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Impacting lives through innovative health care.

At UF Health, patients are at the heart of everything we do. They determine what services we provide and how we administer them. They are the motivation for the team-based approach used within our departments. As an academic health center, we serve people and families who also are the inspiration for the ongoing research conducted at the University of Florida colleges of Medicine, Nursing and Pharmacy.

UF Health Jacksonville and UF Health North recently received national recognition for providing exceptional patient care. Professional Research Consultants Inc., or PRC, conducts confidential patient satisfaction surveys. As a result, units in both hospitals have been given Top Performer, 5-Star and 4-Star Awards. These honors may come by way of PRC, but the feedback and positive scores come directly from our patients. Congratulations and keep up the good work!

Our passion to improve patient care also drives our innovation. This year, UF Health Jacksonville became the first hospital in the world to implant a regenerative bio envelope with a cardiac defibrillator. One of our UF Health cardiologists worked with a vendor to create the tailor-made pouch, which prevents a patient's body from having an inflammatory response or causing calcification around the device.



This level of innovation and collaboration is how UF Health continues to positively impact patients and improve health care. It is through your ingenuity that we will solve many of our most pressing health-related problems. Through our commitment to transform lives, prevent disease and restore people to full physical and mental health, we can make the delivery of care more effective — and efficient.

Sincerely,

A handwritten signature in black ink, appearing to read 'L. Haley Jr.', written in a cursive, flowing style.

Leon L. Haley Jr., MD, MHSA, CPE, FACEP

SUSTAINING SATISFACTION, ONE PATIENT AT A TIME

UF Health Jacksonville and UF Health North are nationally recognized again for patient care, receiving seven Excellence in Healthcare awards.

A patient's perception of care is nearly as important as the quality of care received. At UF Health Jacksonville and UF Health North, staff make it their top priority to meet the needs of every person and family they serve. Those efforts are being recognized by Professional Research Consultants Inc., a national health care research leader.

"Each and every day we emphasize that our focus needs to be on giving patients the best quality of care in the most compassionate way possible," said Leon L. Haley Jr., MD, CEO of UF Health Jacksonville. "These awards show just how hard our organization is working to achieve those goals. I could not be more proud of the work produced by the people throughout this organization."

Annually, PRC conducts a confidential survey of patients' impressions of their care. The UF Health Jacksonville inpatient behavioral health unit received a Top Performer Award for scoring in the 100th percentile of PRC's national client database in 2017.

Units at both hospitals received 5-Star Awards for scoring in the top 10 percent or above the 90th percentile of PRC's national client database in 2017.

UF Health North's inpatient units received a 4-Star Award for scoring above the top 75th percentile of PRC's client database last year.

"It is an honor to recognize UF Health Jacksonville and UF Health North with seven Excellence in Healthcare Awards for their deserving work," said Joe M. Inguanzo, PhD, president and CEO of PRC. "It takes true dedication and determination to achieve this level of excellence in health care, and UF Health Jacksonville and

TOP PERFORMER AWARD

UF Health Jacksonville Inpatient Behavioral Health

5-STAR AWARDS

UF Health Jacksonville Cardiovascular Intensive Care Unit

UF Health North Ambulatory and Outpatient Surgery

UF Health North Emergency Department

UF Health North Inpatient Medical and Surgical Unit, 4th Floor

UF Health North Outpatient Surgery Center

4-STAR AWARD

UF Health North Inpatient Units

UF Health North have shown their commitment to making the hospital a better place to work, a better place to practice medicine and a better place for patients to be treated."

The Excellence in Healthcare awards recognize organizations and individuals who achieve excellence throughout the year by improving patient experiences and engagement based on patient surveys. The awards will be presented during the 2018 Excellence in Healthcare Conference May 20 – 22 in Charleston, South Carolina.

A UF Health cardiologist is the first in the world to implant a regenerative bio envelope he helped create, improving the life of a Jacksonville mother.

IT is a big year for Carla Collins. The mother of two will turn 40. She's preparing for her wedding in October. And she recently made medical history. In January, Collins became the first patient in the world to have a regenerative bio envelope implanted with her cardiac defibrillator. It's a pouch created to protect the device and enhance healing.

Dangerous Diagnosis

Collins is an active runner, but her life unexpectedly came to a standstill two years ago after she fainted twice. One morning, she woke up with severe neck pain that lasted for a couple of days. She reluctantly went to the emergency room, where she underwent an electrocardiogram.

"The good news was I didn't have a heart attack, but my results were abnormal," Collins said.

Collins was diagnosed with long QT syndrome, a genetic heart condition causing rapid, chaotic heartbeats that can trigger fainting, seizures and even sudden death. She began seeing John Catanzaro, MD, a UF Health cardiac electrophysiologist, every six months.

"The news didn't surprise me because my mother and uncle had it," Collins said. "My mom's heart suddenly stopped and my uncle had a few strokes, so I knew this was serious."

Catanzaro suggested Collins have a cardiac defibrillator implanted under her skin near her heart. The device would monitor Collins' heart rhythm and deliver a shock if she ever went into cardiac arrest, restarting her heart and saving her life.

"Carla had several relatives who had long QT syndrome and already had defibrillators," Catanzaro said. "She qualified to have a defibrillator implanted, but she was not emotionally ready for one, which is not uncommon. We spent time during our visits discussing the risks and benefits of the implantable defibrillator and what life would be like after the implantation."

Pioneer Procedure

At the time, Catanzaro was working with a medical supplier that provided protective pouches for standard transvenous defibrillators and pacemakers that make direct contact with the heart. He suggested they create a cover for their implantable defibrillator made from decellularized pig intestines. The decellularized nature prevents the body from having an inflammatory response to the device, keeping scar tissue and calcium from forming and potentially weakening a shock from the defibrillator.

"Current pouches are synthetic and contain antibiotics, but they do not create a natural healing environment around the defibrillator," Catanzaro said.

The XXL SICD CanGaroo Bio Envelope became available around the time Collins decided to have her defibrillator implanted, and she agreed to include the envelope during her procedure.

"Someone has to be the first," Collins said. "If we were all scared, there would be no progress. I also had a lot of confidence in Dr. Catanzaro, which was a big factor in my decision."

Heart of the Home

The bio envelope and defibrillator were successfully implanted Jan. 8. After a six-week recovery, Collins returned to her life without restrictions. She thoroughly enjoys the time she spends with her 18- and 8-year-old sons. She has even gone back to running and completed a few 5Ks faster than she could before her procedure.

"I used to be scared to push myself and would stop doing housework if I felt slightly lightheaded," Collins said. "Now I don't have to worry. The reassurance I get from having the device is priceless."

Catanzaro has since implanted the bio envelope in other patients and will be following some of them to observe the long-term effects after implantation. The medical supplier is also looking into expanding its portfolio by finding other ways the envelope can be used.

RESTORING RHYTHM

FASTER FEEDING FOR A FASTER RECOVERY

Program ensures ICU patients receive proper nutrition without compromising coverage.

They are some of the sickest patients in the hospital, requiring constant monitoring from specialized staff. Many are recovering from severe illnesses, injuries or surgery that may prevent them from breathing, moving or speaking without the use of medical equipment. In this state, eating can be the last thing on a patient's mind. However, newer research shows that a patient who receives food by mouth or feeding tube early in their treatment may get out of the hospital quicker, with fewer complications or risks.

"A lot of literature has been written in support of early feeding," said Carol Murphy, RN, a clinical education specialist for critical care nurses. "It can reduce the risk of sepsis and promote wound healing."

Nursing staff at UF Health Jacksonville created an Enteral Access Team, or EAT, to ensure critically ill patients receive timely nutrition without limiting resources or overtaxing staff in the hospital's intensive care units.

EAT is made up of 12 specially trained ICU nurses. Using electromagnetic imaging technology called CORTAK 2, an EAT member can view real-time representation of the nasogastric feeding tube's tip as it is placed in the stomach. This allows them to immediately provide nutrition. Prior to this program, the wait times for tube placement could take several hours. Patients are also spared radiation exposure, as the previous method for placing feeding tubes required X-ray imaging.

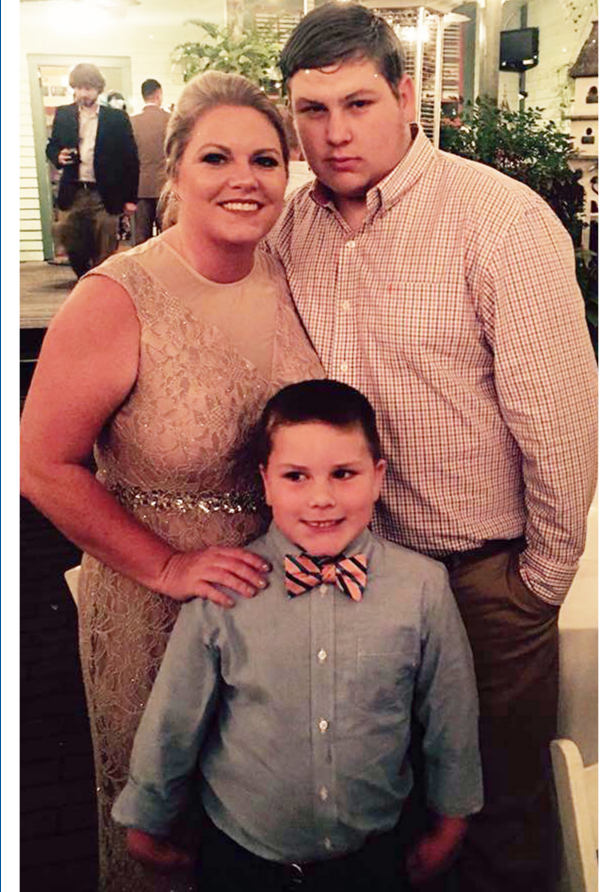
"We began training nurses for EAT in 2015," Murphy said. "Once the nurses were successfully placing the feeding tubes in the desired location more than 95 percent of the time, the team was implemented on the unit."

The team also eases the strain on bedside ICU nurses. Previously, nurses trained to place feeding tubes had to step away from their assigned patients for long periods of time to complete the procedure for patients elsewhere in the hospital. These conditions created stress for the critical care units and a concern for patient safety. Now, nurses can alert the team when a physician orders a feeding tube placement.

"Any patient unable to take nutrition by mouth may be a candidate for a nasogastric feeding tube," Murphy said. "That may include patients affected by stroke, trauma or types of surgery impeding the ability for oral nutrition."

Murphy says nurses at UF Health North are currently in training for enteral access placement so they can serve their patients and staff in the same way.

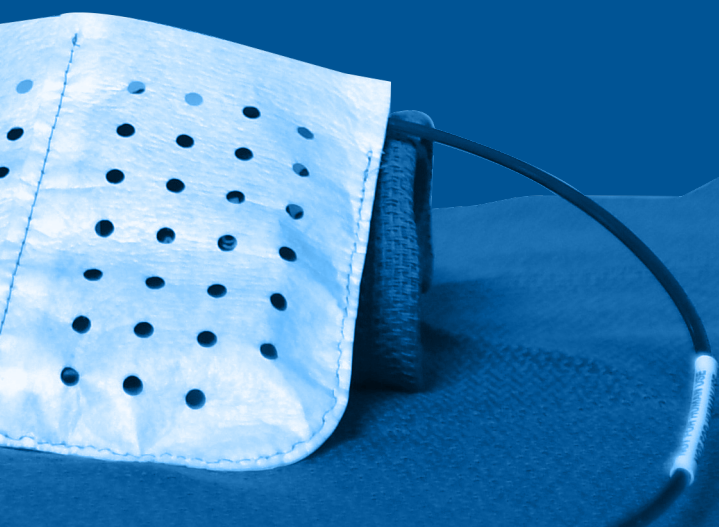
"This system allows us to troubleshoot tubes," Murphy said. "We don't have to remove one and place another. We're reducing radiation for our patients and we are able to feed a patient almost immediately, improving our quality of care."



"This is a perfect example of what happens when you apply an innovative concept to current technology," Catanzaro said. "Applying regenerative medicine within the field of electrophysiology is an exciting and progressive move toward improving quality of life while continuing to save lives."

Collins only has to see Catanzaro once a year. She is enrolled in remote monitoring and can transmit her heart rhythm if she has symptoms. The device is implanted under her left armpit, and Collins said most people don't even know it is there.

"I am hoping that by the time my sons or grandchildren need one, it can be injected into their bodies," Collins said. "My mother and uncle's defibrillators were big and bulky. Mine is slightly bigger than a tangerine, but smaller than an orange. I know the technology will improve, and I am extremely proud that I am a part of that process."



UF Health Pediatric Weight Management Center taps into a child's motivation in order to encourage weight loss.

Children who struggle with obesity may not be able to do the same types of physical activities as their peers, or may feel dizzy or winded when they do. When a child's weight prevents him or her from enjoying activities with friends, professional help may be needed.

Significant weight gain in childhood can lead to physical illness and may cause social exclusion and low self-esteem, challenges faced daily by as many as one in five children in the United States. A child who has a body mass index, or BMI, at or above the 95th percentile is considered obese.

The UF Health Pediatric Weight Management Center provides a comprehensive and unique program that cares for patients ages 4 to 18 with obesity and related health issues. The program began three years ago and is part of a national registry of only 33 pediatric weight-loss centers. UF Health is ranked among the top three programs and first in the nation among centers that have a maximum of 150 patients.

Medical Director Madeline Joseph, MD, leads the multidisciplinary team of specialists at the center. The team includes a pediatric cardiologist, a certified nurse practitioner, a licensed psychologist and a clinical dietitian. Working together, a patient receives support and treatment for the various areas affecting his or her physical and emotional health.

The center's psychologist meets with the new patient and at least one supporting household family member for an initial interview. The psychologist gathers details about the child's history, identifies events or circumstances that may be contributing to weight gain, educates him or her about the program and assesses their level of motivation.

"It's important to determine if the child is ready for change," Joseph

said. "We don't tell them what to do, but allow them to identify for us what is important to them in their weight loss journey."

The intake interview provides Joseph with a thorough background about the patient and family. Joseph encourages patients to trust her and the program. As the weight comes off, patients quickly see they can accomplish their goals without being overwhelmed or stressed. Being able to wear a certain dress size by prom, for example, can motivate a child to follow the program and see results.

"It's exciting to see how far they have come compared to when they started," Joseph said. "A few months later, they have more confidence, better posture, and have developed new problem-solving skills."

Using innovative tactics to engage patients makes the process practical and fun. Instead of a written food diary, patients simply snap a photo of what they eat. Exercise can begin by using a pedometer and walking inside while they are on their phones, tablets or watching television. The weight management program works to make new healthy habits simple, instead of a chore.

"This is not about food deprivation — it's about developing life skills to enjoy a better life," Joseph said.

The program's dietitian offers virtual visits, making the frequent check-ins easy for families. Patients and parents log in from home or school on a computer or mobile device, completing appointments in a fraction of the time it takes to complete an in-person visit.

Call 633.0920 or visit UFHealthJax.org/pediatrics for more information. The weight management program is part of the UF Health Pediatric Multispecialty Center, located in the Aetna building, Suite 1900, at 841 Prudential Drive.



STRENGTHENING SUPPORT, SHEDDING THE STIGMA

Resources are available for physicians in distress.

Patient caseloads and other clinical demands, academic responsibilities, meetings and paperwork consume a physician's time. Add personal commitments and obligations to the list, and the chances for burnout are high.

Physicians face unique challenges. The stress is all too real and, unfortunately, can sometimes lead to depression and even suicidal thoughts. The University of Florida College of Medicine – Jacksonville wants to remind its faculty physicians, residents and fellows that resources are available if they ever need help.

Mark McIntosh, MD, an associate professor of emergency medicine and medical director of employee wellness at UF Health Jacksonville, heads a committee focusing on wellness that meets twice a month to discuss ways to improve support for physicians on campus.

"We want to help doctors take care of themselves," McIntosh said. "As providers, we're always giving, but too often, we don't focus on our own needs. If you're going to be involved in a career in medicine, you must understand the risks of burnout."

In addition to reminding faculty of available services, such as the employee assistance program, the committee wants to help shed the stigma on mental illness and create an environment where people feel more comfortable seeking help for their problems.

"We're really trying to change the culture and destigmatize mental health problems," said Allison Ventura, PhD, a UF Health psychologist who serves on the committee. "In the medical world, there's this 'forget about your problems and just suck it up' mentality. That mindset has to change. Let's help each other, provide more mentoring and have more conversations about this."

Each year in the United States, between 300 and 400 physicians take their own lives, according to data cited by the American Medical Association. Studies also suggest the suicide rate among female physicians is 130 percent higher than women in general. Among male physicians, it's 40 percent higher.

"The rates of depression and suicide are high, and it's something we need to talk about and address," Ventura said.

The committee's goals are to strengthen existing services to create a comprehensive wellness program, develop and implement a crisis response plan and establish a program for second victims. A "second victim" is a health care provider who experiences emotional trauma following an adverse patient outcome.

Leon L. Haley Jr., MD, MHSA, CEO of UF Health Jacksonville and dean of the college, champions these efforts, adding that physician wellness became a priority soon after he arrived on campus more than a year ago.

"We need to truly examine the support we have in place for faculty, residents and staff," Haley said. "Having engaged employees is critical to any organization. And what becomes clear is that there's a whole wellness component to it. We are looking to provide more resources and ensure those resources are easy to access."

ComPsych Guidance Resources is the new employee assistance program, providing 24/7 support and access to counselors who offer confidential, short-term support for personal issues. The service provides emotional support, work-life solutions, legal guidance and financial advice for faculty, staff and residents, as well as their family members. If necessary, referrals can be made.

Members of the Duval County Medical Society have access to its free and confidential wellness program, which is specifically designed to address physician burnout. In-person appointments with a counselor are available within 24 hours of the request, including before and after normal business hours. Member physicians can receive up to six counseling sessions per year. No insurance is billed and no electronic records are created.

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EDITOR

Dee Russell

DESIGN & LAYOUT

Darcy Ladd

PHOTOGRAPHERS

Karel Danzie

Nelson Keefer

Carmela Nelson

CONTRIBUTORS

Dan Leveton

Katie McPherson

Sarah Miller

Jecef Williams



UFHealthJax.org

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