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# EXCELLING IN PATIENT CARE



I'm proud to report UF Health Jacksonville has once again been named one of the best hospitals by Healthgrades, a national organization that rates hospitals across the country. Healthgrades placed UF Health Jacksonville in the top 250 hospitals, or the top 5%, for clinical quality.

This is the third year in a row we have received the distinction, which is based on delivering exceptional, comprehensive, quality care. We also received three 2021 Specialty Clinical Quality Awards for coronary intervention excellence, cranial neurosurgery excellence and pulmonary care excellence.

Another milestone coming up is a visit from the American Nurses Credentialing Center Magnet Recognition program appraisers. UF Health Jacksonville Nursing earned this designation in 2011 and 2016, maintaining our status as a Magnet organization for 10 years. The Magnet program is nationally recognized as the gold standard of nursing excellence. The designation recognizes health care organizations that provide successful nursing practices and strategies, and signifies that with our nurses, patients receive the very best care possible.

With the unexpected COVID-19 pandemic in 2020, schedules shifted, and the renewal was moved to 2021. Our Nursing department has been working hard to once again be recognized as a Magnet organization.

We are also due for our triennial accreditation survey. Although The Joint Commission fell behind in their hospital surveys due to the pandemic, we can expect them to be here at any time. Please stay vigilant of our policies, processes and patient care standards and remain in a constant state of survey readiness. It takes our entire team to ensure that we have a successful survey.

We put a tremendous amount of effort into delivering high-quality care, and every one of you is part of it. Your dedication is a tremendous asset for this community. Thank you for all you do. It's an honor to work alongside this exceptional workforce.

Sincerely,

A handwritten signature in orange ink, likely belonging to Leon L. Haley Jr., CEO of UF Health Jacksonville. The signature is stylized and fluid.

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

# Preventing Workplace Violence

April is Workplace Violence Awareness month, and UF Health Jacksonville has been working hard the past few years on plans to reduce the number of workplace violence incidents, so that employees feel comfortable reporting incidents.

## The Workplace Violence Steering Committee

UF Health Jacksonville formed the Workplace Violence Steering committee in 2019 with the following goals:

- To increase the confidence of health care workers that action is taken to investigate the causes of violent incidents reported to leaders.
- To decrease the frequency of patient or visitor behaviors that are intended to physically harm a health care worker.
- To increase the percentage of health care workers who feel prepared to manage aggressive or violent behavior.

In 2020, the committee accomplished the following:

- Signs were displayed throughout UF Health Jacksonville stating the organization does not tolerate workplace violence.
- A new workplace violence reporting section was added to the event management system, IDinc, to more accurately capture the types of events occurring, as well as location and precursors. The report serves to notify the employee's manager and Employee Health that an event has occurred.
- A worksite analysis was completed in all inpatient clinical units and many other clinical areas to identify hazards and vulnerabilities related to workplace violence.

In 2021, UF Health Jacksonville has the following goals to continue to address violence in the workplace:

- Review the worksite analysis for trends and prioritize actions to decrease vulnerabilities.
- Review all policies to identify gaps and discrepancies, and have policies be consistent across the organization and reflect best practices for decreasing workplace violence.
- Launch a new training program to increase awareness of violence in the workplace and to teach employees strategies for prevention and incident response.

### Need to Report an Incident?

Reporting is simple and can be done through IDinc by visiting the **Bridge > Applications** and clicking on **IDinc listed under Administrative**. Once there, you'll log in and select an event to report using one of the options available.

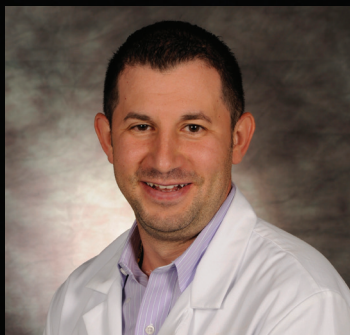
# FORMER KICKBOXER FIGHTS TO AGAIN



*After a terrible accident, Carmichael had ongoing issues with his left leg for two years.*



*Today, Carmichael is grateful to walk again and fully enjoy life with his wife, Tonya.*



*Jason Piraina, DPM, MS, FACFAS, is chief of the foot and ankle division at UF College of Medicine – Jacksonville.*

## **UF Health orthopaedic team performs complicated ankle replacement surgery.**

**M**ark Carmichael was heading home on a lonely stretch of road in rural Hastings, Florida, on a dark and stormy evening, March 13, 2016. Only a quarter of a mile from his house, his vehicle hit a slick spot in the road, causing him to lose control and drive straight into a telephone pole.

Carmichael was cut out of his crumpled car and rushed by ambulance to Flagler Hospital in St. Augustine, where doctors determined he needed care at a trauma center due to the severity of his injuries.

Once he was stable, Carmichael was taken to UF Health TraumaOne, where specialists tended to extensive injuries on his ribs, sternum, back, neck and left leg. Not only was his left leg broken in two places, but his foot was partially severed.

Carmichael was discharged a week later after multiple surgeries. He was in a body cast and had screws to keep his left foot in place. After a few weeks, his foot developed an infection, and he returned to the hospital for further treatment. Several surgeries were performed to save his foot, including removing a toe and adding grafts to the top of his foot to help the skin regenerate and heal.

"I was in the hospital for a combined total of 28 days and had 21 surgeries," Carmichael said. "Because of the severity of my neck, back and leg injuries, I was only given a 3% chance to ever walk again."



# WALK

## Two years of patience

Carmichael had to wait until his broken neck and back healed before beginning physical therapy on his left leg. This was frustrating for him as a former middleweight champion in kickboxing. The lack of activity caused persistent pain, and he soon realized his leg and foot were not getting any better.

As Carmichael searched for ways to relieve the pain, he read an article on total ankle replacement, featuring Jason Piraino, DPM, MS, FACFAS, chief of the foot and ankle division at UF College of Medicine – Jacksonville.

Piraino immediately knew a routine ankle replacement operation was out of the question when he saw the large skin graft on the front of Carmichael's foot and ankle. In a normal ankle replacement procedure, the surgeon places the implant by making an incision through the front of the ankle.

Piraino informed Carmichael that if he wanted a total ankle replacement, the only option was to insert it through the back of his foot. Piraino was clear there was a possibility of the implant failing due to his injuries and the complexity of the procedure, but it was a better option than an ankle fusion, which would leave him without range of motion.

## Reverse engineering

For most ankle replacement procedures, an instrument is strapped to the front of the knee to help the surgeon locate the center of the ankle for correct positioning. Piraino consulted with engineers to get a customized template, called a jig, for this surgery. The jig was engineered to use in reverse and also needed to be attached to the back of Carmichael's knee.

Piraino completed complex planning and practice sessions before the surgery to help achieve a successful outcome. "When you're doing something for the first time, you want to make sure you're doing the right thing for the patient and that it's going to work," Piraino said.

## Surgery success

Carmichael's total ankle replacement operation took place in March 2018, two years after his accident. The inaugural reverse-style surgery was a success.

"The surgery turned out better than expected," Piraino said. "He had a positive attitude, and his willingness to fight to improve really helped him in the long run."

## Patient progress

Today, Carmichael is walking again and enjoying life with his wife, Tonya, and his two adult daughters. He works 12-hour days as a heavy-equipment operator and exercises five nights a week to continue building strength in his legs.

Carmichael travels to UF Health Jacksonville once a year for a checkup. He has a close relationship with Piraino, who inquires about his work and what he does in his free time.

"Dr. Piraino was my hero. He's like a brother to me now," Carmichael said. "I'm a tough guy, but I got to the point where I just wanted them to take my leg. It's amazing what Dr. Piraino did for me."



# FINDING



*The Pain Assessment and Management Initiative Cardboard Virtual Reality Viewer.*



*Douglas Suffield, MAcOM, DiplOM, LAc, consults with UF Health Jacksonville patients, offering them a nonpharmacologic toolkit of pain management options.*

# RELIEF

## With Virtual Reality



*A UF Health Jacksonville pediatric emergency medicine nurse wearing the BehaVR Limbix headset.*

### New program aims to reduce acute and chronic pain without using medication.

**W**hen you think about virtual reality, you may imagine playing a game and having fun, but in recent years, it has become a tool for reducing pain and improving quality of life in patients experiencing acute and chronic pain. Virtual reality allows patients to immerse themselves in a peaceful place, taking their minds away from the present pain in their bodies.

The Pain Assessment and Management Initiative at the University of Florida College of Medicine – Jacksonville department of emergency medicine has a goal to help patients reduce pain and reliance on pain medications. PAMI recently launched a pilot project called the Pain & Opioid Stewardship Education and Coaching. The newly funded project seeks to educate patients on complementary and alternative pain management techniques and help them gain a better understanding of pain so they feel more in control of their options. One of the techniques is virtual reality.

Douglas Suffield, MACOM, DiplOM, LAc, is a pain education specialist working with PAMI on this project. He is a former emergency medical responder and is board-certified in acupuncture and oriental medicine. Suffield currently consults with UF Health Jacksonville patients, offering them a nonpharmacologic toolkit of pain management options, including a virtual reality viewer to take home.

“Virtual reality allows patients to escape their pain by transporting them into another world,” Suffield said. “Patients who have compromised mobility due to their pain often feel trapped, in their pain and in their environment. However, by utilizing virtual reality, these patients are able to explore far-off places, dive on coral reefs or experience things they never dreamed possible.”

### The power of the mind

By educating his patients on the part of the brain linked to pain, Suffield can help them break the cycle of pain. Many patients report momentarily forgetting about their pain while using the virtual reality viewer, proving how powerful the mind really is.

Virtual reality has also been proved to help reduce pain and anxiety during procedures, burn or wound management,

labor and delivery, and many other scenarios. Research shows that virtual reality sessions may reduce a patient’s perceived pain and increase their pain tolerance in acute and chronic pain. This can result in lowering the dosage and frequency of pain medication.

In addition to pain, virtual reality can also help lower stress and anxiety by serving as a distraction. Combining the virtual reality technology with concepts like mindfulness and meditation programs can help calm the patient and take their mind off their worries.

Other nonpharmacologic options, such as aromatherapy and deep breathing, pair well with virtual reality. Inhaling the aromas from essential oils may help stimulate a part of the brain that plays a role in emotions, behaviors, heart rate and blood pressure.

### Connecting to a new world

To use virtual reality, patients need a viewer or headset, a smart device such as a phone or gaming console, and an app to access a range of videos specifically made for virtual reality.

Available headsets range from inexpensive options like Google Cardboard to high-tech, expensive options such as the Oculus. Some headsets can be used as a standalone device, but others, like Google Cardboard, require a smartphone or gaming console to pair with.

When UF Health Jacksonville patients who have consulted with Suffield are discharged, they are sent home with a special toolkit. Included in this kit are educational pamphlets, a hot/cold gel pack, aromatherapy, a stress ball and the Google Cardboard virtual reality viewer. With the viewer, patients download their app of choice in the Apple or Google Play app stores. There are free and paid options available, and the PAMI brochure on virtual reality offers up quick options as well.

**Visit [pami.emergency.med.jax.ufl.edu](http://pami.emergency.med.jax.ufl.edu) or email [pami@jax.ufl.edu](mailto:pami@jax.ufl.edu) if you are interested in learning more about virtual reality for pain management.**

Virtual reality viewers are funded by the Florida Department of Health, the Substance Abuse and Mental Health Services Administration, and the Florida Medical Malpractice Joint Underwriting Association.

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## OPENLINES

### NEWSLETTER DEADLINES

August – May 20  
September – June 20  
October – July 20  
November – Aug. 20

Submit your copy and photos via  
email to **[openlines@jax.ufl.edu](mailto:openlines@jax.ufl.edu)**.

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