



Home Care Happenings

A Message from Joan Doyle

With the beginning of a new year in January 2008, we also completed the first half of our UPHS fiscal year and are well on our way to accomplishing many of our goals at Penn Home Care and Hospice. One of those goals is the planning and development of a premier dedicated inpatient hospice unit to be called "Penn Hospice at Rittenhouse" In August, 2007 the Hospice team kicked off the Hospice Inpatient Unit (HIPU) project plan, headed by Jim Ballinghoff, RN, MSN, MBA, Director of Quality, Program Development, and Regulatory Affairs, with representatives from all areas within the Hospice. The hospice staff provided much feedback in the design of the unit with the goal of having a unit that would be practical for the clinical staff as well as have a feeling and look of home for our patients and families. The HIPU Project Team has been working on the many tasks that need to be completed prior to the anticipated grand opening. Many thanks to Jim, and the rest of the team for all that you have done, and continue to do, in this important endeavor.

The HIPU, now set to open in November 2008, will be one of a kind in the Philadelphia region. With twelve private beds, a beautiful family area, meditation and spa rooms, and various other special amenities, this unit will seek to make patients and their families as comfortable as possible during their time of great need. Be on the look-out for updated architects' renditions of this wonderful new facility. The creation of the inpatient hospice unit and its support from the University of Pennsylvania Health System will fill an enormous need for hospice care in the Center City area of Philadelphia and beyond.

To fund this important initiative we have kicked off the Penn Wissahickon Hospice capital campaign with a goal to raise \$5 million dollars for the unit. Dori Myers, our new Major Gifts Officer, will play a significant role in the raising of funds needed to pay for construction of the HIPU as well as furnishings that will make the unit truly unique. Dori comes to us from the University of Pennsylvania, School of Veterinary Medicine. She is an experienced fundraiser and a welcome addition to Penn Home Care and Hospice Services.

In addition to building a top-notch facility we are also beginning to recruit a highly skilled and compassionate staff to operate the HIPU. Recent additions to the Hospice team include BettyAnn Corkery, BSN, RN, CHPN, who will serve as the HIPU Nurse Manager, and Betsy Alexander, BSN, CHPN, OCN, as Director of PennWissahickon Hospice. The skills and experience that Betsy and BettyAnn bring to the Hospice will be integral in moving Penn Wissahickon to another level of prominence and excellence.

In addition to the HIPU, there are many other ongoing initiatives at Penn Home Care and Hospice. Jim Ballinghoff, and Lisa Stanley, Director of Penn Care at Home are partnering with Mary Naylor, PhD, RN, FAAN, Associate Director of Center for Gerontologic Nursing Science at the UPenn School of Nursing, to bring about the implementation of the Transitional Care Model (TCM). This model, using advanced practice nurses to follow selected groups of patients at high risk re-hospitalization is based on 20 years of research by Mary's team. Using this model, Penn Care at Home, in conjunction with UPHS, hopes to decrease avoidable re-hospitalization and improve overall patient outcomes upon discharge from the hospital.

Look out for more information to come as we keep you abreast of all news and developments regarding the many events and initiatives that detail the story of Penn Home Care and Hospice Services.

Joan Doyle
Executive Director
Penn Homecare and Hospice Services



HCHS Events

Homecare & Hospice Services Celebrates the Holidays

Bala

“ Caroling with the patients ”

Once again this year, PCAH staff visited home care patients during the holidays, bringing Santa, carolers and gifts to patients who need holiday cheer.

Jim Wandling played Santa and carolers were Chris Bossone, Phillis DuPree, Derick Fowlkes and Randi Poliner, . Patients look forward to the holiday visits and often join in with the carolers as their favorite holiday songs are sung.

In addition to caroling, Penn Care At Home “adopted” a family for the holidays.

The family was identified by our nurses as a family in need of help this Christmas due to illness of the mother (our patient), and the recent loss of employment of the father of the family. The patient, husband, and 2 daughters (1 and 2 years), received an outpouring of generosity by all of the staff of Penn Care At Home. Toys, clothing, and gift certificates were delivered to the family a few days before Christmas. After the holiday, the father called to say, “Your agency made our Christmas”. For those generous donators at Penn Care At Home, the gift of giving made our Christmas.



(Left—Right)

Chris Bossone, Phillis DuPree, Randi Poliner and Derick Fowlkes

Jim Wandling(Santa)



(Top-Bottom)

Randi Poliner, Jim Wandling(Santa), Chris Bossone

Derick Fowlkes and Phillis Dupree

“ Holiday Party ”

Penn Care At Home and Wissahickon Hospice held their Holiday luncheon on Friday, December 14, 2007. The Lunch was catered by Bryce’s, the menu included grilled chicken breast, shrimp cocktail, meatballs, fruit, cheese, salads, and a variety of delicious desserts. The conference rooms were decorated accordingly for the occasion, and possessed the look of a extraordinary Holiday season. Staff really enjoyed themselves and ate until they thought they would pop!

HCHS Events

Homecare & Hospice Services Celebrates the Holidays

KOP

“Visit to The Clinic”

Penn Home Infusion Therapy and Penn Care at Home (King of Prussia) had a very busy but successful Holiday season. For Thanksgiving, they participated in a Thanksgiving Food Drive. They were able to provide five patient families with a wonderful Thanksgiving Feast, along with other essential food items.

For Christmas, the KOP office collected for The Clinic. The Clinic is a place for people that can not afford medical insurance to be seen by a professional and asked to only pay what they can afford. The money raised for The Clinic generated by raffling a Basket of Cheer and a Basket of Wine Raffle. Both baskets were generously put together by Valerie Washington-Tate and her niece, Audrea Cooke. The winner of the Basket of Wine was Lisa Stanley and the Basket of Cheer was Ron Halas.

They also collected hats, coats, scarves, gloves, and blankets for the homeless. One of our infusion nurses, Cate Paxton takes the items and distributes them as needed to the homeless.

**Vicki Grimm
Packing items for
Thanksgiving food drive**



**Ralph Lyman
dressed as
Santa for visit to
“The Clinic”**



“Holiday Party”

PHIT & PCAH/KOP held their Holiday Party on Wednesday, December 12th^t. The party was planned by the Social Committee; who members are Ruth Roccia, Ron Halas, Vicki Grimm, Amanda Hill, Valerie Washington-Tate, Tonya Mitchell, Lenore Haulcy, Ginny Scalia and Linda Forman. The party/ luncheon was a huge success! The food was great as always, catered by Our Town Caters. Guests for the luncheon included Joan Doyle, Bob Curatola, Lisa Stanley, and Cindy Celi. Everyone received a hand decorated gift bag with a surprise inside from Rex (a hooded Penn Home Infusion Therapy Sweatshirt). Fun was had by all!



Joan Doyle and Rex Smith



Ann Fiegel and Steven Khemraj



Danielle Halladay

HCHS Events

Radnor Run

The 30th Annual Penn Medicine at Radnor Run, which raises money for research, education and advocacy efforts in the fight against lung disease, was held on a beautiful Sunday morning on October 28, 2007. The Penn Medicine at Radnor Run takes place in Radnor, PA., and is a 5-Mile certified Run and 1-Mile Fun Run/Walk. One of the Mid-Atlantic Grand Prix Circuit Events, this run attracts the area's top men and women runners, walkers and teams. Marking its 30th year, the Penn Medicine at Radnor Run carries with it a long-standing reputation as a wonderful event for the entire family. Penn Home Care & Hospice Services was present for the 4th year in a row as an exhibitor at the Run's health fair for the community. Team Penn Home Infusion Therapy once again did our agency proud with a great showing in the race. The 2007 event raised a record-breaking \$67,600 to support lung disease education and research in our community.



Linda Forman



Linda Forman
and Lizzie Ruckelshaus

New Employee Relations Policies are Unveiled across UPHS

The Employee relations culture at UPHS has significantly improved since baseline employee survey of 2001 when 44% of employees rated UPHS as an above average place to work compared to 59% in 2007. As a result of this, UPHS Human Resources determined that employee relations policies should be reflective of positive cultural change.

A redesign of the UPHS Employee Relations policies began in March of 2007. Several representatives from the HCHS management team sat on the health system committee to draft the new policies. These policies were finalized in the early fall and all managers across the system were educated.

At HCHS, we held several manager training sessions in November and in turn the managers provided education to staff throughout the month of December. Informal Q&A sessions were held with HR. Staff is encouraged to visit the HCHS website to review all policies. <http://uphsxnet.uphs.upenn.edu/hr/policies/hchs.html>. If you have further questions please ask any HCHS Human Resources representative.

PENN Home Care & Hospice Services
Human Resources

150 Monument Road, Suite 300
Bala Cynwyd, PA 19004

Phone: 610-747-3431
Fax: 610-667-4948
Email: homehr@uphs.upenn.edu

Creating a Culture of Caring-Service Excellence and
Patient Satisfaction

Wissahickon Hospice Celebrates 25 Years of Service

On Monday, December 3 2007, Wissahickon Hospice celebrated it's 25th year anniversary. Wissahickon Hospice provided a full catered hot breakfast to honor this accomplishment. There were plenty of prizes and giveaways. Staff played games and had lots of fun! Congratulations Wissahickon Hospice on 25 years of excellent patient and family care.

e-STAR Update

The testing for the e-STAR implementation continues across UPHS. The Penn Home Care and Hospice Services managers are hard at work providing the e-STAR team with the payroll setup data that will ensure accurate paychecks. You will also notice that the electronic badge terminals are being installed at both the Bala and KoP locations.

We are confident that once we gather and confirm all of the payroll set-up data required for your staff, that we will shortly be able to communicate a new set of dates for training and go live. In the meantime, if you have any questions, feel free to contact Denise Mariotti

We're on the Web

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

All HC&HS Entity Newsletters
are now available for your view
online at :

www.pennhealth.com/homecare

Upcoming Event

3rd Annual Palliative Care Conference

Dr. David Casarett and Penn Wissahickon Hospice are pleased to announce that Wednesday March 26th, 2008 from 7:30AM to 3:00PM has been confirmed for the "Penn Future of Hospice & Palliative Care Conference 2008". The conference will be held at the Hilton Hotel on City Avenue in Philadelphia. As in past years, the conference will be an exceptional educational experience as well as a fund raiser for the Penn Palliative Care Exchange Program benefiting the development of Holy Cross Hospice in Botswana, Africa.

Dr. Casarett has secured another outstanding keynote speaker for this conference. Joan M. Teno, M.D., M.S. is a Professor of Community Health and Medicine and Associate Director of the Center for Gerontology and Health Care Research at the Brown University Medical School. She is a health services researcher, hospice medical director, and board-certified internist with added qualification in Geriatrics and Palliative Medicine. Dr. Teno has served on numerous advisory panels including the Institute of Medicine, World Health Organization, American Bar Association and as grant peer reviewer for the National Institutes of Health. The overall focus of the 2008 conference will be on the delivery of end of life care in acute and facility-based settings. We hope you will be able to join us for what will be an outstanding educational experience. For more information on how to register for this year's conference please contact Jonathan Henninger at 610-617-2443 or jonathan.henninger@uphs.upenn.edu

Nursing Clinical Excellence Awards

It is once again time to nominate nurses for the UPHS Nursing Clinical Excellence Awards. Last year the review committee received some truly wonderful write-ups about our nurses and I am looking forward to reading this year's nominations.

See Barbara Mankey for the listing of the four categories for which any nurse can be nominated, or a nurse can self-nominate. This is open to all nurses (except managers/directors) within Penn Home Care & Hospice Services.

Deadline is February 20th

For all questions, contact Barb Mankey at (610)617-2446 or via e-mail at bmankey@uphs.upenn.edu.