



# Home Care Happenings

## A Message from Joan Doyle

We are moving well into the first quarter of our budget year 2008, and I wanted to take a moment to thank you for making last year a great success for Home Care and Hospice Services. We had many accomplishments and successes to celebrate; most noteworthy our increase in patient satisfaction scores, successful JCAHO accreditations, establishing dedicated inpatient hospice teams, strong operating and financial outcomes, strong recruitment and retention efforts and our first Camp Erin, Philadelphia !

The Board of Trustees has approved the capital budget and plan for a UPHS inpatient hospice unit. As you may already know, the project plan for the dedicated Hospice Inpatient Unit (HIPU) was officially kicked off on Monday, August 20th. The start up of this unit is an enormous undertaking as well as an exciting milestone in the history of Penn Home Care & Hospice Services. The HIPU will be a leading edge, premier, 12-bed unit designed to provide the full complement of hospice services for people who require an inpatient setting for their hospice care. The rooms are all single beds and the unit will have special amenities for both patients and families. This unit will be the first of its kind in the history of the University of Pennsylvania Health System and allow our Hospice to achieve a new level of care delivery, provide integrated care delivery with other UPHS entities, and help position UPHS as a leader in hospice and end-of-life regionally and nationally. Such a position is enviable and desirable for a health system of such national and international stature as UPHS.

Located on the 6<sup>th</sup> floor of the former Graduate Hospital on 18<sup>th</sup> Street the HIPU will be part of the Penn Medicine at Rittenhouse campus. This new facility will allow us to continue to provide quality patient care to our inpatient hospice population in a setting more attuned to the comfort needs that are so important when dealing with end-of-life care. In addition, the establishment of a dedicated Hospice Inpatient Unit will help assist with keeping the acute care hospital beds available for patients in need of acute care. It is an important step in the UPHS mission to deliver the full continuum of care. It's location in the heart of Philadelphia will allow Penn Home Care and Hospice Services to greatly expand its presence in an increasingly important market area.

James Ballinghoff, RN, MSN, MBA, our new HCHS Director of Quality, Program Development and Regulatory Affairs, is the project manager and several members of the Penn Wissahickon Hospice staff are on the project team. The team is involved in the design of the unit, selecting patient and family amenities and spaces, and identifying the needs of clinical care team who will be staffing the unit. Additionally, throughout the development of this project we will look toward the HCHS staff for suggestions and ideas in how to translate our overall entity vision into a reality.

Look out for more information to come as we keep you abreast of all news and developments regarding this landmark event in the story of Penn Home Care and Hospice Services.

Joan Doyle  
Executive Director  
Penn Homecare and Hospice Services



# HCHS Events

## Homecare & Hospice Services is Recognized for our Focus on Quality

Each year UPHS acknowledges Health System leaders who have improved the Quality and Safety of the care we deliver. The UPHS Quality and Safety Awards have been designed to acknowledge UPHS departments who have exhibited leadership and innovation in activities that improve clinical outcomes, patient satisfaction and cost efficiency.

### WISS 2007 Quality & Safety Award Winner

#### *Improving Access to Hospice Services for Inpatients at the UPHS Hospitals*

Joseph B. Straton, MD MSCE  
Kathy Brockert, CRNI  
Cindy Celi, MSW  
Joan Doyle, RN MSN MBA  
Arthur A. Gilbert, MDiv  
Lenore Khan, MSW LSW  
Rebecca S. McCarron, MSN RN  
Jennifer McElveen, CRNP MSN  
Beth McHugh, BSN RN  
Stephen Phillips, MSW LSW

### PHIT 2007 Quality & Safety Award Winner

#### *Point of Care Laptop Implementation*

Maureen Carroll, RN, MSN  
Sharon Civa, MBA, CAPM  
Dan Galcik, RN, BSN  
Danielle Halladay, BA  
Patricia Henriques, MBA  
Nanacy Kramer, BA  
MaryBeth Ruckelshaus, PharmD  
Davida Siwy, RN, MSN  
Rex Smith, RPh  
Brady Weiss, BS

### PCAH 2007 Quality & Safety Award Winner

#### *Entity-Wide Project Management Office (PMO) at PCAH*

Sharon Civa, MBA, CAPM  
Albert Jones, RN, BSN  
Joan Doyle, RN, MSN, MBA

### HCHS Vision Statement

To be recognized as the regional and national leader, providing the best, most innovative and caring home healthcare services; and known as both patients' and referring clinicians' first choice for all of their home healthcare needs.

### HCHS FY07 Strategic Plan

#### Nine Key Drivers To Help Fulfill Our Vision

- Absolute Focus on Quality
- Improve Patient Care Experience
- Focused Growth to Support UPHS Service Line Priorities
- New Business Line Development
- Grow Collaboration with Academic Resources at Penn
- Improve Performance from Operations
- Home Care and Hospice Employer of Choice
- Utilization of Technology to Improve Performance
- Grow Fundraising Dollars

## System wide Professional Development Opportunities

Looking to develop some skills? Check out the Professional Development opportunities available this quarter!

Note: For further descriptions, dates and times and to enroll in these opportunities, please visit [KnowledgeLink](#).

Category	October	November	December
<b>Career Development</b>	Career Development for the Mature Worker	Career Development for the Mature Worker  Career Development Workshop	Career Development for the Mature Worker  Career Development Workshop
<b>Web</b>		Web Design Using Dreamweaver	
<b>Manager Development</b>	Manager Self-Service  Manager Orientation  Lawson Reqs2Checks  Financial Mgmt Education  Selection & Behavioral Interviewing	Manager of Choice  Financial Mgmt Education  High Reliability Patient Care Lawson Reqs2Checks  Manager Self-Service	Patient/Client Satisfaction  Lawson Reqs2Checks  Manager Self-Service
<b>Performance</b>	Giving and Receiving Feedback		
<b>Team</b>		Building Successful Teams	
<b>Service</b>	PENN Patient Experience	PENN Patient Experience	PENN Patient Experience
<b>Individual Development</b>	Negotiation Skills  Crucial Conversations (Part I)  LIST*	Crucial Conversations (Part I) Crucial Conversations (Part II)  Supervisory Skills  Emotional Intelligence  DEFUSE*	Negotiation Skills  Crucial Conversations (Part II)

LIST and DEFUSE are two classes that are linked and must be taken in order. Please contact Dawn Rose to enroll: [dawn.rose@uphs.upenn.edu](mailto:dawn.rose@uphs.upenn.edu).

### **Highlighted Opportunity for this Quarter: Crucial Conversations**

We can all get stuck achieving what we want in a variety of areas, ranging from awkward or failing relationships to dysfunctional teams to cost, quality and safety problems at work. In this lively, interactive course based on the New York Times best-seller, you will learn how to get to the root cause of these and other problems and change your life for the better. This is a two-day course with a cost of \$275. To cover the costs of your course, you must use either your professional development benefit or a departmental budget transfer. This course is approved for 17.5 CEUs from the American Association of Critical Care Nurses (AACN).

# HCHS Events

## Wissahickon Hospice Hosts Camp Erin - Philadelphia

This summer Wissahickon Hospice 's David Bradley Children 's Bereavement Program and The Moyer Foundation established the first Camp Erin – Philadelphia. All-Star MLB pitcher Jamie Moyer of the Philadelphia Phillies, and his wife Karen, co-founders of The Moyer Foundation, created Camp Erin to help children grieving the loss of loved one.

Held August 17 – 19 at Diamond Ridge Camps in Jamison, Bucks County, Camp Erin – Philadelphia provided a caring environment, filled with activities to assist children and teens coping with loss. This special weekend offered a combination of fun activities and supportive discussions to help campers build their trust, self-esteem and coping skills. Through a variety of means, including drama, arts and crafts, creative writing and recreational activities, children had the opportunity to express their feelings about their loss and make new friends while memorializing their loved one.

Camp Erin -Philadelphia was free to all campers age 6 through 17 who have experienced a significant loss due to death. This is in large part due to a \$125,000 grant from The Moyer Foundation along with community fundraising which provided start up costs and an endowment for annual operating costs for Camp Erin - Philadelphia. Early partners such as Diamond Ridge Camps – who donated their 33 acre camp property and food service – and Project Linus – who donated 45 quilts, one for each camper – were critical to the success of our inaugural year.

Several Penn Home Care & Hospice Services employees volunteered their time or made a donation to the camp. Their support was crucial to the camp 's success and is deeply appreciated.

Edna Kenney and Melissa Miller chaperoned the 6-9 yr. old girls in the "Pink Flamingos" cabin



Bob Curatola and Terence Carroll chaperoned the 10-13 yr. old boys in the "Green Hawks" cabin



John O'Lock chaperoned the 14-17 yr. old boys in the "Blue Wave" cabin



"Code Red", "Purple Bandits" and "Uniquely Orange" were three other Camp Erin cabins (not shown above).

# HCHS Events Cont'd

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Creating a Culture of Caring-Service Excellence and  
Patient Satisfaction

**We're on the Web**

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

## **PHIT celebrates the end of the summer with their "Annual Barbeque"**

PHIT ended the summer with their "Annual Barbeque" Luau Style!

The barbeque was held on Wednesday, September 12, 2007 in the parking lot in front of the building. The menu included items such as Ribs, Steak, Hawaiian Chicken, Shrimp and a variety of other delicious foods. All staff were asked to dress in Hawaiian attire to commemorate the occasion. The picture below are just a taste of the "Hawaiian Fun"!



(left—right)  
Paula Werner  
Maureen Carroll



(bottom— top, left—right)  
Liz McGibbon  
Veleta Boswell  
Shirley Mateyk  
Jon Paul Beauchamp  
Brenda Chestnut



(left—right)  
Ivan Negron  
Amanda Hill



(left—right)  
Marybeth Ruckelshaus  
James Motta  
Stephanie Klassman

All HC&HS Entity Newsletters

are now available for your view

online at :

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

## **Joint Commission visit to PHIT & PCAH**

The Joint Commission arrived on two separate occasions for PHIT. The first visit was in conjunction with HUP's survey in May. The second visit came in June. Both visits were successful and continued the tradition of excellence by receiving no formal recommendations for improvements.

In August, Penn Care at Home, in conjunction with Penn Presbyterian Medical Center, underwent a full accreditation survey conducted by TJC, The Joint Commission. We are pleased to announce that Penn Care at Home and Penn Presbyterian Medical Center, were fully accredited by The Joint Commission. We would like to thank all the staff and management team for all of their hard work in preparation for the survey.

## **Upcoming Event**

### **eSTAR— Electronic Scheduling, Time and Attendance Record Is Coming To HCHS**

Thanks to a new automated system called eSTAR, PHCHS employees will soon have quick access to real-time payroll information and time-off balances. In addition, the new integrated system will allow interactive scheduling and time recording. This new system will improve accuracy in paychecks, and provide access to vacation, sick, and personal time balances.

eSTAR will significantly improve the payroll process across UPHS entities. At least five people are involved in processing payroll hours using the current manual process: the employee who fills out the time card, the manager or supervisor who approves it, the time keeper who translates all the information to the time sheet, the person who reviews it in Payroll, and the data entry operator. UPHS Payroll gets about 5,000 timesheets every two weeks.

The time and attendance initiative, which will go live at Penn Home Care and Hospice Services in January 2008, will be in place throughout the Health System, by the end of the calendar year.

This is an exciting advancement in technology for UPHS. If you need additional details, your manager can provide you with more detailed information.

### **The Third & Pine Series presents "Voices for Hospice"**

The St. Peter's Choir presents "Voices for Hospice," a concert to benefit Wissahickon Hospice. Join us at St. Peter's Church to celebrate with other countries around the globe World Hospice & Palliative Care Day.

Saturday, October 6, 7:00 p.m.

St. Peter's Church, corner, 3rd & Pine St.

To learn more about Voices for Hospice, go to [www.voicesforhospices.org](http://www.voicesforhospices.org).