Mr. Steve Knight studied Exercise Physiology/Cardiovascular Rehabilitation at Louisiana State University in the early 1980’s. Following his studies, Mr. Knight joined the military and served 15 years in the Infantry as an Army Sniper and Radiologic Technologist. During this time, he also served as the Platoon Sergeant for a Mobile Army Surgical Hospital (MASH) unit and was deployed to Iraq, Panama, Somalia and the Sinai desert.

Mr. Knight became a Radiologic Technologist in 1991 and has worked in CT, Interventional Radiology and assumed the role of Director of Radiology at Lane Memorial Hospital. In 2001, he returned to school to study Advanced Radiology Studies at Weber State University in Ogden, Utah. After graduating in February 2004 with a degree in Advanced Radiology Studies, Mr. Knight was employed by Shands Jacksonville in March 2004. Since joining Shands, he has completed the ARRT Registry and become a Radiologic Assistant.

Mr. Knight currently works in Interventional Radiology where he plays a vital role in treating patients, maintaining a continuity of care with our difficult venous access cases and assisting in the education of the residents. His performance of and knowledge of the vast array of intricate minimally invasive procedures taking place in IR is vital to the training of our residents as well as of great benefit to the patients. A key component to the team approach we take in IR, Mr. Knight lends his talents to keeping the workflow moving forward as well as allowing for Fellow to take part in the more intricate procedures IR is presented with each day. While the accent may throw you off a little, Mr. Knight’s straight forward, well informed approach to each case is of great benefit to our department.
Each of you recently received the Joint Commission on Accreditation of Healthcare Organizations readiness. Our Mission at Shands Jacksonville is to heal, comfort, and educate. We dedicate our work to improving life through innovations in health care. Our commitment is to provide constant attention to the needs of our patients, community and each other.

Our Vision:
Our Vision is to be Jacksonville’s most valued community asset eliminating health care needs as a concern of the population, delivering patient-centered care that exceeds expectations of patient and families, providing unrivaled medical education and research, and developing partnerships that join our work to the well being of the community.

Our Core Values:
- Excellence in each and every customer experience
- Respect for the critical nature of our work
- Compassion for the humanity and for one another
- Stewardship of the trust and privilege to serve

If each of us were to follow Our Mission, Our Vision and Our Core Values we would always be at the top of our game no matter what agency came to visit our organization.

Please join me in following the hospital’s Mission, Vision and Values every day.

Match Day is coming soon. In just a few weeks we will be finding out about our incoming class of residents for July 2013. It was a very busy interview season and I want to thank everyone for all of their hard work and dedication. Just to let you know how competitive it is to match in a radiology residency, we received 481 applications, we interviewed 92 medical students and we are only allowed to match 5. As I stated before many times it is a team effort to carry out the interviews from October through January. Many of the faculty and residents are involved in the interview process and equally important are the faculty and residents that cover the interview teams in the reading rooms. I especially wish to thank Greg Wynn, Kristy Taylor and Marion Gaines for their dedication throughout the entire process. Job well done and I’m sure that your efforts will be realized on match day!

We welcome to Radiology Administration Lisa Kinsman who is our new GME Program Assistant for all of our medical education programs as of 2/27/2012. Lisa comes to us from the department of Women & Infant Services at Shands and also has an extensive background in management. Lisa will be cross training with Marian for the next month in order to make a smooth transition for the GME programs prior to Marian’s departure. I want to personally thank Marian for her dedication to the GME programs and this department in the past year. She has done a phenomenal job not only with the residents, fellows, and medical students but also supporting the program directors and representing the department of Radiology. Marian at some point will be joining her husband out in Oregon where he has recently accepted a job, until that point she will be in a new role as administrative assistant in support of Lisa with the GME programs and also some of our new faculty.

Please welcome Lisa when you see her, and give best wishes to Marian in her new life endeavors.
CASE OF THE MONTH: Diffuse Lymph Node and Organ Metastasis
Submitted By: Lesley Frye, CNMT, RT (N) (CT)

This patient has a history of lymphoma and was given chemotherapy and radiation.

The PET/CT shows widespread hypermetabolic lymphadenopathy involving multiple lymphatic areas. Specifically there was found to be FDG uptake in the neck, supraclavicular region, bilateral axilla, mediastinum, left hilum, liver, abdomen and bilateral groin lymph nodes.

PET/CT Fusion

PET Image

Over a month has passed since our successful Epic go-live. Our department has resolved a majority of the issues that have come through the Radiology Command Center and tickets that have been placed throughout the past few weeks.

Please continue to call ITS at x7828 if you have any problems with Epic. Once a ticket has been placed, please continue to forward your ticket number and issue to Kevin Cuda, Janet Graves and Leslie Pegram. Daily updates are given to administration and problems we are seeing across the department need to be prioritized.

Thank you for your continued efforts to improve the continuum of care in our department.

Radiant

Radiant, the Epic Radiology application, is under development. Tight timelines have been established to meet our Fall/Winter 2012 go-live.

Thank you to everyone that has been asked to be a part of this exciting project within our department. In the coming months, you may be requested to provide additional information or feedback, attend informational session or be involved in workflow discussions. Radiant is an exciting opportunity for our department to combine scheduling, registration, patient care and billing into one application. With the implementation of Radiant, McKesson Star will be removed from our department.

Look for more to come on this exciting project!

“Introduction to Interventional Radiology”
CEU Presentation on HealthStream

This presentation by Dr. James Cunningham is now available in HealthStream and approved for 1 CEU by FL DOH for Radiologic Technologists. This is a recorded presentation of Dr. Cunningham’s live lectures in June 2010 and February 2011. To receive the CEU, you must view the lecture, pass a test and complete the evaluation.
HAND HYGIENE

PATIENT SAFETY 101: Inspecting Your Area
It is important to conduct frequent inspections throughout the department and your section to ensure:

- All areas are neat and clean.
- Exit doors and hallways are not obstructed.
- Medication carts are locked.
- Needles and syringes are secured at all times.
- Equipment is clean and has an updated inspection tag.

- All red bag trash is covered.
- No outdated supplies or medications are in the area.
- Clean and dirty linen is covered.
- Crash carts are secure.

NEW MRI SCANNER
By: Theresa Clark, Supervisor CT/MRI (Clinical Center)

A brand new 1.5 MRI scanner with state of the art technology is currently being installed at the Clinical Center. This new scanner will allow for much quicker scan times and extremely high quality imaging for our patients. Construction began in late January and is projected to be completed on May 7th.

During the construction downtime, the outside mobile scanner at the Clinical Center will be in operation 24/7 and staffed with two MRI Technologists. For more information on this new addition to our department, please contact Theresa Clark, CT/MRI Supervisor.

March
Employee of the Month

Beth Ratliff, RT (R) (M) (MR) (ARRT)
MRI Technologist

Nominated by Theresa Clark, Clinical Center CT/MRI Supervisor: “I would like to nominate Beth Ratliff for the Employee of the Month. Beth does an excellent job as the MRI Safety Officer and has presented a PowerPoint presentation on MRI Safety to the Nursing Leadership Team. Beth also helped spearhead the MRI safety week activities and was instrumental in working to get the Mobile and Phillips scanners re-accredited last year. In the past, Sandy McDonald requested Beth to speak at the Nursing Quality meeting. Beth did an excellent job in presenting the MRI data sheets and graphs as well as explaining how important this is to our workflow and patient care. Beth is, and always has been, an outstanding MRI educator. She is a true champion for our department.”
UPCOMING DEPARTMENT EVENTS

Please participate and enjoy the events that are planned throughout March sponsored by Administration.

March 2
Dr. Seuss Day
Please bring in new or gently used books to be donated to the PICU.

March 5-9
Nunzio Magic
Look for Nunzio in your area performing magic tricks in honor of Houdini day.

March 16
St. Patrick’s Day Activity
Wear green in honor of St. Patrick’s Day.

March 30
Doctor’s Day
Surprises are planned for our Radiologists. More information to be distributed throughout the month.

FEBRUARY KEY AWARD WINNERS

Amy Jennings
Zulma Lugo
Amy Wingate
Mary Devaughn
Ryan Garrett
TaQuilya Cross
Deborah Felton
Theresa Surrency
Millie Meshberger
Lisette Rivera
Lysa Hofmann
Janel Freeman
Amy Wingate

Congratulations to Amy Wingate (US) and LaTonya Harris (BHC) on receiving the Quarterly Customer Service is Key Awards. They received a cake and punch party, balloons, and a $75 gift card from VP Greg Miller!

PRC Scores
February 2012

Radiology Experience

- IP: 87.7%
- Excellent

Radiology

- ED: 98.2%
- Excellent

Hospital Policies to Review

Refer to Policies on the Infonet; these summaries do not include all necessary information.

- HR-02-013: Social Media - To establish guidelines and ensure compliance that applies to newer technologies for communication and ensure the security of Shands information.
- HR-02-015: Unauthorized Visitors, Phone Calls, Cell Phones and Other Electronic Devices - To establish clear guidelines to prevent unauthorized interruptions to employees at work.
FY12 Results (As of 02/23/12)

* SJMC’s Overall Quality of Care goal for FY12 is the 75th percentile.
  Numbers below are based on percent excellent rankings, as compared to the PRC norm.
  - SJMC Inpatient Overall Quality of Care: 58.9%
  - SJMC Outpatient Surgery Overall Quality of Care: 31.8%
  - SJMC ED Overall Quality of Care: 32.0%
  - SJMC Radiology Inpatient Overall Quality of Care: 64.4%
  - SJMC Radiology ED Overall Quality of Care: 75.6%

Patient-Centered Care

- What is SJMC’s Model of Care?
- What is Patient-Centered Care?
  - In 2001, the Institute of Medicine defined patient-centered care (PCC) as: “Healthcare that establishes a partnership among practitioners, patients, and their families (when appropriate) to ensure that decisions respect patients’ wants, needs, and preferences and that patients have the education and support they need to make decisions and participate in their own care.”
- What are the 8 Dimensions of Patient-Centered Care?
  - Respect for patient’s values, preferences, and expressed needs
  - Coordination and integration of care
  - Information and education
  - Physical Comfort
  - Emotional support & alleviation of fear and anxiety
  - Involvement of family and friends
  - Continuity and transition
  - Access to care
- What can we do to support Patient-Centered Care?
  - Respect, support, empathize, communicate, partner, listen, educate, and comfort our patients and their families
  - Work as a collaborative team to deliver high quality healthcare to our patients
  - Put our patients at the center of everything we do
  - Treat our patients and their families as we would want to be treated

To learn more about SJMC’s Patient Perception of Care initiatives, please contact Kiel Gross at kiel.gross@jax.ufl.edu or 244-8461.

FEBRUARY DEPARTMENTAL EVENTS
Sponsored by: Diagnostic Radiology

February 17th: During the doughnut sale, 125 Dozen of doughnuts were sold, making a profit of $175 for the Children Miracle Network.

February 29th: Ice Cream Floats with either Root Beer or Coke were prepared for the staff. THANK YOU!
In January, hospital representatives traveled to Tallahassee to discuss with state representatives the devastating impact if proposed Medicaid reductions were imposed and the effects on our health care system, patients, and staff. Medicaid provides hospital care to our most vulnerable neighbors with eight out of ten people who receive care through this program being children, elderly, or disabled. In recent years, the poor economy has led to an increase in the number of people who must get care through the Medicaid health program. It is a vital service that has already been cut dramatically in previous legislative sessions. Since 2005, the Medicaid program has been cut $966 million, including $500 million just last spring.

To learn more about Medicaid and the proposed cuts, please visit: http://www.healflhealthcare.com.

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**Employee Involvement Committee**

Submitted by: Shanna Scott, EIC Co-Chair

The Employee Involvement Committee (EIC) successfully raised a total of $1500 for Children’s Miracle Network, Child Life and the Community Giving Campaign in 2011.

Throughout the year, the EIC organized and staffed the following fundraisers and Radiology events.

- Chick Fil-A Fundraiser
- Krispy Kreme Sales
- Helped with Radiology Services Week
- Employee Picnic at Jax Beach
- 50/50 Raffle
- Community Giving Campaign Basket

Thank you to Shanna Scott, Supervisor of the Pavilion/Annex and Eric Jones, Supervisor of Interventional Radiology for co-chairing this committee. Thank you also to all the employees that helped make the EIC and its initiatives a success!

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**Staff Spotlight**

Congratulations to

Kimberly Haines, B.S., RT (R), (CT), (MRI), (M)
Supervisor at the Emerson Imaging Center on completing her Bachelor of Science in Radiologic Sciences in December 2011.

Congratulations to Beatriz Robaina for passing her abdominal boards and becoming a Registered Diagnostic Medical Sonographer with the ARDMS.

Congratulations to Nedra Bowes, Kimberly Haines, Susan Lealamanua, Zulma Lugo and Leslie Pegram for completing the Health Information Technology (HIT) Program through Santa Fe College.
**What’s Your Promise?**

“My promise is to continue to provide excellent service to all customers, family, staff and coworkers.”

Lisa Corner
Nuclear Medicine Technologist

“I promise to give excellent patient care, be a team player and with a positive attitude.”

Adriene Johnson
Scheduling Lead
Scheduling Department

“T promise to be friendly, courteous and helpful; to provide excellent service to patients, customers, and colleagues.”

Cynthia Butler
Financial Representative
Nuclear Medicine

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**Radiology and Computed Tomography Programs**

*By: Anthony Hofmann, Clinical Instructor*

The Junior class is approaching their third month of training. To date, the Junior students have received instruction in 9 different radiologic procedures. The Juniors are very busy with proficiencies and competencies. The CT students are settling into their fourth week of training. The Senior class attended the Atlanta Society of Radiologic Technologists annual conference in Atlanta, Georgia from 2/24/12-2/29/12. This conference contains numerous review classes for the Seniors to attend. These classes give the students a different perspective on the material they learned during their training at Shands. They also had the opportunity to take a mock registry exam and participate in a Student Bee! Mr. Stiles and I would like to take a moment to thank all of the Radiologists, Radiology Residents, Staff Technologists, and all of the support staff for their role in training our students in Radiography and Computed Tomography Programs. We understand the degree of commitment and preparation required to properly training the students and we applaud your efforts. Thank you for all of your help!

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**Interesting Image of the Month: Sigmoid Volvulus**

Submitted by Dr. Sara Fernandez

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**3T MRI Receives ACR Accreditation**

Submitted By: Shanna Scott

The 3T MRI magnet located at the Annex was awarded ACR accreditation for breast imaging. I would like to thank Honey Atkins and Dr. Martha Wasserman for all their help during this process.

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**Newsletter Submissions**

If you would like to submit something to the April issue, please email Lynn Cadwell-Gordon your topic by March 6. Article submission must be completed by March 22 to be included in the April issue. All topics and articles are reviewed for publication by Dr. McCook, Kevin Cuda and Janet Graves prior to distribution.