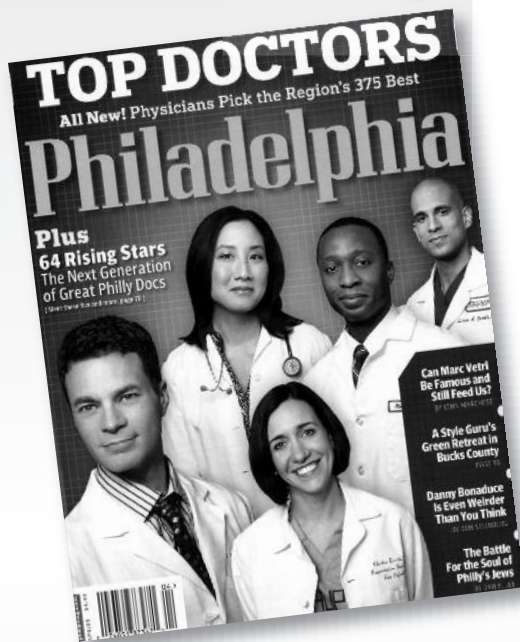


*PPMC Physicians
Shine in Philadelphia
Magazine's 2009*

Top Docs



Once again, Penn Medicine tops the list with the most physicians included in *Philadelphia Magazine's* Annual "Top Docs" April 2009 issue, available now on newsstands. Penn Medicine has 123 doctors listed out of a total of 375, with 26 from Penn Presbyterian. View overall 2009 Top Docs listing online.

This year's issue features "the Next Generation of Great Philadelphia Doctors," which includes 14 Penn Medicine physicians. David Lee, MD, Chief of Urology at Penn Presbyterian, was noted for having "performed 1,800-plus robotic-assisted laparoscopic prostate removals — the fifth-highest volume in the world." Scott Halpern, MD, PhD, MBE, a Pulmonary and Critical Care physician who sees patients at PPMC, was noted for his bioethics research to rationally address ethical dilemmas as well as for his work to improve care for chronically ill elderly patients.

PPMC April 16 Event for



The National Healthcare Decisions Day Initiative, now in its second year, is a collaborative effort of national, state, and community organizations committed to ensuring that all adults with decision-making capacity in the United States have the information and opportunity to communicate and document their health care decisions.

Do you have an advance directive?

All adults can benefit from thinking about what their healthcare choices would be if they are unable to speak for themselves. These decisions can be written down in an advance directive so that others know what they are. Advance directives come in two main forms:

- A "healthcare power of attorney" (or "proxy" or "agent" or "surrogate") documents the person you select to be your voice for your healthcare decisions if you cannot speak for yourself.
- A "living will" documents what kinds of medical treatments you would or would not want at the end of life.

Please stop by the PPMC National Healthcare Decisions Day events in the Wright-Saunders lobby from 10am – 3pm on April 16 to fill out your own advance directives and get information on various support services.

PPMC Medical Laboratory Professionals Get Results Celebrate April 19 to 25

From April 19 to 25th, please join the PPMC Department of Pathology and Laboratory Medicine in celebrating National Medical Laboratory Professionals Week, an annual celebration of our medical laboratory professionals and pathologists, who play a vital role in every aspect of health care. This year's theme, "Laboratory Professionals Get Results," reminds us all about the work done in our medical laboratory and allows us to celebrate and recognize our Medical Laboratory personnel. The department invites colleagues from around the hospital to visit them on the 5th floor of the Wright Saunders Building to take a closer look.

Tickets on Sale for Presbyterian Idol

On May 15, 2009, contestants will take the stage for the first annual Presbyterian Idol contest, which promises to be a night to remember. In addition to the on-stage competition – where the winner walks home with \$300 and a trophy (\$150 for 2nd place and \$50 for third place) – audience members can bid on items in the silent auction and enjoy the pre-show “mocktail” hour starting at 5:00pm at the Atwood Café before walking the red carpet to the Kozart Auditorium in the Scheie Eye Building.

Only 130 tickets are available in total, so be sure to buy your tickets now! Tickets are \$10 and can be purchased Monday through Friday 7am to 2:30pm from Betty Legree- Long in Nursing Education (3910 Building, 7th floor).

Profits from ticket sales will go into our Magnet Fund so we may create opportunities for community outreach and educational programs!

Ready for New Phones?

Sign Up for Telephone and Voicemail Training

Only three weeks remain until the new telephone system will be installed at PPMC. Starting Friday, May 1 at 5:00 p.m., we will transition from the old system to the new Avaya system, scheduled to be completed by the start of business on Monday, May 4.

All telephone users are expected to attend a telephone and voicemail training session, which will start this week (4/10 & 4/11). Additional sessions will be held in the Solarium of the Mutch building on 4/14, 4/15, 4/17, 4/21, 4/22, 4/24, & 4/25. Weekend sessions will be held on 4/18, 4/19, & 4/25. Early morning and evening sessions will also be held. Please contact Carlo Nardello at carlo.nardello@uphs.upenn.edu for scheduling and other questions.

Open Enrollment is Coming!

UPHS Open Enrollment runs from Monday, April 20 to Sunday, May 3. This year, the only way to enroll is online. Employees will be able to view benefit choices online with an easy-to-use guide. Plus, there's direct access to plan comparison charts, vendor information and any forms you need — all in one place! Postcards with the online enrollment address will be mailed next week to employees' homes.

A benefit vendor fair will be held at the following dates and locations:

PPMC Atwood Cafeteria
April 24, 2009 | 10:00am – 3:30pm

Vendor fairs provide an excellent opportunity to speak directly to vendors and/or various UPHS Benefits Representatives about your benefits. You can also enter into drawings to win prizes and pick up a few giveaways. For additional information about Open Enrollment, please contact HR.

National Patient Safety Goals

Hand-Off Communication & Hand Hygiene

PPMC has a standing campaign focusing on the National Patient Safety Goals, to raise awareness of patient safety, and to ensure that all staff can explain each goal and promote these safety behaviors at Penn Presbyterian. This week, it's all about the hands: Hand-Off Communication and Hand Hygiene.

Hand-Off Communication: Pass the Baton

Whenever there is a patient hand-off, essential patient information must be provided to the next caregiver in a coordinated and timely manner, to avoid any potential communication breakdowns. Hand-offs can include changes in level of care (ED to inpatient, floor ↔ ICU), temporary transfer of care (inpatient tests, procedure areas), change in providers (RN shift changes, physician transfer of coverage), or at discharge (to SNF, home care, another hospital).

Essential information to share:

- Patient diagnoses and current condition
- Recent & anticipated changes in condition or treatment
- Patient's history, recent or planned procedures, treatments & medications
- What to watch for next

Make hand-off communication more effective with:

- Interactive communication - ask questions/ provide answers
- Read-back or repeat-back techniques to verify patient info
- Patient information presented in a standard format
- Minimal interruptions

Hand Hygiene: Always Wash and Decontaminate Your Hands

Hands may be disinfected by washing with an antimicrobial soap and water. Wash and cover all surfaces of your hands for at least 15 seconds, in order to be effective. Use a paper towel to turn off the faucet, if necessary. Always wash your hands:

- BEFORE contact with a patient or a patient's environment (includes bedrails, linens, equipment, computers, etc.)
- BETWEEN moving from “dirty” to “clean” body sites during patient care or when obtaining clean supplies, linens or medication after touching the patient or patient's environment
- AFTER contact with a patient or a patient's environment or removing gloves

Squirt In, Squirt Out: Use alcohol hand gel before you enter the patient's room and after you remove your gloves or leave the patient's room. DON'T use alcohol hand gel when your hands are visibly dirty; the patient is in isolation for *C. difficile* infection; before eating and after using the restroom. Use antimicrobial soap and water instead.

Reminder: PPMC policy prohibits all direct caregivers from wearing long natural fingernails and artificial nails (including overlays, extenders, silk wraps, etc.).