



## Refreshed Atwood Café Re-opens April 1

After a month of renovations, the Atwood Café will reopen for lunch on Wednesday, April 1. To celebrate, there will be free cake on Wednesday and tastings on Wednesday, Thursday and Friday, featuring samples from Hershey and other vendors.

Cafeteria visitors will notice new countertops, fresh paint, updated tile, display cabinets and a comprehensive new cash register system. The new cash register system will allow you to add funds to your PPMC ID cards and use it to pay for purchases, both in the main cafeteria and at the Java City coffee kiosk.

Thanks to a generous contribution from Aramark, a series of upgrades and renovations began in February to improve the Atwood Café. Photos of the upgraded cafeteria will be included in the email edition of the *Presby Bulletin*. You can sign up at <http://www.uphs.upenn.edu/news/publications/presbybulletin/>.



## New Telephone System Roll-Out

Penn Presbyterian will be installing a new Avaya telephone system. On Friday May 1, beginning at 5:00 p.m., we will transition from the old system to the new system, with all new phones activated on Monday, May 4.

The new system offers additional voice features, such as Caller ID, call log, a directory, and a new Voice Mail system. Avaya systems are currently in use at Pennsylvania Hospital, Penn Medicine at Rittenhouse, and 1500 Market St.

Training schedules for the new telephone and voice mail systems will be circulated within the next week. Stay tuned for more information, as additional bulletins, emails, and voice mail messages will be distributed over the next few weeks.

## Penn Future of Hospice & Palliative Care Conference 2009

*Save the Date:*  
*Wednesday April 1st, 2009*

*Presented by:*  
*Penn Wissahickon Hospice*

This conference will focus on the medical, social, emotional, and ethical issues surrounding end-of-life care, including the current state of hospice and palliative care in this country as well as its perceived future. By focusing on the most up-to-date and advanced topics in hospice and palliative care, this conference will offer a valuable educational experience to physicians, health-care professionals, and community leaders.

Keynote Speaker: Timothy E. Quill, M.D., Professor of Medicine, Psychiatry and Medical Humanities, Center for Ethics, Humanities and Palliative Care, University of Rochester School of Medicine.

7:30 AM - 9:00 AM CHECK-In & Continental Breakfast with Exhibitors  
9:00 AM - 2:30 PM Conference Session  
Hilton Philadelphia City Avenue  
4200 City Avenue, Philadelphia PA 19131

There is no fee to register for this event. For more information or to register visit: [pennhealth.com/homecare/conference](http://pennhealth.com/homecare/conference)

For more information contact, Barbara Wong (610) 617-2443 or [barbara.wong@uphs.upenn.edu](mailto:barbara.wong@uphs.upenn.edu).



## This Week's National Patient Safety Goal: *Critical Tests and Values*

*PPMC has a standing campaign focusing on the National Patient Safety Goals, to raise awareness of patient safety, ensure that all staff can explain each goal and promote these safety behaviors at Penn Presbyterian. This week, we're focusing on Critical Tests and Values.*

### *Safety Risk:*

Patient safety may be compromised by delays in treatment if results from Critical Tests and Critical Values are not reported back to treating provider in a rapid manner.

### What Are **Critical Test Results**?

- Results from any of the predetermined CRITICAL TESTS (see below)
- Must be reported rapidly to the treating provider regardless of the result

### What Are **Critical Values**?

- Any test result with an abnormally high or critical value
- Must be reported rapidly to the treating provider

### *Safety Strategies:*

1. Know the predetermined Critical Tests at PPMC:
  - Studies to rule out DVT or pseudoaneurysm
  - Studies to rule out retained foreign bodies/ instruments
  - Frozen section specimens
  - Arterial Blood Gases
2. Report these Critical Test results as well as any Critical Values rapidly to the treating provider
3. When contacted with Critical Values or results from Critical Tests:
  - Write down the information
  - Read back the information
  - Receive confirmation that read back is correct
  - Notify treating provider rapidly