



# Patient Satisfaction

## JCAHO update

Penn Home IT will have a mock survey on May 9-11 in preparation for their 18 month Periodic Performance Review (PPR) in conjunction with HUP.

The PPR process is a new process that started last year. Wissahickon Hospice conducted their PPR last April. The PPR is a self-evaluation survey to assist healthcare organizations focus on patient safety and quality of care issues. The organization is expected to develop a correction plan to address any areas of non-compliance found during the self-evaluation. This process is aimed at assisting organizations maintain continuous compliance with the standards and to be ready for survey at anytime. Starting January 2006, all JCAHO surveys will be unannounced.

Wissahickon Hospice will have their mock survey on May 23-25 in preparation for their triennial survey. The triennial survey will be conducted sometime between October 1-December 31, 2005. We have submitted our application for the survey and should be informed of the actual date by August.

Penn Care at Home will be submitting their final Measurement of Success (MOS) report in conjunction with Presbyterian Medical Center on May 13. They submitted their correction plan for the recommendations for improvement cited during the September 2004 triennial survey in January. The plan was accepted by JCAHO. The MOS is to demonstrate continued compliance with the correction plan.

## Patient and Family Satisfaction

All HCHS managers attended a training program in January 2005 regarding improving patient and family satisfaction.

As part of continuous improvement initiatives, each agency was asked to identify two specific questions from their satisfaction survey and determine processes for improving the scores. One strategy we discussed to improve patient / family satisfaction was called "scripting". The management team is responsible to script discussions and responses for staff to use regarding specific survey questions identified. All these ideas can be interchanged for any program. This is what we have implemented:

### Wissahickon Hospice chose to focus on:

- 1) "Helpfulness of person who answered the phone"

Plan: Management team decided this survey question was not limited to the receptionist, but also included on call staff. We knew from prior family comments that the familiarity that the receptionist had with what team or staff member was assigned to the patient when they called in was favorable. We decided to increase customer service by expanding this to our on call / triage staff. The on call - triage staff were in-serviced to review the patient log for all pertinent information prior to returning the phone call so that they knew important information about the patient, their primary diagnosis, their physician, etc. This is a more customer friendly approach, making patients and their family feel as if we knew each and every one of them. It also prevents patients and families from feeling that we don't know how to take care of them if we have to ask them who their doctor is or what their diagnosis is.

- 2) "Appropriateness of hospice services to meet your needs"

- 3) and "Availability of hospice staff to meet your needs"

Plan: The management team decided that these two survey questions were interrelated.

All direct care staff were re-serviced to emphasize with patient and all family/ caregivers the office hours and on call services- how to call, availability of disciplines on call 24/7 by phone and for patient visit. Staff are to re-emphasize the use of the patient education manual as reference reminder of everything they were informed of. Specific scripted statements were written to address these global service indicators.

"Let me instruct teach you how to...Let me demonstrate how to...Can I order any medications for you...Are there any supplies that you need me to bring?...These are the days I'd like to visit. Does this schedule work for you?...I will be there in (blank) timeframe, will you be ok until then? (we reminded staff that they should never burden patient/caregiver with their workload or distance they are driving to get to patient's home)...I will be sure to speak with the (nurse, social worker, chaplain as applicable) about this and ask them to call you...I will speak with your doctor about this and get back to you in (timeframe)...Is there anything else I can do before I leave?..."

### PCAH chose to focus:

- 1) "Staff concern to keep your family informed about your treatment, condition or progress (if you want them informed)"

- 2) "Degree of involvement you and your family had in planning your home health care"

Plan: The management team felt these two questions were dependent on each other.

The case manager will ask the patient at the start of care if there is a caregiver or other family member whom they would want us to inform about changes in their treatment or condition, and if so, to designate that person. The case manager will review the plan of treatment with the patient and the designated family member and ask them if they agree. Then, each time there is a change, the case manager will inform the patient as well as that designated person about the changes, and be sure to inform them that the other person was informed.

Scripting, in this instance, uses the same wording as are used in the survey question, which will make the patients remember that we asked them about this.

In addition, we will continue to work on improving telephone customer service skills.

### PHIT Nursing chose to focus on:

- 1) "How well the potential side effects of your IV medicines were explained to you by either the nurse or the pharmacist?"

Plan: All direct care staff are to question each patient every visit about side effects and ask patient to give two examples verbally. This will engage the patient to discuss side effects and then be able to relate to the specific survey question.

Here, the scripting focuses on having the patient use the words "side effect" and then they can relate to the survey question.

- 2) "Nurses concern to contact you if he or she could not make it, or would be coming late"

Plan: Nurses were re-instructed to call patients prior to being late or at the first sign for the potential to be late. Management team also requested that each nurse build into their schedules a time frame or window to give the patient for approximate timing of the visit (30 minutes).

For both initiatives, this will be monitored by random calls and follow up patient visits by the Clinical III nursing staff. The direct care staff will also be policing themselves, and all staff will report any patient complaint or concern to their manager.

## Events

### Home Care 2004 United Way Campaign

The University of Pennsylvania Health System's 2004 United Way Campaign was a rousing success! Overall, the health system raised \$341,050.84 for the United Way. Of that total, \$8,174.00 was raised by Penn Home Care & Hospice Services; thanks to the generosity of our employees and the hard work and dedication of co-Campaign Chairs Missy Cunicelli and Cindy Celi.

The annual United Way drive is an important part of the University of Pennsylvania Health System's culture; and one of the many ways in which the health system supports its communities. It is especially gratifying to see the increased participation from Penn Home Care and Hospice Services employees (participation is up 108% from 2003 – and overall donation amount increased to 113% of last year's amounts!) as Wissahickon Hospice is one of the community services that benefit from the United Way's fundraising efforts. As of March 2005, Wissahickon Hospice is reporting almost \$17,000 in donations from the 2004 United Way Campaign!

Thanks to each and every one of you who participated in last year's drive.



(Missy Cunicelli-left Cindy Celi-right)

### At Penn Home Care & Hospice Services, We Make "IT" Happen!

I am happy to report that this year we have been able to add many enhancements to your information technology (IT) tools. In addition to upgrading many office computers throughout all three agencies and touchdown areas again this year, we have upgraded and added printers, upgraded the Penn Care at Home Novius system to the latest technology, and implemented the #1 ranked point-of-care system using 40 state-of-the-art laptops in Wissahickon Hospice. Penn Home Infusion Therapy and the PCAH Limerick branch will be enjoying a new, expanded phone and voicemail system at the new Clark Avenue location. Each agency now has a digital camera, and there is an LCD projector in every conference room. To help you have information at your fingertips wherever you are, everyone is given an e-mail account, all conference room schedules are now on-line, and wireless networking is being installed in all our locations in Bala and King of Prussia. And to help you utilize all this great technology, the Information Services Department offers a variety of training, including the *Computer Club Seminars* at your work sites and hands-on computer classroom training at UPHS sites in Philadelphia.

I hope everyone takes advantage of these tools. As I plan our activities for the new fiscal year and beyond, your comments and suggestions on further enhancements are always welcome. I'm listening.

### The Big Move!

The Limerick branch is officially in the new location!! The move took place on Friday, March 18, 2005 and it went very well and everyone pitched in. Special thank you to Barb Mankey for her help during a most challenging assignment. Also, a thank you to all the staff, they really rose to the occasion. and a huge thanks goes to Kim and Christine whose unending support and dedication made a stressful situation easier to deal with.

### Vendor Fairs

HC&HS hosted their annual vendor fairs on Monday, April 11, 2005 and Thursday, April 14, 2005. Over 100 employees attended, this year two \$50 Toppers gift certificates were raffled. The winners were Deanna Farrior and Helene King.

The vendor fairs provided a great opportunity for employees to learn about the different benefits that UPHS offers to its employees. The vendor fairs always co-inside with open enrollment, giving employees the option to add or make changes to their current benefit elections

### Girl Scout Donation Sweetens Holiday for Hospice Patients

**Philadelphia, PA** (February 15<sup>th</sup> 2005) – Wissahickon Hospice patients are in for a sweet treat this Valentine's Day: brightly decorated bags of candy courtesy of Brownie Troop #12.

The troop, made up of Chews Elementary School third graders, and based in Camden County, New Jersey, has provided this Valentine's Day treat for patients receiving services with Wissahickon Hospice for the past three years. These gift bags, presented in boxes with personal messages from each of the troop members, have been well received in the past several years.

Mary Ann Siciliano McLaughlin, co-leader of Troop #12 and Director of Disease Management for Penn Home Care & Hospice Services said, "Our Girl Scout troop always enjoys doing this Valentine's Day service project. They like the idea of brightening up the day of a hospice patient. They also enjoy making hands and hearts to place on the boxes for the nurses to distribute to the patients as well."

This article appeared in the Courier Post, February 15, 2005 issue.

### PENN Safety Deltas

Our year as Penn Safety Deltas:

For the past year, along with my fellow employees, James Motta, Kathleen Harple, and Robert Martinelli, we have served as Penn Home Infusion Therapy's Penn Safety Deltas. It has been and will continue to be a wonderful resource for all of us to share with others the importance of Patient Safety. We have gone to several all day in-services with 100 or more employees from all our entities within the health system. Their occupations range from doctor, nurse, chaplain, administrative assistant, physical therapist, etc. It was a variety of employees sitting down together and learning the importance of patient safety through shared experiences, and included multiple presentations given by people in the medical field and outside the medical field. We have learned that while we continue to strive for excellence, there is still much work to be done regarding patient safety. Through our combined efforts we hope to provide more safety awareness of patients and their families needs. Within the coming months, the Deltas will be rolling out a Patient Safety Simulator that all employees will be required to complete. We as Deltas will proctor the simulations and share our knowledge as Deltas. Our year is complete and there will be new Deltas to fill our spots. Our experiences encourage everyone to become a Penn Safety Delta Member.

-Linda Forman  
PENN Home Infusion Therapy

# 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)

### **Contact the following people with suggestions for the entity newsletter**

Missy Cunicelli—PCAH

Linda Forman—PHIT

Ritajeane Reed—WISS

Jamieka Williams—Human Resources

## **PENNKEY & KNOWLEDGE LINK**

PENNKEY & KNOWLEDGE LINK registration packages have been sent out to all Presbyterian and Penn Care At Home employees. PHIT, HUP and Wissahickon are set to be mailed by the middle of May. Upon receipt, every employee must register to begin taking advantage of the new tools KNOWLEDGE LINK has to offer.

Please don't delay, you will need to register within 60 days of the mailing or follow a more intense registration process in person at a downtown location.

If you are experiencing any problems with registering, please contact the **PENNKEY** helpdesk at (215)-615-2710.

## **Open Enrollment**

UPHSflex enrollment kits have been mailed out, if you haven't received it yet please be on the look out for it should be arriving soon. The enrollment kit is a guide that will detail all of the benefits available to you for 2005-2006 plan year.

Open enrollment will take place during the week of Monday, April 25, 2005 through Sunday, May 1, 2005. You may make any changes to your benefit elections during this time using [EnrollOne.com](http://EnrollOne.com) or 1-888-Enroll.

## **May Madness**

May Madness will take place during the week of May 2nd— May 6th

It's that time of year again, come into the office to complete all of your online education and PPD screenings. We have lots of fun things planned for our employees this year. This year the employee survey has been planned to coincide with May Madness. Every employee will have the opportunity to complete their survey as well as online edu. & PPD during the week of May 2nd—May 6th.

## **Employee Survey**

Employee Survey will be available for completion the week of May 2nd — May 13th

There will be PC's conveniently set up around the office to complete the employee survey online and drop boxes for those who would rather complete the survey by hand. Please take this opportunity to express your opinions regarding your work life at PENN Home Care & Hospice Services and UPHS as a whole.

## **Nurses Week**

Nurses Week will take place the week of May 6th— May 12th

We are grateful everyday for our nurses and the work they do. This week allows us to take time to honor and thank them in a special way. There will be several events taking place throughout the week. Please see Chris Bossone for details.

## **Tuition Update**

Beginning July 1st, All PMC employees will be able to take advantage of a richer tuition benefit. This means that all PCAH and WISS employees will enjoy the same tuition benefit as PHIT and HUP. This is great news for all PCAH & WISS employees. Please see your manager for further details.

## **Popcorn Day**

Join us for the 7th annual "Popcorn Day at the Phillies" on Sunday, June 12, 2005 at the Phillies Citizens Bank Park. Come out and see the Phillies beat the Milwaukee Brewers. All proceeds from the event benefit the David Bradley Children's Bereavement Program. For more information about "Popcorn Day at the Phillies," please contact the Development Department at 610-617-2400.

**Tickets are on sale now!** David Plager  
Richard Havyer  
Doris Plager  
Debbie Havyer  
Amy Zabele





**2005**


## **Organizational Health Employee Survey**

### **Your Opinion Counts**

It is almost time for the annual UPHS Employee Survey. Last year Homecare and Hospice Services, along with all other UPHS entities, participated in a streamlined process called a check-in survey. This streamlined survey provided us with an update of overall employee satisfaction levels while also monitoring our progress on issues identified in past surveys.

This year we will be participating in a full-scale survey. This full-scale survey will provide us with a tremendous amount of information regarding how our employees feel about various aspects of their work life. UPHS in partnership with HCHS Human Resources is pleased to once again invite you to express your opinions through our confidential employee survey program.

This year's survey will take place during May Madness, beginning May 2<sup>nd</sup> and run through the entire week. Traditionally HCHS has had a very high rate of participation from our employees on the survey and this year we expect nothing less. HCHS values your opinion. Your input on the survey will help us continue to make our entity a great place to work. Please join in the fun the week of May 2<sup>nd</sup>. There will be plenty of computers available for your use in the PCAH conference room. If you cannot join us in person, the survey will be available for your completion on-line from any location.





# Congratulations

**Welcome goes out to all of new employees of PENN Home Care & Hospice Services**

- Kim Butscher
- Jeannine Christie
- Barbara Janssen
- Jennifer Johnston
- Jinhee Marchesano
- Stephan Phillips

**Congratulations to every employee who has recently been promoted to positions with HC & HS**

**Best wishes to Deborah Briglia, who just recently accepted the position as Hospice Team Manager**

**Good luck to all HC & HS employees who are currently in school pursuing degrees and certifications**

**Danielle Halladay(PHIT) will be graduating from West Chester University with a Bachelor of Arts Degree in Anthropology and a Minor in Italian.**

**Dennis Mickles ,RN for receiving the Employee of the 4th Quarter. Dennis has been with Penn Home Infusion now going on 3 years as a wonderful, caring field nurse. His award is well deserved.**

**Newly Certified Chemotherapy Nurses: Vincent Lantini, Lynne Friscia(PHIT) and Cathleen Paxson(PHIT).  
Nominations for the Annual University of Penn Nursing Awards: Xandy Wells(WISS) and Deb Simmons (WISS)**

**The winners of The Clinical Advancement and Recognition Program for Nursing are:**

**Dianna McCollum, RN, for The Lillian Brunner Award for Clinical Judgment and Decision Making  
Ann Wasekanes, RN for The Roslyn J. Watts Award for Nurse-Patient/Family Relationship  
Beatrice Snyder, RN for The Dorothy Botdorf Award for Clinical Leadership  
Anna Cossgrove,RN for The Helen McClelland Award for Clinical Scholarship**