The following “Silent Angels” are UTMB employees who demonstrate care, compassion and advocacy while making a difference in the lives of patients and in the communities UTMB serves. Each was a recipient of the 2018 UTMB Silent Angel Award.

Crystal J. Williams, Social Worker, Pediatrics, tirelessly works for others, from the clothing drives she regularly holds for the pediatric patients she works with to the fundraising drive she holds to donate school supplies every summer.

During Hurricane Harvey, Crystal enlisted the help of a number of community members to raise funds and collect diapers and formula for the new mothers and babies who were unable to return to their homes in the Beaumont and Port Arthur areas due to flooding. Crystal coordinated discharges while delivering clothing, food and other essentials to these needy families. She did all of this while caring for her own young son.

During this time, Crystal spoke with a colleague who was working with a young woman who had lost everything in her home, including her beds. This woman has a new debilitating diagnosis and requires regular treatment at UTMB while also caring for her three teenage children. Crystal arranged for a new bed and mattress to be delivered to the woman’s home so she would have a comfortable place to rest after her weekly treatments.

Crystal never shares her efforts with others (unless she’s soliciting your help) and because of this, Crystal J. Williams is a Silent Angel.

—Rebecca Castro and Jennifer M. Leonard

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Alice Diltz, Patient Care Technician, Angleton Danbury Hospital ICU, goes above and beyond, impacting the lives of so many individuals. One night in the critical care unit, a patient was admitted; it was apparent the individual had not had a bath for some time. The patient initially refused to be bathed by staff. After hours of building a rapport with the individual, Alice discovered that the patient was very embarrassed about her situation. At the travel trailer in which she had been living, she had no running water, no heat and very little to eat. She did not want anyone to provide any hygienic care for that reason. Alice listened to this patient tell her story, and she provided the patient with the utmost reassurance that there was no judgment from any staff here at Angleton Danbury Hospital. The patient began to cry, stating that she had never had anyone make her feel so welcome or demonstrate such concern for her well-being as Alice had. Alice is passionate about the patient care that she provides, as well as her role as a Patient Care Technician in our critical care unit. She displays all the above characteristics and more.

There are numerous, consistent times when Alice has gone above and beyond. She is there for her patients 110 percent and she demonstrates a commitment to them, as well as to the nurses and the entire team. She anticipates the needs of others to make everyone’s job run a little smoother. She is positive and always shares a smile or an encouraging word with her coworkers and patients. The patients love her; the nurses love her. She is truly devoted to her job in the care of others. She shares her compassion and empathy for her patients and makes each one of them feel like they are the only patient on the floor. Thank you Alice for being such a joy to know, to work with and for making our team stronger and richer!

Cindy Jones, Customer Service Representative, works in the front lobby of Jennie Sealy Hospital. I have personally watched her in action and would like to recognize her for the extreme compassion that she provides to our patients, their families and our staff. Each morning she is there bright and early with a contagious smile and friendly greeting. I have been in the lobby on more than five occasions where I witnessed her being an “Angel” to others. One instance was when a patient was discharged and very upset about having to wait on her ride. Cindy gave money to the volunteer that was shadowing her and asked her to get the patient something to eat from the gift shop. Then, Cindy gave the snack to the patient while she waited.

Another time, a distraught family member was trying to locate his mother who had been brought to the ER. Cindy took the time to listen to the family member and was able call the ER to make sure the patient was there. She reassured the gentleman that his mom was in great caring hands. She then had her volunteer walk him to the ER. I saw how she put him at ease. As he calmed, he thanked her for her for listening to him.

I have seen Cindy walk up to people who looked lost and helped them, always smiling. This compassion transfers to others. It truly is the little things that mean so much to people—a smile goes a very long way. Cindy doesn’t just sit behind a desk in the front of the hospital, her spirit and compassion fill the entire lobby. The young lady that Cindy mentored told me, "I want to be just like Cindy because she is so kind to everyone."

Cindy is an Silent Angel—she always thinks of others, performs numerous acts of kindness and always goes above and beyond. She has endless devotion and is very much loved!

—Meredith Hartzog
League City Girl Scouts Troop 139111 visited UTMB’s League City Hospital Emergency Department June 29th with cookies in tow to thank the UTMB team for supporting their community. The girls in the troop will be entering the second grade this year and just bridged from Daisies to Brownies.

Baby-Friendly USA has announced that the University of Texas Medical Branch at Galveston has received prestigious international recognition as a designated Baby-Friendly birth facility.

There are more than 20,000 designated Baby-Friendly hospitals and birth centers worldwide. Currently there are 529 active Baby-Friendly hospitals and birth centers in the United States.

“Mothers and babies experience life-long benefits from breastfeeding, and at UTMB, we feel it is important to provide our patients with the evidence-based information they need to make the best choices about their care,” says Donna Sollenberger, executive vice president and chief executive officer of UTMB Health System.

Baby-Friendly USA, Inc. is the U.S. authority for the implementation of the Baby-Friendly Hospital Initiative, a global program sponsored by the World Health Organization (WHO) and the United Nations Children’s Fund (UNICEF). The initiative encourages and recognizes hospitals and birthing centers that offer an optimal level of care for breastfeeding mothers and their babies.

The Sasser Family Foundation has been a generous supporter of UTMB’s ongoing efforts to become a Baby-Friendly facility.
Always Award

The Always Award recognizes units, practice areas and groups who have demonstrated exceptional performance based on patient satisfaction scores from Press Ganey surveys, quality data and other measures.

Texas City Eye Center received the third-quarter Ambulatory Always Award for FY2018. Patients described the clinic staff as friendly, helpful and accommodating. According to patient satisfaction surveys, the overall doctor rating was in the 91st percentile, and “communication with doctors” ranked in the 96th percentile.

Practice Manager Sammye Hesser (left) accepted the award on behalf of the clinic (pictured with Vice President, Ambulatory Operations Ann O’Connell).

The Mother & Baby Units in John Sealy Hospital received the third-quarter Inpatient Always Award for FY2018. According to patient satisfaction surveys, the unit ranked in the 99th percentile for “overall rating” (rate hospital 9/10). The unit also ranked in the 99th percentile for both nursing communication and doctor communication.

Nurse Manager Tracey Santiago (center) and Nurse Manager Assistant Kendra Dorsey (left) accepted the award on behalf of the Mother & Baby Units (pictured with Director of Patient Care Services and Assistant Chief Nursing Officer Josette Armendariz-Batiste).

Caregiver Time Out Sessions

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 related topics. Sessions are open to all. Contact Patient Resource Specialist Savannah Parks at (409) 266-7542 or sjparks@utmb.edu to learn more.

August 1 - Essential Oils and Caregiving
Presented by: Charlene Nieten, BSN, CCRN
Learn about essential oils and how they can make you a happier and healthier caregiver.

August 8 - Join the Fight against Medicare Fraud
Presented by: Jymann Davis, MS, CFCS
Learn about how to prevent, detect and Medicare report fraud. Information and resources will be provided to help you protect your identity, report and identify errors on health care bills, and determine deceptive health care practices.

August 15 – Accessing Community Resources
Presented by: Sarah Linde, LMSW & Angie Gomez, LMSW
Learn about community resources that may benefit you and your family.

August 22 – Diabetes Bingo
Presented by: Kelly Ferguson, RN BSN CEN
Learn more about diabetes while having fun!

August 29 – Caregiver Zen Hour w/Pet Therapy
Caregivers have many responsibilities, and often their emotional self-care needs go unmet. Caregiver Zen Hour offers relaxing activities that decrease stress and offer a little quiet time. Additional activities include aromatherapy, adult coloring, conversations with Pastoral Care, inspirational reading and a massage chair.

www.utmb.edu/health-resource-center
“Dr. Alfred Lea” saved my life.” The patient expressed his deep appreciation for the care and service provided by Dr. Lea and his team as well as the care provided by the nursing staff.

“Dr. John Hagedorn is the best doctor I have ever used. He is so good at listening and answering questions. A very humble person for having so much skill.”

“My room was amazing and kept very clean. The Environmental Services ladies who came to clean went above and beyond their job description to help me. One of the ladies stopped what she was doing and ran to get me help because I was feeling sick...I was very impressed and they definitely contributed to my very positive experience.”

“The Angleton Campus is awesome! Doctor care, nurse care, custodial care and food service.”

“Dr. Michael Britt and his staff are great.”

“My first time seeing Dr. Amy Bezold. She was very attentive and thorough. She answered my questions and reviewed my medical history. Really appreciated her bedside manner. It’s nice to have a doctor make eye contact and listen to you.”

“Brett Baker is an excellent and caring provider.”

“Some of the kindest and most compassionate people work in the John Sealy Hospital Pediatric ICU. We can not thank them enough for the care they recently showed my granddaughter. We even got a song and a dance when we departed.”

Parting Shot League City Campus, July 2018

Photo by Lieutenant Greg Flowers, Police Department, City of League City