

Presby Bulletin

Penn Presbyterian Medical Center

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It Takes a Village:

First Annual Patient Advocacy Reception Recognizes PPMC Employees Who Go Above and Beyond

On Wednesday, October 14, Penn Presbyterian's Patient and Guest Relations called attention to the outstanding individual efforts to provide patients and guests with exceptional support. The event, initiated by Patricia Sullivan, Associate Vice President in the Penn Medicine Office of Patient Affairs, recognizes the daily efforts in patient advocacy to increase patient satisfaction.

"We're frequently so focused on our daily tasks, we forget that our patients coming in may be scared," said PPMC Executive Director Michele Volpe. "These individuals do a fabulous job [putting our patients at ease] and set an example for others. I thank you very much."

The award recipients were selected for great feedback they've received from patients, guests and fellow staff members; through the feedback form distributed by Betty Hooper, manager of Patient and Guest Relations at PPMC; and from their work with PPMC's Patient and Guest Relations team.

Chief Medical Officer **Ana McKee, MD**, commented that "there are many heroes at PPMC who go above and beyond." Dr. McKee mentioned that this year's award recipients may be tapped as champions for continued and new initiatives dedicated to improving the patient experience.

Mike Becker, MSN, RN, CCRN, Chief Nursing Officer, shared that his own mother's recent patient experience at PPMC was filled with dedication and outstanding care. "At every step of the way, she always felt that someone was there to make sure everything went perfectly." As the hospital continues on its Magnet journey, he noted, it is important to continue creating a culture of excellence.



Please join us in congratulating the inaugural recipients of the Patient Advocacy awards:

Lisa Bourne, RN, ADN of the Nursing Department and Cardiac Care Unit, who was noted for her relentless devotion to taking care of her patients.

Kathryn Briggs, MBA, former director of Practice Operations in Orthopaedic Surgery, and now Business Administrator in Penn Cardiology, who was considered to be "health care at its absolute finest" by a grateful patient.

John C. Flamma, Jr., MD, Assistant Chief of Emergency Medicine, who "takes time with his patients and whenever they are upset, he calms them down."

Mary Ann Glowacki, Executive Administrative Assistant to Michele Volpe, was commended for her consistent, detail-oriented assistance as well as her sharp recall of 'repeat customers,' and agility to intuitively communicate with them in genuine fairness.

Kathleen Reilly Lisko, Practice Manager of the Penn Center for Primary Care, was noted her prompt, thorough response and willingness to assist.

Howard E. Mills, RN, of the Nursing Department and 5 Cupp East, who puts people at ease during their hospitalization and "will spend time, no matter how long it takes, to make patients feel comfortable."

Patrick L. Mousseau, MSW, Social Worker from Clinical Resource Management & Social Work, was thanked for identifying difficult situations early and is often considered "family meeting guru."

Anastasia Mylonas, Practice Manager in Gastroenterology, was thanked for her keen eye for customer service, initiative and knowledge.

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There When You Need Us: Celebrating National Respiratory Care Week

October 25 - 31

The respiratory care practitioners here at Penn Presbyterian are professionals who are active and essential members of our health-care team, working to provide quality care to our patients. Within this dynamic clinical environment, their contributions and collaborations are invaluable. Please help us celebrate National Respiratory Care Week, October 25th -31st, by thanking our respiratory care practitioners for all that they do.

New Online Tuition Assistance Application System for 2010 Classes

UPHS just made it easier for employees to apply for Tuition Assistance!

We are pleased to announce a new online Tuition Assistance application system which will be available November 16th. UPHS has contracted with Edcor to administer the tuition assistance program.

Edcor's online system will make it easier for you to apply for tuition assistance by:

- Allowing you to apply for tuition assistance 24-hours-a-day, 7-days-a-week
- Streamlining the entire application process, and
- Enabling you to easily track the tuition assistance application process.

Please note: the Professional Development and Dependent Tuition application process will remain the same.

Classes that begin in 2009

Paper applications will continue to be accepted to the Tuition Assistance Office for classes that begin in 2009

Classes beginning in 2010 Applications can ONLY be submitted and processed through the Edcor online system for classes that begin in 2010

More information on how to access the website will be available soon. If you have any questions regarding this new employee service and/or our transition plan please feel free to contact the Catherine Lisacchi in the Tuition Assistance Office at **215-615-2707**.

H1N1 Influenza Disease and Vaccine Update

H1N1 influenza is expected to be the predominant circulating flu strain this flu season. Currently in Philadelphia we are continuing to see only mild disease activity.

H1N1 influenza causes the same symptoms as seasonal influenza: fever, sore throat, cough, body aches, and headache. If you or someone you know develops these symptoms, please stay home!

The best way to prevent H1N1 influenza and seasonal influenza is to keep your hands clean, avoid touching your eyes and nose, and when you cough or sneeze, remember to keep your mouth and nose covered.

Seasonal influenza vaccine is here, so please come to Occupational Medicine to receive your vaccination. H1N1 influenza vaccine will be available in both an injectable form and an intranasal spray form. H1N1 vaccine will initially only be available in small quantities, and will be given out first to our employees and personnel who are at highest risk of coming into contact with H1N1, such as the Emergency Department staff.

The Departments of Infection Prevention & Control and Occupational Medicine will be updating all PPMC staff regularly about additional seasonal influenza and H1N1 vaccination programs. For more information about H1N1 visit <http://uphsxnet.uphs.upenn.edu/news/swineflu>.

Patient Advocacy awards continued from cover...

Executive Chef in Food Services' **Larry Needle** was commended for his "can do" spirit and his assistance in providing special meals which have earned "kudos to the chef" from grateful patients.

Richard A. Neill, MD, director of the Residency Program for Family Medicine & Community Health, was praised for his constant commitment to "do the right thing."

Thoracic Surgeon **Taine T.V. Pechet, MD**, in the Department of Surgery, received high praise from Dr. Joseph Friedberg who noted that Dr. Pechet always does what is "best for the patient...I would trust him with my life."

Jorge Sam, RN, BSN, MS, of the Nursing Department and 5 Cupp South, was thanked for his professionalism, initiative, and keeping patients informed throughout their hospitalization.

Security Guard **Joanne Simmons**, who has been with PPMC for 15 years, was thanked for her situational awareness and commitment to safety.

