

Home Care Happenings

Message from Joan Doyle

There are many new and exciting changes happening at Penn Home Care & Hospice Services, with each agency undergoing exciting growth and changes that collectively support our vision: PHIT has successfully implemented lap top technology, Wissahickon Hospice has appointed two new medical directors and has begun an extensive outreach program, and process improvements at PCAH have begun with the integration of the therapists into the nursing teams which supports a continuum of care. In addition, the programs we are doing in cooperation with The Health System, such as the The Penn Patient Experience Training (which we are piloting) and the daily huddles, have launched with great success.

We are also continuing our ongoing mission to make progress around patient satisfaction. Our patient satisfaction scores reflect improvement in several key areas that we focused on for first quarter and I am confident we will maintain our focus and continue to improve in all areas as the year goes on. I know you are all dedicated to the growth and success of our organization; and our improved scores in our targeted areas reflect your dedication.

Many of you have been involved in the development of the HCHS Strategic Plan. This three-year plan identifies our priorities for each year in order to guide us in our efforts to achieve our vision for the future of Penn Home Care & Hospice Services.

Our leadership team has taken the opportunity to define our vision so that each of us can be clear on where we are going as an organization:

To be recognized as the regional and national leader, providing the best, most innovative and caring home healthcare services; and known as both patients and referring clinicians first choice for all of their home healthcare needs.

Thanks to each and every one of you for your assistance and support in pursuit of our vision. You are an outstanding group of professionals who do important and noble work. I am very proud of the extraordinary work you do. I hope you all have a safe, happy and healthy holiday season, and I look forward to ushering in a successful new year with you.

Joan Doyle
Executive Director



INSIDE

Message from Joan Doyle	1
HCHS Information Systems Projects	2
Announcements	2
Events	3
Upcoming Events	4
HC&HS Retention Committee	4

HCHS Information Systems Projects

PCAH HomeWorks Project!

The plan to replace the PCAH Novius system with BTI's HomeWorks system is well underway and on target. The project team has been hard at work since August looking at system data (like the patient census and open episodes) functions, and processes, as well as purchasing the equipment required to expand the system for both agencies. We were also able to arrange for the project team, as well as include other staff members, two demonstrations of the product – one presented by Wissahickon Hospice (who have successfully used the system for several years both for financial and clinical documentation), and one by the vendor.

This is a two-part, two-year project. The first part is this fiscal year, replacing Novius with HomeWorks for office and billing functions, scheduled to go live July 1, 2007. The second part will be in FY08, adding the point of care system for PCAH (called RoadNotes). The project team will be expanded for year two to include more clinical representation to formulate the best implementation plan.

Penn Home Infusion - Point of Care Laptops NOW LIVE!

Penn Home Infusion Therapy is currently deploying laptops to their infusion nurses!

On October 19, 50% of the infusion nurses went live utilizing laptops as point of care devices to help document nursing visits.

By mid-November, all of them will have laptops in the field!

The goals of having laptops at PHIT are to reduce abbreviation errors, decrease the turnaround time of paperwork, and the elimination of handwriting errors. The staff will also have better communication with the field nurses, as they can use email more often than voicemail.

Announcements

The Bala offices are relocating in April 2007!

The offices located at 1 Presidential Blvd are moving to 150 Monument Road. The new space will allow Penn Care at Home-Bala, Wissahickon Hospice and Central Intake to become more fully integrated, as these entities will share office space. This will allow for easier access, enhanced communication, and improved interaction between our agencies. The new location is just one mile away from 1 Presidential Blvd. Floor plans and photos of the new location can be found in both PCAH and WH Conference Rooms.

Stay tuned for more information regarding the move!

Events

HC&HS Employee Years of Service Awards

HC&HS hosted our 1st Employee Years of Service Awards dinner on Wednesday, October 11, 2006. The dinner was held at the Conshohocken Marriott Hotel. It was a marvelous event and everyone had a great time!

The following employees have been recognized for their Years of Service:

5 Years of Service

Bradford Baker	Vincent Kim
Veleta Boswell	Helene King
Stanley Blaszczyk	Harvey Lipowitz
David Brady	Jinhee Marchesano
Elizabeth Bresnan	Heather Marshall
Maureen Carroll	Colleen McCardell
Jean Caruana	Ivan Negron
MaryLou DaSilva	Jayne Payne
Joann Englehart	Marjorie Pearson
Kristen Eves	Lorre Roby
Lucinda Gray	Marybeth Ruckelshaus
Jennifer Green	Rex Smith
Ronald Halas	Beatrice Snyder
Danielle Halladay	Joan Supplee
Daun Halladay	Nancy Tang
Theresa Jones	Kent Vannoy
Penny Katz	Deborah Waters
Edna Kenney	Ann Wasekanes
Steven Khemraj	Valerie Washington-Tate
	Teresa Welton
	Paula Werner
	Alma Wigington
	Christine Williams
	Catrina Young
	Michael Yuengling

10 Years of Service

Libby Akulin
William Bannerman-Martin
Christine Bossone
Allison Brockson
Melissa Cunicelli
Ralph Lyman
James Motta
Mellene Palmer
Dawn Papougenis
Virginia Scalia
Louise Scheib
David Stickley
Brady Weiss

15 Years of Service

Patricia Gibbons
Rebecca McCarron
Michele Spann

20 Years of Service

Albert Jones
Libby Pittman

25 Years of Service

Barbara Mankey

30 Years of Service

Mary Kerner

Penn's Way Campaign

As of November 17, 2006, HC&HS reached 11% more than our 100% donation goal. Our donation goal was \$12,500. We ended the campaign with \$13,854 in donations. The first kick-off event was held at the Bala office on Thursday, October 19, 2006. The Bala kick-off event brought in \$7387 which equaled 60% of our total goal. The second event was held at the KOP office on Monday, October 23, 2006 and brought our total up to \$9908, which equaled 80% of our total goal. There was a third event held at the Bala office on Thursday, November 9, 2006 and brought our total to \$12,000, which equaled 96% of our total goal. Each event was well attended and the staff members enjoyed the food and the lottery scratch of tickets.

Upcoming Events

PENN Home Care & Hospice Services
Human Resources

1 Presidential Blvd.
Suite 421
Bala Cynwyd, PA 19004

Phone: 610-747-3431
Fax: 610-668-1273
Email: homehr@uphs.upenn.edu

Creating a Culture of Caring-Service Excellence and
Patient Satisfaction

We're on the Web

[Http://pennhealth.com/homecare](http://pennhealth.com/homecare)

Penn Patient Experience

Penn Home Care and Hospice Services has been selected to pilot the signature service program that is supported by UPHS Leadership and is being rolled out to all entities over the next year. The Penn Patient Experience program has been developed for us in partnership with the Ritz Carlton. All of HCHS Leadership and Management teams have already participated in this program throughout the month of September we will be supporting our staff as you participate in The Penn Patient Experience program throughout the fall and into early next year.

Your manager will be recommending dates for you to attend. Registration is required through Knowledge Link. Please let your respective manager know if you need assistance with registering in Knowledge Link.

Check-In / Check-Out Software at PCAH/WH

We've begun a project to install new software at PCAH and WH that will help the receptionists to know who is IN, who is OUT, who is in MEETINGS, and improve communication. This software, called **Check-In / Check-Out**, has been successfully used by Penn Home Infusion for almost two years now.

The receptionists (and managers) will be able to see who is currently here in the office, and will then be able to route calls more efficiently.

This software will be used by all office staff on a daily basis. We are planning to go live with this software in December 2006, and training will be shortly before then.

Please be advised that all HC&HS
Entity Newsletters are now available
for your view online at :

www.pennhealth.com/homecare

HC&HS Retention Committee "Buddy Program"

On behalf of the HCHS Employee Retention Committee, I am pleased to announce the startup of the Home Care and Hospice Services Employee Retention Committee Buddy Program. This program is designed to assist every new employee with navigation of Home Care and Hospice Services as well as UPHS.

Every new hire will be assigned a "buddy" at the point of hire. For now, our buddies will be Employee Retention Committee members; however, depending on the success of the program we may open it up to other staff who are interested in becoming a buddy. The buddy's primary duty is to make the new hire feel welcome. There is a detailed outline that will be followed when a new hire comes on board but basically the buddy will meet the new hire during their orientation, they will introduce the new hire around the offices and will contact the new hire on a regular basis to check in to see how they are doing during their first 12 months. It is a simple process that we hope will create a welcoming atmosphere for all new staff who join the HCHS team, provide a resource to new employees to guide them in getting questions answered, alleviate some of the anxiety that every employee experiences when they are new to an organization, and prevent some of the turnover that occurs in the first 6-12 months on the job.

The Employee Retention Committee is very excited about this program. Please share comments or questions about the program with any Employee Retention Committee member or myself. We look forward to all staff supporting this program. We welcome and value any feedback.