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Sealy & Smith Laboratory for Surgical Training, Assessment and Research improves safety and promotes lifelong learning

“Practice makes perfect. After a long time of practicing, our work will become natural, skillful, swift and steady.”

Bruce Lee

Over the past several decades, the use of surgical simulation has become an increasingly significant tool in the training of physicians and other health care providers. In 2006, Dr. Courtney Townsend, Jr. forged an alliance with key leaders in the Academic Enterprise and Health System to establish the necessary groundwork for a simulation center. This was followed by generous donations from Dr. and Mrs. Peter K. Thompson, The Cullen Trust for Higher Education, and Dr. and Mrs. Charles H. McCollum. Thanks to these contributions, the foundation for the UTMB Sealy & Smith Laboratory for Surgical Training, Assessment and Research (LSTAR) was laid.

In 2013, the 5,200-square-foot Surgical Simulation Center, located in UTMB Health Clinics building, earned national accreditation as an American College of Surgeons Comprehensive Accredited Education Institute (ACS-AEI) and is part of a large international consortium dedicated to improving the care of surgical patients with simulation-based training.

The mission of the center is to provide a simulated surgical care setting for practicing surgeons, residents and medical students. Visitors to the lab train across a variety of procedures prior to entering the clinical setting; the lab also provides practicing surgeons the opportunity to train in new procedures and emerging technologies.

Dr. Alexander Perez joined UTMB in May 2017 as surgical director of the LSTAR and chief of the Division of Minimally Invasive and Foregut Surgery. He believes simulation labs like the LSTAR provide a safe and standardized approach for training in surgery, allowing learners the opportunity to practice, gain confidence and enhance coordination. “The beauty of simulation is that we can eliminate the human risk and do all of the practice up-front without the patient involved,” Perez says.

In addition to serving as a place where learners practice new skills, the simulation workshops are especially useful in helping LSTAR staff identify and correct potentially risky practices or unsafe behaviors.

Recently, Dr. Perez and the LSTAR staff joined forces with the Department of Healthcare Epidemiology and Employee Health to promote sharps safety awareness in order to reduce adverse patient safety events and to prevent occupational exposures related to sharps and needle-stick injuries among staff and trainees. After reviewing several sets of quarterly data, the team observed that the frequency of suture-related events consistently peaked at the beginning of the academic year. Once the team identified those groups where sharps-related events occurred more frequently, they began offering workshops to adjust the unsafe practices that typically led to student and employee injuries.

“Medical schools have plenty of experience in teaching trainees how to suture, but we sometimes take for granted...”

Shannon Delao and Clifford Snyder demonstrate some of the simulation technology available in the LSTAR.

Shannon Delao (surgical technologist), Kristen Kahrig (senior business coordinator), Clifford Snyder (clinical specialist) and Dr. Alexander Perez stand in front of the LSTAR.

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that every individual innately knows things, like consistently placing sharps in certain locations or even how to correctly use the device,” says Dr. Perez. “There was a bigger picture that we needed to show. For instance, if a certain tool comes from a certain place, it’s packaged a certain way and it’s only used under certain conditions. When trainees aren’t aware of these circumstances, injuries can occur.”

LSTAR Coordinator Shannon Delao believes consistent, safe practices in the lab result in safe patient care. “We stress the importance of forming good habits when you’re here in the lab,” she says. “Sometimes people think that because they aren’t working on real patients, they can relax, but the habits you form here are what you eventually take into surgery.”

Clifford Snyder, LSTAR education director, oversees the simulation workshops. He agrees that consistency is key. “The more we show and remind people of correct practices when they’re in the lab, saying, ‘Hey, this is a risk,’ the more likely they are to think about it in the operating room,” he says.

All medical students are required to participate in LSTAR workshops, but Dr. Perez’s goal for the lab is to create a resource that students, residents and practicing physicians alike will actively seek out on their own time because they find the practice to be beneficial. The lab offers self-driven modules that learners can work through at their own pace. This is particularly useful for residents who would like to become familiar with procedures in anticipation of upcoming rotations, and it gives physicians a chance to rehearse a new procedure or explore new technologies.

Dr. Perez says consistent practice in the lab will eventually translate to better performance. “To become a master at any skill – whether it is in surgery or playing golf – a person needs a lifelong dedication to practicing it in order to perform at the highest level. This lab is our gym, the simulation technology is our equipment, and the modules and staff are our coaches.”

To take a virtual tour of the LSTAR and to learn more about the lab, visit https://www.utmb.edu/lstar/default.asp.

**REMINDER: Epic Radiant Training for Radiology begins in May**

During the month of May, radiology staff will begin training in Radiant, Epic’s radiology module. Currently, Epic orders must be manually entered into a radiology scheduling system separate from Epic. By integrating the entire order entry and scheduling process in Epic, errors will be reduced, UTMB will be able to obtain and maintain better data on imaging processes, and communication between ordering providers and radiologists will be improved.

Radiant will officially go live on June 2, along with the rest of the Epic 2017 Upgrade.

**EPIC 2017 U P G R A D E**

Don’t miss your chance to provide feedback that will help the build team ensure Epic’s new tools are user friendly and streamline your workflows!

**Open House Hours:**

- **May 8** in 3.404 League City Campus training room from 7:00 a.m. to 4:00 p.m.
- **May 10** in Angleton Danbury Campus Education Room from 7:00 a.m. to 4:00 p.m.

A full schedule of training events through June 1 is available at http://intranet.utmb.edu/emr/Epic_Upgrade.asp.
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. Last year, 578 active volunteers completed 38,678 hours of service at UTMB.

One special volunteer program, Friends of the ACE Unit, is a seniors-serving-seniors program in which senior-aged volunteers provide companionship to patients in the Acute Care for the Elders (ACE) Unit, located in Jennie Sealy Hospital. Meanwhile, other volunteers deliver complimentary coffee and magazines to patients and visitors in waiting areas so they can enjoy a refreshment without having to worry about missing their appointment or receiving important information regarding their loved one. Some volunteers help guide patients and visitors to helpful resources, while others are available to escort patients and visitors to their destinations.

Another project with which UTMB volunteers assist is the Beds for Babies program, which was funded by a grant from the UTMB President’s Cabinet. New mothers are provided with a “baby box” that contains fundamental educational resources. The box is also outfitted with firm mattresses and fitted sheets designed to provide a safe place for newborns to sleep. This month, volunteers contributed more than 30 hours of service to complete 196 baby boxes for new mothers and their infants.

Volunteer Services also works with the UTMB Health Resource Center to coordinate therapy dog visits. Carol Arvie-Gooden, administrative manager, Volunteer Services, says the service has a far-reaching impact. She recounts a recent interaction between one of the pet therapy volunteers and a physician: “One of our pet therapy volunteers was visiting the emergency room. A doctor recognized her and thanked her and her dog for helping him get through a very hard day.”

Thank you to all of the volunteers who serve UTMB and our community! To find out more about volunteer opportunities at UTMB or to apply to become a volunteer, visit https://utmb.us/2k.
UTMB Laboratory Services celebrates Medical Laboratory Professionals Week

UTMB Laboratory Services is a three-campus service providing laboratory testing for all UTMB hospitals and more than 90 clinics. Laboratory Services comprises approximately 300 employees, including faculty, residents and fellows. In fiscal year 2017, the lab produced a billable test volume of approximately 3.1 million. As UTMB continues to grow and evolve in a changing health care environment, laboratory personnel will play a key role in ensuring appropriate testing and treatments.

Medical Laboratory Professionals Week, April 22-28, is an observance that recognizes medical laboratory personnel for the vital role they play in the diagnosis and prevention of disease.

Jennifer Hoesel (supervisor, laboratory services) and Morgan Kilty (technical supervisor, laboratory services) hosted a lab expo booth in Jennie Sealy Hospital April 25 in recognition of UTMB lab professionals and to create awareness of the services our labs provide.

Health Resource Center Caregiver "Time Out" Sessions - May Schedule

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 health related topics. Sessions are open to all. For more information, contact Patient Resource Specialist Savannah Parks (sjparks@utmb.edu) or visit https://www.utmb.edu/health-resource-center.

<table>
<thead>
<tr>
<th>Date</th>
<th>Topic</th>
<th>Presenter</th>
<th>Overview</th>
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<tbody>
<tr>
<td>May 2</td>
<td>Medicare 101</td>
<td>Alex Rischan</td>
<td>Learn about the basics of Medicare, including different coverage options and important deadlines, as well as programs available to assist individuals with Medicare costs and ways Medicare beneficiaries can avoid common pitfalls that hinder access to care. Empower yourself with knowledge to make the best plan decisions for yourself and those for whom you care!</td>
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<td>May 9</td>
<td>Essential Oils 101</td>
<td>Charlene Nieten, BSN, CCRN</td>
<td>Learn about essential oils and how aromatherapy can brighten your spirits and promote health and happiness in your home.</td>
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<td>May 16</td>
<td>Why Crafts</td>
<td>Karen Kunz, OTR</td>
<td>Take a break and explore your creative side with crafting! Crafting promotes relaxation and helps give caregivers a self-care outlet.</td>
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<td>May 23</td>
<td>Best-Kept Secrets of Vocational Rehabilitation Revealed!</td>
<td>Betty Evans-Klappenbach, Rehabilitation Counselor with Texas Workforce Commission-Vocational Rehabilitation Division</td>
<td>Vocational rehabilitation services helps people with disabilities obtain or keep a job. These services are provided on Galveston Island and throughout the State of Texas. Join us to learn more about this program and how it might assist you or your loved one with employment.</td>
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<td>May 30</td>
<td>Patient and Caregiver Zen Hour with Pet Therapy</td>
<td></td>
<td>Caregivers take on many responsibilities, and often, their emotional 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.</td>
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To acknowledge every Health System employee for the excellence you bring each day to your job at UTMB, Nursing Service has kindly orchestrated a week-long series of events to thank YOU for supporting the health and well-being of the communities we serve through dedication and care from the heart!

Nurses & Health System Employee Week will take place Monday, May 7 – Friday, May 11. Executive Leadership will “Walk a Mile in Our Shoes” with nurses each day. Blessing of the Hands for nurses will also occur daily. Scheduled events are as follows:

**Monday May 7 - Kick-Off with Balloons & Banners**
TDCJ Hospital Galveston Breakfast  
6:00 – 9:00 a.m.  
Hospital Galveston Cafeteria, 2nd floor

**Zen Hour (Yoga, Massages, Pet Therapy, Breathing, Stretching, Aromatherapy and Satin Hands)**  
7:30 – 8:30 a.m.  
Jennie Sealy Hospital, Conference Rooms 2.506A, 2.206, 2.410D, 2.410E, 2.410F  
1:00 – 2:00 p.m.  
Jennie Sealy Hospital, Conference Rooms 2.506A, 2.506B, 2.206, 2.410D, 2.410E, 2.410F

**TDCJ Hospital Galveston Awards**  
2:30 – 4:00 p.m.  
Hospital Galveston, 2nd Floor Conference

**Blood Drive**  
10:00 a.m. – 4:00 p.m.  
Jennie Sealy Hospital 4th Floor

**Tuesday May 8**
**Hospital Administration Breakfast**  
6:30 – 9:30 a.m.  
Jennie Sealy Hospital, 4th Floor; League City Campus; and Angleton Danbury Campus

**Ambulatory Breakfast Delivery**

**International Cuisine Day**  
Noon – 2:00 p.m.  
Hospital Galveston, 2nd Floor Conference

**Nursing Research Journal Club**  
2:00 p.m. – 3:00 p.m.  
Jennie Sealy Hospital, Conference Room 2.506B

**Wednesday May 9**
**Donuts with David Marshall**  
7:00 – 8:30 a.m.  
Jennie Sealy Hospital, Conference Room 2.506A  
1:30 – 3:00 p.m.  
Jennie Sealy Hospital, Conference Room 2.410D

**ANA Webinar, Emerging Technology and Its Impact on Nursing Practice**  
Noon – 1:00 p.m.  
Jennie Sealy Hospital, Conference Room 10.926

**Nursing Research Journal Club**  
2:00 p.m. – 3:00 p.m.  
Jennie Sealy Hospital, Conference Room 2.506B

**Nurses on Board Training**

**Thursday May 10**
**Nurse Leadership Appreciation Lunch Awards Ceremony**  
2:30 – 4:00 p.m.  
Research Building 6, Room 1.206

**Friday May 11**
**Florence Nightingale Social**  
Noon – 2:00 p.m.  
Jennie Sealy Hospital, 4th Floor; League City Campus; and Angleton Danbury Campus

**Vendor Fair**  
9:00 a.m. – 3:00 p.m.  
Jennie Sealy Hospital, 4th Floor

**Desserts for Night Shift Nurses**
New patient event and experience reporting system goes live June 21

UTMB’s current Patient Safety Net (PSN) reporting system will be replaced on June 21 with a new and improved patient event reporting system. In addition to capturing information on near misses and adverse events, users will now have the ability to submit patient experience reports, such as compliments and complaints. The new system, Midas+ Juvo, will be referred to at UTMB simply as the “Patient Event and Experience Reporting System.” Access to the system will continue to be available via the iUTMB homepage. Please stay tuned for training opportunities for both event managers and frontline users!

What will be different for individuals submitting reports?

Customized forms based on location and event category
Currently, all users complete the same form when reporting an event. In the new system, which is location-specific, the user will be asked to identify the facility in which the event occurred (e.g., Jennie Sealy Hospital or Multispecialty Care Center), the specific location within the facility, when applicable, and to specify whether they are reporting a “risk management” or “patient experience” event and the event type, such as a fall. The answers to the prerequisite questions will then generate a customized form that will capture additional details appropriate and relevant to the event or patient experience. The system will also have an interface with the Epic electronic medical record that allows individuals submitting reports to select a specific patient and the specific patient encounter in which the near miss or event took place.

This information will help ensure the event is accurately routed to the appropriate event manager(s) and will help expedite resolution of the event. As feedback about patient safety events is a key component of UTMB’s culture of safety, there are a couple of methods that will be used to share feedback, including manager-to-employee communication and the Because You Reported Quarterly Newsletter, published by the Department of Quality, Safety & Performance Improvement at http://intranet.utmb.edu/qhs.

Users will no longer assign a “harm score” to events
Employees submitting an event will no longer be asked to assign a “harm score” to their patient safety reports. In the new system, the event report will be sent to a patient safety specialist or designee in the Department of Quality, Safety & Performance Improvement who will review the report and assign an appropriate harm score. The specialist will also identify and notify the applicable event manager and leadership.

Real-time data for event managers and patient safety specialists
The new system will provide real-time data to help event managers and patient safety specialists identify trends that may indicate process or equipment issues.

New patient experience reporting module
Users now have the opportunity to submit reports regarding patient experience. The goal is to not only capture positive experiences and celebrate exceptional patient care, but to identify experiences that need improvement. Any report that is submitted regarding a patient experience will be routed to Patient Services. For immediate service recovery needs, please directly contact Patient Services.

What will remain the same?

The system is intended to document events, not serve as an alert!
The patient event reporting system does not replace communication! It is a tool used to document information about an event to improve safety and facilitate an improved patient experience. The event reporting system does not alert supervisors or patient safety specialists, Patient Services or other leadership of an emergent event. If there is an emergency or a situation that requires immediate response, please follow department protocol.

Reporting events is a key component of reinforcing UTMB’s culture of safety
Systems and processes fail—not people! The goal of reporting events and patient experiences is to promote safe care by reducing the risk of system and process failures, as well as communication breakdowns. Reporting is non-punitive and confidential. A good rule of thumb? If you see something, say something! Remember, quality and safety is everyone’s responsibility.

Users may still file reports anonymously
Although contact information is helpful to patient safety specialists in order to provide feedback to the individual submitting an event report, it is not a requirement in the event reporting system; however, providing contact information is a requirement in the patient experience module.)
UTMB scores another “A” grade from the Leapfrog Group for safety and quality

UTMB Health has received an “A” grade for the second consecutive reporting period from the Leapfrog Group for its accomplishments in reducing errors, infections and accidents that can harm patients. Leapfrog presents hospital grades in the spring and fall of each year.

The Leapfrog Hospital Safety Grade utilizes 30 national performance measures which are divided into two domains: (1) process/structural measures, which include, but are not limited to, computerized physician order entry, staffing, culture of safety measurements, medication reconciliation and hand hygiene; and (2) outcome measures which include, but are not limited to, central line-associated bloodstream infections (CLABSIs), catheter-associated urinary tract infections (CAUTIs) methicillin-resistant Staphylococcus aureus (MRSA) infections, hospital-acquired C. difficile, and select patient safety indicators (PSIs). Each domain represents 50 percent of the Leapfrog Hospital Safety Grade.

Learn more about the Leapfrog Safety Grade at http://www.hospitalsafetygrade.org.

Courier Services and Environmental Services receive quarterly Always Awards

Ann O’Connell, vice president, Ambulatory Operations, announced that this quarter, the Always Award would recognize teams beyond the unit or clinic settings. This quarter’s Ambulatory Always Award went to Courier Services. Ms. O’Connell says the team is, quite simply, awesome. “They are receptive, always professional, responsive, kind, courteous and great team members,” she says. “If the clinics ever forget to give them something, they’ll turn around to pick it up. They handle patient specimens, they deliver emergency supplies – like sand for parking lot in inclement weather, and they pick up instruments and take them to Sterile Processing. They even deliver the mail and recycling bags.”

David Marshall, system chief nursing and patient care services executive, presented the Inpatient Always Award to Environmental Services, noting that even Vizient, Inc. had been amazed at the high percentile scores UTMB consistently receives for “cleanliness of the hospital environment” in patient engagement surveys. David noted that without exception, patient comments always include a positive comment about Environmental Services personnel. “Thank you for keeping our units nice and preventing infections!”
SHOUT OUTS!

Congratulations to UTMB recipients of the University of Texas System Regents’ Outstanding Employee Award, Mike Mastrangelo, program director, Institutional Preparedness—Facilities Risk Management; Chad Connally, nursing program manager, Emergency Services Administration; and Scott Woodby, RN, MICU/CCU. They were among 34 UTMB nominees for the award, which was created by the Board of Regents to recognize full-time, benefits-eligible, non-faculty employees who have shown outstanding performance, innovation, enthusiasm and dedication in their jobs. To read more about the UTMB winners and see a full list of the nominees, visit https://www.utmb.edu/eac/regents'-outstanding-employee-award/winners.

I don’t have words to express how blessed I feel to have met and to have Dr. Kamakshi Patel as my neurologist. Before she was my neurologist, my chronic migraines were crippling. She is great! (Neurology)

Dr. Amber Hairfield is an excellent doctor. My daughter adores her and is excited to see her for clinic visits. Dr. Hairfield listens closely to my concerns as a parent and is thorough with her patient care. (Island West Pediatrics)

My lactation consultant, Teri Pinter, was beyond helpful. She taught me so much and gave me confidence that I could breastfeed. (League City Campus Labor, Delivery, Postpartum & Recovery)

Dr. Chris Perez is an excellent care provider! He always seems very concerned about my health—mentally and physically. (Internal Medicine)

The staff in the Vascular Clinic are wonderful. My tests have been performed by the same technician for four years. It is nice to have someone familiar taking care of me! The patient care specialist who checks me in for my tests is great! Dr. Michael Silva is always accommodating and friendly. I can’t say enough great things about him. He saved my leg and has cared for me since 2009. He is always available and has a great bedside manner. If it had not been for him, I do not know what would have happened to my leg. (Surgery, Vascular)

Dr. Norman Farr always answers my questions via My Chart in a very timely manner. His attention and dedication to his patients makes me feel as if I am his only patient. His kindness, compassion and professionalism are extremely appreciated! (Internal Medicine)

I appreciated that Dr. Matthew Mrazek included me in the discussion regarding treatment options for my osteoporosis. He gave me all of the options and led me to a treatment that was best suited for me. Thank you! (Internal Medicine)

Dr. Rizwana Sultana is treating my son for two very rare sleep disorders. Most doctors will never see a patient with these disorders in their entire career. She has studied and educated herself with these disorders and is doing her best to help my son. Thank you! (Pediatric Sleep Medicine)

Dr. Hemamalini Pilla has been my OB-GYN for over 7 years. She has wonderful bedside manner, and is very knowledgeable. She was caring and reassuring when I started having complications with my pregnancy. Dr. Pilla came to the hospital at 2:00 a.m. to deliver my baby, even though she wasn’t the OB-GYN on call. I will never switch to another OB-GYN as long as she is still practicing. I had complete trust in her and that made my pregnancy and labor/delivery such more relaxing. You cannot get a better doctor! (League City Campus, Labor, Delivery, Postpartum & Recovery)

My nurse, Jandi Chavez, at League City Hospital was exemplary. She provided exceptional care! Jandi should receive an award for the care and compassion she has shown! (League City Campus Medical/Surgical Unit)

Everyone from the emergency room to X-ray to the cardiology doctors were a band of angels God sent to take care of me. Everyone went above and beyond their duties. At one point, I woke out of a deep sleep and was disoriented and Alfreda Rice (patient care technician II) helped me out of a confused state of mind. I am thankful for everyone. (League City Campus Medical/Surgical Unit)

Dr. Sarah Baxley has excellent bedside manner! I would recommend her to all of my friends for their OB-GYN needs. (Obstetrics & Gynecology)

I want to commend the day shift nurse, Lucy Barlow. She was exceptional, excellent and exceeded all expectations! Our other nurse, Seena Matthew, was also wonderful. Other commendations go to my patient care technicians, Michael Jamandre and Carl Thomas. They were awesome! All PCTs that attended to my husband were very good. Great experience overall! (Internal Medicine)