



# Home Care Happenings

## Message from Joan Doyle

UPHS offers employees an opportunity to provide feedback about their leadership and workplace by asking all employees to participate in the UPHS Employee Opinion Survey. The process is entirely anonymous and confidential and any feedback that you provide will be used in a positive way to improve our organization. We truly value your feedback and are very interested in your opinions about what we are doing great and if there are any areas where we can do better as an organization. As a result of the 2005 and 2006 surveys, we heard what you told us and acted on the feedback by implementing several changes and enhancements, such as:

- Quarterly staff roundtable discussions and staff update meetings to keep you better informed about the happenings in the organization
- Improved orientation and mentoring program
- Employee retention committee
- Employee newsletter
- Staff education and development opportunities
- Employee recognition programs
- Involvement of staff in key decisions – ie. Penn HomeIT and Bala move committees, access improvement project
- Formation of the Project Management Office under leadership of Sharon Civa and core group of Home Care staff who were trained in project management. This team involves staff at all levels with any key changes and projects.

As well, we have significantly improved our ability to attract and retain very strong, competent, and experienced staff as well as developing and promoting our own staff from within Penn Home Care and Hospice Services. The employee survey will allow us to “check in” with you and follow any trends or patterns from past surveys... and as always “Your Opinion Counts”.

We continue to look for ways to increase the flow of information between all levels of staff. Employees are the lifeblood of every organization, and that is why I am personally committed to ensuring that each and every Home Care & Hospice Services employee has access to the resources, the support they need, as well as the opportunity to provide input regarding the issues that affect them. We cannot achieve our goals of High Quality Patient Care, being an Employer of Choice and maintaining Strong Financial Health without your continued commitment and dedication, and so I'd like to encourage everyone to take the time to complete the survey, which will be available between February 26th and March 9th. The feedback we receive from these surveys is invaluable to the continued success of Penn Home Care and Hospice Services. I look forward to sharing the results of the survey with you in the Spring. Thank you for your participation.



Joan Doyle  
Executive Director  
Penn Home Care & Hospice Services

# HCHS Holidays

## WISS "Light Up A Life "

Once again Wissahickon Hospice's annual Light Up A Life ceremonies were successful and welcomed the Holiday season with open arms. Light Up A Life brings staff and families together to reflect on the impact we have on one another:

- The events in Chestnut Hill and at Pennsylvania Hospital were well-attended
- We had a \$5,000 sponsor this year, Chestnut Hill Health Care Foundation, as well as 3 \$1,000 sponsors: this year, including National PennBank, Penn Home Care & Hospice Services, and Chestnut Hill Hospital
- We have raised more than \$39,300 for Wissahickon Hospice's Needy

Patient Fund through Light Up A Life **to date, and donations are *still* coming in!**

We would like to thank all the Penn Home Care & Hospice staff members who helped to make *Light Up A Life* a success. Whether you were on a planning committee, were part of the ceremonies, attended, or made a financial contribution, we are deeply appreciative.

## PHIT "The Clinic Visit "

Each year during the holiday season, Penn Home Infusion Therapy looks for a way to reach out to the community. The Clinic provided Penn Home Infusion Therapy with a "Wish List." Items on The Clinic's "Wish List" this year included: coloring books, crayons, paper towels, band aids, trash bags, ink cartridges for computer printers, envelopes, and copy paper. Every item donated from their "Wish List" means that more money can go directly to patient care and medications.

On Friday, December 22, 2007 Penn Home Infusion Therapy donated much needed supplies to The Clinic in Phoenixville. Penn Home Infusion Therapy staff members presented the gifts to Kathleen Purcell Wierz, Executive Director of The Clinic, and Dr. Lorna Stuart, Medical Director of The Clinic. Santa Claus joined the group from Penn Home Infusion Therapy to help deliver the supplies as well as some holiday cheer to The Clinic's patients.



Ralph Lyman (Santa)

Kathleen Purcell

## PCAH "Caroling with the patients "

Each year PCAH staff bring holiday cheer to patients who are homebound due to illness by Caroling. The tradition began 10 years ago and patients look forward to the Holiday visits and the singing to bring them cheer. Chris Bossone, Nurse Educator of PCAH organized the event each year with great pride. The patients often join in with the carolers as their favorite songs are being sang.

This year's carolers were Joanne Holmes, Lynise Ransom-Collier, Teresa Welton, Michele Spann, and Bayard Miller (dressed as Santa).

# It's Survey time again!

## 2007

### Organizational Health Employee Survey

It is almost time, once again, to ask our employees to provide valuable information regarding their employment with Home Care and Hospice Services and the University of Pennsylvania Health System. Our Employee Satisfaction Survey will begin on February 26, 2007 and end on March 9, 2007.

This survey will provide you the manager with confidential information that will assist you with retaining valued employees, moving the organization forward and supporting our mission and vision.

It has been two years since we completed our last survey. Past surveys have proven to be an effective way to identify and address the needs of our employees. Here at HCHS, we think that everyone will agree that we have made great efforts around the most recent employee survey feedback regarding:

- Dignity and Respect
- Keeping employees informed about matters that effect them
- Retaining quality staff

We will once again be utilizing the services of an outside agency to facilitate the UPHS survey so that everyone can remain confident that we maintain confidentiality for the responses that they provide. We want everyone to provide us with their opinion and we encourage you to participate. You will be able to access the link to the survey and provide your feedback confidentially either at work or from your computer at home.

Remember....."***your opinion counts***"!

### The Bala Move!

The construction is going well. The drywall is up, and the electrical and data wiring is underway. There will be some construction pictures posted in the next week for everyone to see. The new, combined phone system is ordered, and the implementation is underway. Everyone is able to keep their existing phone numbers, but there will be extension dialing ( 4 or 5 digit ) within the office and one voicemail system. Everyone is getting a new phone.

Also, the color and finish selections have been made. In addition to the project team that has been working on various aspects of the move from the beginning, I was able to get the opinion of several staff members, who made the final selection on our beautiful color scheme. Those employees included Pat Myr, Kristie Smith, Pam Albany, Charlina Towler, Russ Force, Alma Wigington, Charlene Sumler, and Kathy Miller.

# 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)

## 2nd Penn Future of Hospice and Palliative Care Conference

As we say goodbye to 2006 and look forward to 2007, Plans are now underway for our 2nd Penn Future of Hospice and Palliative Care Conference, sponsored by Wissahickon Hospice and benefiting the Holy Cross Hospice in Botswana, Africa. The conference will be held on **Wednesday March 21st, 2007** on Penn's campus in Houston Hall, same location as last conference. After a review of the attendee evaluations, it was decided that the conference be extended till 3PM to accommodate several new offerings to the agenda. Because of the great feedback we received, the 2007 conference will focus on a particular part of the provision of end of life care that seemed to resonant strongly with attendees; communication and decision making. The topics will be presented in lecture format and small session workshops and will cover areas such as: family conferences, defining values and setting goals, breaking bad news, talking to children about serious illness in the family, artificial nutrition, talking to physicians about hospice and surrogate decision making. We again anticipate this to be a no-cost conference with applications being submitted for CME and nursing CEU's. Registration will be required, particularly because of the size limit for small workshop breakout sessions. For more info, contact Cynthia Celi @ 610-747-3429 To register, visit <http://pennhealth.com/homecare/conference.html>

## Wissahickon Hospice Celebrates 25 Years of Service

Wissahickon Hospice has been providing excellent service to patients and families since 1982.

Plans are underway for the celebration of Wissahickon Hospice completing 25 years of service.

**STAY TUNED FOR MORE INFO**

Please be advised that all HC&HS

Entity Newsletters are now available  
for your view online at :

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

## Events

### Radnor Run

On Sunday October 29th, 2006, Penn Home Care and Hospice Services staff participated in the Penn Medicine at Radnor Run, a Radnor Township tradition benefiting the American Lung Association, held at the Willows. This five-mile USATF sanctioned run and 1 mile fun walk draws serious runners as well as families, children and those who just want to participate in a great race for a great cause. Penn Medicine at Radnor hosted the health fair at the START/FINISH area and participants and community residents were encouraged to meet exhibitors from the Penn Health System. Penn Home Infusion was well represented by a great number of staff and family members who all crossed the finish line with respectable times!! Linda Forman, Cindy Celi, and Lizzy Rucklehaus manned the display table while cheering on the PHIT Running Team. If anyone is interested in participating in the 2007 Penn Medicine at Radnor Run, please contact Cindy Celi or Linda Forman (in Global). It is a lot of fun and benefits the American Lung Association's attack on asthma, stopping children from smoking, advocating for clean air and funding local lung disease research.

Left to Right

Lizzy Rucklehaus & Cindy Celi  
Lizzy & Marbeth Rucklehaus  
Linda Forman, Diane Jones, &  
Scott Gilbert

