Options Expand to Earn Nursing Degree

A new online program makes it even more convenient for nurses to earn a Bachelor of Science degree in nursing (BSN).

The Hospitals and the UCH Academy have developed a creative, interactive approach to help staff adapt to changes they will encounter in the Comer Children’s Hospital—before the hospital opens. The Discover Comer exhibit provides a hands-on format for staff to learn about many features of the new hospital. This exhibit is funded by the Lehman Family “Humanism in Medicine” Initiative.

Discover Comer is a highly visual, interactive display that enables staff to see, touch and listen as they learn. It provides an introduction to how things will look, work and feel in the new hospital. “This is a unique opportunity for staff to be introduced to the Comer Hospital and to explore the changes in processes, equipment and culture of care within the new children’s hospital,” explains Cynthia Pleasant-King of the UCH Academy.

Audiovisual presentations and life-size graphics will further familiarize staff with the new hospital. From watching a video on the pediatric Mobile Care Van to hearing patients and parents describe the exceptional care they have received, staff will have an opportunity to experience the family-centered environment that will be paramount in the Comer Children’s Hospital.

Throughout the exhibit, special computer-based kiosks will provide an effective way for staff to make suggestions, voice concerns, and give their feedback about initiatives for the children’s hospital. Lynn Schultz-Benjamin, RN, BSN, MBA, director of nursing/pediatrics, explains, “As staff members go through the exhibit and learn more about the new hospital, they can easily send an electronic message to Hospitals leadership about any concerns or questions they may have. This communication will enable leadership to easily identify major concerns or issues, so they can be addressed.”

“The Discover Comer Exhibit offers an opportunity to keep staff at all levels apprised of exciting new developments in the Comer Children’s Hospital,” says Judy Schueler, executive director of the Academy and chief learning officer. She notes that the exhibit will change as more details evolve in the planning process. “The exhibit in April may be different from what’s there in August, so you may want to visit it several times,” she explains.
Options Continued from page one

Practice of Professional Nursing” (Nursing 223), and “Health Assessment Across the Lifespan” (Nursing 227).

Even though there are no group lectures or labs, students still have an opportunity to interact with faculty and peers. In fact, students are encouraged to contact faculty or classmates through e-mail, chat rooms, bulletin board postings for specific courses, and by telephone. Additionally, several courses may include some interactive discussions between the instructor and class. These discussions will require students to logon at a specific time. Students who are not available during the discussion time will have online access to transcripts from the class discussions.

Classroom Setup Also Available

For those who prefer the traditional classroom setting, the Hospitals still makes higher education convenient and accessible through two separate programs that help nurses earn a BSN while continuing to work at the Hospitals. The Hospitals has been partnering with St. Xavier University and University of Illinois at Chicago (UIC) to help employees earn their BSN degrees. In fact, there have been two cohort groups at The Hospitals to earn their BSN degrees through St. Xavier, with the most recent group earning their degrees in December 2003. The Hospitals is working with St. Xavier to start a new group in 2004. Also, the first cohort group working with UIC began taking prerequisites in 2002, and will graduate with their BSN degrees in May 2005. These Partners in Education programs offer convenience and affordability. Most of the courses are taught on the University of Chicago campus on specific days or evenings. This arrangement enables staff to balance their work and school schedules. Tuition scholarships from the Hospitals reduce financial obstacles to education.

Yvonne Adams, RN, a nurse at 5NW, received her BSN degree this December through the St. Xavier program. Including the prerequisites, the program took three years of diligent work while she balanced school with her job. Nonetheless, Adams believes the sacrifices were well worth the effort. She explains, “Not having the degree was holding me back” in her career development. Strongly dedicated to her profession, she adds, “I want to be all that I can be.” For Adams, that included taking a phlebotomy course so she could start IVs, and gaining certification in early childhood education—in addition to earning the BSN. Taking courses right where she works helped to make her accomplishments possible. “The only way I could see doing this while working is by taking classes where I work,” she says. “Without the financial help and the convenience, I don’t think I could have done it. It would have taken so much longer.”

Adams also found it helpful to move through the curriculum with a cohort group. “It was a big help to have other University of Chicago Hospitals nurses going through the program with me. We supported each other, went over course information together, and became like family with fellow students and faculty.”

Meeting the Need for Nurses

Both the classroom-based programs and the online approach to BSN degrees aim to expand the pool of qualified nurses. The BSN programs—as well as other programs that promote the associate degree in nursing (ADN)—target a problem that affects hospitals across the U.S.: the nursing shortage.

“These nursing-degree programs help the University of Chicago Hospitals attract and retain nurses,” says Judy Schlueter, executive director of the UCH Academy and chief learning officer. Statistics show the programs are working. Currently, the Hospitals’ position vacancy rate for nurses is about 6%, which is far lower than the 13.4% average in the Chicago area and the national vacancy rate of 24%.

Apply Now for the BSN Program

To be considered for the Fall 2004 online BSN program through Illinois State, candidates must be registered nurses and must have completed nearly 30 credit hours in prerequisites by early summer 2004. “The prerequisites for this program are very similar to the requirements for our classroom-based BSN programs offered through UIC and St. Xavier,” says Jim McLean of the UCH Academy. “Many of these courses are mandated by the national body that accredits all associate degree and bachelor degrees programs in nursing.”

Marjorie Roark, also of the Academy, notes that many nurses completed some of the prerequisites earlier, as part of the curriculum to become a registered nurse. “They may still need a few courses, such as statistics, which can be taken at a community college before beginning the BSN program.” For more information on any of the BSN programs or an application, contact Marjorie Roark at (773) 753-0851 or Jim McLean at (773) 753-0855.

The Academy Connect—A Blended Learning Solution

The UCH Academy Connect, virtual university.

The UCH Academy Connect, virtual university offers each individual a solution that can be combined to better ensure true learning has occurred. The practice of applications of skills learned can be incorporated into your learning plan. As part of performance improvement process you can now take advantage of several courses on-line anytime and anywhere. The on-line self-paced learning modules are designed to assist you in your personal development plan. You can start one of two ways:

1. Launch the Internet Explorer, any time, anyplace by typing in “academyconnect.uchospitals.edu”
Or
2. If you are in the medical center, from any universal workstation from the UCH Intranet site under “Quick Links” click on “Academy Connect.” Once in the site and you have registered with a password, of your choice, you are immediately ready to begin.
3. Log in to the “General Course Offerings” using the code that you selected.

You can also pre-schedule yourself in any “Academy Connect Virtual University Open Lab” to use one of our virtual university labs, located in L-643 in the Medical Center or in FB-317, located at 800 East 55th Street, free parking available to employees. Call (773) 753-0850 to pre-register from the dates/times listed on page 17.

We recognize that every employee at UCH is unique.

The push for personal excellence and the drive to learn new information and develop new behaviors are now at our fingertips. Anytime, anyplace learning is now available through the Academy Connect, virtual university.

The UCH Academy Connect, virtual university offers each individual a solution that can be combined to better ensure true learning has occurred. The practice of applications of skills learned can be incorporated into your learning plan. As part of performance improvement process you can now take advantage of several courses on-line anytime and anywhere. The on-line self-paced learning modules are designed to assist you in your personal development plan. You can start one of two ways:

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Some of the hot and exciting courses you will find are:

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<thead>
<tr>
<th>CATEGORY</th>
<th>TITLE</th>
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<tbody>
<tr>
<td>Microsoft Office Software</td>
<td>• PowerPoint</td>
</tr>
<tr>
<td>Interpersonal Communication</td>
<td>• Effective Communications: Sending Clear Messages</td>
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<tr>
<td>Excellence in Service</td>
<td>• Communicating With Your Customers</td>
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<tr>
<td>Leadership Development</td>
<td>• Delegation: Building Trust &amp; Delegating</td>
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<tr>
<td>Managerial Leadership</td>
<td>• Leading Through Change</td>
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<tr>
<td>Coaching</td>
<td>• Building Relationships</td>
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...continued on page two
Managing Aggressive Behavior
Staff can learn effective ways to calm individuals who are angry or abusive.

“...the program focuses on crisis intervention and building rapport to diffuse potentially volatile situations,” says Muehling. In part, the program teaches how to maintain rapport with someone who is being abusive, whether verbally or physically. For example, this might include a visitor who is threatening to harm another person, or a family member who is angry about their loved one’s care, or another coworker. The initial goal is to prevent the situation from becoming worse.

Mary Sejda, director of inpatient psychiatry and the short stay unit, works closely with Muehling on this training. She explains that the staff person’s attitude and response have a direct effect on others. “If I calmly build rapport, the person who is agitation may calm down too, so we can deal with whatever upset him or her. But, if I act defensively and fail to connect, then the person may become even more upset and act out. Unfortunately, in some cases, the person may become emotionally violent.” She adds, “Remember, it’s not just what you say, but how you say it that influences how other people respond to you.”

The course teaches staff how non-verbal cues like personal space or tone of voice can influence the way others respond to you—favorably or not. In addition, class members learn how people’s cultural background also may influence their interpretation of these non-verbal cues. For example, touching someone’s shoulder may be considered soothing in one culture, yet may be offensive in another culture.

Most of the emphasis is on prevention: diffusing a situation before it becomes volatile. Sometimes, however, situations escalate despite efforts to keep people calm. Therefore, the course also teaches staff to protect themselves and others from being hurt. Staff members learn to work with partners to contain or restrain an agitated person. By using the proper intervention methods, even strongly agitated individuals can be contained without doing harm to anyone.

Principles That Have Broad Application
The course teaches principles that all of us can use, either at work or in our personal lives. Muehling comments, “Unfortunately, since September 11, our collective vulnerability to fears, anxieties and out-of-control behavior has been amplified. Simple misunderstandings, unresolved conflicts, power struggles and even seemingly non-threatening involvement with others can trigger aggressiveness, if not handled correctly. Too frequently, this aggressiveness can lead to life-threatening attacks and tragic outcomes.”

Sejda explains, “The training was initially established in psychiatry to meet JCAHO requirements. We felt it would be beneficial for staff throughout the Hospital to know how to deal with agitated individuals they may encounter in the workplace. In particular, the course is targeted to nursing, transportation, environmental services, security, pastoral care, emergency department, social services and the patient advocates. “We encourage all employees who have contact with patients or family members to consider this course,” says Sejda. She notes that something as common as telling a visitor to “calm down” in the hospital can escalate. “Whenever possible, our emphasis is on preventing an escalation through empathic listening.”

Learning by Doing
People learn these techniques best by practicing them. During the daylong class, students practice the safety techniques on each other. They also use role-playing to talk through potentially volatile situations. “By trying these techniques out, we hope people leave the course with a learned confidence for dealing with difficult situations,” says Muehling. However, he strongly reafirms that nothing is more important than sincerity when working with others. Therefore, the course is neither a quick fix nor a substitute for the hard work of “feeling one’s way into the subjective experience of another.”

The first class on Managing Aggressive Behaviors will be offered February 25. Seven additional classes are scheduled throughout the year. For more information on the class, contact Lisa Hunt at (773) 834-2689, Conrado Muehling at (773) 834-2894, or Mary Sejda at (773) 702-2989.

Expanding Career Opportunities for Front-line Staff
Career development program widens job opportunities for front-line workers in foodservice, environmental services and other support departments.

A new program at the University of Chicago Hospitals is expanding career opportunities for staff who currently work in front-line positions in foodservice, environmental services, and other support services. The University of Chicago Hospitals is among 70 hospitals nationwide participating in this School at Work® program, which is in a pilot phase. The Academy serves as a site for the School at Work® program at the Hospitals, and also provides career advisement services.

Under the School at Work initiative, an eight-month training program called “Building a Career Ladder in Health Care” provides loyal, hard-working employees with the skills and knowledge needed to move into other job opportunities, without leaving the Hospitals. “This training program helps individuals learn more about career opportunities available in health care,” says Mary DeNoble of the UCH Academy.

The program allows students to choose from two learning tracks: a clinical path (Becoming a Healthcare Professional) or a support services path (Becoming a Clerical Associate). The Healthcare Professional track steers participants toward positions such as a surgical technologist. It also prepares participants to pursue further education needed to enter the field of nursing. The Clerical Associate track is tailored toward positions such as a unit secretary, clinic coordinator, medical records tech, medical transcriptionist, or billing and coding professional.

Using Education to Expand Career Options
DeNoble notes that “The Hospitals has had an educational pipeline for years, which helps staff earn certifications and college degrees. This new initiative extends the educational opportunities across the spectrum, and adds to the pipeline at the front end for employees who want to advance their careers.” This program helps participants explore different career options within healthcare.

Participants will be able to refresh their math and reading skills, and gain new skills needed to move ahead in their careers. For example, participants will gain computer skills and learn how to be online learners. School at Work covers a range of courses, including medical terminology, rules for confidentiality and ethics, team-building and problem-solving techniques, and essential work skills within the hospital environment.

Classes will be broadcast through closed-circuit television (live satellite feed) on every other Tuesday afternoon, with computer-based training done on alternate weeks.

To qualify for the School at Work program, you must have a high school diploma or GED equivalency. All applicants also must have satisfactory scores on the Test of Adult Basic Education. Participants already have been selected for the 2004 program, which runs from January through August. Informational sessions for the 2005 program will be held later this year.

For more information about the national program, visit academieschoolatwork.com on the Internet. To learn more about the School at Work program at the Hospitals, please contact Mary DeNoble at mdenoble@UCHospitals.edu.
Winter/Spring 2004 Course Schedule at a Glance

### Use of Course Schedule

In selecting the courses for which you wish to register, please note the following symbols which will assist you in planning your education and training schedule:

- An asterisk (*) indicates the course meets for more than one date.
- The shaded area indicates those courses which are offered during early morning or evening time slots.
- Departments which need additional course offerings during evening and night hours should contact the Academy directly for scheduling customized training.
- Mark the course(s) in which you wish to enroll and complete the registration form. Please check your registration form to be sure the course name, identification number, and course section number are included.

### Course Confirmation

Your registration form serves as your course confirmation. We will notify you only if the class is being cancelled.

### Course Fees

All course fees for UCH and non-UCH employees are listed below each offering in the course schedule. Hospitals information systems and telecommunication training are provided at no charge to both UCH and BSD employees. A Form 62 (Interdepartmental Order) should accompany the registration form when a fee is required.

### Academy Course Offerings...At-a-Glance

The UCH Academy course schedule grid below is designed to assist you in quickly locating a course which matches your personal and professional interests. For additional assistance in selecting courses which may be beneficial to you and your future with the University of Chicago Hospitals, please contact your supervisor or call the UCH Academy at (773) 753-0850.

#### Location

- **Medical Center**
  - 5839 S. Maryland Ave.
  - (University of Chicago
  - Cottage Grove
- **Friend Center**
  - 800 E. 55th St.
  - (Center of 55th
  - 5839 S. Maryland Ave. 800 E. 55th St.

#### Course Category Features of Course Category Winter/Spring Highlights

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<thead>
<tr>
<th>Course Category</th>
<th>Features of Course Category</th>
<th>Winter/Spring Highlights</th>
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<tbody>
<tr>
<td><strong>Orientation</strong></td>
<td>Required of all employees.</td>
<td>See p.5</td>
</tr>
<tr>
<td>**Regulatory **</td>
<td>Compliance Education</td>
<td>All employees in the Medical Center are required to participate annually in the fire/safety education update.</td>
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</tbody>
</table>
| **Management** | and Leadership Development | Required of all new managers hired or promoted after September, 1993. Strongly encouraged for all current managers. | Frontline Leadership - p.7

Management and Leadership Development

- Required of all new managers hired or promoted after September, 1993. Strongly encouraged for all current managers.
- Frontline Leadership - p.7
- Management Orientation - p.7-8
- Learning the Management Ropes - p.7
- Managing in a Union Environment - p.8
- Intro to UCH Finance - p.8
- UCH Tech Boot Camp - p.8
- Nursing Leadership Academy - p.8
- Leadership Development - p.9-10
- Diversity Dinner - p.9
- Creating the Tapestry - p.9
- IPProcurement/Expense - p.10

**Career and Personal Development**

- Courses designed to prepare employees for new roles and responsibilities in patient care. Professional development opportunities for RNs and allied professionals are also scheduled in this section.
- Clinical Trials Management - p.10
- Managing Disruptive Behaviors - p.11
- Medical Terminology - p.11
- ICD-9-CM Coding - p.11
- CPT Coding - p.11

**Staff Education**

- Video-based training modules that apply to broad groups of employees hospital-wide. Videos available through UCH Academy.
- Diversity - p.11
- Customer Service - p.11
- Microsoft Office - p.12

**Partners in Learning**

- Courses co-sponsored with local colleges and universities.
- On-line Clinical Research - p.12
- Health Care Core - p.12
- Degree Completion Programs - p.12-13
- Bachelor Degree Programs - p.13

**Adventures in Team Learning**

- Experiential learning activities for intact work teams.
- See p.13

**Hospitals Information Systems Training**

- Specific training on Hospitals Information System, including: LastWord, OACIS, Frontline, StatLAN/Order Entry, and EPIC.
- LastWord - p.14
- OACIS - p.14
- Supply Chain - p.14
- EPIC - p.15

**Computer Applications**

- Variety of PC-based training opportunities including Intro to Windows NT and Microsoft Office Applications. Many now offered on-line.
- Keyboarding - p.15
- Microsoft Word - p.16
- Microsoft Access - p.17
- Microsoft Project - p.17
- Microsoft Outlook - p.17

**Virtual University**

- A wide variety of courses in business application software, networks, internet, and professional development available on-line, free of charge.
- On-line Course Offerings - p.2
- Open Computer Labs - p.17

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Transportation for the Friend Center will leave the Medical Center at the times listed above. For more information, contact the Transportation Office at (773) 702-6257. Due to limited space in our lot, employees are encouraged to take the shuttle bus or park on 55th Street. If you are planning to drive, go North on Cottage Grove to 55th Street, make a right turn at stoplight. Use available parking on 55th Street or you may park for free in our lot.
Orientation

The following schedule lists those course sections, which are designated for NEW EMPLOYEES only. All new employees are required to complete the three-day Service Orientation Certificate program prior to reporting to their work unit.

Day One
The first day of orientation includes an introduction to the 75-year history of medical breakthroughs and organizational achievements at UCH; an overview of the mission, vision, and values; a discussion of the Pride in Performance Planning and Evaluation process allowing employees to see how the Pride values and CARE Standards are institutionalized throughout the organization; an introduction to the Employee Assistance Program, Perspectives, and an introduction to regulatory compliance issues including Infection Control, the Health Care Integrity Program, and Safety.

Day Two
The second day of orientation includes a discussion of what service means to the Hospitals and the "service as a component of care" philosophy; an introduction to Employee Relations including information on UCH policies and procedures as outlined in the Employee Handbook, and information about medical insurance options and other benefits offered to employees. New employees will also participate in the DOS Profile Hat. These participants analyze their work style and interact with other participants to explore their own style and discover ways to work effectively with others of different work styles.

Day Three
During the third day of orientation, new employees will participate in Creating the Tapestry course that all new employees will be able to interactively learn about their own experiences with diversity and the Hospitals’ values of accepting and encouraging diversity in the workplace. Day Three also includes a presentation by a member of the Senior Management Group; and an introduction to the Time and Attendance system.

NEW!

Center for Advanced Medicine (CAM) Orientation Certificate

CAM Orientation is required for all new employees who will be working in the Center for Advanced Medicine. All employees transferring into the CAM from other areas are also required to attend.

CAM Orientation (Morning Module)
In the health care industry where the customer is more knowledgeable and information is easily accessible it becomes increasingly evident that if we are going to be successful in providing great service we must “exceed” our patients’ expectations in order to earn their loyalty and trust. The CAM morning module is designed to help participants:

• To develop a skill-based approach to communicating with patients regarding wait times and billing issues
• To identify service recovery options
• To develop an increased awareness of service distractions in the CAM

CAM Orientation (Afternoon Module)
This learning module uses a case study approach in a computer lab setting to assist new CAM staff in locating information on-line through a Lotus Notes application. In a fun and entertaining way, participants will learn how to locate CAM policies, procedures, and information updates through this on-line application. Through the use of “key word” search processes, participants are able to access important CAM facts that will assist them in serving patients and internal customers.

Dr. Kyuak Chung from Governors State University discusses health planning with students in the bachelor of health administration degree program offered on-site as part of the Partners in Education program. These students, part of the third cohort from the medical center to participate in the BHA program, will graduate in May 2004. A new cohort will be formed this spring. To learn more about the program or to register for an information session, contact Jim McLean, UCH Academy, (773) 753-0855.
The UCH Health Care Integrity Program (HCIP) focuses on integrity in health care settings, reflecting the mission of the University of Chicago Hospitals and the University’s Division of Biological Sciences to provide superior health care and phantom excellence in research and teaching. This program promotes individual conduct that is responsible, legally and ethically sound, and compatible with the mission of the federal, state, and local health care systems. The Chief Compliance Officer (CCO) oversees a program through the Office of Medical Center Compliance (OMCC). The OMCC is a resource for employees, faculty, residents, and patients. The OMCC maintains a confidential Compliance Resource Line (1-877-480-3480) to respond to questions and concerns regarding billing, coding, and documentation requirements. The Office of Medical Center Compliance and the Health Care Integrity Program serve as a GUIDE to the organization.

G: Government regulation
U: Understanding
I: Integrity and ethical decision-making
D: Documentation
E: Education

Education plays a key role in warning employees in understanding internal Hospital’s standards and external laws. The Office of Medical Center Compliance offers a variety of opportunities to learn more about key compliance topics including, antikickback, billing, coding, documentation, fraud and abuse, privacy, and vendor relationship issues. Whether it is through one of our regular scheduled monthly sessions, a customized session, an audio conference, or online training, we have a compliance education module to meet your needs. We also partner with other departments that offer education on compliance related topics. Some of our offerings are listed below. For more information call 4-4517.

**General Compliance Education – Introduction to the UCH Health Care Integrity Program for New Employees**

This course provides new employees with an understanding of corporate, UCH Standards of Conduct and the procedures to follow in reporting practices that are not consistent with the Standards of Conduct. This program is offered during new employee orientation. All new employees are required to participate.

**Specific Compliance Education**

Employees, faculty and residents who bill, code, document, or provide services for which the University of Chicago Hospitals<label>biological programs</label> must participate in mandatory specific compliance education in order to be considered for financial conflict involvement. The objective of the course is to provide participants with an understanding of the compliance issues associated with hospital/vendor relationships, particularly in regard to billing and patient privacy. The course is designed for patient personnel who access the web-based course from any computer that has Internet access or by using one of the computers in the DCAM training room.

**Live Lunchtime Sessions – Register with the Compliance Office at 4-4517. These sessions fulfill the mandatory specific compliance education requirement for incumbent employees for calendar year 2004. Please bring your lunch. Beverages and snacks will be provided.**

**NEW!**

**What Every Manager Ought to Know About Vendor Relationships**

This course is designed for administrators, managers, and others who interact with pharmaceutical companies, device suppliers, and medical equipment vendors. The objective of the course is to provide participants with an understanding of the compliance issues associated with hospital/vendor relationships, particularly in regard to billing and patient privacy. The course is designed for patient personnel who access the web-based course from any computer that has Internet access or by using one of the computers in the DCAM training room.

**Web-Based Training – Fraud Awareness and Corporate Compliance By Health Care Compliance Strategies**

There are two self-paced online programs that meet the mandatory specific compliance education requirement. New faculty, residents, billing staff and coding personnel are required to complete only one of these courses (either Fraud Awareness or Corporate Compliance) within 60 days of their hire date at the University. Fraud Awareness covers physician documentation requirements, coding guidelines, and general information on Fraud and Abuse. Corporate Compliance covers many of the issues that are included in Fraud Awareness as well as various issues that are of interest to hospitals such as high risk diagnoses-related groups, ambulance payment classifications, adverse beneficiary notice, credit balances, and much more. In addition, the Corporate Compliance module has been updated to include new components on corporate office and patient care risk areas. Please contact the Office of Medical Center Compliance for your user identification number—you will need this to access either program. You may access these programs from any computer on or off campus that has Internet access. In addition, we have reserved the DCAM training room for your use.

**NEW!**

**Safety/Infection Control**

**Annual Update Training Opportunities**

All employees working in the Medical Center are required to have annual training. Personnel may meet their annual requirements by completing the on-line review at the Academy Connect Virtual University at http://academiconnect.uchospitals.edu, click on “Courses.” You may also view a video on safety and complete a self-assessment guide. To request the self-study course materials, contact Felicia Anderson at 773-702-4853.

Requirements for an annual update in Infection Control vary by department. All health care workers who may have exposure to blood and other potentially infectious materials must receive training on the Bloodborne Pathogen Standard. Personnel who provide patient care, work in patient care areas, including the Morgue, come into contact with specimens that contain the organisms causing tuberculosis (Mycobacterium tuberculosis), and those who perform procedures that require access to blood. Personnel must complete the Bloodborne Pathogen Standard and Tuberculosis and then complete a self-study guide. To request the self-study course materials, contact Felicia Anderson at 773-702-4853.

Mandatory training is easy as clicking on “Courses” and choosing the appropriate training module. Remember to fill-out and submit the Completion Form at the end of each course to ensure your training record is updated.
Management and Leadership Development

Frontline Leadership Program

This program is required for managers/supervisors with 3 years or less experience in management. The sequence will focus on the basic skills necessary to perform a management or supervisory role at the University of Chicago Hospitals. Completion of this program is required within the first year as a manager/supervisor at UCH.

Program Objectives:
As a result of the Frontline Leadership Program, participants will understand and demonstrate ability to perform in the following skill categories:
- Delegation and coaching
- Setting objectives and monitoring performance, providing corrective action
- Completing a Pride in Performance annual review
- Effectively managing conflict
- Conducting effective meetings
- Selecting and retaining top talent
- Preparing and managing a budget
- Leadership round/mentor service improvement

Program Format:
The Frontline Leadership Program is composed of five segments offered on a monthly basis. The sequence of modules builds learning over time enabling participants to practice new skills after each module. The Program is designed with the following modules:

Module 1 – Introduction to Management (morning module)
Module 2 – Managing in a Union Environment (afternoon module)
Module 3 – Managing Effective Meetings (morning module)
Module 4 – Preparing and Managing a Budget (afternoon module)
Module 5 – Selecting and Retaining Top Talent/Leadership Round Up (afternoon module)

Module 1: January 8, 2004
Module 2: February 12, 2004
Module 3: March 18, 2004
Module 4: April 15, 2004
Module 5: May 11, 2004

Management Orientation Certificate

The Management Orientation Certificate is required of all new managers/supervisors within their first six months of employment or promotion. The Management Orientation Certificate has been revised as of October 1, 2002. All managerial/supervisory staff hired prior to October 1, 2002, were subject to former requirements in the Management Orientation Certificate program. If the former requirements were not met, managers will be required to fulfill the new requirements listed below within a 12-month period. In addition, all managers and supervisors are advised to complete the newest additions to the program, UCH Finance and Tech Boot Camp, even if they have met the former requirements.

In order to obtain the new Management Orientation Certificate, managers/supervisors are required to take the following four course modules:

Module 1 – Learning the Management Ropes
Module 2 – Creating the Tapestry/Making in a Union Environment
Module 3 – Introduction to UCH Finance
Module 4 – Tech Boot Camp

Module 1: March 9, 2004
Module 2: March 10, 2004
Module 3: March 11, 2004
Module 4: April 19, 2004

Module 2 – Managing in a Union Environment (afternoon module) is required for managers and supervisors who have employees covered by a union contract.

Module 3 – Introduction to UCH Finance (morning module) is required for managers/supervisors who manage a budget.

Module 4 – Tech Boot Camp is required for managers in inpatient and outpatient areas. Managers in EVO, IS, Materials, Finance, Marketing are not required to take Tech Boot Camp.

Module 1 – Learning the Management Ropes (8 hours)

Every manager/supervisor needs to learn the ropes to manage successfully at the University of Chicago Hospitals. Utilizing an in-basket approach to experiential learning, this course will enable managers/supervisors to develop a basic understanding of management practice/policies in the areas of:
- Orientation of new employees
- Pride in Performance planning and review
- Human Resource policies-ADA, FMLA, Attendance, Fitness for Duty, Sexual Harassment
- Leadership Roundup

Module 1: March 9, 2004
Module 2: March 10, 2004
Module 3: March 11, 2004
Module 4: April 19, 2004

Service Quality

Through the Eyes of the Patient*
This interactive program will help staff to reconnect with the mission of the Hospitals and to renew individual commitment to patient and family satisfaction. Through the eyes and voice of the patient, staff will listen to the needs/wants of the patient and their family members. Exemplary practices will be explored in a way that empowers staff to contribute to an exceptional care experience for every patient and family. The program will provide staff with tools and techniques that align employee behaviors with the Service Pride Values, the CARE standards and the core mission of the University of Chicago Hospitals. The program is a four-hour session and is a requirement for all employees of the University of Chicago Hospitals.

As a result of this program, staff will be able to:
- Understand and anticipate the needs/wants of patients and their families
- Empathize and adjust to the patient’s needs and preferences
- Provide a respectful, respectful service experience to patients and family

Information on the current schedule can be found on the Intranet or on the Academy’s website. * This program is funded through the Lehman Family: Humanism in Medicine Program Initiative.

Improving the Appointment Making Process: Managing Telephone Based Patient Encounters

The focus of this program is on enhancing those telephone skills that exceed the expectations of patients calling the University of Chicago Hospital for an appointment. Participants will conduct a "live" mystery shopper experience by trying to "schedule an appointment" by booking a passenger reservation with a nationally known airline. The program will identify best practices for improving telephone communication with patients. Participants will be given the opportunity to record their own voice to identify the vocal characteristics that convey a positive impression over the telephone. Opportunities for role-playing are included with a focus on managing telephone situations in which the patient is experiencing a problem related to a UCH appointment.

Course Name: Improving the Appointment Making Process: Managing Telephone Based Patient Encounters
Course Section: 2001
Date: To arrange a customized session, contact Rhonda Blender, UCH Academy, 702-5283

Service Pride: Auditing Standards

Some of the most successful service-based organizations in America use “secret shoppers” to audit service practices. Customized services are available for designing a “secret shopper” process designed to keep staff focused on service. Course by arrangement.

Course Name: Service Pride: Auditing Standards
Course Section: To arrange a customized session, contact Rhonda Blender, UCH Academy, 834-3860
Fee: No charge for UCH employees
Leadership Development Certificate

Upon completion of the Management Orientation Certificate, it is suggested that all managers and supervisors complete a minimum of 12 contact hours in Leadership Development courses on an annual basis.

The Leadership Development Certificate has been revised as of October 1, 2001. Successful completion of the Leadership Development Certificate is determined by:

- Active participation and attendance in a total of 12 hours of Leadership development course offerings on an annual basis.
- Ongoing development of leadership skills as determined by employee and supervisor during annual performance review.
- Leadership development learning experiences can be completed through UCH Academy, Virtual University, and/or other internal/external providers of leadership education.
- Informal learning experiences such as participation mentoring programs or shadowing are considered leadership development.

Performance Management Skills

Nursing Leadership Academy (7 hours)

The healthcare environment places extraordinary challenges and demands on the clinical nurse manager to be an influential leader in attracting and retaining top talent, overseeing the delivery of quality patient care outcomes and patient satisfaction and facilitating positive conditions for staff productivity and satisfaction.

Patient Care Managers, Directors of Patient Care areas and others charged with providing nursing leadership will find the leadership modules beneficial. For more information about the Nursing Leadership Academy, contact Rhonda Blender, UCH Academy, (773) 702-5258.

Team Facilitator Training (3 hours)

Successful teams are instrumental in accomplishing business goals in the health care environment. Facilitation skills are necessary to lead an effective team—team members focus on making effective decisions, and put plans into action. As a result of this course, participants will learn the following:
- How to facilitate a team process
- How to encourage participation among diverse points of view
- How to initiate that a group will set goals, make effective decisions, and put plans into action.

Performance Management: Managing for High Performance (3 hours)

As patient-centered care and customer service standards rise, so do your expectations of your employees. In this course, learn:
- How to prepare employees for new roles and responsibilities
- How to communicate performance expectations to employees and manage their performance through daily feedback and employee involvement techniques
- How to identify a performance discrepancy and what to do about it.

Pride In Performance: Using the Performance Management Process (3 hours)

Understanding and participating in the Pride in Performance appraisal process is a critical part of the manager's role. This course will highlight recent changes to the process and will focus on the interpersonal and communication skills necessary for effective discussion with employees regarding their performance. Skill-building exercises focus on:
- Measuring an employer performance over a period of time
- Identifying skills and other developmental needs required to improve an employee's performance
- Engaging in a productive dialogue with employees about performance and professional development.

Designing Interview Tools

This departmental consultation will assist managers in designing interview tools that target those attributes related to high performance on the job. If you feel that your current department-specific interview questions have been less than effective in evaluating your candidates or in distinguishing the high performers among a pool of candidates, then this training session is for you.

Leadership Development Certificate

Performance Management Skills

Nursing Leadership Academy (7 hours)

Team Facilitator Training (3 hours)

Performance Management: Managing for High Performance (3 hours)

Pride In Performance: Using the Performance Management Process (3 hours)

Designing Interview Tools

UCH Academy Quarterly • Winter/Spring 2004 Course Schedule
Management and Leadership Development

NEW! – One Day Workshops

The Resilient Leader: A Leadership Development Workshop (8 hours)

The Resilient Leader is a series of one-day leadership development workshops, each using a unique combination of indoor rock climbing, assessment tools, feedback, and peer-group discussions. Resilience is the ability to anticipate and adjust to change. A great leader is one who maintains his or her vision, energy, commitment and authority in the face of external forces. These workshops give you an opportunity to discover and understand how your assumptions about risk and change influence your choices and your ability to lead others. This is a fun, exciting and powerful way to improve your leadership skills. For more information about this program, contact Mary DeNoble, UCH Academy, (773) 702-3469. To register for a session, contact the UCH Academy, at (773) 753-0810 or at Acadamy@uchospitals.edu.

Fee: $250 for non-UCH employees
$150 for employees of UCH affiliates
$25 for non-UCH employees

Creating Service Heroes (4 hours)
Managers, supervisors and team leaders who are responsible for leading service improvement will benefit from the lessons learned from organizations with excellent service reputations such as Disney and Southwest Airlines. As a result of this course, managers/supervisors/team leaders will be prepared to:

• Identify service distractions in their respective work units
• Model appropriate service recovery behaviors
• Develop processes that enable staff to become service heroes
• Identify opportunities for recognizing employees who demonstrate service hero behaviors.

Course Name | I.D.# | Date | Time | Location | Staff
---|---|---|---|---|---
Creating Service Heroes | 1433 | 10/5/04 | 7:30 AM-7:30 PM | TBA | Blender

Fee: No charge for UCH employees
$150 for employees of UCH affiliates
$25 for non-UCH employees

Managing Projects (16 hours)
Managing Projects is a two-day course designed to teach the basics of short-term and long-term project management. This course will teach participants to:

• Develop an Outcome Statement—get agreement on and keep everyone focused on the same goals
• Identify the Players—define the correct functions and appropriate people to be involved in the project
• Identify the Action Steps—define the sequence and timing of project events
• Identify Critical Customer/Supplier Relationships—determine each internal and external customer/supplier
• Create Performance Indicators and Tracking Mechanisms—manage progress with the aid of real-time monitoring devices
• Develop Monitoring and Feedback Loops—cause proper feedback and timely response to changes
• Manage Risk—anticipate problems before they occur and determine possible solutions
• Develop a Performance Management System—determine criteria for successful performance and ways to facilitate and reinforce performance
• Utilize Basic Components of Microsoft Project Software—an application that helps organize and teach project components.

Course Name | I.D.# | Date | Time | Location | Staff
---|---|---|---|---|---
Managing Projects | 1439 | 10/8/04 | 7:30 AM-7:30 PM | TBA | Blender

Fee: No charge for UCH employees

Cultural Diversity Skills

Diversity Dinner (2.5 hours)
The Diversity Dinner provides an informal opportunity to talk openly with others from different racial, ethnic and religious backgrounds about the subject of diversity. Staff from the University of Chicago Hospitals will share a dinner and conversation about diversity, their experiences, feelings, fears and hopes. Each participant will receive short readings before the night of the dinner to stimulate dialogue. Experienced facilitators from the Human Relations Foundation and the Academy will guide the dinner conversation. If you have any questions about the program, please contact Rhonda Blender, UCH Academy, at (773) 702-5218.

Fee: No charge for UCH employees

Creating the Tapestry – Leading through Diversity (4 hours)
This session focuses on developing skills necessary for leading a diverse workforce or patient care team. Through discussion and experiential learning activities, participants will learn:

• Business reasons for responding to workforce diversity issues
• Strategies to assess our hiring, selection, mentoring, and promotional patterns of behavior
• Communication skills for providing feedback across differences
• Skills for managing conflict
• Meeting the diverse needs of our patients

Course Name | I.D.# | Date | Time | Location | Staff
---|---|---|---|---|---
Creating the Tapestry | 1641 | 1/22/05 | 8:30 AM-4:30 PM | FB-317 | Blender

Fee: No charge for UCH employees
$150 for employees of UCH affiliates
$25 for non-UCH employees

Information Technology Skills

Time and Attendance Manager Training (3.5 hours)
Become familiar with the Time and Attendance transaction processing system. Compute and approve employee time transactions. Required of all managers who will or approve employee payrolls. Participants must submit a Systems Access Request Form to MCIS Security at least 10 days prior to attending this class.

Course Name | I.D.# | Date | Time | Location | Staff
---|---|---|---|---|---
Time & Attendance | 1009 | 12/12/04 | 8:30 AM-12:30 PM | FB | Blender

Fee: No charge for UCH employees

Coaching
Coaching has gained international recognition as the key to managing and empowering employees. This hands-on workshop provides the practice, knowledge, and skills you need to be an effective coach.

Course Name | I.D.# | Date | Time | Location | Staff
---|---|---|---|---|---
Coaching | 1409 | 1/14/04 | 7:30 AM-7:30 PM | FB-317 | Blender

Conflict Management (4 hours)
Conflict is an inherent part of the workplace, and will have the opportunity to practice applying appropriate behaviors to different conflict situations. Participants will acquire an understanding of the importance of constructive conflict management in fulfilling their leadership role as a supervisor. Participants are expected to complete pre-course assignments prior to start of class.

Course Name | I.D.# | Date | Time | Location | Staff
---|---|---|---|---|---
Conflict Management | 1612 | 1/28/05 | 8:30 AM-4:30 PM | FB-317 | Blender

Performance Improvement Tool Kit (3 hours)
Learn the UCH problem-solving model for process improvement POCUS. P.O.C.U.S. This course is designed to provide both staff and management employees with the tools to assess customer's needs and requirements. In an interactive format, participants will learn how to use data analysis/collection tools such as flow charts, brainstorming and pareto diagrams.

Course Name | I.D.# | Date | Time | Location | Staff
---|---|---|---|---|---
Performance Tool Kit | 1648 | 2/20/04 | 8:30 AM-4:30 PM | FB-317 | Blender

Ellen Rosendale, social work and pastoral care, Joyce Hunt, patient care manager SNE, and Anniese Lemond, compensation, practice a coaching session in a coaching class. For more information on this and other leadership courses, contact Mary DeNoble, UCH Academy, (773) 702-3469.

> >> academy.connect.uchospitals.edu

> >>
Clinical Trials Management Certificate Program
Graham School of General Studies, The University of Chicago

Interested in Further Training in Clinical Research?
The Graham School at the University of Chicago offers a seven-course certificate program in Clinical Trials Management. This program is for research nurses or clinical research associates with less than seven years of experience in the field, or for nurses working other areas who want to enter the field of clinical research. All classes are offered as three-day seminars during the week, or as a one-day seminar on Saturdays.

Employees working at the University of Chicago Hospital or UCH Hospitals may apply their tuition remission benefits to these courses. The courses are also approved for continuing education credit in nursing by the Illinois State Nursing Association, which is accredited as an approved by the American Nurses Credentialing Center’s Commission on Accreditation.

For more information about courses and certificate requirements, please call Matthew Cherry, Program Coordinator, at (773) 702-1558 or e-mail to mmcherry@uchicago.edu.

Financial Management Skills
ivProcurement and Expense (4 hours)
ivProcurement—Covers requesting items, checking requisition status, and receiving items in ivProcurement. *Includes using ivProcurement to approve requisitions. Instructions on using a web browser and extensive practice exercises for everyday users. Covers using Expense to create, submit, and approve expense reports. Covers acquiring temporary staff and their use of the Time and Attendance System. Users must pass an in-class assessment in order for their ivProcurement account to be activated. Contact Janice Bell at 773-0032 for more information.

The Graham School at the University of Chicago offers a seven-course certificate program in Clinical Trials Management.

Career Development Center

The UCH Career Development Center has been established to assist employees manage their careers in order to prepare for the future, meet organizational requirements, and change career plans as circumstances change. The process of career planning will assist employees to improve the “fit” between their values, needs, skills and the needs and requirements of the workplace. Career planning is a continual process of recognizing one’s own needs, strengths and potential contributions; discovering the needs and requirements of the workplace; and change career plans as circumstances change.

From training to career development discussions, the Graham School is dedicated to providing a quality learning experience. UCH Tech Boot Camp Certification will be issued at the completion of the workshop.

For more information about courses and certificate requirements, please call Matthew Cherry, Program Coordinator, at (773) 702-1558 or e-mail to mmcherry@uchicago.edu.

NEW!

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Graham School of General Studies, The University of Chicago

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Strategic Career Management

This workshop is designed to assist employees with the following:
- Recognize concepts and contemporary models for career development planning
- Assess their values, motivations, skills and accomplishments
- Identify trends and plan the research they need to do to manage their career
- Integrate their learning from self-assessment into a career action plan
- Prepare to have a career development discussion with a supervisor, mentor, or career advisor

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NEW!
### Managing Disruptive and Assaultive Behaviors

The culture we live in and work in exposes us daily to potentially dangerous interpersonal interactions. This is especially true for those of us in the health services. The need, therefore, for effective techniques and strategies for managing potentially violent or disruptive behaviors is indeed great. This course offers well-proven methods for preventing and managing disruptive and assaultive behaviors through relevant simulations, repeated demonstrations, active student participation, and discussions.

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Course I.D.</th>
<th>Sect.</th>
<th>Date</th>
<th>Time</th>
<th>Location</th>
<th>Staff</th>
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<td>001 3304</td>
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<td>6:00 AM-3:30 PM</td>
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<td>6:00 AM-3:30 PM</td>
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**Fee:** No charge for UCH employees

### Medical Terminology (14 hours)

Introduction to medical terms used in the health field. Construction of medical terms using Greek and Latin prefixes, suffixes, and roots. Emphasis is placed on definitions, spelling and pronunciation of terms. This course meets on Tuesdays for 7 weeks.

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Course I.D.</th>
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</table>

**Fee:** $40 for all participants

### ICD-9-CM Coding (24 hours)

Current enrollment in Medical Terminology course or prior knowledge of medical terminology required. This course provides an introduction to the ICD-9-CM coding principles for ambulatory care. Emphasis is on the development of skills needed for the completion of the diagnostic coding section of medical billing forms. Course meets each Wednesday for 8 weeks.

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Course I.D.</th>
<th>Sect.</th>
<th>Date</th>
<th>Time</th>
<th>Location</th>
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**Fee:** $80 for UCH employees $180 for employees of UCH affiliates $280 for non-UCH employees

### CPT Coding (24 hours)

Current enrollment in Medical Terminology course or prior knowledge of medical terminology required. This course provides an introduction to the CPT coding principles for ambulatory care. Emphasis is on the development of skills needed for the completion of the diagnostic coding section of medical billing forms. Course meets each Wednesday for 8 weeks.

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<tr>
<th>Course Name</th>
<th>Course I.D.</th>
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<th>Time</th>
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<td>CPT Coding</td>
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</table>

**Fee:** $60 for UCH employees $160 for employees of UCH affiliates $260 for non-UCH employees

### Freedom from Smoking

Would you like to stop smoking? This smoking cessation group consists of a seven-session program designed by the American Lung Association. The program includes research-verified techniques on quitting and maintaining a smoke-free lifestyle. Pre-registration is highly recommended, as space is limited to 16 people. Fee is $40 payable by check to University of Chicago. If you have any questions about the program, please contact Ethan Israelsohn at (773) 702-9952 or at ethans@uchicago.edu

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<tr>
<th>Course Name</th>
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<th>Time</th>
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<td>Freedom from Smoking</td>
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<td>6:00 PM-7:30 PM</td>
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</table>

**Fee:** $40 for all participants

### Diversity

Clown

A refreshingly unique, thought-provoking video, which combines both drama and comedy to explore the affects of bias and racism. Clown humorously and effectively demonstrates how anyone looking or sounding different can be subject to discrimination.

The Essential Blue-Eyed

In this video, Jane Elliot effectively challenges viewers to confront racism in work, in our community and in ourselves every day. Includes a 37-minute debriefing session.

Eye of the Storm

This documentary explores the nature of prejudice in a dramatic third-grade classroom experience.

Video-based program selections range from pre-produced videos, such as Voice Mail Etiquette, to a UCH original production: Infection Control/Safety Training. Video-based programming is available through the UCH Academy. Videos are available for borrowing to view for one week and are ideal for use at departmental staff meetings. To arrange to view a video or to request a complete listing of available training videos, visit our website at http://academyconnect.uchospitals.edu, or call Felicia Anderson, (773) 702-4850. Selections from our video library include:

Customer Service/Communication

Don’t Lose Your Patients on the Phone

This demonstrates telephone skills specifically for health-care personnel. Some of the most commonly encountered communication problems are presented along with specific techniques for handling them.

Exceptional Customer Service

This four-tape video program will demonstrate the latest proven strategies, and give you the understanding to use them effectively. You will discover specific ways to make an even greater positive impact on your customers.

Focused Listening Skills

This three-tape video program will help you develop listening skills that will make you more approachable and more responsive in your professional and personal life.

Voice Mail Etiquette

This video illustrates how to use voice mail technology to improve communication, enhance personal effectiveness and productivity, and build more successful relationships with customers and clients. Voice mail etiquette offers specific skill viewers can easily implement to immediately benefit from this powerful communication tool.
Spanish Language for Health Care Professionals

UCH Academy in collaboration with the Spanish Studios sponsors an educational partnership that will provide opportunity for learning to converse in Spanish within a health care context. Classes are usually offered at the basic and intermediate levels on Monday evenings, and run for eight weeks. As an additional service, the Spanish Studios will offer students enrolled in this class the option to take a 4-week extension of this program for an additional charge of 50% of their initial fee.

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Course Sect.</th>
<th>Date</th>
<th>Time</th>
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<td>Beginning Spanish</td>
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<td>FB-318</td>
<td>Spanish</td>
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<td>Intermediate Spanish</td>
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<td>Intermediate Spanish</td>
<td>1732 026</td>
<td>5/24/04-Mon</td>
<td>5:00 PM-7:00 PM</td>
<td>FB-318</td>
<td>Spanish</td>
</tr>
</tbody>
</table>

Fee: $125 for non-UCH employees  $225 for non-UCH employees

Introduction to Online Clinical Research: Finding Journal Articles

The Cumulative Index to Nursing and Allied Health Literature (CINAHL) is available on-line through the University of Chicago Library. This database includes citations within nursing, allied health, biomedical, and consumer health journals. This session will introduce participants to fundamental and advanced search functions of the database as well as how to quickly find the full text of the article you need. Individuals enrolled in nursing and allied health degree completion programs will find proficiency in the use of this database helpful both for their academic research as well as keeping up to date on patient care issues. If you have any questions about the program, please contact Marjorie Roark, UCH Academy, (773) 753-0851.

Course Name                  | Course Sect. | Date         | Time          | Location |
<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>Online Clinical Research</td>
<td>1259</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Fee: No charge for UCH employees

Leadership
The 7 Habits of Highly Effective People
This video introduces key concepts drawn from seven different areas who have used the 7 Habits, workshop to achieve real, measurable, organizational results in a time of dramatic change.

Microsoft Office
Word
With this video you will learn how to enter and edit text. Basics such as saving files and printing are demonstrated. You will learn how to master Word’s spell checking, grammar and thesaurus programs. Levels 2 & 3 are also available.

Excel
This video takes you step by step through building your own spreadsheet. You learn how to enter and edit labels, numbers and formulas.

PowerPoint
Learn to turn simple words into statements and slides that catch your audience’s attention. Import pictures and graphs that add life to presentation slides.

Access
Learn to create and modify a database. This video will show you how to sort information to meet your needs. Learn to create “user-friendly” forms that allow easy access to the information within the database.

Professional/Personal Development
Business Writing: Quick, Clear, and Concise
Good writing is a reflection of clear thinking. Increase your productivity by sharpening your writing skills. This video shows you how using the MÅ©DE format. Message-Action-Detail-Evidence

Fish! Catch the Energy, Release the Potential.
This video explores the tremendous synergy that can result when people are committed to their jobs and to team members.

How Serious is That?
This video examines the irrational and exaggerated patterns of thinking that drives us all nuts. Also helping to find the path to the “joy of being.”

Humor Your Stress
Loretta LeBlanc has successfully found a way to make cognitive therapy (thinking the way you think) accessible, and in doing so, helps viewers see “the folly of their ways,” and put our lives back in perspective.

Who Moved My Cheese?
This animated movie contains profound truths about how we respond to change at work in our lives. It’s an entertaining way to help people overcome their fear of change and see change as a way of gaining something better.

Certificate and Degree Completion Programs

The UCH Academy partners with a number of institutions to provide the opportunity to earn academic credentials on site in Hyde Park. While the courses offered support the specific requirements of the students enrolled in each of the cohort programs, Hospital employees may enroll in any course that supports their individual learning goals and for which they are qualified. Currently the Academy’s Partners in Education program includes the following cohorts: Harold Washington College, associates of arts degree and Health Care Core Curriculum; Moraine Valley Community College, associate of applied science degree in nursing; Governors State University, bachelor degree in health administration, St. Xavier University, bachelor of science degree in nursing and, University of Illinois at Chicago, bachelor of science degree in nursing. For more information about these programs, contact the UCH Academy at (773) 753-0850.

Health Care Core Curriculum Program Harold Washington College
The UCH Academy, in cooperation with Harold Washington College, sponsors an educational partnership that provides employees of the Hospitals, the University, their families, and members of the community an opportunity to take a series of undergraduate courses which will help them qualify to enter a post-secondary allied health certificate or degree program. Because participants must meet academic pre-requisites for each course, the curriculum is laid out in a sequence that will allow participants to progressively gain the skills and knowledge needed at subsequent levels. Classes are generally held on Thursday and Friday evenings in Hyde Park. Upon successful completion of this program, participants will have gained many of the general education requirements needed to apply for entrance to a college level allied health program, such as nursing, surgical technology or radiologic technology. For eligible employees, 75 percent of tuition is covered through tuition reimbursement benefits. For information on the program and admissions process, contact Jim McLear, UCH Academy, (773) 753-0850.

<table>
<thead>
<tr>
<th>Course Name</th>
<th>I.D.R.</th>
<th>Sect.</th>
<th>Date</th>
<th>Time</th>
<th>Location</th>
<th>Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cellular Biology</td>
<td>BIO 121</td>
<td>001</td>
<td>9/27/04-Thu</td>
<td>6:00 PM-9:30 PM</td>
<td>BS2C-402</td>
<td>UCH</td>
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<tr>
<td>Elements of Algebra</td>
<td>MAT 110</td>
<td>001</td>
<td>12/04-Thu</td>
<td>6:00 PM-9:30 PM</td>
<td>FA-215</td>
<td>UCH</td>
</tr>
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</table>

Fee: Registration fee $25 per term. Activity fee $50 per term, $10 per term for those taking 12 credit hours or more. Tuition fee $52 per credit hour—in most courses are 3 credit hours or $156 per course. UCH employees eligible for tuition reimbursement will be charged $135 00 per credit hour or $390.00 per 3 credit hour course.

Because Cellular Biology 121 is a 5 credit hour course, it will meet on both Thursday and Friday evenings from 6:00-9:30pm. Moreover, tuition for biology fee is $260. MAT 110 is a 4 credit hour course, will meet on both Thursday and Friday evening from 6:00-9:30pm, and will cost $268 in tuition.

Staff Education / Video-Based Training

Partners in Learning

Spanish Language for Health Care Professionals
UCH Academy in collaboration with the Spanish Studios sponsors an educational partnership that will provide opportunity for learning to converse in Spanish within a health care context. Classes are usually offered at the basic and intermediate levels on Monday evenings, and run for eight weeks. As an additional service, the Spanish Studios will offer students enrolled in this class the option to take a 4-week extension of this program for an additional charge of 50% of their initial fee.

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Course Sect.</th>
<th>Date</th>
<th>Time</th>
<th>Location</th>
<th>Staff</th>
</tr>
</thead>
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<tr>
<td>Beginning Spanish</td>
<td>1731 025</td>
<td>9/27/04-Mon</td>
<td>5:00 PM-7:00 PM</td>
<td>FB-318</td>
<td>Spanish</td>
</tr>
<tr>
<td>Beginning Spanish</td>
<td>1731 026</td>
<td>4/5/04-Mon</td>
<td>5:00 PM-7:00 PM</td>
<td>FB-318</td>
<td>Spanish</td>
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<tr>
<td>Intermediate Spanish</td>
<td>1732 025</td>
<td>11/15/04-Mon</td>
<td>5:00 PM-7:00 PM</td>
<td>FB-318</td>
<td>Spanish</td>
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<td>Intermediate Spanish</td>
<td>1732 026</td>
<td>5/24/04-Mon</td>
<td>5:00 PM-7:00 PM</td>
<td>FB-318</td>
<td>Spanish</td>
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</tbody>
</table>

Fee: $125 for non-UCH employees  $225 for non-UCH employees

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Course Name                  | Course Sect. | Date         | Time          | Location |
<table>
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<tr>
<th></th>
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Fee: No charge for UCH employees

The UCH Academy and Moraine Valley Community College (MVCC) are partners in delivering a nursing degree completion program on-site at the University of Chicago Hospitals. An Associate of Applied Science degree is earned while students part-time as nursing assistants and go to school two full days a week. In the foreground, Kevin Kirk, one of the MVCC’s first year students, learns more about basic nursing care. To learn more about this or other nursing degree completion programs, please contact Marjorie Roark, UCH Academy, (773) 753-0851.

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### Associate of Arts Degree Program Harold Washington College

<table>
<thead>
<tr>
<th>Course Name</th>
<th>I.D.#</th>
<th>Date</th>
<th>Time</th>
<th>Location</th>
<th>Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interim Algebra</td>
<td>MA112</td>
<td>004</td>
<td>1/30/04-Tue</td>
<td>3:30 PM-6:30 PM</td>
<td>FA-215</td>
</tr>
<tr>
<td>Physical Science</td>
<td>PS107</td>
<td></td>
<td>1/29/04-Thur</td>
<td>5:00 PM-8:00 PM</td>
<td>FA-215</td>
</tr>
</tbody>
</table>

*Fee: Registration fee $25 per term. Activity Fee $50 per term, $100 per term for those taking 12 credit hours or more. Tuition fee $25 per credit hour.*

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### Associate of Applied Science Degree in Nursing

<table>
<thead>
<tr>
<th>Course Name</th>
<th>I.D.#</th>
<th>Date</th>
<th>Time</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care of the Adult II</td>
<td>NUR114</td>
<td>001</td>
<td>1/29/04-Thur</td>
<td>7:00 AM-12:00 PM</td>
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<tr>
<td>Pharmacology II</td>
<td>NUR118</td>
<td>001</td>
<td>1/29/04-Thur</td>
<td>12:00 PM-4:00 PM</td>
</tr>
<tr>
<td>Care of the Adult II</td>
<td>NUR114</td>
<td>002</td>
<td>2/5/04-Fri</td>
<td>7:00 AM-12:00 PM</td>
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<tr>
<td>Pharmacology II</td>
<td>NUR118</td>
<td>001</td>
<td>2/5/04-Fri</td>
<td>12:00 PM-4:00 PM</td>
</tr>
</tbody>
</table>

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### Bachelor of Science in Nursing University of Illinois at Chicago

UIC in collaboration with the Patient Services Sector and the College of Nursing, University of Illinois at Chicago, sponsors an educational partnership that will provide qualified employees an opportunity to take undergraduate courses leading to an associate of applied science degree in nursing and the opportunity to sit for licensure as an RN in the state of Illinois. To qualify for the program, employees must be currently certified as a CNA and meet program academic requirements. Courses are held on Thursday and Friday at the Friend Center. For eligible employees, 100% percent of tuition, fees and books will be paid by the Hospital. The hospital offers this 3 and one-half year program online. The cohort began in Fall 2003. If you are interested in pursuing an associate of applied science degree in nursing, contact Marjorie Roark, UCH Academy, (773) 753-0851.

### Bachelor of Health Administration Governors State University

UCH Academy, in collaboration with Governors State University, sponsors an educational partnership that will provide employees an opportunity to take undergraduate courses leading to a bachelor of health care administration degree. The degree completion program is designed for health professionals who have earned licensure, certification or registration and have completed a minimum of 40 semester hours of academic credit with a grade of ‘C’ or better. Classes meet on Tuesday and Thursday evenings from 6pm to 10pm at the Friend Center. For eligible employees, 75% percent of tuition is covered through tuition reimbursement benefits. The certificate cohort will graduate in June 2004.

**Fee:** Registration fee $25 per term. Activity Fee $50 per term, $100 per term for those taking 12 credit hours or more. Tuition fee $25 per credit hour.

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### New! Bachelor of Health Administration University of Illinois at Chicago

UCH Academy, in collaboration with Governors State University, sponsors an educational partnership that will provide employees an opportunity to take undergraduate courses leading to a bachelor of health care administration degree. The degree completion program is designed for health professionals who have earned licensure, certification or registration and have completed a minimum of 40 semester hours of academic credit with a grade of ‘C’ or better. Classes meet on Tuesday and Thursday evenings from 6pm to 10pm at the Friend Center. For eligible employees, 75% percent of tuition is covered through tuition reimbursement benefits. The certificate cohort will graduate in June 2004.

**Fee:** Registration fee $25 per term. Activity Fee $50 per term, $100 per term for those taking 12 credit hours or more. Tuition fee $25 per credit hour.

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### Outdoor Adventures Courses

For years, Outdoor Adventures has offered outdoor adventure training to bring groups together. Now, the UCH Academy offers your group or department a chance to do outdoor problem solving in the woods of Homewood Forest Preserve. The day will focus on team-building problem solving with an emphasis on communication, group dynamics and support. This is the chance for your group to observe themselves and to develop more effective means of working together.

<table>
<thead>
<tr>
<th>Course Name</th>
<th>I.D.#</th>
<th>Date</th>
<th>Time</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outdoor Adventure</td>
<td>1801</td>
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</tbody>
</table>

To arrange a customized session, contact Mary DeNoble, UCH Academy, 702-3469.

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### Retreats

The UCH Academy offers retreat facilitation for departments and leadership groups desiring assistance. Each retreat is custom designed based upon the group’s goals and current issues. Retreats can focus on strategic planning, management development, team building, problem resolution or team communication issues.

<table>
<thead>
<tr>
<th>Course Name</th>
<th>I.D.#</th>
<th>Date</th>
<th>Time</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retreat 1</td>
<td>1000</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

To arrange a customized session, contact Mary DeNoble, UCH Academy, 702-3469.

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### Partners in Learning

Nurses participating in the RN-BSN degree completion program with the University of Illinois at Chicago take classes via live interactive video-conferencing with UIC faculty in the downtown Chicago and in the Quad-Cities. For more information about this and other nursing degree completion programs, contact Marjorie Roark, UCH Academy, (773) 753-0851.
Welcome to the Employee Intranet Kiosk

- Any UCH or BSD employee can use a kiosk to access the UCH Intranet and the Academy Connect sites without a system login.
- UCH employees with cOMail logins and passwords can access their e-mail by clicking on cWeb at the bottom of Quick Links.
- Only sites that are directly linked from the UCH Intranet are available at a kiosk. Other sites on the Internet are not.

Employee Intranet Kiosk Locations

- CLI Lobby • W-045 • TE-221 • DCAM 0016 • UCH Academy

Follow these rules to keep the Employee Intranet Kiosk up and running:

- Please limit your use to 10 minutes when others are waiting.
- Please do not eat or drink at the terminal.
- If the kiosk is not operating, please contact the MCIS Help Desk at 702-1400

Network/System Access Requirement for HIS Training

When logging onto a system at UCH Academy, you should already have your own individually assigned User ID and Password to the UCH Network. To gain access to the UCH Network, a full completed UCH Network/System Access Request Form must be submitted to UCH Systems Security Administration. A UCH Network/Systems Access Request Form is available at the Mitchell Information/Security Desk located on the 2nd floor of Mitchell Hospital. It is open seven days per week 24 hours per day.

When filling out this form, every system to which you need access should be listed. Each user’s access must be aligned and the administrative manager will ensure that the user is authorized for the system and that the center must authorize by endorsing the request form in the designated location.

To avoid delays, access requests should be processed before the employee is expected to use the system. The Academic Information Center (AIC), Academic, Office LAN. Your access codes will be issued within seven business weekdays after the training is provided. When training is completed and Attendance, you will need your personal access codes in class. Be sure to submit your request for access 7 business weekdays before the scheduled class date. All other system access is granted based on what is authorized by the manager and consistent with the individual’s job assignment.

- Fully completed system access request forms should be sent to: UCH Systems Security Administration, MCIS-105. You can also fax these forms to (773) 702-0726 or (773) 702-9470.
- The standard setup timeframe is within seven business weekdays from the date fully and accurately completed forms are received. Access requests that are incomplete or have incorrect information will be delayed for processing until the required information is provided. Access requests that lack the employee’s and/or manager signature will be reprocessed.
- Please Note: If there are a large number of setups (over 10) for a particular manager, department, or group of employees, it is important that there be a Security Administration coordination. Specific timelines for setups will be determined once the full scope of the project is communicated. When possible, security systems administration at least 30 days in advance.
- UCH System Security Administration can be reached at (773) 702-9440 Monday through Friday, 8:30AM to 5:00PM, excluding holidays.

LastWord: Inpatient Staff (PSC, Weekend Staff, Night Nurses) (3 hours)

Primary focus is on how patient identification and account numbers are retrieved. Participants will learn how to review guarantor information, no bill records, to post and credit charges; post primary focus is on how patient identification and account numbers are retrieved. Participants will learn how to review guarantor information, no bill records, to post and credit charges; post...
### How to place an order

- How to search and retrieve patient records by ID# and name

#### Universal Workstation
Participants will learn:
- The StatLAN Order Entry application is used to enter lab, dietary, and physical therapy orders via the Universal Workstation.
- EPIC-Hyperspace
- EPIC-Pattern and Template

### Oacis (1.5 hours)

Oacis is a clinical display system. Oacis software runs in a Windows environment. Participants learn how to navigate and print from Universal Work Stations to access patient matters, lists of services, laboratory results, discharge/operative reports, and integrated views of patients results using the data and or time driven chart feature. This class will be more beneficial to participants who bring names and or medical history numbers from their current list of patients. System access code required: Requests for network access code and user ID number should be made allowing 10 business days for processing by Information Systems. (773) 702-9440. Participants must sign up for this class at least 10 days prior to the session.

<table>
<thead>
<tr>
<th>Course Name</th>
<th>I.D.#</th>
<th>Date</th>
<th>Time</th>
<th>Location</th>
<th>Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oacis</td>
<td>1014</td>
<td>7/19/04</td>
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</tr>
<tr>
<td>Oacis</td>
<td>1013</td>
<td>7/13/04</td>
<td>9:00 AM-10:00 AM</td>
<td>CAM 1113</td>
<td>Garza</td>
</tr>
<tr>
<td>Oacis</td>
<td>1012</td>
<td>7/09/04</td>
<td>9:00 AM-10:00 AM</td>
<td>CAM 1113</td>
<td>Garza</td>
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<tr>
<td>Oacis</td>
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<td>7/02/04</td>
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<td>Garza</td>
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<tr>
<td>Oacis</td>
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<td>6/25/04</td>
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<tr>
<td>Oacis</td>
<td>1009</td>
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<td>Oacis</td>
<td>1008</td>
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<td>CAM 1113</td>
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<tr>
<td>Oacis</td>
<td>1007</td>
<td>6/04/04</td>
<td>9:00 AM-10:00 AM</td>
<td>CAM 1113</td>
<td>Garza</td>
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</tbody>
</table>

### StatLAN/Order Entry-OpTime View Only Access
OpTime is the Hospital's Surgical Scheduling and management system. This course will focus on some only access to OpTime basic reports including the Master Daily schedule OR schedule and the patient tracking system. Course is open to UCH employees only that require access to OR schedules. To arrange a training session, please contact Diane Jones at (773) 634-6075.

<table>
<thead>
<tr>
<th>Course Name</th>
<th>I.D.#</th>
<th>Date</th>
<th>Time</th>
<th>Location</th>
<th>Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>EPIC-Hyperspace</td>
<td>1040</td>
<td>6/25/04</td>
<td>9:00 AM-10:00 AM</td>
<td>CAM 1113</td>
<td>Garza</td>
</tr>
</tbody>
</table>

### EPIC Pattern and Template
Participants will learn how to navigate, edit, and maintain the clinic's physician scheduling. Who should attend? Clinic staff responsible for the daily maintenance of the schedules.

<table>
<thead>
<tr>
<th>Course Name</th>
<th>I.D.#</th>
<th>Date</th>
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<th>Location</th>
<th>Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>EPIC Pattern and Template</td>
<td>1100</td>
<td>8/18/04</td>
<td>8:00 AM-10:00 AM</td>
<td>CAM 1113</td>
<td>Garza</td>
</tr>
</tbody>
</table>

### DCAM EPIC Training Schedule

#### Basic EPIC Scheduling and Check-in
EPIC is the Hospital's automated appointment entry system. Participants will learn how to:
- Schedule and cancel appointments;
- Capture FCQ and Referring Physician information;
- Linking insurance or capturing New patient insurance information;
- Viewing blocked and unblocked times in Providers schedule;
- Cancel and Reschedule appointments.

<table>
<thead>
<tr>
<th>Course Name</th>
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<th>Date</th>
<th>Time</th>
<th>Location</th>
<th>Staff</th>
</tr>
</thead>
<tbody>
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<td>Garza</td>
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<tr>
<td>Basic Scheduling and Check-in</td>
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<td>Garza</td>
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<tr>
<td>Basic Scheduling and Check-in</td>
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<td>Basic Scheduling and Check-in</td>
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<td>9:00 AM-10:00 AM</td>
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<td>Garza</td>
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</table>

### EPIC View Only
Any clinic support staff who will need VIEW only privileges should attend a one hour session.

<table>
<thead>
<tr>
<th>Course Name</th>
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<th>Date</th>
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<th>Location</th>
<th>Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>EPIC View Only</td>
<td>1023</td>
<td>3/21/04</td>
<td>9:00 AM-10:00 AM</td>
<td>CAM 1113</td>
<td>Garza</td>
</tr>
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</table>

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<th>I.D.#</th>
<th>Date</th>
<th>Time</th>
<th>Location</th>
<th>Staff</th>
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</thead>
<tbody>
<tr>
<td>Oacis</td>
<td>1014</td>
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<td>9:00 AM-10:00 AM</td>
<td>CAM 1113</td>
<td>Garza</td>
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<tr>
<td>Oacis</td>
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<td>Garza</td>
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<tr>
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</tr>
<tr>
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<td>9:00 AM-10:00 AM</td>
<td>CAM 1113</td>
<td>Garza</td>
</tr>
</tbody>
</table>

### StatLAN/Order Entry-Outpatient (3 hours)
The StatLAN Order Entry application is used to enter lab orders via the Universal Workstation. Participants will learn:
- How to search and retrieve patient records by ID# and name;
- How to place an order;
- How to delete, cancel, replace an order;
- Duplicate order checking procedures;
- Divert time procedures.

<table>
<thead>
<tr>
<th>Course Name</th>
<th>I.D.#</th>
<th>Date</th>
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<td>Garza</td>
</tr>
</tbody>
</table>

### Fee: No charge for UCH employees

### Oacis (1.5 hours)

Rose Garza, DCAM training, explains the Oacis clinical display system during a recent class in the Center for Advanced Medicine. For more information on hospitals information systems training opportunities, contact Janice Bell, UCH Academy, (773) 753-0852.
### Basic Keyboarding and Speed Keyboarding (20 hours)

Instruction in the basic keyboard of a word processor or other automated office equipment. Keyboarding assessment will be given in first session. Students will be assigned to results received in Basic on Speed Keyboarding. Employees may enroll in this course for the purpose of learning keyboard and increasing their overall speed and accuracy. Course meets for 10 consecutive Saturdays.

<table>
<thead>
<tr>
<th>Course Name</th>
<th>I.D.#</th>
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<tr>
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</table>

 Fee: $88.00 for UCH employees

### Intermediate Word (Hyde Park)

For people who know the basics of Word and want to expand their skills. Covers outlining and styles, developing and effective use of templates.

<table>
<thead>
<tr>
<th>Course Name</th>
<th>I.D.#</th>
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<th>Time</th>
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<td>Academy</td>
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</table>

 Fee: $88 for UCH employees

### Advanced Math Word for Windows (Hyde Park)

This class is a follow-up to the one-day Word class and emphasizes styles sheets, templates, macros, and custom buttons; merge for letters, envelopes, and labels, tabs, tables, and columns. Will also cover graphics and other special features (such as sections).

<table>
<thead>
<tr>
<th>Course Name</th>
<th>I.D.#</th>
<th>Date</th>
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<th>Location</th>
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<tr>
<td>Advanced Word</td>
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<td>Hyde Park</td>
<td>Academy</td>
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</tbody>
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 Fee: $88 for UCH employees

### On-Site Introduction to Excel (Friend Center)

Designed for those who are new to spreadsheet programs, those making a transition from Lotus or Quattro-Pro programs, and those who have dabbled with Excel, yet don’t understand exactly what they’re doing. Topics to be discussed are: navigating around the spreadsheet, working with ranges, formula and function concepts, formatting the spreadsheet, printing considerations, graphing, working with multiple spreadsheets, date and time concepts, named ranges, advanced graphing, creating and editing templates, and how Excel works with Word.

<table>
<thead>
<tr>
<th>Course Name</th>
<th>I.D.#</th>
<th>Date</th>
<th>Time</th>
<th>Location</th>
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</tr>
</thead>
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<tr>
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<td>CRC</td>
<td>Staff</td>
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</tbody>
</table>

 Fee: $88 for UCH employees

### On-Site Intermediate Excel (Friend Center)

Receive training in the most popular spreadsheet for Windows with exceptional graphing capabilities, and easy document formatting for impressive printouts.

<table>
<thead>
<tr>
<th>Course Name</th>
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<th>Time</th>
<th>Location</th>
<th>Staff</th>
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<tbody>
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 Fee: $88 for UCH employees

### Advanced Excel (Hyde Park)

Learn advanced graphing capabilities and document formatting.

<table>
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<td>Staff</td>
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</table>

 Fee: $107 for employees of UCH affiliates
### Computer Applications

#### On-Site Microsoft Access (Friend Center)

The professional databases and applications that allow you to access information based on your design of the database. The class begins with an overview of data concepts and data tables. Then you will learn how to create databases, analyze the data using functions such as find, sort, and query, and then construct reports.

*Two-day training.*

<table>
<thead>
<tr>
<th>Course Name</th>
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#### Advanced Access 1236 087 8/23/04-Mon 9:30 AM-4:30 PM Hyde Park CRC

- Advanced Access 1236 086 7/26/04-Mon 9:30 AM-4:30 PM Hyde Park CRC
- Advanced Access 1236 085 6/22/04-Tue 9:30 AM-4:30 PM Hyde Park CRC
- Advanced Access 1236 084 5/24/04-Mon 9:30 AM-4:30 PM Hyde Park CRC
- Advanced Access 1236 082 3/22/04-Mon 9:30 AM-4:30 PM Hyde Park CRC
- Advanced Access 1236 081 2/24/04-Tue 9:30 AM-4:30 PM Hyde Park CRC

#### Fee:
- $88.00 for UCH employees

#### Intermediate Access 1209(a) 041 6/16/04- Wed 9:30 AM-4:30 PM Hyde Park CRC

#### Introduction to Microsoft Project (Friend Center)

Powerful organizational tool that allows you to plan and track simple or complex projects, breaking them down into tasks and resources. Learn how to chart, report, share, and publish every step of the project in terms of time and costs.

<table>
<thead>
<tr>
<th>Course Name</th>
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<td>FB-317 CRC</td>
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- Fee $88.00 for UCH employees

#### Microsoft Outlook Professional Users (Friend Center)

Outlook is an integrated “Desktop Information Management Program” that allows you to organize and share different types of information on your desktop and to exchange this information with others. This course will cover e-mail (including attachments, priorities and sorting buttons, stationery, and signatures), contacts (address books), calendar (day-week-month, recurring appointments), tasks (“to do” lists), and notes.

<table>
<thead>
<tr>
<th>Course Name</th>
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<th>Location</th>
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- Fee $170.00 for employees of UCH affiliates

#### Advanced Access 1256 007 4/5/04-Mon 9:00 AM-4:30 PM FB-317 CRC

- Advanced Access 1256 006 2/6/04-Fri 9:00 AM-4:30 PM FB-317 CRC

#### Fee:
- $88.00 for UCH employees

#### Palm Pilot – Connection

This PERSONAL session is designed to assist users with how to utilize the Palm Pilot Organizer most effectively. Hands-on sessions will include the Palm Pilot controls, address listings, scheduling, memo records, calculator screen, and Graffiti ShortCuts. Discussion and on-site installations of Palm Pilot hardware and any accompanying software must be available for installation during the session.

<table>
<thead>
<tr>
<th>Course Name</th>
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<th>Location</th>
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- Fee $85.00 per hour

#### Microsoft Office Suite of programs in computer labs at the Friend Center, the Medical Center and in Hyde Park.

For more information about these classes or any of the other Hospitals Information System offerings, contact Janice Bell, UCH Academy, (773) 753-0852.

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**Virtual University**

**Academy Connect (Virtual University Open Labs)**

Learning on-line through the Academy Connect provides another learning method for employees. The Academy Connect/ Virtual University labs will allow employees to access web-based training from an on-site computer lab. The “Open Virtual University Labs” require employees identification badges for entry. The Universal Workstations (UWS) in the labs will allow users to register and access courses from nearly 500 available titles through Academy Connect.

<table>
<thead>
<tr>
<th>Course Name</th>
<th>I.D. #</th>
<th>Date</th>
<th>Time</th>
<th>Location</th>
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- Fee: $49 for UCH employees

**Microsoft Office Suite of programs in computer labs at the Friend Center, the Medical Center and in Hyde Park.**

For more information about these classes or any of the other Hospitals Information System offerings, contact Janice Bell, UCH Academy, (773) 753-0852.
Most of the course offerings listed in this schedule can be customized for your department upon request. The UCH Academy also develops new courses based on the learning needs of your department or assists in brokering for these services with local education and training providers (colleges, universities, community-based agencies, management consulting firms). For additional assistance in meeting your department’s educational and training needs, please contact the UCH Academy at (773) 753-0850.

### Staff Directory

<table>
<thead>
<tr>
<th>Name</th>
<th>Area of Responsibility</th>
<th>Telephone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Judy Schuler, Executive Director and Chief</td>
<td>• Learning Partnership Agreements</td>
<td>(773) 702-4380</td>
</tr>
<tr>
<td>Learning Officer, UCH Academy</td>
<td>• Design and Delivery Systems</td>
<td></td>
</tr>
<tr>
<td>Rhonda Blender, Director, UCH Academy</td>
<td>• Patient-Centered Care Learning</td>
<td>(773) 702-5258</td>
</tr>
<tr>
<td>Mary DeNoble, Director, Leadership and</td>
<td>• Leadership Development</td>
<td>(773) 702-3469</td>
</tr>
<tr>
<td>Career Development</td>
<td>• Organizational Development Services</td>
<td></td>
</tr>
<tr>
<td>Lisa Hunt, Director, Learning Institute</td>
<td>• Service Orientation Certificate • Site Visits</td>
<td>(773) 834-2668</td>
</tr>
<tr>
<td>Janice Bell, Manager, Virtual University</td>
<td>• Systems Training • Virtual University</td>
<td>(773) 753-0852</td>
</tr>
<tr>
<td>Matthew Boynton, Developer, Integrated</td>
<td>• System conversion to web-enabled products</td>
<td>(773) 834-4424</td>
</tr>
<tr>
<td>Learning Products</td>
<td>• Facilities Management • Partners in Learning</td>
<td>(773) 753-0855</td>
</tr>
<tr>
<td>Jim McLean, Manager, Academy Operations</td>
<td>• Theatrical-based Training • Service Quality</td>
<td>(773) 834-3860</td>
</tr>
<tr>
<td>Cynthia Pleasant-King, Manager, Performance Improvement</td>
<td>• Education Records • Video-Based Training • Knowledge Management Network</td>
<td>(773) 753-0851</td>
</tr>
<tr>
<td>Marjorie Roark, Nurse Educator</td>
<td>• Training and Support Services</td>
<td>(773) 702-4380</td>
</tr>
<tr>
<td>Felicia Anderson, Information Technology</td>
<td>• Logistical Support</td>
<td>(773) 753-1136</td>
</tr>
<tr>
<td>Resource Specialist</td>
<td>• Administrative Support</td>
<td>(773) 753-0853</td>
</tr>
<tr>
<td>Gwendolyn Ealy, Manager, Training and</td>
<td>• Registration and Facility Set-up</td>
<td>(773) 753-1467</td>
</tr>
<tr>
<td>Support Services</td>
<td></td>
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<tr>
<td>Diane White, Administrative Assistant</td>
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<tr>
<td>Pamela Bell-Gray, Administrative Assistant</td>
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<tr>
<td>Trenay Williams, Administrative Assistant</td>
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</table>

### UCH Academy Quarterly

#### On-line Registration (preferred method)

1. Go to [http://www.uchospitals.edu/academy/classregister.html](http://www.uchospitals.edu/academy/classregister.html)
2. Complete on-line registration form to register.
3. Hit submit button at the end of the form.
4. Please keep a copy of form for your records.

Employee intranet kiosks are available for use in registering for classes. Any UCH or BSD employee can use a kiosk to access the UCH intranet and the Academy Connect sites without a system login.

### UCH Academy Mail/FAX Registration Form

**In Order To Process, Please Complete ALL Information**

<table>
<thead>
<tr>
<th>Employee ID Badge Number</th>
<th>First Name</th>
<th>Last Name</th>
<th>Employee Telephone</th>
<th>Pager Number</th>
<th>Supervisor’s Name</th>
<th>Department Name</th>
<th>Supervisor’s Telephone/Pager Number</th>
<th>Room Location</th>
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</table>

### Course Selections

<table>
<thead>
<tr>
<th>Course Number</th>
<th>Section #</th>
<th>Course Title</th>
<th>Date</th>
<th>Time</th>
<th>Location</th>
</tr>
</thead>
</table>

Has the supervisor reviewed with the employee the purpose, date, and time of attending the class(es)?

- Yes
- No

**Employee Signature:**

**Supervisor’s Signature:**

**Notification Process**

Please choose method of notification in the event that the class is cancelled or filled. You should consider yourself confirmed for a course unless we notify you of change in schedule or course cancellation. Please indicate the best way to reach you:

- **Voice Mail**
- **E-mail**
- **Other**

**Revised date 1/20/04**

Register for Winter/Spring 2004 Courses