

PresbyBulletin

Penn Presbyterian Medical Center

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COMMUNICATION & TEAMWORK

Pay Off for Central Processing Team



For **Monique Munford**, tracking items coming and going from the Central Processing Department (CPD) for repairs is all in a day's work. However, when she saw the same part – a pin collet made by Stryker – constantly coming and going for repairs, only to break again, she looked into it. Each device that was returned to CPD cost \$993 to replace. In 4-6 months, 5 pin collets were replaced, costing nearly \$5,000. And the replacement parts were still breaking.

Monique, a champion of communication, was not comfortable replacing an item when the repair issue had not been addressed – the part that holds the screw on became loose and fell off. When Monique brought this concern to Central Processing manager, **Roger McNash, CSPDM**, he supported her decision to start working with the company representative to resolve the problem. **Steve Chapman, RN, MS,**

O.R. Nurse Manager, also worked with UPHS Purchasing colleagues to urge the company to correct the defective item and refund the repair costs.

Monique's leadership and diligence paid off. PPMC has received 23 new, upgraded models of the Stryker Pin Collets at no charge. The old models were changed out for the upgraded version. Stryker may also reimburse the hospital for previous repair expenses.

This success story was fully driven by Monique, said Roger. "A cost for Stryker Pin Collet repairs of \$20,853 eventually would have been realized, if it had not been for Monique's efforts."

Congratulations and thank you to Monique and the Central Processing team for their outstanding communication and teamwork to solve a problem. Well done!

CCU TEAM CELEBRATES One Year with No BSIs

The CCU team, pictured here, celebrates a year with NO bloodstream infections in their unit. Overall, the hospital's FY 09 BSI rates showed a 41 percent reduction compared to last year, with a rate of 2.0 per 1000 patient days. We're moving in the right direction – closer to our goal of zero BSIs throughout the hospital. Keep up the good work!



e-Star is here! Don't forget to swipe!

Contact your manager, Human Resources or the Command Center hotline number 215-662-8333 if you have questions.

PPMC Intranet Site Launches

While it has been available for some time now, it just got easier to access the PPMC Intranet homepage – <http://uphsxnet.uphs.upenn.edu/ppmchome/> – as it will be your new default Intranet homepage.

Presby-specific information is highlighted on the site and includes:

- PPMC departmental web pages
- Atwood Café daily menu
- The *PresbyBulletin*
- Dr. Ana McKee’s *Fast Facts*
- PPMC Committees
- Service requests

The site also includes links to the most commonly used UPHS systems, reference sites, policies and education, as well as links to both the Penn Medicine Intranet and Internet sites.

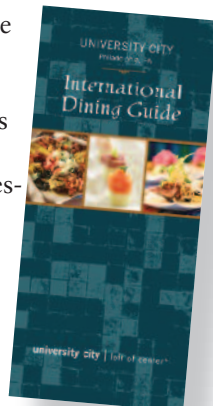
The homepage changeover will be done by groups of devices. It started August 10 and should be completed by the end of the month. Please contact Terrie Hiltunen at theresa.hiltunen@uphs.upenn.edu or 662-8202 with any feedback or questions.

Enjoy!

Hungry?

Find out what’s cooking in the Atwood Cafeteria by visiting the PPMC intranet home page: <http://uphsxnet.uphs.upenn.edu/ppmchome/>

If you’re venturing into University City, check out the 2009 University City International Dining Guide, which includes over 20 pages highlighting more than 60 University City restaurant destinations. You can pick up a copy at University City District’s office (3940 Chestnut Street), by calling 215-243-0555, or by downloading the PDF at http://www.ucityphila.org/publications/ethnic_dining_guide.



National Patient Safety Goals – CRITICAL TESTS AND CRITICAL VALUES

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 an important reminder about urgent lab results: Critical Tests and Critical Values.

What are **Critical Test** results?

- Results from any of the predetermined CRITICAL TESTS
- **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 RISK	SAFETY STRATEGIES
<p>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 <i>rapid</i> manner.</p>	<ol style="list-style-type: none"> 1. Know the predetermined Critical Tests for PPMC: <ul style="list-style-type: none"> • Frozen section specimens. • Studies to rule out retained foreign bodies/instruments. • Studies to rule out DVT or pseudoaneurysm. 2. Report Critical Test results and any Critical Values <i>rapidly</i> to the treating provider. 3. When contacted with Critical Values or results from Critical Tests: <ul style="list-style-type: none"> ! Write down the information. ! Read back the information. ! Receive confirmation that read back is correct. ! Notify treating provider rapidly.