Frankford Campus Emergency Department Renovations Planned

Aria Health-Frankford is in the process of constructing an additional 8,000 square feet of space that will give lower Northeast Philadelphia’s only emergency department the ability to accommodate 60,000 annual visits. This multi-year renovation project officially kicked-off on May 18.

The project includes renovation and reconfiguration of the entire emergency department, including expansion into the areas currently occupied by the Business Office, the Physical Therapy and Outpatient Therapy departments. As a result, the Emergency Department will double in size and expand its number of treatment rooms from 17 to an estimated 32.

It is anticipated that construction will be completed by Spring 2013. The extended construction period is driven by the need for a phased project in order to ensure existing services are not compromised, impact to hospital operations are minimized, and that a minimum of 17 treatment rooms are maintained at all times during construction.

The Emergency Department’s design incorporates separate walk-in and ambulance entrances. This configuration is designed to optimize workflow, increase staff efficiency, and enhance the patient’s visit. The new design will also improve staff services, such as the inclusion of staff lockers, showers, a break room, and a multi-purpose conference room.

As a result of these renovations, the Physical Therapy and Outpatient Therapy Departments will also be relocating to the adjacent parking garage, previously occupied by the bank. The new Physical Therapy space will offer the same services while enhancing the patient experience through upgraded finishes and improved patient and staff workflow. The Business Office will shift across the lobby into spaces currently occupied the Human Resources and Care Management Departments, which will move to available space on the third floor of the hospital. Construction of the new Physical Therapy and Business Office spaces is expected to begin in September and end in November of this year.

Continue to check with the Pulse and the Aria team blog for updates and further information on this new and exciting project. Also, look for display boards posted in the lobby of Aria-Frankford in the next few weeks that will depict the design for this project.
**Community Outreach Spotlight**

Aria Health and its employees are dedicated to the neighbors and neighborhoods we serve. This section highlights a small portion of the recent outreach and volunteer efforts that have been spearheaded by Aria employees.

**Kids in Aria-Torresdale’s Kitchen**

What do you get when you mix kids between the ages of 6 and 10 with recipes and techniques for creating healthy lunches and snacks, while adding a dash of games and fun? You get “Kids in the Kitchen” held at Aria-Torresdale.

This semi-annual event, held June 22, instructed the 15 participants on how to prepare their own healthy meals, while also providing valuable exercise and healthy lifestyle tips. The next “Kids in the Kitchen” event will take place in October.

For more information on this program, contact the Aria Wellness Center at 215-612-4576.

---

**Aria Unites Patient with His Family 5,000 Miles Away Via Skype Video Calling**

As Memorial Day weekend festivities were winding down around Philadelphia, a number of Aria Health employees worked to ensure that a husband and father of two was able to connect with his family some 5,000 miles away before he was taken off life support.

A 49-year-old Ukrainian man was on a trip visiting his friend in Northeast Philadelphia when he was rushed to Aria-Torresdale on May 26. As his condition deteriorated and the patient was moved to life support, Aria staff members tried to accommodate the family’s request of being with the patient in his final hours and as he received his last rites, even though they would be unable to travel to Philadelphia in time for this to occur.

So with the help of medical, nursing, IT and social work staff, the patient’s family was able to see him via Skype video calling and be with him as he was given last rites and as he was taken off life support.

“The family needed to see him with their own eyes,” said Susie Birenbaum, MSW, from Aria’s Care Management Team, “This enabled our patient to die with dignity and with his family.”
Aria Mobile Launching Soon!
Aria Health will launch a content-rich mobile website for use on smartphones later this month. This new website will provide users with instant-access to information about emergency services, doctors and their office locations, campus maps and driving directions. With the new mobile version, Aria Health hopes to expand the experience for website visitors such as patients, family, friends and care-givers.
Stay tuned to the Pulse or sign up for Aria’s electronic newsletter, ePulse, for more information.

Culture of Safety Update
Following on the heels of the April 2011 Culture of Safety Kick-Off, safety training sessions were held on June 6, 7, 8, 13 and 23 for the Aria Health leadership team and Patient Safety Champions. Once certified, these individuals will begin the 8-12 month process of training all Aria team members on safety behaviors and error prevention tools including, “Practicing and Accepting a Questioning Attitude,” “Clear Communication,” “Paying Attention to Details,” and “Supporting One Another.”
Stay tuned to the Aria team blog (www.ARIAHEALTHEXCHANGE.org) for information on dates, times and locations, along with details on how to register for these sessions.
Also, the Culture of Safety survey has been distributed via Groupwise email. We encourage all recipients to complete the survey as your input will help gather baseline data on perceptions surrounding patient safety across Aria Health.

Have a “good catch” story?
Please continue to share your patient safety success stories with us at EveryPatient-Everytime@ariahealth.org.

Annual Dinner Celebrates the Life of Aria Cancer Center Patients
Aria Health hosted its Cancer Survivors Dinner at the Torresdale-Frankford Country Club on June 7. This annual event is held to commemorate National Cancer Survivors Day, now in its 24th year.
Aria Cancer Center patients enjoyed a buffet dinner and a keynote presentation by Aria Health’s Director of Family Practice and Combined Family Practice Emergency Medicine Residency Program, Robert Danoff, DO, MS, FACOFP, who encouraged them to take control of their mind, body and spirit.

Dr. Robert Danoff, DO, MS, FACOFP, was the keynote speaker at the June 7 event.
Aria Team Bloggers Win an iPod Touch

As part of the Aria Team blog launch promotion, the 700+ comments posted by Aria team members between the months of March and May were entered into a raffle to win an iPod Touch. The randomly selected winners were:

Janet Blinebury
Physical Therapist Assistant
Aria-Frankford Campus

Cheryl Reed
Cashier
Aria-Bucks County Campus

Taryn Sherman, CNA
Aria-Bucks County Campus

So, You Think You Know Aria Health?

Do you think you know everything there is to know about Aria Health? Take our “What’s Your Aria IQ?” quiz to find out!

Information for all quiz answers can be found on Aria’s external website (www.ARIAHEALTH.org) or on the Aria team blog.

All perfect scores (10/10) will be entered into a raffle drawing for two tickets to the Phillies/Washington Nationals game on Sunday, August 14, at 1:35. The drawing will occur on Friday, July 29.

Congratulations to the contest winners and good luck to all quiz participants!

Aria-Frankford Nurse Retires After 40 Years of Service

Nursing Supervisor Phyllis Clapier (left) retired on June 24 after serving the patients of Aria Health-Frankford for 40 years. Many staff members who have worked with Phyllis for years will remember her fondly.

“Loving is a good word for her,” said Nursing Supervisor Marie Bispels who worked with and was on-boarded by Phyllis. “She is truly a professional and her attention to detail was exquisite. With Phyllis, your reports always had to be on the mark, and I always respected that.”

A lifelong resident of Northeast Philadelphia, Phyllis and her husband Wayne, who was a pastor at Wissinoming Bible Fellowship Church for over 30 years, will soon move to Washington state to be with their family.

“She has done it all. She’s well respected by staff and management alike,” said Bispels. “We’ll miss her.”

IN MEMORIAM
Fred Batezel (1910-2011)

Beloved Aria-Torresdale volunteer Fred Batezel (above) passed away on June 18. Fred began as a Pastoral Care volunteer in 1994, and then in 2002 he began selling newspapers throughout the hospital. He volunteered twice a week and could always be depended upon to work his shift no matter what the weather. In September 2010, the campus celebrated Fred’s 100th birthday.

He was truly a dedicated volunteer and friend to everyone at Aria-Torresdale, and he will be sorely missed.

Aria Employee Receives Full Scholarship to Attend 2011 AHRM Conference in Boston

Aria Health Contract Specialist Jim Wallich (above) was awarded a full conference scholarship to attend the Association of Healthcare Resource & Materials Management (AHRM) 2011 Conference which takes place August 7-10 in Boston, MA.

The award was given to Jim based on his essay that he submitted to AHRM. To view the essay, visit the Aria team blog at www.ARIAHEALTHEXCHANGE.org.
New Employee Pension Plan Offered Beginning July 1

Aria Health is introducing a new retirement program for employees hired on or after July 1, 2011 and will offer existing employees a choice between the current program and the new program in August. Therefore, employees who were hired and began working before July 1, 2011, will have a one-time opportunity to select which retirement benefit option best meets their financial needs and preferences.

What is the Difference Between the Programs?
The new program is a “defined contribution” plan and will be called the Aria Health Enhanced 403(b) Plan. It is called a defined contribution plan because Aria will make a defined contribution directly into a personal 403(b) account of eligible employees. It is similar to the current 403(b) plan because you will be responsible for investing the assets, and may take a lump sum payment upon termination of employment.

The current Aria Health Pension Plan is a “defined benefit” plan, whereby the benefit you receive upon retirement is defined and guaranteed for your lifetime, and Aria Health is responsible for investing the assets.

Why Are Employees Offered the Choice?
First, because Aria wants to offer you a retirement benefit that can help you and your family plan for a secure and prosperous retirement, as well as one which is also suited to your own personal preferences. Second, Aria continually reviews its benefits, and we feel that the new retirement program may provide employees with a more understandable retirement benefit.

Another significant factor driving our need for change is the shifting business environment. Defined benefit plans like the current Aria Health Pension Plan are increasingly complex to manage and difficult to budget from year to year. By comparison, defined contribution plans like the new Aria Health Enhanced 403(b) plan have more predictable costs. For all these reasons, more employers, including a number of area hospitals, have switched to defined contribution retirement programs.

How Will These Changes Affect You?
The personal factors that will be important in making a decision between the current program and the new program include your desire and ability to invest your retirement account before and after retirement, your family situation, your length of service at Aria, and the number of years you have until retirement. Please note that Aria’s current 403(b) matching contribution are not changing – under either the current or new retirement program option, you will have the opportunity to receive a matching contribution to your 403(b) account based on your pre-tax savings.

More information regarding the details of each retirement program and the affect on you will be rolled out over the coming months. You can learn more about the new retirement program by reviewing a series of Frequently Asked Questions, at www.ARiAHEAltH.org under the Retirement Choice link.

Managers Note – Performance Evaluation Forms Will Be Distributed Beginning July 1

Employee performance evaluation forms were sent beginning July 1 via email to all Aria Health managers. Please be sure to fill out your evaluations as completely as possible and return them to Human Resources no later than September 30, 2011.

Aria Health CPO and Administrative Director of Quality Present at Active Strategy Conference

Aria Health Chief Performance Officer Susan McGann, RN, BSN, MBA, (right) and Administrative Director of Quality Mary C. Magee, RN, MSN, recently gave a presentation entitled “Measuring and Managing Performance from All Angles” at the 2011 Active Strategy Annual Conference. The conference, with the theme of “Next Generation Strategy Management” took place May 2-5 in Philadelphia.

Aria Health Celebrates the Career of Dr. Farouq Samhouri

Aria Health employees gathered on June 30 to celebrate the retirement of Vascular surgeon Farouq A. Samhouri, MD, and wish him luck in his future endeavors. Dr. Samhouri had been a member of Aria’s medical staff since February 1988.
Evidence Based Nursing Practice Conference and Baseball
The 3rd annual Evidence Based Nursing Practice Conference will take place on October 19, from 8:00 a.m. – 4:30 p.m. at the Crowne Plaza in Trevose.
The EBP-Research Committee also invites you to join them at the Trenton Thunder/Reading Phillies game at the Waterfront Park (Trenton, NJ) on July 16th. Cost is $11/ticket and fireworks will occur after the game.
For more information, contact Sue McMullen (smcmullen@ariahealth.org), Gen Aulett (gaulett@ariahealth.org) or Nancy Larkins (nlarkins@ariahealth.org.)

Sun Safety During the Summer Months — Slip, Slop, Slap, Wrap
Now that summer is here, it is important to protect ourselves from the sun’s harmful Ultra Violet rays as thoroughly as possible.
A simple way to do this is to remember to slip, slop, slap and wrap.
Slip on a shirt,
Slop on sunscreen (SPF 30 or above),
Slap on a hat and
Wrap sunglasses around your face.
Also be sure to occasionally check yourself for new lesions, notches or sores in a full-length mirror and be sure to get a check up by your primary care physician on an annual basis.
To learn more about how to protect yourself from the sun this summer, visit www.ARIAHEALTH.org and click on the “Your Health A to Z” link, then go to “Sunburn Facts” by using the “Quick Find” instrument at the top left corner of the page.

Christine C. Winn, FACHE, appointed to Executive Director of Aria Health’s Torresdale Campus
Christine C. Winn, Fellow of the American College of Healthcare Executives (FACHE) and former Vice President of Administration at Paoli Hospital in Paoli, PA and Senior Vice President of Ambulatory Services/Operations at Bridgeport Hospital in Bridgeport, CT, has recently been named to the position of Executive Director at Aria Health’s Torresdale Campus, where she will oversee all operational functions of the Campus.
“Christine’s solid reputation of combining creativity with strong organizational skills will help lead the comprehensive health and wellness services offered at our Torresdale Campus,” said Kathleen Kinslow, CRNA, EdD, MBA, President and Chief Executive Officer of Aria Health.
Christine earned a Master of Science in Organizational Dynamics from the University of Pennsylvania, a Master of Health Administration from the University of South Carolina and a Bachelor of Arts degree in Psychology from Furman University in Greenville, SC.
Christine was listed as an “Up and Comer” by Modern Healthcare magazine in 2004, is an advanced member of the Health Care Financial Management Association and is President of the Healthcare Leadership Network of the Delaware Valley. She is also Regent of the American College of Healthcare Executives - Eastern Pennsylvania and President of the Delaware Valley Furman University Alumni Club.

Aria Health Honors CAREPlus Employees of Month for March/April 2011
Aria Health recognizes one employee bi-monthly from each campus with the CAREPlus Award. CARE is an acronym for Courtesy, a positive Attitude, Respect, Enthusiasm, and Plus stands for attention paid to patient/physician satisfaction and cost savings.
Three employees are also selected on an annual basis as “CAREPlus Employees of the Year.” These are individuals who help Aria Health provide high-quality service to our community. All Employees of the Year receive an extra week of vacation, $2,700 and a plaque recognizing their accomplishment.
Congratulations to the March/April 2011 winners!

March/April 2011
Frankford Campus  Colleen Korman, Central Scheduler, Central Scheduling
Torresdale Campus  Kathy Retaillick, Unit Clerk, 2B
Bucks Campus  Maryanne Bejuki, Implementation & Education Analyst, Information Systems

CAREPlus nominations can be submitted by logging on to the Aria Health intranet and by clicking on the ribbon in the bottom-right corner of the homepage.
Robotic-Assisted Surgery – One Year In

Clinical studies show that robotic-assisted surgery in the hands of an experienced surgical team can offer:

• surgery that’s easier to undergo;
• better results from surgery;
• and safer surgery with fewer side effects.

Since the da Vinci® Si™ Surgical System was first used at Aria-Torresdale in August 2010, nearly 200 minimally invasive-robotic assisted surgeries have occurred in a variety of specialties including Thoracic, Gynecologic, Urologic and Thyroidectomy surgeries.

This tool gives surgeons unprecedented dexterity and visualization, while keeping the invasiveness of the laparoscopic surgical approach to a minimum.

When hand motions translate into instrument movement, it means less variability and greater reproducibility in surgical steps, giving Aria’s experienced surgeons superior control and precision in performing procedures. In thoracic, urologic, and gynecologic surgery, and in other surgical specialties, operations using robotic technology are creating a new era in surgery.

Aria Honored with Environmental Award

In recognition of our robust paper recycling initiative, Aria Health recently received the Cintas Document Management 2010 Environmental Award.

The paper recycled throughout the Aria Health system goes through a rigorous process before it is resold, including shredding, repulping, deinking, screening and manufacturing.

As a result of our ongoing efforts, Aria was able to save the following in calendar year 2010 alone:

• 5,865 trees
• 690 barrels of oil
• 2,415,000 gallons of water
• 1,035 cubic yards of landfill

Congratulations to everyone involved with our recycling initiative and keep up the good work!

Professional Home Health Services

Aria Health’s home care service, Professional Home Health Services (PHHS), is a Medicare-certified home care agency that has offered quality, skilled care to patients of all ages for nearly 30 years. This “hospital without walls” provided more than 42,000 visits to patients in Philadelphia, Bucks and Montgomery Counties in 2010 alone, all while continuing to receive remarkably high rates in patient satisfaction (93.6% in FY 2010) and wound healing (91% in FY 2010). In June 2011, PHHS also passed the Pennsylvania Department of Health’s survey with no deficiencies.

PHHS’ experienced team of physicians, nurses, physical therapists, occupational therapists, speech pathologists, medical social workers and home health aides work seamlessly to ensure that patients recover as quickly as possible, while avoiding unnecessary hospital re-admissions.

Call 215-676-7393 today or visit 9501 Roosevelt Boulevard, Suite 300 for more information on PHHS’ service offerings or to meet the home care team members.
ExitCare Launch – June 26
On June 26, Aria Health officially integrated the ExitCare Patient Education System into its software applications in order to improve quality of care and patient outcomes, and provide support for Meaningful Use requirements as defined by the HITECH Act.

Through this partnership, Aria’s medical professionals can now instantly access more than 2,000 topics organized by relevant diagnoses. This clinician-authored, peer-reviewed content is available in multiple languages and two reading levels to serve the needs of the health system’s growing diverse patient population.

Other key benefits and features of the system include an enhanced user interface with robust content customization and editing features, alignment with Core Measures and National Patient Safety Goals, reduction in medication errors and an increase in medico-legal protection.

Critical Care Symposium and Skills Workshop Held at Aria’s Bucks County Campus
Aria Health recently hosted a Critical Care Symposium and Skills Workshop at the Bucks County Campus focused on vascular access techniques in critically ill patients. The May 5th program was the first of a series designed for all residents training through the Office of Academic Affairs at ARIA Health.

Content for the half-day session included:
- “The Age of Reason, the End of Blind Sticking” – a lecture by visiting physician Jack LeDonne, MD
- Skills Workshop – CVC Checklist; Sterile precautions; Starting CVCs
- Skills Workshop – New Technologies
- Skills Workshop – Drawing ABGs; Starting Arterial Lines
- Skills Workshop – Minimally Invasive Monitoring (SVV); ScvO2

The next program is scheduled to take place in November 2011. For more information contact Aria Health Intensivist, Herbert Patrick, M.D., M.S.E.E., at 215 831-2321.

Frankford Second Saturdays Run Through the Fall
Can’t get enough of the first Friday events throughout Philly?
Then come join Aria Health, the Frankford Community Development Corporation and the Quicky Mart Express for the Second Saturday festivals!
Upcoming event dates include:
- Saturday, August 13
- Saturday, September 10
- Saturday, October 8

Celebrate the arts in Frankford with performances (held at 4346 Frankford Avenue), free food and art to admire or buy.
Go to www.FRANKFORDCDC.com to learn more.

Allscripts™
ExitCare launch – June 26
On June 26, Aria Health officially integrated the ExitCare Patient Education System into its software applications in order to improve quality of care and patient outcomes, and provide support for Meaningful Use requirements as defined by the HITECH Act.

Through this partnership, Aria’s medical professionals can now instantly access more than 2,000 topics organized by relevant diagnoses. This clinician-authored, peer-reviewed content is available in multiple languages and two reading levels to serve the needs of the health system’s growing diverse patient population.

Other key benefits and features of the system include an enhanced user interface with robust content customization and editing features, alignment with Core Measures and National Patient Safety Goals, reduction in medication errors and an increase in medico-legal protection.

Aria Health recently implemented Allscripts Community Record software in order to provide Aria team members with access to a single, unified patient record.

The Record securely exchanges information between clinical systems from multiple vendors without requiring users to log into a web portal or to view read-only documents, enabling Aria team members to more easily collaborate on patient care, regardless of location or access to technology.

“We are excited that our partnership with Allscripts has been expanded to create a truly interoperable, connected health care environment,” said Tom Stride, Chief Information Officer for Aria Health. “The quality of health care can only be enhanced when providers have access to data that is also actionable. We expect both patients and providers to benefit from this partnership.”

Seamless Data Sharing Via Allscripts Community Record Installation
Aria Health recently implemented Allscripts Community Record software in order to provide Aria team members with access to a single, unified patient record.

The Record securely exchanges information between clinical systems from multiple vendors without requiring users to log into a web portal or to view read-only documents, enabling Aria team members to more easily collaborate on patient care, regardless of location or access to technology.

“We are excited that our partnership with Allscripts has been expanded to create a truly interoperable, connected health care environment,” said Tom Stride, Chief Information Officer for Aria Health. “The quality of health care can only be enhanced when providers have access to data that is also actionable. We expect both patients and providers to benefit from this partnership.”

Sign Up Today for Aria Health’s Free eNewsletter and Earn a Chance to Win a Pair of Phillies Tickets
Aria Health’s electronic newsletter – ePulse – is another way for you to stay informed on all of the latest clinical programs and community offerings available throughout the organization. The first 50 employees to sign up for ePulse will be entered into a drawing to win two Phillies tickets.

To sign up, just go to the Aria Health homepage www.ARIAHEALTH.org, scroll down to the “Connect with Aria” section, click on the ePulse link and type in your information.