



# “Well Done.”

We recently received the following letter from a grateful patient's family

My husband recently had an emergency admission for insertion of a pacemaker. Other than out patient services, we have never been on an in-patient unit at Presbyterian.

I am by training an hospital epidemiologist and have spent my entire career at Penn – an infection control practitioner and on the faculty and staff of School Medicine – as a health service researcher /educator concentrating in hospital-acquired infections, hand hygiene compliance, patient empowerment and, for the past few years, performing hand hygiene compliance measurement and benchmarking rates for hospitals across the U.S. I was the lead author for the patient empowerment and hand hygiene chapter of the newly released World Health Organization (WHO) Guideline for hand hygiene and a member of the CDC task force that wrote the hand hygiene guidelines.

My entire family practices patient empowerment, asking: "did you wash/sanitize your hands?" when in contact with health care workers. For me personally, this was an opportunity to actually practice several models that we addressed in the WHO guidelines for asking health care workers. So what did we find?

Every health care worker on the telemetry floor and cardiac cath needs to be congratulated for being the model for how health care workers should respond when asked to practice hand hygiene. We did not find one health care worker not willing to practice hand hygiene when asked and in fact, they often apologized if they had forgotten. Even when we had to remind a few health care workers that gloves do not replace hand hygiene, they were very willing to take off the gloves, sanitize and then put on another pair.

Your placement of dispensers in public areas and your signs to CCU about intensive hand hygiene were very effective. We saw 100% compliance by every one entering and leaving the unit. Prior to the procedure, they asked, "Is everybody ready?" and, to their surprise, my husband said "Wait, did everyone wash their hands?" He was also so impressed by the tech doing the EKG on the unit. He asked "Please wash your hands" and the tech said "Thank you for reminding me." How perfect!

There is no question in my mind that Presbyterian will become an example in my lectures and speaking engagements on patient and health care worker empowerment. Well done.

## Michael Becker Named as PPMC Chief Nursing Officer

After conducting a competitive national search to fill the vacant Chief Nursing Officer position, our own Michael Becker has been selected as the permanent Chief Nursing Officer and Associate Executive Director, effective immediately.

The search committee was impressed by Michael's track record for collaborating across all levels of the organization to improve complex clinical and operational issues. He is a great action-oriented team player, transformational leader, and brings energy and excitement to the Nursing Division as well as the leadership team. In addition, Michael has been a driving force in our Magnet Journey.

Michael has a BSN and MSN from LaSalle University in Philadelphia and is pursuing a PhD in Health Care Administration. He has more than 20 years in health care management. He has been instrumental in the roll out of our Unit Based Clinical Leadership teams, the MICU opening, and is spearheading the upcoming Observation Unit project in his role as interim CNO.

## Another PPMC Adventure at Six Flags

You're invited to Penn Presbyterian's Fun Day at Six Flags Great Adventure, Wild Safari and Hurricane Harbor on July 18, 2009. The price of admission covers all three parks plus a delicious picnic buffet, including hot dogs, hamburgers, fixin's bar, baked beans, pasta salad, soft drinks and ice cream. Bring your family and friends!

Tickets are \$37.50/person – children 2 and under are free! Discounted parking tickets are available for \$10.00. From now through Friday July 10, tickets can be purchased at the PPMC Cashier's booth on Mondays, Wednesdays, and Fridays from noon to 2:00PM and Payday Saturdays from 9AM to 1PM.



## Starfish Awards Recognize Cardiology All-Stars

Recently, four Cardiology workers were awarded the annual Starfish Award, which is given to employees nominated by their coworkers for their job skill excellence, sensitivity to patient/family/peer needs & emotional state, positive attitude in the work place, innovative recommendations, and going beyond their scope of practice.

Employees from Cardiology or anyone who works within cardiology (transporters, environmental, food service, respiratory techs, physical therapists, social workers, admissions, etc) are eligible.

### Winners were selected in four categories.

**MArlene Gapac**, RN in the OR, won for the Nursing category; **William Sytsma**, Patient Services Rep on 3PHI, took home the Support Services prize; ICU/MICU social worker **Patrick Mousseau** won for Allied Health; and **Mary Druding**, NP won for the Cardiology Physicians/NPs /PAs/manager/supervisor category.

The winners received a \$125 gift card, along with a variety of "Making a Difference" awards. A new plaque of the 2009 winners will be placed outside the CCU.

*Congratulations!*