On September 17, UTMB Health and the University of Texas MD Anderson Cancer Center will officially open MD Anderson’s outpatient facility and UTMB Health Surgery and Cancer Clinics on the UTMB Health League City Campus. UTMB’s clinic, located on the building’s second floor, is a 9,100-square-foot, multi-purpose clinic with 12 flex exam rooms, 2 treatment rooms and surgical oncology services.

As part of our arrangement, MD Anderson will exclusively provide oncology-related infusion therapy, radiation therapy and gynecologic oncology, hematology oncology and medical oncology care. For other cancer services, such as screening, diagnostics and surgical oncology, new and existing patients will have a choice as to which organization will be primarily responsible for their care. For other non-oncology care, such as primary and specialty care, patients will have the choice of UTMB.

Both institutions have been working together for several months to ensure a smooth transition for patients receiving cancer care, whatever their medical needs. This has included credentialing collaborating physicians at both organizations. There are also some changes in how certain cancer-related services will be provided in League City and in Galveston.

There will be no interruption in care for existing UTMB cancer patients.

Cancer patients receiving cancer care on the League City Campus who would like to continue receiving those services at this location will be given the option to become an MD Anderson patient, if their insurance approves. This will be a smooth transition for patients because their UTMB physician will also be credentialed as an MD Anderson physician, so patients will not have to change doctors, unless they so choose. Patients
will receive a separate bill from MD Anderson for their cancer services on the League City Campus. If a patient should require hospitalization under MD Anderson’s care, the patient and their loved ones will work directly with their care team to determine whether they will be admitted to a UTMB or MD Anderson hospital, depending on which is the best option for their care needs.

Some patients may prefer to remain exclusively a UTMB patient, or MD Anderson may not accept their specific insurance plan (MD Anderson does not have all of the same managed care contracts as UTMB). UTMB will work with these individuals to ensure they are able to continue receiving the comprehensive care they need within the UTMB Health System. Most of the same cancer doctors who cared for these patients at our League City location will also care for these individuals on the Galveston Campus, so patients will not have to switch to a new physician. These patients will continue to receive a single bill from UTMB for all of their care.

You may see some familiar faces as MD Anderson employees.

Another aspect of UTMB’s collaboration with MD Anderson is that UTMB staff who provided certain cancer care services will transition to become MD Anderson employees—they will provide these services at UTMB just as they did prior to the launch of the collaboration, and they will wear both an MD Anderson badge and a UTMB badge. They will also have a UTMB email address and will be able to access both UTMB and MD Anderson systems, as appropriate, to perform their work.

Patients’ medical records will be available to both UTMB Health and MD Anderson clinicians and staff. Initially, this will been done using Epic’s Care Everywhere system, which allows doctors and nurses from different organizations to electronically exchange patient medical information in a matter of seconds. In about 12 months, the two organization’s medical records will be integrated for the purposes of jointly caring for cancer patients.

The League City Campus parking garage and skybridge are now open and will have a circulating shuttle service for patients and visitors.

The new parking garage, which includes a skybridge connecting the garage to the north side of the UTMB’s Specialty Care Center and League City Hospital, has been open since June 25. The most convenient parking spots are reserved for our patients and visitors, and parking for patients and visitors continues to be free of charge (validation is required).

A continuous shuttle service operated by UTMB will transport patients and visitors to and from the parking garage and all major entrances on the League City Campus. The shuttle will run Monday through Friday from 7:30 a.m. to 5:30 p.m. Additionally, MD Anderson has nearly 80 reserved spots for patients in front of their building (Yellow Lot).

UTMB employee parking on League City Campus surface lots remains free. Contract parking will also be available to employees in the new garage. Visit www.utmb.edu/utmb-parking for more information. Coming soon, there will be changes to the Park & Ride lot—we know many of our employees park in this lot and walk over to the hospital and clinics, so these changes will be communicated before the changes occur.

We greatly appreciate the trust our patients have placed in us!

UTMB Health and the University of Texas MD Anderson Cancer Center look forward to working together to serve our patients’ health care needs in the future. For more information on the MD Anderson Collaboration, please visit http://intranet.utmb.edu/mdacc-collaboration.

Kudos to UTMB Food Services

UTMB’s Food Services team in Galveston has won Morrison Healthcare’s Account of the Year! Our Food Services team always receives patient compliments for their excellent service: “The meal ordering process and the servers were prompt, listened carefully to my needs or requests, and congratulated me on the birth of my baby every time the food was delivered.”

Morrison Healthcare is a leading national food and nutrition services company that proudly serves more than 650 hospitals and health care systems nationally.
Joint Commission Preparedness: Low-Hanging Fruit

UTMB is still awaiting our triennial survey visit from The Joint Commission. The surveyors could arrive at any time, so continual preparedness is the key to a successful survey. The following are actions anyone can easily take to ensure we are ready when the surveyors arrive for our upcoming unannounced survey:

- Staff drinks in clinical areas should be in the proper containers.
- Area medical gas should be shut off and the valves should not be blocked.
- Fire extinguisher cabinets and/or fire alarm pull stations should not be blocked.
- Employee photo identification badges must be worn and easily visible.
- Medications storage areas and medication carts should be secured.
- Patient medications should be stored appropriately and medication refrigerator logs should be completed accurately.
- Medical supplies should not be outdated and should be clearly marked with an expiration date.
- Clean and dirty supplies/equipment should be separated.
- Equipment, supplies, carts, bins and surfaces should be clean and without dust and debris. There should be no tape residue on surfaces.
- Corrugated boxes must not be used to store medical supplies and equipment—properly discard boxes.
- Patient care items and medical supplies/equipment should not be stored directly on the floor.
- Clean linen should be properly stored (and covered if stored in an open hallway).
- Medical equipment should have an in-date PM tag visible.
- Cylinders should be labeled, secured and stored in an approved rack or cart.
- Crash cart logs should be up to date.
- Unattended housekeeping carts should be secured.
- Patient food and drink items (if not stock supply) must be labeled and not expired.
- Patient Health Information (PHI) should not be left open and unattended at workstations or other locations.

Visit UTMB’s Joint Commission Preparedness webpage for more information at https://intranet.utmb.edu/qhs
Modernization of John Sealy Hospital is steadily moving along and is on-track for completion in 2020. In addition to renovating the interior and expanding the size of patient rooms, the building’s façade—which was completed in 1978—is getting a makeover due to wear-and-tear after years of exposure to coastal weather elements.

When both wings of the hospital are finished, the new brick façade will have glass windows that run the length of the building, complementing Jennie Sealy Hospital. Aside from safety and aesthetic reasons, the façade replacement played a pivotal role in the ability to increase the size of the patient rooms by 55 square feet each, resulting in an approximately 345-square-foot patient room. This is being achieved by taking advantage of the inset space where the original windows were located.

Full completion of the modernization project is expected in early 2020. The modernized facility will offer advanced health care services to mothers, infants and children and continue to specialize in the treatment of patients with major burn injury in the world-renowned UTMB Blocker Burn Unit.

The diagram above illustrates how additional square footage was added to patient rooms by expanding the space the windows occupied outward.

Left: Platforms running up the sides of the building are where the construction team is building out the original window insets. This allows for the expansion that provides additional square footage in patient rooms.

Right: The curtain wall is then installed over the built out area after completion.

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Upon completion, the modernized John Sealy Hospital will contain:

- 4 maternal intensive care rooms
- 12 high-risk OB rooms
- 7 labor and delivery triage rooms and one observation room
- 4 C-section operating rooms
- 48 mother baby rooms
- 24 pediatric rooms
- 8 pediatric intensive care unit rooms
- 48 neonatal intensive care unit rooms, with a capacity for 60 infants
- Blocker Burn Unit
- 3 floors of unoccupied shell space for future growth, including psychiatric services

An important part of the façade project is to ensure its design and construction will withstand the force of hurricane-speed winds, so a mock-up was created to test its wind-resistance. The façade is designed to withstand winds up to 160 mph and resists water and air infiltration from driving wind and rain.

August 31, 2018—John Sealy Façade Project at 80 percent completion on the AB wing of the hospital; after completion, work on the CD wing (left) will begin.
Caregiver “Time Out” Sessions: September

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.

September 5 – Nutrition Changes with Aging: Vitamin D, Calcium, and Bone Health
Presented by: Avesta Yakob, School of Health Professions, Nutrition and Metabolism

Your bones are tough—let’s keep them that way for as long possible! As our bodies age, our bones are at greater risk for becoming weak and brittle, especially if we’re missing certain nutrients in our diet. We will discuss the changes in requirements of nutrients related to aging and bone health, like Vitamin D and Calcium. We will also discuss simple substitutions or additions to your diet that will help you meet the daily requirement of bone strengthening nutrients.

September 12 – Medicare 101
Presented by: Mallory Freitag, Lead Benefits Counseling Coordinator, Houston-Galveston Area Council

Join us for a presentation that reviews the basics of Medicare. Attendees will learn about the different coverage options available through Medicare and important deadlines. This presentation will also cover programs that are available to assist individuals with Medicare costs and will review ways Medicare beneficiaries can avoid common pitfalls to ensuring they have quality access to health care. Open Enrollment is coming, so now is the perfect time to empower yourself with knowledge to make the best plan decisions for you and those for whom you care!

September 19 – Veteran’s Assistance (VA) Aid and Attendance Benefits
Presented by: Lori Spradlin President/Certified Senior Care Manager for Silver Linings Home Care, LLC

Aid and Attendance is a benefit paid by Veterans Affairs (VA) to veterans, veteran spouses or surviving spouses. It is paid in addition to a veteran’s basic pension. Come by to learn more about the program, who qualifies for this lifetime benefit, what the program covers, and the application and eligibility process.

September 26 – Patient and Caregiver Zen Hour w/Pet Therapy
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. Other activities include: aromatherapy, adult coloring, conversations with Pastoral Care, inspirational reading and a massage chair.

SHOUT OUTS!

I’d like to recognize UTMB Patient Transporter Khadaijjah J. Willis-Chambers for her honesty and integrity. My husband had an appointment in UHC on Thursday and lost his phone. On Friday evening, she and her boyfriend came to UTMB to visit a relative in the hospital and found the phone in the parking garage. They saw our text messages to the phone with our numbers to call if the phone was found. They texted us Friday evening and my husband retrieved his phone from these nice people the same night! We thought we were going to have to buy a new phone and he would have lost all of his contacts, photos, etc., so we were thrilled that they found it and returned it!

Deanna Licerio was very helpful to my wife and I as she recovered from her procedure (and I played the supporting role). Ms. Licerio was friendly, engaging and calming as she nursed my wife awake and then monitored her as she got us ready to go home. Her thoroughness and energy, as well as her kindness, were exactly what UTMB needs as the nursing “face” of patient care!

Dr. Courtney Wiese is an excellent physician who accommodated the needs of my delivery very well.

I want to make sure that everyone that I had contact with while I was in the hospital gets a GEM card. This was by far best care from doctors and nurses I have ever had.

I was given the best care while receiving my treatments at UTMB. I believe that I was extended great courtesy while my tests were administered.

I can’t say enough. The entire staff are a great team and it shows. I must mention Cindy Jones at the new hospital. She adds the hometown touch and greets everyone entering the hospital.

I really liked Dr. Howard Laroche; he is a great doctor. (ADC Neurology)

Dr. Angela Shepard – best doctor ever. (Family Medicine, Stewart Road)

Dr. Susan Easley was very patient and knowledgeable and the time she took to ask questions and complete the forms requested was very much appreciated. (League City Family Medicine)

Dr. Kelly Stephenson is very attentive. She puts me at ease. She always greets me with a smile and makes me feel important. (Orthopaedics)

I was in and out on time. Staff members were very friendly. Easy to get an appointment at a time that works with my hectic schedule. Very good experience for this VERY picky patient. (Dickinson Family Medicine)
August 30—President Callender treated Health System employees to pizza in celebration of our high response rate on the You Count Employee Engagement Survey. The event in Galveston was held in Waverley Smith Pavilion (separate events were held for employees in League City, Angleton Danbury and in individual clinics). Employees were invited to wear their favorite high school, professional or college team T-shirt. Results of the survey will be shared soon. Thank you for participating in the You Count survey and for all you do for our patients!