

# HUP DATE

HOSPITAL OF THE UNIVERSITY OF PENNSYLVANIA

AUGUST 2019



“Continue to make your units the best, be proud of the work you do, and know that we support all of you.”

— Betty Ann Boczar, BSN

► Winning this year’s CNA awards are (from left) Jessica Aye, Mercedes Brooks, and Charynda George.

## Celebrating the Contributions of CNAs

A certified nursing assistant (CNA) fills an essential role on the patient care team, assisting staff and, even more important, helping patients at vulnerable times in their lives. At HUP’s annual CNA celebration, **Betty Ann Boczar, BSN**, nursing director of Regulatory Compliance for HUP/CPUP, encouraged them to “reflect on the important work that you do, with compassion and commitment. Your kind words of encouragement, your active listening, and your gentle touch of reassurance are things that you do every day to help our patients feel better.

“Continue to make your units the best, be proud of the work you do, and know that we support all of you.”

In addition to recognition — and a delicious luncheon on Miller Plaza — the celebration also included the annual presentation to this year’s three CNA of the Year Award winners: **Mercedes Brooks, Charynda George**, and **Jessica Aye**.

### Spirit of Professionalism

The “Spirit of Professionalism” award recognizes a CNA who values lifelong learning, is self motivated and highly accountable for the practice. Mercedes Brooks of Rhoads 1 is a perfect fit.

Despite a hectic schedule, Brooks upholds a cheerful disposition with staff and patients, is “exemplary” when it comes to communication and “not afraid to assert herself” when it comes to patient concerns. “She recognizes the importance of alerting nursing to an abnormal vital sign, blood sugar, or change in patient mental status.” In addition, her experience on the unit has inspired her to pursue a nursing career and she “consistently searches out opportunities to observe clinical nursing skills she is learning in school.”

Working on the night shift, Brooks is often on the floor by herself but nothing is too great a task to do when it comes to her patients, the nomination noted. “She has gone to outside food vendors to obtain nourishment for patients” and has even delivered food to a patient who was transferred to another floor, paying out of her own pocket. She makes sure “even the challenging and resistant patients are bathed daily” and will play music to soothe them.

Brooks is an “integral part of Rhoads 1. The unit functions at a higher level when she is on shift. Both nurses and CNAs comment on how much they enjoy working with Mercedes. She exemplifies what it means to be professional.”

### Partnerships with Nursing and Interdisciplinary Care

Jessica Aye of Silverstein 7 does not limit her day to obtaining vital signs and giving bed baths. She goes above and beyond.

Each day she works with patients to create plans of care and then collaborates with nurses to come up with a plan to achieve the patients’ goals. “She is providing nurses with valuable insight on our patients before we even meet some of them.”

Beyond nurses, “Jessica is comfortable seeking out other members of the interdisciplinary care team to help patients whenever necessary,” for example, calling a chaplain as an additional resource for a patient who had suffered the devastating loss of her baby.

She intervenes quickly to avoid potentially unsafe situations. When she noticed a new mom sleeping with her baby in the bed, she woke the patient and helped place the baby safely in the crib but also took the time to educate the patient on safe sleep for baby and then updated the patient’s nurse on her concern.

“It is truly a breath of fresh air to work with a nursing assistant who is self-motivated, self-directed, and often 10 steps ahead of you.” Before a nurse even asks her to get a post-operative patient out of bed and moving, “she is already walking with them in the hallway.”

### Patient and Family-Centered Care

Charynda (Ryn) George of Rhoads 3 — a medical oncology unit — is passionate about her work. Her patients battle symptoms caused by both diseases and treatments, but “it is inspiring to witness the effect she has on everyone around her.”

George takes a proactive approach to providing patient care. For example, she has turned bed baths into a spa-like experience and many patients have expressed gratitude for the care she puts into the activity that is sometimes uncomfortable for someone who was

## CNA OF THE YEAR NOMINEES

Congratulations to the certified nursing assistants below who were nominated for their exceptional work on the unit:

|                               |                          |
|-------------------------------|--------------------------|
| <b>Ivor Assaye</b> .....      | Silverstein 12           |
| <b>Jessica Aye</b> .....      | Silverstein 7            |
| <b>Rae Barr</b> .....         | Rhoads 6                 |
| <b>Sabrina Bennett</b> .....  | Ravdin 6                 |
| <b>Shanell Bevins</b> .....   | Radiation Oncology       |
| <b>Mercedes Brooks</b> .....  | Rhoads 1                 |
| <b>Mya Ervin</b> .....        | Founders 12              |
| <b>Margaret Fisher</b> .....  | PCAM Infusion            |
| <b>Charynda George</b> .....  | Rhoads 3                 |
| <b>Shayla Graves</b> .....    | Founders 14              |
| <b>Mark Green</b> .....       | Founders 8               |
| <b>Al Hood</b> .....          | Staffing for All Seasons |
| <b>Tina Huber</b> .....       | Valley Forge Infusion    |
| <b>Monique Moore</b> .....    | Dulles 6                 |
| <b>Va Nim</b> .....           | Founders 5               |
| <b>Sam Ochabillo</b> .....    | Catheter Recovery Unit   |
| <b>Crystal Parks</b> .....    | Ravdin 8                 |
| <b>Louise Robinson</b> .....  | Rhoads 6                 |
| <b>Dionne Sewell</b> .....    | Founders 14              |
| <b>Clarence Spencer</b> ..... | Founders 8               |
| <b>Monique Young</b> .....    | Ravdin 6                 |
| <b>Eva Zois</b> .....         | Rhoads 6                 |

previously independent (pre-diagnosis) to accept. “I cannot count how many times I’ve heard a patient say, ‘Oh, Ryn’s my CNA today? She’s the best!’”

She also provides fresh ice water for her patients, as well as extras for any family members who have spent the night. “It’s amazing how a simple glass of ice water goes such a long way.”

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## JOIN THE 5K FOR THE IOA & MEMORY MILE WALK!

Mark your calendars: Penn's 8th annual 5K for the IOA & Memory Mile Walk will be held on **Sunday, September 22**, on Penn's campus. Proceeds directly support innovative research by Penn's Institute on Aging through the Pilot Grant Program, to fill funding gaps and foster exploration of new directions in research for Alzheimer's and other neurodegenerative diseases.

To register or volunteer, go to [PennMedicine.org/5kIOA](http://PennMedicine.org/5kIOA).



## THE EXPECTORANTS KEEP GIVING

For the seventh year, the Expectorants — staff and friends of **Silverstein 11** who raise money for cystic fibrosis — have participated in the Take A Breather Narberth run, raising \$1,200 for the organization. These funds help fulfill wishes to children and adults living with the disease. Since forming their team, the Expectorants have donated over \$6,000 to the Take A Breather Foundation!

This event is only one of many that the team participates in. They also raise money through t-shirt sales for a petty cash fund which helps meet some of the needs of patients — such as parking and transportation — who are at the CF clinic.

## Celebrating THE CONTRIBUTIONS OF CNAs

(continued from front)

"Ryn carries the light of positivity into each room she enters." When a patient told her she "smells amazing," George bought a tube of her lotion after work and gave it to the patient the next morning. "It made the patient's entire week. Ryn is thoughtful and generous like that. She is always willing to go out of her way to make someone's day."

George gives each patient one hundred and ten percent of her time, energy, and care. "It's so infectious."



## It's a Bird! It's a Plane! IT'S A BATHROOM?

A bathroom is probably the last thing you'd expect to be descending from on high but if you happen to look up at the top of the Pavilion one evening, you might just see one floating down.

Bathroom pods represent one of many items manufactured for the Pavilion at PennFab, Penn Medicine's off-site manufacturing (OSM) facility in Grays Ferry. Off-site manufacturing reduces traffic impact and site congestion (55 fulltime workers or 8 percent of the site labor works at the facility), increases quality, and lowers cost. "Off-site and prefabrication is at the forefront of design and construction innovation," said **Andrew Menyo**, PennFIRST project manager.

Prefabricated assemblies are critical to support the job and add flexibility to a very complicated project. "If we're told to slow down the delivery of bathroom pods at the project site, we can slow the assembly operation and shift manpower from PennFab to the job site," Menyo said. "But if we need to speed up production, we already have all the subassemblies at PennFab. It's smarter and more efficient." Most important, prior to delivery to the project site, all assembled pieces are inspected, ensuring a high level of quality control.

### What's Involved in Prefabbing

OSM is all about efficiency and uniformity. All 504 patient bathrooms have the same finish, with only two

variations in layout and seven plumbing variations (for coordinating around the structural steel of the building). "These are important metrics to be cost effective," Menyo said. "We worked as a team to keep variations low, with a consistent size."

At PennFab, each of the main components comprising the bathroom — floor, walls, and ceiling — are built as individual sub-assemblies. For example, one big room contains three identical jigs (permanent templates) used to assemble the subfloors. Each weekday, three subfloors are completed, using the same approach and the same pre-cut materials. Once completed, the subfloor is flipped onto a pallet and stacked. At the end of each week, the 15 subfloors are sent to another location where the actual flooring is installed on top. Once the floors are returned to PennFab, they're stockpiled. Similar assemblies from pre-cut pieces occur for the bathroom walls and ceilings. Finally, all the pieces are brought together to complete the nearly two-ton bathroom pod and ultimately delivered to the Pavilion, lifted to the patient floors via a crane, and then moved into the final position.

Unlike traditional onsite methods of building, which use tape measure and levels, "computer aided technology and templates enhance both precision and efficiency," Menyo said, adding that it also increases value. "By prefabbing bathrooms, we're able to afford nicer finishes. Instead of tile and grout, a



common finish in most bathrooms [which require more maintenance], we're using acrylic solid surface product on the walls and a resinous epoxy on the floors. Prefabbing allows us to provide Penn with a higher quality product within budget."

Additionally, "the solid surface is better in terms of infection control because it is nonporous, leaving no crevice or visible seam for bacteria to harvest," added **Lauren Valentino**, Pavilion project manager.

In addition to the bathroom pods, more than 570 mechanical/electrical/plumbing (MEP) "racks" are fabricated at PennFab. The services that bring conditioned air, electrical power and data, are all pre-assembled in sections that are upwards of 30 feet long. "The coordination and installation of above-ceiling utilities is extremely complicated and requires extensive oversight of the multiple trades," Menyo said. "Fabricating and fully testing these assemblies offsite ensures that Penn has a building that can operate and be maintained properly."

All the bathroom pods will be delivered to the Pavilion between now and November, at a rate of approximately 56 a month. So keep looking up!

**Keep up with the latest news on all the changes across the HUP campus. Visit us online to learn more: [PennMedicine.org/OneHUP](http://PennMedicine.org/OneHUP).**

## MATCHES THAT SAVE LIVES

943. That's the number of days since former patient Jenna Lawson had her successful bone marrow transplant at Penn. But, to her it represents "943 more sunrises, 943 more sunsets," she said at HUP's Be the Match walk. More important to her, "I've seen my daughter's fifth, sixth, and seventh birthdays....Her preschool graduation, her first days of kindergarten and first grade."

Held on Rhoads 7, a unit for bone marrow transplant patients, the annual walk around the unit — for patients, families and friends — helps raise awareness of the need for donors as well as the importance of donations for those waiting for a transplant. **David Porter, MD**, director of Cell Therapy and Transplantation, described the event as a "celebration," for both the staff and patients who are involved in "the miracle of bone marrow transplant."

"My transplant patients and their donors inspire me every single day," said **Alison Loren, MD, MS**, director of Blood and Marrow Transplantation, and Lawson's transplant doctor. "Nurses on this floor inspire me. I'm incredibly proud of the unit and program."



"Every day is a gift," Lawson told the Match participants. "I owe my donor for every single day and every single thing that has happened. I thank staff and doctors so much."

### HUPDATE

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