



PASTORAL CARE'S ANNUAL

Celebration

Many employees go beyond their job responsibilities to help patients through difficult times. **Sharon Widman** of Clinical Nutrition Support Services is one of these people ... and the 2008 winner of Pastoral Care's Spirit of Caring Award.

Widman works on Rhoads 7, a unit with bone marrow transplant patients who lose their appetite, sometimes leading to a 'failure to thrive' condition. In presenting Widman with her award at the annual celebration, staff chaplain **Kava Schafer** noted that "over the years, Sharon has brought a presence. These patients need mothering. They need warmth and comfort. She'll say, 'I notice you didn't eat. Is there something I can get for you?' and then make a separate trip downstairs to get what they asked for.

"Sharon has bought food — or cooked it herself — and brought it in for patients ... anything to encourage them to eat," Schafer continued. "Sharon brings people to life. People have thrived because of her attention."

"We know what a gem we have in Sharon," agreed nurse manager **Debra Dearstyne**, RN, OCN. "She serves our patients far more than meals."

Highlights of the Past Year

Each year, HUP's staff chaplains, students in the Clinical Pastoral Education program, and Pastoral Care's 60 volunteers respond to



Ralph Ciampa congratulated Damaris Christensen (l.) and Sharon Widman, who each received an award during the Pastoral Care celebration event.

"This is the essence of why we're here — taking care of people and showing acts of kindness to patients."

— **Al Black, COO**

an estimated 2,500 trauma calls as well as to calls throughout the hospital. Pastoral Care director **Ralph Ciampa** thanked everyone who does so much to help patients and their families, and our staff, noting that "plans for extending these caring services to Penn Medicine at Rittenhouse are currently under way."

During the celebration, Ciampa touched on highlights of the past year. For the third year, the Board of Women Visitors provided funds to make *Care Notes* and *Life Lights* available to waiting areas throughout the hospital. These publications provide brief inspirational, non-sectarian readings on

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A TOP-10 HOSPITAL

HUP has once again been selected for a top spot on the Honor Roll of Best Hospitals in America by *US News and World Report*.

HUP was rated 10th out of more than 5,400 hospitals in the United States. Only 170 hospitals were ranked highly in one or more of 16 medical specialties and, of those, just 19 hospitals — including HUP — were considered "best of the best" by the editors of the publication.

HUP ranked in the top 10 in five specialty categories: Digestive Disorders; Ear, Nose and Throat; Endocrinology; Kidney Disease; and Respiratory Disorders. In addition, it improved its ranking in 14 of 16 specialty categories.

PASTORAL CARE'S ANNUAL *Celebration*

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dozens of topics a patient may confront during illness and hospitalization. The department also received a grant from the Eastern Region of the Association for Clinical Pastoral Education to develop a curriculum for clinical pastoral education students to address the epidemic of post-traumatic stress disorder affecting our returning veterans. Ciampa also introduced **Randy Shoun**, the new coordinator of the CPE Program.

He also announced the creation of the Ralph Thomas Taylor Award of Inclusive Worship, named in honor of HUP's former CPE resident, adjunct chaplain, and staff chaplain who died in 2006. Ciampa said the award recognizes one of Taylor's many contributions: his extraordinary eloquence in leading worship in this interfaith setting. Chaplain resident **Damaris Christensen** was the first recipient. "It was an unusually rich year in our interfaith chapel events, but Damaris stood out," he noted.

"This is the essence of why we're here — taking care of people and showing acts of kindness to patients . . . and to each other," said **Al Black**, COO of the hospital. "Members of Pastoral Care do so much for the hospital. They respond rapidly and with great caring — for patients, for families, and for staff. They make difficult situations much better.

"Thank you, Ralph, for directing a world-class department."

To learn more about Pastoral Care at HUP — including its programs, activities, and history — visit www.uphs.upenn.edu/pastoral.



2008 CPE *Graduates*

Last month, six full-time chaplain residents and 10 part-time chaplain externs graduated from HUP's nationally accredited Clinical Pastoral Education program. These students — many second-career ministers or committed laypersons — provided pastoral care at both HUP and Pennsylvania Hospital, and shared regularly in the overnight trauma and emergency coverage at HUP.

Since the program's inception in the 1980s, over 300 students have participated in these 400-hour educational units. This includes over 100 students from our immediate community as well as students from around the world representing many religious traditions.

Noted **Ralph Ciampa**, director of Pastoral Care, who supervised the students' education with Chaplain **Sam Bryan**, "We both feel privileged to work with these outstanding groups who have served our patients, enriched our department, and dedicated themselves to rigorous learning and personal growth."

Time

T O R E M E M B E R

Earlier this year, the Abramson Cancer Center held its Oncology Memorial Service, an annual tribute to individuals who passed away during the year. Over 200 family members, friends and staff attended the service, which included shared readings and reflections that focused on loss, love, peace, hope, and memories.

Family members, friends and staff brought mementos and pictures for memory boards that were displayed in the auditorium. Family members and friends shared stories of personal and professional accomplishments of their loved ones. "They spoke of their cancer care spanning from 29 days to ten years," said **Patty Meehan, LSW**, associate director of Clinical Resource Management & Social Work. "They recounted cross country trips and births of grandchildren that occurred during treatment. They shared poetry and reflections written by the patients.

"Family members acknowledged the care that they received from the Oncology Team," she continued. "They acknowledged staff for listening and responding to their individual concerns and needs as well as the patients. The outpouring of appreciation from the families was overwhelming." Family members also acknowledged the care provided by the Wissahickon Hospice Team members.

The Memorial Service is funded through a generous grant from the Board of Women Visitors. In addition, Patient and Family Services of the Abramson Cancer Center and HUP Clinical Resource Management and Social Work provided support for the annual event.

"We are so proud of this event for so many reasons," noted **Christiana Bach, LSW**. "It brings together health-care professionals from many disciplines with families to celebrate the lives of those lost to cancer. It fosters a sense of community in grief and in hope."

ROUNDTABLE

This past May, there were only six hospital-acquired infections (HAIs) in the entire Health System. “That’s unbelievable for an organization this big,” said HUP executive director **Garry Scheib** at last month’s ‘Meal with an Administrator.’ “What we’re doing to reduce HAIs is working. We want to eliminate them totally by 2010.”

Reducing our HAIs — and other initiatives to improve patient care — is part of this year’s focus throughout the Health System. “We’re targeting mortality reduction, increased use of home care, fall prevention, medication reconciliation on admission, and risk reduction, such as hand hygiene,” he said.

In other news, Scheib discussed some potential challenges in federal and state funding. The huge federal deficit will most likely lead to cuts in Medicare funding in FY2010. “Hospitals haven’t been targeted since the Balanced Budget Act of 1997, when the federal government balanced the federal budget on the backs of the Medicare providers. UPHS lost \$140 million in funding while caring for the same number of Medicare patients,” he said. “But we’re in a much stronger position financially to weather these potential cuts.”

The federal cuts might also affect Medicaid; Washington pays 50 percent of the funding that states give to their Medicaid providers. “We see a large number of Medicaid patients so it’s important for them not to cut this funding.

“We don’t think we’ll see cuts this year, but they’re on the horizon. That’s our concern.”

HEALTH SYSTEM EXPANSION NEWS

The Ruth and Raymond Perelman Center for Advanced Medicine opened last month, as Radiation Oncology became the first service to move in. By early next year, all of the remaining ambulatory services scheduled to make the move will be in place.

A 17-bed transition unit — for patients who are waiting for admission or are under observation — will open in the space vacated by Radiation Oncology. Rehab’s move to Penn Medicine at Rittenhouse will allow Ravdin 6 to be converted into a unit for thoracic and other surgical patients. HUP’s psychiatric services on Founders 11 moved to Pennsylvania Hospital, opening the space for a new heart failure unit in that location.

“Once Dermatology moves to the Perelman Center, we’ll convert Rhoads 2 to a critical care unit,” Scheib explained. “But that’s all at least a year away.

“It’s a game of dominos. We have no place to expand so we have to open up spaces before we can make any moves,” he said. “Our goal is to create more inpatient capacity because of high patient demand. We have 90 to 94 percent occupancy at midnight, which means that, during the day, we have more patients than beds.

“These multiple moves will give us 62 more beds, which will meet our needs for another two to three years.”



On hand for the check presentation were (l. to r.) HUP executive director Garry Scheib, George Hettenbach, Lew Ayers, Sandra Jost, BWV chair Nancy Williams, past chair Felicia Lemonick, and deputy chief Joseph Picozzi. Photo by Pete Dilacqua.

Keeping a Little Life Safe

In 1992, **George Hettenbach**, manager of HUP Safety Management, started a program that provided smoke alarms — and fire prevention literature — for the moms of all babies born at HUP. Although the program’s original funding came from Hettenbach’s sister, the Board of Women Visitors has also contributed to this worthy program. Now, thanks to another generous contribution by the BWV, that tradition will continue.

“I want to acknowledge the Board of Women Visitors for their continued support of the fire safety program,” said Philadelphia Fire Commissioner Lew Ayers. “Thanks to you, we’re building a culture of fire safety in the area.”

HUP’s program was the first hospital-based smoke detector program in the region. The program has now spread to Temple and hospitals in the Northeast because “it works,” Ayers said. “You make our job that much easier.”

The BWV donation will purchase 1,000 battery-operated smoke detectors with 10-year lithium batteries from the Philadelphia Fire Department’s Smoke Alarm Program. Hettenbach said that, over the years, the hospital has handed out over 7,500 smoke alarms.

“Thank you for your continued partnership,” said **Sandra Jost**, associate chief nursing officer. “I value it more than I can express.”

UC Dining Days



Twenty-one of University City’s most popular eateries are gearing up for University City Dining Days, which will be held from **Thursday, July 24 to Thursday, July 31**. Participating restaurants will offer a prix-fixe three-course dinner special for \$15, \$25 or \$30. Prices are for dinner only and do not include tax, gratuity, or alcohol. Reservations are recommended and should be made directly through the participating restaurant. To see a list of participating restaurants, go online to <http://www.ucityphila.org/diningdays>.

Your Referrals

CONTRIBUTE TO OUR SUCCESS

You can receive up to \$2,500 through the UPHS Employee Referral Program if you refer a pharmacist, medical technologist/pathology assistant, or nurse who is successfully hired based on your referral. To be eligible, you must be a UPHS full-time, part-time, or per diem employee, and the referred candidate must be an external candidate not employed by any entity within UPHS.

Employee referral forms — and Program guidelines — are available on the UPHS Intranet home page under 'What's Hot.' All forms must be submitted online and include your referral's full name, contact number and e-mail address. If more than one eligible employee refer the same candidate, the first to refer the candidate will receive the bonus.

The bonus will be paid through payroll with applicable taxes.

Nurse referral guidelines:

- Only BSN candidates will be considered.
- The referral must be hired within one year of the date you submitted the referral.
- All forms must be submitted online no later than June 30, 2009.

Pharmacist and medical technologists/pathologists' assistants referral guidelines:

- The referral must be hired within 90 days of the date you submitted the referral.
- All forms must be submitted online no later than December 31, 2008.

Heartfelt Thanks

"I brought my wife to HUP's Emergency Room ... I am happy to report that she was finally discharged from the hospital [two months later] and is now doing remarkably well. In her two months at HUP, many people contributed to her treatment. But without the prompt, intelligent and supremely competent attention she received in your department, I cannot imagine that such a great outcome would have been possible. Moreover, you managed to treat us both with kindness and compassion at all times. And although I was naturally preoccupied with one special person, I could not help noticing that you acted toward all your patients with the same high standards of professionalism and humanity. For all this, you have our deepest thanks and admiration. We are fortunate that our home hospital has such an outstanding team on the front line."

"My husband had a valve replacement and double bypass performed by **Dr. Joseph Bavaria**. I cannot say enough to thank Dr. Bavaria and his team for the care, competence as well as the one-on-one with myself and our family ... [They] were always available to answer all our questions and take charge of the situation. A special note of thanks to **David Jones** and **Carol Touthmy**, both nurse practitioners, as well as **Lillian DiPaolo**, a staff member. The nurses and aides on Silverstein 10 were especially kind and competent ... A special thanks to **Denise Bookhard** from Food Services for all her help and effort to get the food tray 'just right.' All these people are what makes HUP such an outstanding hospital, something you should be proud of."

SCHWARTZ ROUNDS

The next Schwartz Center Rounds will be held on Thursday, July 24, from noon to 1 pm in Medical Alumni Hall. The topic will be:
After the Code: Feelings in the Aftermath.

MORE PATIENTS WITH DRUG-COATED CARDIAC STENTS SURVIVE, Avoid Costly and Invasive Follow-Up Procedures

The more than 10 million Americans who have received drug-eluting stents to open their blocked coronary arteries have a bright future, according to new research from the School of Medicine. Patients with the drug-coated stents -- designed not only to open blocked coronary arteries but also to chemically inhibit future blockage — were less apt to die, have heart attacks, or require extra stents or bypass surgery in the two years following placement of the stent. These findings, which were published in the *Journal of the American College of Cardiology*, are among the first large follow-up studies to show a clear, lifesaving benefit of drug-eluting stents compared to bare metal stents.

"This might be a hidden nugget of goodness that could not be detected in clinical trials," said **Peter W. Groeneveld, MD, MS**, of General Internal Medicine. "There is a distinct possibility that drug-eluting stents not only reduce the need for future cardiac procedures, but also save lives."

Groeneveld and his colleagues studied Medicare data to identify about 72,000 patients who received drug-eluting stents during a nine-month period in 2003, the first year the devices were approved for use in the United States. Overall, the findings showed a clear survival benefit compared to a control group of patients who got bare metal stents — at 90 days, 1 year, and 2 years, patients with drug-coated stents were less likely to die.

In a separate study which will be published in the June issue of the *American Heart Journal*, Groeneveld also found that drug-eluting stents also offer cost savings during the first year after placement. The initial cost of the device averages \$16,000 — higher than the \$14,000 cost of a bare metal stent — but overall Penn researchers found that patients with drug-eluting stents each saved an average of \$1,350 worth of follow-up care during the year, which projects a total savings of approximately \$100 million dollars among the 72,000 drug-eluting stent patients studied.

HUPdate

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