



## Hardwiring Excellence Service Teams in Motion Teams Focused on Learning & Education, Measurement, Communication, and Rewards & Recognition "Firestarting" the Process

Contributed by: Nancy Cherone, Vice President, and Gary Christopher, Director of Library Services

Connecting the dots is vital to obliterating the "We-They" mentality that plagues many organizations. We-They has no place in an organization that is Hardwired for Excellence. The Senior Leadership Team is making a concerted effort to communicate the initiatives that are important to our success at Frankford. Information is only useful when it is understandable and real. We need to focus on the data – format it and communicate it so that it is meaningful.

One of the key components of the Hardwiring Excellence process has been the establishment of Service Teams. Teams serve to engage employees in affecting the culture and help an organization harvest good ideas. At Frankford we have established four teams that have specific roles in cultivating the concept of "connecting the dots." The Service Teams, focusing efforts on Learning & Education, Measurement, Communication and Rewards & Recognition. The teams have been meeting regularly and are making strides toward implementing specific pieces of the Hardwiring Excellence process. The teams are listed below including the names of the respective Chairpersons and Senior Management Sponsors:

**Learning & Education:** Chairperson, Jacquelyn Corcoran, Dean, Frankford School of Nursing. Sponsor: Mary McAneney, Vice President, Patient Care Services.

**Measurement:** Chairperson, Gail Horvath, RN, Nurse Manager for Perioperative Services, Torresdale Campus. Sponsors: Robert Crossin, Chief Financial Officer/Senior Vice President, and Carole Medoff, Vice President.

**Communication:** Chairperson, Frank Reppert, Supervisor of Cardiorespiratory Services, Bucks County Campus. Sponsor: Nancy Cherone, Vice President.

**Rewards & Recognition:** Chairperson, Jo Richards, RN, Nurse Manager, Behavioral Health Center, Bucks County Campus. Sponsor: Susan Abraham, Vice President.

These Service Teams hold in their hands significant responsibility for the success of Hardwiring Excellence at Frankford. The ability of all staff to take ownership of operational success is facilitated through the energetic contributions of team members who want to make a difference. Senior Leadership is looking to these teams to identify service and operational issues that are shared by various departments. As Quint Studer often points out, "employees have good ideas for solutions, but we just don't give them the opportunity to implement them."

We will continue to update you on the efforts of the individual Service Teams. If any employee has an idea for operational improvement, please contact the Team Chairpersons or Gary Christopher, Director of Library Services, with your idea. Gary can be reached via e-mail at [gchristopher@fhcs.org](mailto:gchristopher@fhcs.org) or at ext. 7-5160.

### Quality is TOPS at Frankford!

**T** = **T**eam/**T**alents

**O** = **O**perational  
**O**utcomes

**P** = **P**atient and  
**P**hysician Focused

**S** = **S**trategic Direction/  
New **S**ervices



Laminated versions of the TOPS poster pictured above are now available through the Marketing Department. To receive a copy for posting in your area, please call 2-2617. All Departments are asked to prominently display the TOPS poster as has been already done with the AIDET signs. Thank you.



Patient Satisfaction, Service Excellence, Hardwired for Excellence, Quality is TOPS at Frankford – all phrases that can be heard resonating throughout our organization. We are well on our way of the rollout of the "Hardwired for Excellence" philosophy that will be meshed into the culture of Frankford Hospital. Having processes in place that insure that all employees know what is expected in all interactions is key to success. The Hardwiring learning series that already has taken place at the Bucks County Campus is now in the process of taking place at both Frankford Campus and Torresdale Campus. Attendance at the sessions has been great, with enthusiasm and a willingness to incorporate the learning into the attendees' work lives the predominant theme.

We all need to be on the same page when it comes to Patient Satisfaction and know and believe it is at the core of what we do each and every day. Patient Satisfaction/Service Excellence is more than just reaching a numeric goal that has been set – it is about doing the right thing each and every time at any and every point of contact we have with our patients and visitors. We do it because we are "owners – not renters" and have a vested interest to insure when our patients leave our institution that they say the next time they need healthcare services that they will choose Frankford because we took "very good," or "5" level care of them. Taking pride in the impact we have and knowing we are doing work that is purposeful, worthwhile, and makes a difference is why we do what we do each and every day at Frankford Hospital.

We are on a roll and moving in the right direction – our scores are increasing and we believe that movement is directly connected to everyone's efforts related to being hardwired for excellence. The word is out – and to quote Quint Studer, "the fire starters are out, they are igniting the passion to keep the fly wheel spinning to propel us to new levels of satisfaction."

**Remember, Hardwiring is the process . . . Service Excellence is the outcome!**

Thanks for all you do and let's keep it going!

Nancy Cherone  
Vice President  
Frankford Hospitals

## Pennsylvania Department of Health (DOH) Survey...A Success!

During the week of July 23, a team from the Pennsylvania Department of Health (DOH) surveyed Frankford's three Hospital Campuses and three Outpatient Centers as part of a routine organizational licensure review and renewal conducted every two years. The surveyors examined our processes for meeting various regulatory standards related to patient and medication safety, staffing levels, infection control, plant operations and equipment maintenance, medical record review and housekeeping.

The DOH surveyors did not identify any deficiencies and found Frankford Hospital to be in compliance with all of its regulatory standards. As a result, our hospital licensure has been renewed for another two-year period. Congratulations on a job well done! This positive outcome would not have been possible without ongoing planning, hard work and the dedicated efforts of employees from all departments

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## Dominick A. Commodaro, DO, Family Medicine



Dominick A. Commodaro, DO, is a board-certified family practice physician who recently joined FHCS Physician Services. Dr. Commodaro provides a range of primary care services for the entire family. He received his medical degree from the Philadelphia College of Osteopathic Medicine and completed an internship and residency, during which he served as chief resident, at Delaware Valley Medical Center. He also serves as a preceptor for the Family Practice Residency Program based at Frankford Hospital – Bucks County. Dr. Commodaro's office is located at 2807 Bristol Pike in Bensalem, PA, and he is presently accepting new patients. For more information or to make an appointment, please call 215-639-1281.

## Luca Giordano, MD, General/Minimally Invasive Surgeon



General/Minimally Invasive Surgeon Luca Giordano, MD, recently joined FHCS Physician Services and Frankford Hospitals' Department of Surgery. Dr. Giordano brings expertise in general and minimally invasive surgery and surgical oncology, and will also occasionally provide surgical coverage for the Trauma Center at the Torresdale Campus. Dr. Giordano comes to Frankford from Musumeci GECAS Hospital in Catania, Italy, where he most recently served as Chief of Surgery. He completed a research fellowship in minimally invasive surgery at the University of Southern California, Los Angeles, a residency in general surgery at Albert Einstein Medical Center, Philadelphia, and earned his medical degree from the University of Rome.

Dr. Giordano has joined the office of fellow general/minimally invasive and trauma surgeons Alfred R. Bogucki, MD, and Mark J. LiBassi, MD, located in the Medical Office Building, Suite 125, at the Torresdale Campus. The practice is presently accepting new patients. For more information or to make an appointment, please call 215-824-4559. Drs. Bogucki, Giordano and LiBassi will also soon have a second office in Bucks County.

## Pamela Mitra Neff, MD, Joins Center for Gynecology & Women's Health



Gynecologist Pamela Mitra Neff, MD, recently joined Dr. Gregory Bolton, Dr. Richard Krauss, Dr. Deborah Schragger and Nurse Practitioners Marie McClay and Tracy McGorry in practice at the Center for Gynecology and Women's Health at the Torresdale Campus, Medical Office Building, Suite 106. Dr. Neff is a graduate (magna cum laude) of Virginia Commonwealth University and of the Medical College of Virginia. She completed her internship and residency in obstetrics and gynecology at the Hospital of the University of Pennsylvania in 2007. She has received the Foundations of Clinical Medicine Teaching Award and the American Women's Medical Association Achievement Award. She is a member of the Alpha Omega Alpha and Phi Kappa Phi Honor Societies. To learn more about Dr. Neff or to make an appointment, please call the Center at 215-612-4143.

## Pennsylvania Department of Health (DOH) Survey...A Success! *continued from page 1*

across the organization and our medical staff. The DOH survey results demonstrate one of the many strengths of our organization – the ability to work as a team, making quality a constant priority as we serve our patient community and fulfill our mission.

As we enjoy this recent success, please maintain the momentum and continue to operate in a state of "survey readiness." Remember that the expectations of our performance by our patients and various regulatory agencies are greater than ever before as quality, safety and clinical excellence remain the key drivers for health care decision-making. By working together, as demonstrated by the DOH survey process and positive outcome, we are confident that Frankford Hospital can continue to be the provider of choice in our service areas.

Thank you for your efforts to continue to improve the care we provide our community and congratulations to all who helped us attain this accomplishment.

– Gary Perecko, Chief Operating Officer (COO)

## Performance Improvement, Quality and Patient Safety Efforts Expand with Reinforced Focus on Quality Initiatives

Frankford Hospitals are committed to providing high quality, patient safe care. To assist in this mission, Performance Improvement was recently restructured as an official hospital department. "Quality" remains the overall encompassing value underscoring Frankford Hospitals' commitment to patient safety, performance improvement and regulatory affairs. In order to effectively demonstrate this commitment and implement the quality goals of the organization, two staff appointments were recently announced:



**Mary C. Magee, MSN, RN**  
*Administrative Director of Quality*

Mary C. Magee, MSN, RN, who had served as Director of Performance Improvement, recently assumed the newly established role of Administrative Director of Quality. This position will be responsible for patient safety, performance improvement and regulatory affairs. The major functions of Mary's new role will be overseeing the Hospital's Performance Improvement Program, Medical Staff Quality Reporting, and Patient Safety Program, as well as managing continuous compliance with regulatory mandates.



**Mary Parsons-Snyder, BSN, RN**  
*Patient Safety Officer*

Mary Parsons Snyder, BSN, RN, who most recently served as Director of Operations for the Frankford Hospital School of Nursing, recently transitioned to the role of Patient Safety Officer. In addition to coordinating all patient safety initiatives, the focus of Mary's new role will be to elevate, enhance and manage the Patient Safety Program at Frankford Hospitals.

## It's Team Time: Rapid Responses and Quick Interventions

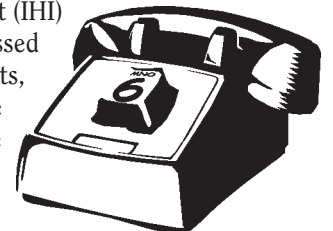
*Contributed by: Bea Leyden, RN, BSN, CCRN, and Tricia Nichols, RN, BSN, CCRN*

In December 2004, the Institute for Healthcare Improvement (IHI) launched the 100,000 Lives Campaign which encompassed many initiatives including preventing adverse drug events, preventing infections, and the development of rapid response teams. The goal of the campaign is to revolutionize the way healthcare is delivered by promoting proven best practices and decreasing morbidity and mortality.

Frankford Hospital initiated the Rapid Response Team (RRT) program in March 2007. The goal of the RRT is to improve patient outcomes by providing "rapid" interventions once identification of subtle or acute changes in a patient's clinical conditions occurs by the primary caregiver. The RRT is an experienced critical care team that comes to the patient's bedside and assists the staff in an emergent or clinically challenged situation. The RRT can be activated by dialing Frankford Hospital's emergency line (6) on any hospital phone. Team members are activated through a pager system, and assistance promptly arrives at patient's bedside. The multidisciplinary team includes an Intensive Care Unit (ICU) nurse, a respiratory therapist, the nursing supervisor, and the physician (medical resident/hospitalist). Staff has been educated on the criteria to activate the RRT, which is consistent with the IHI guidelines. While there are many reasons to active the team, there is no such thing as an inappropriate call.

Benefits of the RRT include stabilization of the patient, facilitation of timely transfer to the appropriate level of care if warranted, and organization of information to be relayed to the attending physician. It is also a valuable mentoring and educational experience for the bedside staff and the critical care team. Beyond being a positive experience for the clinical staff, the RRT can improve both patient and family satisfaction.

Studies have shown that with implementation of a RRT in a hospital setting, there has been a reported reduction of non-ICU deaths, an increase in the number of patients who survive to discharge after a code, a decreased length of stay in the ICU, and an overall decrease in in-hospital mortality. Although Frankford Hospital implemented the RRT only a few months ago, preliminary data has shown that there has been a decrease in the number of cardiac and respiratory arrests. The RRT is one example how Frankford Hospital is implementing current best practices to provide optimal patient outcomes.



Did you know that dialing "0" to activate the Rapid Response Team (RRT) can delay notification of the team and **delay patient treatment**?  
Need RRT because you are in a fix?  
Get help **QUICK** by dialing "6"!!!

## Frankford Hospital School of Nursing Reintroduces Old Tradition of “Pinning”

The Frankford Hospital School of Nursing graduating class of 2007 recently reinstated the “pinning” tradition. Through a series of T-Shirt fundraising sales, the Class of 2007 raised enough money to purchase a Frankford Hospital School of Nursing pin for each student. Pins were presented to all graduates on a red and white ribbon along with their diploma during the graduation ceremony on May 2. Though they were not actually pinned due to time, the spirit and pride of receiving the unique pin of Frankford Hospital School of Nursing was present. The class also donated gifts in the name of the school to the building fund of the new Ronald McDonald House and to Easter Seals.

Congratulations to the newest members of our profession who, through their hard work, critical thinking and planning, demonstrate to us the spirit of nursing by caring for their peers, their profession and advocating for vulnerable populations through their generous gifts. – *Therese Comella, MS, RN, Nursing Instructor*



Dean Jacquelyn T. Corcoran passed the Light of Knowledge to graduates as Gary Perecko, Chief Operating Officer (COO), Frankford Hospitals, and Mary Parsons-Snyder, Director of Operations, Frankford Hospital School of Nursing, look on. Mr. Philip Schieber, Member, Board of Directors, and Dr. Robert Beyer, Director, Emergency Medicine (both not pictured), were among the honored guests and presented the Board of Directors’ Award and Medical Staff Awards, respectively.



Graduates recited the Florence Nightingale Pledge for family and friends as confirmation of their commitment to the nursing profession.



Class Officers, Carol Malazecki (front right), John Beaver (front left), Kenneth Lynn (back row, center) and Student Government Association (SGA) Officer, Joseph O’Driscoll (back row, left) proudly display their nursing pins, post-ceremony.

## Boston Scientific Mobile Simulation Training Unit Makes a Stop at the Torresdale Campus

Perioperative nurses and technicians from the Torresdale and Bucks County Campuses received state-of-the-art, hands-on training in carotid stenting onboard a Boston Scientific Mobile Simulation Training Unit on May 24. Carotid stenting is an innovative treatment for blocked carotid arteries in patients for whom traditional surgery poses a high risk and requires only a small incision in the groin, arm or wrist through which a stent is fed and placed at the site of the blockage. The Boston Scientific Mobile Training Unit is a 35-foot bus, complete with a pre-procedure patient briefing area, an area for performing interventions on a mechanical patient named Simantha® and post-procedure care and evaluation stations. Staff members who participated in the Mobile Training Unit sessions assist Frankford’s surgeons in carotid stenting cases.



Perioperative Nurses and Technicians train on a Boston Scientific Mobile Simulation Unit at the Torresdale Campus.

## Professional Nurse Recognition Program (PNRP) Donors Recognized

Frank and Kathy Larkin were recently recognized by the Nursing Department’s Professional Nurse Recognition (PNRP) Review Committee for their support of the PNRP Program. After a life threatening injury, Frank received care at the Bucks County Campus. The Larkins were so impressed with the nursing care he received that they wanted to express their gratitude with a monetary donation. They pledged \$15,000 to supplement funding of the PNRP Program, which recognizes nurses who demonstrate exceptional professionalism through clinical projects, professional and educational advances, as well as their clinical experience.

On July 10, the Larkins met with PNRP Review Committee members and PNRP recipients, who expressed their gratitude for their support and shared stories of professional growth and development.



The Larkins were presented with a plaque of gratitude for their generous support of our nurses. Standing Left to Right: Cyndi DiChiara, RN, BSN, CCRN; Nancy Larkin, RN, MSN, CCRN; Sandy Gallina, RNC, Mary Jo Hertzog-Marino, RN, CAPA; Dot Wojtylak, RNC, MSN, CNA, BC; Frank & Kathy Larkin and Michael Beshel, RN, BSN, MHA, CNA, BC. Seated: Tricia Nichols, RN, BSN, CCRN; Sue McMullen, RN, MSN, CCRN

## The Evidence-Based Practice (EBP) and Research Council is On the Move

By: Bruce Boxer, PhD, MBA, RN, Evidence-Based Practice and Research Coordinator, Frankford Hospitals

The Evidence-Based Practice (EBP) and Research Council continues to make strides in increasing the awareness of EBP and research throughout the Nursing Department. Our series, "Education with Eats," includes ongoing monthly professional development presentations that have been praised by those attending for the information provided. Look for the "times and topics" flyers posted on your unit.

Currently, research is ongoing on a number of topics. Nancy Larkins, RN, MSN, and Sue McMullen, RN, MSN, are completing a retrospective chart review to determine the characteristics of the patients that have fallen in our hospitals - a "Best Practice" recommendation. They hope to create a revised Fall Risk Assessment that is specific to Frankford Hospitals, providing nurses with a tool to provide even better patient care.

Also, Kathleen Hutt, RN, BSN, and Barbara Salapata, RN, BSN, both EBP Consultants, are analyzing how family and staff education can make a difference in patient/family and staff satisfaction with extended visiting hours in the ICU. In addition, I am currently studying whether an educational intervention can increase empathy in ICU nurses to better support them in providing the best patient and family care possible in a highly stressful environment.

### Congratulations to the following Council Members:

- Kelly Herninko, RN, BSN, and EBP Consultant, had her first article accepted for publication. Look for it in the September issue of *Advance for Nurses*.
- Kathleen Hutt, RN, BSN, and Barbara Salapata, RN, BSN, both EBP Consultants, have written and received a grant for over \$1900 from SePA, the local chapter of American Academy of Critical Care Nurses (AACN), to assist in implementing the "Best Practice" of extended visiting hours in the ICU.
- Lorraine Bigony, RN, had an article on Surgical Smoke accepted for publication by the Association of Perioperative Registered Nurses (AORN).

I will also have an article describing the EBP Consultant Program published in September's issue of *Nursing Management Journal* and had an abstract describing my research on patient/provider expectations of asthma management accepted for podium presentation at the University of Arizona's Nursing Research Conference to be held in January 2008.

On November 2, 2007, Frankford will be holding its third annual Research Day at Holy Family - Woodhaven Center. It promises to be an informative and entertaining event. We even provide four (4) contact hours. And, of course, we'll have food. Last year over 100 people attended. Look for the registration information posted on your unit and register early!

The EBP and Research Council welcomes new members. We meet on the third Tuesday of each month from 11 a.m. to Noon in the Mansion House Conference Room. Come and see what you're missing!

## Torresdale Campus ICU Staff Recognized for Beacon Award with Formal Plaque Presentation

On June 18, the Torresdale Campus ICU staff was recognized for its achievement of the prestigious Beacon Award, granted by the American Association of Critical-Care Nurses (AACN), with a special plaque and appreciation luncheon. Critical-care units that receive the Beacon Award have demonstrated that they provide the very best in nursing care, exhibit high quality standards, including exceptional care of patients and their families, and foster healthy work environments. Congratulations to the Torresdale ICU for receiving this high honor!



(From left to right): Angel Doherty, RN, CCRN, Cindy Rizzo, RN, CCRN, Adrienne Lynch, RN, CCRN, Lori Reardon, RN, CCRN, June Watson, RN, CCRN, Carolyn McGonagle, RN, CCRN, Deana Paugh, RN, CCRN, Mary McAneney, RN, MSN, CNA, BC, Vice President, Patient Care Services, and Gary Perecko, Chief Operating Officer (COO).

## "Remove to Improve" Campaign Launched

### Initial Data Demonstrates Preliminary Success of Quality Initiative

As Frankford Hospital continues to strive to be the best and give the best, we are pleased to report on a quality initiative that is rising to the top.

In December 2006, the Nursing Department spearheaded a project to decrease catheter-related urinary tract infections and establish best practice at Frankford Hospitals. Following the project launch, the team met throughout January and February 2007 to review the current literature and our policy as it compared to evidence-based practice. The team concluded that there was a need to focus on the criteria for insertion and subsequent removal of the catheter within three days. As a result, the "Remove to Improve" campaign was born.

Over the next several months the policy was readied for approval. With the assistance from the IS Department, computer documentation was finalized and education was set to begin the week of June 4. Education focused on the importance of reducing urinary tract infections, a review of the daily maintenance and care of the catheter, and the new documentation.

The process for ordering a foley catheter went live on July 9 at all Hospital campuses. Documentation for maintaining the catheter is being piloted at the Frankford Campus. The impact of heightening the awareness of all staff is already being seen. For the month of June there were only two urinary tract infections at the Frankford Campus, which is a rate 62% lower than the year 2006. The Task Force will analyze the data at the Frankford Campus, and by the end of the year the entire process will be rolled out to the remainder of the hospital.

Quality is TOPS at Frankford Hospital!

Coming soon....Look for more information in upcoming issues of *The Pulse* as we prepare to celebrate Quality Month in October.

## The Cancer Center at Frankford Hospital Celebrates National Cancer Survivors Day with Western Flair

Cancer survivor Ken Kollock (left), and his wife Lorraine (right), both of Northeast Philadelphia, "celebrated life" at The Cancer Center at Frankford Hospital's 5th Annual National Cancer Survivors Day event held on the Cancer Center grounds at the Torresdale Campus on June 10. Ken and Lorraine, along with hundreds of cancer survivors, their family members and caregivers, enjoyed a special day on the grounds of the Cancer Center that included Western-inspired cuisine, music, games, raffles and prizes.

In its 20th year, National Cancer Survivors Day is an annual, worldwide Celebration of Life held in hundreds of communities throughout the United States, Canada, and other participating countries to recognize the lives of people living with a history of cancer, and focus attention on the issues of cancer survivorship.



## Breast Imaging Centers Receive FDA Accreditation

On May 7 and 8, Frankford's outpatient Breast Imaging Centers at both 9501 Roosevelt Boulevard and The Professional Court (Bustleton and Verree) were inspected by the Food and Drug Administration (FDA) for adherence to Mammography Quality Standards Act (MQSA) standards of practice for Breast Imaging. Both sites were found to be in full compliance with the standards. This accreditation completes the cycle of all our sites where mammography is performed. All five sites are in full compliance with FDA and MQSA standards. Special recognition for this accomplishment goes to the Mammography team, including Sonja Cerra-Gilch, MD, Radiologist, Robin Brams, Supervisor, Mammography, and all of the clerical/support staff for their dedication to making Breast Imaging at Frankford Hospitals an outstanding service that provides high-quality, patient-focused care.

## WorkLife Balance Program Offers Important Lifestyle Tips and Information

### Preventing Childhood Obesity

Answer "true" or "false" as a reminder of techniques which encourage a healthy family lifestyle.

1. Cut back on the number of meals eaten at restaurants.
2. Establish relaxed and congenial family mealtimes with everyone at the table for at least 30 minutes.
3. Childhood obesity has no effect on the age at which young girls begin puberty.
4. Have your preschoolers pick five different colored fruits and vegetables to eat each day.
5. A recent study in *Pediatrics* magazine showed teens who played sports with their parents were more likely to get As in Math and English and less likely to engage in risky behaviors such as smoking or drinking alcohol.
6. Ban chips, soda, and candy from your home.
7. Establish a predictable schedule of meals and snacks.
8. Backyard games are too simple to provide much exercise.
9. Reward successful behavior changes to keep your family motivated.
10. Encourage children to eat everything on their plates.
11. Parents get the best results by changing habits, fostering a healthy and active lifestyle.
12. Good mealtime habits that children learn from their families can lead to a lifetime of healthier choices.

### Answers:

1. **True** – They tend to be higher in calories.
2. **True** – Even if it means eating later to accommodate a sports practice.
3. **False** – Research shows childhood obesity leads to earlier onset of puberty for girls.
4. **True** – Choice encourages willing participation.
5. **True** – These parents are modeling a healthy lifestyle.
6. **False** – Limit them, but permit them occasionally so your child doesn't "sneak" them.
7. **True** – A predictable schedule prevents random snacking.
8. **False** – Playing outdoors with parents and/or siblings provides exercise AND family time.
9. **True** – Some of the best rewards are family activities.
10. **False** – Don't make food a battleground; encourage kids to stop eating when they're full.
11. **True** – Like it or not, parents are role models.
12. **True** – Never underestimate the patterns established early in life.

### Keeping Children Safe on the Internet

Access to the world's largest information exchange now extends far beyond computers. The Internet is available from cell phones, game consoles, and numerous handheld devices.

No longer can parents monitor Internet activity just by keeping the computer in an easily viewed location, knowing how much time their youngsters spend, and what sites they visit.

Reviewing the following tips, written for young people, will help to keep them safe.

- Choose screen names that don't indicate information such as name, age or school.
- Think carefully before posting pictures, and be sure that they would be ones that could be appropriately displayed at home.
- Remember that once information is posted it can't be taken back. Even if it's deleted, some people may have saved the original version.
- Recognize that postings can be seen by parents, the police, teachers, and future employers as well as college admissions staff members.
- Never give out your, or someone else's, full name, social security number, address, phone number, passwords, or credit card numbers. Credible companies or individuals will never ask for this type of information online. If they do, it's a red flag that they are up to no good.
- On a social networking site, use the option of limiting access to a defined community such as friends from school, your sports team, or your family.
- Be very cautious about meeting online friends in person. They may well be quite different from whom they pretended to be online. Before you agree to meet them, ferret out all relevant information through friends and online search engines. If you do meet them, be sure to take someone with you and meet during the day in a public place. Tell a responsible adult where you're going and when you expect to return.
- If you get involved in an online conversation that makes you feel uncomfortable, is threatening or harassing, exit the site and discuss the incident with an adult. Together you can decide if it should be reported to your Internet service provider, the site moderator, or the CyberTipline of the National Center for Missing & Exploited Children.

### Reminders of WorkLife Conveniences:

#### Discounted Employee Tickets:

AMC Theaters .....	\$6.00
Regal Theaters .....	\$6.00
Sesame Place .....	\$37.25
Zoo .....	\$12.00
Great Adventure General Admission .....	\$32.25
Great Adventure Hurricane Harbor .....	\$23.00
Dorney Park .....	\$25.50

### Postage Stamps:

Books of 20 postage stamps available in the Cashier's office during their regular business hours at all three campuses.

### Weight Watchers@Work:

Weight Watchers@Work continues to be a great success at Frankford Campus. Look for a registration date soon for Torresdale Campus.

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## CARE Plus Winners Announced

The January through June 2007 winners of the CARE Plus Award from all three hospital campuses were recently announced. Their names, along with complimentary comments provided by their coworkers are included below. Congratulations to all! Remember, if you would like to nominate a staff member for the CARE Plus Award, nomination forms are available on Frankford's Intranet site at [www.fhcs.org](http://www.fhcs.org).

### Torresdale Campus

#### January/February 2007

##### Maureen Henry

Care Management Social Worker  
*"Maureen is compassionate, always shows the utmost professionalism, and is a team player respected by her peers. She takes the extra time to try to solve problems and create solutions. Maureen is a true advocate for her patients and of patient satisfaction. She is an outstanding employee!"*

#### March/April 2007

##### Patricia Myers

Nursing, Cardiac Cath Lab, Staff RN  
*"Patti leads by way of example, always willing to go the extra mile to help anyone in need. Patti is a true example of a CARE Plus employee. Her dedication to the patients' well-being and the hospital's patient satisfaction goal is seen on a daily basis."*

#### May/June 2007

##### Julie Dugger

Imaging, Ultrasound Tech  
*"Julie is extremely reliable and respected in her work. She always has the bigger picture in mind. It is always a pleasure working with her. Julie exhibits all the attributes of the CARE Plus employee."*

### Frankford Campus

#### January/February 2007

##### Patricia Rifkin

Patient Access, Insurance Verifier  
*"Pat is a tremendous resource to everyone. She is extremely dedicated and consistently supports the Mission Statement of Frankford in every way. She always shows a willingness to do all she can to help anyone. Pat is a loyal employee with 32 years of service."*

### Frankford Campus

#### March/April 2007

##### Dawn Ward

Nursing, 5 East, Staff RN  
*"Dawn serves as an excellence champion on the unit. She is a preceptor, role model and was nominated by her peers for clinical excellence. Dawn is an experienced RN, committed to excellence. She is an asset to Frankford."*

#### May/June 2007

##### Lisa Moser

Nursing, 4 East, Staff RN  
*"Lisa goes the extra mile to follow up on all aspects of her patients' care issues. She works closely with the new nurses on organization skills and time management to decrease overtime. She leads by example."*

### Bucks County Campus

#### January/February 2007

##### Robin Hawk

Nursing, 2 North, Unit Clerk/Monitor Tech  
*"Robin is a perfectionist. She goes out of her way everyday to contribute to the needs of the dept. She deserves this honor she consistently does 'Whatever it Takes' for our patients, team members, and for the good of the hospital."*

#### March/April 2007

##### Hedy Sabater

Radiology, Transporter  
*"Hedy has proven that she is caring and a team player. She is always willing to help out, even in other departments. She often translates for Spanish speaking patients. She does 'Whatever it Takes'."*

#### May/June 2007

##### Danielle Curran

Nursing, 2 North, Staff RN  
*"Danielle is a pleasure to work with. She has a great attitude, and is very knowledgeable and dedicated her patients. She provides excellent care for her patients and is a role model to others."*

## Core Measures Efforts: An Update Congratulating our "100%" Docs

Contributed by Martin Pieretti, DO, MPH, CIME, Medical Director, Performance Improvement (PI)

Increased commitment from the Medical Executive Committee, the Medical Staff, and Hospital Administration is leading to an increase in the awareness and compliance for the Core Measures project. As previously reported in *The Pulse*, originally implemented in October 2003, The Centers for Medicare and Medicaid Services (CMS) began to investigate whether paying hospitals more for better performance under the specific diagnoses of Acute Myocardial Infarction (AMI) or Heart Attack, Heart Failure, Pneumonia, and Hip & Knee Replacement would translate into ongoing better patient outcomes.

What does "better performance" mean? CMS looks at it this way: Did the patient receive all the medical care they should have received for that specific diagnosis according to current evidence-based medicine literature?

I'll oversimplify to illustrate one of the requirements for heart attack patients. Did the patient receive an aspirin on admission and on discharge from the hospital? It sounds simple, but it can be challenging at times. Naturally, if the patient is allergic to or has some medical condition which prohibits a required medication, we simply have to document why the medication was not given. The Hospital goal is to achieve 100% compliance in all Core Measures requirements.

In an effort to achieve our goal, we have progressively built-in Core Measures requirements/medication orders into our computerized physician order entry system. Real-time monitoring of the program is essential and therefore, several Nurse Care Managers have been hired to review patient charts while the patient is still in the hospital. This helps keep us ahead of the curve and alert the doctor about any Core Measures requirements which may have been overlooked. Once the patient has been discharged, we lose the opportunity to provide any requirement under the program.

As published by Premier, Inc., in June of 2006, "patients who received all of the care they were eligible for under the Core Measures project had shorter hospital stays, fewer complications and lower mortality rates." These measures have been expanded to include surgical procedures such as cardiac bypass and other heart surgeries, colon, vascular, and OB-GYN.

Finally, CMS has opened the project to include private practitioners who can now voluntarily submit their own quality data for several diagnoses to qualify for a 1.5% bonus payment for their Medicare patients.

In the end, everyone wins...the patient, the hospital, the doctor and CMS.

Please join me in congratulating the physicians below who have supported the Core Measures initiative by providing 100% of the quality care elements for Acute Myocardial Infarction (AMI) Heart Attack, Heart Failure, and Pneumonia patients:

### Heart Attack:

Herbert Bergman, MD  
Gaetano Capone, MD  
Roberto Carvajal, MD  
Gregory DeRusso, MD  
Narendra Desai, MD  
Sabahat Farooq, MD  
Umar Farooq, MD  
Armand Formica, DO  
Steven Hess, MD  
Babu Jasti, MD  
Tej Kokroo, MD  
Gabriel Loewy, MD  
Abdul Malik, MD  
John Moskaitis, MD  
Jonathan Oline, DO  
Scott Pfeffer, DO  
Bakhshish Sandhu, MD  
Mukund Sheth, MD  
Lukman Tijani, MD  
Daniel Vile, DO

### Heart Failure:

Saleem Azeez, MD  
Jeffrey Blumenthal, MD  
Anthony Brandimarto, DO  
Indranil Dasgupta, MD  
Ashesh Dave, MD  
Armand Formica, DO  
Gary Gilman, MD  
David Hanes, MD  
Doan Hanh-Nhon, MD  
Babu Jasti, MD  
Abdul Malik, MD  
Roger Marinchak, MD  
Evelyn Partridge, DO  
Chandresh Patel, MD  
Atif Ejaz Qureshi, MD  
Carl Rosenbaum, MD  
Brian Saluck, DO  
Bakhshish Sandhu, MD  
Mukund Sheth, MD  
Allan Snyder, DO  
Scott Spielman, MD  
Edward Strauss, DO  
Francis Uricchio, MD  
Daniel Vile, DO

### Pneumonia:

Roberto Carvajal, MD  
Ashesh Dave, MD  
Sabahat Farooq, MD  
Umar Farooq, MD  
Kenneth Fox, DO  
Andrew Friedman, DO  
Zafar Khan, MD  
Archana Kokroo, MD  
Gabriel Loewy, MD  
Abdul Malik, MD  
John Moskaitis, MD  
Mysore Mouiswar, MD  
Cho Mya Mon Win, MD  
Patricia Olympia, MD  
Chandresh Patel, MD  
Atif Ejaz Qureshi, MD  
Mukund Sheth, MD  
Allan Snyder, DO  
Daniel Vile, DO

## "The Cutters" Row to Raise Awareness for Huntington's Disease

Staff from Operating Room/Perioperative Services at the Torresdale Campus will be rowing in this year's annual Philadelphia Dragon Boat Festival held on Saturday, October 6, along Boat House Row. "The Cutters," as they have appropriately named themselves, are rowing to raise awareness and research funding for Huntington's disease. Affecting young men and women in their 30s and 40s, Huntington's disease is a fatal, genetic disease that destroys neurons in areas of the brain involved in emotions, intellect, movement, and unfortunately has no cure. If you would like more information, please call extension 2-3274.



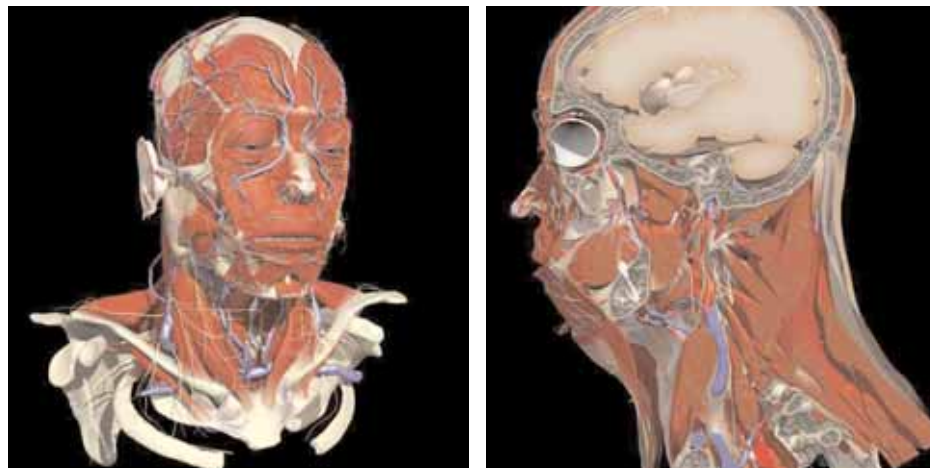
The "Cutters" recently assembled to practice their rowing skills in advance of the Dragon Boat Festival to be held on October 6.

## A Library Gem...Anatomy TV

Human Anatomy Illustrations, Interactive Programs Now Available on Hospital Intranet

*Primal Pictures in the UK* has been a leader in the development of computer generated illustrations for health and biology education for years. Recently, they have made their collection of human anatomy programs available on-line. Frankford Hospital is pleased to now offer access to these illustrations and interactive programs from the *Anatomy TV* link on the Hospital Library page found on our intranet site at [www.fhcs.org](http://www.fhcs.org). The programs available include *3D Head & Neck*, *Anatomy for Acupuncture*, interactive programs for the *Spine, Hand, Foot, Knee and Hip* and more. There are special sections for *Podiatric Medicine & Surgery* as well as a *Sports Injury* program. Also included are test banks, quizzes and anatomy study guides.

A valuable asset is the MRI imaging program that shows real MRI views with primal produced illustrations that can be used to improve the understanding of MRI images. Most of the programs are fully interactive with the ability to add or remove layers of the anatomy and tilt or rotate the views. The program also allows users to highlight anatomy and receive a detailed description of specific areas. This is an amazing program and resource with illustrations from the program available for reproduction or use in PowerPoint presentations or other educational efforts.



Sample images from the *Anatomy TV* interactive library programs.

## Outpatient Services Highlights... 9501 Roosevelt Boulevard and The Professional Court

Services have recently expanded at both 9501 Roosevelt Boulevard and The Professional Court (Bustleton & Verree), two of Frankford Hospitals' Outpatient Centers.



9501 offers general radiology, mammography, ultrasound, laboratory testing, and EKG.

<p><b>Hours:</b> Mammography, Ultrasound, and EKG Testing: Monday through Friday: 8 am to 4:30 pm Appointments can be made by calling Frankford's Central Scheduling Call Center at 215-831-5800.</p>	<p>General Radiology and Laboratory Testing (No appointments necessary, walk-ins welcome): Newly Expanded Hours! Monday, Tuesday, Wednesday: 8 am – 7 pm Thursday, Friday: 8 am to 4:30 pm</p>
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The Professional Court (Bustleton & Verree) Bustleton Avenue & Verree Road

The Professional Court (Bustleton & Verree) offers general radiology, laboratory testing, mammography, bone densitometry (DEXA) and pulmonary function testing. The Center's menu of services recently expanded with the addition of on-site computed tomography (CT) services and sleep diagnostics (see story at right).

<p><b>Hours:</b> Monday through Friday: 8 am – 4:30 pm</p> <p><b>Appointments:</b> Appointments can be made for mammography, bone densitometry (DEXA), pulmonary function testing and CT services by calling Central Scheduling at 215-831-5800.</p>	<p>No appointments are necessary for general radiology and laboratory testing.</p> <p><b>MRI Services:</b> MRI services are also available at The Professional Court. For hours or to make an appointment, please call 215-464-8050.</p>
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## Frankford Campus Main Lobby Gets New Look with Help from Frankford Hospital Auxiliary

Through a generous donation from the Frankford Hospital Auxiliary, new furniture was recently purchased for the Main Lobby area of the Frankford Campus. This transformation included the replacement of all of the existing seating and tables with new, comfortable and attractive chairs as well as multiple sidearm and center tables. Special thanks go to May Raburn, President, Frankford Hospital Auxiliary, for her support of this project.



New chairs and tables in the Frankford Campus Main Lobby waiting area.



## Sleep Diagnostics Lab – New at The Professional Court!



Patients can have sleep studies performed in a comfortable, home-like environment at The Professional Court.

Also new to The Professional Court is a Sleep Diagnostics Laboratory. The state-of-the-art sleep lab is fully accredited by the American Society for Sleep Medicine (ASSM) and staffed by technicians certified in sleep diagnostics and/or respiratory care. Patient amenities include hotel-like testing rooms with color/cable TV, DVD players, shower facilities, snacks and beverages. All patients also receive individualized education, with study results reviewed and interpreted by board-certified pulmonologists who are also diplomats of the American Board of Sleep Medicine.

Appointments for sleep studies are readily available at The Professional Court and can be made by calling Central Scheduling at 215-831-5800.

## Seniors Stay Active through Monthly "Senior Social" at Bucks County Campus

For nearly two years, the Bucks County Campus has hosted the "Senior Social" which is held on the third Friday morning of each month and gathers nearly 100 seniors who have the opportunity to socialize and learn more about health topics and other relevant issues. The Social has introduced many seniors to the Bucks County Campus and its services. Recently, the group kicked off summer with a themed event that included games, special activities and prizes.



(Left to right): Senior Social "regulars" Elaine and Herman Blecker, of Feasterville, PA, don beach garb as they help usher in the summer season at a recent gathering of the monthly Senior Social lecture series held at the Bucks County Campus.



Our Senior "Socialites" stretch during a "Staying Active" exercise held as part of the Senior Social program.

## Frankford Golf Outing...Another Classic!

On May 21, over 140 golfers enjoyed a sunshine filled day at the Torresdale-Frankford Country Club and, thanks in large part to the dedication of numerous hospital employees, board members and community leaders, the 2007 Frankford Hospitals' Golf Classic raised over \$175,000! Funds from this year's outing are earmarked for the Frankford Hospital Health Center Clinic.

Over the past three years this annual fundraiser has provided \$550,000 to support various clinical specialties and departments within Frankford Health Care System. Thanks to the following members of Frankford Hospitals' Golf Committee: George Baldwin, Jack Branca, Raymond Breswick, Tom Drotar, James Fisher (M&T Bank), Carl Gregory, Kelly Grimaldi, Patty Lyall, Carole Medoff, David Mills (M&T Bank), John Osgood, Roy Powell, John Quinn, May Raburn, Marc Schlessinger, Debbie Sinclair, Joe Slabinski, Maria Cerceo Slade, Bud Sleuman, Tom Stride, Gail Sullivan, Ron Thoma, Robert Trauffer, Heidi Volpe, George Voegele and Dominic Webster.



May Raburn, President, Frankford Hospital Auxiliary, hands out roses as a thank you to those who attended this year's golf outing.



Tom Stride, Director of Medical Informatics, gets a high-five during the putting contest.

## You Gotta Play to Win!

Once again this year the winners of the annual Golf Classic Raffle were announced at the Golf Classic – and it was the Information Systems (IS) office at the Bucks County Campus that walked away as the big winners. Senior Clinical Analyst Jim Brennan was the grand-prize winner and took home \$3,000 toward a dream vacation. Second prize, \$1,000 cash, went to Frankford Hospital Foundation Board Member The Honorable Theodore Gutowicz. Senior Administrative Analyst, IS, Mitch Stavitz, took third place winning a week's worth of restaurant gift certificates and movie passes. Thanks to all who participated and congratulations to the winners.



Photographed from left to right are: Jim Brennan (IS), Gail Sullivan (Development) and Mitch Stavitz (IS).

## Ribbon Cutting Ceremony Marks Opening of New Bucks County Campus Cafeteria

A ribbon cutting ceremony was held on June 25 to formally dedicate the newly renovated Bucks County Campus cafeteria, which includes an expanded food court and seating area. The menu has also been expanded to include a number of new daily hot entrees, freshly baked pastries and an expanded deli. Special thanks go to the Plant Operations and Maintenance Department Staff for their hard work and assistance with the cafeteria construction which helped turned the project around in just a few weeks.



(From left to right): Margritte Van Der Varst, Director of Operations, Food and Nutrition Services, Bucks County Campus, Robert Wright, Food Service Manager, Bucks County Campus, Henry Giorgione, General Manager, Food and Nutrition Services, Carole Medoff, Vice President, and David Ortega (far right), District Manager, Sodexo USA, look on as Gary Aaronson, DO, (second from right), Member, Frankford Hospitals' Board of Directors, cuts the ceremonial red ribbon at the grand opening of the newly renovated Bucks County Campus cafeteria.

## Reminders of WorkLife Conveniences:

*continued from page 5*

### Carebridge Seminars:

Bucks County Campus employees, we need your input. We will be offering a Carebridge Information Seminar at Bucks. Ask your manager for a copy of the titles being suggested. Submit your choice to Debbie Crouch, Human Resources, Torresdale Campus.

Information packets are available for those that were not able to make any of the Carebridge seminars during the month of June. Stop by your HR department to pick up a copy of the material that was distributed for:

- *Emotional Well Being*
- *The Healthy Work Day*
- *Balancing Work & Personal Life*
- *Options for Reducing Nicotine Dependency*

- See the Intranet and click on "WorkLife Balance" for a complete list of benefits and conveniences.
- What WorkLife Balance benefit or convenience would you like started at Frankford? We are interested in knowing what would make balancing work and life easier for you. Look for a survey coming shortly!!

Remember to stop and read your WorkLife Balance news bulletin board for updates. The boards are located at:

### Torresdale Campus:

Outside of Human Resources

### Bucks County & Frankford

Campuses: Inside the Cafeteria

### Digital Dining:

Digital Dining took effect on July 2 in the cafeterias at all three hospital campuses.

### A few fast digital dining facts...

- For all purchases you must swipe your hospital ID badge to receive the 20% employee discount at the register – cash or payroll deduction purchases.
- Volunteers, Interns, Residents, Students, and anyone who used paper means of payment will now need to swipe your hospital ID badge.
- Regular full-time employees with Digital Dining are able to pay for purchases through a payroll deduction, after tax, simply by swiping your badge, no cash needed.

Frankford *pulse*

Roy A. Powell, President & CEO, Frankford Hospitals  
Gary L. Perecko, COO, Frankford Hospitals  
Albert P. Tomchaney, MD, CMO, Frankford Hospitals

Maria Cerceo Slade, Director, Marketing, Public Relations & Communications, Editor, Frankford Pulse  
Kelly Grimaldi, Marketing & Public Relations Assistant, Editorial Assistant, Frankford Pulse

Article and photo ideas, contact: [mcerceo@fhcs.org](mailto:mcerceo@fhcs.org) or 215-612-4952 or FAX 215-612-5001

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