



Homecare Happenings

Message from Joan Doyle

Dear Staff:

Welcome to summer! We have seen an auspicious start to the season with our Nurses' Week celebrations throughout the Home Care and Hospice Entity, and a very successful "Phillies Day" fundraiser for Wissahickon Hospice's David Bradley Children's Bereavement Program. In many industries, summer signifies a slowdown in business activity and workflow. For Penn Home Care & Hospice Services, however, it remains a busy and hectic time and the demand for home health care services remains constant. It is also during the summer months that we end one fiscal cycle, begin another, review our past outcomes, successes, and challenges and begin implementing our future initiatives.

We are currently in the process of reviewing our focus areas for FY 2006 (including patient satisfaction and quality of care data), as well as examining internal indicators (financial and organizational health, with a particular focus on our staff retention and turnover measures) so that we can better focus our efforts across the board for development in these areas for FY 2007 (July 2006 through June 2007). Expect to see some improvements and changes in the coming months, including: a streamlined paperwork process through the implementation of new point of care information system technologies, the creation of a dedicated in-patient hospice unit that will allow us to better meet the needs of hospice patients who require inpatient level of care, and an increased focus on patient satisfaction and preventing hospital readmissions in our patient population.

As always, my thanks to all of you. We would not be able to continually meet and exceed our goals without your hard work and dedication. Stay safe this summer season, and have fun!

Sincerely,

Joan M. Doyle
Executive Director
Penn Home Care & Hospice Services



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Events

Nurses Celebration

HCHS celebrated National Nurses Week May 6 - May 12. Our Nurses enjoyed their Nurses Week events and gifts. HCHS featured a Lecture on May 10th by Dr. Norma Cuellar, DSN, RN. Norma delivered a presentation on "CAM: Complimentary and Alternative Medicine". Norma is currently Assistant Professor of Nursing at the University of Pennsylvania School of Nursing.

WISS Hospice Nurses enjoyed stress reducing massages from Chubb Institute students on May 9th as part of our Nurses Week festivities. There was plenty of food for all!

HHA's Celebration

PCAH/Bala & WISS celebrated National Home Health Aides Week on Thursday, June 15, 2006. There was plenty of food and lots of fun for everyone. Each HHA received a tote bag as a token of our appreciation.

WISS-Lawson Implementation

Wissahickon Hospice is now LIVE in Lawson! This is exciting news, as it means that all Human Resources and Financial Systems have been integrated with the Health System. Hospice staff received their first pay checks through Lawson on July 7th.

WISS Stress Reduction In-Service

The program was presented by Michael Baime, MD. The stress reduction techniques that he taught staff involved breathing and meditation. Dr Baime provided each participant with a CD on stress management exercises. The program was open to all Hospice staff and all Hospice staff were strongly urged to attend. The feedback from the staff was great!

Popcorn Day at the Phillies

Wissahickon Hospice held its eighth annual Popcorn Day at the Phillies on Sunday, May 21. The event began with a tent party, located outside the ballpark on Darien Street. In addition to lunch, the event included a visit from the Phillie Phanatic, Phillies pitcher Aaron Fultz who signed autographs, a live band, face painting, button making, a magician and clowns to entertain the children. Everyone who has purchased a ticket to the party received a ticket to see the Phillies defeat the Boston Red Sox in a sold-out game immediately following the lunch. All proceeds from the event benefited Wissahickon Hospice's David Bradley Children's Bereavement program, which provides free grief counseling to children and teenagers who have experienced a death-related loss.

To date, more than \$66,000 has been raised for the David Bradley Children's Bereavement Program through this year's Popcorn Day at the Phillies. In advance of selling game tickets, Wissahickon Hospice recruited sponsors to help underwrite the cost of the event and to raise awareness of the David Bradley Children's Bereavement Program. Twenty-nine companies and individuals sponsored this year's event. Each sponsor received 100 bags of popcorn along with recognition for their support. To help raise additional funds, prizes were raffled off.

Administrative Professionals Day

The University Of Pennsylvania Health System hosted their 3rd Annual Administrative Professionals Career Enrichment Day. The event was held at the Inn at Penn on 36th & Sansom Street on April 25, 2006 and May 2, 2006. The event topic focused on **Creating Leadership Excellence**.

The program was designed to acknowledge the contributions of UPHS administrative staff, and the critical work that they do to help achieve the strategic goals designed by Penn Medicine. The program also helps the administrative staff enhance and develop the skills they need to continue being successful.



Events (cont'd)

HC&HS Employee Appreciation Picnic

Homecare and Hospices Services hosted an Employee Appreciation Picnic to kick off the summer. The events were held in Bala on Wednesday, July 19, 2006 and in KOP on Thursday, July 20, 2006. A great time was had by all!



From Left—Right

Blanche Coleman
 Vandanna Lothe
 Alma Wigington
 Gail Denber
 Mimi Blake
 Marion Bergman
 Laura Ford
 Deanna Farrior

Barbara Allen
 Jill Duffy
 Caroline Thomas
 Jennifer Green
 Lenore Kahn
 Pearl Keith

Patty Cline
 Deanna Farrior
 Jamie Hemphill
 Russ Force
 Al Jones

Janice Arena
 KL Chan
 Libby Akulin

Welcome

HC&HS would like to send a special welcome to Matthew Braun , Assistant Director of Operations and CEQI.

Patient Satisfaction

We all need to maintain our focus on Patient Satisfaction. Without our patients none of us would be here. Continued efforts to improve Patient Satisfaction are occurring in HC&HS. Stay tuned for the roll out of the Ritz-Carlton service training in the late summer. HC&HS will be piloting this program for the Health System.

Employee Bonus

The Health System is celebrating a year of financial success. Every eligible employee was recognized as a contributor to the success by being awarded a \$250 for part-time or \$500 for full-time bonus paid in a check on Tuesday, July 25th. Thank you to everyone!

Upcoming Events

PENN Home Care & Hospice Services Human Resources

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Creating a Culture of Caring-Service Excellence and
Patient Satisfaction

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)

New HC&HS Project Announcement

I am pleased to announce the formation of a **Project Management Office (PMO)** here at Penn Home Care & Hospice Services. The PMO is responsible for the oversight of large entity projects identified by your HCHS leadership team. The PMO team will function under the guidance of Sharon Civa, Entity Chief Information & Project Officer, and will employ the use of accepted project management principles and practices. In addition, a portfolio of projects will be maintained, as well as a lessons learned repository for future reference. Industry studies and best practices have shown the use of project management techniques will increase the success rate of projects, and decrease the time to project execution and closure.

As we begin our FY07 projects, many employees may be asked to participate on project teams led by Sharon or one of the other nine PMO members. I'm positive you will respond favorably to these requests, and hope you recognize this opportunity to bring your expertise to a project team, as well as the opportunity to gain some exposure to project management. Please contact Sharon @ 610.747.3407, or e-mail sharon.civa@uphs.upenn.edu if you have any questions regarding this exciting new function.

Joan Doyle
Executive Director

August Computer Club

Microsoft Word

Facilitated by Brady Weiss 610-747-3413
brady.weiss@uphs.upenn.edu

Word is the program used to create documents, tables, and forms.

**Wednesday, August 9, 9:30am – 11:00am, PHIT Conf Room A
(King of Prussia)**

Phone System and Voicemail

Facilitated by Brady Weiss 610-747-3413
brady.weiss@uphs.upenn.edu

Review of the most common phone and voicemail system features, including call park, speed dials, alternate greetings, and paging

Monday August 21, 3:30pm – 5:00pm, PCAH Conf Room (Bala Cynwyd)

Introduction to Windows

Facilitated by Al Jones 610-747-3446
al.jones@uphs.upenn.edu

Windows is the operating system used on your PCs. This session will include discussion of the Windows environment, including display options, files, folders, and more.

Monday August 28, 9:00am – 10:30am, Wissahickon Conference Room (Bala Cynwyd)

Service Training for All Staff

Facilitated by OD & CS

This signature service program modeled after the famous Ritz-Carlton Service training program. The program is being customized for each entity based on customer service needs. Stay tuned for dates to register in early Fall.