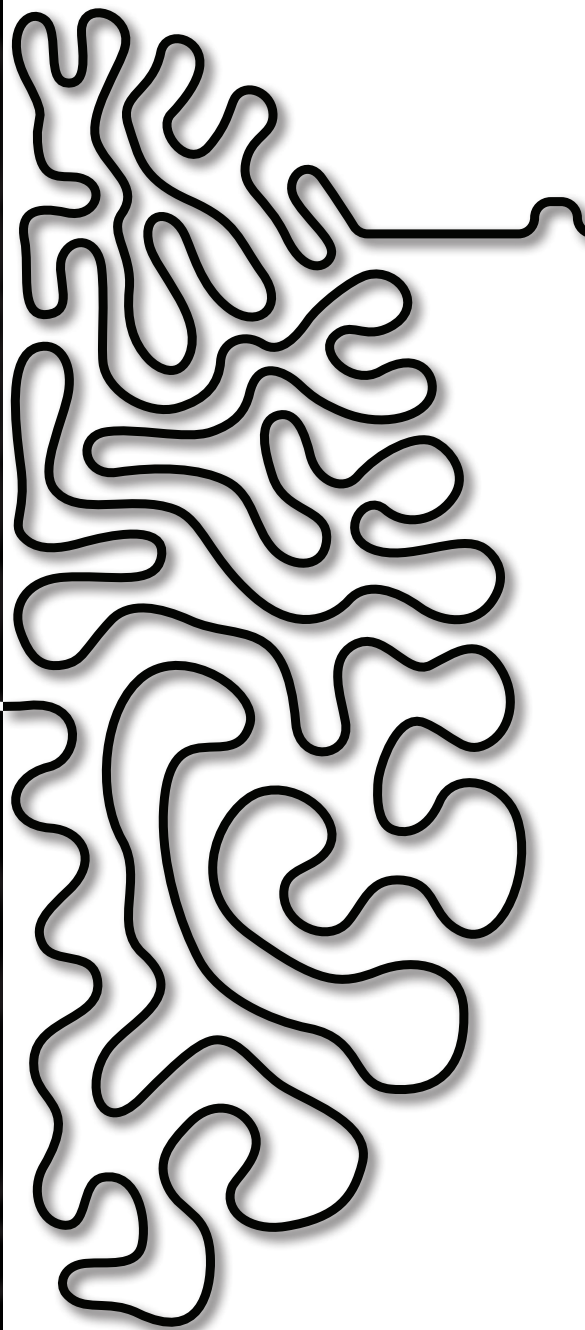
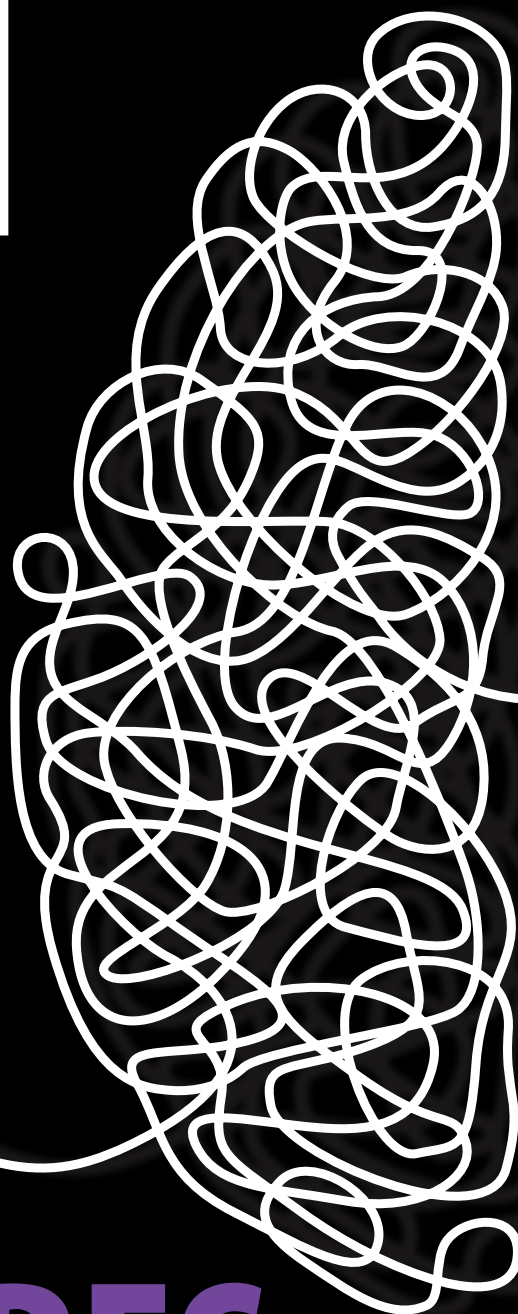


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# CELEBRATING PRIDE MONTH

Pride Day was made official by Bill Clinton in 1999, and now it's a monthlong celebration in June. Unfortunately, the LGBTQ+ community is still subject to discrimination, including at health care facilities, which may lead to some people avoiding medical care altogether. As a health care organization, it is imperative we provide all individuals with a safe space to receive the care they need and have their voices heard.

That's why I'm proud of the work and progress we've made over the past few years. For example, we were recently recognized for the third time for our outstanding dedication to workplace equity, earning a perfect score from the 2022 LGBTQ+ Healthcare Equality Index by the Human Rights Campaign Foundation. The HEI evaluates and scores health care facilities using detailed criteria falling under four central pillars: foundational policies and training in LGBTQ+ patient-centered care; LGBTQ+ patient services and support; employee benefits and policies; and patient and community engagement.

Last year, we also began expanding our services for LGBTQ+ patients by offering gender affirmation surgery. Using a comprehensive care approach, physicians and health care teams across various specialties, including primary, psychiatry, endocrinology and surgery, work together to treat the whole patient.

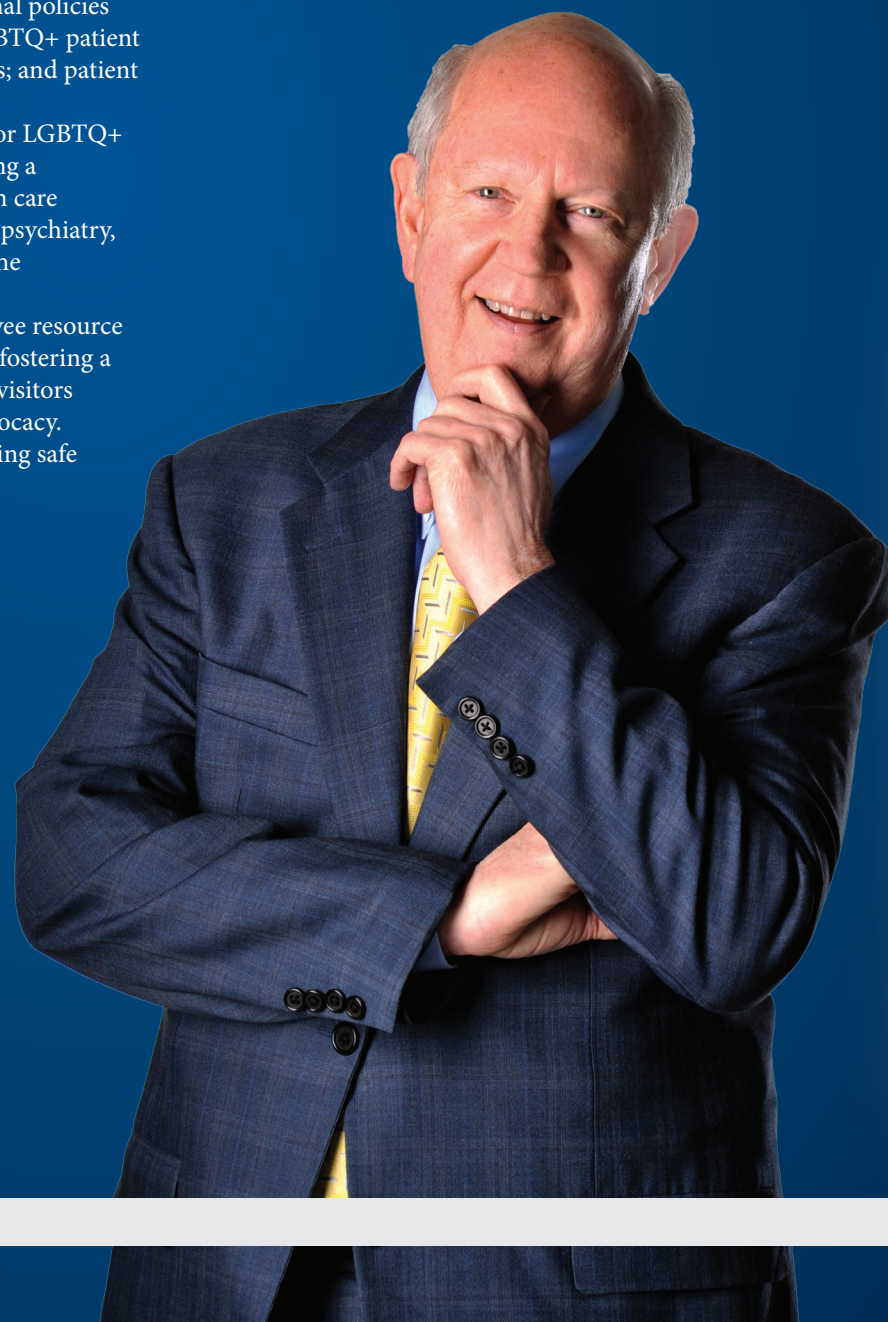
Additionally, for employees, the LGBTQ+ employee resource group meets regularly with the goal of creating and fostering a welcoming and inclusive environment for patients, visitors and employees through education, support and advocacy.

Thank you for your ongoing dedication to providing safe and equitable health care to all.

Sincerely,



Russell E. Armistead, MBA  
CEO, UF Health Jacksonville



## UF Health Jacksonville Recognized as LGBTQ+ Healthcare Equality Leader

UF Health Jacksonville has been recognized for a third time for outstanding dedication to workplace equality, earning a perfect score of 100 as measured by the 2022 LGBTQ+ Healthcare Equality Index, or HEI, released by the Human Rights Campaign Foundation, or HRC.

The HEI evaluates and scores health care facilities' policies and practices related to equity and inclusion of their LGBTQ+ patients, visitors and employees across the nation. Facilities earning the maximum score in each category and a total score of 100 points receive HRC's prestigious LGBTQ+ Healthcare Equality Leader designation.

Visit [UFHealthjax.org/LGBTQ-care](https://UFHealthjax.org/LGBTQ-care) to learn more.





## A teen is living seizure-free after UF Health doctors performed a life-changing surgery.

Chloe Provenza is an 18-year-old with a personality that can light up a room. Looking at her smile, you would never know she once lived with a seizure disorder that could cause daily seizures, starting at the tender age of 18 months. Her mom, Melanie Provenza, desired a normal life for her daughter.

The seizures may have originated from a stroke Chloe suffered while in the womb. Chloe was born with hydrocephalus, an excess of cerebral fluid around the brain, and she was more susceptible to a brain bleed. The stroke led to a cerebral palsy diagnosis as Chloe grew. Because of these two diagnoses, she continued care with dedicated pediatric neurologists and neurosurgeons.

At times, Chloe would experience auras, a warning of an upcoming seizure, and excessive abdominal pain. After several incidents throughout the day, the symptoms would often turn into long-lasting seizures of two hours or more, affecting Chloe's day-to-day life.

### Seeking Answers

Although Chloe had stomach pains and some GI-related symptoms, her mom suspected the seizures were related to a neurological issue. In 2020, during a visit with a local neurologist, the possibility of surgery was discussed and a new treatment plan was put into action.

"After spending so many years seeing specialists and seeking relief, we finally got the answers we needed," Melanie said. "I didn't want to dismiss other options or not consider the surgery until we had accurate results."

Chloe underwent sleep studies and had numerous MRIs and electroencephalograms, or EEGs, to record her brain's electrical activity. The surgical epilepsy team at Wolfson Children's Hospital thought she was a good candidate for brain surgery, and referred her to UF Health Jacksonville pediatric neurosurgeon Alexandra Beier, DO, FACOS, who would place Chloe on the path to living seizure-free. Beier works with UF Health Pediatric Neurosurgery – Prudential Drive, which is located within Wolfson's Children Hospital.

"From the first meeting, Chloe and I were confident we had met the most wonderful doctor who we could trust to help with this ongoing problem," Melanie said.

For the next several months, Chloe went through neurological and psychological screenings to ensure sure she would continue to remain a candidate for surgery.

"It was important to prove that the seizures were intractable, or medication-resistant, as well as localize where they were occurring in the brain," Beier said.

**From left to right:** Chloe with Alexandra Beier, DO, and her assistant, Ashley Ashby, PA-C; Chloe at Kleinfeld Bridal in New York City with Randy Fenoli, host and bridal fashion designer, and bridal consultant Lisa Fuhrman.



# SEIZURES

Beier collaborated with other pediatric neurologists, and together, as the surgical epilepsy team at Wolfson Children's Hospital, they reviewed Chloe's EEG and imaging studies and concluded that the seizures were occurring on the left side of the brain. Chloe was cleared for brain surgery.

### Life-Changing Surgery

Chloe underwent two surgeries, the first being a subdural grid placement on the surface of her brain. While she was recovering in the ICU, her brain was stimulated to identify functional areas. Pediatric neurologists had Chloe read a book and answer questions to help them see functional areas and to prove that language migrated to the right side of her brain. Less than a week later, Chloe had her second procedure, lasting eight hours.

"After ensuring language would not be affected, we could proceed with a hemispherotomy. A hemispherotomy involves disconnecting the entire left cerebral hemisphere from the right so the dysfunctional hemisphere has no way of transmitting seizures to the healthy brain," Beier said.

An additional needed surgery was performed by Nathan Ranalli, MD, FAANS, FAAP, a pediatric neurosurgeon at UF Health Jacksonville. She was familiar with Ranalli and his physician assistant, Rosa Crawford, PA-C, because of previous medical care with them. Melanie knew Chloe was in great hands with Ranalli.

### Living Life to the Fullest

Chloe has lived seizure-free since March 2022. She shops and travels without the fear of having to immediately return home due to seizures.

"It has been life-changing," Chloe said. "Dreams Come True granted my wish to travel to Kleinfeld Bridal in New York to see my favorite show, 'Say Yes to the Dress.' I did a tour and met dress designer Randy Fenoli. I was also privileged to see 'Hamilton' and 'Wicked,' two popular Broadway shows. I would not have been able to travel without the surgery."

Melanie is just as excited as Chloe and grateful to everyone involved in her daughter's care.

"The entire care team has been incredible. Chloe has close to a normal life for the first time," Melanie said.

Beier is honored to have played a role in helping Chloe have a better quality of life.

"Our hours are long and the stress is high, but to have a family say 'Thank you' and 'You changed our lives' makes it all worth it," Beier said. "It keeps me going, knowing that these kids can go on and have a typical childhood without seizures."

# NO MORE



# EMPLOYEE SPOTLIGHT

Two UF Health Jacksonville staff members were recently recognized by the Jacksonville Business Journal as leaders in their field and the community.

*40 Under 40*

**CHAD NEILSEN**

Director of Infection Prevention and Control — UF Health Jacksonville

Chad Neilsen was recognized in the Jacksonville Business Journal 2022 edition of 40 Under 40. Neilsen has played a pivotal role in helping UF Health Jacksonville navigate the COVID-19 pandemic while also serving in the Florida Air National Guard. UF Health Jacksonville is grateful to Neilsen for everything he does to keep staff, patients and the community safe.

*2022 Women of Influence*

**ANN-MARIE KNIGHT**

Vice President of Community Engagement and Chief Diversity Officer — UF Health Jacksonville

Ann-Marie Knight was recognized as one of Jacksonville's Business Journal's 2022 Women of Influence. According to the business journal, this recognition is for women who have shaped and led their organizations while also having a wide-ranging impact on the First Coast and its business community.

From helping establish the UF Health Urban Health Alliance to implementing key initiatives around diversity, equity and inclusion, Knight continues to make significant strides in our community and throughout UF Health Jacksonville.

## Patient and Family Partnership Council for Quality and Safety



The council members enjoying time together during a holiday event.

### Improving the patient experience at UF Health Jacksonville.

The UF Health Jacksonville Patient and Family Partnership Council for Quality and Safety was formed in 2017 with a mission to represent patients, families and staff by engaging with UF Health Jacksonville leaders. The council's goals include providing insight into care experiences, identifying opportunities to improve services, brainstorming potential patient-centered solutions and integrating the voice of patients and families into the daily work of professional caregivers.

The council provides valuable insight to various hospital committees that solicit their input, and council members participate in projects to improve quality, safety and the patient experience. As of June 2022, there are seven employee members and seven patient/family members who volunteer their time to the council.

An ongoing project is to improve first impressions and wayfinding, which aligns with the goal of improving the patient experience. As part of the project, the council enlisted the help of participants who were unfamiliar with UF Health Jacksonville's downtown campus. The participants were asked to find five outpatient locations in the Pavilion building by using the appointment information typically given to patients.

During the exercise, the participants and council members recorded their observations with a checklist the council developed. Using this feedback, the council determined the top recommendations and shared the results with executive and departmental leadership. Some of these recommendations included improving signage and enhancing the instructions given to patients in appointment letters and/or verbally over the phone.

Since this initial exercise in the Pavilion, the council has conducted other wayfinding improvement projects at other UF Health locations in Jacksonville and on the downtown campus. The information gathered has provided valuable insight into the patient point of view, and has led to actions being taken to improve wayfinding and first impressions throughout the organization.

## Join the Council

Are you passionate about improving the patient experience and making a difference at UF Health Jacksonville? Are you a good communicator who enjoys being part of a team? If so, the Patient and Family Partnership Council for Quality and Safety is currently looking for additional employee and patient/family members.

Patients and their family members may learn more and apply at [UFHJax.org/PartnershipCouncil](https://ufhjax.org/PartnershipCouncil). Employees can find information and apply on the Bridge under the Collaboration tab. Once applications have been reviewed, candidates will complete an interview process before being selected. Meetings are held on the third Thursday of each month from 5:30 – 7 p.m. Email [PartnershipCouncil@jax.ufl.edu](mailto:PartnershipCouncil@jax.ufl.edu) for more information.



# The Workforce of Tomorrow

## A postgraduate fellowship program welcomes two health care administration fellows.

A postgraduate fellowship for individuals pursuing health care management degrees is increasingly becoming the gold standard in the preparation of health care leaders. In June 2021, the executive leadership team at UF Health Jacksonville endorsed a proposal to recruit two administrative fellows for the 2022 – 2023 program cycle. The vision is for the program to serve as a premier source of talent to fill unmet needs as our health system continues to evolve and expand.

Fellowships span 12 to 24 months in length, with a senior executive leader serving as the preceptor. The fellows function within the C-suite to obtain advanced exposure to the executive team, high-level meetings, rotations and meaningful project work. Postgraduate fellowships are highly competitive, as the demand far outpaces the supply of these opportunities.

The value to the organization can be determined from both an altruistic and a monetary standpoint. Fellows are assigned complex and small projects that can generate big wins for the institution and increase the existing bandwidth of our leaders to accomplish projects that may otherwise be tabled due to competing operational priorities.

"Developing leaders is a strategic priority of the organization, and this program presents a great opportunity to cultivate some of the brightest health care management graduates into trained professionals who will lead the health care industry of the future," said Greg Miller, chief operating officer at UF Health Jacksonville and a fellowship preceptor.

After a vigorous recruitment period from September to October, the organization selected two candidates who will join UF Health in July 2022. The program is excited to welcome the two new fellows:



### Melody Dickson

**Master of Health Administration, University of Florida**

Melody has experience as an exercise specialist and patient care coordinator, and she has completed a formal internship under the direction of the chief nursing officer at AdventHealth Tampa.



### Allyson Knight

**Master of Health Administration, Medical University of South Carolina**

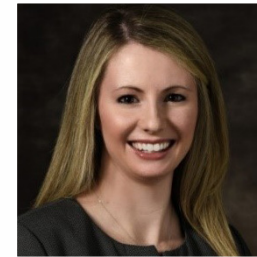
Allyson has experience working in patient logistics, quality and patient engagement, and has obtained a CAPM in project management.

Allyson and Melody will spend their first 60 to 90 days focusing on rotations and meetings with leaders in all key areas of the institution. As rotations wrap up, the program will be taking on formal projects and engaging in many of the planned strategic initiatives.

As an academic health system, teaching the next generation of our workforce is a key mission of the institution, and we look forward to building the workforce of tomorrow.

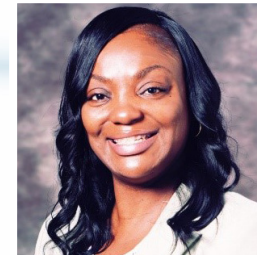
## Administrative Fellowship Program Leadership

### PROGRAM DIRECTORS:



### Katy Wittman

**Director, Health Administration, Department of Surgery**  
University of Florida College of Medicine – Jacksonville  
Administrative Fellowship Program Director, 2022 – 2024



### Trish Starkes

**Director, Patient Access and Financial Eligibility**  
UF Health Jacksonville  
Administrative Fellowship Program Director, 2023 – 2025



### EXECUTIVE SPONSORS AND PRECEPTORS:

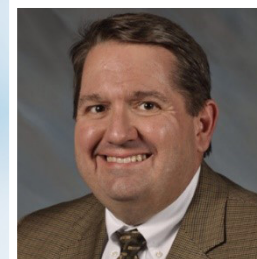
### Russ Armistead

**Chief Executive Officer**  
UF Health Jacksonville  
Administrative Fellowship Executive Steering Team Member



### Ann-Marie Knight

**Vice President, Community Engagement and Chief Diversity Officer**  
UF Health Jacksonville  
Administrative Fellowship Executive Sponsor



### Greg Miller

**Chief Operating Officer**  
UF Health Jacksonville  
Administrative Fellowship Preceptor

*Special thanks to Thomas Burt, business and finance manager in the Nursing department. Tommy was a founding leader in the development of the Administrative Fellowship program. UF Health is grateful for his service and lasting contributions.*



The program is actively seeking feedback on meaningful project opportunities within the organization.

**To submit a project idea, please email [UFAdminFellow@jax.ufl.edu](mailto:UFAdminFellow@jax.ufl.edu) to reach the Administrative Fellowship Program directors.**



## Prep your home and workplace for incoming storms.

Hurricane season runs from June to November every year and peaks in September. It's important to review UF Health Jacksonville's hurricane plan and policies as well as county disaster guides to prepare in advance.



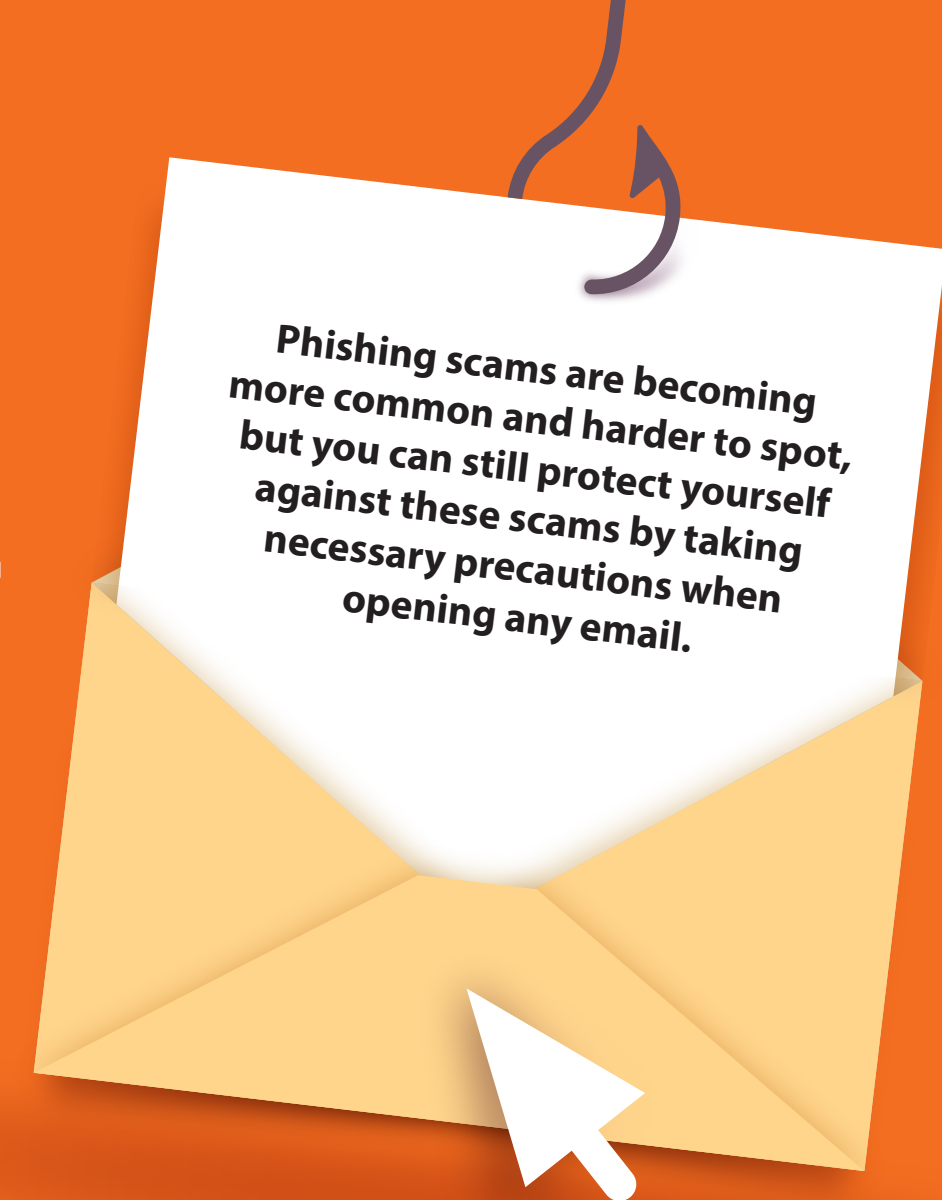
### Here are a few tips on how to prepare your home and family for a potential hurricane.

1. Discuss personal emergency plans with your family and create an evacuation plan
2. Buy supplies in advance and build a hurricane kit, which might include but is not limited to:
  - Batteries
  - Battery-operated radio
  - Cooler and ice packs
  - Enough water to last at least three days
  - First-aid kit
  - Flashlight
  - Lighter or matches
  - Nonperishable food
  - Personal hygiene and sanitation items
  - Portable cell phone charger
  - Special needs items, such as medications, pet supplies or baby supplies
  - Waterproof container for cash and important documents
3. Secure your home:
  - Clear the yard of debris
  - Reinforce garage doors
  - Shutter windows

#### At UF Health Jacksonville, employees may be required to work during a hurricane.

Review a list of items to bring as well as the hospital's hurricane plan and policies on the Emergency Preparedness Bridge page.

## PROTECT YOURSELF AGAINST PHISHING SCAMS



**Phishing scams are becoming more common and harder to spot, but you can still protect yourself against these scams by taking necessary precautions when opening any email.**

### What is a phishing email?

Criminals use phishing emails to trick recipients into sharing personal information and login credentials or clicking on dangerous links. Cybercriminals work to access an individual's account, and then the organization's computing systems, with malicious software, or "malware." To disrupt operations, criminals can shut down computing programs, potentially access data and use "ransomware" to demand millions of dollars to restore encrypted systems.

### BE ALERT

Use these tips to recognize and identify red flags. You should be suspicious when:

- The email includes the UF Health alert warning.

**CAUTION! This email came from outside UF or UF Health. Exercise extra caution clicking links and opening attachments from any and all senders.**

- The email requests personal information or login credentials.
- You do not know and trust the source.
- The sender's account appears suspicious (hover over the sender's name to see the full email address).
- It's poorly written with bad grammar and/or spelling.
- It promises a gift or reward for your response.
- It seems urgent, asking you to immediately reply and provide information.
- It includes a link you don't recognize (hover over a link without clicking it to see the full URL).

### What can you do?

- If you know the sender, but the email looks suspicious, then call that sender to confirm if it's them.
- If you don't know the sender and/or suspect it's a scam, report the email to IT at [IT\\_SecurityJax@jax.ufl.edu](mailto:IT_SecurityJax@jax.ufl.edu).

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## OPENLINES

### NEWSLETTER DEADLINES

September: June 15

October: July 15

November/December: Aug. 15

January 2023: Sept. 30

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

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**[UFHealthJax.org](http://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](mailto:openlines@jax.ufl.edu) or call 244.9750.**

*Visit [OpenLines.UFHealthJax.org](http://OpenLines.UFHealthJax.org) to find current and past issues of Open Lines.*