



SEPTEMBER 2008



Change is inevitable and often occurs just about the time we have settled in and become comfortable with the situation or item that is now changing. The season has changed from summer with its warm weather and longer days to the cooler temperature and shorter days of fall. Welcomed by some, dreaded by

others. Oh well...as they say, nothing stays the same!

The same holds true for the Patient Satisfaction Indicators that you see posted in various areas of our hospital and on our system and facility report card. Come the January-February time frame you will see a change from the Press Ganey Survey Indicators of "Overall Satisfaction" and "Likeliness to Recommend," to the HCAHPS Indicators of "Global Rating of Rate Hospital," "Global Rating of Recommend Hospital," "Communication with Nurses" and "Communication with Physicians" being posted and reported.

The Press Ganey Survey tool measures our patient's level of satisfaction and is done via a scale of 1-5 with 5 being the highest score. The HCAHPS Survey tool is a standardized patient survey developed by the Agency for Healthcare Research and Quality at the request of the Centers for Medicare and Medicaid Services (CMS). The survey is designed to measure the patient's perspective or experience related to his or her inpatient stay. HCAHPS data is publically reported on the Hospital Compare CMS web site, allowing consumers to compare hospital performance based on survey results.

CMS reports the results as percentages – the percent of patients that gave the most favorable response (e.g., "Always," "Definitely Yes" or "Top Box," a rating of 9-10).

As you are noting the scoring system is different than the scoring on the Press Ganey Survey.

This change does not mean we will no longer focus on what our patients are telling us via the Press Ganey survey, nor does it mean we will abandon the Press Ganey survey tool. It is just a change in the indicators that will be listed on our report cards, posted strategically throughout our facility for review and made available for the public to access. The HCAHPS survey is incorporated into the Press Ganey survey so our patients will not have to complete two separate surveys.

Much more information will be forthcoming related to this change. The Hardwiring for Excellence Learning and Education Committee will incorporate key points to help us all better understand the HCAHPS initiative into the next Hardwiring module scheduled for January so stay tuned!

In the meantime, continue to focus on making every patient interaction you have as positive as possible remembering that we are often times providing care and services to people when they are at an absolute low point in their life. They are stressed and can be overwhelmed with not only what they are enduring but what their loved ones are also going through related to their illness. We can make a difference with a smile and a kind word. Those of us who are fortunate enough to work in health care can make a difference each and every day in the lives of those who come to our hospital for care. What an opportunity and privilege!

**Nancy Cherone**  
Vice President  
Frankford Hospitals

**Frankford Hospitals**  
 *Jefferson Health System*®

# Senior Leadership – Campus Administrator Update

*Contributed by: Gary Perecko, Chief Operating Officer (COO),  
Frankford Hospitals*

We are pleased to announce the following leadership changes effective immediately as part of our realignment due to the recent departure of Dr. Albert Tomchaney, Chief Medical Officer (CMO), and the announced retirement of Mary McAneney, Vice President of Patient Care Services, at the end of this calendar year.

**Nancy Cherone**, *Vice President*  
Torresdale Campus Administrator



Nancy Cherone will now serve as Facility Administrator for the Torresdale Campus, in addition to her current Vice President accountabilities for various departments and services. Additionally, Nancy will have responsibility for Imaging Services, Bed Control/Throughput Management, and Emergency Services at Torresdale. Nancy has a proven track record as an effective leader and we are pleased to have her take on this expanded and very important leadership role. We are fortunate and grateful for her continued and dedicated service to FHCS.

**John Quinn**, *Vice President*  
Frankford Campus Administrator



John Quinn will serve as Facility Administrator for our Frankford Campus and has been promoted to Vice President. In addition to his current departmental and service responsibilities, John will assume senior leadership responsibility for Laboratory Services across our System. With over 25 years of continued, progressive service and increasing management responsibility to Frankford, John's promotion is indicative of his many contributions, accomplishments, and proven leadership skills and capabilities.

**Carole Medoff**, *Vice President*  
Bucks County Campus Administrator



In order to sustain the momentum and progress made, and to reiterate our commitment in our Bucks market, Carole Medoff will continue to serve as Facility Administrator for the Bucks Campus. In addition to her Vice President responsibilities across FHCS, Carole has demonstrated unwavering passion and achieved significant milestones in her administrative and leadership role at the Bucks Campus to provide and maintain direction and ensure oversight for our major initiatives in that growing market.

**Dr. Martin Pieretti**, *Medical Director, Quality and Performance Improvement; Medical Director, WorkHealth; Acting Chief Medical Officer (CMO)*



Until a permanent replacement is identified for the now-vacant Chief Medical Officer (CMO) position, the Medical Staff Executive Committee, Officers, Department Chairs and Medical Directors will be supported on day-to-day Medical/Administrative matters by Dr. Martin Pieretti. Dr. Pieretti will continue with his responsibilities as Medical Director of Quality and Performance Improvement, and Medical Director of WorkHealth, in addition to serving as Acting CMO.

Please continue to support and thank these individuals for their ongoing success, progress, and many accomplishments.

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## Teresa Torpey, RN, Named Manager of Performance Improvement (PI)



Teresa Torpey, RN, has been promoted to Manager of Performance Improvement (PI). Terry has been with Frankford for over 25 years and has a varied and solid clinical background. Most recently, she worked in the PI Department as a Coordinator, interacting with many Hospital and Medical Staff departments and playing an instrumental role in the success of many PI initiatives. As Manager of Performance Improvement, Terry will work closely with Dr. Martin Pieretti, Medical Director of Performance Improvement and acting Chief Medical Officer (CMO), and have overall responsibility for operationalizing the Medical Staff Performance Improvement Program. In addition to her current roles and responsibilities in PI, she will work closely with the Medical Staff Office and Graduate Medical Education (GME) Department on regulatory and Joint Commission compliance efforts.

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## Kelli Wiercinski, RN, CBIC, Named Director of Infection Control



Kelli Wiercinski, RN, CBIC, has been promoted to Director of Infection Control. Kelli has been with Frankford Hospital for 19 years. For the last eight years she has worked in the Infection Control Department as Infection Control Coordinator. In this role, she was successful in implementing many infection control initiatives. In her new position, Kelli will work closely with Frankford's Medical Staff and various hospital departments to oversee our comprehensive Infection Control Program.

# Frankford's Got Talent... In Quality!

## Way-to-GLOW!™

*Contributed by: Teresa Torpey, RN, Manager,  
Performance Improvement*

*"Quality is never an accident; it is always the result of intelligent effort."*

-John Ruski

On August 25, the Performance Improvement (PI) Department announced that the annual Way-to-GLOW!™ Program Award nominations for the 2008 Department and Team Achievement in Quality were opened. Everyone was invited to submit an application – no later than September 29 – and briefly describe their efforts toward performance improvement for consideration as a 2008 Winner. The Way-to-GLOW!™ Program is a Quality/Performance Improvement incentive that annually rewards various types of PI efforts including but not limited to continuous improvement and project implementation.

### A Little Background...

The Way-to-GLOW!™ Program was conceived in 2001 and implemented in 2002, following employee satisfaction surveys. Members of the PI Department felt they could positively impact rewards and recognition. In addition, the PI Committee was exploring new ways to increase participation in PI initiatives, improve PI education and awareness, and solicit new ideas as they relate to PI.

The annual Way-to-GLOW!™ Awards are presented during the month of October. Awards are presented for those who have implemented and demonstrated data driven PI in the following categories: Department, Team, and Campus-Specific Honorable Mentions.

### The Present

Today, the Way-to-GLOW!™ Program aligns with the organization's Hardwiring Excellence incentive in keeping with Frankford Hospitals' commitment to quality.

### The Past Winners!

**2002 – Department** – Bucks Campus, 1 South;

**Team** – IV Task Force;

**Honorable Mentions** – BC – Information Systems, FC & TC – Emergency Department Nursing

**2003 – Department** – Perioperative Services TC;

**Team** – Exposure Reduction Task Force;

**Honorable Mentions** – BC – 1 North, FC – 4 West, TC – Cardiac Cath Lab

**2004 – Department** – Cardiorespiratory;

**Team** – Blood Culture Task Force;

**Honorable Mentions** – BC- Information Systems, FC – Patient Access, TC- Radiation Oncology

**2005/2006 – Department** – Health Information Management;

**Team** – Surgical Count Task Force;

**Honorable Mentions** – BC – Behavioral Health, FC – Diabetes Education, TC – General Radiology

**2007 – Department** – Care Management Department – Implementation of Concurrent Review

**Team** – Capnography **Team** – Smart Pumps & Moderate Sedation Ad Hoc

**Honorable Mentions;** BC – Emergency Department – Pain Management Outcomes and FC – Wound Care Committee – CNA Education Program

### The Future

Do you think your department or team can win? It's up to you! Remember, send your nominations in by September 29, and maybe you will be the one to complete this year's caption:

*"Of the applications received, Frankford Hospital is proud to announce the 2008 Way-to-GLOW!™ Performance Improvement Achievement Award for outstanding Performance Improvement and Quality is granted to – Department – ? Team – ?!"*

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## Focus on Quality in FHCS Physician Services

*Contributed by: Linda Kidd, Practice Manager,  
FHCS Physician Services*

FHCS Physician Services is comprised of multiple physician practices consisting of surgical specialties, women's health, internal medicine and family practices. The internal medicine and family practices, including the Health Center Clinic at Frankford Campus, participate in the reporting of quality patient care to a number of managed care organizations (MCO).

Keystone Health Plan East (KHPE) is an MCO that provides incentives for quality patient care through a Premium Quality Assessment Score (PQAS) in which FHCS Physician Services participates. The PQAS is weighted equally for Quality Performance Measures (QPM), based on Healthcare Effectiveness Data and Information Set (HEDIS) standard measures, and the Member Satisfaction Survey (MSS) conducted by KHPE. The QPM for the calendar year of 2007 consisted of childhood immunizations, well visits for children and adolescents, screenings for breast, cervical and colorectal cancer, diabetes care, persistent asthma care and cholesterol management. The results of the PQAS

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## Focus on Quality in FHCS Physician Services

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Audrey Kleeman, MD,  
Internal Medicine

are released in July and affect the quality capitation premium for the next 12 months (July to June). A High Quality Index or PQAS rank is assigned to primary care physicians (PCPs) based on the PQAS on a scale 1 to 16, with one being the highest 10% of participating PCPs and sixteen being the bottom or lowest 15% of participating PCPs.



Dominic Commodaro,  
DO, Family Practice

Our two top performers in FHCS Physician Services are Audrey K. Kleeman, MD, (Internal Medicine) and Dominic Commodaro, DO, (Family Practice) both with PQAS ranks of 1. We also want to recognize those physicians and practices with significant improvement with jumps of two or more points over the last annual reporting period. The Doner, Zemble, Saknovsky Family Practice, managed by



Subbarao Gorti, MD,  
Family Practice

Debbi Kossovsky, increased their PQAS rank by two points and the Health Center Clinic, managed by Nancy Furey, RN, and overseen by Scott Plasner, DO, and Brian Hannah, MD, improved their PQAS rank by 4 points. The most significant improvement by far, however; is the Juniata Family Practice, under the direction of Subbarao Gorti, MD, and managed by Carolyn Lewandowski, with

a whopping 9 point improvement in their PQAS rank over the previous period. Their rank went from an 11 in July 2007, to a current rank of 2.

Linda Kidd, Practice Manager for FHCS Physician Services, states, "We're setting our aim high for the current reporting period. We want all of our primary care practices to be in the top 25th percentile of quality patient care reporting in the PQAS. If a current rank is one, we want to maintain it. If it is a 2 or 3, we want to improve by at least one point during 2008. All practices with PQAS ranks below three are striving for three or better."

## Quality Retreat Q&A

Contributed by: Teresa Torpey, RN, Manager,  
Performance Improvement

**Question:** Beside the fact that this year the world celebrated the 2008 Olympics, why was the Olympic theme chosen for the Performance Improvement department's second annual Quality Retreat?

**Answer:** The Olympic theme was also chosen because of the similarities between the Olympics and Frankford Hospital.

**Question:** How is that possible?

**Answer:** First, the similarity between the Olympic rings and our QTOPS pillars. The Olympic rings were created by Pierre de Coubertin in 1912 and are an international symbol recognized throughout the world as an icon of the greatest sports event and the pursuit of excellence. The rings stand for passion, faith, victory, work ethic, and sportsmanship. The Frankford Hospital pillars, QTOPS, are also a symbol recognized throughout our organization as an icon of our culture and commitment toward the quest for excellence. The pillars stand for Quality, Team & Talents, Operations & Outcomes, Patient & Physician, and Service & Strategy.

Second, the Olympic Charter and Frankford Hospital's Organizational Performance Improvement Plan. The Olympic Charter is a document that defines the fundamental principles of the Olympics, governs the actions and operations and values of the Olympics, along with guidelines, standards, and obligations of the Governing Bodies, Leaders, and all who participate. The same can be said of Frankford Hospital's Organizational Performance Improvement (PI) Plan. It also is a document that defines our fundamental principles of quality, our mission, vision, strategic goals and pursuit of excellence, along with declaring our commitment to safety and quality for all we serve. It also provides the guidelines, standards and obligations of our Governing Board, our Leadership Team, Medical Staff and all members of the Frankford Hospital family to achieve our goal to be the premier healthcare provider to our community.

**Question:** How can I learn more about the similarities between the Olympics and Frankford Hospital and the quest for Gold in QTOPS?

**Answer:** By attending the Quality Retreat! You can obtain your Olympic ticket (which covers the opening to closing ceremonies) to attend the second annual Performance Improvement (PI) Quality Retreat, being held on October 31 at the Holy Family University Woodhaven Campus, by registering on-line via Education & Training on the Frankford Hospital Intranet site at [www.fhcs.org](http://www.fhcs.org). The event will begin with registration and a continental breakfast at 8 am. CEUs and CMEs will be provided, along with opening ceremonies, parade of departments, door prizes, educational information on culture in healthcare, safety, quality, and the team sporting event, "teaching the tools and techniques of performance improvement." The day ends at 4:30 pm following closing ceremonies. Look for event flyers soon to be posted. The Quality Retreat promises to be an event like no other!

## National Payroll Week Marked by Decorations and Celebration

*Contributed by: Payroll and Accounts Payable Staff*

The Payroll, Accounts Payable and Accounting staff would like to thank Pam Marren, Accounting Manager, for the decorations and celebration she planned during National Payroll Week which was held September 1st through 5th. Pam acknowledged Linda Manini and Linda Day in Payroll by decorating their office and surprising them with t-shirts, trays of goodies and balloons. She also recognized her other employees Irene Ovecka, FHCS Accountant, and Kim Adair, Deborah DiPaolantonio and Michelle Neri in Accounts Payable with t-shirts. We want to thank Pam for thinking of us and making our week special. She is "TOPS" with all of her staff!



Irene Ovecka, FHCS Accountant



(Left to right): Linda Day and Linda Manini (Payroll) and Pam Marren, Accounting Manager



(Left to right): Kim Adair, Deborah DiPaolantonio and Michelle Neri, Accounts Payable

## Frankford Holds 29th Annual Run for Wellness

On Sunday, September 14, Frankford Hospitals held the 29th Annual Run for Wellness at the Northeast Industrial Park, with registration, refreshments and "family fun" activities held at the Flyers Skate Zone. More than 200 adults and children participated in the event, which each year includes a 1/2 mile Children's Run and a 5K Adult Walk/Run. Proceeds raised through the Run for Wellness benefited Frankford's Preventive Health and Wellness programs. Next year will mark the 30th Anniversary of this important Frankford tradition. Thank you to everyone who supported the event!



Marathoners of tomorrow take off toward the finish line of the 1/2 mile Children's Run.



Runners and walkers prepare to begin the 5K Walk/Run



Archbishop Ryan High School's Girls Volleyball Team supported the Frankford Run for Wellness by assembling a group of runners who participated in the event. Led by coach Nora Kramer (left), the team chose to get involved to raise breast cancer awareness as indicated by their pink t-shirts, an effort related to a school initiative.

# Nintendo Wii Aids Physical Rehabilitation at Frankford Hospitals

Contributed by: Joseph Herzig, Physical Medicine and Rehabilitation Department



A demonstration of the Nintendo Wii bowling game that will be one of the new therapy options in the Physical Medicine and Rehabilitation Departments at the Frankford and Bucks County Campuses.

The Nintendo Wii has exploded onto the scene in physical rehabilitation. It is a game system created by Nintendo, which has made video games more physically interactive than the traditional sedentary-based, hand-held game systems. The Wii uses a television screen to display games and activities including bowling, tennis, baseball, and playing the guitar, to name a few. Players hold a wand that senses their body movements, and translates that into action on the TV screen. You can play by yourself or compete with multiple players. Healthcare professionals in physical rehabilitation and nursing facilities are increasingly using Wii to improve balance, endurance, range of motion, hand-eye coordination and sequencing abilities. One of the many accessories used with the game system is a balance board that is used to perform balance games, such as skiing, soccer, and tilt table activities.

The Physical/Occupational Therapy Departments at both the Frankford and Bucks County campuses plan to implement the Nintendo Wii into treatment sessions in order to make therapy more interactive and fun. Each member of the therapy staff was designated a Wii game and had to design a protocol detailing game set-up, playing instructions, as well as indications and contraindications for use with specific patient populations. Once all protocols have been finalized, implementation will begin during treatment sessions. After a review of literature regarding this topic, it has been reported that patients have taken more interest in therapy with improved compliance

rates, and are achieving goals set by both themselves and their therapists. We are excited about the opportunity to incorporate cutting-edge technology into treatment sessions here at Frankford Hospitals.

Please join our Physical Medicine and Rehabilitation Department as we celebrate National Physical Therapy (PT) Month this October. The Frankford and Bucks County Campus PT Departments will host live demonstrations of the Nintendo Wii for all employees in our gyms. Dates and times to be announced in the near future. Stop by and test your virtual skills at bowling, boxing, skiing, yoga, etc. Refreshments will be provided.

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## Cardiorespiratory Department Celebrates National Respiratory Care Week (October 20-24)

The Cardiorespiratory Department will be celebrating National Respiratory Care Week 2008 from Monday, October 20th through Friday October 24th. We will be having various activities during the week with the purpose of creating awareness of the role of respiratory therapists among our fellow employees and the public.

### Activities include:

#### Free Pulmonary Function Screenings

##### Torresdale Campus Cafeteria:

Monday 10/20, Tuesday 10/ 21 and  
Thursday 10/23 – 10 am -1 pm

##### Frankford Campus Cafeteria:

Monday 10/20, Tuesday 10/21 – 11 am –1 pm

##### Bucks Campus Cafeteria

Monday 10/20, Wednesday 10/22 - Noon – 1 pm

The screening times will also include “Ask the Therapist Sessions” during which therapists will be available for questions related to respiratory equipment, respiratory modalities, theory and practice. Don’t know how to set up a venti-mask? This is the time to ask!!

Games, Awards & giveaways will be available throughout the week, with a special award given to the “Most Respiratory-Friendly Department.” We encourage everyone to visit our table in the cafeteria and participate.

The Cardiorespiratory Department and Cardiorespiratory management team would like to extend their appreciation to the planning committee members for their dedication and enthusiasm in planning and promoting this week’s special activities. Committee members include Wanda Solis, Sunnie DeAngelis, Billie Jo Bobb, Shelly Johnson, Jennifer Ramirez and Betty Sowinski.

# Wanted: Visitors Who Practice Good Infection Control Measures

## We need and depend on your help!

Contributed by: Nancy Lodise, Infection Control Department

Everyone, including visitors, plays an integral part in preventing infections in the hospital. When you are visiting loved ones and friends in the hospital, there are many ways that you can directly help prevent the transmission of hospital-associated infections.

Since we both have a vested interest in your loved ones, we ask that you adhere to a few Infection Control measures that help keep our patients safe.

### Keep Your Infections at Home

The Infection Control Department advises that you do not visit patients when you are sick because patients are more susceptible to infections while in the hospital. If you have fever, diarrhea, vomiting, a cough, or flu-like symptoms, please refrain from visiting others in the hospital until your symptoms have resolved. If there is an unforeseen emergency or if there are special circumstances and you need to visit your loved one while you are sick, please contact the nurse or the Infection Control Department prior to coming in so that we can make certain that provisions are available to you (gloves, masks, etc.) It is recommended that you also cover any open wounds prior to coming into the hospital.

### Hand Hygiene

Hand washing either with soap and water or alcohol-based sanitizers is the number one way to prevent the spread of infections. We ask that you wash your hands on admission to the patient's room. Please also use the alcohol hand sanitizers placed on the nursing units and in the patient's rooms. You should perform hand hygiene before and after contact with patients and their environment, after using the restroom, and before eating and drinking. Don't hesitate to ask your health care professional to wash their hands prior to providing care to your loved one.

In the event your loved one has a C-Difficile infection, you must wash your hands with soap and water before and after coming in contact with the patient and their environment. C-Difficile is an infectious diarrhea that occurs sometimes when a patient has been taking certain prescribed antibiotics. Alcohol-based hand sanitizers are not effective against C-Difficile.

### Pay Attention to the Signs

Many patients may have organisms or bacteria that are resistant to some antibiotics. Isolation procedures are designed to protect the patient and are specific to the

organism. They are necessary practices to prevent the spread of resistant bacteria. They protect the patient, the health care worker and you. We ask that you follow the directions on the signs prior to entering the patient's room.

### General Housekeeping Tips

When visiting your loved one, don't clutter the patient's room. The unnecessary belongings get in the way of keeping the room clean.

### Follow Visiting Hours

When visiting, limit the number of visitors at any given time. Too many visitors lead to added exposure and increase the risk of infections. Also, please do not have unnecessary contact with patients other than the one you are visiting and avoid handling patient care equipment.

Thank you! We are committed to the health and well-being of all of our patients. If you see a way that we can improve our delivery of care please do not hesitate to inform us. Report any problems or concerns. As always, if you have any questions, please ask us and we will do our best to address them and find the best possible solution for you and your loved one.

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## Healthy Relationships in the 21st Century at Home and Online – You're Invited

Frankford Hospital and A Woman's Place will be hosting Healthy Relationships in the 21st Century at Home and Online, a free seminar designed to educate our community members on the importance of developing healthy relationships, on Wednesday, October 8th, from 7 to 9 pm in the Cafeteria at the Bucks County Campus. Specific signs and symptoms of relationship behaviors will be discussed. An important session regarding Internet dating and personal safety in this era of technology will also be presented. Come join us for important information, door prizes, giveaways, light refreshments and more.

To register, please contact Georgine James by calling **215-612-4535** or via e-mail at [gjames@fhcs.org](mailto:gjames@fhcs.org)

Don't Miss this FREE Seminar and Bring A Friend!!

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### Correction...

In the Summer 2008 edition of the Pulse, the last sentence of the cover article *Frankford Hospitals' Board of Directors Leadership Structure* was incomplete. The complete last sentence referring to Board Member John Mitkus' experience in its entirety should have read: He (Mr. Mitkus) also served for 17 years with the Philadelphia City Planning Commission and for seven of those years held the title of Executive Director.

# Frankford Hospital Family Celebrates Foundation Milestone

*Contributed by: Tom Drotar, Executive Director of Development*

What a party! Over 200 Frankford Hospital employees, family members and friends gathered at Chickie's and Pete's on the Boulevard on August 13 to celebrate the 35th Anniversary of the Frankford Hospital Foundation.

Attendees at the party were treated to terrific food, beverages and music. Several Frankford Hospital employees walked away from the event with great prizes. Chief Financial Officer (CFO) Bob Crossin won a Hewlett Packard Global Positioning System, and Tom Stride, the Director of Medical Informatics, won two front row tickets to see the New York Yankees at Yankee Stadium.

Over the past six years alone the Foundation has contributed or pledged over \$34 million 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.

Honored at the event were the 16 men and women who currently 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.

Thanks to all who attended and we hope to see you again next year for the 36th anniversary party!



(Left to right) (Front Row): Bob Hess, Esq., John Neff, Carl Gregory, LHD, Joe Cohill and Bud Sleuman. (Back Row): Frank Porrazza, Bob Truitt, Pete Ciarrocchi and Jay Blumenthal.

## Lowering Your Cholesterol

Research shows that half of American adults have unhealthy cholesterol levels. High cholesterol has no symptoms, so the only way to know your "score" is through a blood test called a lipid profile:

- Total cholesterol, the fat-like substance which is an important component of cell membranes, should be under 200 mg/dl.
- LDL or "bad" cholesterol transports cholesterol throughout your body, depositing it along the walls of your arteries; it should be under 100 mg/dl.
- HDL or "good" cholesterol picks up excess cholesterol and transports it back to your liver; it should be 60 mg/dl or above.
- Triglycerides, another type of fat in the blood, should be below 150 mg/dl. Optimal "scores" vary by gender, age, and health risk factors. Consult your healthcare provider for specific guidance, as medications may be necessary. Meanwhile, the following lifestyle changes are the first line of defense against high cholesterol.
- Maintain a healthy weight: Losing even 5 to 10 pounds of excess weight can improve cholesterol levels.
- Stop smoking: Smoking lowers HDL cholesterol and increases the clotting tendencies of blood. Just 20 minutes after your last cigarette, your blood pressure decreases, and cholesterol improvement soon follows.
- Exercise regularly: Talk with your healthcare provider about your best options. Aerobic activity is most beneficial. If a long workout isn't possible, short sessions throughout the day are still helpful.
- Choose healthier fats: Aim for no more than 10% of your daily calories from saturated fats and try to completely avoid trans fat which raises LDL cholesterol and lowers HDL. These fats are often found in commercial bakery products and margarines. Monosaturated fats, such as those found in olive, peanut, and canola oils, are healthier choices. Almonds, walnuts and fish are good sources of healthy fats.
- Select whole grain products: Brown rice, oatmeal, oat bran, whole grain breads and pasta contain nutrients which promote heart health.
- Limit dietary cholesterol, much of which is found in egg yolks, whole milk products, and organ meats. Use lower fat milk products and lean cuts of meat instead.

*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](mailto:clientservice@carebridge.com)*

## Recognition of Torresdale Emergency Department – Reduction of “Left without Being Seen” (LWBS) Percentages

*Contributed by: The Rewards and Recognition Team*

The Torresdale Campus Emergency Department has significantly reduced the number of patients “Left without Being Seen” (LWOBS) in 2008. The 2008 LWOBS data is a significant improvement over 2007 data. Congratulations to those departments and staff that made a positive impact toward these exciting improvements including the Torresdale Emergency Department, Laboratory, Radiology, Patient Access, Security, Housekeeping and Care Management.

On Wednesday, September 10, the Frankford’s Rewards & Recognition Team recognized and celebrated the staff responsible for these important improvements. Representatives of Team went simultaneously to the Torresdale ER, Laboratory and Radiology Departments, to congratulate and recognize staff. The emergency room staff from Patient Access, Security, Care Management and Housekeeping also joined in to celebrate their contributions. Nancy Cherone, Vice President of Frankford Hospitals, visited each department and congratulated staff for their contributions and hard work.

A “Certificate of Excellence” was presented to each department in recognition of its efforts. A cake was also provided to each department to enhance the festivities.

Keep your eyes open for other upcoming celebrations by your Rewards and Recognition Team. You never know when and where they might show up!



Torresdale Emergency Department Staff



Torresdale Laboratory Services Staff



Torresdale Radiology Staff



Torresdale Security Team

## Frankford Hospital Auxiliary Hosts Successful Flea Market

On Saturday, September 12, the Frankford Hospital Auxiliary once again held its semi-annual Flea Market in the Parking Garage of the Torresdale Campus. Pictured below are members of the Hospital Auxiliary who worked at the Flea Market selling donuts, coffee, hoagies and pretzels. The Flea Market was quite a success with all profits going to Frankford Hospitals.



(Left to right): Frankford Hospital Auxiliary Members Ginny Kaelin, May Raburn, President, Isabel Mitchell, Mary Becker, Peg Cohan, Linda Reiker, Nancy Rector, Treasurer, Dorothy Zapiec, Mary Ann Voystock and Dorothy Nowak.

# In Memoriam

Contributed by: Health Information Management (HIM) Department



Karen Pellegrino

With extreme sadness we make known the recent passing of our friend and colleague Karen Pellegrino.

Karen's employment began at Frankford Hospital in the Health Information Management (HIM) Department 18 years ago. Her date of hire should be noted in the Frankford Hospital archives as the day a superstar arrived. Frankford Hospital and the HIM Department are a better place because of her presence.

Karen greeted everyone with a smile. Her laughter was infectious when she shared a story of her everyday life or a joke topped with a nudge on your arm.

Karen's listening skill was just one of her many attributes. Karen was everyone's confidant, confessor, problem solver and the glue that held us together. She knew everyone's interests, hopes, dreams and passions. Karen was able to be all of this to us because she was confident in who she was.

When we hear stories from others of how Karen helped them it causes us to pause and wonder how she found the time to help so many. It meant so much to us that many of you called or stopped in to give condolences to our department, reminding us that anyone who knew her loved and admired her.

Karen had a tradition of keeping a candy dish filled with treats on her desk. We are continuing to do the same and invite you to stop by for a piece of candy and share a Karen anecdote. We do this not just to memorialize but to honor and celebrate the life of our colleague, our friend, our Karen.

## **To All Hospital Departments:**

*The family of Karen Pellegrino acknowledges with deep appreciation your kindness of sympathy. We will forever cherish the life of Karen and eternally wave to heaven as Karen begins her journey among the stars. Our family sincerely thanks all of you for your support and sympathy during our time of need.*

# Bucks Campus ED Patient Inspired to Volunteer, Recognizes Nursing staff and Physician

Samuel Gardy recently received medical treatment at the Bucks County Campus Emergency Department. Mr. Gardy was so pleased with the care he received that the experience inspired him to volunteer in the Emergency Department three days a week. He recently thanked and acknowledged the Bucks Campus ED nursing staff and physician who treated him.



Bucks Campus ED patient and new hospital volunteer Samuel Gardy (third from left) recognized the ED staff (from left to right) Elizabeth Beasley, RN, Ann Marie Reid, RN, Anita Mohn-Hamilton, RN, Susan Mazzeo, RN, and Cynthia Wilson, Unit Clerk, for the outstanding care they provided him during a recent visit.



Samuel Gardy presented Emergency Medicine physician Dr. Karen Foscaldo a service award for the outstanding care she provided him during a recent visit to the Bucks Campus Emergency Department. Mr. Gardy refers to Dr. Foscaldo as his "little angel."