Every day at UTMB Health, employees go above and beyond for our patients. This month, Donna Sollenberger, executive vice president and CEO, UTMB Health System, recognized staff members who were highlighted by patients and their colleagues for delivering Best Care.

Rajesh “Raj” Kumar, Senior Nuclear Medicine Technologist

Rajesh Kumar, pictured above with Donna Sollenberger, was recognized by a patient’s family member for providing a memorable patient experience. The daughter of the patient submitted the following:

“We checked in at the desk and a few moments later, Rajesh Kumar arrived to take my mother to testing. He was so reassuring with my

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mother that she again felt at ease. After testing, my mother looked so relaxed. She explained to me how Raj had taken such good care of her. After he gave her the dye for her scan, he put her in a quiet room and brought her a warm blanket. My mother said this was just what she needed to unwind from her drive down to Galveston. She showed me a business card that Raj had given her and told me that he let her know to call him if she had any questions. He had personalized his card by writing his name and number on it so that it could be easily read—a small gesture that made a big impact!

Chloe Cecilia, RN, Neurosciences Critical Care Unit

Chloe Cecilia was recognized for the compassionate care she delivers each day and for her uplifting demeanor. Every month, the Neurosciences Critical Care Unit holds an Employee of the Month drawing. Chloe places comment cards in the box for her colleagues to thank them for the smallest or the biggest thing they have done, or simply because she felt like telling them thank you for who they are. When the cards were collected recently, there was a handwritten letter in the box from a patient’s family member about Chloe:

“Chloe Cecilia was one of the nurses assigned to care for my sister in the intensive care unit. We were blessed to have this wonderful caring and professional nurse for three days during our time here. Chloe exhibited a great deal of empathy, which was a welcome relief during this very difficult process. Chloe has always been upbeat and positive, and there has never been a time that I felt she was not sincere in her interactions with my sister or me. Chloe has always responded quickly to my requests and concerns. It was a blessing to have met Chloe.”

Then, one of Chloe’s colleagues had an encounter with the family member of different patient for whom Chloe had cared:

“A few weeks ago, I went to have my hair done at a new place with a new hairstylist. When I mentioned I worked for UTMB, my hairstylist asked if I knew Chloe. Chloe had apparently been her mom’s nurse and made a huge impression on her and her mom. My hairstylist went on with compliment after compliment, stating that her mom had received excellent care at UTMB and Chloe was a major reason for that feeling. She spoke of how Chloe had become an adopted member of the family and how she would personally always take that ‘short drive across the causeway’ to come back to UTMB on the island. Chloe truly is a rising star. This family was going through something most families do not; Chloe not only eased their minds, but she was so friendly, caring and compassionate, they’ve decided they will always come back to the island for any further care.”

Karen Baires, RN, Internal Medicine

Karen Baires was recognized for Best Care because she always goes above and beyond when it comes to patient care needs and being a strong team member. The following was submitted by one of Karen’s colleagues:

“One day a young adult female was admitted who also happened to be homeless. The patient was tearful and very concerned about being discharged because she had no appropriate clothes or shoes, and the weather at the time had been cold (she had been taken from a friend’s home by EMS and now had only paper scrubs). Karen reassured her that we would do all we could to ensure she didn’t have to leave without appropriate clothing. That night, Karen returned to work with a bag filled with appropriately sized clothes..."
including a sweater and a pair of tennis shoes for the patient, who through tears explained with gratitude that this was the nicest thing anyone had ever done for her.

This, along with countless other sweet gestures of kindness to many patients, places Karen in the realm of nurses that are truly called to this profession. As an excellent team member, she is always ready and willing to help any colleague with any task without hesitation. I most frequently see her as the one who is willing to help others on the team. Her advocacy and skills are constantly on display as she seeks ways to make her patients comfortable and helps move them closer to wellness.”

**Interventional Radiology Team**

Our team in Interventional Radiology was recognized for delivering Best Care by a patient and their spouse. Earlier this month, a mother who had just delivered a baby needed a minimally-invasive procedure. There was an initial delay due to the patient’s status change, but Nurse Manager Kendra Dorsey called down to Interventional Radiology and spoke with Charge Nurse Coley Tatyrek about the patient’s situation. Within the hour, transportation arrived to take her down for her procedure. The patient and her husband were so ecstatic about the care that they received. They both said that the team “rolled out the red carpet” for them. Kudos to Dr. Arya Bagherpour, Coley Tatyrek, Dawn Nelson, procedural nurse, and Mandy Ball, special procedures technologist, for delivering Best Care.

Chefs Brian Peper and Brady Bogenrief were recognized for Best Care by the husband of one of our patients who wrote UTMB to share how these two went above and beyond for his wife, a transplant patient who is also a vegan.

The patient’s husband said they were having a very difficult time getting meals that had enough protein and that also agreed with the patient’s digestion, so he had gone out a couple of times to get takeout. One day, they went down to Starbucks to see if there was anything there the patient could eat. Chef Brady was nearby and overheard the patient say there was nothing vegan with protein on the menu. Chef Brady asked her name and room number, went back to the kitchen, and he and Chef Brian created a vegan order for the patient including homemade hummus, vegetables, edamame and fruit. The patient said they even offered to go buy tofu to create dishes. The patient was deeply grateful to our chefs for going above and beyond.

**Dr. Andrea Glaser and Felice Do, RN – Pediatric Center at Bay Colony**

Dr. Andrea Glaser in Pediatric Gastroenterology and Felice Do at the Bay Colony Pediatric Clinic were recognized for Best Care by the parent of one of their patients.

The parent wrote the following:

“Dr. Glaser has been the most generous, caring, knowledgeable doctor I have ever had the privilege of meeting. My 16-year-old daughter was recently hospitalized at UTMB. From the moment we encountered Dr. Glaser, she was nothing short of extraordinary. Her ability to put her patients and their parents at ease is amazing.

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Dawn Nelson and Coley Tatyrek accepted their Best Care in Action Awards, as well as the awards on behalf of their colleagues, Dr. Arya Bagherpour and Mandy Ball.

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When Dr. Glaser privately told me for the first time that my daughter would be challenged with her diagnosis, I happened to be alone and was trying to take it all in. As we left that room, Dr. Glaser provided me with a much-needed hug. Dr. Glaser hugged me as if to say, “I am here with you, I have this. I am going to fight this with her and for her.” She will never know what that hug meant to me.

Since that moment, I have trusted her with my most valuable treasure, my child. Dr. Glaser is an advocate for her patients, fierce in her defense of them and passionate about giving them the best life possible. I could go on for days about this amazing woman, but I truly hope my gratitude translates in this message. My daughter is fortunate to have her on her side, I am fortunate to have her and UTMB is fortunate to have her. Thank you for providing our community with such a wonderful hospital full of the most talented staff, nurses and doctors. I could not have gotten past the last couple of months without Dr. Glaser and her extraordinary nurse, Felice Do. Every staff member and nurse we engaged with during her hospital stays was nothing short of amazing.”

Dr. Joan Richardson (right) accepted the Best Care in Action Awards for Dr. Andrea Glaser and Felicia Do.

UTMB staff are invited to learn about UTMB’s Best Care initiative at http://intranet.utmb.edu/best-care

Many times, patients and their families are unprepared for a hospital stay and need immediate assistance accessing non-perishable food items, clothing, personal hygiene items and laundry services. UTMB staff sometimes use their own resources to supplement these items by buying food, bringing in clothing and taking home articles of clothing to wash. In the clinic setting, staff also often identify patients and families who are in need of such items but have limited funds or access to community resources.

To provide an internal resource to help staff assist patients and families in need, Savannah Parks, patient resource specialist, and Rebecca Castro, social worker supervisor, secured a UTMB President’s Cabinet Award to open The Care Closet.

Located on the Galveston Campus in central proximity to Jennie Sealy Hospital, John Sealy Hospital, the Level I Trauma Center and many clinic locations, the new space will offer many of these amenities to UTMB patients and families to help reduce stress and promote good health.

The Care Closet will consist of two adjoining rooms, one equipped with a washer and dryer and the other equipped with basic clothing, personal hygiene items and non-perishable foods. The laundry facility will be accessible to patients and their families, but the pantry will only be accessible to designated staff. The closet will initially be stocked with donations from campus drives and through partnerships with the Salvation Army and Galveston County Food Bank.

The lack of access to affordable, sufficient and nutritious foods can cause serious and costly health problems. Recently, there has been a movement across the nation for hospitals to get involved in addressing food disparities. Based on an informal poll, no hospitals in the Houston-Galveston region currently support a food pantry. The Care Closet will put UTMB Health at the forefront of addressing a need that affects many families throughout the Galveston community and beyond.

The Care Closet is slated to open late this summer.
Join us for a special presentation Monday, July 22, 2019 to learn about *The Messiness and Reward of Breakthrough Change* with Jay Schneider, Senior Vice President, Digital at Royal Caribbean Cruises.

An innovative and accomplished digital executive, Jay Schneider became senior vice president of digital at Royal Caribbean Cruises in 2016. He brings more than 15 years of experience in addressing digital strategy, application development, e-commerce and user-experience design. In his role, Schneider oversees various initiatives aimed at the digital transformation of Royal Caribbean’s guest and employee experience through the use of technology.

Prior to joining Royal Caribbean, Schneider served as vice president of digital guest experience for Walt Disney Parks and Resorts, where he successfully implemented the strategy, development and introduction of digital products for guests of the company’s destinations and businesses around the world. Schneider also held top digital executive positions within the Walt Disney Company and in other leading businesses, including director of eHealth Innovation at UW Health. Schneider received a bachelor’s degree from the University of Wisconsin at Madison.

Royal Caribbean Cruises, Ltd., is a global cruise vacation company that controls and operates four global brands: Royal Caribbean International, Celebrity Cruises, Azamara Club Cruises and Silversea Cruises. RCL is also a 50 percent joint venture owner of the German brand TUI Cruises and a 49 percent shareholder in the Spanish brand Pullmantur Cruceros. Royal Caribbean Cruises calls to more than 1,000 destinations on all seven continents.
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

June 5 – VA Aid and Attendance Benefits for Veterans and their Spouses

Presented by: Lori Spradlin, President, Silver Linings Home Care
VA Aid and Attendance is a monetary benefit paid by Veterans Affairs (VA) to eligible veterans and their spouses or surviving spouses that need assistance with daily care. It is paid in addition to a veteran’s basic pension. Join us to learn more about the program, qualifications for this lifetime benefit, monthly award amounts and the application and eligibility process.

June 12 – Stop the Bleed

Presented by: Diana L. Grimm-Mapp, RN, BSN, CEN, TCRN, Program Director, UTMB Trauma Services
Are you prepared to care for someone in the event of a life-threatening hemorrhage? Stop the Bleed provides basic training in the principles of bleeding control so that participants in the session are able to provide first aid while waiting for the arrival of paramedics to take over.

June 19 – Breathe

Presented by: Rebecca Castro, MSW, LCSW, Supervisor, Social Work, UTMB Health
Providing care for a loved one can cause extensive stress and may lead caregivers to overlook the importance of self-care. During this session, we will provide relaxation techniques and tips to help caregivers and families relieve stress and reconnect with themselves.

June 26 – Patient and Caregiver Zen Hour w/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.
Explore Your Creativity at MakerHealth Space Workshop Wednesdays

The UTMB MakerHealth Space in Galveston invites all faculty, staff and students to learn new skills at Workshop Wednesdays, held from Noon to 1:00 p.m.

The space is open to the entire UTMB community to design, build and prototype their ideas and explore solutions to everyday work-related tasks.

The UTMB MakerHealth Space first opened in September 2015 under the leadership of former Chief Nursing and Patient Care Services Executive David Marshall. It was the first maker space in a U.S. hospital and is supported in part by the Robert Wood Johnson Foundation and the UTMB President’s Cabinet.

Workshops topics vary from week to week and focus on a few of the following concepts:

- **The Learning to 3D Print** workshop introduces participants to the basics of 3D printing. If you have your own laptop, consider bringing it with you.
- **The Learning to Sew** workshop teaches participants the basics of machine sewing. All materials are provided, so bring your ideas and prepare to materialize them into tangible prototypes.
- **In the Learning the Basics of Micro-controller Programming** workshop, participants are introduced to the Arduino prototyping board and will code their first hardware project. All materials are provided.
- **The Learning to Laser Cut** workshop introduces participants to the basics of laser cutting. If you have your own laptop, consider bringing it with you. Please bring your own materials to cut or etch, if possible, such as plywood, acrylic, leather, paper and cardboard.

The UTMB MakerHealth Space offers workshops tailored to participants, so if you are interested in a specific workshop that has not been offered, please send a request to MakerHealth Space Fellow Dr. Aisen C. Chacin. If you haven’t stopped by to visit the lab yet, please do! Dr. Chacin is pleased to show you how to use the 3D printer, laser cutters, textiles, electronics, general hand and power tools and much more.

Topics for each week can be found in the Daily Announcements. For more information, please contact Dr. Aisen Chacin at acchacin@utmb.edu or (409) 772-0147. The MakerHealth Space is located on the Galveston Campus, John Sealy Annex, Room 5.212.
I came to the ER with a broken wrist. Everyone in the ER was great! **Dr. Brandon Stein, the nurses, the X-ray tech and check-in staff**—everyone was so kind and comforting. Your professionalism made me feel secure in knowing I was receiving the very best care. I am healing fine and will be good as new soon. I am so grateful to you for your care.

A patient and his wife reported having a good experience at the UTMB Health Clear Lake Hospital. They especially want to thank **Charmaine Shannon, RN** for all of her help: “She was excellent.” They also thanked **Shelito “Lee” Alviza, RN** for taking the time to explain to their 8-year-old granddaughter everything about the surgery, and why the patient was connected to all of the IV lines when she visited.

My husband was transferred from our house to the UTMB Emergency Room (Galveston) via ambulance around midnight. When he arrived, he was in anaphylactic shock from a food allergy with very low blood pressure; he was in pretty bad shape. After a long night and morning, he was able to leave around 6:00 a.m. in stable condition and feeling much better. We just wanted to commend the doctors and staff who did an excellent job attending to our emergency situation. The front waiting room assistant was very helpful and accommodating when I walked in the doors of the emergency room. She stayed with me until she could find out where my husband had been taken and then brought me to his room as soon as he was released from triage. **Branden Channell, RN** was excellent. We appreciate so much his attention to detail in everything he did to care for my husband as well as in his explanations and answers to our questions. His professionalism and upbeat attitude put us immediately at ease during an extremely stressful time. We loved **Dr. Anju Kuruvilla**, and we felt completely confident in her decisions and ability to make a good plan for my husband’s recovery. She also provided us with thorough explanations and plans for his care. She spent a lot of time reassuring us. With it being Memorial Day weekend, we were so impressed with the amount of time she was able to dedicate to us and our extremely stressful situation. Thank you again for providing the best emergency care experience we could receive in one of the scariest and most traumatic health situations we have faced. You have no idea how much it is appreciated.

This was the best hospital stay I have ever had. Nice room, quiet hallways. All staff members were pleasant. My doctor 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 care plan.

**Dr. Crystal Alvarez** is an amazing OB/GYN! The nurses on staff were great too! They spent so much time with me and made me feel very comfortable.

The staff in the UTMB Clear Lake ER are awesome!

Another patient commented that the UTMB Clear Lake ER gets a 10-star rating as far as he is concerned. He appreciated the positive and professional way that he was treated. He stated that he will always come to this hospital when he needs more care.

**Dr. Alok Dabi**’s care, treatment and professionalism towards me—and my wife—is greatly appreciated. As the patient, I felt secure in his care.

**Dr. Anthony Rogers** is the best doctor I’ve ever had. **Nurse Dee Ann Bond and the entire staff** are wonderful. He is always very caring, thorough and knowledgeable. He has helped me with many health issues and even diagnosed me with issues I needed to see a specialist for. Dr. Rogers is simply the best, and I’ve seen many doctors in my 60 years of life! (Family Medicine, Angleton)