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OPEN LINES



GIVING THE GIFT OF LIFE

04

Conquering Depression

New psychiatric therapy helps patients with major depressive disorder.

06

COVER STORY

A mother shares the importance of organ donation.

08

A Miracle Baby

Lorenzo Carter Hill turns 5 after spending his first year in the NICU.

THE GIFT OF LIFE

This month we are celebrating National Donate Life Month. It is a moment in time to honor and reflect on organ donors and celebrate the life they gave to those in need. Organ donation is an important but difficult topic. One person's choice to be an organ donor can save many lives.

Around this time of year, we hold a special annual event called "The Tree of Life," where we honor donors and their families, and remember their gift of life and the impact they had on others. This year, the event was held on Tuesday, March 29, and one of the donors we honored was Darrius Bolden. You can read about Darrius and his family on page 6.

UF Health Jacksonville and UF Health North work with organizations that help make organ, tissue and eye donation happen. In 2021, we had 22 organ donors who gave 80 organs and saved 66 lives. We also had 25 tissue donors, impacting 3,750 lives, and 38 cornea donors who gave the gift of sight to 76 people.

You'll learn more about the impact and importance of organ donation in this issue. Visit DonateLifeFlorida.org to find out more and sign up to be an organ donor.

As always, it is an honor and a privilege to be your CEO.

Sincerely,



Russell E. Armistead, MBA
CEO, UF Health Jacksonville



Preventing Workplace Violence

April is Workplace Violence Awareness month, and our goal at UF Health Jacksonville is to reduce the number of workplace violence incidents and ensure that employees feel comfortable reporting them.

What we've accomplished:

- Implemented the Behavioral Health Response Team, or BERT. BERT responds to events and performs proactive rounding on potentially violent patients.
- Performed critical infrastructure assessments in clinical areas to identify opportunities to improve staff safety (e.g., panic buttons, safe room, keyboard access to security, etc.).
- Posted signage across the organization letting patients and visitors know that violence is unacceptable.
- Incorporated behavior expectations into registration paperwork.
- Offered victims of workplace violence support through Center for Healthy Minds and Practice, or CHaMP.

There is still much work to do, but the data suggests we are making progress. In November 2021, approximately 1,300 staff members responded to a survey about workplace violence.

- 68% of respondents who reported an incident of workplace violence were satisfied with how their report was handled.
- 41% of respondents indicated some experience with behaviors they felt were intended to physically harm them in the three months prior to the survey. Of those, 22% noted violence was rare in their setting, while 59% noted that they had not experienced any violence in the three months prior to the survey.
- 66% of respondents felt prepared to manage aggressive behavior.

What we'll do next:

- Adopt a hospitalwide workplace violence policy.
- Continue to partner with the Jacksonville Sheriff's Office.
- Conduct regular reviews of all workplace violence events reported to identify trends and opportunities to improve safety for all faculty and staff.

What can you do?

All staff are encouraged to report workplace violence incidents in the event management system, IDinc. Reporting is simple and can be done by visiting the Bridge. **Hover over "Applications" and click on "IDinc" listed under the Administrative tab.** Select **"Patient Safety Report,"** then select either **"Patient Action"** or **"Visitor Incident,"** then click on **"Aggressive/Violent Behavior"** and complete the rest of the report.



CONQUERING TREATMENT-RESISTANT DEPRESSION

New psychiatric therapy helps patients with major depressive disorder.

For most people suffering with major depressive disorder, treatment with medications and psychotherapy usually eases their symptoms. When symptoms do not improve, patients may be diagnosed with treatment-resistant depression.

Transcranial magnetic stimulation, or TMS, is an FDA-approved therapy used for individuals who have treatment-resistant depression.

Transcranial Magnetic Stimulation

TMS is a therapy option when antidepressant medications have failed or when the side effects of medications are intolerable.

TMS uses a focused electromagnet to stimulate underactive cells in a targeted area of the brain called the left dorsolateral prefrontal cortex. The magnetic pulses generate an electrical current that raises brain activity back to normal levels.

Peter Clagnaz, MD, a psychiatrist at UF Health Jacksonville and medical director of the Brain Stimulation and Treatment-Resistant Depression Program, started offering TMS as a therapy option to patients in fall 2021 at UF Health Jacksonville.

"The doctor-patient relationship is very important," Clagnaz said. "It's critical having a trusting, kind, authoritative person with whom you can share information and make decisions together."

Clagnaz and UF Health Jacksonville psychiatrist Daniel Lewis, MD, have seen patients feel significant relief from their depression, and some even have full remission of their depressive symptoms after treatment.

TMS therapy process

The first therapy session for TMS typically lasts one hour, and involves two steps. First, "motor threshold determination" is completed to identify the level of electromagnetic energy needed to stimulate the patient's brain. The psychiatrist locates a particular area of the motor cortex and delivers the right amount of energy to cause movement of the patient's thumb.

Next, a procedure called "mapping" uses a 3-D camera to pinpoint the dorsolateral prefrontal cortex — the part of the brain that is underactive in patients with depression. The threshold of energy is then delivered by the TMS device to the left dorsolateral prefrontal cortex.

After the initial hourlong session, subsequent sessions last 30 minutes and are scheduled five days per week over a six-week period. Although Clagnaz has found no cognitive side effects as a result of the brain stimulation, some reported side effects of TMS include minor scalp irritation over the stimulation area and headaches.

Qualifying for TMS

Patients with various devices, including pacemakers, defibrillators or some other metal device or foreign body located inside the head or upper chest, would not qualify for TMS.

Patients who experience seizures are also excluded, as this treatment has the potential to provoke seizures.

"There is hope for people who have not been able to achieve relief of their depression through other methods," Clagnaz said.

Visit UFHealthJax.org/tms to learn more and call 904.383.1038 to make a consultation appointment.



Peter Clagnaz, MD, is a psychiatrist at UF Health Jacksonville and medical director of the Brain Stimulation and Treatment-Resistant Depression Program.



UF Health Jacksonville psychiatrist Daniel Lewis, MD, partners with Dr. Clagnaz on TMS therapy.



Darrius in his younger years.



GIVING THE GIFT OF LIFE

A mother shares the importance of organ donation.

April is National Donate Life Month and a time to honor organ and tissue donors for giving the gift of life to patients awaiting transplants. Victoria Bolden is among those who will celebrate this important month. Victoria sees the gift of life from both sides. In July 2020, she and her husband, Anthony Bolden, got the call no parent wants to receive. Their son, Darrius Bolden, was a trauma patient at UF Health Jacksonville.

"Of course, we hoped for a miracle," Victoria said. "Our son was only 28 years old and full of life with a young daughter and a baby boy on the way. Unfortunately, the doctors told us survival was not possible."

L-R: Victoria with her cousin, BJ Creighton, whose life was saved by an organ donor; Victoria honoring her son Darrius at Darrius Fest.



Despite the terrible circumstances, Darrius still had the chance to give the gift of life. Terri McQuiddy, LifeQuest organ procurement coordinator, remembered the conversation she had with Victoria. Victoria was raised to not believe in organ donation, but after seeing her cousin's life saved by an organ donor through a double lung transplant, she realized the importance of it.

"Darrius was not registered, so the decision about organ donation was up to his parents," McQuiddy said. "Seeing her cousin's life saved by an organ donor is what made Victoria say 'yes' to organ donation for Darrius."

Brian Yorkgitis, DO, a UF Health TraumaOne surgeon, was the physician who guided care for Darrius.

"We do everything in our power to help every single patient, but some patients are not able to survive the injuries they experience," Yorkgitis said. "It always amazes me when families face a tragic loss and still think of others who can be helped by the gifts made possible through organ donation. Their loved one's legacy continues on through the life they bring to the recipient."

Saving multiple lives

Darrius gave the gift of life to five people who received his heart, lungs, liver and both kidneys. Darrius was also a tissue donor. So far, six patients have received bone grafts as a result, according to LifeNet Health, the full-service tissue bank that facilitated donation for Darrius.

Tissue transplants can save lives and improve quality of life for patients suffering from debilitating injuries and illnesses. An estimated one in 20 Americans will need some type of tissue transplant in their lifetime.

"Many people don't realize how impactful tissue donation can be," said Lesley Garcia, regional manager of donor development for LifeNet Health. "Darrius and his family are true heroes for their willingness to give others a second chance at life."

Remembering Darrius

For the Bolden family, April is special because it is the month Darrius was born. In April 2021, the family held an event called "Darrius Fest," a gathering with friends to celebrate his life and legacy. It included an opportunity for those attending to register as organ and tissue donors. The first person to sign up was Victoria.

"Our family has had a person receive the gift of life and another give the gift of life," Victoria said. "One person can make a difference, and I would want to do the same."

Darrius' legacy continues through his children. His daughter, Jailey-Anthony, knows the impact her dad had on many others and is proud of him. When his son, Damerian, is older, the family will help him understand that his father is and always will be a hero.

Learn more about organ, eye and tissue donation and register online at DonateLifeFlorida.org.

A MIRACLE BABY

L– R: Lorenzo was born at just 23 weeks;
Nicole Hill and Lorenzo Carter Hill.



UF Health patient turns 5 after spending his first year in the NICU

Lorenzo Carter Hill will celebrate his 5th birthday this September, but they are still talking about his infancy in the neonatal intensive care unit, or NICU, at UF Health Jacksonville. In 2017, Lorenzo spent more than six months in the NICU after being born premature, and his mother, Nicole Hill, calls him her miracle baby.

“Oh, of course we still remember Lorenzo,” said Samarth Shukla, MD, medical director of the newborn nursery at UF Health Jacksonville. “He had such a happy outcome.”

An early arrival

Nicole was just over 23 weeks pregnant when Lorenzo decided it was time to come into the world. Normally, babies carried to term are delivered around 40 weeks. If they are delivered at 37 weeks or sooner, they’re considered premature. At only 23 weeks, Lorenzo was born very early and in a serious situation.

“We tried to delay delivery,” Nicole said, recalling his birth. “But he was determined.”

While Lorenzo fought for his life, the staff at UF Health Jacksonville worked hard to treat him and help him meet certain milestones to improve his health and be able to function on his own. Lorenzo faced numerous challenges, including the need for a ventilator to give him assistance breathing. He also needed other procedures and medications to keep his cardiac function strong.

“There were good days and there were very, very bad days,” said Ashley Higgs, RN, Lorenzo’s primary nurse in the NICU at UF Health Jacksonville. “Our teams worked together to ensure that Lorenzo received the care he needed, and Nicole was with Lorenzo every step of the way.”

Nicole did everything she could for Lorenzo, and ensured that they took advantage of every program, treatment and exercise available. Post-birth is an exhausting time for new moms, especially ones with babies born premature. Nicole had a lot to handle physically and emotionally, but she stayed strong.

The medical staff kept Nicole informed about Lorenzo’s condition and the needed treatments. Lung problems can slow a baby’s brain development, so special medications were needed and important during Lorenzo’s first critical months. Lorenzo also received speech therapy, which helps

to strengthen the mouth and throat to help alleviate feeding difficulties later on.

After being at UF Health Jacksonville for more than six months, Lorenzo was transferred to Wolfson Children’s Hospital in a special incubator to receive surgery to place a tracheotomy in his throat that required special equipment and surgical support only available there. He spent six more months at Wolfson before fully recovering and being discharged.

Supporting miracle children

Funds raised by the Children’s Miracle Network Hospitals helped purchase the incubator that transported Lorenzo, along with other vital, lifesaving equipment used at the UF Health Jacksonville Pediatric Department.

“All of the funds we receive from donations help support children like Lorenzo,” said Nikki Sabol, director of the Children’s Miracle Network Hospitals at UF Health Jacksonville. “When you donate even a dollar, it makes a difference.”

Children’s Hospitals Week is April 12–15, 2022, and is a time to raise awareness about the impact that donating to the Children’s Miracle Network Hospitals has on the lives of children. Visit [ChildrensMiracleNetwork.org](https://www.ChildrensMiracleNetwork.org) to learn how you can help.

“We appreciate the people at CMN and everyone who contributes,” Shukla said. “They have our backs in times that our families need special help and equipment that we might not be able to afford otherwise. We are thankful for that.”

A full recovery

Lorenzo spent about a year in the NICUs at UF Health Jacksonville and Wolfson Children’s Hospital. Overcoming the odds, he improved with the support of his mother and the providers at both hospitals. Today he is a happy, playful boy about to turn 5 on Sept. 22. Nicole is grateful to the providers who cared for Lorenzo and for the equipment purchased through CMN that helped save his life.

“I wouldn’t want to go through it again, but I wouldn’t trade the people I met, the friends I made and the love I felt back then for anything,” Nicole said. “It all made me a better person, a stronger woman and a good mother to my son — my miracle baby.”

ADDRESSING CHALLENGES WITH MINORITY HEALTH CARE

The minority patient experience is still a driver in health care outcomes.

Life expectancy. Infant and maternal mortality. Mental health. All are examples of health disparities affecting underserved and underinsured minority communities. Recent studies have shown that despite the improvements in the country's overall health, racial and ethnic minorities experience a lower quality of health care and are less likely to receive routine medical care, which may result in higher morbidity and mortality rates than non-minorities.

The Florida Department of Health for Duval County has designated Jacksonville's Urban Core area as Zone 1 out of six zones measured by poverty rates and minority population. Zone 1 has an 81% minority population and 31% of Duval County's Black population. UF Health Jacksonville's downtown campus is in the Urban Core and is committed to addressing health challenges affecting the community and delivering a high quality of health care to all patients.

Ann-Marie Knight, MHA, FACHE, vice president of Community Engagement and chief diversity officer at UF Health Jacksonville, addresses health challenges and, most recently, the fight against COVID-19 within the city's most vulnerable neighborhoods.

"We were the first health provider to bring testing to the Urban Core neighborhoods in the early days of the pandemic," Knight said. "Not only was access to testing limited, education about the virus was needed so residents could take proper safety precautions to avoid contracting and spreading COVID-19."

Give Your Community a Boost

National Minority Health Month is celebrated in April and this year's theme is "Give Your Community a Boost," bringing attention to the continued importance of the COVID-19 vaccinations and boosters, especially in disproportionately affected communities of color.

Knight focuses on key issues for minority populations during a pandemic, such as addressing fairness, equity, myths and even the role of politics in health care.

"Across our community, we have to address people's response to this pandemic so that we can move the needle for the entire community's benefit," Knight said.

Last summer, UF Health Jacksonville collectively received more than \$1.6 million in grants from local, state and national organizations to help address COVID-19 related health disparities in high-risk and underserved minority communities.



Ross Jones, MD, is the medical director of UF Health Jacksonville's Community Health Program, the Elizabeth G. Means Center and the Total Care Clinic.



Ann-Marie Knight, MHA, FACHE, is the vice president of Community Engagement and chief diversity officer at UF Health Jacksonville.

Knight believes the funding will help the widest corners of our county by educating, testing and vaccinating residents against the deadly virus.

Building Patient Trust

One barrier to receiving routine medical care is a lack of trust from patients who may have had experiences with racism and discrimination in the past. This erosion of trust results in an unequal impact on people of color and other marginalized groups. These disparities contribute to a lack of health insurance coverage, access to medical services and poorer health outcomes among specific populations.

Ross Jones, MD, medical director of UF Health Jacksonville's Community Health Program, the Elizabeth G. Means Center and the Total Care Clinic, offers a clinical perspective on significant health disparities affecting local communities.

"A lot of our patients do have that historical knowledge of racism and mistrust in our health system," Jones said. "Unfortunately, some of our patients experienced it recently. Even before the pandemic, they were not coming to the doctor because they did not trust us as a system. When we are in a crisis, and people are even more reluctant to trust new information and things are changing every day, they are even more hesitant."

According to a report from the Century Foundation on racism, inequality and health care for African Americans, the majority of Black and Hispanic areas are more likely to lack hospitals and other health care providers due to residential segregation.

The UF Health Total Care Clinic – Jacksonville provides specialty care for patients through the City Contract Program, which provides medical and prescription assistance. A team of doctors, nurses and other providers are committed to maintaining and improving patients' health through primary care, mental health services, medication management and health education. Jones believes the COVID-19 pandemic illustrated the importance of rebuilding trust among patients and physicians.

"Our responsibility as physicians is to make sure that people are healthy before a pandemic happens," Jones said. "It is critical to establish a trusting relationship between patients and primary care physicians to take care of their bodies appropriately and get the treatment that they need."

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NEWSLETTER DEADLINES

July: April 15
August: May 15
September: June 15
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Submit your copy and photos via email to **openlines@jax.ufl.edu**.

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The logo for UFHealth Jacksonville, featuring the text "UFHealth" in a serif font with an orange arc above the "U" and "F", and "JACKSONVILLE" in a smaller, sans-serif font below it.

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.