



IMAGES

Radiology Department Newsletter

February 2012

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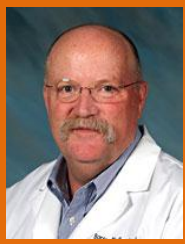
DEPARTMENTAL EVENTS



“Images” is the Radiology department monthly newsletter. It focuses on departmental events, professional development, messages from the chairman, director and operations manager, patient safety tips, quality improvement and employee spotlights. Please enjoy this publication and use it as a forum to promote the great work happening in our department!

Epic Go-Live: Radiology Command Center January 21, 2012





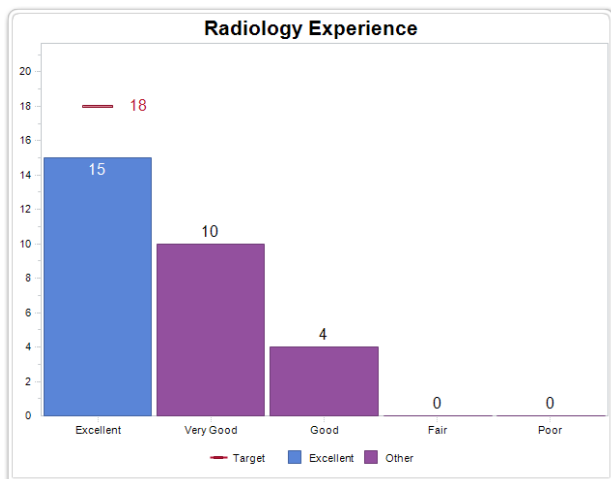
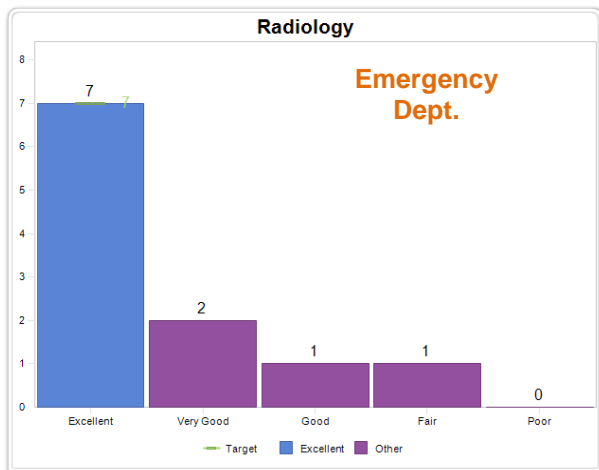
CHAIRMAN'S CORNER Barry McCook, MD

EPIC has launched! Although there were some initial hiccups the EPIC system and the department are now back on track. I would

like to thank everyone for their teamwork and diligence throughout the yearlong training, the go-live process and subsequent troubleshooting. I've always said we have a great team but this was evidenced real time during the go-live process. We will now be building Radiant, our new RIS for go-live later this year which will require equally as much teamwork and diligence. The installation of our new MRI will start in the next few days. This will greatly improve the care we can offer our patients and the information we can share with their physicians. I would like to thank Mr. Cuda and his team for all the planning and preparation prior to the construction.

Our resident interview season has ended and the final rankings will be done shortly. I would like to thank Marian Gaines as well as all of the faculty and residents for another successful interview season. It takes a lot of teamwork not only for those interviewing but also the ones covering for them in the reading rooms. We look forward to continuing our tradition of great resident physicians in our department!

PRC Scores January 2011



CUDA'S CORNER Kevin Cuda, MHA, FACHE

Radiology journey continues:

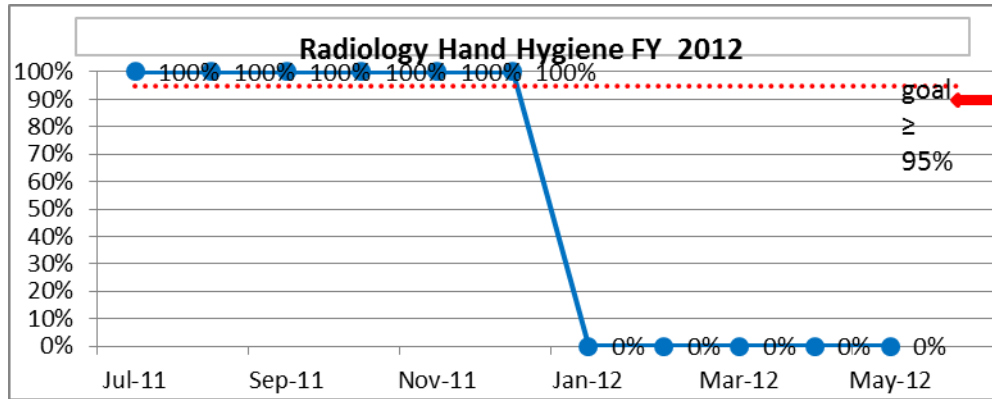
- EPIC phase one has been completed! Thank you to everyone for all your involvement over the past several weeks. The transition to the electronic medical record will continue for radiology as we now prepare for RADIANT. RADIANT will replace our STAR operational software December 2012.
- Our new MRI is in the process of being installed with a completion date of May 7th. This scanner will provide start of the art imaging for our referring physicians.
- A second GE 9900 c-arm has been ordered for the OR with an expected delivery date the beginning of March.
- Final construction drawings for the ED room replacement should be available for review shortly. Once we have these documents we can get final construction costs and prepare the capital request for approval.
- Our dose reduction initiative is moving forward with the assistance of the biomed department. Adjustments to the departments CR readers will need to be finalized. A special thank you to Leslie Pegram and Jeff Stiles for heading up this important dose reduction project.
- Preparations for next year's capital and operational budgets are now underway and will be submitted for approval over the next several months.
- Please welcome our new students to our Diagnostic and CT programs.
- Thank you to the IR department for sponsoring "Inspire Your Heart with Art" for the January department event.

A Message from the Operations Manager Janet Graves RT(R)



Already February??? Wow (and I'm not thinking "workstation on wheels"). We have been so busy with our Epic go-live, I guess the days have just flown by. What an accomplishment to have transformed our process from paper to mostly electronic. Yes, we had a few glitches, but these are to be expected. I cannot thank everyone enough for the efforts you put into a successful conversion to Epic. Some individuals have asked what Epic stands for, although it is just a company name, from what I've seen it stands for the qualities that make us great (enthusiasm, pride, intelligence and compassion).

HAND HYGIENE



PATIENT SAFETY 101: 2012 National Patient Safety Goals

In 2002, The Joint Commission established its National Patient Safety Goals program and the first set of NPSGs were effective January 1, 2003. The NPSGs were established to help accredited organizations address specific areas of concern in regards to patient safety. The Joint Commission has approved one new NPSG for 2012 that focuses on catheter-associated urinary tract infection (CAUTI) for the hospital and critical access hospital accreditation programs.

To view the full list of 2012 National Patient Safety Goals, please go to the following Joint Commission website: http://www.jointcommission.org/standards_information/npsgs.aspx

February Employees of the Month



Kristen Marques, CT
Christena Craig, Diagnostic
Monica Marzucco, Diagnostic

Nominated by Andrea Jones, Scheduling Supervisor: "I would like to nominate the three technologists that worked countless hours on Saturday, January 21, 2012. They came in at 5am as I was wrapping up my night shift and when I returned at 4pm to start my next shift they were still resolving outstanding issues. They played a huge part in the department getting a lot accomplished on our first Epic go-live day. A very big thank you to them for their dedication to the department and commitment they demonstrated to completing all outstanding issues!"

JANUARY DEPARTMENTAL EVENTS Sponsored by: Interventional Radiology

"Inspire Your Heart with Art"



UPCOMING DEPARTMENT EVENTS

Please participate and enjoy the events that are planned throughout February (Root Beer Floats, Krispy Kreme Donut Sale, Heart Pancakes), sponsored by the Diagnostic department! Friday, 2/3 is National Wear Red Day. Please look for flyers throughout the month.

The RITA Foundation Raises \$100,000 Donation for Women's Imaging at UF & Shands



Photo: Listed above from Left to Right: Dr. Susan Snodgrass, Dr. Barry McCook, Jack Garnett – Garnett Commercial Real Estate, Inc.- RITA Foundation, Nancy Toman- Brumos Lexus of Jacksonville-RITA Foundation and RITA sponsor, Jim Burkhart, Tim Leuschner- Jacksonville Greyhound Racing-RITA sponsor, Nancy Jantz and Chuck Jantz, RITA Foundation, Dr. Marte Wasserman and Janette Vega.

On January, 12th 2012 The RITA Foundation (Research is the Answer) presented a check for \$100,000 to UF & Shands-Jacksonville in their continued support of Women's Health and Imaging at UF & Shands Jacksonville. RITA is a Jacksonville-based non-profit organization dedicated to raising money and awareness about cancer, with an emphasis on breast cancer. Most recently these funds have brought Digital mammography and 3D Tomosynthesis to the UF & Shands Women's Imaging Center on the 4th Floor of the Towers building on 8th street. This is the only breast health center in the Jacksonville area currently to possess this state of the art technology for Women's Imaging and early detection or rule-out of breast cancer for our patients. For further information on the benefits to digital mammography and Tomosynthesis please visit us at: <http://jax.shands.org/hs/womens-imaging/>

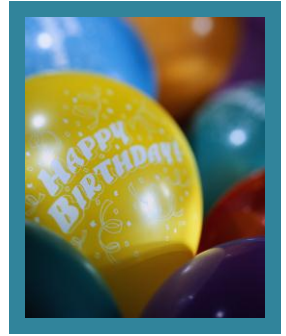
The RITA Foundation in partnership with Lexus of Jacksonville- Brumos Motor Cars and Crothall/Morrison Services, has raised funds again this year through the 7th Annual Lexus Charity of Champions Golf Event for Women's Imaging equipment at UF & Shands-Jacksonville. Their generous donation this year of \$100,000 will be allocated to equipment to assess patient Bone Density. This Dual Energy X-ray Absorptimetry or DEXA equipment measures a patient's bone density in a non-invasive, low-dose and painless examination. The patient's bones are rapidly scanned and these scans are converted into a numerical form in order to measure a patient's bone density or strength to assess fracture risk.

Hospital Policy Updates

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

There are no hospital or Radiology updates this month but please refer to the Infonet to see important Epic updates. Click on the "Epic Go-Live Communications" image at the top of the screen to view any Epic updates that have been released.

HAPPY BIRTHDAY!!



February

Kevin Fay (2/1)
Kathryn Danese (2/2)
Tambrey Hadaway (2/10)
Dawn Walker (2/26)
Dr. Barry McCook (2/28)



JANUARY KEY AWARD WINNERS

Erin Cuff
Lucille Doctor-Johnson
Debbie Hinson-McCall
Francine Murray
Sharon Polite

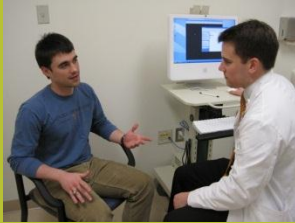
IOI Surveys

Congratulations to MRI/CT at the Clinical Center for receiving the highest score on the Internal Outcomes Instrument Survey Results for All Shands Jacksonville Outpatient Ancillary Areas from FY2011-Q3 to FY2012-Q2 with a 96%

Thank you to everyone throughout the department for continuing to provide excellent patient care!

Patient Perception of Care: Communicating with Epic

By: Kiel Gross, Business Manager, Division of Ancillary and Clinical Services and
Co-Chair for Patient Satisfaction/Physician Engagement



Make eye contact



Include/educate patient



Be aware of positioning



Engage Patient

FY12 Results (As of 01/25/12)

* 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: 59.7%
- SJMC ED Overall Quality of Care: 32.5%
- SJMC Radiology Inpatient Overall Quality of Care: 50.3%
- SJMC Radiology ED Overall Quality of Care: 66.1%

Communication with patients: How to maintain patient-centered care while using Epic

- Begin by establishing relationship with patient: Greet patient before opening computer.
- Maintain eye contact: Try to face the patient and never turn your back on the patient.
- Get the patient's approval: Ask patient "Do you mind if I type a few notes in your chart?" or "May I show you what I am doing?" or "Do you mind if I enter some of this data while I am talking with you?"
- Explain yourself: Try to keep talking to patient as you search for data. Share what you are doing.
- Involve the patient: Chart in exam room if you can involve the patient in some way.
- Tap the teaching potential: Share visuals on computer with patient.

Additional Communication Tips

- Never complain about Epic to the patient: Don't whine in front of patient.
- Substitute voice contact for eye contact: Involve patient in your documentation and search for data. Read aloud what you are typing as you enter details.
- Tell patient how you make use of the IT strengths of Epic: Increased security, faster, access to patient's history/records, communication, etc.
- Explain what you are doing and why: Explain benefits of Epic.
- Encourage patient to look at monitor with you: This helps patient understand why you are looking at computer.
- Provide a warm greeting and closure for every visit: Greet/ close visit with physical (handshake) and eye contact.

L.E.V.E.L.

- Listen to the patient
- Explain the value of the electronic documentation to the coordination of care
- Validate info by reading back what you have typed
- Evaluate your findings to determine further actions needed
- Log off before leaving

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

Patient Safety Tip of the Month:

Always confirm you have an order in Epic prior to beginning an exam. With the exception of Resus and Peds Resus, every patient will have an order viewable in "Chart Review" or "Order Review" activities. Always confirm the status of the exam so you do not repeat an exam that has already been completed. Remember: No order = No exam performed.

What's Your Promise?

"I promise to go out of my way to be of assistance to everyone in this institution in any way that I can whether they are staff, patients, or visitors."

Anita Solomon

Clinical Research Coordinator,
Radiology, UFJHI

"I do promise to commit my will, and time to the care of my patient's here at Shands. I also will strive to administer to them the best customer service that will embrace them inwardly and outwardly."

Mary DeVaughn

Financial Representative,
Radiology, Pavilion

SCHOOL OF RADIOLOGIC TECHNOLOGY

Anthony Hofmann, Clinical Instructor

The School of Radiologic Technology is in full swing!

The Juniors are close to completing their first month of training. They will be in class for one more week and then they will start their clinical rotations. Next week's activities include Epic training and Nursing Procedures. The Seniors are preparing for their senior review trip that will take place in Atlanta, Georgia. They will be attending review classes, taking a mock exam, and competing in a student bee! On Monday, February 6, 2012, the CT program will start with 4 students in attendance.

Have a great month!



Interesting Image of the Month

Submitted by:
Dr. Jon Rosensweig,
Dr. Christina Cavalier-Clemow
& Dr. Cassie Aboy



Impalement of a hand by a screw driver.

Radiant

Now that we have implemented Phase 1 of Epic, we are already looking forward to Phase 2. Radiant, the Radiology component of Epic is set to go-live in December 2012.

Staff members have begun working on gathering materials and information for our Radiant build team. Please remember, prior to submitting information to the Epic builders it needs to be approved by Janet Graves. We look forward to this exciting chapter of our Epic Adventure!

If you have any questions or concerns regarding Radiant, please contact Janet Graves, Operations Manager for more information.

Newsletter Submissions

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