The UTMB Health Clear Lake Campus will officially open its doors to patients Saturday, March 30, 2019. The new campus opens with approximately 79 beds and will ramp up operations to bring nearly 200 inpatient beds back into the community over the next 18 months. The campus will be complemented by clinical services at the UTMB Health League City Campus, as well as area primary and specialty care clinics and UTMB’s full-service academic medical center in Galveston.

An official ribbon cutting ceremony was held Wednesday, March 20 in celebration of this major milestone. The new campus presents an

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opportunity for UTMB Health to increase the breadth and depth of exceptional health care services in the Clear Lake community and Greater Bay Area. As a 5-star academic medical center, it also allows UTMB the opportunity to advance its education and research missions.

UTMB was joined at the ribbon cutting ceremony by state and local elected officials, representatives of the University of Texas System and members of the Clear Lake Chamber of Commerce, as well as all surrounding area chambers of commerce.

Employees may access more information on the Clear Lake Campus at http://intranet.utmb.edu/clear-lake-campus
UTMB will launch new imaging decision support in the Epic electronic medical record on April 1, 2019. The integrated software, known as ACR Select, will help support providers in selecting the most appropriate imaging studies by utilizing appropriate use criteria developed by the American College of Radiology (ACR) at the time of order entry. The software generates an appropriateness score for orders as follows:

- A score of 1-3 (red) indicates the study is not appropriate—when this occurs, the tool will suggest a better study, if one is available.
- A score of 4-6 (yellow) cautions that a study may be inappropriate.
- A score of 7 to 9 (green) indicates the study is very appropriate.

The tool supports UTMB in fulfilling a future national mandate slated for January 1, 2020 known as the Protecting Access to Medicare Act (PAMA), which requires providers to document that they have consulted ACR’s appropriate use criteria when ordering advanced imaging exams for Medicare patients.

Appropriate imaging has received national attention because it is estimated that 20 to 50 percent of imaging is unnecessary—particularly diagnostic imaging. Not only does excessive imaging expose patients to ionizing radiation, it can contribute to an increased length of stay in the hospital and represents a significant source of out-of-pocket expense for patients.

UTMB’s Imaging Stewardship Team will monitor the effectiveness of the new tool and continue to optimize it after go-live by working directly with clinical departments. A key goal is to assist providers in selecting the best clinical indication for their needs from a menu rather than having to type in orders manually. The team also hopes the tool will aid in training residents in selecting the right studies for the best long-term benefit.

Imaging stewardship is an important focus of UTMB’s Best Care: High Value Practicing Organization initiative. Additional stewardship teams focus on the appropriate use of antibiotics, blood products, labs and opioids.

Please contact a member of the UTMB Imaging Stewardship Team for more information on the imaging decision support tool. A list of members is accessible at https://utmb.us/38r

**DID YOU KNOW?**

Current data demonstrate that costs associated with the volume of diagnostic medical imaging services are increasing faster than that of prescription drugs and three times faster than all other physician services.¹

In 2008, more than 687 million imaging procedures were performed in the U.S.—that’s more than two for every man, woman and child in the country.²

The U.S. spends twice as much on health care than any other high-income country in the world; heavy utilization of imaging technology is a contributing factor.³


PULMONARY REHABILITATION
IMPROVING QUALITY OF LIFE FOR PATIENTS

Pulmonary Rehabilitation Week
(March 10 through 16) was celebrated this month to increase awareness of the importance of pulmonary rehabilitation programs to the health and well-being of lung disease patients.

These life-enhancing programs show patients how they can live well despite chronic lung disease and, increasingly, they are being credited with keeping patients healthy and out of the costly acute care setting.

Pulmonary rehabilitation at UTMB is an outpatient program for those who have been diagnosed with chronic lung disease, such as chronic obstructive pulmonary disease (COPD), or those who have respiratory symptoms resulting in decreased daily activities and quality of life. The program is run by UTMB’s specially trained respiratory therapists who provide careful monitoring, education, and encouragement to their patients with exceptional outcomes.

Dr. Alexander Duarte is a professor in the Department of Pulmonary Critical Care and Sleep Medicine at UTMB who often encourages pulmonary rehab for COPD patients. “I generally tell my patients that pulmonary rehab is a structured, non-medicinal, team approach to treating COPD,” he says. “Patients are able to gain strength, increase endurance and improve the way they feel naturally, without having to be prescribed another medication.”

UTMB’s COPD program is certified by The Joint Commission with a Gold Seal of Approval for demonstrating continuous compliance with national standards for health care quality and safety in disease-specific care. UTMB is also certified by the American Association of Cardiovascular and Pulmonary Rehabilitation for its commitment to improving quality of life by enhancing standards of care.

UTMB currently has three pulmonary rehabilitation locations: the Primary Care Pavilion in Galveston, the League City Campus and the Angleton Danbury Campus.

Hear two patients share their first-hand accounts of experiences with UTMB Health’s Pulmonary Rehabilitation program in Galveston, Texas at https://youtu.be/Xu5iDUqLzcs.

For more information on Pulmonary Rehabilitation at UTMB, please visit www.utmbhealth.com/pulmonary-rehab.
As a participant in the Texas 1115 Medicaid Transformation Waiver Delivery System Reform Incentive Payment (DSRIP) program, UTMB strives to achieve a set of health metrics for selected patient populations.

UTMB’s DSRIP efforts are focused on several categories: managing patients with diabetes, managing patients with heart disease, ensuring pediatric patients receive important components of primary care and ensuring adult patients receive certain types of preventive care, such as screenings and vaccinations.

This month, the following teams were commended for their performance:

- **Regional Maternal Child Health Program, Texas City**: Pediatric and Adolescent Immunization Composite Ranking
- **Regional Maternal Child Health Program, Angleton**: Women’s Composite Ranking
- **Family Medicine, Angleton** and **Pediatric and Adult Primary Care, Angleton**: Adult Weight Counseling and Diabetes Composite Ranking
- **Internal Medicine, Daniels Team**: Adult Immunization Composite Ranking

For more on Population Health initiatives at UTMB, please visit [http://intranet.utmb.edu/population-health](http://intranet.utmb.edu/population-health)
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

April 3 – No session this week

April 10 – Recharging Your Caregiver Batteries
Presented by: Emily Mueller, Hannah Doggett and Pamela Ruz, Occupational Therapy Student Group
Join us to discuss the importance of self-care and how regularly participating in enjoyable, relaxing activities can improve your quality of life and reduce stress. The presenters will share resources and techniques for participating in meaningful activities.

April 17 – There’s an App for That! Technology for Patients and Caregivers
Presented by: Melissa C. Lockhart, PhD, GNP-BC, Internal Medicine, Division of Geriatrics and Dementia Care Specialist, Sealy Center on Aging
Join us to learn more about new user-friendly technology that can assist patients and caregivers in the home setting. We will look at the use of mobile phone applications and interactive websites to assist with everyday care tasks, such as setting up medication reminders, locating disease-specific information, logging and tracking symptoms, connecting with your family members to share information and responsibilities, and more.

April 24 – 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.

New! Health Resource Center Now Open at League City Campus

A new Health Resource Center is now open at the UTMB Health League City Campus. Complementary to the David L. Callender, MD & Tonya R. Callender, DNP Health Resource Center located in Galveston’s Jennie Sealy Hospital, the new Health Resource Center is located in the lobby of League City Campus Clinics and is available to patients, guests and caregivers who would like to:

- Learn about helpful hospital resources, patient services, community resources and support groups.
- Access information about specific health conditions and treatment options.
- Learn how to participate in decision making about the patient’s care plan.
- Learn how to promote patient safety.

The center is open 7 days a week, 24 hours a day. Patient resource representative, Kenneth MacPherson, is available to assist patients and visitors Monday through Friday from 8 a.m. to 5 p.m. A special opening celebration for the center is forthcoming.
KUDOS!

**UTMB Correctional Managed Care Clinical Education Department:** CMC’s Clinical Nurse Educators received an honorable mention in the American Nursing Association Journal’s All Pro Nursing Contest. The All Pro Nursing Team Award spotlights the accomplishments of top performing nursing organizations and recognizes the best teams in the U.S. based on several professional criteria, including communications, responsiveness and adaptability. The team will be featured in the April issue of American Nurse Today.

**UTMB’s Neurosciences Critical Care Unit:** UTMB’s Neurosciences Critical Care Unit has been recognized with the Silver-level Beacon Award for Excellence by the American Association of Critical-Care Nurses. The Beacon Award for Excellence lauds hospital units that employ evidence-based practice to improve patient and family outcomes. Established in 2003, AACN’s award recognizes top U.S. hospital units that meet standards of excellence in recruitment and retention; education, training and mentoring; research and evidence-based practice; patient outcomes; leadership and organizational ethics; and creation of a healthy work environment. Award criteria—which measure systems, outcomes and environments against evidence-based national criteria for excellence—provide a mechanism to initiate patient safety efforts.

**Successful Det Norske Veritas (DNV) Comprehensive Stroke Center Reaccreditation Survey:** UTMB’s Galveston Campus had a successful Comprehensive Stroke Center reaccreditation survey by Det Norske Veritas (DNV), validating UTMB’s commitment, expertise and readiness to care for victims of complex strokes. According to DNV, the Comprehensive Stroke Center Certification encompasses the full spectrum of stroke care—diagnosis, treatment, rehabilitation and education—and establishes clear metrics to evaluate outcomes. Comprehensive stroke centers are typically the largest and best-equipped hospitals in a given geographical area that can treat any kind of stroke or stroke complication.

**Shout Outs!**

*Submitted by Norma A. Scott, patient services specialist:* Please allow me to share this “WOW” moment that occurred between one of our patients and a member of management that happened today: A elderly diabetic patient was scheduled for a CT of the abdomen and pelvis with and without contrast, which meant she had to fast for four hours prior to the exam. Her doctor had ordered the CT to be performed as soon as possible. The patient called the Radiology Scheduling line and I happened to get her call. She told me she needed to reschedule her CT scan, and that she was sitting in her car in the parking lot at the League City Campus.

Before simply rescheduling, I asked her several questions as I noticed the doctor’s note in her record indicated the imaging study was needed as soon as possible. As it turned out, the patient had been wandering the halls, lost for over an hour and had become so discouraged, she gave up. My heart went out to her. I thought about how I would want someone to go the extra mile for my family member, so I placed her on hold and called Saba Hansen, the imaging manager. I explained to her what was going on, and she immediately started walking to the parking lot to find the patient while I was talking to her.

Saba, in her caring manner, had thought ahead and brought a wheelchair with her. Saba took the patient to get her CT, and I called the front desk to let them know Saba was on her way...
with the patient so they would be prepared. The patient was so thankful. This is a perfect example of a day in the life of a PSS and management working together to take great care of our patients!

“I want to recognize Amy Blount, RN for her outstanding care and concern for me and my treatment. Also, I wanted to recognize OR nurse Stacey Robinson for calming my nerves and helping me relax. All patient care attendants were awesome!”

“Dr. Eric Walser and his radiology staff are exceptional. All were attentive, addressed my questions directly, and suggested what my recovery would entail.”

“I’m so happy I was there when a lactation consultant was available. Terri Pinter provided so much support; she gave me the confidence and knowledge I needed to breastfeed. “

“The food services staff was very nice—very professional.”

“All who had contact with me were very helpful, kind and considerate. I would like to commend DIONNE HICKLING, RN. 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, excellent, caring and kind!”

“I love this hospital and staff. I’m impressed with the attentiveness I received. They even took time to attend to my emotional needs. I was comforted and made to feel as if I mattered—made to feel important and not alone. I have no family here in Galveston. I’m alone and they made me feel not so alone and scared.”

“As the patient, staff were exceptional! As for how my wife’s emotional needs were met and addressed, we have nothing but high praise and regard towards all staff and personnel who attended to our simplest needs. Simple things like a phone charger for my wife’s phone and hugs of support were greatly appreciated. I never felt that I had to wait for anything. We express great regard and appreciation for the care and professionalism tendered us during our experience at UTMB-Galveston.”

“Thank you! Because of UTMB, I’m alive! I cannot thank you enough for what doctors and nurses did for me, from being admitted to the emergency room to leaving UTMB! Nothing but gratefulness at how I feel. I had never heard of UTMB and the great staff they have. I will be recommending this hospital. I’m so grateful. Thank you so much to each and every one of you!”

“Dr. David Morris was very encouraging when my husband would help me walk in the hallways. Dr. Morris would come by the room to go over the wellness plan and check on how things were going, and he answered all the questions my husband and I had. He discharged me, and we appreciated the farewell from all! … I could write and do a TV commercial because I was so impressed with UTMB!”

“My housekeeper was very friendly. She knocked before entering the room. When she came in, she instantly greeted me with her name and politely asked if I was okay if she cleaned my room. Before she left she thanked me and gave me a business card with her name on it and a number to call if I had any complaints or compliments. She left the room telling me to have a nice day.”

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.