



01

OPEN LINES

04

STILL SERVING

UF Health physician and Navy veteran combines military and medical experience for exceptional patient care

03

Redefining Rehab

New technology provides safety and support for rehabilitation patients.

05

JAX-ASCENT seeks participants for clinical trial

Center addresses age-related muscle loss through new study.

07

10 YEARS TOBACCO-FREE

UF Health Jacksonville celebrates a decade of being a tobacco-free.

We Care About What Matters to You: Leadership is Listening

On Aug. 31, we concluded our annual employee engagement survey. Now that the results are in, we are in the process of evaluating your feedback and making changes that will affect the way we do things at UF Health.

We have already started three major initiatives based on previous survey results, as well as suggestions received from employees throughout the year:

- ▶ We created a millennials focus group composed of employees from UF Health Jacksonville, UF College of Medicine – Jacksonville and UF Jacksonville Physicians Inc. This group meets monthly to discuss matters of concern to the millennial generation. Topics such as ways to recruit and retain millennials, what they want in a work environment, compensation, benefits, the hiring process, incentives, work culture and workplace policies are popular.
- ▶ We launched the Leadership, Excellence, Action and Partnership program, or LEAP. A collaboration of the three core entities on campus, LEAP was designed to identify opportunities to train and equip upcoming leaders within our health system for greater responsibility and to groom them for greater participation in strategizing for the future of the organization.
- ▶ Various training opportunities, such as the Leadership Development Institute session last month, also bring colleagues together to explore ways to maximize effective leadership techniques.

These efforts are a part of our workforce strategic plan and are a result of your feedback!

Your input is very important because it helps us better



understand and address the issues that matter most to you. In the upcoming months, you will see specific action plans executed to help facilitate change.

I hope you feel a sense of pride as you see your recommendations coming to fruition throughout our organization. You play a key role in shaping the future of UF Health and improving the quality of our operations and services.

As always, it's a privilege to be your CEO.

Sincerely,

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

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

New technology provides safety, security and support for neurological and physical rehabilitation patients.

They are the movements most of us take for granted: stepping onto a curb, bending over to pick up a dropped pen or standing up to greet a loved one who just got home. For patients recovering from a physical injury or diagnosed with a neurological condition, these actions can seem almost impossible without assistance.

NEW TECHNOLOGY REDEFINES REHAB

"It can be very difficult to properly train patients with gait and balance issues because they are unable to properly exercise the muscles needed to help them recover without falling," said Amanda Roura, a physical therapist and supervisor at UF Health Rehabilitation – Emerson. "Their instability tends to feed their fear of falling and that itself can become a major barrier to their improvement."

Patients at UF Health Rehabilitation – Emerson are now able to complete a full range of motions with the Bioness Vector System. The vector system suspends a patient below a robotic trolley that moves with them and holds them up using a harness, which incorporates two shoulder straps that are attached to an overhead bar. UF Health Rehabilitation – Emerson is the only location in Northeast Florida with the Vector System.

"This robotic walking track truly is a game changer," Roura said. "We can really challenge a patient's balance once they are in the harness. They are able to stand on one leg, climb stairs and do lunges and squats."

Therapists use a wireless control unit to assist patients, and even tweak the treatment, as they move. The harness is so secure it can pull patients up out of their wheelchairs and into a standing position. If a patient falls, the harness will catch them.

"Prior to the vector, we did most of our therapy using the parallel bars, which limited us to doing mostly reaching exercises," said Lauren Casanova, a neurological therapist at UF Health Rehabilitation Services. "Sometimes it required more than one therapist."

Casanova says the vector system has been extremely beneficial for patients with Parkinson's disease or those who are recovering from a stroke because it allows them to practice larger movements.

"The harness provides them with the freedom and ability to really go for it without worrying if we are going to be able to catch them," Casanova said. "I can have patients walk backwards or step over things, which was not possible before the vector."

The vector system can hold up to 500 pounds and loops on a closed track configuration. There are multiple settings to help provide real-world experience for adult and pediatric patients recovering from stroke, amputations, and orthopaedic, brain and spinal cord injuries.

"It is truly rewarding to help a patient progress in their treatments to the point where they can walk without having to use or rely on their assistive devices," Roura said. "This is another tool we can use to help our patients regain that independence."

UF Health Rehabilitation – Emerson is a 10,000-square-foot facility that includes two gyms filled with the latest, specialized equipment for orthopaedic, sports rehabilitation and neurological balance training. Visit UFHealthJax.org/rehabilitation-services for more information.



STILL SERVING

A UF Health physician and Navy veteran uses her military and medical experience to provide exceptional care.

It was a day that shook the country to its core. Millions of Americans were glued to their televisions in horror as footage of hijacked airplanes crashing into the World Trade Center was repeated over and over. The tragic event motivated a medical student at the University of Cincinnati to sign up for the U.S. Navy.

"I was already a physician when I enlisted," said Lisa Jones, MD, chief of pulmonary, critical care and sleep medicine at UF Health Jacksonville. "I was stationed in Puerto Rico for three years and then completed my pulmonary and critical care fellowship with the Navy in San Diego. I was only the third female to complete the program."

Jones was later stationed at Naval Air Station Jacksonville in 2010 when she got the news that she was being deployed to northern Afghanistan. For 10 months, she provided critical care on a surgical team that supported a U.S. Army Delta Force group.

"Special forces mostly operated at night, so during the day we ran a female humanitarian clinic that was supported by German forces," Jones said. "Women in Afghanistan had to have a male escort if their medical provider was a male. My team was all-female, which allowed women to really open up about their medical needs. We provided screenings, gynecological and contraceptive care. That was something that brought me light when I was in a dark place."

During her deployment, Jones directly cared for severely injured troops and conducted more than 90 emergency resuscitations. She administered more than 100 hours of intensive care and managed the logistics of critically ill patients. While in Afghanistan, Jones also met her husband, a German special operations forces combat medic who also served as one of her surgical team's translators.

"We met in 2010, got married in 2013 and have been together ever since," Jones said.

Shortly after her return, Jones joined UF Health Jacksonville, where she applies the skills she gained in the military as the medical director of the intensive care unit.

"There is not a lot of difference between Afghanistan and what we see here," Jones said. "Military medicine and academic medicine are very similar. In the military, there are just fewer numbers because it is typically made up of younger and healthier people."

Jones continues to serve as a liaison with the Navy, where several medical students rotate through UF Health Jacksonville's medical intensive care unit, pediatric intensive care unit and emergency room for their residency program.

"The hospital at NAS only has a six-person ICU and they don't have the acuity that we have here," Jones said. "After serving in Afghanistan, I realized they need to come here and see the battlefield that we have."

As a result of this partnership, Jones was awarded the 2018 Admiral Paul Kaufman Award in August. The annual honor is given to a local physician or health care professional for delivering outstanding community service to Naval Hospital Jacksonville beneficiaries and staff.

"I was able to take care of members in the military who may not be able to afford my services in the private sector," Jones said. "I am doing the same here at UF Health Jacksonville, so it was an easy transition. Many of our patients haven't had the opportunity to sit in front of a doctor who will make eye contact with them, who will not interrupt them, who will listen to them and try to get them what they need. They are heard and respected and that's what brings me pride here."

Jones is one of about 500 people employed by UF Health, who are enlisted military or veterans.



JAX-ASCENT Seeks Participants for its First Clinical Trial

The center is investigating a drug that addresses age-related muscle mass loss.

The Jacksonville Aging Studies Center, or JAX-ASCENT, is looking for adults 65 and older to take part in its first research study, a clinical trial addressing age-related muscle mass loss.

JAX-ASCENT, which opened in May on the UF Health Jacksonville campus, is one of a select few sites chosen nationwide and across the world to test the safety and efficacy of a particular anti-sarcopenia drug that isn't on the market yet. Participants will take the oral medication over 26 weeks and will be screened before, during and after on physical function and risk of mobility disability. Assessments include timed walking tests, knee extension tests and body mass measurements.

This study is a double-blind, randomized control trial, which means neither the JAX-ASCENT providers nor the patient participants will know if they're receiving the actual drug or a placebo.

"Sarcopenia is common among older adults and is associated with several adverse health outcomes," said Jennifer Bowman, clinical research manager of JAX-ASCENT. "We're pleased to have been selected to take part in a major clinical trial that is looking for ways to address it and help people maintain and regain strength."

Joe Chehade, MD, a professor of medicine at the University of Florida College of Medicine – Jacksonville, is the lead investigator. He specializes in endocrinology, diabetes and metabolism.

Co-investigators are Ravindra Maharaj, MD, an assistant professor of medicine who specializes in geriatric medicine, and Marco Pahor, PhD, director of the UF Institute on Aging in Gainesville.

More than 300 people will participate in the study across all sites, with JAX-ASCENT designated 20 slots. Pre-screening is conducted to determine if a person qualifies for participation.

JAX-ASCENT REGISTRY

Each year, the center seeks to register 1,000 people 60 and older who will receive information about all the research being conducted. If they qualify, they may be invited to take part in a variety of studies. There is no cost to participate and compensation may be provided, as well as transportation to and from the center, if necessary. The names of participants come from JAX-ASCENT's ever-growing registry.

"We thank the registry members who are already participants and welcome others who would like to join," Bowman said. "More studies will come on board, so sign up to learn about all of the great research happening at JAX-ASCENT."

For more information about the sarcopenia clinical trial or to sign up for the registry, email jennifer.bowman@jax.ufl.edu or call 244.4690.





THANKFUL FOR TEAMWORK

UF Health Hospitality and Standards of Behavior

Hospitality and service start with the way we support and treat each other. Our relationships with our teammates and staff in other departments set the tone for how we behave toward our patients and visitors. We will not be able to provide outstanding patient care if we do not support each other as UF Health colleagues.

Health care can be a very high-stress environment. Working cooperatively with our colleagues in a supportive team environment is critical to our ability to provide safe, quality care and attentive service.

Every day, our individual actions contribute to our team's morale, performance and accomplishments.

RESPECTFUL AND SUPPORTIVE INTERACTIONS

- Treat colleagues with professional courtesy and respect. Demonstrate the same hospitality and friendly, customer-focused behaviors we use with patients.
- Offer your attention and a friendly greeting and say "please" and "thank you" when interacting with one another.
- Understand that everyone has skills and talents he or she brings to the table.
- Appreciate the diversity within our workforce and customer base, and accept people's differences. Relate to everyone with respect and fairness, regardless of his or her age, gender, race, ethnicity, national origin, cultural background, sexual orientation, religion, belief system or role within the organization.
- Support and assist colleagues in your department and across the organization to succeed; don't let them fail. Share information and available resources to help others do their jobs and excel.
- Do not tolerate inappropriate behavior in the workplace, including verbal and physical abuse. If a confrontation cannot be safely managed, immediately report it to a supervisor and/or security.

RECOGNITION

- Show appreciation and acknowledge when a colleague demonstrates our standards of behavior and provides outstanding service.
- "Manage up" — build each other up in the eyes of others. Openly recognize and praise co-workers' accomplishments — even when they are not present. Do this when talking with other co-workers, and also with patients and visitors. Let patients know they are in good hands at UF Health.
- Celebrate each other's successes on behalf of the team.
- Celebrate when colleagues make extraordinary efforts and go "above and beyond" to provide exceptional care and compassionate service.
- Do not point fingers or place blame on others when things do not go as planned.

UF Health Jacksonville celebrates a decade of being a tobacco-free health system.

Smoking is one of the most significant contributors to serious health problems like heart disease, stroke and cancer, and secondhand smoke has been shown to contribute to the health problems of those around us. More than 32,000 adults die from smoking-related illnesses each year in Florida, according to the Centers for Disease Control and Prevention.

In 2008, UF Health Jacksonville and other area hospitals came together to ban smoking and tobacco products on their respective campuses for the health of patients, visitors and employees. Ten years later, smoking is at an all-time low, with just 15 percent of adults having smoked cigarettes in 2015.

The American Cancer Society, or ACS, holds its Great American Smokeout event on the third Thursday of November each year. The event challenges people to stop using tobacco and helps people learn about the many tools available to help them quit. The ACS reports 36 million Americans smoke cigarettes, and tobacco use remains the single largest preventable cause of disease and premature death in the world.

The addictive nature of smoking makes quitting a process. UF Health Jacksonville offers smoking cessation classes for the public and for employees to support quitting before or during the annual ACS event.

Judella Haddad-Lacle, MD, an associate professor and medical director of UF Health Community and Family Medicine – Jacksonville, established the Big Step tobacco cessation program nearly 12 years ago. Haddad-Lacle herself is a former smoker. She wanted to develop a holistic approach to help patients who want to quit using tobacco. She established the program after meeting youth who were part of Students Working Against Tobacco, or SWAT, and realized a smoking cessation program was necessary in the Northeast Florida community.

"Seeing teenagers doing something to help deter smoking really encouraged me to establish the Big Step program here," Haddad-Lacle said.

Big Step is a four-week class offered to the public and referred patients. The cost is only \$5 per session. The program has a nearly 75 percent quit rate for those who complete the program. Haddad-Lacle works with Brenda Star, a yoga practitioner, and Purnima Kumar, PhD, a psychologist at UF Health Jacksonville. They provide education about available tobacco-cessation products and discuss the risks of smoking and how to deal with the withdrawal symptoms of nicotine. The sessions also offer breathing techniques and meditation practices.

Felicia Brinkley, a UF Health certified wellness coach, coordinates the employee tobacco cessation program under the direction of Mark McIntosh, MD, an associate professor in the department of emergency medicine and medical director of Employee Wellness. The free sessions are offered in a one-on-one or group format, allowing Brinkley to arrange meetings tailored to the needs of each employee.

"I like to tell participants they are the key to their own success," Brinkley said.

The program provides employees with support as they work to quit using tobacco. A pharmacist works with the program to help determine the best options for nicotine replacement therapy. The employee program has seen a 70 percent success rate for participants.

"I found the smoking cessation program to be very informative," said Shandela Joyner, a UF Health Jacksonville medical assistant and program participant. "Felicia and her team were supportive, and I would recommend it to any employee looking to quit."

The Great American Smokeout acts as a reminder that it's never too late to make a plan and quit for good. For more information about Big Step, call 244.7837. UF Health employees can also contact Employee Wellness at wellness@jax.ufl.edu or 244.9355.



10
YEARS
TOBACCO-FREE

OL

OPENLINES

NEWSLETTER DEADLINES

January – Nov. 6

February – Dec. 7

Submit your copy and photos via
email to **openlines@jax.ufl.edu**.

.....

EDITOR

Michael Hadden

DESIGN & LAYOUT

Darcy Ladd

PHOTOGRAPHERS

Karel Danzie

Nelson Keefer

Carmela Nelson

CONTRIBUTORS

Dee Russell

Sarah Miller

Natalie Spindle

Jesef Williams

.....



UFHealthJax.org

PHOTO SUBMISSION REQUIREMENTS

We welcome photos that are taken or submitted by employees. Photos should be at least 3 megabytes (3MB) in image size to be published. Please try to take or submit photos that are clear (camera is held very still); not backlit (flash is used and/or light source is not behind the subject); and framed correctly (feet are not cut off and/or subject is not shown too far away). Employees are encouraged to arrange photography with the Media Center before an event to ensure quality. **Direct questions to openlines@jax.ufl.edu or call 244.9750.**

Visit OpenLines.UFHealthJax.org to find current and past issues of Open Lines.