



# Homecare Happenings

MAY 2008

## SPECIAL POINTS OF INTEREST:

- We have a new look!
- The HIPU is moving along!
- Camp Erin Volunteers needed!
- e-STAR coming soon!

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## Message from Joan Doyle

At Penn Home Care & Hospice Services our employees are our most important asset. The exceptional care that our patients and their families receive from our staff makes me proud to work each day with such a fine team. The recent success of the Pennsylvania Department of Health Survey at Penn Care at Home stands as a testament to the fine qualities that our staff project on a daily basis and the wonderful job that they do. With zero deficiencies found during the survey, Penn Care at Home was quickly granted full licensure renewal. Results such as these are what make our organization stand out as a true model of the Penn philosophy of excellence at all levels of the organization.

We understand the importance of taking time to recognize those who put forth such a tremendous effort each and every day. Each year March is dedicated as National Professional Social Work Month. At Penn Home Care & Hospice Services we have an extraordinary team of social workers and bereavement counselors. Coming to terms with the illness of a loved one and navigating the often complex web of end-of-life needs is difficult for many families and our social work staff is highly skilled at making this process as easy and reassuring as possible. Whether it is by providing emotional support for families grieving a loved one or helping connect patients and families

with services outside of the healthcare realm, they help provide much needed comfort beyond the clinical facet of our organization.

This May 6-12<sup>th</sup> will mark National Nurse's Week. This week gives us the opportunity each year to honor those who show unrelenting dedication to providing quality care to the patients in our charge. Without your selfless commitment to our



**Joan Doyle**  
Exec. Director  
Penn Homecare  
& Hospice Services

In addition, April 30<sup>th</sup> saw the celebration of Administrative Professionals Day. This day is reserved each year for paying thanks and respect to those on our staff who play a vital yet often overlooked role in the success of Penn Home Care & Hospice Services. The many tasks and duties that you handle on daily basis are often overshadowed by the reputation that our organization has for excellent patient care. Whether it is in Medical Records, Admissions, Quality Improvement or any of the many other departments in our office, your devotion and tireless work are paramount to the continuing achievement of our team.

Like all professional organizations, the success Penn Home Care & Hospice Services depends on the quality and caliber of the people that it employs. We aim to hire and retain the very best employees possible and I am proud of the fact that we continue to achieve this goal. It is a great pleasure to work with so many wonderful individuals and it gives me confidence that our organization will enjoy ongoing success well into the future. Thank you all.

*(For a list of the award nominees and winners see back page)*

# Hospice Palliative Care Conference



Stephen Phillips and Patty Cline at the "Welcome Desk"

*"This year's conference saw more than 400 attendees from a wide range of health professions and specialties and from as far as NY and Virginia."*

Mail a check or money order to:

Wissahickon Hospice  
Attn: Development Office  
150 Monument Road Suite 300  
Bala Cynwyd, PA 19004

Wednesday, March 26<sup>th</sup> marked the third annual "Penn Future of Hospice and Palliative Care Conference". This year's conference was held at the Hilton- Philadelphia on City Avenue and followed in the footsteps of past years as a continued success. The topic of focus this year was an in-depth look at the delivery of end-of-life care in acute and facility-based settings. In addition, this conference serves as a platform to raise awareness of palliative care issues in places such as Botswana, Africa where Penn has partnered with Holy Cross Hospice.

Dr. David Casarett, MD, MA, our conference chairman, once again secured a fantastic and nationally recognized keynote speaker. Dr. Joan Teno, MD, MS, 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. Dr. Teno's opening remarks examined national trends of how and where people die in the United States.

Speakers from all areas of UPHS as well as local groups working with the aging population rounded out a wonderful cast of speakers and program facilitators. Other topics of discussion throughout the day included how death is approached in acute settings and long-term care facilities from a standpoint of pain management, spirituality, legal needs, and access to end-of-life services.

This year's conference saw more than 400 attendees from a wide range of health professions and specialties and from as far away as New York and Virginia. Many familiar faces from past years were in the audience as well as a large number of those who were new to this wonderful

educational opportunity. This conference continues to grow each year and attract interested parties from further and further away. Thank you to those who were involved in the planning and execution of this event. We Look forward to its ongoing success.



Guest Speaker-  
Rev. Ralph Ciampa



Guest Speaker-  
Dr. Michael Ashburn

## Making a Gift to Wissahickon Hospice

Wissahickon Hospice provides compassionate care for patients with life-limiting conditions. We recognize that there is more to the patient than physical needs and comforts. Our experienced staff ministers not only to the symptoms of the illness, but also to the patient's emotional

and spiritual concerns, helping both our patients and their loved ones with the challenges that come with death and dying. To cover the cost of care for all of our patients and to provide services above and beyond one's physical needs, Wissahickon Hospice relies on

generous gifts from individuals, community organizations, foundations and corporations. You can make a contribution by calling our development office at 610-617-2474, or mail a check or money order to: Wissahickon Hospice  
Attn: Development Office  
150 Monument Road Suite 300  
Bala Cynwyd, PA 19004

# Camp Erin



Camp Erin will begin August 15<sup>th</sup> – 17<sup>th</sup>, 2008 at Diamond Ridge Camp in Jamison, PA.

This year Wissahickon Hospice staff and volunteers will be

supporting 100 children and teens that have experienced the death of a significant person (s) in their life.

AND WE NEED YOU!!!!!!

Volunteers are needed to help support grieving children and teens, to have fun, and to share in a meaningful, memorable experience.

If you are interested in being a Camp Erin-Philadelphia Volunteer, please contact Stephen Phillips, Director, Camp Erin-Philadelphia By phone at (610) 617-2411 or

email [Stephen.Phillips@uphs.upenn.edu](mailto:Stephen.Phillips@uphs.upenn.edu).

### More exciting news!

We now have a dedicated webpage for Camp Erin. You can visit that webpage at the following link:

<http://pennhealth.com/homecare/services/camperin/>

**“Camp Erin will be August 15<sup>th</sup> – 17<sup>th</sup>, 2008 at Diamond Ridge Camp in Jamison, PA.”**

## New Staff Initiatives from HR

### RN—BSN program

HCHS is pleased to offer staff on-site accelerated learning with Immaculata University. All of the details have not been determined, but communication will be distributed as soon as it becomes available.

STAY TUNED!!!!!!!

### Walk to be Fit

You may have notice staff speed walking back-in-forth around you in the office, that’s because they are preparing to take part in the Health Systems walking program.

Starting July 1,2008 The program will allow employees to use an interactive web based tool to assist in tracking their walking distance in steps and or miles.

This program is open to all employees and their families.

There will be random drawings for prizes and giveaways for registered employees.

You may register at ([www.uphswalktobefit.com](http://www.uphswalktobefit.com))

### Time and Attendance System

e-STAR IS COMING July 2008

## Nurses Week

Join HCHS Leadership, Management and HR teams celebrate Nurses Week, May 6<sup>th</sup>— May 12<sup>th</sup> with our Nurses.

Bala– DIABETES Transition in Care

In-service on May 8<sup>th</sup> from 2:30-4 PM

In conf rm. A&B (receive 1.5 contact hours)

KOP- Will host a luncheon on Friday, May 16<sup>th</sup> directly following the monthly staff meeting.

(Gifts will be provided to each Nurse on behalf of HR)

## Living With Dying Program

*Mother’s Day Without Mother: Grieving Parental Loss*

You are invited to join Wissahickon Hospices Bereavement Coordinators, Maureen Erdlen and Brian Arcarese as they provide practical suggestions to help integrate the fond memories that Mother’s Day recalls and the grief of a loss that is slow to heal.

This event will be held on Friday, May 9, 2008—8 AM

(Light breakfast will be served)

at Chestnut Hill Adult Activities Center

7999 Crittenden Street



**“The loss of a mother, even when expected, can have profound implications for our lives .“**



## Penn Homecare & Hospice Services

Human Resources

150 Monument Road

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Bala Cynwyd, PA 19004

Phone: 610-747-3431

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Email: [homehr@uphs.upenn.edu](mailto:homehr@uphs.upenn.edu)

We're on the Web  
[Http://pennhealth.com/homecare](http://pennhealth.com/homecare)

## It's not too late to refer a Registered Nurse with a BSN degree to an exciting career within UPHS!!!

*Friends or professional acquaintances?*

*Refer a Registered Nurse with a minimum of 1 yr experience that matches any openings at HCHS, HUP, PAH, and PPMC and receive a bonus up to \$2,500 if they are hired!*

### To qualify:

Simply complete the online referral form on the HR web sit (<http://uphsxnet.uphs.upenn.edu/hr/>) within the timeframe (until June 30, 2008). You must be a UPHS Full Time, Part-time, or Per Diem employee. UPHS Human Resources personnel, Manager level or above are not eligible to participate.

### Payment:

- The candidate must have a BSN degree.
- The candidate you refer must be hired and successfully complete 30 days of services after which you will be awarded \$500\*.
- After the candidate you referred successfully completes 6 months of service you will be awarded another \$500\*.
- Once the candidate you referred successfully completes 12 months of service, you will be awarded an additional \$1,500\*. (\*Note: Paid through payroll with applicable taxes).
- The referred employee and the referring employee must be employed by UPHS at the designated payment period.
- The start date of the referred candidate must occur within 90 days of Initial referral date.
- Should an online referral form for the same candidate be received from 2 or more eligible employees, the first eligible employee to refer the candidate will be the only employee eligible to receive the bonus.
- Current employees working within the UPHS entitles are not eligible to be referred, nor are former employees who have left UPHS within the past 6 months.

# 2008 Nursing Excellence Awards

The University of Pennsylvania Health System provides recognition for registered nurses whose contributions have been exemplary within of the domains of nursing practice. Penn Home Care & Hospice Services Nursing Excellence Award winners for 2008 are:

**Paul Farley, BSN, RN, CWOCN is receiving the Lillian Brunner Award for Clinical Judgment and Decision Making for:**

- Provides the highest quality of patient care
- Determines critical priorities that reflect changing situations
- Individualizes patient care
- Adapts care based on patient responses

**Galina Zhorov, BSN, RN, CRNI is receiving the Rosalyn J. Watts Award for Nurse-Patient/Family Relationship for:**

- Consistently establishes therapeutic nurse-patient/family relationships
- Integrates the patient/family's religious spiritual/ethnic /cultural beliefs into care
- Individualizes patient/family teaching and responds to the "teachable moment"

**Mellene Palmer, RN is receiving the Dorothy Botdorf Award for Clinical Leadership for:**

- Effectively leads multi-disciplinary teams in providing care
- Provides opportunities for others to learn and grow professionally
- Uses clinical situations to guide clinical learning (e.g. debriefs reframes situations)
- Listens to concerns and gathers essential information before making a judgment or recommendation

**Erika Dickerson, BSN, RN, CWOCN is receiving the Helen McClelland Award for Clinical Scholarship for:**

- Exhibits an attitude of clinical inquiry
- Appropriately integrates evidence into practice decisions and discussions
- Demonstrates a commitment to life long learning

RNs who were nominated are:

Rosemary Cahill  
 Nanika Howell-Brown  
 Cheryn Keeling  
 Vince Latini  
 Colleen McCardell  
 Donna McClure  
 Elizabeth McGibbon  
 Dennis Mickels  
 Jane D'Orazio  
 Libby Pittman  
 Lori Reed  
 Teresa Rodriguez  
 Jennifer Savon  
 Deborah Simmons  
 Davida Siwy  
 Terry Sylvester  
 Deborah Tangi  
 Laurie Turner  
 Ilene Warner-Maron



Award winners from left—right  
 Mellene Palmer, Paul Farley, Joan Doyle and  
 Galina Zhorov (Erika Dickerson not in picture)

**Congratulations to all winners & nominees!**