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150 Years and Counting

This summer we reached an important milestone for UF Health Jacksonville, as we celebrated our 150th anniversary on June 4. Our hospital has made a positive impact on this community for the past 150 years, and I take great pride in being part of our rich history and I know you do as well.

We've experienced significant growth, beginning as a small hospital and growing into a major academic health center that includes a network of more than 60 primary care and specialty practices and the UF colleges of Medicine, Nursing and Pharmacy. Our hospital has had many names in the passing decades, from Duval Hospital and Asylum in 1870 to UF Health Jacksonville in 2020, but our commitment to caring for the community hasn't changed.

Today, we look forward to more growth, continuing to expand our footprint in Jacksonville and throughout Northeast Florida. I've spoken about this before, but one important initiative, and the next stage in our growth of the enterprise, is becoming One UF. With this, we are focusing on working more closely with all of the UF Health entities and becoming a more integral part of the University of Florida.

It is interesting as we look back on our history to remember that around the time we first began, the area was responding to the smallpox epidemic of 1883 and the yellow fever epidemic of 1888. And now, 150 years later, we are facing the COVID-19 pandemic. In those 150 years, we have made incredible medical advancements, and I am proud of how UF Health Jacksonville has handled the current health care crisis. I am continually amazed at the dedication and innovation faculty and staff show on a daily basis.



As we look to the future, COVID-19 will play an important factor in our plans. We are safely reopening practices and resuming elective surgeries while monitoring the virus closely and continuing to meet the medical needs of those who come our way. Thank you for staying diligent during this time and for continuing to work hard to protect and care for our patients and one another.

Sincerely,

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

MANAGING COVID-19 AT UF HEALTH

UF Health responds swiftly to the threat of the virus.

When the COVID-19 pandemic began affecting the United States, hospitals throughout the nation began taking special precautions and implementing additional safety measures. UF Health Jacksonville did the same by preparing well before the first COVID-19 patient was recorded in Jacksonville or at our facilities.

The response by UF Health Jacksonville was an incredible feat done in a timely manner to help protect faculty, staff and patients. From constant communication with staff to setting up outdoor pop-up tents as backup locations for patient intake and patient overflow, our hospitals were ready for the worst-case scenario.

Even though the threat of COVID-19 is far from over, UF Health Jacksonville has come a long way in adapting to the new requirements for daily operations. It's important, even in the midst of a pandemic, to recognize our wins and the generosity from the community that have supported faculty and staff.

Planning and communicating

From the beginning, many departments moved quickly to find ways to increase safety measures for patients, faculty and staff. This was done by narrowing down the entry points into the hospitals and other buildings, then performing screening and temperature checks for anyone entering through those doors. Visitation policies were put in place to limit the number of people walking through the facilities, particularly in patient care areas. Various safety precautions were also taken in the primary care and specialty practices.

UF Health Communications ramped up internal and external communications, working with senior leaders to provide daily written updates on changes to practices and policies as well as other important topics affecting patients and staff. The Web Technologies team created a dedicated website — UFHealthJax.org/covid-19 — where the public as well as physicians and staff could quickly access current information about the disease from our UF Health experts and the Centers for Disease Control and Prevention. Dr. Haley worked with the Media Center team to produce daily video updates on all things COVID-19. Physicians, infection control staff and others participated in interviews with reporters to address various topics related to the pandemic, from reducing the transmission to measures our hospitals are taking to the impact of social distancing on mental health.

Finding creative ways to get supplies

Employees in the Supply Chain Services department were quick to respond to the increased need for personal protective equipment. As the demand for masks rose worldwide, the ability to receive normal orders, much less increased orders, was unrealistic. All hands were on deck with finding other routes to obtain the supplies. On top of their hard work, the local community donated supplies and many employees helped make supplies, such as masks and clips.



Going virtual for provider visits

With the stay-at-home order in place, many patients had to cancel or reschedule appointments with their providers. However, UF Health Jacksonville sent out regular communications encouraging patients to consider an appointment through UF Health Virtual Visit. Also referred to as telehealth or telemedicine, UF Health Virtual Visit offers secure online video appointments using a computer, smartphone or tablet with internet access. This option allows patients to complete standard checkups or talk to a provider about concerns that are not life-threatening. This not only limited the number of patients coming to the outpatient practices, but it also gave patients a safer, convenient option for their appointment.

Technology was also used for patients staying in the hospital. Members of the Patient Relations department, nurses and other staff found a way to help patients video chat with their loved ones, since the visitation policy prohibited visitors.

Stepping out into the community

When the opportunity to bring COVID-19 testing to the underserved population in Jacksonville arose, many UF Health Jacksonville medical personnel went out into the community to perform testing for residents unable to travel to testing sites around the city. During 13 sessions, more than 1,444 people were tested in seven locations in underserved neighborhoods between April 8 and May 29.

All of this, plus many other efforts statewide, have contributed to the low COVID-19 patient numbers at the hospital. However, as we've reopened practices and resumed elective surgeries, and as the number of cases in the state again rises, it's important to remember that the threat of COVID-19 is not over. Together, we will continue to adapt to the ever-changing situation and work hard to protect patients, one another and the community.

► Despite the odds, Betty Cotton recovered from a ruptured brain aneurysm with the support of family and friends.

HEALING THE CAREGIVER

When an aneurysm threatened her health, a special needs caregiver fought the odds with the help of family and friends.

At first glance, you would never know Betty Cotton had a sick day in her life. Cotton, a vivacious and giving personality, spends her days caring for people with developmental disabilities at her business, the World of Joy and Caring group home.

On August 22, 2018, when a ruptured brain aneurysm threatened her life, it was time for family, friends and the team at UF Health Jacksonville to take care of Cotton.

Fortunately for her, the multidisciplinary team at UF Health Jacksonville uses a comprehensive approach to collaborate on every problem-solving angle. She was in good hands.

Removing the Aneurysm

On the morning of the aneurysm, Cotton was at her brother's house when she noticed her vision was getting dark and blurry.

"I told my niece to call 911," Cotton said.

As one of seven siblings who grew up in the north Jacksonville neighborhood, many of Cotton's family members still live on the same street. In a matter of minutes, everyone showed up to support her, along with the rescue unit and ambulance.

Cotton was rushed to the UF Health Jacksonville emergency room, where staff discovered she was suffering from a subarachnoid hemorrhage caused by a ruptured aneurysm.

All ruptured aneurysms are high-risk, with 50% of patients not surviving the hemorrhage. Of those who do, only half may return to a normal life.

Despite the odds, Cotton maintained a positive attitude fueled by her circle of close family and friends.

Before moving to the Interventional Radiology suite to perform surgery, the emergency room team completed a CT scan and an angiogram to map out the vessels in her brain using X-rays and dye.

"When the blood vessel wall is weak, it pushes out like a balloon," explained UF Health neurosurgeon Grzegorz Brzezicki, MD. "This can cause it to rupture and spill blood around the brain. This was what Betty came to the hospital with."

Dr. Brzezicki is highly regarded at the UF Health Skull Base Center as being one of the best in his field. He explained how the hemorrhage caused further complications, blocking and backing up spinal fluid in Cotton's head.

Interventional Radiology staff worked quickly to perform a ventriculostomy, creating a hole in her skull and inserting a catheter to drain the bloody liquid before the condition, known as hydrocephalus, could cause brain damage.

Brzezicki then safely accessed the aneurysm through a vessel in her groin and inserted coils.

The Road to Recovery

They couldn't celebrate yet. The road to recovery would be long.

"We got the aneurysm, but that was just the beginning," said Brzezicki, explaining that most of the bleeding from the hemorrhage happens outside of the brain where the normal blood vessels are.

The veins around the brain respond to that bleeding by spasming, which brings a risk of stroke. This can happen five to seven days later, which meant Cotton needed to be closely monitored in the Intensive Care Unit.

After two weeks, Cotton successfully made it out of the danger zone, but faced yet another challenge: taking the drain out.

"Many patients require a shunt to accommodate high pressure in the head," Brzezicki said. "The problem was the pressure in her head was very low, so it required a special valve. It was a shunt, but we had to modify it."



▲ UF Health neurosurgeon, Grzegorz Brzezicki, MD, reviews scans of Cotton's brain, pre- and post-surgery.

This was no easy task. It took a couple of tries to get right, but ultimately, they were successful in saving Cotton's life.

Smiling is the Best Medicine

Cotton was in the hospital for 11 weeks. Throughout all of the challenges, her faith never wavered. Multiple people visited Cotton every day, including family, friends and the residents from her group home. Brzezicki believes this support played a role in her recovery.

"She had a really nice recovery," said Brzezicki. "Every time I saw her, she was always smiling. Despite facing challenges throughout the treatment, she kept a positive attitude."

Cotton recalled that her room was filled with balloons from her daily visitors. She showed her generous spirit by sharing them with staff and other patients to brighten their day.

"I had so many balloons. They started calling me the balloon lady," she laughed at the memory.

When asked if anything changed following the surgery, Cotton's daughters joked that she now drives faster. But in truth, they are grateful things were not worse. The odds of her developing a mental or physical disability were high, but Cotton had a full and successful recovery.

Cotton is forever grateful to Dr. Brzezicki and the staff at UF Health Jacksonville for saving her life.

"The whole staff. Every shift of people," Cotton said. "They were so good. I really want them to know that."

The 63-year-old still has a youthful energy and passion to help others. Alongside her daughters, they continue to supervise and offer personal support around the clock for the adults who live in the home and provide assisted living services off campus for more independent residents. They are like family to Betty.

"That's why God had to keep me here," Cotton smiled. "I've got to take care of my people, honey."

Celebrating

150 Years of Caring for the Community.

1870-2020

1870

1870

- On June 4, 1870, land was purchased in the Oakland community to build Duval Hospital and Asylum, making it Florida's first non-military hospital. It originally consisted of three small buildings before a more spacious one-story building was constructed in 1877. This new facility housed a kitchen, a chicken house and a small back building for the asylum where tuberculosis patients were isolated.



1915

- Brewster Hospital relocated to 1001 W. Union St., putting the hospital closer to the growing African American population.



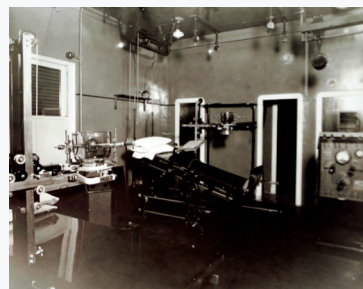
1901

- Land for the George A. Brewster Hospital and School of Nurse Training was acquired at 915 W. Monroe St. in Jacksonville's LaVilla neighborhood. Brewster was the only institution treating and training African Americans at that time.
- Recognizing a need for medical services for the African American community, the Brewster School of Nurse Training opened a small, one-room treatment unit in a cottage on Lee Street. Equipment consisted solely of a cot, a table and a few chairs.
- After the Great Fire of 1901, the Brewster School of Nurse Training became the relief center for African American fire victims.



1925

- The first residency program in Florida was established at Duval Hospital for surgical residents.



1926

- Duval Hospital and Asylum moved to a 230-bed facility in Jacksonville's Springfield area and was named Duval County Hospital.



1948

- Duval County Hospital was renamed Duval Medical Center on June 23, 1948.



1931

- As a leader in treatment and training, Brewster Hospital built a new facility at 1640 Jefferson St. in Springfield, just a few blocks from Duval County Hospital.
- The new 95-bed facility was dedicated on March 29, 1931, and named Brewster-Methodist Hospital. It was Florida's largest hospital for African Americans at the time.



1966 – 1967

- In 1966, Brewster-Methodist Hospital closed, following the passage of the Civil Rights Act in 1964. The new law allowed African American patients to go to any hospital they chose, causing Brewster-Methodist to lose business.
- A year later, Brewster-Methodist facility reopened as Methodist Hospital, featuring 134 all-private rooms.



1969

- Jacksonville Health Education Program, based at Duval Medical Center, became an extension service of the UF College of Medicine.

UF College of Medicine –
Jacksonville
UNIVERSITY of FLORIDA

As you can imagine, compiling photos, articles and other materials that tell our 150-year story is a large undertaking, to say the least. This project began nearly 18 months ago and has taken a small village to piece it together — and we are still adding more items to the website timeline. Please visit history.ufhealthjax.org to read more about the rich, diverse history of UF Health Jacksonville.

Celebrating

150 Years of Caring for the Community.

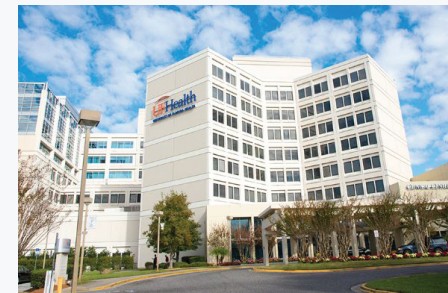
1870-2020

2020



2017

- ▶ UF Health opened a 92-bed inpatient hospital on the UF Health North campus.



2013

- ▶ Shands Jacksonville was renamed UF Health Jacksonville.



1989

- ▶ University Hospital was renamed University Medical Center.



1980

- ▶ Methodist Hospital opened Plaza II, which is known as Tower II today. Plaza II had exceptional amenities for a health care facility, including physician offices, Florida's first comprehensive hospice program, the Methodist Pathway Center for recovery from addiction, and offices and meeting rooms. The facility also included gift shops, restaurants, a bakery, pharmacy, bank, florist and cafeteria.



1971

- ▶ Duval Medical Center was renamed University Hospital after a new affiliation with the University of Florida. The 485-bed facility, located on 8th Street across from Methodist Hospital, was dedicated on August 14, 1971.

1999

- ▶ Shands Jacksonville was created when Shands HealthCare, University Medical Center and Methodist Medical Center joined forces to establish one health care institution in Northeast Florida.



2015

- ▶ The new UF Health North medical office building opened on Jacksonville's Northside. The facility includes an emergency room, physician offices and diagnostics services.



1988

- ▶ Methodist Hospital was renamed Methodist Medical Center after the Dec. 1, 1988, opening of its new hospital on the former site of the old St. Luke's Hospital.



1975

- ▶ Methodist Hospital opened its first medical tower, Plaza I, which is now known as Tower I.



USING THE TO KEEP BABY SAFE

UF providers take part in initiative to reduce infant mortality through safe sleep education

The thought of bringing your baby home from the hospital, swaddled carefully and ready to make precious memories is something every new parent looks forward to experiencing. Unfortunately, the trauma of an early infant death is a reality for many in Duval County. From 2014 to 2018, 35% of preventable child deaths were infants who died due to unsafe sleeping environments. This rate is equivalent to nearly three infant deaths per month and represents the highest in the state of Florida by population. Many cases of early infant death can be contributed to co-sleeping in the same bed. University of Florida providers are part of a coalition hoping to turn the tide on these statistics by participating in a new safe sleep education initiative. “We are committed to working alongside our partners at the Florida Department of Health, the Florida Department of Children and Families and various other local health and community agencies to spearhead this effort for the entirety of 2020,” said Randell Alexander, MD, PhD, chief of the division of child protection and forensic pediatrics at the UF College of Medicine – Jacksonville. “Our goal with this initiative is saturation — we have enough supplies to hand out 15,000 safe sleep bags over the next year to every family with a newborn in Duval County.” The coalition will be distributing bags focused on the ABCs of safe sleep environments for infants to the nine birthing hospitals in the county, which includes UF Health Jacksonville and UF Health North. The bags contain educational materials and supplies to assist families in providing and maintaining safe sleeping arrangements for their baby. Materials are available in English and Spanish as well. The ABCs of safe sleep include: A-Alone, B-Back and C-Crib as a reminder that babies should sleep alone on their backs and in their own cribs. What makes co-sleeping with a baby so dangerous is that exhausted parents can often fall asleep in a position that suffocates their baby. Parents desiring to bond with their infant can achieve it through cradling them when they are awake and alert and by keeping the crib in the same room. After demonstrating promising results in Pinellas County, the Florida Department of Health selected Duval County to adopt the safe sleep

initiative to see if similar improvements could be replicated. The department provided funding for the bags and supplies — enough to ensure all newborns could go home with a bag for the one-year duration of the project. The Department of Children and Families in Duval County stores the supplies, and Vicki Whitfield, a coordinator with the UF division of child protection and forensic pediatrics, coordinates all volunteers in the stuffing and delivery of bags to the hospitals and community partners involved. Whitfield has led training sessions for each of the hospitals to educate staff about how to talk with families and hand out supplies. All nine birthing hospitals are regularly supplied with the bags and can request more based on need. Whitfield says the motto is to “share a room, not a bed.” She urges all new parents to tend to their baby while they are alert and to avoid laying down with their baby while drowsy. Additional ways to avoid suffocation risk for infants include getting up and moving to a new chair while feeding, holding the baby while walking around the house and never placing babies on their stomachs. Residents and businesses who are interested in volunteering to help stuff the supply bags may take part in various volunteer opportunities. Contact the division office by calling 904.633.0300 and leaving a message with your call back information. “The majority of deaths we see related to unsafe sleeping environments are preventable, and we want the entire community to be informed and involved,” Alexander said.



▲ The coalition provides bags focused on the ABCs of safe sleep environments to the nine birthing hospitals in the county, including UF Health Jacksonville and UF Health North



NEW “IT HELP” CUSTOMER SERVICE PORTAL

IT introduces better resources and self-help tools

A new “IT Help” service website launched on July 13 with improved tools and resources for faculty and staff who rely on UF Health IT Services for technical support. The site is simple to navigate. Customers will find a user-friendly dashboard with a clean, intuitive design. You’ll see a quick link to any current/open service requests you’ve placed, plus a library of self-help topics and instructions to help you problem-solve. If you need assistance, you’ll find Help Desk contact links and online request forms for remote or in-person support.

HOW TO ACCESS THE NEW IT HELP SERVICE PORTAL:

Visit ithelp.ahc.ufl.edu directly (and bookmark it). From the Bridge.UFHealth.org intranet homepage: Under the “Employee Services” tab, select the “IT Help” orange link on the right. Log in with your UF Health user ID and password.

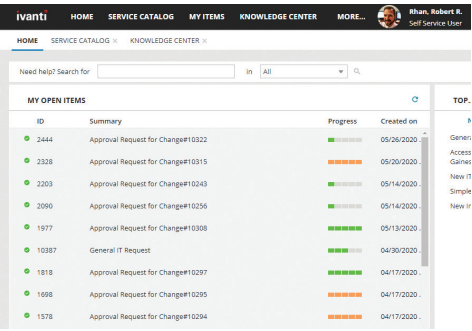


TAKE THE TUTORIAL:

Faculty and staff can take a myTraining module for an overview of the new IT Help portal. Visit the Bridge and under “Employee Services,” you’ll see the “myTraining” orange link on the right.

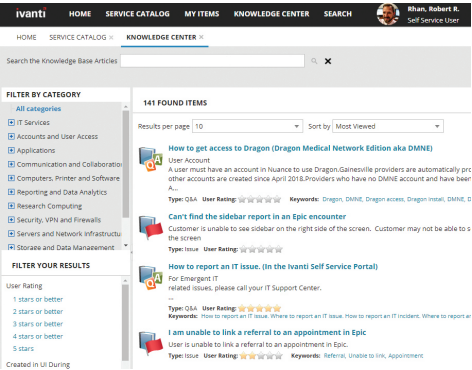
WHAT HAPPENS TO ACTIVE SERVICE REQUESTS ON JULY 13?

Requests submitted before July 13 will remain in the former (LANDESK) self-service system until they are resolved or migrated. A link to the legacy self-service system will be available on the new portal for easy access.



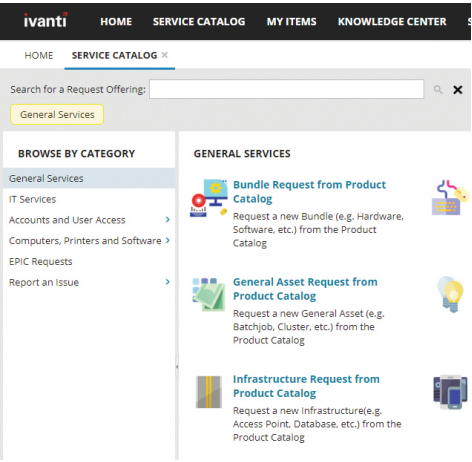
IT HELP HOME

Under “Home” you’ll see any current, open service requests you have with IT. The status of each support project is clearly visible.



IT HELP KNOWLEDGE

The “Knowledge Center” is your stop to search for self-help guidance. Knowledge articles are rated by users for helpfulness.



IT HELP SERVICE

The “Service Catalog” will help you with requests. It’s categorized so you can efficiently link to the specific help you need.

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OPENLINES

NEWSLETTER DEADLINES

November – August 15

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

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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.