



—RIDE ALONG—

An occasional series by Stephanie Bartle, RN of 3 South. This time, Stephanie did her Ride Along with Nursing Education Department.

It was not long ago that I had my first day at Presby. My first few weeks were occupied with orientation classes with the education department. My first impression was that the hospital was huge, I could not possibly remember everything I was taught and that I was completely overwhelmed. It was a time when I was introduced to a lot of new policies, procedures and people. Even though I was scared to death of everything, the educators made those classes a place where I could be comfortable to express those fears and overcome them through learning.

Martin Manno is PPMC's Education Director; he functions as a learning resource for the entire hospital. When he arrives in the morning, he first checks his email. On a usual day he will have 80-100 emails that help him be aware of any system-wide education or training needs, problems or issues, and new projects or programs. After tending to emails, he peeks at his agenda that Betty, the department's Administrative Assistant, prepares for him to see what his day looks like and what kinds of meetings he must prepare for. Martin is the liaison for the many committees including Nursing Quality Council, Research, and Professional Development Committees.

Martin collaborates with Bill Hudson on many Magnet projects and programs. He manages affiliation contracts that we have between PPMC and various nursing and other schools in the area, such as Cooper Hospital's School of Perfusion. Martin is the administrative liaison for the Clinical Advancement and Recognition Program (CARP) and the Clinical Excellence Awards Leader. He works with clinical nurse specialists (CNSs) and educators from various floors to ensure restraint and fall compliance and has made great strides with those programs. Once a month, Martin meets with the CNS and Educator Council to make sure that they are not overlapping what they are teaching but still covering all grounds.

Along with Barbara Anderson and Ted Pettinicchi, Martin manages this newsletter. He implements the Safe Patient Handling Program to make sure that RNs and CNAs know how to properly move patients so that we do not get hurt. Martin is a member of UPHS system-level education committees such as the Professional Development Advisory Board which handles education for the entire University of Pennsylvania Health System. Martin is involved in the Gallup Leadership Program which is designed to get the entire hospital on board with the Magnet journey and what Magnet designation means to the hospital. This program has a "culture of excellence initiative" and teaches everyone how to collaborate and work as a team for the common goal of optimal and excellent patient care. *Please turn to page 5 in the supplement*

What's Going On!

Mentorship Program Gets Off To A Great Start



Mentors & Mentees (l to r): Mentor Jamie Toma, SPU; Mentee Beth Costa, ; Mentee Jessica Mercer, 3 East ; Mentor Sal Grippi, Cath Lab; Mentee Rosa Nguyen, 4 South; Mentee Amanda Saper, 5 South; Mentee Sara Welchert, 5 East; Mentor Patti McDevitt, SPU; Mentor Sally Stephens, SPU; Mentee Kelly Wurst, 4 East; Mentor Jen Marcellus, 3 South; Mentee Katie Stonelake, 4 South; Mentee 'Keshia Sims, 4 East; Mentor Jim Kurtz, 3 East. Photo by T. Pettinicchi

On January 14, Penn Presbyterian Medical Center implemented a Mentorship Program to develop and support new-to-practice nurses as they complete their first year in nursing. The program paired the new nurses with experienced nurses from many different units; none of the pairings consisted of nurses from the same unit. This first group of new-to-practice nurses was the July, 2009 orientation class.

The experienced nurse mentors were trained in an eight-hour seminar last October by Ted Pettinicchi and members of the Mentorship Committee, chaired by Myra Cain-Houston. Volunteer mentors were selected from the Clinical Nurse III & IV levels. The seminar covered their roles as mentors and reviewed guidelines for the program.

Another seminar was held for the mentees to introduce them to the mentor-mentee relationship and to review guidelines with them. One of the greatest conceptual changes for the mentee is to be able to see the experienced nurse mentor in a non-evaluating, collegial role with "no strings attached".

By implementing this first-of-its-kind-in-UPHS program in order to develop and support our new nurses, PPMC will lead the way in the UPHS, thereby realizing a greater return on our valuable human investments: our nurses. —TAP

NDNQI, (continued from front page) research project titled "Listening to Nursing Leaders: Using NDNQI Data to Study Excellence in Nursing Leadership." There were over 100 posters many presenting clinical and professional nursing topics to include falls, pressure ulcers, relationship-based care and shared governance programs. All related how data supported findings and recommendations. I collected copies of posters and business cards to share those best practices back at PPMC.

A highlight of the conference was the keynote speaker Mary Wakefield, PhD, RN, the administrator of the Health Resources and Services Administration (HRSA) in Washington, DC. She is the RN of highest governmental rank closest to the president. Her message was simple yet profound: to be a nurse first and embrace the responsibility to advocate for health care through research and quality.—MM

THE NURSING NEWSLETTER

OF THE PENN PRESBYTERIAN MEDICAL CENTER

A Culture of Excellence

VOLUME 6, NUMBER 1

"Since 2005—now find us on the intranet!"

JANUARY 29, 2010



From the Desk of Martin Manno:

Last week I traveled to New Orleans along with Clinical Director Barbara Anderson and Clinical Nurse Specialist Kate Patrizzi to attend the NDNQI® (National Database of Nursing Quality Indicators) 4th Annual Data Use Conference. You may remember the NDNQI when PPMC participated in the annual RN Survey but as I learned, there is much more. As I attended the opening session I pondered many questions: "What can I take back to PPMC?" "How do I relate this information to direct care providers?" "Who might benefit most from this information?" "Where do I present this information and when?" This article will help provide a fundamental understanding to these questions.

NDNQI® is a program of the American Nurses' Association (ANA) and promotes its main goal to collect data on nursing structure, process and outcomes. More than 1,400 hospitals and health systems are members and through data contributions are able to have access to vital measurements of patient care. PPMC has been a member of NDNQI for over two years. Through our membership we gain vital nursing information allowing us to compare our performance to other similar hospitals across the nation. Some of the clinical performance measurements or "metrics" include blood stream infections (BSI), urinary track infections (UTI), ventilator-acquired pneumonia (VAP), pressure ulcer and patient falls. There are also non-clinical measurements that support nursing practice such as RN job satisfaction, nursing skill mix, nursing hours per patient days and RN turnover. Comparing our nursing performance with that of others allows us to know how well we are doing as a nursing team and what our priorities should be to improve.

Numerous sessions at the conference provided me with the impetus for ideas that relate to our everyday routines at PPMC: our Magnet representative, Dr. Christina Joy, presented "Measuring Magnet Excellence Evidenced through Outcomes" and addressed specific data interpretation methods for supporting meeting the Magnet sources of evidence. A CNO from Virginia discussed how she used NDNQI data to acquire fiscal and human resources while an educator from West Virginia presented how an ICU orientation program was evaluated using NDNQI data. Of course the highlight for me was the opportunity to present the results of Barbara's and my

Please turn to NDNQI, on back page

A note from your editor: *It /Seasy bein' green*

Kermit the frog once sang, "It's not easy, bein' green." His song described how a green frog isn't always noticed or cared about. We have been guilty of that. Have we ever thought of the frogs or other wildlife or even ourselves; all of whom must either live in or otherwise depend on our water supply? Have we given any thought to what happens to all the medications we discard—antibiotics, blood thinners and hormones?

According to the US Geologic Survey and articles in the Associated Press, male frogs have been found to be developing eggs and female characteristics and fish have been found to have characteristics of both sexes. This has been linked to the contaminants in the nation's water such as trace amounts of medications and other chemicals. There have been 56 pharmaceutical agents found in Philadelphia's water and the EPA has mandated that hospitals take steps to safely dispose of medications.

This is where the new **Stericycle Program** comes in. Stericycle, our sharps disposal vendor, will be inservicing everyone beginning February 17 on a **green** initiative which puts PPMC ahead of its sister hospitals in controlling this environmental problem. Stericycle will place additional containers on our units for the disposal of medications, and in some cases, their packaging. This makes PPMC compliant with the EPA regulations and this innovation allows us to be even more environmentally responsible. Other hospitals will be positively **green** with envy.



Ted Pettinicchi

Congratulations Are In Order!

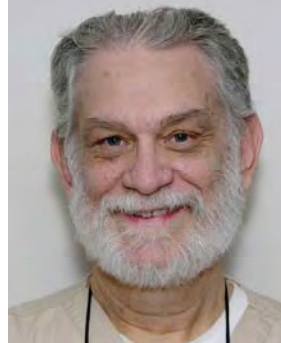
Congratulations to: Cathryn Hofmann (r.) of SICU for being selected as the January, 2010 Employee of the Month!



Delmar Shields, (l.) of 3 East, was named Employee Of The Month for September, 2009.



Darrell Leach, (r.) of Endoscopy was named Employee Of The Month for October, 2009. The *Newsletter* wishes to apologize for the delay in recognizing Delmar and Darrell.



On Tuesday, 12/15, Penn Presbyterian's Administration hosted its Annual Holiday meals in the Atwood Café. Administrators and managers served the employees and got into the holiday spirit.



Photos this page by T. Pettinicchi

PPMC Philanthropy and Community Outreach

"I expect to pass through life but once. If therefore, there be any kindness I can show, or any good thing I can do to any fellow being, let me do it now, and not defer or neglect it, as I shall not pass this way again."

—William Penn (1644 –1718)



ESF Team Jamaica (l to r): Bob Rathman, 3 E, Natalie Clark, 3 S, Shonta Collins, CCU, Joy Adedayo, MICU (photo courtesy Shonta Collins)

DATELINE JAMAICA— from Shonta Collins of CCU:

Our medical mission team was comprised of professionals who were eager to serve; we successfully supported nearly 500 Jamaican residents in the East Central St. James Parish. This humanitarian mission was also supported by the Jamaican Minister of Tourism and his wife, the staff at the clinics, and many others.

We found some of the same clinical presentations as are in the US and around the world which included hypertension, diabetes, women's health issues, and sexually transmitted infections. During our experience, we were able to transfer a patient in hypertensive crisis to the Emergency Room, manage a patient experiencing hyperglycemia, provide extensive education for patients infected with HIV and provide hands-on counseling for patients with comorbid conditions like stroke, myocardial infarction (heart attack), and hypertension.

The collective support, hospitality and special accommodations encouraged many of us to return to their beautiful country as tourists.

As a critical care Nurse at Penn Presbyterian Medical Center, I would like to search for additional opportunities to bridge the disparity gaps in healthcare. —SC

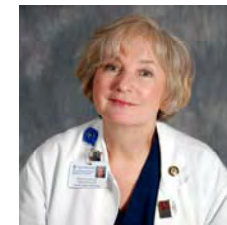
We need your help! As you have heard, there is a great relief effort underway to assist the people of **Haiti**. Ways to help:

1. Money is needed to purchase antibiotics, supplies (some are donated but not specific to our needs all the time), to mobilize and coordinate teams to Haiti and send supplies which are costly; the barrels to place them in are \$20 each. A tax deductible donation can be made at www.ExplorersSF.org
2. Volunteer to help locally and abroad. There is a need to help fundraising and PR/Marketing/Solicitation for sponsoring of the missions going into Haiti over the next year.

On the **PPMC Home Page**, look for this icon & click on it to view UPHS initiatives to assist Haiti:



[Helping Haiti](#)



Presby Profiles: Art Schimmel

By Barbara Anderson

This month we meet Art Schimmel, the Director of Material Management

Art Schimmel is our new Director of Materials, and this includes the storeroom, supplies for the OR and Cath Labs and all the receiving areas. He will really be busy with all of that for sure.

Art started his career in the supply management area of the health care industry in 1981 as an employee of Service Master working at Jeannes Hospital. He was responsible for linen supplies at the time. He moved on to Phoenixville Hospital keeping the linen supply area and adding environmental services. He then moved to Frankfort Hospital, also with Service Master, and provided leadership support to facilities in Delaware.

Art then moved to Sodexo in a middle management role. He covered a large territory and this position provided a varied experience overseeing many different setting and departments. It did however require a great deal of travel so after a period of time he took a full time position at Lower Bucks Hospital with responsibility for environmental services, linen, food services, facilities, biomed, and materials management. He remained there for 11 years.

He came to PPMC after 6 years at Jefferson managing supply distribution and linen. Art certainly has a very impressive background and will be a great resource for nursing moving forward. He is very interested in hearing what the unit needs are and getting in there to solve problems.

An interesting fact that Art shared in that as a child he went to camp with Steve Eisen who is with UPHS Human Resources and used to be at PPMC for several years. Steve told him that Presby had a "community feel". This is a theme we had heard over and over from our Presby Profile personalities. It is also something we should be proud of. Welcome, Art, to the Presby community.

Service Secrets for Wow! Customer Service Experiences

Communicate Positively with Patients and Guests:

- **Break the ice--** make eye contact; introduce yourself; call people by name
- **Explain** what you're doing
- **Anticipate--** you often know what peoples' needs are before they ask; take action first
- **Look the part--** be sure your outward appearance measures up; wear your ID prominently
- **Listen--** don't be defensive; a complaint is an opportunity to show you care

Coming in February:

A New Look for the *Newsletter*!
New regular column by Chuck Belmont.



Magnet Update

by Terri Paulson



Do you realize we are coming into the home stretch on our Magnet journey? The Magnet work group of administrators and staff are compiling the required documentation to submit to the Magnet commission in October 2010. Once the document is accepted a survey visitation date will be assigned, probably in early 2011. The surveyors will be speaking to direct care nurses – not administrators

Our goal as Magnet Champions is to prepare you – the direct care nurse- for this visit. To accomplish this objective, a fourth committee, Transformational Leaders, will be formed as part of the Magnet Champions. I have asked your 3South Magnet Champion Becky Aker to assist me in developing a specialized group of seven nurses devoted to educating staff about our Care Delivery Model, and our Professional Practice Model. I can already hear you saying, "I don't know what they are". These visual models display and explain how we at Penn Presbyterian deliver nursing care in a culture of excellence. We will be using venues such as Magnet Mondays and Mock Meals to engage the staff, as well as unit based presentations.

2010 will be a very busy and exciting year!!

The best way to predict the future is to invent it.

Alan Kay



From Leighanne Mazzone, RN: On behalf of the Emergency Department's Stewardship Committee, I would like to thank everyone for the generous donations we received for our food and blanket drive. We did extremely well and are very happy with what we have to give to the local soup kitchen and shelter. It was nice to see the generosity and willingness to help throughout the hospital.



Magnet Moments:

Relationship-Based Care In Action
Recognizing Nursing Staff for performing *Above & Beyond*

PPMC's Professional Standards

ER patient ZT wrote about:

The ER at Presby: *"The E-R at Presby has saved my life on more than one or two times. For this I'll always be thankful."*