



JUNE 2008

Happy New Year! Fiscal New Year That Is!



As we end one year and begin anew, I would like to take a few minutes to provide some highlights of the past year and suggest some things we can do to continue our

success in the new year.

Clearly, the most exciting thing we accomplished this past year was the purchase of 41 acres of prime real estate in Bucks County for a new hospital. The project is starting to move as presentations will be made to Lower Makefield Township in the next few months. Concurrently, Mr. Powell has recently formed four planning teams who are working on various aspects of the new facility. Although this is getting much attention, we have also made other significant investments this past year, including the opening of an \$18 million Heart Center at the Torresdale Campus, acquisition of the latest equipment in cancer treatment (\$4 million Trilogy radiation therapy system), acquisition of the former Gold's Gym site adjacent to 9501 Roosevelt Boulevard Outpatient Center, and continuing upgrades to our clinical systems (e.g., Radiology PACS system) to name a few.

Although some may not think of it this way, another way we are investing in our future is striving to be as efficient as possible. As is common in the modern healthcare environment, at Frankford Hospitals we are constantly seeking ways to operate more efficiently

while always remembering the priority of delivering the highest quality patient care experience. Providing quality care in the most cost-effective manner allows us to realize additional income that will keep us strong financially and allow for the continued investment in new technology, recruitment and retention of high quality staff at every level, and the provision of necessary services to the community.

So, how did we perform financially this past year? Given the many challenges of our environment, which I will review briefly, we made progress. Unfortunately, however, we will not achieve our budget. To say that this year has been challenging is to put it mildly. It seems we say this every year, but in 2008, we have been faced with three hurdles simultaneously. The ever-present Medicare and Medicaid funding shortfalls once again presented challenges. Our rate increases from these programs were 2% and 1%, respectively, while our costs increased 4%. Combined, these programs represent 1/3 of our patient revenue.

In addition, we are all aware federal, state, and independent regulatory bodies are continually demanding more - more reporting, more documentation, and more accountability. These are all driven by efforts to achieve the noble and necessary goal of improving the quality and safety of medical care. However, this has required more investment in people and systems to meet these new demands. At Frankford, we now spend \$3 million more on these initiatives compared to a few years ago.

Lastly, physician staffing and coverage issues continue to require more financial assistance. In 2008 alone, the expense

of physician operations increased by \$2 million.

Faced with these three challenges, we looked to activity increases to provide us additional revenue. While we have seen some activity increases the past year, much of these increases have come through the ER and they have been short of what we need. The net result has been we have not generated enough activity to meet the budgeted financial results.

So, what can we do? We can continue to invest in strategies as noted previously. We must use our resources wisely. We must deliver the highest quality of care in the most efficient manner. We can educate ourselves on healthcare financing and make known our viewpoints to our political representatives. We can make every patient encounter a positive one. In short, we must continually challenge ourselves to think of ways to ensure our future by supporting growth in our activity and recognition by third parties of the high-class service we provide.

I believe if we all work together in this way, we can achieve the success we have seen the past.

I wish you all a safe and healthy summer and a happy new fiscal year!

Robert J. Crossin
Senior Vice President
Chief Financial Officer

Frankford Hospitals
 Jefferson Health System[®]

Be a “PEP”per!

Contributed by: Bea Leyden, RN, BSN, MBA, CCRN, and Bruce A. Boxer, PhD, MBA, RN

The PEP Team is the latest sensation at Frankford Hospitals, but what is it? A team full of energy? Yes, it is, but it is also much more!

The PEP Team is a group of nurses and aides coordinated by their unit clerks, who proactively round on patients every two hours to address their needs. The team specifically addresses issues related to PEP (PEP is an acronym for **P**ain, **E**limination and **P**osition), but they also address any additional patient concerns.

Have you heard the overhead tone on the odd hours? This reminds staff to assemble into their teams to “PEP” their patients!

The PEP Team concept utilizes evidence-based practices to promote optimal patient outcomes related to:

- Appropriate Pain Management
- Elimination (preventing incontinence and assisting patients safely to the bathroom)
- Position (repositioning patients to prevent skin breakdown)

Besides addressing these initiatives, PEP Teams can potentially improve patient satisfaction, decrease patient call bell usage (by addressing patient needs before they ring), promote staff team building and improve communication.

The PEP Team Program is now live at every unit at all three campuses. Nursing units had creative celebrations to kick off the start of their PEP Team as demonstrated by the photos accompanying this article.

2 North at Bucks Campus is also starting a “Guest Pepper” Program, through which non-nursing staff members are invited to join a PEP round. 2 North’s Nurse Manager, Kelly Herminko, RN, BSN, CCRN, invites guest “PEPpers” to round with her team - “I’m a PEPper, he’s a PEPper, she’s a PEPper - Wouldn’t YOU like to be a PEPper too?”

Visit a nursing unit near you to learn more about the PEP Team phenomenon!

PEP Teams



Frankford Campus – 5 West



Torresdale Campus - 2 A



Bucks County Campus - 2 North

Hand Therapy Awareness and Injury Prevention

Tips for protecting your hands from injury

See a penny pick it up and all day long you'll have good luck, or so the saying goes. Look, there's another penny and another and another. Before you know it you've picked up so many pennies that your hand starts to hurt from all that repetitive motion. But wait, the weight of all those pennies is too heavy. Your muscles become strained from trying to lift them. Consider yet another scenario: when you bend down for the penny you fall over the uneven sidewalk onto your hand breaking your wrist. So much for good luck!

Hand Therapy Awareness and Injury Prevention Week, recently celebrated June 9-13, focuses attention on how to appreciate your hands and all that they do. Consider ways of protecting them from harm. The American Association of Hand Therapists (ASHT) has posted a series of injury prevention tips and guidelines on their website, www.asht.org. Here are some sample guidelines for the use of hand held electronics and device such as MP3 players, PDAs, video games and cell phones. The repetitive use of these items can result in injuries which can be prevented:

- **If you have pain during the activity, stop.** Pain is one of the ways your body is letting you know that you are overextending a particular muscle group.
- **Use a neutral grip when holding the device.** A neutral grip is when the wrist is straight, not bent in either direction.
- **Take a break every few minutes or switch to another activity.** Overuse of repetitive motions such as pressing buttons can lead to tendon or nerve irritation.
- **If possible, place pillows in your lap and rest arms on pillows or use the device supported on a desk or tabletop.** This allows you to keep your head in a more upright position and therefore decrease neck strain. The pillows or desk help to support the arms so they do not have to be held up in the air.
- **Switch hands frequently** and vary the use of fingers/digits. This allows one hand or other fingers to rest and reduce fatigue.

At Frankford Hospitals, the specialized care of hand and other upper extremity conditions is offered through outpatient Occupational Therapy and physical therapy at all campuses. Our Torresdale Campus staff also includes a certified hand therapist (CHT). A CHT is a clinical specialist in the treatment of hand injuries.

Hand therapy services at Frankford involve evaluation and treatment of various upper extremity conditions. Some of the diagnoses managed include fractures, tendon injuries, tendonitis, nerve injuries, arthritis, amputations, sprains, strains and other conditions of the hand, wrist, and elbow.

For more information contact the Physical Medicine department @ ext 24001 or call 215-831-5800 to schedule an appointment. Don't leave your hand care to luck and remember: *An ounce of prevention is worth a pound of cure!*

Frankford Hospitals Celebrate National Hospital Week

During the week of May 12, Frankford Hospitals celebrated National Hospital Week and recognized employees for their service to our patients and community with the annual employee picnics held at each Campus. Everyone enjoyed the traditional barbecue fare and the time spent outside in the warm spring air.

In addition to the picnics, all non-nursing employees received a special gift. All Nursing staff and all RNs working in other departments received a gift to recognize their invaluable contribution to our organization during Nursing Week (Week of May 5). Patients were also recognized during National Hospital Week with a gift delivered on their meal trays.



Dorothy (Dottie) Mae Graham, RN, Celebrates 50 Years in Nursing

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

Dorothy (Dottie) Mae Graham is a nurse on 2 West at the Bucks County Campus and has become a legend to all who have worked with her since entering the nursing profession 50 years ago. We would like to recognize her as she celebrates this milestone anniversary. "It has been a long and very eventful journey, nonetheless, all worth it," says Dottie.

After graduating on May 27, 1958 from Misericordia Hospital School of Nursing, Dottie accepted a position at Nazareth Hospital in the Pediatric Unit. Over Christmas of that same year, she accepted her husband's marriage proposal. Soon afterwards, Holy Redeemer Hospital opened its doors. Many nurses left Nazareth for Holy Redeemer, which hindered the staffing at Nazareth. Dottie recalls a nun on her floor stating, "Since you've caught your man, I going to change your hours to the 3 to 11 shift." Quick-witted Dottie, not happy with the idea of working 3 to 11 at that time, replied, "I may have caught him, but how do you expect me to keep him?" Needless to say, Dottie left Nazareth after only six months of employment and joined the Lower Bucks County Private Duty Nurses Registry. In this role, Dottie cared for critically ill patients before there was an ICU or CCU on and off from 1959 until 1967.

In 1961 Dottie also worked for a General Practitioner's office. During that same year, she briefly left Pennsylvania and moved to Oklahoma where her husband was stationed in the military. While there, Dottie worked at the Southwestern Clinic. Her stay was short but sweet. She stayed six weeks before returning to Pennsylvania to live with her mother, as her husband had received orders to ship out to Korea for the war. Upon her return, she continued to keep active in both the General Practitioner's office and private duty nursing.



Michael F. Beshel, Director of Nursing Operations, (left), recently honored Dottie Graham, RN, for celebrating 50 years in the nursing profession.

In 1971 Dottie joined the hospital now known as Frankford-Bucks. She first accepted a PRN position at Delaware Valley Hospital when it was located in Bristol, PA. Dottie states she worked "everywhere but the OR." Years later, Dottie followed Delaware Valley Hospital when it moved from Bristol to Langhorne and also maintained employment through the Frankford Health Care System acquisition.

Dottie has a wonderful spirit, a wealth of knowledge and is a key member of the Frankford family and 2 West team. She has persevered through the decades we read about and think, "Oh, how did that ever work?" These past memories include glass syringes, smoking *in* the hospital, catheter and suture kits that were once sterilized and reused, and a time when gloves were for doctors' use only! Dottie still takes pride in her uniform and she is the only nurse on the unit you can find wearing her nurse's cap. She has experienced a lot over the past 50 years of her career and her sage advice is, "Keep current with your education." Dottie states

the changes over the years have been "overwhelming," but you can't be afraid to be receptive to change. When asked if she's exhausted or ready to retire, she replied, "I love what I do. Why else would I still be doing it after all these years? And I'll retire when I'm good and ready!"



Dottie Graham, RN, graduates from nursing school in 1958.

The Frankford Hospital Foundation Celebrates its 35th Anniversary

Contributed by: Tom Drotar, Executive Director of Development, Frankford Hospital Foundation

This year marks the 35th anniversary of the Frankford Hospital Foundation. During this time period the Foundation has secured funds for the long-term concern of Frankford Hospital.

The Foundation was formed in 1973 for the primary purpose of preventing reimbursement from the federal government from decreasing. At that time the Economic Stabilization Program was implemented, and called for hospitals to expend all unrestricted assets before prices or cost-reimbursed payments by Medicare, Medical Assistance and Blue Cross could be increased. This would have substantially reduced or eliminated the unrestricted funds of hospitals nationwide and would have had a further chilling effect on unrestricted donations, the use of which would normally have been at the behest of the Board of Trustees.

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.

“Health care is one of only a few national agenda items,” said Roy Powell, President and Chief Executive Officer (CEO) of Frankford Hospitals. “Associated costs continue to rise due to the aging population, technology, the supply and demand of many critical professional staff, energy, as well as a variety of other reasons, while payments fall short of the demand for these resources. The Foundation has been and will continue to be an invaluable partner in closing that payment gap. Frankford Hospitals will continue to rely on the generosity and success of the Foundation to further our mission.”

The original Foundation Board consisted primarily of members of the Hospital’s Investment Committee, but expanded over time so that the majority of members were non-hospital board members. Today the following 16 men and women serve as the Trustees of the Foundation: Carl Gregory, LHD, President; Joe Cohill, CPA, Vice President; John Neff, Secretary; George Baldwin; Jay Blumenthal; Pete Ciarrocchi; Honorable Theodore Gutowicz; Bruce Hess, Esq.; Robert Hess, Esq.; John Jaszczak; Robert Lockyer; Sheryl Perzel; Frank Porrazza; Frank “Bud” Sleuman; Robert Tepfer; Robert Truitt, LHD; and Eugene Wlodkowski.

An official celebration of the 35th Anniversary of the Foundation will take place on August 13th at the Chickie’s and Pete’s Crab House on the Roosevelt Boulevard from 5 to 8 pm. All hospital employees, physicians and volunteers are encouraged to attend! More details on the event will be forthcoming.



(Left to Right): Foundation Board member Pete Ciarrocchi, Frankford Hospitals President and CEO Roy Powell, and Foundation President Carl Gregory, LHD, gather at the 2008 Frankford Golf Classic Cocktail Reception.



Foundation Board member Pete Ciarrocchi, owner of the Chickie’s and Pete’s restaurant chain, addresses the crowd as emcee at Frankford Hospitals’ 2008 Golf Classic.

Congratulations to Graduating Interns and Residents!

The medical education staff would like to congratulate the graduating class of 2008. We wish you the best of luck in your future endeavors, and thank you for all of the hard work and dedication you have given Frankford Hospital. We look forward to hearing of your successes in the near future and congratulate you on reaching this significant milestone in your careers. Congrats again on a job well done!
(See list on next page.)



(Left to right – back row): Transitional Year Residents David Well, MD, Joel Barton, MD, Abhilasha Ponnamaneni, MD, Michelle Todman, MD, Cyrus Golsaz, MD, and Katsiaryna Huseva, MD, (Left to right – front row): Jawaad Mohiuddin, MD, and Kyle Poffenberg, MD.



(Left to right): Program Directors Andy Ogden, DO, Andrew Friedman, DO, Scott Plasner, DO, and Michael Goodyear, D.O. gather at the graduation celebration. Dr. Michael Goodyear has taken another position and will be leaving Frankford at the end of June. We will miss him and wish the best.

Frankford Hospital Health Center Clinic Medical Team Players

After many years as an attending physician at the Frankford Hospital Health Center Clinic, Dr. Brian Hannah will be transitioning from his position at the Clinic to continue service with Frankford's Information Systems (IS) Department and take on a new role as a provider for the WorkHealth occupational medicine program effective July 2008. Dr. Hannah is currently working with the new physicians who will provide medical services at the Clinic to ensure a smooth transition. The new medical team includes Dr. Scott Plasner and Dr. Harry Emmerich, who are currently providing services in the Clinic, as well as Dr. Chandresh Patel, Dr. Gauri Dhir and Dr. Cecilia Kelly. Clinic patients covered by a managed care HMO plan do not need to notify their plan as their primary care physician will remain the Frankford Hospital Health Center Clinic.

Established in 1937, the Clinic provides primary care services to an adult population. The Clinic's medical team looks forward to continuing to care for the community.

Quarterly Employee Town Hall Meetings Held at Each Campus

Frankford's Senior Leadership Team led employee town hall meetings at each campus for all shifts, on Wednesday, May 28, and Thursday, May 29. Topics included clinical quality indicators (measurement and progress), a current financial report, and an update on current and planned programs and services. Employee town hall meetings are held quarterly. Dates for upcoming sessions will be published in the near future.

2008 Domestic Violence Task Force Meeting Schedule

If you have interest in joining Frankford Hospitals' Domestic Violence Task Force, the group meets the last Tuesday of every month at the Bucks County Campus in Conference Room "F" (located inside the cafeteria) from 9:30 to 11:00 am. Remaining dates for the year are as follows:

- July 29, 2008
- August 26, 2008
- September 30, 2008
- October 28, 2008
- November 25, 2008
- December 30, 2008

For more information, please call Linda Hagan, RN, at extension 7-5041.

CAREPlus Award Winners

Congratulations to the following CAREPlus Employees:



Jan/Feb 2008
Frankford Campus
Dawn Clark,
Radiology
Technician, Imaging



Jan/Feb 2008
Bucks County Campus
Deborah Shaffer,
OR Orderly,
Nursing Department



Jan/Feb 2008
Torresdale Campus
Elise Van, RN,
Home Care



Mar/Apr 2008
Frankford Campus
Heather Seifert,
Unit Clerk
Nursing – 4 West



Mar/Apr 2008
Torresdale Campus
Michelle Keiser,
Staff RN
Nursing – Cardiac
Catheterization Laboratory



Mar/Apr 2008
Bucks County Campus
Tina Swope,
Staff RN
Nursing – ICU

CAREPlus is an employee recognition program that rewards employees for exhibiting the behaviors of **Courtesy**, positive **Attitude**, **Respect**, and **Enthusiasm**. These employees also have shown that they support our values of patient and physician satisfaction along with cost effective service.

Congratulations to Graduating Interns and Residents!

Transitional Year Residency

- Joel Barton, M.D. Anesthesia Residency, Duke University Medical Center
- Andrew Cupino, M.D. Radiation Oncology Residency, University of Virginia
- Cyrus Golsaz, M.D. Radiology Residency, Nassau University Medical Center
- Katsiaryna Huseva, M.D. General Surgery Training, Christian Hospital in DE
- Jawaad Mohiuddin, M.D. Radiology Residency, Morristown Memorial Hospital, NJ
- Kyle Poffenberger, M.D. Anesthesia Residency, University of South California, Los Angeles
- Abhilasha Ponnamaneni, M.D. Family Practice Residency, NY Medical Center
- Jesse Richman, M.D. Ophthalmology Residency, Brown University, Rhode Island Hospital
- Gauri Tilak, M.D. Diagnostic Radiology Residency, Hospital of St. Raphael, New Haven
- Michele Todman, M.D. Ophthalmology Residency, Brown University, Rhode Island Hospital
- David Well, M.D. Radiology Residency, North Shore University Hospital
- Mark Werley, M.D. Radiology Residency, Cooper University Hospital, Camden, NJ

Family Practice Residency

- Juan Carlos Cornejo, D.O. Family Private Practice, Bucks County
- Yoko Savino, D.O. Graduating from the Family Practice Residency Program
- Brian Sokalsky, D.O. Primary Care Sports Medicine Fellowship, Cleveland Ohio

Traditional Rotating Internship

- Carmine Avellino, D.O. Graduating from the Traditional Rotating Internship
- Fred Bagares, D.O. PM&R Residency, Northwestern University, Chicago, IL
- Joseph DelPriore, D.O. Post Doc Fellowship in Dermatology Department, University of Penn
- David Kasper, D.O. Dermatology Research
- Jennifer Stead, D.O. Dermatology Residency, St. Joseph's Mercy Hospital, Ann Arbor, MI
- Seth Vatsky, D.O. Diagnostic Radiology Residency at Morristown Memorial Hospital
- Lusia Yi, D.O. Research, University of Pennsylvania

Emergency Medicine Residency

- John Fischer, D.O. Attending Physician, Carteret Hospital, Morehead, NK
- Matthew Young, D.O. Attending Physician, Frankford Hospital, Philadelphia, PA

Incoming Class

- Tiffany Chery, D.O. Emergency Medicine Residency PGY II
- Sheetal Patel, D.O. Emergency Medicine Residency PGY I
- Jon Schadron, D.O. Emergency Medicine Residency PGY I
- Jason Veith, D.O. Emergency Medicine Residency PGY I
- Colleen Eng, D.O. Family Practice Residency PGY II
- Britannia Jennings, D.O. Family Practice Residency PGY I
- Chiazom Omeruah, D.O. Family Practice Residency PGY I
- Kathleen Sasnauskas, D.O. Family Practice Residency PGY I
- Christina Wang, D.O. Family Practice Residency PGY II
- MaryAnn Yehl, D.O. Family Practice Residency PGY I
- Thomas Guagliardo, D.O. Internal Medicine Residency PGY II
- Giuseppe Guglielmello, D.O. Internal Medicine Residency PGY I
- Mae Jann, D.O. Internal Medicine Residency PGY I
- Sunil Gupta, D.O. Internal Medicine Residency PGY I
- Timothy Cobb, D.O. FP/EM Residency PGY I
- Brendan Cunningham, D.O. FP/EM Residency PGY I
- Frank Kearse, D.O. FP/EM Residency PGY I
- Allen Nau, D.O. FP/EM Residency PGY I
- Julie-Lee Piniero, D.O. FP/EM Residency PGY I
- Amarachi Acholonu, D.O. IM/EM Residency PGY I
- Chad Gunsolly, D.O. IM/EM Residency PGY I
- Julian Hernandez, D.O. IM/EM Residency PGY I
- Michael Varley, D.O. IM/EM Residency PGY I
- Gwynn Coatney, D.O. Traditional Internship PGY I
- Sevasti Margetas, D.O. Traditional Internship PGY I
- Brett Wills, D.O. Traditional Internship PGY I
- Pauline Raitzes, D.O. Traditional Internship PGY I
- Victor Tseng, D.O. Traditional Internship PGY I
- Khongruk Wongkittiroch, D.O. Traditional Internship PGY I
- David Gilbert, D.O. Cardiology Fellowship PGY IV
- Ian Hersh, D.P.M. Podiatric Residency PGY I
- Amy McCandless, D.P.M. Podiatric Residency PGY I
- Yvonne Ozuzu, D.P.M. Podiatric Residency PGY I

Benefits Blitz

Volume 3 Issue 5

May/June 2008



DID YOU REMEMBER?

With the flowers in bloom and spring upon us, it's that time of year. Graduation is here and children have come home from school. My, how time flies.....and did you remember to remove your newly graduated college student from your health care benefits? The Benefits Section of Human Resources does not always receive notice from the carriers that your child has graduated. It is your responsibility to fill out the necessary paperwork so that your child can be offered COBRA for health care benefits continuation. Without your cooperation, you may be charged the wrong deduction in your weekly pay. Please come

to Human Resources and fill out the proper form to remove your graduate. If you have any questions, a Human Resources representative will be happy to assist you.



HAPPY TO REPORT!

We are happy to report that Jefferson Health System, of which Frankford Hospital Systems is a part, has reached an agreement with Independence Blue Cross. This is good news for all involved. All of the Jefferson Health System remains in-network for Personal Choice and Keystone members and there is no need for us to switch you to another

health plan for continuation of care.



PRESCRIPTION PLAN CHANGE!

We are anticipating a change in the formulary for the class of PPI drugs. As of July 1 2008, the plan will cover Omeprazol (prilosec) at a co-pay of \$5.00 for a one month supply and \$15.00 for a three month supply. Protonix will be moved to a prior authorization drug with a co-pay of \$50.00 for a one month supply, with a one month limit. All those who are currently on Protonix will be 'grandfathered' in without a prior authorization requirement; however, the co-pay will be \$50.00 for a one month supply, with a one month limit.

We thank you for your understanding of this drug change and apologize in advance for any inconvenience it may cause you.



KRONOS KLOCKS FOR THOSE WITH KRONOS ACCESS

- Remember to use the “Exempt Vacation” code when inputting time for an exempt employee.
- Your Kronos Log In and Password are the same as your Network log in and password. When prompted to change your Network password remember the next time accessing Kronos to update your password.
- If you have tried unsuccessfully more than three times to

log into Kronos, you have locked yourself out and must call the Help Desk to reset your password.

- Submit any suggestions for additional Comments to Connie Mancini or Pam Marren via email.

KRONOS TRAINING CLASSES

Kronos training classes will once again be available for new users or anyone that feels they can benefit from a refresher class.

The next class which will be held in July will be announced shortly.

School Stuff



“Pack the BACKPACK!”

The Nurse Champions are sponsoring a drive to collect needed school supplies for underprivileged children in the Frankford Hospital communities.

Your “school stuff” donations are welcome.

When: July 14 through July 24, 2008

Where: Main Lobby at Frankford and
Torresdale Campuses
Lobby by MRI at Bucks Campus

Some Suggested School Stuff includes:

- Back packs (elementary, junior and high school)
- Trapper keepers and zipper binders
- Loose leaf paper
- Marble copybooks
- 1, 3 or 5 subject notebooks
- 3 ring binders
- Pocket folders
- Markers, crayons
- Pens (black, red, blue)
- White-out, erasers
- Erasable pens
- Pencils; pencil cases
- Rulers; protractors; compasses
- Glue sticks; art boxes
- Calculators
- Pocket dictionaries (English, Spanish, French, German)