It Takes A Hospital
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This month’s cover features two members of our Patient Transportation team—Guillermia “Miss Lulu” Fandiluan and Jaquan Jones—who help University Hospital complete 13,000 patient moves every month. They are an integral part of the very complex operation that is required to run a hospital.

This month, we celebrated National Hospital Week across the United States, honoring the healthcare facilities and their employees who serve our communities with premium care. This year, the American Hospital Association (AHA) and the American Organization of Nurses Executives collaborated on a “Caring Is Our Calling” campaign to make the public aware of the many ways our hospitals, health systems and healthcare professionals support the health and well-being of our communities.

For those of us working in healthcare, National Hospital Week is our annual opportunity to say thank you to the wide array of employees who contribute to the excellent quality of care and patient experience we all strive to deliver every day to our community. Whether you work in medicine, nursing, support or ancillary services, your contributions are essential to our success.

As your CEO, please accept my thanks for your commitment and passion for providing our patients the high quality of care they deserve as we make University Hospital a premier academic medical center.

With Kind Regards,

John N. Kastanis, MBA, FACHE
President and CEO
University Hospital

MESSAGE FROM THE PRESIDENT & CEO

Putting Patients First

Each month we feature news from the chief experience officer. This month we look at the new interactive television system coming soon to the hospital.

Plans are underway to install a new interactive television system throughout University Hospital that patients will be able to access through traditional TV sets in their rooms, handheld tablets and monitors attached to reclining chairs used for infusion services.

“We’re calling it an interactive system because patients will be able to communicate with us on the TV and we’ll be able to communicate with them,” said Chief Experience Officer Joan Dauhajre.

“We’ll also have tablets available in the room as well because many patients, especially during education sessions, like using the touch screen.”

The screens can also be attached to reclining chairs that are used for providing infusion treatments.

University Hospital is contracting with pCare Interactive Systems to provide and install the new system which is used by over 250 hospital and health systems. In this region, clients include Hackensack Meridian Health, JFK Medical Center and NYU Langone Medical Center.

The home screen provides the patient the option of choosing entertainment, educational videos related to their medical care, information about their hospital stay, and information about the hospital.

“What I love is the You’ve Got Mail box,” Dauhajre said. “Your doctor or your nurse could be telling you that there are educational videos that you need to screen today. It could also be a message asking you to press 1 for Yes, 2 for No, such as, “Did everyone knock on your door before entering today? All the data goes back to my office or the appropriate office depending on what the information is.”

The entertainment section will include more than 60 channels, including sports, with options for English, Spanish and other languages. A choice of 10 movies will be available monthly, chosen by focus groups of UH patients.

The pCare system is compatible with Epic and CBORD, the software utilized by Food & Nutrition Services. “Down the road, we could enable patients to order food from their rooms when they’re hungry and ordering what they want,” Dauhajre said.

The “My Stay” section will offer patients information on their rights, the availability of patient advocates, addressing special needs, the identity of their care team, hospital amenities, meals and the schedule for quiet time on their unit. In addition, information will be provided on pain assessment and the options, besides medication, that are available for treatment.

Dauhajre said one of the most valuable features of the system is the ability to solicit real-time feedback from patients. While working at Temple University Hospital System, she said the pCare system dramatically improved a “Meds to Beds” program that enables patients to work directly with the pharmacy to ensure they have the medications they need upon discharge.

Patient rooms are being re-cabled to enable the new interactive features and input is being sought from across a number of disciplines as the new system is installed.

“As we’re putting up the TVs, we’ll also have people helping with the programming, nursing decisions, developing the educational pieces, as well as the interactive pieces,” Dauhajre said. “We’re very excited about the pCare project.”
Nursing: More Than A Job

A young immigrants from India, Lydia Albuquerque and Molly Jacob came to this country to pursue careers as nurses, but also to pursue a higher mission of serving the needy. Both now work as Nurse Practitioners at UH and have served on medical missions, most recently to Haiti. “From the very beginning of my career, I realized that nursing is not only a noble profession, but also a calling to minister and serve the needy and the underprivileged,” said Jacob. “The last 25 years of my service in different roles has opened my heart and mind, to be appreciative and grateful for all the blessings in our lives. The desire to serve the needy and underprivileged was always there deep in my heart.”

Albuquerque left India in 2004 and began working at University Hospital in 2008. “I heard a voice telling me that, ‘I would be taken to a place that I had not seen and heard about,’” she recalled.

In the last two years, that calling brought Albuquerque and Jacob to Haiti on separate medical missions to provide relief to families who were resettled in camps outside of Port-au-Prince after a 2010 earthquake devastated the Caribbean nation.

In March 2017, Jacob joined a multidisciplinary team of doctors, nurse practitioners, nurses, pharmacists, social workers, and nursing students from different parts of the United States on a mission to Camp Coral where 250 patients were seen each day. In addition to basic health care, health education on hypertension, personal hygiene and prevention of sexually transmitted diseases was provided.

Jacob, who took part in an earlier medical mission to Ghana in west Africa, said she was encouraged to join the Haiti trip by her daughter who performed a medical mission there before also becoming a nurse.

“After the trip to Haiti, I was inspired to sponsor a child by giving a monthly donation to provide education and other needs through a charitable organization,” Jacob said. “The mission ministry continues in my heart.”

The mission ministry continues in my heart.

In 2017, Albuquerque was appointed to chair the Advance Practice forum of the National Association of India Nurses of America, one of whose goals was to perform medical missions.

“We brainstormed and looked at options of doing medical missions back in India,” she said. “In June 2017, one of the committee members shared the option of doing a medical mission in Haiti. The words that I had received before leaving India to come to America, instantly resounded back. I knew that this was the calling, as I had not seen or heard about Haiti before coming to America. I prayed and as the team agreed, we set out to visit Haiti on a medical mission.”

In January, Albuquerque was part of a team of seven volunteers from New Jersey and Houston who took part in a medical mission to a clinic and orphanage in Canaan. During their mission, the team trained the local health care providers and some community members on CPR. Health education on stroke, personal hygiene and women’s health was also provided.

“We also visited two schools of nursing and educated nurses on basic CPR and management of stroke,” Albuquerque said. “Each school received a CPR mannequin for their simulation lab. A community need assessment survey was conducted and future actions will be based on the findings of the survey.”

Jacob said that, after her trip to Haiti, she was inspired to sponsor a child by giving a monthly donation to provide education and support other needs. “The mission ministry continues in my heart,” she said.

Gerard Garcia
Chief Human Resources Officer

Understanding the opinions of employees is vital to making University Hospital a better place to work. During December 2017, our staff was invited to participate in an online Employee Engagement Survey. Fifty-three percent (1,901) of our employees completed the survey, which was a 14 percent increase in participation from our last survey in 2012. The survey was administered by Press Ganey, a nationally recognized organization, which also administers the hospital’s patient experience surveys.

Through this process, we will have a better grasp of how employees, at all levels, perceive our organization, and Employee issues. This is essential in determining where the organization stands at present, where we want to be, and what we need to do to get there.

The Human Resources Department oversees the process and provides support to leaders as needed. Executive Leadership drives the process to ensure action plans are completed, leadership development needs are identified, and progress reviews are conducted.

The real work begins in terms of what we do with the data. We’re talking about the development of action plans to address some of the issues that have been identified by the survey and that we think are actionable and reasonable. Senior management has been briefed on the results and results for individual units have been made available for managers. All managers were asked to attend training sessions in March and April on how to develop action plans. The action plans are to be final during May. Periodic progress reviews are to be conducted by July 30 and October 30.

This 2017 survey will provide a baseline and will be repeated periodically to measure our progress in making University Hospital the best it can be for our employees, our patients. The next step in this process will be for work unit managers to conduct feedback sessions with employees regarding work unit results. These sessions will focus on the team’s strengths, as well as the concerns raised by staff during the survey. The feedback you provide will help define specific plans for action, including goals, timelines, and steps to be carried out. We ask employees to be part of the solution, by being actively involved in the action planning process.

Employee engagement on a 1-5 scale

53%
Percentage of employees who completed survey

1,901
Number of employees who completed survey

14%
Increase in participation from 2012 survey

3.73
Employee engagement
You may think of them as patient transporters, but their calling card now says customer service.

“Our main focus is to transport with pride,” said Robin Owens, Manager of Patient Transport Services. “When they arrive to the patient, they always are to be courteous and to make sure that patient is comfortable. Many times our transporters are the first and last person that our customers see, so we want to make sure that we make them comfortable at all times.”

Owens manages 30 Customer Service Technicians who use stretchers and wheelchairs to move patients around the hospital and also deliver specimens to the labs. In a typical month, Owens’ team provides over 13,000 patient moves.

“We like to call them our customers, they’re our guests,” she said. “They are at our facility and we need to make sure that their hospitality is at Number 1 service.”

Owens recently started a monthly employee recognition program and provides classes on ergonomics because of the physical strains the job can cause.

“When you pick up a patient, whether you’re doing it with someone or on your own, you need to know what you’re doing so you don’t throw your back out,” she said. “After a couple of years, it can take a toll on your health.”

Owens said many of her employees stay on the job for many years, but that she encourages them to take advantage of new opportunities that may arise. “I want to encourage my employees. I want them to use whatever talents they have,” she said.

Robin Owens, Manager of Patient Transport Services (lower left) manages 30 employees, including Zanaviea Taylor (opposite page) and (clockwise from top left) Colombia Coachart, David Cardoza, David Fields, Jaquan Jones, Guillerma Fandian, and JayQuan Brown
Breastfeeding Gets A Boost

University Hospital's efforts to promote breastfeeding as a Baby Friendly Hospital recognized support with the addition of a fulltime lactation consultant.

Danielle Tropea, IBCLC, said her role is to help moms of newborns gain confidence in breastfeeding before they go home and to understand why breast milk is preferable to formula in a child's development. In addition, she provides training for nurses. What she does not do, Tropea said, is to preach breastfeeding to new moms or nursing staff.

"Most moms want to do some breastfeeding," she said. "There's a very small number of who definitely don't want to do it. I don't even bother talking to them because at that point they've probably already had a lot of people telling them what to do."

Tropea said her education instead focuses on new mothers who want to supplement breastfeeding with the use of formula.

"What's important about promoting breast milk to babies is that it populates their gut with healthy flora and it programs their body, it lays down the foundation for their life," she said. "We want to exclusively breastfeed and if we can't get moms to do that, then to give as much of their milk as possible because formula is deficient. It's nutrition, but it's nutrition that's not native for humans. It's cow's milk that is specific for cow babies."

Breast milk has five times the nutritional ingredients as provided by formula. "There's two kinds of protein in formula, there's 20 in breast milk," she said. "The reason we're promoting exclusive breastfeeding is we want these babies to develop normally—not just 'very healthy,' we want them to be 'normal healthy.'"

Tropea said, "When you look at it, this is about avoiding lifelong illnesses that we kind of take for granted. You set your baby up in the beginning for the best start possible by giving them the food that's biologically normal."

"UH gained designation in 2017 as a Baby Friendly Hospital, an initiative of the World Health Organization to promote breastfeeding. To retain the designation, hospitals must actively promote breastfeeding and advise new mothers of the risks associated with formula feeding.

Part of Tropea's training involves helping mothers hand express milk before resorting to a pump. She said they helps mothers whose babies have difficulty latching on to the breast.

"When you feed by bottle, whether you use breast milk or formula, those kids tend to be more overweight because we force them to finish the bottle," she said.

Tropea said the value of breastfeeding goes beyond simple nutrition. "You need to learn to hold your baby, that's the number 1 most important thing," she said. "You need to read them and understand what they're doing, what they need. If you do that, everything else comes much easier."
The Vascular Center and Wound Care Center have opened at University Hospital, offering new service lines providing state-of-the-art treatment.

The Vascular Center provides diagnosis and comprehensive treatments for patients with diseases involving arteries and veins. The Wound Care Center offers patient-centric services that include advanced therapies and procedures proven to enhance wound healing and quality of life.

Opening the new Vascular Center required a complete renovation of the hospital’s Non-Invasive Vascular Lab, and the build-out of a new center for outpatient care that includes six state-of-the-art exam rooms and a new procedure room. The lab renovations were completed in less than three weeks; the new lab will accommodate an additional 1,000 procedures above the 3,500 now performed annually with the capacity to perform 5,000. The new facilities will provide UH physicians with the space and resources to treat patients with all forms of complex vascular diseases.

Peripheral arterial disease (PAD) is the presence of blockages of arteries by atherosclerotic plaques, causing reduced blood flow through these vessels to the arms, legs, brain or to the abdominal organs. Aneurysms of the aorta and other vessels are a leading cause of sudden death in patients over 60 years of age, and are a primary focus of the Vascular Center, working together with the University Hospital Center for Aortic Disease. Varicose veins or leg ulcers due to vein problems may need intensive medical treatment, surgery or other interventions.

Both PAD and venous disease are a leading cause of chronic wounds, and pairing the center with a comprehensive wound center is the ideal way to provide care to patients with vascular wounds. The Vascular Center is equipped to perform non-invasive testing, and minimally invasive, ultrasound-guided therapies to reduce pain and discomfort due to venous disease, and greatly enhance the body’s ability to heal chronic wounds.

As a comprehensive center, the center serves as a one-stop shop, allowing patients to see their vascular surgeon, obtain diagnostic testing, and discuss therapeutic interventions in a single visit in a comfortable and convenient environment. In the first year, the Center is expected to see approximately 3,500 vascular patients, increase the volume of outpatient non-invasive vascular testing by 40 percent and perform over 100 therapeutic interventions never previously performed at UH.

In the Vascular Center, UH doctors and nurses provide specialized care for chronic non-healing cutaneous ulcers resulting from underlying medical conditions such as: diabetes, neuropathy, immobility, venous insufficiency, arterial disease, arthritis, autoimmune disease, hematological disorders, infections, cancer and other chronic inflammatory conditions.

The Wound Care Center will provide expert care for both venous and arterial problems and all types of vascular issues related to acute or chronic wounds. Also, the Center will provide comprehensive care for post-operative wounds and wounds caused by chemotherapy or radiotherapy.

Tee Up for the Annual Golf Classic

The seventh annual Golf Classic fundraiser sponsored by The Foundation for University Hospital is coming June 14 at a new location—the Crestmont Country Club in West Orange.

“This is our only annual fundraising event and therefore, your one opportunity to support University Hospital, the safety net for greater Newark’s neediest,” said Deena Breglia, Executive Director of Fundraising. “We know that you’d like to see the success and improvement of an academic medical center hospital that treats the most complex cases and serves so many. Your support will help us fulfill our mission.”

The event begins with registration and brunch at 10:30. The shotgun start is at 12:30. Cocktail hour begins at 5 pm followed by dinner and an awards ceremony at 7:30 pm.

As part of the fundraising activities, raffle tickets are being sold for special gifts, including a Peloton exercise bike system with a $500 usage card and an Apple technology package, including a MacBook Pro and Apple Watch. The Peloton bike enables users to take live and on-demand group fitness classes. It is equipped with a 22-inch HD touchscreen featuring performance tracking metrics, 14 live rides streamed daily and over 8,000 classes on-demand.

“We’re going to be selling raffle tickets in the cafeteria because they are affordable for our employees to buy,” said Breglia. “We’d like to have as many people participate as possible.”
I love the people I work with, I love the benefits. The people I work with are fantastic.

**Gabriel Pampo** • Principal Supply Technician

It’s a good hospital. Everybody is working hard to help our patients recover from their illnesses. I never call in sick.

**Joan Murray** • Environmental Services

Every day is a learning experience. UH is a melting pot. Every day you learn something different. We learn to compromise in order to make somebody happy.

**Eileen Smith** • Observation Technician

I love the people, I love helping the patients. As the linen manager, I make sure all the units schedule on a daily basis to protect our patients from getting any infections.

**Patricia Shannon** • Linen Manager

Each issue we will save the last page for something that is of special interest to everyone. During the recent National Hospital Week, the contributions of our hospitals and their employees were honored. We asked four UH employees what they love about working at University Hospital.