

Employee News



ECPHP staff eagerly anticipate the completion of the rooftop play area renovation.

Early Childhood Partial Hospitalization Program to Get New Playground

Thanks to a \$60,000 donation from the Los Angeles Women's Circle of Giving, the UCLA Early Childhood Partial Hospitalization Program (ECPHP) at the Resnick Neuropsychiatric Hospital at UCLA will enjoy a playground renovation specifically designed to facilitate social engagement, address sensory issues and enhance other developmental areas.

ECPHP provides a structured early childhood environment for children ages 2 to 6. Young children who are diagnosed with autism, developmental disabilities or behavioral problems can participate in a 10-week, intensive early intervention program designed to comprehensively assess and improve behavior, social skills and development. The program also provides parents resources and tools to help their children thrive at home, at school and in social settings.

"Our therapy rooms are child-centered and engaging. They look more like preschool classrooms than a hospital setting," says Stephanny Freeman, PhD, clinical psychologist and co-director of ECPHP. But the one thing the program lacks is an engaging outdoor play area. "We currently have one fenced-in structure on the top-floor, open-air area, but it's deteriorating and doesn't provide appropriate therapeutic and play options for the range of children we serve," says Dr. Freeman.

"The new play area will incorporate therapeutic components with elements that promote gross- and fine-motor skills and social interactions. It's also designed to engage the senses through touching, climbing, balancing, pushing and pulling," says Dr. Freeman. An inviting outdoor area that allows kids to safely explore while burning off energy is important since families

Continued on page 2

getSOCIAL



Kindness Video Invites Fresh Point of View

Don't miss watching this special "Kindness" video that shows UCLA caregivers stepping into our patients' shoes to find out how their efforts can make all the difference. Visit <http://on.fb.me/1dygjzw>

Join  and  and follow "UCLA Health" to read the whole story.

IN THIS ISSUE

UCLA People

3 Michelle Tolentino Manages Nurse Volunteer Program

Inside Stories

2 Heidi Crooks Plans Retirement

4 Radiology Focuses on Expansion, Quality

4 HHT Center Treats Blood-vessel Disorder

5 Ethics Fellowship Promotes Professionalization of Field

Inside Shorts

6 Greenhealth Partner Awards

6 National Safety Month

6 Health Safety Department Website

6 New-employee Vaccines



New Playground

Continued from page 1

spend so much time at ECPHP. Children attend sessions from 8 am to 2 pm Monday through Friday.

“Our comprehensive program covers everything from diagnostic assessments to speech and language development to motor skills and social interactions,” says Tanya Paparella, PhD, clinical psychologist and co-director of ECPHP. The program’s multidisciplinary team of experts includes clinical psychologists, psychiatrists, speech and language therapists, occupational therapists, recreational therapists, academic therapists, behavior specialists, social workers and nurses.

“We start with a thorough behavioral and developmental assessment of the child and talk to the family about their challenges and needs,” says Dr. Paparella. “We then use this information to tailor an individualized, comprehensive therapeutic program specifically for that child and family.”

ECPHP is currently exploring ways to provide training to members of the community outside of UCLA, such as school professionals, therapists and psychologists in private practices. “Our connection with the UCLA Center for Autism Research and Treatment (CART) gives us early access to the latest research findings and therapeutic tools that we can put into practice immediately at ECPHP,” says Dr. Paparella. “Unfortunately, it can take years for others to learn about these advancements. Our goal is to get these tools out to the professional community faster so more families benefit.”

Chief Nursing Officer Has Big Plans for Retirement

UCLA Health Chief Nursing Officer Heidi Crooks, RN, MA, has witnessed a lot of changes in the healthcare industry since joining the hospital 25 years ago. As she looks forward to her retirement at the end of this month, she’s happy to say that times have changed for the better. “The collaborative leadership style used today recognizes that an organization achieves greater success when it engages employees and involves them in change. It’s a win-win environment for everybody, including patients,” says Crooks. “Managerial styles used to be quite authoritarian. Decisions were made by the higher-ups without much input from or consideration about the employees directly affected.”

Crooks certainly knows a thing or two about leadership. In her role as senior associate director for operations and patient care services, she’s responsible for the entire nursing practice at UCLA Health, including more than 3,000 full-time nurses and auxiliary staff. She manages a \$500 million budget and oversees patient-care services at all UCLA hospitals.

Crooks’ open-door approach with the nursing staff has earned her praise as a “nurse’s nurse.” She’s often seen participating in rounds and having brown-bag lunches with staff. “I like to visit with the patients when I can to make sure they’re receiving the best care that we can give,” says Crooks.

In May, the *Los Angeles Business Journal* recognized her with a Healthcare Manager Award. It’s one of several accolades bestowed on Crooks and her staff during her 25-year tenure. “I’m extremely proud that Ronald Reagan UCLA Medical Center has consistently earned Magnet status from the American Nurses Credentialing Center since 2005,” Crooks says. “This is nursing’s top honor and is a true reflection of the excellent care provided by our nursing staff.”

Perhaps just as remarkable is that Crooks achieved so much while splitting her time for the first 19 years between Los Angeles and Chicago. “I left my job as vice president of nursing at Michael Reese Hospital in Chicago to come to UCLA, but my husband had a successful business that he couldn’t leave,” she says.

So, Crooks flew to Chicago every weekend to spend time with her husband. “I could get almost a day’s worth of work done during the roundtrip flight,” she adds. When her husband passed away six years ago, Crooks sold their Chicago home and moved permanently to the Los Angeles area where her daughter and two grandchildren also now live.

Some might think that now is the opportune time for Crooks to stay close to home and take it easy, but Crooks, who’s originally from Finland, plans to travel overseas to assist with medical missions. “I’ve worked with the International Red Cross, the Save the Children Fund in Geneva and helped UCLA’s Department of Nursing launch a baccalaureate program for nurses in Armenia. I want to do more of this type of work,” she says.

You also may catch her on the ballroom dance floor where she regularly competes in dance competitions. And of course, you’ll likely still find her in the halls of UCLA’s hospitals. “I’ll help out here whenever I’m needed,” she says. “UCLA has truly been a home to me.”



Heidi Crooks, RN, MA



Nursing volunteers help nurses, patients and families

Tolentino manages program that lets students see firsthand what it's like to be a nurse.

Nearly 20 years ago, Michelle Tolentino was an AmeriCorps member, providing community services to low-income families throughout Los Angeles. Today, she's still helping others. As manager of UCLA's new Nursing Volunteer Program, Tolentino oversees the selection, training and mentoring of more than 250 nursing volunteers. Many of them are students who hope one day to follow in her nursing footsteps.

What is the Nursing Volunteer Program?

The Department of Nursing started the Nursing Volunteer Program in April 2014. The program offers nursing students and others considering a nursing or healthcare career an opportunity to gain firsthand experience into what it's like to be a nurse. It's a great opportunity for students to be exposed to different patient populations and nursing specialties.

Nursing volunteers often are paired with patients who need extra attention. This may be a patient who's lonely and needs companionship or someone who needs closer monitoring and care. A nursing volunteer can do things like take the patient for walks, assist staff with bed changes and make sure the patient's needs are being met. They are a huge help to the nursing staff, as well as to patients and their families.

About 80 percent of our volunteers are nursing students, but we also have retired nurses who volunteer their time. Volunteers must commit to a year of service for a total of 200 hours (that's four hours per week). At the start of the program, we had 300 people apply for 100 volunteer positions. Since then, we've added about 150 additional nurse volunteers.

"I want to provide our volunteers with basic tools for personal and professional success and help guide them toward their future educational and professional endeavors."

What is your role as manager of the Nursing Volunteer Program?

As with any new program, there's a lot to do, and I do a little bit of everything. I spearhead marketing and recruitment for the program. I interview the applicants, oversee their introduction into the program, manage their training and schedules and supervise them. Some of my goals for the Nursing Volunteer Program are to provide our volunteers with basic tools for personal and professional success, and help guide them toward their future educational and professional endeavors.

Why did you decide to become a nurse?

I gave birth to both of my children at UCLA Medical Center, Santa Monica and was so impressed with the wonderful care provided by the nursing staff. I also helped my friend through her pregnancy and childbirth. Being in the delivery room with her just felt right. I realized that nursing was what I wanted to do.

Up until that point, I was a member of the AmeriCorps program, including a stint as program director for Building Up Los Angeles, the nonprofit organization that administered the AmeriCorps program for the city. I was

ready for a career change and decided to take the leap to nursing.

After earning an associate's degree in nursing from the Los Angeles County College of Nursing and Allied Health, I started at UCLA 11 years ago as a new graduate pediatric nurse. I've since received a bachelor's degree in nursing and a master's degree in nursing administration, both from UCLA. Before taking on this role with the Nursing Volunteer Program, I was the assistant unit director for the pediatric unit at Mattel Children's Hospital UCLA.

What are some of your outside interests and hobbies?

I dabble in photography. UCLA has used some of my hospital photographs in their brochures, websites and marketing materials. My photos also were turned into lenticulars or holograms and videos for use on the entry wall at Mattel Children's Hospital UCLA.

Now that both kids are almost off to college, I would enjoy pursuing my photography interests and traveling. One day, I'd like to volunteer my time by participating in international medical missions.

Radiology Focused on Expansion and Quality

UCLA Radiology strives to provide quality care across LA and to every patient they serve. As the department expands its services to new locations, it has implemented practices to ensure that quality and innovation radiate outward to include the entire network of practice locations.

Staff members in Radiology community clinics maintain connection with the hospital centers through rotational schedules to the outpatient imaging areas. This allows all radiology technologists to share techniques, learn best practices and keep critical trauma skills sharp.

“Rotation is a big part of our success,” says Brenda Izzi, RN, MBA, and chief administrative officer of Radiology. “Staff are able to maintain high-level trauma skills and bring that knowledge into the community.”

Radiology has opened three dedicated advanced imaging and interventional centers, and basic imaging services such as X-ray and ultrasound have been established within several existing UCLA medical offices. Four additional dedicated imaging centers are planned within the next two years.

“Our focus is all about patient care,” says Jonathan Goldin, MD, PhD, executive vice chair of operations and chief of Santa Monica Multi-specialty Group. “We’re providing patients with access to exceptional imaging in their communities.”

Their approach is clearly working. Radiology staff has more than doubled from 15 years ago with 78 faculty members and 724 employees today. They are building a strong community of passionate staff and faculty dedicated to delivering expertise across the LA region.



Brenda Izzi, RN, MBA, and Jonathan Goldin, MD, PhD

Radiology: A Snapshot of Current Locations

UCLA Radiology offers convenient locations across Los Angeles, with more offices planned:

- UCLA Medical Plazas (100, 200 & 300)
 - UCLA Manhattan Beach Imaging & Interventional Center +
 - Ronald Reagan UCLA Medical Center
 - UCLA 16th Street Medical Office Building
 - Barbara Kort Women’s Imaging Center +
 - UCLA Beach Imaging & Interventional Center +
 - UCLA Medical Center, Santa Monica
 - Manhattan Beach – Radiology
 - Redondo Beach – UCLA Primary & Specialty Care
 - Torrance – UCLA Primary & Specialty Care
 - Palos Verdes – Family & Internal Medicine
 - Porter Ranch – UCLA Primary & Specialty Care
 - Thousand Oaks – UCLA Primary & Specialty Care
- + Dedicated advanced imaging and interventional centers

HHT Center Treats Genetic Blood-vessel Disorder

Imagine having a gushing nosebleed that lasts for hours — one that’s so bad you have to visit the emergency room to have your nose packed or get a blood transfusion. Situations like this are all too common for people who have Hereditary Hemorrhagic Telangiectasia (HHT).

The genetic disorder, which causes some blood vessels to develop abnormally, affects one out of every 5,000 people and can be life-threatening. “Malformed arteries in the lungs and brain put patients at risk of stroke, hemorrhage and brain abscess,” says Justin McWilliams, MD, an interventional radiologist who co-directs the HHT Center at UCLA along with fellow interventional radiologist Gary Duckwiler, MD.

“Because HHT isn’t widely known among the general public, or even among many healthcare providers, it often takes years to establish the diagnosis,” says Dr. McWilliams.

Increasing HHT awareness is one of the Center’s goals. “If we can diagnose the disease early, we can treat the abnormal vessels before they cause serious complications.” Treatment can include a catheter embolization to block off abnormal blood vessels, or less commonly, surgery or radiation therapy,” explains Dr. McWilliams

The HHT Center at UCLA opened five years ago and is one of only 18 national Centers of Excellence recognized by the HHT Foundation. “UCLA received this designation because our multidisciplinary team is extremely knowledgeable in HHT management and treatment,” says Dr. McWilliams.



Justin McWilliams, MD

June is National HHT Awareness month, and Dr. McWilliams will be presenting a Medicine Grand Rounds on diagnosis and management of the disease. “It’s my hope that, one day, HHT will be as widely known as another genetic disease that once got little attention: cystic fibrosis,” says Dr. McWilliams. “This will help lead to faster diagnosis and treatment.”

Unique Fellowship Trains Next Generation of Clinical Ethicists

The field of clinical ethics is young, but is growing in importance as the pace of advancement in medical care quickens. UCLA's Army and Anne Porath Clinical Ethics Fellowship, which this summer will graduate its second professional clinical ethicist, is helping to lead the way in this developing area of practice.

The UCLA Health Ethics Center instituted the fellowship program in 2011 to further the professionalization of clinical ethics at UCLA and beyond. There are only a handful of programs like it nationwide, and according to James Hynds, LLB, PhD, senior clinical ethicist at UCLA and director of the fellowship, the need is critical. "Advances in medical technologies have enabled clinicians to do much more for patients," says Dr. Hynds. "But that doesn't mean those things always should be done, and people need a way to reflect on ethical choices."

Difficult ethical questions arise every day, whenever there is conflict or uncertainty about how to proceed in a clinical setting. Many institutions offer little help for making these tough choices. But the UCLA Health Ethics Center provides clinical ethicists who meet with healthcare professionals, patients and families to help them weigh their choices and arrive at the best decision for the situation.

The Clinical Ethics Fellowship aims to produce clinical ethicists with not only the very best academic training in ethics, but also extensive clinical experience. Candidates for the Fellowship must have a doctoral degree in bioethics or ethics. Once they enter the program, they develop the skills to help people make the most difficult medical decisions.

UCLA accepts only one candidate each year for its two-year Fellowship, turning down 40 to 50 applicants. The program is in demand because of UCLA's excellent reputation as a top-tier medical center. And according to 2015 graduating fellow Tyler Gibb, JD, PhD, it's also the quality of the training. "We get intimate, one-on-one mentorship from Dr. Hynds, who is one of the top clinical ethicists in the country," Dr. Gibb says.

Graduates of UCLA's Clinical Ethics Fellowship are highly sought after. Both graduating fellows were offered highly competitive positions before they finished the program, including Dr. Gibb who will be assistant professor of Medical Ethics and Law at Western Michigan University School of Medicine. Katherine Brown-Saltzman, MA, RN, co-director of the Ethics Center, believes they will help raise the bar on ethical consultation.

"It's important to set a high standard for these moral conversations," she says. "The UCLA fellows have the skill set to do that."

Advancing the field of clinical ethics motivated Army and Anne Porath's generous donation to help fund the Fellowship. Along with fellow supporters Rachel and Jay Tarses, the Poraths believe strongly in moving clinical ethics to a fully professional practice.



Left to right: junior fellow Joseph A. Raho, PhD; Tyler S. Gibb, JD, PhD and James A. Hynds, LLB, PhD

U can support UCLA integrative therapy

What's this "Urban Hen" program I'm hearing about?

No Martin, it's Urban Zen! It brings Eastern healing approaches to the bedside. Yoga therapy, essential oils, mindfulness ...

We were the first health system on the West Coast to adopt the program!

Oh! That sounds a lot better than dressing a hen up in a motorcycle jacket.

Yes. Yes it does. *sigh*

For more information about the Urban Zen Integrative Therapy program, consult any Urban Zen practitioner or visit rehab.ucla.edu

news SHORTS

Sustainability Update

UCLA Receives Greenhealth Partner for Change Awards

Ronald Reagan
UCLA Medical
Center and
UCLA Medical
Center, Santa
Monica both

received “Greenhealth Partner for Change” awards from Practice Greenhealth, the nation’s leading nonprofit membership and networking organization for sustainable healthcare. The Practice Greenhealth Environmental Excellence Awards are given each year to honor environmental sustainability achievements in the healthcare sector.



Ronald Reagan UCLA Medical Center was also recognized for outstanding performance in food services. Practice Greenhealth’s Circles of Excellence recognize hospitals for outstanding performance in specific categories. The Food Circle highlights leaders in sustainable food services, honoring leadership in meat and sugar-sweetened beverage reduction, healthier meat procurement, local sourcing, food-waste prevention and management.

These awards highlight hospitals that are pushing the envelope and driving innovation in sustainability performance.

June is National Safety Month!

Here are a few Workplace Safety Tips to help you create and maintain a safe and efficient work environment and be smart about safety.

Keep Correct Posture to Protect Your Back

Working with the body in a neutral position reduces stress and strain on the muscles, tendons, and the skeletal system and reduces your risk of developing a musculoskeletal disorder. If you work at a desk, keep your shoulders in line with your hips to avoid back problems. Use correct form when lifting to avoid injury to your back.

Be Aware of Your Surroundings

Anticipating rather than reacting to hazards will help keep you safe and prevent accidents. For your safety and the safety of others, report unsafe events and conditions to your supervisor or the Safety Department immediately.



Take Regular Breaks

Many work-related injuries and illnesses occur when workers become fatigued and lose alertness and focus. Taking regular breaks helps you stay fresh on the job. Take one- or two-minute breaks every 20 to 30 minutes, and five-minute breaks every hour.

The Safety Department and Safety Liaisons will be distributing “Caught in the Act of Safety” coupons to staff members for a chance to win fantastic prizes. The more acts of safety you demonstrate, the more chances you have to win!

OCCUPATIONAL & EMPLOYEE



HEALTH UPDATE

Why do we need a vaccine history for new UCLA Health employees, or require a blood test (vaccine titer) to measure the levels of protective antibodies in their blood?

Contracting viruses like chicken pox makes you sicker as an adult, and is especially risky for pregnant women or those with compromised immune systems. Ensuring that our new employees have appropriate protection levels through a titer test or review of their vaccine history is just one way Occupational and Employee Health protects the health of UCLA employees, as well as the patients we serve.

On the web: Safety Website

The UCLA Environment, Health & Safety Department provides a comprehensive safety program for all staff, patients and visitors to support UCLA Health’s “Culture of Safety” through a proactive and responsive approach.

To learn about the department’s services, visit:
uclahealth.org/safety



UCLA Health Employee News

Chief Marketing Officer: Pattie Cuen | Marketing Communications Director: Judi Goodfriend | Editor: Tiffani Quach Mendinueto
Contributors: Jeanette Moninger, Karla Webb | Design: Oglesby Design | Photography: Margaret Sison
Copyright © 2015 UCLA Health. All rights reserved. E-mail: tquach@mednet.ucla.edu
UCLA Health Marketing | 10920 Wilshire Blvd., Suite 1850, Los Angeles, California 90095-6923