Frontline Leadership Training Takes a New Direction

Management Training Now Blends Classroom Learning with Hands-on Practice and Feedback—for More Effective Learning that Fits Individual Needs

Welcome to the NEW Academy Quarterly!

After a brief hiatus, the Academy Quarterly has returned with a new make-over. This past fall and winter, we conducted small focus groups with people from across UCH. The purpose of the focus groups was to better understand what you wanted from the Quarterly. We have used that feedback to drive the new focus, design and content of the Quarterly.

Here is what you told us. You want more information on learning at UCH. You want stories about our courses and the people taking those courses. You want to see how UCH's training courses can help you perform better.

You also are looking for articles that will help you do your job better. Articles that not only describe initiatives but that focus on providing you the information, tips, or references you need to be successful with those initiatives. Finally, you want the Quarterly to be interesting and fun. You provided us with great ideas on formatting and features which we plan to incorporate.

We hope that the new focus and format of the Academy Quarterly will better serve your learning needs. As always, we welcome your feedback both on the format as well as on what articles you would like to see. Send your feedback to gwendolyn.ealy@uchospitals.edu.

With the launch of the new Frontline Leadership Program in February, training for managers and supervisors takes an innovative direction that customizes learning to fit each individual's level of experience and management needs. Compared to the Hospitals' previous management training program, the new Frontline Leadership approach moves managers more quickly out of the classroom and into "real-time" situations where they put newly-learned skills into practice. In addition to classroom learning, managers now learn from their own experiences and by sharing input with other managers from throughout the Hospitals.

"This new approach builds on the success of our previous Frontline Leadership Program, and adds a unique twist in the form of ongoing support in the early stages of a new manager's development," says Jackie Medland, RN, senior organization development specialist at the UCH Academy. Medland is co-creator and co-facilitator for Frontline Leadership, along with Mary DeNoble, director, leadership and career development of the Academy. "The new program offers more learning outside of the classroom, more sharing among peers, and the ability for managers to select courses that address their specific supervisory needs."

Three Components for Management Training

The Frontline Leadership course is divided into three key elements: core curriculum, electives and learning huddles.

Core Curriculum includes classroom training on topics such as: Essentials of Leadership, HR Policy and Practice, Tech Boot Camp (inpatient or outpatient), and Interpreting Financial Reporting.

Electives allow each manager to select at least two courses per year that fit their personal development needs and departmental issues. Managers can choose from electives like: Leading in a Union Environment, Creating a Budget, Writing or Conducting Performance Appraisals, Leveraging Talent through Coaching, or Managing Diversity. By presenting these courses in an elective format, the program can offer fundamentals such as time management and performance management to managers with limited supervisory experience, and enrichment courses on change management and project management for managers with more years of supervisory experience.

In addition to instructors from UCH, some of the elective courses are taught by associate faculty from organizations outside of the Hospitals. "These associate faculty members offer our managers a broad array of perspectives, so it's not just one instructor imparting his or her viewpoint. Our managers now learn by incorporating varied points of view," says Medland.

Learning Huddles provide a formalized approach to group learning and shared experiences. Medland explains, "Huddles are not loose support groups. They feature a structured format where managers with different levels of experience can share what they've learned from their own work experience. It's a way for managers to bridge what they learned off-site in the classroom with real-time application in their departments." Each huddle is led by an Academy facilitator, and focuses on a particular management topic, such as Patient Rounding, Employee Rounding, Patient Satisfaction Data, and Managing Performance. Huddles meet bi-weekly for six months.

Managers in elective course, Creating High Performing Teams, build tallest structure using new techniques.

Huddles encourage managers to examine their own performance in terms of what works well and which areas need improvement. The huddles build managerial competency while also enhancing the social network at the Hospitals, so managers share insights across departments. "The learning huddles provide a forum for collaborative sharing of best practices. Managers receive feedback as they practice their new skills at the frontline," says Medland.

Learning huddles were pilot-tested last summer with the Hospitals' nurse managers. "People really liked the huddles, because they offered a great opportunity to continue learning after the classroom, with the support and input of others," says Medland.

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UCH Call Center

Making Vital Connections for Physicians, Staff and External Callers

Paging Services coordinator, Purcey Paschal is assisting a customer.

The Call Center provides critical links for callers within the Hospitals and from the community — 24 hours a day, every day of the year.

Imagine handling 600 phone calls every day, with questions varying from "How do I reach a patient?" to "When can I schedule an MRI?" to "How can I get a spill cleaned up right now?" That's what each of the 36 employees of the University of Chicago Hospitals handle on an average day – and "always with a smile," says Joyce Keldsen, RN, director of Call Center services. Keldsen and her team work closely with Jay Friedenberg, interim Call Center manager and Eric Yablonka, chief information officer and vice president of information services.

The Call Center is a vital yet hidden gem of the Hospitals. In fact, most physicians and staff at the Hospitals may speak to or hear the customer service representatives, but never see them. That's because the Call Center operates from offices located in Darien, Illinois, about 25 miles southwest of the University of Chicago Hospitals' Hyde Park location. "Many people don't realize that when they hear an overhead page at the Hospitals, it's actually being initiated miles away in Darien," says Keldsen.

Making Connections: Inside and Out

As part of the Hospitals' Information Services department, the Call Center provides critical links for callers from within the Hospitals and community – 24 hours a day, every day of the year.

Call Center Team from left to right: Joel Brown, Renee Aguilar, Tatonisha Jackson. Team members not shown: John Tincu, Tangie Bacon, Laura Bachur.

The Call Center routes about 2 million calls annually to both clinical and non-clinical departments.

Consider what the Call Center handles:

- Customer service representatives answer and route all calls that come through the Hospitals' main phone number: 773-702-1000.

- HealthLink – a specialized segment of the Call Center – handles all calls to the Hospitals' toll-free marketing number: 1-888-UCH-0200.

- All internal pages routed through the paging server in Darien.

- All external page requests are routed to physicians, nurses and others at the Hospitals.

- Organ donation and procurement calls also may route through the Call Center. When a call arrives from UNOS (United Network for Organ Sharing) that an organ is available for transplant, the Call Center works closely with procurement coordinators to make sure these important calls reach the proper person in a very timely manner.

- Call Center Paging provides maintenance, repair and replacement of the 4,400 pagers in use at the Hospitals office located in room W110, near the Goldblatt Lobby.

With so many calls going to so many places, it's absolutely essential that the representatives remain up to date on all the happenings throughout the Hospitals. "We have detailed information on every clinical and non-clinical department, so we know how to route calls correctly," explains Keldsen. "In addition, whenever there is a change, our people are trained to know about it."

Service with a Smile

The Call Center takes pride in delivering accurate service in a pleasant manner. Customer service representatives follow a tailored version of the Hospitals' AIDET approach to customer service:

Acknowledging the caller by name,

Identifying themselves,

Determining the caller's need,

Expediting the call, and

Thanking the caller.

All this is typically accomplished in about 30 seconds.

About half of the staff has been with the department over five years. Initially, customer service representatives go through three weeks of training before they begin taking calls. "They learn all about the University of Chicago Hospitals and about our standards for customer service and how to handle the high volume of calls courteously and accurately" says Keldsen. "We also have a more experienced person sit with new staff members to monitor how they handle calls and provide one-on-one coaching." Training also includes the fundamentals of medical terminology.

Recognition within the department keeps the Call Center team attuned to excellent customer services. Outstanding service is acknowledged in several ways, including online "e-praise" within the department, peer-to-peer recognitions, and a quarterly award to one outstanding staff member who is chosen by management.

"It gets very busy here, and there is no time for error," says Keldsen. "Our team includes people who have a customer service background, who know how to keep their composure under pressure."

Staff Directory

UCH Programs and Course Offerings –*Brad Kolar*	702-0343
Academy Programs –*Lisa Schumacher*	834-2668

Leadership and Career Development Programs

Leadership and Career Development – *Mary DeNoble*	702-3469
Nursing Professional Development Liaison – *Rhonda Blender*	702-5258
Organization Development – *Jackie Medland*	702-8169
Performance Improvement – *Cynthia Pleasant-King*	834-3860
Professional Relations and Development – *Jane Shapiro*	702-8256

Degree Completion and Scholarship Programs

Partners in Learning – *Jim McLean*	753-0855

Information Systems Training and Computer Based Learning

Blended Learning – *Janice Bell*	753-0852
Education Records and Video-based Training – Felicia Anderson	702-4850
On-line Course Development – Matt Boynton	834-4424
Training Resource Coordination – Kim Tapper	753-1467

Support Staff and Course Scheduling/Enrollment

Administrative Support – Stacie Braddix	753-0853
Registration and Facility Set-Up – Sharon Stademeyer	753-1136
Training and Support Services – Gwen Ealy	702-4380

School at Work Opens Door to Opportunities

Program Prepares Front-line Staff for New Career Options at Hospitals

When Robert Jones came to the University of Chicago Hospitals four years ago, he settled in as a galley attendant in Food Services. With 19 years of restaurant management experience already under his belt, the Hospitals' Food Services department fit within Jones' "comfort zone."

But, he soon realized that he wanted more challenge in a different type of job. For Jones, participating in the Hospitals' School at Work (SAW) program opened the door to a wide array of career options.

Jones explains, "I knew I would need more schooling to qualify for different jobs. I had been out of school for a long time, so my basic skills were rusty."

The School at Work Program is an eight-month training program designed to give front-line workers the skills they need to move into other job opportunities or college courses, without leaving the Hospitals. Participants can select from two learning tracks: a *clinical path* to positions such as a surgery technician or respiratory therapist; or a *non-clinical path,* for positions like unit secretary, clinic coordinator, medical records technician, or billing and coding professional.

"There were people in my class from Food Services, Environmental Services, Security, Transportation and other departments throughout the Hospitals," says Jones. Classes were held at the Academy, one afternoon per week. "My former managers – Gina Ciabattari in Food Services and David Brady in Bed Access – were very supportive. They adjusted my work schedule so I could attend classes."

School at Work participants refresh their skills in math, reading and writing. They also learn new skills to help them move ahead, including computer skills, resume-writing and interviewing.

For Jones, learning to use the computer and brushing up on his reading skills proved essential for his move from Food Services to his current position in Bed Access. He comments, "I had never used computers before. Now, I'm in a clerical position and use a computer every day in my new job."

The Hospitals' School at Work program is called "Building a Career Ladder in Health Care," and is coordinated by the UCH Academy. The University of Chicago Hospitals is among only 135 hospitals nationwide participating in this School at Work program. The lectures are taped in Louisville, Kentucky, and delivered on DVD in our classroom. The instructors are college faculty who are experts in English grammar, math and medical terminology. Learning also includes a computer-based training laboratory.

Jones adds, "Class is only once a week, so there's a lot of homework, too. But, if you want to succeed and do better, the homework is worth it."

The Power of Continued Learning

Based on his own experience, Jones is a big believer in the power of education. Since completing the program two years ago and beginning a new position in Bed Access, Jones continually encourages

Robert Jones, Bed Access

fellow employees to participate in the School at Work program. "School at Work gave us all the tools needed if we really wanted to do something else," says Jones.

Jones isn't done learning to advance his career options. He currently is working toward an Associate Degree at Daley College in Chicago, and is receiving financial assistance through the Hospitals' tuition reimbursement program.

Jones adds, "The Hospitals does so much to help you grow in your career here!" Mary DeNoble, Director of Leadership and Career Development and SAW Coach says, "Robert Jones is one of the success stories among 29 graduates of the SAW program to date." Many of the graduates have pursued new jobs within the Hospitals and/or have started college programs. All of the SAW graduates have reported that they benefited significantly from the program.

The next School at Work group will begin classes in January 2007. Applications are being accepted now. For more information about the School at Work program, visit the website at **http://academy connect.uchospitals.edu/v1/ career/** or call Kim Tapper, SAW Coach at (773) 753-1467 or Stacie Braddix, SAW Coach at (773) 753-0853.

All new and established leaders in the organization are required to take Frontline Leadership courses each year. For more specific information on requirements and course offerings, see page 6.

For general information about the Frontline Leadership Program, please contact Jackie Medland at **(773) 702-8169.**

The Quarterly Counselor

How can I improve the use of my time at work?

- **Create Uninterrupted Time** – avoid working near distractions.
- **Delegate Tasks** – if you are a Manager, delegating tasks can free up your time, and help improve the skills of your employees.
- **Establish Objectives** – set goals and focus on the essential tasks.
- **Simplify Tasks** – group similar tasks together, such as answering emails during a set time each day.
- **Concentrate on Tasks with Greatest Potential for Results** – 80% of the benefits you produce will come from 20% of your time and effort.

Reference:
Balancing Your Personal and Professional Life, a free on-line class available to all employees from http://academyconnect. uchospitals.edu.

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Go to http://academyconnect.uchospitals. edu today, or call the Academy at 753-0850 for more information.

THE**PHOENIX**PROJECT

The Hospitals' new clinical information system is scheduled to have its first roll-out in the Fall of 2006. The Academy is working with project teams for all of the Phoenix applications to develop training plans. Training will be scheduled as each roll-out becomes imminent and ongoing coaching support available after Phoenix goes live.

The pharmacy component, EpicRx, will be the first application to go live and is scheduled for October 2006. The Hyper-space (Cadence and Prelude) modules and Radiant, the radiology module will follow in early winter of 2006.

We are excited about the new clinical information system and

welcome the opportunity to continue to work with the project teams and staff at UCH as the Phoenix project unfolds.

Course Schedule

Hospitals Information Systems (HIS) Training

Network/System Access Requirement for HIS Training

When training on a UCH system, you should already have your own individually assigned User ID and Password to the UCH Network. To gain access to the Network, a fully completed on-line System Access Request Form (http://home.uchospitals.edu/sarf/) must be submitted to UCH Systems Security Administration. Be sure to submit your request for access 7 business weekdays before the scheduled class date.

When filling out this form, every system to which you need access should be selected. The employee/user must read and sign the confidentiality agreement and the administrative manager with signature authority for the employee/user cost center must authorize access by endorsing the request form in the designated location.

The following systems require training before the access codes are issued: EPIC; LastWord; Oacis; StatLAN. Your access codes will be issued within seven business weekdays after the training is provided. When training on Workforce Timekeeper Time and Attendance, you will need your personal access codes in class. All other system access is granted based on what is authorized by the manager and consistent with the individual's job assignment.

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 observation charges and, transfer and discharge patients. The participant will have hands-on experience in the retrieval of historical patient records online for the purposes of posting and reviewing charges. Participants will engage in reviewing reports generated as audit trails of miscellaneous billing.

Course Name	Course I.D.#	Sect. #	Date	Time	Location	Staff
LastWord: Inpatient	1027	141	5/10/06-Wed	1:00 PM-4:00 PM	L-643	Academy Staff
LastWord: Inpatient	1027	142	6/14/06-Wed	1:00 PM-4:00 PM	L-643	Academy Staff
LastWord: Inpatient	1027	143	7/19/06-Wed	1:00 PM-4:00 PM	L-643	Bell
LastWord: PCT	1025	280	5/11/06-Wed	9:00 AM-12:00 PM	L-643	Bell
LastWord: PCT	1025	281	7/13/06-Wed	9:00 AM-12:00 PM	L-643	Bell

To schedule customized session of LASTWORD for PCT's, contact Janice Bell at 773-753-0852.
Fee: No charge for UCH employees

Course Name	Course I.D.#	Sect. #	Date	Time	Location	Staff
LastWord: Outpatient Ancillary	1028	147	5/18/06-Thu	8:30 AM-11:30 AM	L-643	Bell
LastWord: Outpatient Ancillary	1028	148	6/8/06-Thu	8:30 AM-11:30 AM	L-643	Bell
LastWord: Outpatient Ancillary	1028	149	7/20/06-Thu	8:30 AM-11:30 AM	L-643	Bell
LastWord: Outpatient Ancillary	1028	150	8/17/06-Thu	8:30 AM-11:30 AM	L-643	Bell

Fee: No charge for UCH employees

LastWord: Customized for Clinic Coordinators (3.5 hours)

This course will focus on discharging (ICD 9 and procedure coding), UB92, charge entry, reviewing financial and guarantor information, how to review in-patient CENSUS, patient look-up information, how to send messages to Medical Records.

Course Name	Course I.D.#	Sect. #	Date	Time	Location	Staff
LastWord: Clinic Coordinators	1026	077	5/18/06-Thu	9:00 AM-12:30 PM	CAM 1113	Garza
LastWord: Clinic Coordinators	1026	078	6/15/06-Thu	9:00 AM-12:30 PM	CAM 1113	Garza
LastWord: Clinic Coordinators	1026	079	7/27/06-Thu	9:00 AM-12:30 PM	CAM 1113	Garza

Fee: No charge for UCH employees

Frontline (Lotus Notes) (2 hours)

Learn the latest version of Lotus Notes on a multidisciplinary patient care-planning tool. Sessions are designed for specific job roles: patient service coordinator (PSC), nurse, and patient care technician (PCT). LastWord (LW) has been incorporated with the PCT session to show their direct relationship to posting of charges for inpatients.

Course Name	Course I.D.#	Sect. #	Date	Time	Location	Staff
Frontline: PSC	1011	268	5/9/06-Tue	8:30 AM-10:30 AM	L-643	Bell
Frontline: PSC	1011	269	6/13/06-Tue	8:30 AM-10:30 AM	L-643	Bell
Frontline: PSC	1011	270	7/18/06-Tue	8:30 AM-10:30 AM	FB-317	Bell
Frontline: PSC	1011	271	8/15/06-Tue	8:30 AM-10:30 AM	FB-317	Bell

Fee: No charge for UCH employees

Internal Requisitions-General Stores (2 hours)

This course is for staff who order exclusively from the warehouse (General Stores), including unit secretaries, technicians and staff nurses. It covers searching for items and placing requisitions to the warehouse.

Course Name	Course I.D.#	Sect. #	Date	Time	Location	Staff
Internal Requisitions – General Stores	1037	070	6/22/06-Thu	1:00 PM-3:00 PM	L-643	Staff

To schedule customized session of Internal Requistions-General Stores, contact Janice Bell at 773-753-0852.
Fee: No charge for UCH employees

Oacis (2 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 rosters, lists of services, laboratory results, discharge/operative reports, and integrated views of patient's 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 I.D. number should be made allowing 10 business days for processing by Information Systems. **Participants must register for this class at least 10 days prior to the session and submit an on-line system access request form (SARF) http://home.uchospitals.edu/sarf/.**

Course Name	Course I.D.#	Sect. #	Date	Time	Location	Staff
Oacis 1014	438	5/4/06-Mon	1:00 PM-3:00 PM	L-643	Bell
Oacis 1014	437	5/9/06-Tue	9:00 AM-11:00 AM	CAM 1113	Garza
Oacis 1014	439	5/22/06-Mon	1:00 PM-3:00 PM	L-643	Bell
Oacis 1014	440	6/13/06-Tue	9:00 AM-11:00 AM	CAM 1113	Garza
Oacis 1014	441	6/26/06-Mon	1:00 PM-3:00 PM	L-643	Bell
Oacis 1014	442	7/3/06-Mon	1:00 PM-3:00 PM	L-643	Bell
Oacis 1014	443	7/11/06-Tue	9:00 AM-11:00 AM	CAM 1113	Garza
Oacis 1014	444	7/13/06-Mon	1:00 PM-3:00 PM	L-643	Bell
Oacis 1014	445	7/31/06-Mon	1:00 PM-3:00 PM	L-643	Bell

Fee: No charge for UCH employees

StatLAN/Order Entry-Inpatient (3 hours)

The StatLAN Order Entry application is used to enter lab, dietary, and physical therapy 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 cancel an order
• Duplicate order checking procedures
• Downtime procedures.

Course Name	Course I.D.#	Sect. #	Date	Time	Location	Staff
Order Entry-Inpatient	1015	210	5/10/06-Wed	8:30 AM-11:30 AM	L-643	Bell
Order Entry-Inpatient	1015	211	6/14/06-Wed	8:30 AM-11:30 AM	L-643	Bell
Order Entry-Inpatient	1015	212	7/19/06-Wed	8:30 AM-11:30 AM	L-643	Bell
Order Entry-Inpatient	1015	213	8/16/06-Wed	8:30 AM-11:30 AM	L-643	Bell

Fee: No charge for UCH employees

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
• Downtime procedures.

Course Name	Course I.D.#	Sect. #	Date	Time	Location	Staff
Order Entry – Outpatient	1015	218	5/18/06-Thu	1:30 PM-4:30 PM	CAM 1113	Garza
Order Entry – Outpatient	1015	219	6/15/06-Thu	1:30 PM-4:30 PM	CAM 1113	Garza
Order Entry – Outpatient	1015	220	7/27/06-Thu	1:30 PM-4:30 PM	CAM 1113	Garza

Fee: No charge for UCH employees

Workforce Central Timekeeper Training (3 hours)

Learn to review, edit, and approve employee's time punches through the Workforce Central Timekeeper System. Required of all managers and timekeepers who edit or approve employee hours. Participants should submit a Systems Access Request Form to MCIS Security at least 10 days prior to attending this class.

Course Name	Course I.D.#	Sect. #	Date	Time	Location	Staff
Timekeeper	1009	154	5/31/06-Wed	9:00 AM-12:00 PM	FB-317	Bell
Timekeeper	1009	155	6/28/06-Wed	9:00 AM-12:00 PM	FB-317	Bell
Timekeeper	1009	156	7/26/06-Wed	9:00 AM-12:00 PM	FB-317	Bell
Timekeeper	1009	157	8/30/06-Wed	9:00 AM-12:00 PM	FB-317	Bell

Fee: No charge for UCH employees

iProcurement (4 hours)

Learn to use the Oracle iProcurement system to create requisitions for medical supplies/services, receive items, submit invoice payments, and order items from General Stores. The Approver class additionally covers the review and approvals of submitted requisitions as well as Oracle iExpense (for business expense reports) if requested.

Attendance in this course is required prior to activation of OracleiProcurement account. Participants should complete an on-line System Access Request Form

Contact Janice Bell at 753-0852 for more information.

Course Name	Course I.D.#	Sect. #	Date	Time	Location	Staff
IProcurement/for Approvers	1038	037	5/23/06-Tue	9:00 AM-12:00 PM	FB-317	Staff
iProcurement	1036	051	5/30/06-Tue	9:00 AM-12:00 PM	FB-317	Staff
iProcurement	1036	052	6/27/06-Tue	9:00 AM-12:00 PM	FB-317	Staff
IProcurement/for Approvers	1038	038	7/6/06-Tue	9:00 AM-12:00 PM	FB-317	Staff
iProcurement	1036	053	7/25/06-Tue	9:00 AM-12:00 PM	FB-317	Staff

Fee: No charge for UCH employees

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DCAM EPIC Training Schedule

Basic EPIC Scheduling and Check-in

EPIC is the Hospitals automated appointment entry system. Participants will learn how to:

Appointment scheduling functions:
- Schedule and cancel appointments
- Capture PCP and Referring Physician information
- Linking insurance or capturing New patient insurance information
- Viewing blocked and unblocked times in Providers schedule
- Cancel and Reschedule appointments.

Wait list functions:
- Will learn the meaning of the routing statuses – FULL, DIRECT and EXPRESS
- Insurance Account Types
- How to complete the MSP – Medicare Secondary Payor
- How to complete an HMO referral
- Print encounter forms and labels individually or in batch.

Who should attend?

Clinic coordinators and any clinic support staff needing to schedule appointments through the EPIC scheduling system or view a physician's daily schedule.

Course Name	Course I.D.#	Sect. #	Date	Time	Location	Staff
Basic Scheduling and Check-in	1033	066	5/4/06-Thu	9:00 AM-4:30 PM	CAM 1113	Garza
Basic Scheduling and Check-in	1033	067	6/1/06-Thu	9:00 AM-4:30 PM	CAM 1113	Garza
Basic Scheduling and Check-in	1033	068	6/29/06-Thu	9:00 AM-4:30 PM	CAM 1113	Garza
Basic Scheduling and Check-in	1033	069	7/13/06-Thu	9:00 AM-4:30 PM	CAM 1113	Garza

Fee: No charge for UCH employees

EPIC-Hyperspace OpTime View Only Access

OpTime is the Hospitals' Surgical Scheduling and management system. This course will focus on view 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 Paul Allen at 4-9732 or pager 3402.

Course Name	Course I.D.#	Sect. #	Date	Time	Location	Staff
EPIC-Hyperspace	1040		To arrange a training session, contact Paul Allen, (773) 834-9732.			

Fee: No charge for UCH employees

EPIC View Only

Any clinic support staff who will need VIEW only privileges should attend a one-hour session. Participants will learn:

- Hot keys to shortcuts
- To view/print a Providers schedule
- To view Patient History across departments
- To view/print patient's future appointments
- To view the arrival list
- To view patient insurance information

No training is required for access, however, if you want to arrange a training session, please contact Rose Garza at (773) 834-7311.

Course Name	Course I.D.#	Sect. #	Date	Time	Location	Staff
EPIC View Only	1023		To arrange a training session, contact Rose Garza, at (773) 834-7311.			

Fee: No charge for UCH employees

EPIC Pattern and Template

Targeted for managers, supervisors, lead coordinators who will be managing templates or schedules. Participants will learn how to create, edit and maintain the clinic physician schedule.

Course Name	Course I.D.#	Sect. #	Date	Time	Location	Staff
EPIC: Pattern and Template	1020		To arrange a customized session, contact Rose Garza at (773) 834-7311.			

Fee: No charge for UCH employees

Safety/Infection Control

Annual Update Training Opportunities

All employees working in the Medical Center are required to have annual safety training. Requirements for an annual update in Infection Control vary by department. All healthcare 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; or who handle specimens that could create aerosols of the organism causing tuberculosis (Clinical Microbiology and Pathology) must receive an annual inservice education on tuberculosis. The UCH Academy now has online safety and infection control modules. Both safety and infection Control requirements are easy and convenient to complete. The online format enables staff to access the training on the Hospitals virtual university from a Hospital workstation, kiosk or home computer at a time that is convenient to the employee. Here are the instructions for accessing either the safety or infection control:

1. Go to http://academyconnect.uchospitals.edu (or from the intranet click on Academy Connect under quick links).
2. Click on "Courses" link at the top of the page.
3. Click on the "Go to Classes" link next to UCH Specific On-Line Course Offerings.
4. At the Course List page click on the Course Name to open the course.
5. Complete the course and/or quiz.
6. On final page click the "Get Credit" button.
7. Supply the requested information on the Course Completion Form. Hit Submit.
8. Print Certificate of Completion for your records.
9. Your training will be updated.

Universal Work Station Based Training

The UCH Academy offers a full array of computer courses at the Friend Center in room FB-317, at the Medical Center in room L-643, and at CRC in Hyde Park at 1525 E. 53rd St., Suite 907 (9th floor). Individuals registering for these courses should complete the on-line course registration form and forward a Form 62 (Interdepartmental Order or cashiers check and forward them to the UCH Academy (MC 1103).

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 from results received in Basic or 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.

Course Name	Course I.D.#	Sect. #	Date	Time	Location	Staff
Keyboarding	1008	021 end	5/13/06-Sat 7/29/06-Sat	10:00 AM-12:00 PM	FB-317	Academy Staff

Fee: No charge for UCH employees | $150 for UCH affiliates | $250 for non-UCH employees

On-Site Computer Fundamentals: Microsoft Word and Excel – Level I (Friend Center)

This course explores Microsoft Office, with an introduction to good computer basic skills. After learning a bit about Windows, students work with word processing (using Word to create basic documents and do simple formatting) and spreadsheets (setting up a spreadsheet using Excel). Course reviews basic functions such as cut-and-paste and linking across programs. Word features covered include autotext and autocorrect, bullets and indents, envelopes, and use of templates; Excel includes AutoSum and basic formatting.

Course Name	Course I.D.#	Sect. #	Date	Time	Location	Staff
Word/Excel: Level I	1253	005	6/12/06-Mon	9:00 AM-4:30 PM	FB-317	CRC
Word/Excel: Level I	1253	006	7/17/06-Mon	9:00 AM-4:30 PM	FB-317	CRC

Fee: $88.00 for UCH employees | $107.00 for employees of UCH affiliates

On-Site Microsoft Word for Windows: Level II (Friend Center)

This course offers instruction on how to format a document using Word. Course reviews basic functions such as cut-and-paste. Other features covered in class include autotext and autocorrect, bullets and hanging indents, columns, headers/footers, tabs and tables, and use of templates.

Course Name	Course I.D.#	Sect. #	Date	Time	Location	Staff
Microsoft Word: Level II	1251	077	6/20/06-Tue	9:00 AM-4:30 PM	FB-317	CRC
Microsoft Word: Level II	1251	078	7/28/06-Fri	9:00 AM-4:30 PM	FB-317	CRC

Fee: $88 for UCH employees | $107 for employees of UCH affiliates

Microsoft Word for Windows: Level III (Hyde Park)

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

Course Name	Course I.D.#	Sect. #	Date	Time	Location	Staff
Microsoft Word: Level III	1227	131	5/25/06-Thu	9:30 AM-4:30 PM	Hyde Park	CRC

Fee: $88 for UCH employees | $107 for employees of UCH affiliates

On-Site Microsoft Excel: Level II (Friend Center)

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

Course Name	Course I.D.#	Sect. #	Date	Time	Location	Staff
Microsoft Excel: Level II	1210	118	6/2/06-Fri	9:00 AM-4:30 PM	FB-317	CRC

Fee: $88 for UCH employees | $107 for employees of UCH affiliates

Want to improve your typing skills? *Sign up for the Keyboarding Course. See page 5 for more information.*

Microsoft Excel: Level III (Hyde Park)

Learn advanced graphing capabilities and document formatting. Completion of Microsoft Excel: Level II required.

Course Name	Course I.D.#	Sect. #	Date	Time	Location	Staff
Microsoft Excel: Level III	1220	120	5/30/06-Tue	9:30 AM-4:30 PM	Hyde Park	CRC
Microsoft Excel: Level III	1220	121	7/28/06-Fri	9:30 AM-4:30 PM	Hyde Park	CRC

Fee: $88 for UCH employees I $107 for employees of UCH affiliates

On-Site PowerPoint (Friend Center)

This presentation software from Microsoft lets you create charts, posters, slides, handouts, transparencies, etc. It includes libraries of clip art, a useful organizer and outliner for flow charts and organization charts, and templates for pre-designed presentations. The slide function turns your pictures into a computerized slide show with special effects such as fade, wipe, scroll, rain, etc.

Course Name	Course I.D.#	Sect. #	Date	Time	Location	Staff
PowerPoint	1225	168	5/10/06-Wed	9:00 AM-4:30 PM	FB-317	CRC
PowerPoint	1225	169	6/15/06-Thu	9:00 AM-4:30 PM	FB-317	CRC

Fee: $88 for UCH employees I $107 for employees of UCH affiliates

Advanced Microsoft PowerPoint (Hyde Park)

For people who know the basics of PowerPoint, but who want to know more. Covers outlining, speaker notes, sorting and slide shows, transition effects and builds, masters, creating templates, adding animation and sound, and exporting to other formats, such as Word.

Course Name	Course I.D.#	Sect. #	Date	Time	Location	Staff
Advanced PowerPoint	1237	066	5/31/06-Wed	9:30 AM-4:30 PM	Hyde Park	CRC
Advanced PowerPoint	1237	067	7/24/06-Mon	9:30 AM-4:30 PM	Hyde Park	CRC

Fee: $88 for UCH employees I $107 for employees of UCH affiliates

Microsoft Access: Level II – Queries and Reports (Hyde Park)

This course is designed to provide a refresher for students who have already taken the two-day "Intro to Access" course — but who still have questions or problems with queries and reports. Session covers queries including make-table, append, update, delete, total, and relational; and reports design including groups, expressions, objects and exporting.

Course Name	Course I.D.#	Sect. #	Date	Time	Location	Staff
Microsoft Access: Level II	1229(a)	054	5/16/06-Tue	9:30 AM-4:30 PM	Hyde Park	CRC
Microsoft Access: Level II	1229(a)	055	6/21/06-Wed	9:30 AM-4:30 PM	Hyde Park	CRC

Fee: $88 for UCH employees I $107 for employees of UCH affiliates

Microsoft Access: Level III (Hyde Park)

This course is strongly recommended for participants who have taken Intermediate Access. Topics included are: working with complex relational databases, queries based on queries, data analysis, auto lookup queries, advanced form design and manipulation, advanced report design and manipulation, building events, and macros. Completion of Microsoft Access: Level II required.

Course Name	Course I.D.#	Sect. #	Date	Time	Location	Staff
Microsoft Access: Level III	1236	097	6/27/06-Tue	9:30 AM-4:30 PM	Hyde Park	CRC
Microsoft Access: Level III	1236	098	7/31/06-Mon	9:30 AM-4:30 PM	Hyde Park	CRC

Fee: $88 for UCH employees I $107 for employees of UCH affiliates

Microsoft Outlook Fundamentals

Outlook is an integrated "Desktop Information Management Program" that allows you to organize and share different types of information on your desktop. This course presents the user with skills in MS Outlook e-mail software. It assumes basic computer, windows and file management skills. This class will address MS Outlook 2000 features to include: flags, priority, attachments, folder management, calendar appointments, tasks, distribution lists, contacts and out of office assistant.

Course Name	Course I.D.#	Sect. #	Date	Time	Location	Staff
Microsoft Outlook	1261	328	5/24/06-Thu	1:00 PM-3:00 PM	FB-317	Bell
Microsoft Outlook	1261	329	6/7/06-Thu	1:00 PM-3:00 PM	FB-317	Bell
Microsoft Outlook	1261	330	7/12/06-Thu	1:00 PM-3:00 PM	FB-317	Bell

Fee: No charge for UCH employees

Career Development Center

Taking Charge of Your Career!

- Are you using your potential?
- Are you ready to explore career paths at UCH?
- Are you interested in utilizing your skills and abilities?
- Is your resume up to date?
- Are you confident of your interview skills?
- Are you prepared for the future?

If you would like to better utilize your talents and keep pace with challenges caused by economic, technological and organizational changes, it's a good idea to do some career planning. If you are interested in purposeful planning to achieve your career and life goals, you may want to take advantage of career counseling offered by the UCH Academy.

    Take the first step!

    To make an appointment, call Mary DeNoble, Director of Leadership and Career Development, to make an appointment (773-702-3469) or e-mail mary.denoble@uchospitals.edu

Adventures in Team Learning

Service Learning…a Great Way to Give and Learn!

Are you interested in learning more about surrounding neighborhoods in order to better serve our patients and their families?

    Are you interested in a teambuilding experience that contributes to our communities and builds pride in your team?

    Are you interested in exploring the connection between providing service to the community and providing care/services at UCH?

    To find out more about providing a customized service learning experience for your team, contact Asim Mishra, Volunteer Services, at (773) 702-5776 or via e-mail at asim.mishra@uchospitals.edu

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 transformation issues.

Course Name	Course I.D.#	Sect. #	Date	Time	Location	Staff
Retreat	1800		To arrange a customized session, contact Mary DeNoble, UCH Academy, (773) 702-3469			

Outdoor Adventures Courses

For years, Outward Bound has used outdoor adventure training to bring groups together. Now, the UCH Academy offers your group a chance to do outdoor problem solving in the woods of Homewood/Flossmoor. The day will focus on team 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.

Course Name	Course I.D.#	Sect. #	Date	Time	Location	Staff
Outdoor Adventure	1801		To arrange a customized session, contact Mary DeNoble, UCH Academy, (773) 702-3469			

Frontline Leadership Program

This program is required for all employees in management and leadership roles who supervise the work of others. The courses will focus on the basic skills necessary to perform in a management or supervisory role at the University of Chicago Hospitals. Completion of this program is required within one year of being in a management role at UCH.

Program Format:
The Frontline Leadership Program is divided into 3 sections -- the core curriculum, the learning huddles and the electives. The first section — **The Core Curriculum** — encompasses the following, all day courses: Essentials of Leadership, Technical Boot Camp (Inpatient or Outpatient), Human Resource Policy & Practice and Interpreting Financial Reports. At the completion of these core modules, it is expected that the new manager will be able to:

- Articulate the role of UCH leaders in pursuing the mission and goals of UCH
- Understand the collective bargaining agreements and essential HR policy
- Set clear objectives and monitor performance
- Select and retain top talent
- Interpret UCH financial reports

The second section — **The Learning Huddles** — are 90 minutes sessions that occur every other week over the course of six months. This unique learning forum provides for the collaborative sharing of best practices while building and experimenting with skills that achieve breakthroughs in patient, physician and staff satisfaction. These offerings include Employee Rounding, Performance Management, Patient/Internal Customer Rounding, Effective Meetings, S-M-A-R-T Goals and Patient Satisfaction.

The third section — **The Electives** — are 4 hour sessions that can be tailored to the individual learning needs of the new or experienced manager. These electives are for any leader in the organization seeking to advance their leadership performance and capability. New managers are required to complete 2 electives in their first year of managerial practice, these electives help existing leaders fulfill their requirement of 12 hours of continuing education In leadership per year.

Core

Course Name	Course I.D.#	Sect. #	Date	Time	Location	Staff
Essence of Leadership: Part A	1451	003	8/2/06-Wed	8:00 AM-4:30 PM	FB-319	Medland/
Essence of Leadership: Part B		003	8/3/06-Thu	8:00 AM-12:00 PM	FB-319	DeNoble
Essence of Leadership: Part A	1451	004	11/1/06-Wed	8:00 AM-4:30 PM	FB-319	Medland/
Essence of Leadership: Part B		004	11/2/06-Thu	8:00 AM-12:00 PM	FB-319	DeNoble
Tech Boot Camp (Inpatient)	1243	037	8/4/06-Fri	8:00 AM-4:30 PM	FB-317	Bell
Tech Boot Camp (Inpatient)	1243	038	11/3/06-Fri	8:00 AM-4:30 PM	FB-317	Bell
Interpreting Financial Reports	1453	003	8/4/06-Fri	12:30 PM-4:30 PM	FB-319	Buhle
Interpreting Financial Reports	1453	004	11/3/06-Fri	12:30 PM-4:30 PM	FB-319	Buhle
Tech Boot Camp (Outpatient)	1242	036	5/19/06-Fri	8:00 AM-4:30 PM	FB-317	Bell
Tech Boot Camp (Outpatient)	1242	037	8/18/06-Fri	8:00 AM-4:30 PM	FB-317	Bell
Tech Boot Camp (Outpatient)	1242	038	11/17/06-Fri	8:00 AM-4:30 PM	FB-317	Bell
HR Policy & Practice	1454	002	5/17/06-Wed	8:00 AM-4:30 PM	FA-215	Bordeaux/
HR Policy & Practice	1454	003	8/16/06-Wed	8:00 AM-4:30 PM	FB-216	Lablaiks/
HR Policy & Practice	1454	004	11/15/06-Wed	8:00 AM-4:30 PM	FB-216	Slaviero
Performance Management	1455	002	5/18/06-Thu	8:00 AM-12:00 PM	FB-319	Duffy-Bassett
Performance Management	1455	003	8/17/06-Thu	8:00 AM-12:00 PM	FB-319	Duffy-Bassett
Performance Management	1455	004	11/16/06-Thu	8:00 AM-12:00 PM	FB-319	Duffy-Bassett
Selecting Top Talent	1456	002	5/18/06-Thu	12:30 PM-4:30 PM	FB-319	DeNoble/
Selecting Top Talent	1456	003	8/17/06-Thu	12:30 PM-4:30 PM	FB-319	Collins/
Selecting Top Talent	1456	004	11/16/06-Thu	12:30 PM-4:30 PM	FB-319	St. Aubin

Learning Huddles / Track 1

Course Name	Course I.D.#	Sect. #	Date	Time	Location	Staff
Patient Rounding: Part A	14502	001	5/10/06-Wed	2:30 PM-4:00 PM	FB-319	Medland
Patient Rounding: Part B			5/24/06-Wed	2:30 PM-4:00 PM	FB-319	Medland
Patient Rounding: Part A	14502	002	5/12/06-Fri	9:00 AM-10:30 AM	FB-216	DeNoble
Patient Rounding: Part B			5/26/06-Fri	9:00 AM-10:30 AM	FB-216	DeNoble
Writing SMART Goals: Part A	14505	001	6/14/06-Wed	2:30 PM-4:00 PM	FB-319	Medland
Writing SMART Goals: Part B			6/28/06-Wed	2:30 PM-4:00 PM	FB-319	Medland
Writing SMART Goals: Part A	14505	002	6/16/06-Fri	9:00 AM-10:30 AM	FB-216	DeNoble
Writing SMART Goals: Part B			6/30/06-Fri	9:00 AM-10:30 AM	FB-216	DeNoble
Patient Satisfaction: Part A	14506	001	7/12/06-Wed	2:30 PM-4:00 PM	FB-216	Medland
Patient Satisfaction: Part B			7/26/06-Wed	2:30 PM-4:00 PM	FB-216	Medland
Patient Satisfaction: Part A	14506	002	7/14/06-Fri	9:00 AM-10:30 AM	FB-216	DeNoble
Patient Satisfaction: Part B			7/28/06-Fri	9:00 AM-10:30 AM	FB-216	DeNoble

Learning Huddles / Track 2

Course Name	Course I.D.#	Sect. #	Date	Time	Location	Staff
Employee Rounding: Part A	14501	003	8/9/06-Wed	2:30 PM-4:00 PM	FB-216	Medland
Employee Rounding: Part B			8/23/06-Wed	2:30 PM-4:00 PM	FB-216	Medland
Employee Rounding: Part A	14501	004	8/11/06-Fri	9:00 AM-10:30 AM	FB-216	DeNoble
Employee Rounding: Part B			8/25/06-Fri	9:00 AM-10:30 AM	FB-216	DeNoble
Managing Performance: Part A	14503	003	9/13/06-Wed	2:30 PM-4:00 PM	FB-216	Medland
Managing Performance: Part B			9/27/06-Wed	2:30 PM-4:00 PM	FB-216	Medland
Managing Performance: Part A	14503	004	9/15/06-Fri	9:00 AM-10:30 AM	FB-216	DeNoble
Managing Performance: Part B			9/29/06-Fri	9:00 AM-10:30 AM	FB-216	DeNoble
Effective Meeting: Part A	14504	003	10/11/06-Wed	2:30 PM-4:00 PM	FB-319	Medland
Effective Meeting: Part B			10/25/06-Wed	2:30 PM-4:00 PM	FB-319	Medland
Effective Meeting: Part A	14504	004	10/13/06-Fri	9:00 AM-10:30 AM	FB-216	DeNoble
Effective Meeting: Part B			10/27/06-Fri	9:00 AM-10:30 AM	FB-216	DeNoble
Patient Rounding: Part A	14502	003	11/8/06-Wed	2:30 PM-4:00 PM	FB-216	Medland
Patient Rounding: Part B			11/22/06-Wed	2:30 PM-4:00 PM	FB-319	Medland
Patient Rounding: Part A	14502	004	11/10/06-Fri	9:00 AM-10:30 AM	FB-216	DeNoble
Patient Rounding: Part B			11/24/06-Fri	9:00 AM-10:30 AM	FB-216	DeNoble
Writing SMART Goals: Part A	14505	003	12/13/06-Wed	2:30 PM-4:00 PM	FB-319	Medland
Writing SMART Goals: Part B			12/27/06-Wed	2:30 PM-4:00 PM	FB-319	Medland
Writing SMART Goals: Part A	14505	004	12/15/06-Fri	9:00 AM-10:30 AM	FB-216	DeNoble
Writing SMART Goals: Part B			12/29/06-Fri	9:00 AM-10:30 AM	FB-216	DeNoble
Patient Satisfaction: Part A	14506	003	1/10/07-Wed	2:30 PM-4:00 PM	FB-216	Medland
Patient Satisfaction: Part B			1/24/07-Wed	2:30 PM-4:00 PM	FB-216	Medland
Patient Satisfaction: Part A	14506	004	1/12/07-Fri	9:00 AM-10:30 AM	FB-216	DeNoble
Patient Satisfaction: Part A			1/26/07-Fri	9:00 AM-10:30 AM	FB-216	DeNoble

Electives

Course Name	Course I.D.#	Sect. #	Date	Time	Location	Staff
Time Management	14601	002	9/14/06-Thu	8:00 AM-12:00 PM	FB-319	Campbell

Advances skills in the prioritizing, planning and organizing one's time, including use of the urgency vs. importance grid.

Delegation	14602	002	9/14/06-Thu	12:30 PM-4:30 PM	FB-319	Campbell

Explains the 5-step model to more effective delegation, including determining the appropriate delegation style for various situations.

Creating High Perform. Teams	14603	002	10/12/06-Thu	8:00 AM-12:00 PM	FB-319	Childs-Johnson

Presents a framework for performance management, including setting expectations, monitoring performance and consistently applying consequences.

Leading In a Union Environment	14604	002	12/14/06-Thu	12:30 PM-4:30 PM	FB-319	Employee Labor Relations Team

Provides in-depth knowledge of the current bargaining agreements and their application at UCH, including tools for practice.

Communication Fundamentals	14607	001	5/11/06-Thu	8:00 AM-12:00 PM	FB-319	Maxey
	14607	002	11/9/06-Thu	8:00 AM-12:00 PM	FB-319	Maxey

Provides techniques on how to clearly and assertively express one's needs, along with tips on effective whole body listening.

Conflict Management	14608	001	5/11/06-Thu	12:30 PM-4:30 PM	FB-319	Maxey
	14608	002	11/9/06-Thu	12:30 PM-4:30 PM	FB-319	Maxey

Provides a collaborative framework for resolution of conflicts in the workplace, including techniques that allow for healthy exploration, and ultimate resolution of the identified issue(s).

Creating A Budget	14609	001	6/8/06-Thu	8:00 AM-12:00 PM	FB-319	Furnstahl

Details a stepwise approach to creating a zero-based budget.

Project Management	14610	001	6/8/06-Thu	12:30 PM-4:30 PM	FB-319	Kalmes

Describes necessary tactics and tools to better organize and manage projects, including clear communication to keep everyone informed, and tracking/evaluating schedule and resource changes.

Writing Performance Appraisals	14611	001	7/13/06-Thu	8:00 AM-12:00 PM	FB-319	Lemond/ Gryszkiewicz

Provides skills in writing clear, accurate and meaningful performance appraisals giving consideration to both legal requirements and internal human resource practices.

Conducting Performance Appraisals	14614	001	7/13/06-Thu	12:30 PM-4:30 PM	FB-319	Gryszkiewicz

Describes how to effectively conduct a performance appraisal, including setting the stage for a successful appraisal and fostering ongoing employee development.

Effective Meeting Techniques	14613	001	8/24/06-Thu	8:00 AM-12:00 PM	FB-319	Duffy-Bassett

Offers numerous and varied techniques on how to optimize meeting effectiveness, including how the 5 pillars serve as an important foundation for setting the agenda.

Leveraging Talent through Coaching	14612	001	8/24/06-Thu	12:30 PM-4:30 PM	FB-319	Moscinski

Delineates a coaching model that drives organizational goals and results, through a collaborative partnership that allows for individual discovery, advancement, and accountability.

Managing Diversity	14615	001	10/12/06-Thu	12:30 PM-4:30 PM	FB-319	Childs-Johnson

Provides information and techniques on how to leverage diversity in the workplace to amplify team performance, including communication skills that enable enhanced communication across diverse backgrounds.

Igniting Positive Change	14616	001	12/14/06-Thu	8:00 AM-12:00 PM	FB-319	Moscinski/ Medland

Describes the process of organizational change, and provides tools for managing change, including methods such as Appreciative Inquiry and Future Search conferences.

Fee: No charge UCH employees | $50 for employees of UCH affiliates | $100 for non-UCH employees

Managing Disruptive and Assaultive Behaviors

Learn interactions that will help you gain the confidence necessary to handle disruptive situations with minimal anxiety and maximum security. This program provide the principles of nonviolent intervention as applied to healthcare and in your daily life with co-workers, patients, families, and neighbors. The content includes early rapport building, nonphysical interventions, & personal safety techniques. Learning methods include simulations with repeated demonstrations, active student participation and discussions.

Course Name	Course I.D.#	Sect. #	Date	Time	Location	Staff
Managing Disruptive & Assaultive Behaviors	3004	024	5/12/06-Fri	8:00 AM-3:00 PM	FB-319	Sejda
Managing Disruptive & Assaultive Behaviors	3004	025	6/12/06-Mon	8:00 AM-3:00 PM	FB-319	Sejda
Managing Disruptive & Assaultive Behaviors	3004	026	7/14/06-Fri	8:00 AM-3:00 PM	FB-319	Sejda

Fee: No charge for UCH employees | $100 for employees of UCH affiliates | $150 for non-UCH employees

Medical Terminology (14 hours)

The study of basic medical language using Greek and Latin word parts. Medical terminology includes the definition, pronunciation, spelling and usage of medical terms. Key medical and surgical abbreviations are reviewed and discussed. Anatomic and directional terms pertaining to the body as a whole, body systems, as well as diagnostic and therapeutic procedures are reviewed and discussed. meets once a week for 7 week or twice a week for 4 weeks**

Course Name	Course I.D.#	Sect. #	Date	Time	Location	Staff
Medical Terminology**	3000	049 end	6/5/06-Mon 6/26/06-Mon	5:00 PM-7:30 PM	FB-101	Jackson

* This Medical Terminology class is offered on two nights a week, Monday and Wednesday evenings, for three weeks.

Fee: $100 for UCH employees | $175 for employees of UCH affiliates | $250 for non-UCH employees

ICD-9-CM Coding (24 hours)

Current enrollment in Medical Terminology course or prior knowledge of medical terminology required. This course provides a basic 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.

Course Name	Course I.D.#	Sect. #	Date	Time	Location	Staff
ICD-9-CM	1304	018 end	7/12/06-Wed 8/30/06-Wed	5:00 PM-7:30 PM	FB-101	Jackson

Fee: $100 for UCH employees | $175 for employees of UCH affiliates | $250 for non-UCH employees

Partners in Learning

Heathcare Core Curriculum

Summer 2006	Fall 2006	Spring 2007	Summer 2007
MA 098, Algebra (June-July) Intro Medical Terminology	BIO 226, Anatomy and Physiology I	BIO 227, Anatomy and Physiology II	Micro 223, Microbiology End Cohort 2

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, Hospitals 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, Healthcare Core Curriculum and Bachelors Degree Core Curriculum; Moraine Valley Community College, associate of applied science degree in nursing; Truman College, associate of applied science degree in nursing; Governors State University, bachelor degree in healthcare administration and master of science degree in nursing. Plans are being created for another BSN completion program. For more information about these programs, contact Jim McLean, UCH Academy at (773) 753-0855.

Healthcare 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 prerequisites 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 nursing or allied health program, such as surgical technology or radiologic technology. For eligible employees, 100% of tuition is covered through tuition reimbursement benefits. All participants must pay 100% of the cost of their fees and books. For information on the program and admissions process, contact Jim McLean, UCH Academy, (773) 753-0855.

Course Name	Course I.D.#	Sect. #	Date	Time	Location	Staff
HWC Test & Registration	1722	025	5/8/06-Mon	4:30PM-6:30PM	FB-317	HWC
HWC Test & Registration	1722	026	5/10/06-Wed	4:30PM-6:30PM	FB-317	HWC
HWC Test & Registration	1722	027	5/23/06-Tue	4:30PM-6:30PM	FB-317	HWC
HWC Test & Registration	1722	028	7/13/06-Thu	4:30PM-6:30PM	FB-317	HWC

Course Name	Course I.D.#	Sect. #	Date	Time	Location	Staff
Beginning Algebra	MA 098	002 end	6/8/06-Thu 7/28/06-Fri	5:00 PM-8:30 PM	TBA	HWC

Fee: Registration fee $25 per term. Activity Fee $50 per term, $100 per term for those taking 12 credit hours or more. Fees are paid to Harold Washington College. Tuition in Summer 2006 is $67 per credit hour, or $201 for 3-credit hour courses, $268 for 4-credit hour course. Because MA 098 is a 4-credit hour course, it will meet on both Thursday and Friday evenings. Tuition in Fall 2006 will increase to $72 per credit hour, or $288 for a 4-credit hour course, such as BIO 226.

Associate of Applied Science Degree in Nursing Truman College

The UCH Academy in collaboration with Truman College is offering an educational partnership that will provide 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 a RN in the state of Illinois. To qualify for the program, employees must meet program academic requirements. Upon admission to the department of nursing, classroom instruction will be delivered in a "Hybrid Model" with classes both face to face and taken on-line from any off-site location and accessible 24/7. The classroom portion of each course and clinical laboratory sessions will be held at the UCH Academy on Fridays. The clinical experience will be held on-site at the Hospitals on weekends with our own Master's prepared nurse/ clinicians serving as adjunct faculty for Truman College. The current "pilot program" cohort began in Fall 2005 and will graduate in Summer 2008. Prospective students who meet all program entrance requirements, as well as all general education courses required for graduation, may qualify for a Nursing at the Forefront Scholarship, which covers 100% of tuition and books. If you are interested in pursing an associate of applied science degree in nursing in a hybrid on-line/ in-class format, contact Jim McLean, UCH Academy, (773) 753-0855.

Bachelors Degree Core Curriculum

Courses offered through Harold Washington College at the Friend Center on Tuesday and Thursday evenings. Prepares students for entry into nursing degree completion programs.

Cohort 2	Summer 2006	Fall 2006	Spring 2007
Bachelors Core Tue and Thu PM	SOC 201, Sociology	BIO 107, Nutrition MA 099, Intermediate Algebra	PHIL 107, Ethics AN 202, Cultural Anthropology

Bachelors Degree Core Curriculum Harold Washington College

The UCH Academy, in cooperation with Harold Washington College, sponsors an educational partnership that will provide 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 complete the liberal arts and science requirements for a bachelors degree. This program consists of 8 courses held over 18 months with classes on Tuesdays and Thursdays from 5:30 pm to 8:30 pm at the Friend Center. While designed as a core curriculum for associate degree prepared nurses who are preparing to enter an RN-BSN degree completion program, anyone who meets Harold Washington's academic prerequisites for a particular course is welcome to participate. For eligible employees, 100 percent of tuition is covered by the UCH Academy. All participants must pay for all associated fees and books. To register for an information/testing session, contact the UCH Academy at (773) 753-0850. For information on the program and admissions process, contact Jim McLean, UCH Academy, (773) 753-0855.

Course Name	Course I.D.#	Sect. #	Date	Time	Location	Staff
Sociology	SOC 201	001 end	6/6/06-Tue 7/28/06-Thu	5:00 PM-8:30 PM	FA-215	HWC

Fee: Registration fee $25 per term. Activity Fee $50 per term, $100 per term for those taking 12 credit hours or more. Fees are paid to Harold Washington College. Tuition is $67 per credit hour, or $201 for 3 credit hour courses. SOC 201 will meet on both Tuesday and Thursday evenings due to the shorter Summer semester. Tuition in Fall 2006 will increase to $72 per credit hour. BIO 107, a 3-credit course, will cost $216 in tuition, while MA 099, a 4-credit hour course, will run $288.

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 healthcare administration degree. The degree completion program is designed for health professionals who have earned licensure, certification or registration and have completed a minimum of 60 semester hours of academic credit with a grade of 'C' or better. Classes meet on Tuesday and Thursday evenings from 5:00 PM to 8:00 PM at the Friend Center. For eligible employees, 75 percent of tuition is covered through tuition reimbursement benefits. A cohort formed in the Fall 2004 that will graduate in June 2007.

This program is open to employees of the University of Chicago Hospitals and the University of Chicago, and members of the community. For general more information about the program and admissions process, contact Jim McLean, UCH Academy, (773) 753-0855.

Course Name	Course I.D.#	Sect. #	Date	Time	Location	Staff
Health Care HR Management	HLAD503	004 end	5/8/06-Tue 6/27/06-Tue	5:00 PM-8:00 PM	FB-319	GSU
Health Care Management	HLAD 455	004 end	6/29/06-Thu 8/22/06-Tue	5:00 PM-8:00 PM	FB-319	GSU

Fee: GSU charges $118 per credit hour in tuition, fees of $25 per credit hour and $22 per trimester. All courses offered in this program are 3 credit hours, and so cost $354 in tuition and $75 in fees, plus $22 per trimester. UCH employees eligible for tuition reimbursement will be charged only 25% of their tuition, which comes to $29.50 per credit hour or $88.50 per 3-credit hour course. Two courses are scheduled per each trimester, so the total tuition charge is $708 and total fees are $172. Students are responsible for paying for all of their fees and for their textbooks.

Master of Science in Nursing Governors State University

UCH Academy in collaboration with the College of Health Professions, Governors State University sponsors an educational partnership that will provide qualified employees an opportunity to complete a master of science in nursing degree. Classes are held on Monday and Wednesday evenings or Tuesday and Thursday evenings at the Friend Center. The nursing cohort began in January 2005 and will graduate in June 2007. Although this program is closed to admissions, if you wish to learn more about it or other graduate opportunities contact Jim McLean, UCH Academy, (773) 753-0855.

Course Name	Course I.D.#	Sect. #	Date	Time	Location	Staff
Adult Health and Illness II	NURS808	001 end	5/8/06-Mon 8/21/06-Mon	5:00 PM-8:00 PM	FB-319	GSU
Adult Health and Illness II	NURS808	001 end	5/9/06-Tue 8/15/06-Tue	5:00 PM-8:00 PM	FB-216	GSU