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Our roots as the city's first hospital date back to 1870.

2020: A Year Set Up for Success

While we've only entered our second month of 2020, we have already had important events that showcase our dedication to fulfilling our mission and represent our commitment to providing high-quality, compassionate patient care.

On Jan. 25, we hosted the 13th annual "A Night for Heroes" gala honoring the contributions of those who work tirelessly to make our trauma center a leader in the field. The event benefits UF Health TraumaOne by providing the funding to pay for lifesaving equipment and resources to comfort relatives of the trauma patients we serve. At this year's gala, we recognized and celebrated two trauma patients, Brandon Taylor and Dr. Luis Rios Jr. You will read more about their remarkable stories and recoveries in this issue of Open Lines.

We are proud to be home to Northeast Florida and Southeast Georgia's only Level I adult and pediatric trauma center. It is a significant part of what positions our enterprise to be the region's most valued health care asset. I cannot thank the providers at UF Health TraumaOne enough for the work they do to save lives every day.

Additionally, and most recently, we hosted another special event, "Achieving Safety, Equity & Dignity: Time's Up in Healthcare," which focused on the scope and impact of harassment and gender-based disparities in the health care workforce. The event was hosted by the UF College of Medicine – Jacksonville Division of Cardiology, and the UF Health Women's Cardiovascular Program in collaboration with the Dean's Office for Inclusion and Equity and the UF Health Jacksonville Diversity Council. Dr. Sharonne N. Hayes, a professor of cardiovascular medicine at the Mayo Clinic in Rochester, led the important discussion.

The event comes on the heels of UF Health Jacksonville joining TIME'S UP Healthcare, a national initiative dedicated to ensuring safe, fair and dignified work for women in the industry. The mission of TIME'S UP aligns with our goals, and we pride ourselves on treatment,



inclusion and respect for everyone in the enterprise. Many of our key leaders, and much of our work staff, are women who are dedicated not only to providing the best, most compassionate health care possible, but also to ensuring fair treatment of all genders, races and cultures. Our support of this effort is imperative.

These are only a couple of examples of many that have already made 2020 a year to look forward to and one marked with great success. As always, thank you for the work you do every day.

Sincerely,

Leon L. Haley Jr., MD, MHSA
CEO, UF Health Jacksonville
Dean, UF College of Medicine – Jacksonville

Mindfulness METHODS IN SCHOOLS

Children today face more stressors in school and in their personal lives now than ever before. Students experience an increased pressure to excel in academics and maintain a strong reputation on social media, all while navigating adolescence. Educators have responded by rising to new tasks and responsibilities extending well beyond the typical classroom walls.

The American Psychological Association reports children between the ages of 8 and 17 have many stressors and physical symptoms, much of which goes unnoticed by parents. As stress compounds, it becomes chronic and may contribute to psychological problems and physical conditions.

Allison Ventura, PhD, an assistant professor of psychiatry at the UF College of Medicine – Jacksonville, sought to address this growing issue through implementation of mindfulness-based interventions in schools. Leon L. Haley Jr., MD, MHSA, dean of the College of Medicine – Jacksonville and CEO of UF Health Jacksonville, selected Ventura's project for submission to the 2018-2019 grant program by the college and the Jessie Ball DuPont Fund.

After receiving the necessary funding, Ventura partnered with Holiday Hill Elementary School, located in Jacksonville, to institute a mindfulness curriculum that supports students and staff alike. Holiday Hill was chosen because of the small and diverse population of students it serves through its Gifted and Academically Talented Magnet Program and the PRIDE Academy for students with emotional and behavioral challenges.

Ventura analyzed available curriculum with proven, evidence-based results and chose to use the program MindUP. Based firmly in neuroscience, MindUP gives children the knowledge and tools they need to manage stress, regulate emotions and face today's challenges with compassion, optimism and resilience.

"Research shows adolescents and teachers benefit greatly from mindfulness activities," said Ventura. "MindUP focuses on acknowledging the senses, being kind to others and promoting optimism, which is beneficial in helping students control their emotions."

Ventura provided all teachers with curriculum, materials and hands-on training, emphasizing how the brain and emotions work. She gave instruction on recommended breathing exercises and sustained continuous coaching throughout the year with staff.

Matt Peterson, principal of Holiday Hill, embraced the project and began leading mindful minutes each morning during the school announcements. His efforts included leading breathing exercises and reminding students to have positive energy, from their nose to their toes.

Peterson follows the adage from Benjamin Franklin, often pointing out that an ounce of prevention is worth a pound of cure. The results Peterson has witnessed in the past year are a testament to the value of mindfulness for teachers and students. Teachers reported a calmer classroom

culture and more cooperation among students.

Peterson firmly supports the growth of the MindUP curriculum, and it's his hope more schools will adopt it or a similar program.

"The program requires an investment, and every child deserves that," said Peterson. "MindUP creates a common language, creates consistency with routines and provides problem-solving strategies."

During an evaluation, 93% of the teachers felt positive to very positive about the program, and 97% reported the program had a positive effect on the students in their classes, such as a decrease in bullying. Students also reported feeling happier and more relaxed and were more likely to get along with peers, according to post-program surveys by Ventura's team.

Peterson plans to extend the positive effects of the program beyond the classroom by modeling breathing techniques before Parent Teacher Association meetings, school advisory council meetings and the school's parent nights. His goal is to see the MindUP tools used in school and at home by students and their families.

Due to positive qualitative and quantitative outcomes, the department has dedicated long-term funding to continue the work with Duval County Public Schools. The UF Center for Data Solutions will also be seeking further resources and funding to extend the project. Ventura plans to publish the results in an effort to support other schools looking to implement similar programs.

"We're continuing to partner with Holiday Hill to learn about the long-term impact of school-based mindfulness initiatives," said Ventura. "As we monitor outcomes, we will apply those findings to implementation methods in other schools."



ECMO

SAVING LIVES, FOUR LETTERS AT A TIME

Two patients share an unbreakable bond thanks to the advanced technology and expertise at UF Health Jacksonville.

Extracorporeal membrane oxygenation, or ECMO, might not be a term many recognize. But for Brandon Taylor and Luis Rios, this four-letter acronym will be something they never forget.

Why? Because it saved their lives when nothing else could.

ECMO is not CPR, a defibrillator or last-minute surgery. It is a form of life support for patients with acute heart and lung failure. It was available at the right time for Brandon and Luis.

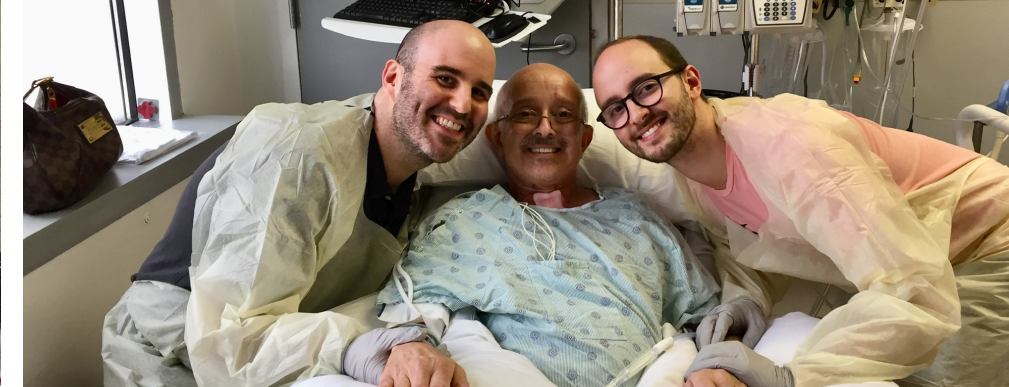
What is ECMO?

ECMO is an advanced technology that takes blood from a patient's body, oxygenates it through an external device and circulates it back into the body. For patients whose heart isn't able to pump, ECMO pumps blood through their bodies for them. Patients whose lungs are giving out can't oxygenate their blood, so ECMO does it for them, allowing the lungs to rest.

This "heart and lung machine," as Brian Yorkgitis, DO, a UF Health TraumaOne surgeon, calls it, is a complex addition to UF Health Jacksonville's treatment options. With the expertise and training from ECMO coordinator Bennita Young, a team was trained and ready to use ECMO in summer 2017.



The Taylor family is all smiles and thankful to be together each day.



Luis Rios Jr., MD, was the 12th patient and first faculty physician at UF Health Jacksonville to be placed on ECMO.

An unexpected emergency

For those who don't know their story, Brandon and his wife, Brittany, appear to have a fantastic life. They have two beautiful daughters and a gorgeous home in Kingsland, Georgia.

One would never guess this family has been through a near-death experience.

On Brandon's commute to work on June 28, 2017, a thick fog impaired his vision when he was making a wide turn, causing him to crash into a log truck.

Brandon doesn't remember the accident.

Brittany got a call from Brandon's phone, receiving the horrible news from a police officer before she rushed to UF Health Jacksonville, where Brandon was being treated in the trauma unit. Brandon had a long list of injuries, including broken bones and a dangerous brain bleed from the accident.

On July 5, 2017, Brittany was told Brandon wouldn't make it through the night and the only option to save him would be to try ECMO.

She didn't realize he would be the first patient at UF Health Jacksonville to be put on ECMO.

The first 24 hours Brandon was on ECMO were excruciating. The machine allowed his lungs to heal, but he wasn't responsive.

A few days later, he blinked. Then he tried to speak. He stayed on ECMO for two weeks, but his memory and ability to function were still weak. He stayed in the intensive care unit for 31 days until transitioning to rehabilitation, where he slowly but successfully recovered.

The support from UF Health staff helped Brittany get through the waiting period. "They treated us like family. I could be downstairs getting coffee, or crying somewhere, and someone would come up, give me a hug and comfort me. They were our family while we were there."

Yorkgitis felt a special connection with the Taylor family, as he and his wife have two daughters of their own. "We worked together and did everything we could so he could continue being a father and husband," Yorkgitis said.

It's been more than two years since the crash. "I feel like we're 90% there. He gets up and goes to work every day, the kids come home from school, and we do as much as we can," Brittany said. "I don't know what else to say other than thank you."

Brandon is more than thankful for the team and the coincidental timing. "We were incredibly fortunate the timing aligned the way it did and that I'm able to be here and tell my story today," he said.

Saving a lifesaver

A year and a half later, the ECMO team would've never thought they would have to save a colleague so dear to them.

UF Health emergency medicine physician Luis Rios Jr., MD, felt odd after work on Dec. 2, 2018. After a few overnight coughing fits, some of it including blood, he eventually felt so weak he wasn't able to stand.

Luis' wife, Melanie, came downstairs and saw him lying on the floor inside their home. She called 911.

While en route to the nearest hospital, Luis' blood pressure plummeted, and his chest turned purple. He was admitted, and a team tried everything to stabilize him, but nothing worked.

The medical staff was about to give up hope until one team member remembered a presentation on ECMO given by Joseph Shiber, MD, an emergency medicine physician and co-medical director of the ICU at UF Health North.

ECMO was the last effort in saving Luis. They prepared him to fly to UF Health Jacksonville, as he was too weak to make it through an ambulance transport.

Before they took off, Melanie repeatedly whispered to Rios, "I love you; don't leave me."

Her words were the only part of the night he remembers.

Once he landed at UF Health Jacksonville and was admitted to the trauma unit, the ECMO team connected him to the lifesaving machine within 18 minutes.

Luis was the 12th patient placed on ECMO at UF Health Jacksonville. The emergency physicians commonly see patients in critical condition. But this time, it was someone they knew.

"It was surreal to take care of a colleague. He is like a father figure to us all," said Firas Madbak, MD, a surgical critical care physician and ECMO team member.

After the second day on ECMO, Luis was improving. His chest was no longer purple, and his vitals were becoming more stable. One week later, he transitioned to rehab.

Five months after he was admitted, Luis was well enough to return to the job he loves. "It's a blessing to have him around," Madbak said. "Every time I see him in the hallway, he gives me a hug. There's this emotional connection, this bond that's hard to describe."

"I think of them every day. They're my family," Luis emotionally exclaimed about the ECMO team. "They pulled me out of death and brought me back to life."

The future of ECMO

Without ECMO, Brandon and Luis would not be here today. Although it's not a method recommended for every patient, ECMO has the potential to save more lives.

UF Health Jacksonville has four ECMO machines, and five surgeons on campus were trained by Young to use it.

"Communication is the No. 1 thing that needs to happen when a patient is being put on ECMO," Young emphasized. "Each step in the process is important, and the team needs to be fully trained to complete each step safely and efficiently."

This is why the physicians at UF Health Jacksonville want to ensure the community knows about it. The ECMO team conducts outreach and education for physicians and medical centers throughout the area.

Although ECMO is considered a last resort, it is an incredible approach to offering a last bit of hope.



Duval Hospital and Asylum

UF Health Jacksonville Celebrates 150 Years of Caring for the Community

Roots of the City's First Hospital Date Back to 1870

From our humble beginning as Duval Hospital and Asylum to making history with new health care breakthroughs as UF Health Jacksonville, our unrelenting goal to provide high-quality patient care has not changed.

As a vital part of the community for 150 years, we have met our patients' needs with groundbreaking medical innovation, research, education, new technologies and more.

Some of our greatest achievements and medical advancements include the city's first open heart surgery, radiation oncology program, hemodialysis unit, pediatric cardiology and neonatology. We also changed the standard for emergency medicine in Florida when we opened the state's first trauma center.

One of the most significant events in our history was the establishment of the University of Florida College of Medicine – Jacksonville, positioning us as the region's premier academic health center. We attract world-renowned physicians and scientists who teach, practice and research at an institution with nationally recognized residency and fellowship programs.

Today, we are a thriving hub for health care. Our faculty and staff are dedicated to our mission to heal, to comfort, to educate and to discover. Every day brings a new challenge and a new opportunity to deliver a level of care not found anywhere else. We look forward to continuing to make history for the next 150 years.

UPDATE:

Significant upgrades are taking place to UF Health's Epic on Feb. 12.



What changes affect me?

Revenue and Access users can:

- Dismiss patients from locations and write free-text dismissal notes.
- Reprint receipts for any payment without leaving the current workflow.
- Review the redesigned document list.
- View the MyUFHealth website from the patient's perspective to assist in troubleshooting.

Clinical users can:

- Add attachments to messages sent to patients in MyUFHealth.
- Use order panels within telephone encounters.
- Adjust the font size on reports in Hyperspace.
- Filter appointments by status in the multi-provider schedule.
- Edit certain note types directly within the Preview AVS activity.
- Save time, as the diagnosis calculator no longer appears when a diagnosis is already specific.
- Select the "Level of Service" from the "Visit" taskbar.

Patients can:

- Receive attachments to messages from their providers in MyUFHealth.
- Receive assistance with the MyUFHealth website, as staff can now see what the patient sees.
- View shared notes from visits and more detailed billing information on the MyChart mobile app.
- Search for and establish links to outside organizations where they've also received care.
- Update their preferred pharmacies in MyUFHealth.

Additional improvements:

- Health Information Management staff can unlink patients from outside organizations when performing merges.
- The Care Everywhere icon now appears in Storyboard to show the patient's CE status and link to Outside Records.
- Patient information from outside organizations now displays by default in Chart Review and Lifetime.
- A new Hyperspace theme, Carbon, is now available. This theme is similar to the dark-mode setting used by other applications.

Didn't we just upgrade?

After the Epic upgrade on Feb. 12, UF Health will transition to quarterly Epic updates. Instead of adding new features every year to year and a half, Epic will have smaller updates and enhancements every few months.

Benefits of quarterly Epic updates

New features will be installed once available, and users won't have to wait a full year.

Since the updates will be small, there will be fewer changes and less interruption for users.

The entire Epic update process will become more efficient, as the IT teams will remain familiar with the steps that make an Epic update successful.

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OPENLINES

NEWSLETTER DEADLINES

July – April 15
August – May 15

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

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EDITOR

Sarah Hansen

DESIGN & LAYOUT

Darcy Ladd

PHOTOGRAPHER

Laura Evans

CONTRIBUTORS

Natalie Spindle
Bonnie Steiner
Allison Wedekind

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