beyond the call of duty for my mother. Her infectious smile made my mother as well as my family feel that everything was going to be okay and that we were in the right place for care. After many hours in the ED, she received a bed in the Acute Care for the Elders Unit. The night nurse, Lauren Choate, took great care of my mother. They were very busy on the unit, but Lauren made sure we were comfortable. She brought me blankets and checked on us all night. I don’t know how they juggle everything but they made it look easy. The day shift team was Tamesha McDuffie, Trevalynn Clark and Tam Pham (sitter for my mom). They were all very attentive and kind. Tam, however, was extremely helpful and patient with my mother.

Whatever my needs, from transportation, housekeeping, dietary, nursing, doctors and even admissions were enjoyable, even during my illness.

I would like to acknowledge your staff for their outstanding job during my recent stay at UTMB. I am truly grateful for the excellent care I received and would like to express my appreciation to all of them: Lindsey Peters, Carrie Mitchell, Deandra Batiste, Eileen Pucci-Womack and Roxie Syers.

My surgeon, the resident and the anesthesiologists came by to check on me several times during the stay. None of them ever seemed rushed and all patiently answered our questions.
This was the best hospital stay I have ever had. Nice room, quiet hallways. All staff was pleasant. My cardiologist was excellent and knowledgeable of my diagnosis and need for care. This was the best view I have ever had from a hospital window. Galveston Harbor. Cruise ships. Working ships. The Gulf. What more could you ask? It was like a vacation.

Thank you, Dr. Mohamed Morsy and staff. I can breathe again. I feel the best I have felt in years, and I’m following my sodium and liquid intake.

I was treated at your hospital tonight for chemical eye burns. Everyone in Angleton from the lady that checked us in to the doctor himself were amazing!!!! I felt like I was really being heard and all of my questions were answered. I have been in several hospitals over the last few years and this was honestly the best experience I have ever had. We live about three hours from this hospital and are here on vacation for Easter. I told my husband if I have to go to the hospital, I want him to drive the three hours and bring me back here. Amazing job!

Best Care in Action: Kudos to the following individuals who went above and beyond for patient care this month!

On March 30 at 7:00 a.m., we officially opened our Clear Lake Campus. The opening went very well overall, but we did experience a few glitches. Of course, that is something to be expected in a project of this magnitude. Fortunately, all of our patients received excellent care. Our teams, however, had a lot of work to do to ensure we had everything stocked and ready for the first full week of patients on Monday, April 1. Over the opening weekend, we realized that the perfusion pump packs we needed to proceed with scheduled heart cases had not been ordered. Everyone quickly sprang into action and began locating a source and arranging to have the packs delivered to the campus early in the week. Our hope was to have them on campus by the morning of Tuesday, April 2. Recognizing the need and the urgency of the matter, Buck Bradford, senior materials handling technician in Materials Management, volunteered to drive all the way to Oklahoma to pick up the perfusion packs. After driving for more than 12 hours, Buck delivered the pump packs to the campus at 1:00 a.m., smiling and telling the staff on site that he was happy to help. Buck doesn’t work on the front lines of patient care; he doesn’t even deliver supplies to the patient floors, but through his volunteer spirit, he demonstrated that we all impact Best Care, whatever our role—he heard about a job that needed to be done, and he did it!

On Sunday, March 31, UTMB Health’s Urgent Care Clinic in Texas City received two patients with gunshot wounds. In a scene that could have been chaotic under any circumstance, the team of physicians, nurses and staff began doing what they do best—taking care of the patients. They quickly administered CPR, stabilized one of the patients and sent them via ambulance to UTMB’s Level I Trauma Center in Galveston. There, faculty and staff worked to save the patient’s life. Back at the Texas City Urgent Care, Ann O’Connell, Dr. Cindy Judice and other staff worked hard to clean up the area so that the housekeeper did not have to come in to witness the condition of the clinic, which we closed for the rest of the day. We offered any staff there the opportunity to go home. Some did, but others volunteered to go to other UTMB urgent care locations to help out, since we presumed patients who could not go to the Texas City location might go to another UTMB location. A very special thank you goes to everyone at the clinic, including Dr. Alberto Gutierrez, Kennikqua Thompson, Lycia Aguiar, Turquoria Williams, Yuridia Zuniga-Martinez, Jarica Herring, Kimberly Staton, ZaMia Serges and Rosana Gomez for their efforts. What a sense of pride their work should be for all of us!

This month, a patient arrived at UTMB with a serious condition. While in our care, it was discovered that another serious illness was also affecting the patient, which was a rare condition that required a special medication. Mark Garcia, purchasing manager in the Department of Pharmacy, and the pharmacy team quickly got to work to order the needed and rare medication, which was no small feat. Aside from the fact that the necessary medication required a special emergency order, the quantity that was needed to initiate and sustain treatment on an ongoing basis was considerable. Mark and the team in pharmacy essentially moved mountains to ensure the medication was acquired for the patient, and he has worked closely with the manufacturer to ensure the patient will have access to the medication for ongoing therapy in the future.

Call Access 2-CARE (2-2273) or (409) 772-2273 for an appointment with a specialist within seven days or a primary care provider within 24 hours for your immediate-care needs. Accessible appointments are offered for all active employees and their dependents.