

## Mission

*To provide superior health care in a compassionate manner, ever mindful of each patient's dignity and individuality. To accomplish our mission, we call upon the skills and expertise of all who work together to advance medical innovation, serve the health needs of the community, and further the knowledge of those dedicated to caring.*

## Vision

*On a foundation of mutual respect, we will work together to build the University of Chicago Hospitals into one of the finest organizations in the country — as measured by the quality of patient care, the satisfaction of patients and their families, and the level of pride among everyone who works here.*



**THE  
UNIVERSITY  
OF CHICAGO  
HOSPITALS**

## VALUES IN ACTION

### Against All Odds

Nothing looked promising for the North Carolina high school football star who needed to pass a physical for a much needed college football scholarship but was found to have a hole in his heart.

His insurance wouldn't pay for the "experimental" corrective procedure, and the lab needed to perform the procedure was not yet built.

The young man had begun to feel winded on his high school field, and it was discovered that he had a patent foramen ovale — an opening between two sections of his heart. The open-heart surgery that typically corrects this congenital condition involves cutting the breast bone, and requires days of painful hospitalization with extensive convalescence. It would have prevented the young man from meeting the scholarship deadline.

The good news was: Ziyad Hijazi, MD, chief of pediatric cardiology here, could close the hole using an

Amplatzer atrial septal occluder. Through a small groin incision, the device would be inserted through a thin catheter and open like

an umbrella to fill the hole. The young football player would have a fully functioning and healthy heart as soon as three days later

and could resume full activity within only three weeks.

The young man's hometown neighbors held spaghetti dinners to help offset the medical costs. His church pitched in to buy airline tickets to Chicago.

The only remaining hurdle was the state-of-the-art pediatric catheterization lab. A six-to-eight month job, construction workers would have to create it in only four



and a half months. Overtime was authorized, but some changed orders and undelivered equipment and materials created major problems. "It seemed impossible to meet the deadline," says Steve Feldman, staff engineer, — "until Barbara stepped in."

Barbara Schweizer, RN, MBA, the new manager of pediatric cardiology, made an unusual decision: to tell the crew that if the deadline was not met, a

17-year-old football player with a hole in his heart, who had non-refundable tickets, and a physical exam already scheduled, would lose his opportunity to go to college.

The attitude on the job changed immediately. The workers were tired, but they committed to doing whatever it took to meet the deadline. "There were many uphill battles, but they succeeded because they cared as if they knew

him," says

Barbara.

At the end of the job, the workers went one better, contributing money from their overtime pay to help the family defray expenses.

They asked Barbara to deliver the gift — several thousand dollars — to the family. "It was such a privilege," she says. "The gift was received so graciously — the patient said that he had never held that much money in

his life."

The young man from the small town in North Carolina is now a junior at a large university; last year he led the team in tackles. He is stronger since he received his Amplatzer device, and has grown taller. He brings friends home from school

to enjoy his mom's cooking. "His life would be so different if he had had to undergo open-heart surgery," she says.



## Values

*In our work each day, we are guided by the following five PRIDE values:*

**Participation:** A spirit of teamwork and sharing

**Respect:** A consideration and appreciation for others

**Integrity:** Honesty in our words and actions

**Diversity:** Honoring the power of different backgrounds and perspectives

**Excellence:** A commitment to always do our best

**AT THE FOREFRONT OF MEDICINE®**