



As we continue to focus energy on gratitude, you might enjoy this **poignant new song**, “**Good Job,**” by **Alicia Keys**, which was written to honor all the frontline workers and others who are working so hard to help others during this difficult time (4 minute video available at this link):

<https://www.cnn.com/2020/04/23/entertainment/alicia-keys-cnn-song/index.html>

This week, **for the second “Thank-You Thursday,”** we will honor groups that rarely receive the attention and accolades they deserve. Our staff members who support the inpatient and outpatient clinical missions have been hard at work through this entire COVID-19 situation: cleaning (and re-cleaning and re-cleaning), scheduling/rescheduling appointments, assisting patients with new rules and guidelines, learning to use telehealth services, helping patients use technology to stay connected with clinicians and family, adjusting to the new PPE requirements, transporting patients and employees, transcribing and/or processing documentation, preparing and delivering food, processing labs, learning new skills for new services, making sure necessary supplies are on hand, fielding so many questions, keeping us safe and secure... and so much more. Outstanding patient care would not be possible without the wonderful employees who perform all these ESSENTIAL tasks!!!

Thank you to the shuttle drivers, EVS staff, and facilities staff who continue to work diligently and ensure we get to where we need to go, or provide what we need to stay functioning!



Thanks to the Strategic Communications team who have been working countless hours to make sure the workforce is informed about all the changes that continue to rapidly occur each day. Composing email communications, taping and editing videos and posting to the Bridge is many tireless hours that often don't get the recognition it deserves. We appreciate your efforts and value the updates you provide for the workforce all year long.  
MANY THANKS!

Thank you to all who are doing direct patient care, including translators, and all of those who are working behind the scenes, especially those who are working in the labs! We appreciate your being there!



Today, I would encourage you to **express in person, make a little sign, and/or send a personal note of gratitude and encouragement to the clinical staff in your home department/clinic/unit.** For inspiration, you can read some messages for our amazing staff copied below:

- The COVID 19 pandemic impacts all corners of the UF Health team. We immediately and appropriately think about the stress on front line care givers, but the COVID crisis also affects many members of the team and multiple individuals found themselves taking on tasks that were not typical for them. For example, pharmacists and MHA interns took on the assembly of face shields to be worn on the front lines. And our lead pharmacist became the chief of PPE mask distribution to clinics and testing supplies to testing sites. A whole team was rapidly assembled that ramped up our telemedicine visits from almost none to over 1,600 visits per day, allowing continued care for our patients during the early weeks of the crisis. All of these people, and many more, are unseen heroes of the past few months. We thank each and every one – we would not be where we are, poised for reentry, if it were not for you! ~ Marvin A. Dewar, MD, JD, Senior Associate Dean, University of Florida College of Medicine, CEO UF Health Physicians

- My deepest gratitude to those helping to provide a wonderful experience to our patients as they move through the system. It takes a team. Thank you to supply chain, EVS, managers, the call center, patient advocates, dietary and nutrition, and so many others. Your contribution to the whole does not go unnoticed. Thank you! ~ Michele Lossius, MD, UF Health Chief Quality Officer
- I would like to say thank you to all of the staff at the Psychiatric Hospital and Florida Recovery Center. Over the past several weeks, you have shown up. You have accepted the challenge with grace and dignity. I really appreciate the hard work of everyone including our EVS staff who has done an outstanding job helping to keep our environment clean. To our facilities team for acting quickly to the many requests that are made. To our dietary staff who hasn't missed a beat. I am so proud of the nursing staff, therapy staff, support departments, intake staff, interns, guest relations, security and leadership team that shows up each and every day to care for our patients and to look at new and creative ways of keeping everyone safe. Thank you. I am so proud to be your administrator. I couldn't do this without each and every one of you. ~ Roxane Harcourt, Administrator, UF Health Shands Psychiatric Hospital and UF Health Florida Recovery Center
- Thank you for all your efforts and dedication to providing healthcare to our patients and community. Your continued work and service are appreciated, today and everyday. Thank you! ~ Corina Velasquez, Associate Director, UF College of Medicine Human Resources
- A big THANK YOU to all of our support staff who are essential to the care of our patients. We appreciate all of your hard work and dedication! ~ Lara Zamaztuk, Associate Vice President, Patient Services, UF Health
- Our Department of Pediatrics is blessed by each and every employee, who during this unprecedented COVID pandemic, has demonstrated commitment, resilience, innovation and flexibility. As a successful team, we depend on each and every team member. Thank you. You have all responded. Together we have the power to uplift, encourage and support one another! We are ready to tackle the new tomorrow together. ~ Desmond Schatz MD, Interim Chair of Pediatrics
- Thank you to the non-physician staff of the Department of Dermatology whom have been very collegial and of good cheer during these difficult times. Their infectious cheerful attitude with their sharing of the hope decorations, participating in screening activities and keeping the clinics decontaminated has been a welcome counteraction to the pandemic gloom. ~ Abel Torres, MD, JD, MBA, Chair of Dermatology
- We are so grateful for you, amazing hospital and clinic staff! In the midst of COVID-19 stressors and Social Distancing you kept excelling at your jobs with grace under fire, despite so many obstacles, constant changes and competing worries. A big "Thank you" for holding everything together, so we can continue to provide much needed psychiatric care during these unique times. ~ Regina Bussing, MD, Chair of Psychiatry
- Our staff are the heart and soul of our organization. We do not thank you often enough for what you do, but your service does not go unnoticed. I would like to thank you all for your continued dedication, as you are essential to our mission of delivering high quality patient care. ~ Gilbert R. Upchurch, Jr., MD, Ann & Ira Horowitz Chair of Surgery, on behalf of the Faculty, Residents and Fellows of the Department of Surgery

- We had barely gotten our feet under us following our move into a new clinic in February when the COVID-19 pandemic hit. All of our Otolaryngology staff were absolutely fabulous in handling the COVID-19 challenge, though it hit everyone hard in a myriad of ways, both at work and at home. I feel very privileged to be part of such a great team. Thanks! ~ Patrick J. Antonelli, MD, Chair of Otolaryngology
- This note is to express appreciation to each and every one of you for your dedication and exemplary professionalism during this pandemic. Your commitment and willingness to selflessly serve others during these times with its unprecedented challenges, both professional and personal, truly serves as an inspiration to all. I am honored to work alongside each and every one of you and proud to be a fellow Gator. ~ Brenda G. Fahy MD, MCCM, Professor and Associate Chair of Anesthesiology, on behalf of the Department of Anesthesiology
- When we think of who are the front-line workers, we are quick to forget our clinic managers, call center staff, scribes, patient advocates, clergy and maintenance/cleaning staff. These people are the heart and soul of our whole operation and they are a critical component to holding the front line steady. Without a doubt this group of talented and dedicated individuals set up our success at UF Health. We should appreciate and salute them everyday, and make sure they are not forgotten. ~ Michael S. Okun, MD, Chair of Neurology

**\*\*Watch for future “Thank You Thursday” updates as we highlight the contributions of additional groups from around the UF COM in coming weeks!\*\***

THANK YOU again to all the clinical staff!

Stay well,

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