One Team, One Mission
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The success of any organization is built on the quality of its employees and their willingness to work together to achieve a shared mission. Nowhere is that more evident than in a hospital where one can find employees ranging from doctors and social workers to plumbers and cooks.

This month’s issue of @University Hospital highlights our annual employee appreciation barbecue, where 2,000 of us came together to once again share good food and camaraderie. This year’s barbecue was so enjoyable because of the combined efforts of Food and Nutrition Services, Human Resources, Support Services, Environmental Services, EMS and the Human Resources, Support Services, efforts of Food and Nutrition Services, was so enjoyable because of the combined food and camaraderie. This year’s barbecue came together to once again share good appreciation barbecue, where 2,000 of us Hospital highlights our annual employee social workers to plumbers and cooks.

We go far when we work together. As a hospital we need to provide comfort to patients and their visitors, “The housekeeper asked if I was OK since I looked like I was in pain. He said he would follow up with the nurse and within a few minutes the nurse came to my room and helped me get comfortable. Everyone worked together!”

Under the new partnership, EVS staff will be trained in a new uniform script to guide their conversations with newly arrived patients. Housekeepers will knock on the door before entering the patient’s room and then, while making eye contact, explain that they are a part of the patient unit team. The housekeeper will ask the patient for permission to refresh their room, ask if they have other needs, and then say thank you afterwards.

As a hospital we need to provide a healing, clean environment that is responsive to the needs of our patients and visitors,” said Chief Experience Officer Joan Dauhajre. “EVS will play a big role in connecting with patients and communicating their needs to the care team.”

EVS will play a big role in connecting with patients
It’s About Time

University Hospital has embarked on a major IT project to end the use of paper timesheets, vacation requests and schedules by switching to a new automated timekeeping system. The new system has been designed and is now undergoing testing in preparation for a scheduled February 2019 launch.

“We will be standardizing all of our timekeeping processes,” said Chief Information Officer Richard Tunnell. “We will put a stop to the use of cumbersome paper records and change over to a more user-friendly system for employees that will be easily accessible via the web and smart phones.”

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The project began during the summer of 2017 when the IT Department, working with the consulting firm Deloitte, assembled a scope-of-work with 850 current labor-intensive tasks of manual time entry and approvals. “The new cloud-based system will add forecasting and budgeting, scheduling, time and attendance, including clocking systems, performance management, and compliance,” he said.

Chief Financial Officer Tom Daly said the new system will also deliver operational efficiencies for UH by automating the current labor-intensive tasks of manual time entry and approvals. “The new cloud-based system will add forecasting and budgeting, scheduling, time and attendance, including clocking systems, performance management, and compliance,” he said.

Chief Human Resources Officer Gerard Garcia said the workforce management system will group time records and then submit them through the existing Banner payroll system. “We’ll also be calculating balances for vacation, sick time, and float holidays inside the Infor system,” Garcia said. “Once you bring up your online time off form, you’re going to see your exact balances right there. It will be calculated daily; you won’t have to wait until the end of the pay period.”

The project team intends to communicate regularly with employees and train supervisors in the operation of the new system. “Change Ambassadors” will circulate throughout the organization to answer questions, solicit feedback and coordinate with the project team.

In addition, employees with questions or comments about the new workforce management system can email the project team at: wfm-helpline@uhnj.org.

More than 1,250 UH employees have received their 2018 flu shots as the hospital enforces a new, stricter vaccination policy designed to prevent the spread of avoidable infectious. The program got off to a quick start during the annual employee barbecue when 900 vaccinations were administered, and needs to conclude by a November 30 deadline. The new policy was initiated at the conclusion of the last flu season when only 66 percent of UH employees received vaccinations. Fifteen percent of employees declined the vaccination and the status for another 19 percent was unknown.

The Joint Commission requires hospitals to establish a formal influenza vaccination program for all staff and licensed independent practitioners. A goal of 90 percent compliance was set for 2020. Hospitals have to capture vaccination rates and report the reasons given by those who declined. The new UH policy applies to all employees, Board Members, medical staff and non-employees who provide services in the hospital, such as vendors. Residents, fellows and Rutgers NJMS students are covered as well. Everyone covered under the policy must receive their vaccination or obtain an approved medical or religious exemption only until November 30 to get the vaccination.

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Hamburgers, hot dogs, and chicken with all the fixings were served up to more than 2,000 UH employees at this year’s Staff Appreciation Barbecue. Night staff were treated to a special breakfast.

The event was a joint effort by Human Resources, Food and Nutrition, EMS, Support Services, Marketing & Communications, and many volunteer employees, including several members of the executive leadership team. The Foundation for University Hospital offered give-aways to employees who spun a wheel to determine their prize.

Also during the event, flu shots were administered to 900 employees.
More from the UH Annual Barbecue
See, Test & Treat Hosts a Sell-Out

UH and The Foundation for University Hospital hosted a cancer-screening event and Community Health Education Fair to benefit women who are uninsured or underinsured. Held at the Rutgers Cancer Institute of New Jersey at UH, the event sold out tickets for cervical cancer screenings and mammography/breast exams. Participants also were offered HIV testing, eye exams and the first of three HPV vaccine doses for patients aged 19 to 26. Same-day test results, physician consultations and follow-up care recommendations were provided. Representatives from the UH Charity Care Office were on hand to provide information on financial assistance. Rounding out the event were music and entertainment, children's activities, exercise demonstrations and complimentary lunches. Men were provided information on prostate health and colorectal cancer screening kits were handed out to men and women.

Co-sponsors of the event included Rutgers New Jersey Medical School and The College of American Pathologists Foundation.

Marching for Puerto Rico

More than 70 University Hospital employees from all levels of the organization turned out in force to celebrate Puerto Rico during Newark’s 57th Annual Puerto Rican Day Parade. UH Emergency Medical Services played a big role with a caravan of emergency vehicles down Broadway.

The event came near the one-year anniversary of Hurricane Maria which devastated the island and its sister U.S. territories of St. Thomas and St. John. Support for the ongoing efforts to recover from the devastation was a dominant theme during the parade.

The UH contingent included Chief Nursing Officer Carl Kirton, RN, DNP, MBA; Yolanda Ruff, an ED Tech; Daniel Ortiz, Senior Project Manager in Support Services; and Olivia Valenti-Owen, a Patient Representative.

Special thanks to the committee who assisted with staffing tables to recruit employees to march and the planning of the kick-off event.

Top: Dr. Theodore Barrett and Irma Rosado, Billing Technician (to his left) with Ambulatory Care Technicians (left to right) Patricia Horton-Mosley, Yvelisse Covington, Karla Wheeler-Sulliman, and Sherbet Taylor

Middle (left): Patient Navigator Ana Padilla (right)

Outside vendors provided educational materials.
Each issue, we save the last page for something that is of special interest. With the focus this month on teamwork, we asked four employees which department they enjoy interacting with.

**Daliz Cordero**
Financial Counselor

**Patient Relations**, they’re awesome. Whenever we have any issue with any patients, they always go the extra mile.

**Dushaun Morris**
Behavioral Health Aide

**Physical Therapy** gets an “A” out of me, the care and the treatment that they give. We see patients when they’re at the bottom and then after Physical Therapy you can see them back at the top.

**Muhammad Usman**
Staff Pharmacist

**The ER.** It’s very challenging and you see the response for the care you are giving.

**Carolyn Windsor, RN**

**Health Systems Technology.** I couldn’t do nursing orientation without (IST Manager) Carol Hansen and all her group’s support.