

UMC Newsletter

September 2, 2022

Volume 3, Number 14



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Dear Team UMC,

NFPHC aka UMC, has been running UMC smoothly for greater than 40 days! Thanks to all who have contributed to our initial 40 days of success. The “all” I am referring to, is YOU; each and every person who has walked through our doors to provide a service, whether environmental services, clinical, health information management, security, dietary, communication, lab, patient access or facilities etc. Each person and department is valuable; we rely on the synergy between all to propel and maintain success.

As we progress through this initial phase, which some might call the “honey moon phase” or “new relationship energy” which signifies the most exciting time of a relationship where bonds are formed and it feels like all involved are in a magic bubble, and the rest of the world does not intrude because they feel so connected; I challenge us to consciously keep the momentum going. As healthcare workers, we are expected to provide exceptional care while keeping in mind we are running a business. From a business standpoint, we must handle every interaction with a patient and their family as new and fresh; even if it’s our third shift for the week, our third month, third year or third decade at UMC. Each interaction stands on its own, and will be measured as such. In healthcare we do not get a pass and rightly so; we are measured and reimbursed by these interactions and the quality of service we provide.

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To keep our momentum intact, I will reiterate below the information shared in this month's Management Council Meeting. The frequently used pronoun "we" is deliberate to emphasize a team approach.

- We must strengthen our faith and trust in each other - with trust we can succeed.
- We must polish the "care" in caring - not only for patients/family but for our peers/colleagues.
- We must have self-respect - acting out today sadly, only labels us when tomorrow is a perfectly good and new day.
- We must respect our subject matter experts - have healthy dialogues but defer to experts.
- We are open and willing to learn new ways- health care delivery methods have changed.
- We are receptive to constructive feedback – results in positive outcome and positive work environment.
- We will be accountable - passing blame is not in our repertoire.
- We believe in ourselves as individuals - but also believe in our team, we will not act in silo.
- We MUST be successful.

Our community of patients, our fellow colleagues, Fiscal Control Board, DC Mayor, DC Health, Centers for Medicare & Medicaid, The Joint Commission and other accrediting bodies rely on us to care for patients while maintaining the highest standards. Despite our size and unique history, remember we are located in the nation's capital, in one of the strongest countries around the globe; we must perform at a high level, we must have pride in all we do, we must be successful. "Success is no accident. It is hard work, perseverance, learning, studying, sacrifice and most of all, love of what you are doing or learning to do." —Edson Arantes do Nascimento (Pelé)

Humbly and Respectfully,

Jacqueline Jacquie Payne-Borden,

Interim CEO/CNO



Who We Are...

Our Mission
&
Our Vision

The Not-for-Profit Hospital Corporation, commonly known as United Medical Center or UMC is a District of Columbia government acute care hospital servicing Southeast DC and surrounding Maryland communities

Our Mission

United Medical Center is dedicated to the health and well-being of individuals and communities entrusted in our care

Our Vision

UMC will be an efficient, patient-focused, provider of high quality healthcare the community needs

UMC will employ innovative approaches that yield excellent experiences

UMC will empower healthcare professionals to live up to their potential to benefit our patients

UMC will collaborate with others to provide high value, integrated and patient-centered services



Who We Are...

Values

Values

• *Compassion*

Empathy for patients, their families and staff is ingrained in our history and inspires our future. We do more than treat the patient we practice family-centered care as the cornerstone of compassion.

• *Excellence*

Our promise to treat, prevent and cure disease is an enormous responsibility. We follow the highest standards of quality and safety and expect accountability from each other.

• *Integrity*

At all times, we approach our work with openness, transparency, decency and humility. It is our responsibility to use resources wisely to sustain UMC for generations to come.

• *Collaboration*

We work in partnership with patients, their families, staff, providers, volunteers and other caregivers. This spirit of respectful cooperation extends beyond our walls to our business partners and the community.

• *Equity*

We embrace and find strength in the diversity of our patients, their families, staff and community. We believe all patients deserve exceptional care, the best outcomes, respect and a safe environment.

• *Innovation*

We aspire to be an innovative leader in community healthcare and service. We continually seek new and better solutions. Because innovation springs from knowledge, we foster learning in all disciplines.

Who We Are...

Values



1310 Southern Avenue SE Washington DC 20032 (202) 574-6000

NEW UMC VISITATION POLICY

UMC has revised its visitation policy. The policy changes will take effect on April 29, 2022

The general visitation hours are 1pm – 6:30pm daily. (It is preferred if the patient identifies same 2 persons to visit during hospital stay)

Two visitors at a time will be permitted into the hospital for general visitation with the following exceptions:

- **Critical Care** – ONE visitor at a time (1-hour time limit)
- **END of Life Occurrence** – TWO visitors at a time (24 hours)
- **END of Life COVID 19** – TWO visitors at a time (30-minute time limit)
- **Behavior Health Unit** – NO Visitors
- **Surgical & Procedural Departments** – NO VISITORS
- **Emergency Department** – NO VISITORS, except for a support person accompanying a patient with disabilities.
- **Children** – No Visitation at this time if under the age of 16

All visitors **must check-in** at the Main Entrance (Southern Avenue) visitor's desk

All visitors **will receive a temperature check and screening questions** prior to entering inpatient and outpatient areas; as well as treatment areas within the Emergency Department. A visitor's log must be maintained on the Unit daily that contain the visitor's first and last name; date and time of entrance; patient to be visited and location; day/evening phone number; email.

All visitors are **required to wear a mask or facial covering** (protecting their nose and mouth) during their hospital visit.

Visitation is **NOT** permitted for patients **diagnosed with COVID 19** except for an end of life occurrence.

All visitors are **required to sanitize their hands upon** entering the facility.

All visitors are **required to practice social distancing** at all times.

Visitors **are not allowed to bring food** to clinical areas or patient units.

Appropriate exceptions can be authorized by the Attending Physician or House Supervisor

The guidelines above will continue to be updated as the COVID 19 outbreak evolves.

Hey!
WELCOME
We're very GLAD
you're here!

UMC would like to welcome our newest members to the team!

Dr. Alfred Burris, II, M.D.

Dr. Kamlesh Gupta, M.D.

Dr. Thomas Fiorita, M.D.

Dr. Bernard Andre, M.D.

Bernadette Williams-Branch,

Chestine Boomer, Patient Coordinator

Eugene Fozoh, Med/Surge Tech I

Dagne Mamo, Pharmacy Tech III

Oris Membreno, Reg Radiographer

Pamela Herrick, Admin Analyst

Jose Rivas, Help Desk Analyst II

Abubakar Ajanah, Telecom Engineer

Brittney Baylor, Help Desk Analyst II

Travis Cleaves, Admin Analyst

Emily Floode, Clinical Nurse II

Alice Fullah-Sanu, Admin Supervisor

Devon Glenn, Patient Sitter

Ebony Hickman, Patient Sitter

Ericka Moore, Medical Assistant

Carlos Rust, Cook II

Reginald Nickson, Clinical Nurse II



Team UMC In The Community







Volunteer for Team UMC!

Team UMC is in huge demand for community health and back to school events. WE NEED YOU to represent us at these fun-filled events by providing health screenings, vaccines, and information. All events are in SE, WDC. **Comp time will be provided to volunteers.**

- Sat 9/10/22 - Paramount Baptist Church @The Well
- Sun 9/25/22 - Porchfest DC - Hillcrest, SE

Email: Tcarmichael@united-medicalcenter.com for details and to sign up.



A Music Festival in Hillcrest: Porchfest DC Southeast Edition

Join neighbors for the 4th Annual Porchfest DC Southeast Edition on Sunday, September 25, 2022, from 11:00 am - 7:00 pm. Enjoy live musical performances on lawns and porches throughout our Hillcrest community.

What to expect?

A music crawl to enjoy with the entire family featuring a variety of musical genres including Acoustic, Gospel, GoGo, HipHop, Jazz, R&B, Reggae, Rock, and more!

Bring Your Own Lawn Chair and cooler as you relax and listen to live music and entertainment by local performers on porch stages throughout Hillcrest

Wellness activities led by FitDC and other local organizations including Bold Yoga and ZGoGo

A kids party with youth performances in partnership with the Senior Wellness Center

And much more!!!

Team UMC, the community has given us a tremendous amount of support and resources over the last two years. **Now, it is time for us to give back!** The community has requested volunteers and donations of school supplies for upcoming events.

If you would like to donate school supplies, please contact: Toya Carmichael @ carmichaeltoya@gmail.com or 202-574-6123. Donations may be dropped off in Suite 2041.



BACK TO SCHOOL

Ft Stanton Recreation
1812 Erie St
Washington, Dc

September 17, 2022
1pm-4pm

COME OUT SUPPORT



KEVIN B. COLEMAN
DISTRICT 8B4 COMMISSIONER



COUNCIL MEMBER
TRAYON WHITE
#DO SOMETHING



93.9 WYB



William O. Lockridge
COMMUNITY FOUNDATION

Its cooling off outside - **Walk With A Doc!**





Walk With A Doc Wednesdays @ 11:00am

Join Dr. Matthew Cichocki and Team UMC for an
afternoon walk every Wednesday at 11:00am.
Meet in front of UMC Main Entrance -
1310 Southern Ave. SE WDC 20032
Questions?
Contact: Tcarmichael@united-medicalcenter.com





Community Resources & Events

2022 National Book Festival

<https://www.loc.gov/events/2022-national-book-festival/about-this-event/>

Books bring us together! Come to the nation's capital over Labor Day weekend as we return to the Walter E. Washington Convention Center on Saturday, Sept. 3. If you can't join us in Washington, D.C. for a day of free talks and activities, several programs will be livestreamed, and video of all talks can be viewed online after the Festival concludes.



NSO In Your Neighborhood - East of the River

<https://www.kennedy-center.org/nso/home/2021-2022/iyn-fort-stanton-park/>

The National Symphony Orchestra's In Your Neighborhood program uses the power of music to unite, empower, and celebrate our DC communities in collaboration with local organizations and schools. Join them for a week of FREE performances and activities to celebrate the legacy and tradition of Ward 8.

Save the date for two FREE full orchestra concerts as part of this year's NSO In Your Neighborhood. Arrive early to enjoy pre-concert festivities and events!

Free Concert at the Fort Stanton Recreation Center

Wednesday, September 21 at 7:00 pm
1812 Erie Street, SE | Washington, DC 20020
*Presented in partnership with the
DC Department of Parks and Recreation*

Free Concert at the Entertainment and Sports Arena

Thursday, September 22 at 7:30 pm
2427 Martin Luther King Jr Avenue, SE | Washington, DC 20020
Presented in partnership with Events DC



**All DC residents 5 and older
are eligible to receive the COVID-19 vaccine.**



For more information, visit
coronavirus.dc.gov/vaccine or call 1-855-363-0333.

DC HEALTH
GOVERNMENT OF THE DISTRICT OF COLUMBIA
DC MURIEL BOWSER, MAYOR

New DC Access Mobile App



Residents can use the new **DC Access mobile app** to apply or recertify for cash, food, and medical benefits.

Because the U.S. Department of Agriculture (USDA) may end the automatic recertification of public benefits, District families who participate in the Supplemental Nutrition Assistance Program (SNAP) will be required to recertify starting in September.

Learn more about the DC Access app at dhs.dc.gov/dcaccess



Community Resources & Events



MAYOR MURIEL BOWSER'S NATIONAL MATERNAL & INFANT HEALTH SUMMIT 2022

THURSDAY, SEPTEMBER 15 | 9AM
WASHINGTON, DC

Mayor Muriel Bowser's National Maternal & Infant Health Summit is a keystone event that connects District residents with local and national resources for women, babies, and families to thrive.



SAVE THE DATE

Join Mayor Muriel Bowser at the [2022 National Maternal & Infant Health Summit!](https://maternalhealthdc.com)

The Summit will bring together DC residents, elected officials, health and education officials, and community-based partners to collaborate and explore strategies to improve perinatal health and address racial disparities in birth outcomes.

For more information, visit maternalhealthdc.com

Thursday, September 15
9:00 AM

Walter E. Washington Convention Center
801 Mt. Vernon Place NW

★ ★ ★ GOVERNMENT OF THE
WE ARE DISTRICT OF COLUMBIA
WASHINGTON
DC MURIEL BOWSER, MAYOR

You FIRST

Your Month of Wellness

Issue XXI—September 2022

September: Self-Improvement Month

Did you know September is recognized as Self-Improvement month? This health observance serves as a timely reminder for us to assess where we are, and where we would like to be. It is a time to care for ourselves and focus on improving our personal, mental, and physical health.

Physical and Mental Health:

- **Adopt an exercise routine.** Exercise releases feel-good chemicals called endorphins that not only help to keep you physically healthy, but also improve your mental well-being!
- **“Let Food be Thy Medicine.”** Eating a balanced, nutritious diet containing protein, essential fats, carbohydrates, vitamins, minerals and water aid in the prevention of chronic conditions, as well as numerous mental health conditions.
- **Get a good night's sleep.** Sleep has a tremendous effect on our mind and body. This is the time where everything from blood vessels to the immune system takes time to rest and repair.
- **Practice Self-Care.** Self-care looks different for everyone. It's important to take time for you! This can be anything from gardening, to visiting a friend, yoga/meditation, etc.

Financial Well-Being

- **Financial wellness:** Satisfaction with current and future financial situations.
- **Actions that could improve your financial well-being** include creating a budget that works for you, building up a savings (every little bit counts!), and setting aside money for emergencies.
- **Knowledge is power.** This is especially true when it comes to solving financial issues. Take control today through SmartDollar, a **free** online financial program available to you through your CareFirst Well-being platform! Get tips for budgeting, saving and more!
- **Log in or create your account.** Navigate to the *Achieve* section, select *Programs*, then click *Financial Well-Being*.



CareFirst and Sharecare
www.carefirst.com

Know Your Numbers!

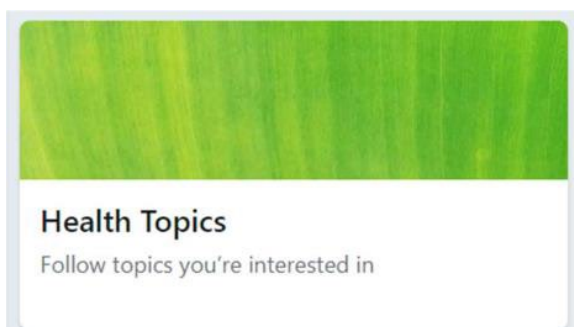
September is also recognized as National Cholesterol Education month. According to the CDC, approximately 38% of American adults have high cholesterol. Too much cholesterol puts you at risk for both heart disease and stroke, two of the leading causes of death in the United States.

High cholesterol has no signs or symptoms, which is why it is so important to get your cholesterol checked regularly and know your numbers! Honor this month's theme of self-improvement by connecting with your primary care provider to check your cholesterol levels. If needed, your provider can work with you to create a plan to improve your numbers.

Optimal Cholesterol Levels

Total cholesterol	About 150 mg/dL
LDL ("bad") cholesterol	About 100 mg/dL
HDL ("good") cholesterol	Greater than or equal to 40 mg/dL in men and 50 mg/dL in women
Triglycerides	Less than 150 mg/dL

[Getting Your Cholesterol Checked | cdc.gov](https://www.cdc.gov/cholesterol/)



Looking for information specific to cholesterol? [Log in](#) to your CareFirst wellness platform to find resources such as:

- Cholesterol guidelines
- Personal stories
- Tips to lower cholesterol
- Healthy recipes & diet plans

Go to the "Discover" tab and click on "health topics" to get up to date information in your timeline pertaining to high cholesterol.

CareFirst Resources:

Looking for more information on improving your health, but not sure where to start? CareFirst is here to help! Check out a few of the many resources offered through the well-being platform below:

- **Health coaching:** Receive individual coaching, targeting areas like: Healthy Eating, Weight or Stress Management, and Tobacco Cessation.
- **Scale Back:** Reduce your disease risk and lose weight with Scale Back! Work collaboratively with a registered dietitian to learn how to eat healthier, lose weight, and maintain your weight loss!
- **Craving to Quit:** Find support through mindfulness tactics and support tools with the Craving to Quit tobacco cessation program.

UMC IN THE NEWS – August 5, 2022 – September 2, 2022

UMC Staff are reminded to direct **ALL MEDIA INQUIRIES** to Toya Carmichael,
VP of Public Relations @Tcarmichael@united-medicalcenter.com.

NO NEWS IS GOOD NEWS!

