



IMAGES

Radiology Department Newsletter

December 2011

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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 new publication and use it as a forum to promote the great work happening in our department!



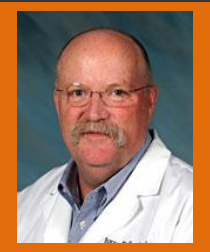
PHYSICIAN SPOTLIGHT

Kristin J. Taylor, M.D.

Dr. Taylor is an Assistant Professor in the Department of Radiology, Division of Musculoskeletal Radiology and the Associate Program Director for the Diagnostic Radiology Residency Program at the University Of Florida College of Medicine-Jacksonville.

Dr. Taylor received her Medical Education at the University Of South Florida College Of Medicine in Tampa, Florida. She completed her Residency in Diagnostic Radiology and Fellowship in Musculoskeletal Radiology at the University of Florida College of Medicine-Jacksonville in Jacksonville, Florida. Dr. Taylor is Board Certified in Diagnostic Radiology. Her clinical special interests include Musculoskeletal imaging and procedures, breast imaging, and pediatric imaging.

Dr. Taylor also has a B.S. in Aerospace Engineering from the University of Wisconsin in Madison, Wisconsin. She worked as an Engineer from 1987-1998. During this time, Dr. Taylor worked at the Kennedy Space Center as a Main Propulsion System Engineer on the Space Shuttle main engines. Another interesting fact about Dr. Taylor is that over the years she has competed in 20 marathons and 4 Iron Man triathlons.



CHAIRMAN'S CORNER

Barry McCook, MD

Teamwork

An often overlooked concept in the day to day operations of a department is that of teamwork. As busy as each member of the department is they must constantly remind themselves that they are a member of a much larger team. Every member of the team is integral to the functioning of the whole team. No member of the team is any more or less important than any other member. We have a very good team here at UF/Shands Department of Radiology. I witness the dedication every day. An important exercise that highlights the importance of team work is to accompany a patient as they navigate through the Department of Radiology. Picture all the people they come in contact with from the initial scheduling to registration to eventually having an x-ray performed, reported and billed. By doing this exercise one realizes very quickly that they are only a part of a larger team but a very critical part. Keep up the good work, the team depends on you.



CUDA'S CORNER

Kevin Cuda, MHA, FACHE

I hope that everyone had the opportunity to be with family and friends over the

Thanksgiving Holiday. As our December Holidays approach, it is a time for self reflection. As I spend time in self reflection, I am thankful for the opportunity to lead such a self motivated department with outstanding team members. Each of you has stepped up to the many challenges that have come our way this past year. Our accomplishments have been numerous and truly outstanding over the past year. We have a number of events scheduled in celebration of being part of a strong family with our UF co-workers this month. Come enjoy our activities together.

Sincerely, Kevin



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

You Are This Medical Center

You are what people see when they arrive here.

Yours are the eyes they look into when they're frightened and lonely.

Yours are the voices people hear when they ride the elevators and when they try to sleep and when they try to forget their problems. You are what they hear on their way to appointments that could affect their destinies and what they hear after they leave those appointments.

Yours are the comments people hear when I think they can't.

Yours is the intelligence and caring that people hope they'll find here. If you're noisy, so is the medical center. If you're rude, so is the medical center. And if you're wonderful – so is the medical center.

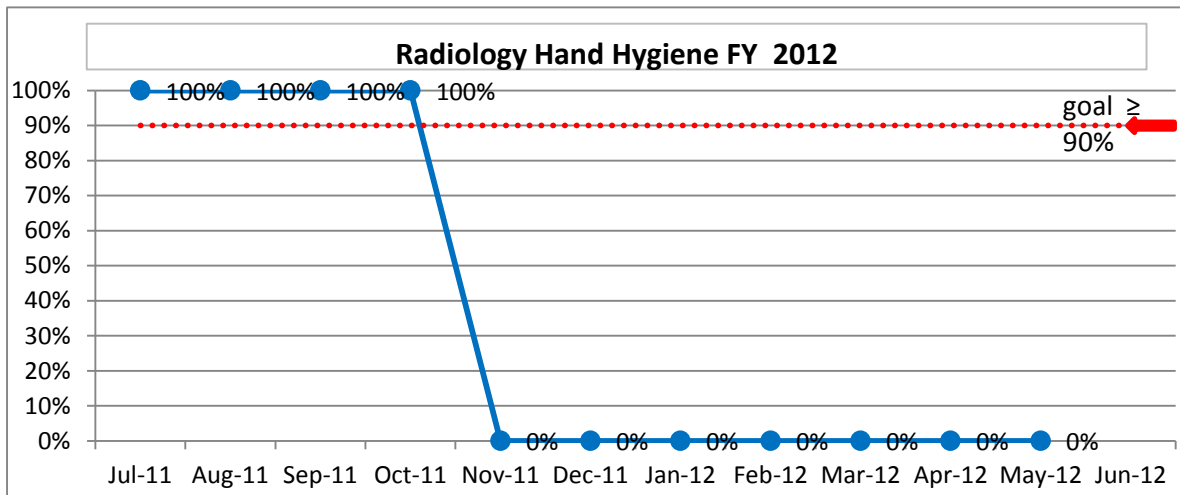
No visitors, no patients can ever know the real you, the you that you know is there — unless you let them see it. All they can know is what they see and hear and experience.

And so I have a stake in your attitude and in the collective attitudes of everyone who works at Shands Jacksonville Medical Center. We are judged by your performance. It is judged by the care you give, the attention you pay and the courtesies you extend.

Thank you for all you are doing.

*Developed from: "You are this Medical Center," Albert Einstein Healthcare Foundation, Philadelphia, PA 1994; Service Quality Improvement: The Customer Satisfaction Strategy for Health Care
By Wendy Leebov, Ed.D. and Gail Scott, M.A.*

HAND HYGIENE



PATIENT SAFETY 101: Radiation Dose Reduction

Data is still being collected and recorded in Diagnostic Radiology to reduce the overall exposure to radiation for our patients, in relation to the Joint Commission Sentinel Alert. Results are being evaluated but listed below a few of the objectives and results noted to date.

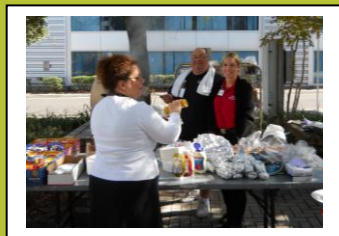
1. Reduce the amount of mAs used for each procedure, thus reducing the Entrance Skin Exposure.
 - a. This objective has been reached for 7 of the 8 procedures studied.
2. Increase the exposure to the image receptor by increasing the kVp
 - a. This objective has been reached for 7 of the 8 procedures studied.

NOVEMBER DEPARTMENTAL EVENTS

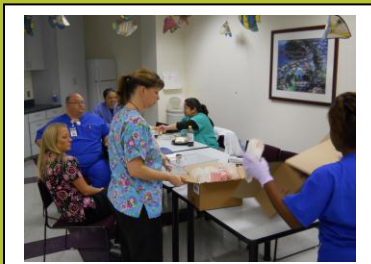
SPONSORED BY: The School of Radiologic Technology



Popcorn Snack Day



Department Picnic



Cake & Punch Day



UPCOMING DEPARTMENT EVENTS

December departmental events will be sponsored by Interventional Radiology. Please participate and enjoy the events they have planned throughout the month! Please look for flyers for each of the following events throughout the month.

- The Radiology Holiday Party will be held Saturday, December 11th, 7 – 10pm at LIT located at 11 N Ocean Street. The cost is \$20/person; which includes 2 drinks and hors d'oeuvres. DJ Tony Hofmann will be spinning music. Contact Shanna Miller at 416-8323 by December 5th, to reserve your space.
- The Radiology Holiday Luncheon will be held on Friday, December 16th, 11:30am – 2:00pm in the Residents Conference Room. Bring your favorite covered dish, Meat will be provided!

December Employee of the Month

Vicki Stapleton, RT(R), (CT), (ARRT)
CT Technologist, Annex



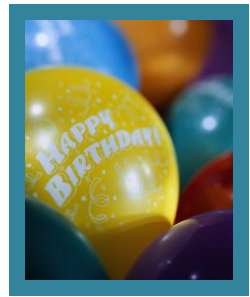
Vicki was nominated by Shanna Miller, Pavilion/Annex Supervisor: "Vicki always has a positive, caring attitude and displays EXCELLENT patient care and customer service. For several months Vicki did not have a CT partner and always kept a smile. Her patients always come first and she is a true patient advocate. She is a hard worker and will go over and beyond to help a patient or teammate anytime!"

Hospital Policy Updates

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

- **A-01-056:** Holiday Decorations and Decorative Personal Items in the Work Place
- **A-01-059:** Confidential and Protected Information (*new policy*)
- **HR-02-002:** Employee Dress Code (*revised policy*)
- **A-01-058:** Disclosure of Unanticipated Outcome of Care or Adverse Incident (*new Policy*)

HAPPY BIRTHDAY!!



December

LaTonya Harris (12/5)

Joseph Iovino (12/12)

Leslie Pegram (12/18)

Lysa Hofmann (12/23)



NOVEMBER KEY AWARD WINNERS

Honey Atkins
Theresa Clark
Jessica Hodges
Andrea Jones
Kristen Marques
Tiffany Mercer
Tonya Roberts

NEW EMPLOYEES

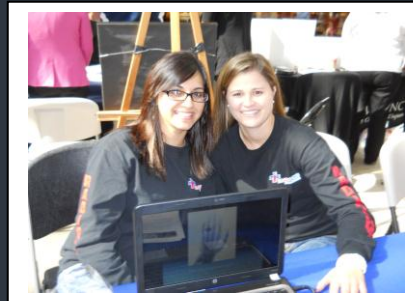
Please help welcome our new Radiology employee:

Ryan Garrett
Financial Representative

SCHOOL OF RADIOLOGIC TECHNOLOGY

Anthony Hofmann, Clinical Instructor

On November 12-13, 2011, WJXT Channel 4 held a School Expo at the Avenues mall. The School of Radiologic Technology was invited to participate in this two day event. The Expo brought a lot of potential students to the mall during the event. Our senior students did a fantastic job of informing the public about a rewarding career in Radiography. Many potential candidates asked questions about admission requirements, typical salary ranges, and what to expect upon graduation. We also informed the public about our other programs such as the School of Medical Diagnostic Sonography, and the School of Computed Tomography.



Patient Perception of Care: Managing Up

By: Kiel Gross, Business Manager

Division of Ancillary and Clinical Services & Co-Chair for Patient Satisfaction/Physician Engagement

FY12 Results (As of 11/28/11)

- * 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: 56.6%
- SJMC ED Overall Quality of Care: 32.3%
- SJMC Outpatient Surgery Overall Quality of Care: 35.2%
- SJMC Radiology Inpatient Overall Quality of Care: 72.9%
- SJMC Radiology ED Overall Quality of Care: 64.4%

Managing Up: The idea of managing up in an organization may be one of them most critical components in creating a positive culture. Managing up is positioning a department or peer in a positive light. It is a form of communication that aligns your own skills, your co-workers, other departments, and physicians to the goals of your organization. Managing up allows everyone to win and creates overall better results.

- Who can you manage up? The entire team, including yourself, nurses, physicians, techs, and other allied health staff.
- Results of managing up: When a nurse assures a patient at the end of her shift that the nurse who will replace her is well-liked by patients, or that the attending physician is a great listener, patients will experience less anxiety and be more comfortable with the hand-off that occurs. Coordination of care will improve, patient perception of care will be higher, and positive clinical outcomes will be more likely.
- Example: When a patient arrives for a Radiological procedure, the Radiology Tech may say, "Hi Mrs. Smith, my name is Kevin. I am a Radiology Tech from CT and I will be helping you during your procedure today. I have been a Tech for five years and have a lot of experience caring for patients. I will take excellent care of you."
- Example: "Mrs. Smith, I see Dr. Richards is your physician. He is one of the best. He explains things well and is so good at listening to his patients and answering their questions. You are very fortunate to have him as your doctor."
- Example: "Hello Mr. Smith. I see you will be going down to the Radiology Department this afternoon. Radiology has state of the art technology and a very friendly and courteous staff. They are aware you will be down there this afternoon and are prepared for your visit."

To learn more about SJMC's Patient Perception of Care initiatives or to find out how you can get involved, please contact your Supervisor or Kiel Gross at kiel.gross@jax.ufl.edu or 244-8461.

Patient Safety Tip of the Month:

Hand Hygiene is the most effective way to prevent the spread of infectious diseases.

For more information visit the following website: www.cdc.gov/handhygiene.

What's Your Promise?

"I promise to be on time every day to work."

Tonya Roberts, Technologist
BHC/Towers

"I promise to continue to give my patients the respect and care that I would want myself."

Janet Mouzon, Technologist
BHC/Towers

I promise to treat each patient as if they were family."

Michele Hunt, Technologist
BHC/Towers

HCAHPS

For more information on HCAHPS visit the following website: https://www.cms.gov/HospitalQualityInits/30_HospitalHCAHPS.asp

CEUs Still Available

If you are interested or would like more information on any of the CEUs listed, please email Leslie Pegram. 3 CEUs: CT of Coronary Artery Disease-Latest Developments, 2 CEUs: Radiation Effects of Fluoroscopy on Patient's Hair and Skin, 2 CEUs: Chronic Renal Insufficiency and the Safety of Gadolinium, 2.5 CEUs: CT Angiography of Acute Chest Pain and 2.5 CEUs: Contrast-enhanced MRI of Vessel Growth and Function.

Child Life

Thank you to everyone that made a donation to Child Life during Radiologic Technologist Services Week. The winners of the Child Life donation raffle drawings are listed below:

Leslie Pegram: \$25 Visa GC
Lucille Doctor- Johnson: \$25 Visa GC
Tony Hofmann: \$25 Black Finn GC
Kevin Cuda: \$25 Seasons 52 GC
Shanna Miller: Trauma 1 helicopter ride

To learn more about the Child Life Program, please go to the following website: <http://jax.shands.org/childlife>

Again, thank you for all the donations!

RADIANT

Radiant is the Radiology component of Epic and is projected to go-live Fall/Winter 2012.

On November 15, Validation sessions were held in Gainesville for IR and Mammography.

Representatives throughout the Radiology department participated in this session. Thank you to everyone that provided input and attended this meeting.

If you have any questions regarding Radiant, please contact Janet Graves, Radiology Operations Manager.

Epic

Saturday, January 21, 2012

Go-Live Date

Epic trainings have begun! Trainings will be held between November 14, 2011-January 14, 2012. Please go to HealthStream and review your training time. E-learning classes should be completed prior to your scheduled Epic training class.

If you have any questions regarding Epic, please refer them to:

- Janet Graves, Epic Radiology Coordinator
- Michelle Connell, Certified Trainer
- Kimberly Haines, Certified Trainer
- Leslie Pegram, Certified Trainer

Newsletter Submissions

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