

HUP DATE

HOSPITAL OF THE UNIVERSITY OF PENNSYLVANIA

JULY 2019



AN ABILITY TO **INSPIRE** OTHERS

Each year, HUP Nursing chooses one person to receive the Joan Bretschneider Shared Governance Leadership Award, named for the person whose dedication and leadership helped bring HUP's Nursing Shared Governance Structure to fruition. **Christine Jaslar, BSN**, a lactation specialist, is the 2019 winner.

According to nomination letters, Jaslar is a tremendous asset to HUP's Shared Governance. "Her dedication in making sure her colleagues grow into their roles and are provided with tools to succeed speaks to her transformational leadership and ability to inspire those around her."

Using evidence-based practice and research, she has driven "significant change within Women's Health." For example, as a leader in the HUP Baby Friendly Task force, "she led a nurse-driven, multi-hospital, interprofessional project to support and educate hospitals on the Baby-Friendly pathway." Ten Steps Symposium: Striving for Baby-Friendly Designation brought together birthing hospitals in the region to exchange ideas, best practices, knowledge and skills.

She exhibits "exemplary leadership" by raising awareness of how to help transgender parents breastfeed. She presented research on the topic at a national convention and received an award for Best Case Study poster. "Her ability to inspire others can be felt on a national level," noted her nomination.

As an advocate for the transgender community, Jaslar had provided individualized care plans related to breastfeeding and hospital stays for this patient population. She has "helped clinicians provide the best care for transgender patients by providing real-time staff education while respectfully and effectively conveying the needs of the patient."

Her "ability to think innovatively and assert ideas speaks to her courageousness and sets her apart."

“ Her dedication in making sure her colleagues grow into their roles and are provided with tools to succeed speaks to her transformational leadership and ability to inspire those around her. ”

UPHS Nursing Excellence Awards

At the 19th annual UPHS Nursing Clinical Excellence Awards, 45 nurses from across Penn Medicine were honored for their clinical excellence and the critical role they play in patients' lives. Each of the five award categories recognizes a specific area of expertise.



▶ HUP Nursing Clinical Excellence Winners



▶ CPUP Nursing Clinical Excellence Winners

Congratulations to Our Winners from HUP and CPUP!

▶ Lillian Brunner Award for Exemplary Practice

Ashley Balicki, BSN
Gastroenterology Infusion Center at Penn Radnor

Tricia Shustock, BSN
Silverstein 10 cardiac surgery

▶ Diane Lantham Award for Leadership

Deana Potts, MSN
Radiation Oncology PCAM

Clare Bennett, MSN
Staffing for all Seasons

▶ Helen McClelland Award for Research and Innovation

Eileen Martinez, BSN
PCAM Infusion Suites

Aileen Paredes, BSN
Rhoads 4 bariatric and transplant surgery

▶ Rosalyn J. Watts Award for Community/Patient/Family Relationships

Susan Yeck, BSN
Hem/Onc Blood Disorder Program

Cherise DeBouse, BSN
Silverstein 7, Women's Health

▶ Victoria L. Rich Award for Transformational Leadership

Kirstin McCabe, MSN
Comprehensive Multiple Sclerosis Center

Nicole Hoke, MSN
Perioperative Nursing

The Road to Error-Free Specimens: An Award-Winning Initiative

Errors in the handling of OR specimens — for example, tissue from a biopsy to check for cancer cells — have the potential to yield devastating effects in the diagnosis, treatment, and future care of patients. Although the overall rate of specimen errors in HUP's operating rooms is low, an initiative by the Perioperative Specimen Performance Improvement Team has brought them lower ... and led to their receiving this year's Nursing Exemplary Professional Practice Award.

Specimen errors can be attributed to many factors but the team identified "redundant documentation" as a major defect in the current system; nurses had to manually document the same information four times for each specimen in order to complete the requisition, provide documentation in the PennChart EHR and to maintain a tracking mechanism. A simple solution would be an electronic order in PennChart, but the team quickly discovered that the computer systems in the OR and Pathology and Lab Medicine did not interface.

Working in partnership with Lab Medicine and with an IS analyst, they developed a new protocol to ensure proper continuity. The team also created an electronic tutorial regarding this new process so that nurses could access these teaching materials in the moment.

When this change proved successful with a small cohort of surgeons, the project was expanded to include all HUP operating rooms, the SurgiCentre, and PCAM endoscopy. Heightened awareness related to specimen handling initially resulted in a 45 percent decrease in specimen errors. The formation of this committee also created a dialogue between staff of Perioperative Nursing and Laboratory Medicine, to uncover future opportunities to work together for positive outcomes involving specimen handling.

"I am honored to have the opportunity to work collaboratively with front line nursing and laboratory team members," said **Ann Marie Morris, MSN**, associate clinical director of Perioperative Services Quality and Safety. "Their diligence and support of these changes will allow us to provide a safer environment for our patients."



▶ IN THIS ISSUE

- An Ability to Inspire Others
- UPHS Nursing Excellence Awards
- The Road to Error-Free Specimens: An Award-Winning Initiative
- A New Meaning for "Penn"
- Having an IMPaCT on Discharged Patients
- A Fast Track to ED Care
- Find Your Joy... with a Pup!
- Biking News for the HUP Campus



A NEW MEANING FOR "PENN"

When Monica Raab and her husband, Bill DeJesus, were unable to get pregnant, they decided to see an infertility specialist. Thanks to some familial connections — which Raab said were “fated” — they ended up at Penn Fertility Care, seeing **Clarisa Gracia, MD**, chief of Reproductive Endocrinology and Infertility.

Raab underwent several tests to determine a cause for the infertility and then a round of in vitro fertilization (IVF). Seven eggs were harvested, but only three were mature. Two of the eggs fertilized and were transferred into her uterus but she lost hope. “I thought it was a done deal — I even told everyone at work that it [the IVF] didn’t work.” But Gracia told her, “There’s still hope — you never know.”

And as it turned out, Gracia was right. Two weeks after transferring the embryos, Raab’s at-home pregnancy test was positive... as were the other three she rushed out to buy. Once they found out she was having a boy, the couple pondered what to name him. Her sister, who was also pregnant, planned to name her son Rhoads, for their mini getaway in Rhode Island after their wedding. “So we jokingly said we’d name ours Penn,” Raab said.

But, as her due date approached, they started to look at the name more seriously. And in the end, Penn DeJesus was born in October 2018. “The name meant a lot to us,” Raab said. “If I didn’t have such a good team of doctors behind me, I wouldn’t have Penn. Some I never met but they all played a role in the most important time of my life.”

Having an IMPaCT on DISCHARGED PATIENTS

As a social worker on the Internal Medicine service, **John Schafhauser, MSW**, often works with community health workers (CHWs) from Penn Medicine’s IMPaCT program who help support patients from local communities who may be at high risk for readmission once discharged.

Working together on the patient-care units, Schafhauser has built a good relationship with the CHWs — through interactions as well as an opportunity to shadow them on the floor to learn more about what they do. “They are such good people,” he said. “They’d give you the shirt off their backs.” And he wanted to do something for them. So he applied for — and received — a Penn Medicine CAREs grant to help them purchase the small items they sometimes use to help build a rapport with patients they identify as high risk — such as markers or coloring books or puzzles. “These little displays of humanity help to normalize a place that can seem sterile.”

But, said **Justin Chisholm**, IMPaCT project manager, CHW purchases are sometimes more essential... and time sensitive, for example, having food at home or even clothes to wear when patients are discharged from the hospital. The CAREs grant has already been put to good use when one patient was being transferred directly to a skilled nursing facility but had no one to bring her spare clothes and undergarments in time. Thanks to the grant, the CHW was able to buy the patient the necessary items for her discharge. “The CAREs grant allows us to move quickly and get what the patient needs when it’s needed,” Chisholm said.

This easy access also came in handy when a patient was discharged to her son’s house in Malvern, an area outside of the IMPaCT care radius in West Philadelphia. “We couldn’t get in contact with her son and we had concerns,” Chisholm said. “In our communities, we’d just do a pop-up check out.” But, because all CHWs live in the local communities of their patients, “getting out to Malvern on public transportation would be hard.” Instead, part of the grant funded two Lyft rides for the CHW to do a face-to-face wellness check and connect the patient with a primary care physician in the Malvern area, where she now lives.

Schafhauser is thrilled that the grant is doing so much to help. “CHWs are like guardian angels for their patients,” he said. “I wanted to do something to say thank you and show them how much gratitude I have for what they do.”



▶ John Schafhauser with community health workers Clissita Daniels (left) and Keysha Brooker.



PennMedicine.org/Community



BIKING NEWS for the HUP Campus

Biking to work is definitely on the rise in University City. Indeed, at peak hour, more than 450 people bike across the South Street Bridge, the highest count in the city!

To ensure that HUP not only meets current biking needs but future ones as well, the Pavilion will include racks for 300 more spots, including the first covered bike parking. In addition, Penn Medicine is working with Indego, the city’s bike share program, to install 24 Indego bikes along Spruce Street while maintaining the current parking capacity for privately-owned bikes.

▶ **READ MORE** about the growing interest in biking at <https://bit.ly/2Ihnlle>.



A Fast Track to ED Care

In many busy EDs — especially those in the city — people with less serious conditions (such as pain, coughs or sore throat) often spend hours waiting, as those with much more serious issues are taken in for treatment. To help these “low acuity” patients get the help they need — and on a much faster basis — HUP has opened the ED Fast Track.

Located on Ground Dulles, in the former site of the Psychiatric Emergency Evaluation Center (PEEC), Fast Track’s five rooms offer standard “urgent-care” tests, for example, blood work and x-rays, and treatments, with minimal waiting, helping people get “access to safe, quality care,” said **Paul Harrington, MSN, MBA**, associate executive hospital director, who led the initiative to create Fast Track. Nurses will still triage every person who comes into the ED to determine their level of illness. Those with less serious conditions will be sent to Fast Track, which is a nurse-practitioner-led model.

At the official opening, **Benjamin Sun, MD**, chair of Emergency Medicine, thanked those involved in this “major turning point for ED operations,” adding that it will help take HUP’s main ED to the next level.

FIND YOUR Joy... WITH A PUP!

As part of National Employee Health and Well-Being Month in June, the Wellfocused team brought a variety of activities to HUP throughout the month. This included spending some stress-free time with Ohlin, a chocolate lab from the Penn Vet Working Dog Center. He helped “bring joy” (the focus of this year’s campaign) to over 100 HUP employees, who could get their blood pressure numbers while enjoying some puppy cuddles.



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