



JULY 2008



Health care delivery has experienced a number of significant clinical advancements over the past 10 years. These advancements stem from the rebirth of evidence based

research and the eventual development of clinical guidelines for more consistent delivery of high quality care to our patients. Evidence based care is the foundation of the growing focus for all healthcare providers on measurable clinical outcomes and decreasing variability of care to our patients. Frankford has actively joined this health care "Transparency" movement by getting involved in a variety of programs designed to improve the quality of our patient's clinical experiences. The results of these efforts are then made available to the public through a variety of reporting organizations. While we spend a great deal of time focusing on Centers for Medicare & Medicaid Services (CMS) programs that are a part of our TOPS and Jefferson Health System (JHS) report cards, there are over 75 clinical quality activities we may be participating in at any given time.

You should all be proud of the strides we have made during the past 12 months. Frankford has experienced significant gains in all our clinical programs as we strive to meet our performance expectation of being in the top 10% of all the nation's hospitals for clinical quality and service excellence. The commitment and dedication of our Frankford team has been the essential component in allowing us to make such rapid improvements.

We have experienced this top 10% performance delivering care to our patients presenting with pneumonia, acute myocardial infarction, and requiring coronary bypass surgery. We have also been exceptional in our provision of care to prevent deep vein thrombosis (DVT) in patients at risk. Frankford's goal is to add consistency to our clinical outcomes as we continue to hardwire a broader number of process-driven clinical care pathways into our care delivery system. In the upcoming year we will see an increasing focus on surgical patients in both our pre-operative assessment and post-operative care. The focus is to prevent complications and infections, while providing care in the safest medical environment possible.

As most of you know from first hand experience, achieving our goal in the increasingly complex medical environment can only be accomplished by acting together as a team. Every role at Frankford is designed to impact our patient's experience, so there is no unimportant task or individual within the organization. To make this incredibly complex process work to its fullest potential, we need to carefully coordinate, collaborate, and communicate with each other to achieve the desired results. Along the way we also need a willingness for change and innovation in order to respond to the dynamic forces that drive modern healthcare organizations.

All of our experiences give us valuable information, and as a "learning organization" we can gain as much from our failures as we can from our success. The broad organizational wide performance improvement initiative

provides us with the platform to learn and improve at every level of our care delivery process. We have seen exciting results across clinical and non-clinical arenas as department leaders embrace our performance improvement process and make it a part of our daily culture.

Each of you, as a valued member of the Frankford family, is on an exciting journey with us to better serve those who entrust their lives in our hands on a daily basis. You have been given the opportunity to make a difference in the lives of our patients and increasingly the results of that effort will be measure and evaluated. To be at our professional best we must constantly learn and improve!

I would like to thank everyone who has made this past year a success. Please understand that for Frankford to succeed in this exciting journey, we will be depending on each of you. Your skill and passion are the necessary ingredients that will drive our teams to the desired goals. With your dedication, we will see the results of our efforts, not just on a report card, but in the eyes of those we serve and through the relationships we develop with those serving beside us.

Albert P. Tomchanev, MS, MD, MMM, FAAFP
Chief Medical Officer (CMO)
Frankford Hospitals

Frankford Hospitals
 *Jefferson Health System*[®]

Supporting a Seriously Ill Co-Worker

You have worked in the same department for many years or commuted together to job sites. You are shocked to hear that your co-worker has been diagnosed with a life-threatening illness. What can you do to help?

- Clarify the situation with the employee's supervisor. The individual and the supervisor should decide how many and which details will be disclosed. The ill person's desire for privacy must be respected.
- If the ill employee has not informally done so, help your co-workers to identify a contact person whose role is to be a liaison. He or she can pass along whatever information is appropriate to share and indicate how much contact is welcome. That way, the ill person is not inundated with phone calls from co-workers each time there is another diagnostic test or medical appointment.
- Discuss the dynamics of the situation privately with your supervisor. Your co-worker's absences will naturally affect the productivity of your workplace, as others need to "fill in" for the absent person. Many employees want to be helpful, but will likely feel some resentment regarding the extra work. A supervisor may be able to offer additional resources and help set priorities.
- Send a card or e-mail to say, "I miss you and care about you." The first stage of isolation for a seriously ill employee is separation from his or her job. Being too sick to work robs people of a major part of their identity. Share workplace news to keep the connection strong.
- Offer specific help such as meal delivery, shopping, child care, laundry assistance, or transportation. Don't wait to be asked!
- When you visit, let the ill person take the lead. If he or she wants to talk, be a good listener. Be comfortable with lulls in the conversation. Constant talking can be mere words with little meaning. Avoid giving advice, judging, or trying to fix the problem. A touch of your hand, a smile, and your full attention all indicate that your feelings toward this person have not been altered by illness.
- Bring a positive attitude and humor into your contacts with your ill colleague. Use magazines, photos, newspapers, TV shows to keep the person from feeling out of touch. An informal office video with both individual and group greetings will let the employee know he or she's missed. Don't be afraid to talk about the future—hope is important!

www.myliferesource.com Carebridge services are available to covered employees and their families at no cost. Contact Carebridge at any time by calling 800-437-0911 or emailing clientservice@carebridge.com

Congratulations to Professional Home Health Services on PA Department of Health Survey Results

Contributed by: Kathy Troise, Director, Home Health Services, and Ray Breswick, Chair, Rewards & Recognition Team

The Pennsylvania Department of Health conducted an unannounced survey of Professional Home Health Services, Frankford Hospitals' Home Care Department, from June 17 through June 19. The on-site survey evaluated all policies, processes, medical records, programs and competencies for fiscal years 2006, 2007 and 2008. The survey also included home visits. We are pleased to announce that the survey found no deficiencies for the three year period. Congratulations to everyone involved for their effort and hard work!

To celebrate this accomplishment, the Rewards and Recognition Team personally offered its congratulations to the Home Care Department at 9501 Roosevelt Boulevard on July 8, 2008, presenting the Home Care Staff with a "Certificate of Excellence" and a cold ice cream treat on a hot summer day.



Ray Breswick (Chairperson, Rewards & Recognition Team) (left), and Marc Schlessinger (Team member Rewards & Recognition Team) (right), present Kathy Troise, Director, Home Care Department, (center) with a Certificate of Excellence. More photos on next page.

Congratulations to Professional Home Health Services on PA Department of Health Survey Results

continued from previous page



Kathy Troise shares the Certificate of Excellence with her staff members who join in the celebration.

Student Volunteer Wins Auxiliary Scholarship



May Raburn (right), President of the Frankford Hospital Auxiliary, presents volunteer Aakash Patel with a \$1000 Auxiliary Scholarship Award at the Volunteer Appreciation Luncheon on May 2. Aakash earned the scholarship because he had over 200 hours as a volunteer here at the Torresdale Campus. He is planning to be a pharmacist after graduating from Temple University.

Bucks County Campus Sleep Lab Receives "Sleep Center" Accreditation

Contributed by: Marc Schlessinger, BS, RRT-NPS, RPFT, Director, Cardiorespiratory Services & Physical Medicine/Rehabilitation

Congratulations to the Bucks County Campus Sleep Lab for recently receiving a full, 5-year accreditation from the American Academy of Sleep Medicine, now designating the facility as a certified Sleep Center, which is a higher certification than "Sleep Lab." This accreditation was the result of the hard work of Carolyn McCain, Sleep & EEG Supervisor, and Drs. Gary Aaronson and John Travaline. Thanks to all who made the accreditation possible!

Bucks Campus Staff Celebrates Achievements with Ice Cream Social

Employees at the Bucks County Campus were recently treated to an ice cream social, recognizing their ongoing patient satisfaction initiatives. Department directors and managers served the refreshing treats, which included a choice of ice cream and many yummy toppings. Keep up the good work toward hardwiring service excellence!



Nursing Station – 2N



Emergency Department

5 East and 5 West Nursing Units at Frankford Campus Recognized for a Job Well Done with July 4th Celebration

Contributed by: Michael F. Beshel, RN, BSN, MHA, CEN, CNA, BC, Director of Nursing Operations

And the results are in...The Rewards and Recognition Team was out and about once again looking for ways to recognize and reward departments for a job well done. On July 1, Raymond Breswick, Michael Beshel, and Debbie Trauffer (members of the rewards and recognition team), traveled to Frankford Campus to celebrate and reward 5 East and 5 West for their statistically significant improvement in their Press Ganey Scores for the 1st Quarter 2008 Results. The staff of 5 East showed improvement in the areas of Likelihood to Recommend, and Response to Complaints and Concerns. 5 West was recognized for improvement in the Response to Complaints and Concerns question in this quarter results.

The Rewards and Recognition Team members held a 4th of July celebration for the staff on each of these units. Both groups received a certificate announcing their achievement, banners to hang on their units, and an ice cream treat to reward them. Both units were thrilled with the recognition and enjoyed celebrating their success.

Remember to be hardwired at all times and continue to strive for new endeavors as you never know when the Rewards and Recognition Committee may be headed to your department to say thanks for a "Job Well Done."



5 East



5 West

Frankford Hospitals' ED Throughput Initiative Highlighted at Recent Premier Conference

Contributed by: Mary C. Magee, MSN, RN, Administrative Director of Quality

Frankford Hospitals were in the spotlight at the 2008 annual Premier Breakthroughs Conference and Exhibition. This year's theme was *Transforming Healthcare Now*. Frankford Hospitals' Performance Improvement project, Emergency Department (ED) Patient Throughput, was accepted as a breakout presentation.

Mary C. Magee, MSN, RN, Administrative Director of Quality, and Zibignew Kornecki, BSN, RN, Senior Clinical Analyst, represented the ED Patient Throughput Project Team at the conference held in Nashville, Tennessee. On June 13, 2008 the two gave a one-hour presentation to an audience of hospital administrators, staff and physicians who are working on the same or similar projects at their hospitals.

"Many hospitals and health care organizations across the country and in various markets are experiencing patient flow and throughput issues similar to Frankford," said Gary Perecko, Chief Operating Officer (COO), Frankford Hospitals. "Although manifest and acutely recognized in Emergency Departments due to their portal of entry status for most patients, it is reflective of broader, patient care access and delivery challenges hospitals face."

"Our team here at Frankford has done an impressive job of improving our processes to reduce turn-around times for our patients," commented Perecko. "It is noteworthy for an organization such as Premier to ask us to share our best-practices and approach with others. We have made considerable progress in this regard, and believe we can learn and apply more to achieve further enhancements. We appreciate the efforts of everyone who helped contribute to our progress thus far and particularly thank Mary and ZB for offering their support in learning and sharing more with others at the Premier breakout session."

The presentation was well attended and Dr. Stan Smullens, Chief Medical Officer of Jefferson Health System, attended the session and said, "Mary and ZB did an excellent job presenting their work at Premier Breakthroughs. It was very well received."

While the ED Patient Throughput project continues at the Torredale Campus, it was a honor to have Frankford featured at a national healthcare forum such as Premier Breakthroughs.



Zibignew Kornecki, BSN, RN, Senior Clinical Analyst, (left), and Mary C. Magee, MSN, RN, Administrative Director of Quality, (right), at the Premier Breakthroughs Conference and Exhibition in Nashville.

Frankford Hospitals' Golf Outing Does it Again!

Contributed by: Tom Drotar, Executive Director of Development, and Gail Sullivan, Director of Annual Giving

After 28 years, the Frankford Hospitals' Golf Classic has grown to be recognized as a premier event – a recognition which reflects the effort of numerous hospital employees, hospital volunteers, auxiliary members, board members, community leaders and hospital vendors. Whether you supported with dollars or time...we are grateful.

On Monday, May 19, over 120 golfers enjoyed a sunshine-filled day at Torresdale-Frankford Country Club. We thank them for joining us and gratefully recognize all of our sponsors for their generous support. Our top sponsors include: M & T Bank, W.H. Myers Construction Co., Cross Castner Architects and Sodexo, Inc. Over \$163,000 (net figure) from this year's outing are earmarked for the Frankford Hospital Health Center Clinic.

Special thanks to the following members of the Frankford Hospital Golf Committee: George Baldwin, Jack Branca, Ray Breswick, Jared Cannon (M&T Bank), Tom Drotar, James Fisher (M&T Bank), Carl Gregory, Patty Lyall, Carole Medoff, Roy Powell, John Quinn, May Raburn, Marc Schlessinger, Debbie Sinclair, Joe Slabinski,



(Left to right) – Richard Krauss (M&T Bank), Jim Fisher (M&T Bank), Carl F. Gregory, LHD (President, Frankford Hospital Foundation), Colleen Marsh (M&T Bank), Roy Powell (President and CEO, Frankford Hospitals); Dave Mills (M&T Bank), and Jared Cannon (M&T Bank) enjoy the festivities at the Torresdale-Frankford Country Club.

Maria Cerceo Slade, Bud Sleuman, Mitch Stavitz, Tom Stride, Gail Sullivan, Ron Thoma, George Voegele and Dominic Webster. And our volunteers: Thelma Brower, Nancy Furey,

Marsha Jennings, Ginny Kaelin, Norma McDermott, Isabel Mitchell, Shirley Murray, Rose Weinman and Dorothy Wojtylak.

You Gotta Play to Win!

Once again the winners of the annual Frankford Hospital Raffle were announced at the Golf Classic – Congratulations to the following winners:

- **Third place:** Aaron Riley - Digital camera and LG 8" Portable DVD player
- **Second place:** Judy Zipkin - IPOD and Bose SoundDock Digital Music System
- **Grand Prize:** Gary Heinerichs - Sony 40" Flat Screen TV, Sony Home Theater (surround sound) and Sony Blue Ray Disc Player.

Thanks to the Frankford Hospital Auxiliary for sponsoring the raffle and to all who participated!



(Left to right) – Nancy Furey, Clinical Facilitator of the Frankford Health Center Clinic, Rose Weinman, Volunteer, and Patty Lyall, Director of Volunteers, staff the putting contest at the outing.

Frankford Hospital Foundation Celebrates 35th Anniversary at Chickie's and Pete's

Contributed by: Tom Drotar, Executive Director of Development, and Gail Sullivan, Director of Annual Giving

In honor of the 35th anniversary of the Frankford Hospital Foundation a celebration will take place at Chickie's and Pete's on the Boulevard on Wednesday, August 13 from 5pm to 7pm. This party and fundraiser will acknowledge the efforts and generosity of the Frankford Foundation, and will raise a modicum of funds via sponsorships, a percentage of tickets sales and a special raffle (see details at right). Most importantly, it's an opportunity to gather with colleagues, family, friends and neighbors and just have a great time!

Over the past six years alone the Foundation has contributed or pledged over \$34 million dollars to the hospital. Some of the projects supported include: an expansion of the cardiac care unit and Emergency Room services, upgrading patient care technology and adding 51 beds for direct care.

This event is open to anyone, but please register soon as only a limited number of tickets exist and we are expecting a very large turnout.

The cost is \$25 per person and includes all you can eat and drink - buffet, beer and wine. A DJ will be on-hand to provide a few brief announcements, and play music. Foundation Board member Pete Ciarrocchi has personally guaranteed that the food will be plentiful, and that it will be a night to remember!

To register - please call Tom Drotar (215-949-5613) or Gail Sullivan (215-949-5682) to provide your credit card

information. You may also send checks via interoffice mail, made payable to Frankford Hospital Foundation, or drop-off cash (Development Office, Bucks Campus). There will be a cafeteria sale on August 8. You may also pay at the door, but please notify Tom or Gail that you will be attending as an accurate number of guests needs to be provided to the restaurant prior to the event. We hope to see you there!

Frankford Foundation Anniversary Raffle

See Yankee Stadium like never before... front row, third base-side for the NY Yankees versus Toronto Blue Jays, Friday, August 29th at 7:05pm. This is the 13th to last game ever held at historic Yankee Stadium. The package includes:

- Two "Legends Tickets" Front-row, third-base side
- A VIP parking pass to the players/media parking lot

- Two tickets to the private "Yankees Club" located in the club section of Yankee Stadium

\$50 per chance - only 100 chances will be sold! So call now - 215-949-5682 - please have your credit card handy. Drawing will be held on Wednesday, August 13, at Chickie's and Pete's Crab House and Sports Bar, 1100 Roosevelt Boulevard - **YOU DO NOT NEED TO BE PRESENT TO WIN!** All proceeds benefit the Frankford Hospital Foundation.

Congratulations to 2007 Perfect Attendance Award Winners

The Rewards and Recognition Team is pleased to announce three prize winners for "perfect attendance" in calendar year 2007. One full-time employee with "perfect attendance" was randomly selected from each campus. Hospital, Physician Services and off-site employees were included

in the drawing. Each winner was recently honored in a presentation with their manager during Hospital Week. The lucky winners were awarded an iPod to recognize their achievement. To be eligible for the random drawing, full-time staff employees met the following criteria:

- No sick time in calendar year 2007
 - No unexcused personal time
 - No lateness
 - An employee in good standing
- Congratulations to our lucky winners:



Bucks County Campus:
(left) Employee - Larry Holmquist (Maintenance)
Manager - Jim Walsh



Frankford Campus:
Employee - Lisa Balmonte (Nurses Aide)
Manager - Joanne Blaker, RN (not pictured)



Torresdale Campus:
(right) Employee - Harry Jamison (Security)
Manager - Dieter Noak