

TEMPLE

TALK

The newsletter of Temple University Hospital

August 2014

Seeing is Healing

**Temple's High-Tech Endoscopy Suite
Pinpoints GI Problems Proactively**

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- New REACH Health Telemedicine Stroke Program
- Celebrating 10 Years of Language Services

Patient Jim Blue (sitting, left) meets with Section Chief of Gastroenterology Dr. Oleh Haluszka prior to Jim's pancreas resection surgery.



Temple University
Hospital

Temple University Health System

The Pace of Our Progress in FY14

Challenges continue to intensify for hospitals across the country in the form of rising costs, lower reimbursements, and declining inpatient volumes. Temple University Hospital is not immune to these trends, and we continue to be challenged to meet our inpatient volume targets, resulting in a shortfall of revenue from patient care for Fiscal Year 2014, which ended June 30.

Along with these successes, we did need to make two budgetary adjustments this past year, which included some staff reductions.

Transplant Program Transformation

We performed 109 transplants in FY14, far exceeding our projection of 65 cases, contributing further to our higher CMI and firmly establishing TUH as a regional transplant center.

Also this year, TUH earned more points than any other participating hospital in the Hospital and Health System Association of Pennsylvania's (HAP) annual 'Donate Life Hospital Campaign,' which brings together regional organ, eye and tissue donation organizations and their hospital partners to educate communities on the life-saving role they play in organ, eye and tissue donation.

Our stellar performance in the campaign, in close partnership with the Gift of Life Donor Program, also earned us "Platinum-Level" Achievement — the highest level of recognition allotted to a hospital or health system — for participating in a variety of engaging activities designed to raise organ-donor awareness and increase the number of registered donors. (Last year, we earned "Gold-Level" recognition.)

Earned Recognitions

The overall pace of our progress is further expressed in the rapid succession of re-accreditations, re-verifications and recognitions we earned recently in the following areas: Radiation Oncology, Temple Cancer Center, TUH Bone Marrow Transplant Center (based at

Jeanes Hospital), Temple Burn Center, and the Palliative Care Program.

U.S. News & World Report once again recognized us as being among the best hospitals in the region. We ranked 11th in the Philadelphia area in *U.S. News'* 2014-15 "Best Hospitals" rankings and were also identified as a "high performer" in the following six specialties: Cardiology & Heart Surgery; Gastroenterology & GI Surgery; Gynecology; Nephrology; Neurology & Neurosurgery; and Pulmonology. Less than ten percent of all hospitals nationwide are recognized for high performance.

To continue to be recognized in these ways speaks volumes about the skill and expertise of our entire healthcare team and serves to deepen our commitment to providing the highest quality clinical care and specialty programs to our patients.

I congratulate all of you for contributing to these impressive results. There are always opportunities for improvement in each and every department, so please continue to stay focused on specific Operational Improvement initiatives, the Value Innovation Partnership (VIP) and overall spending reduction efforts as we continue to build a solid foundation for FY15.

Sincerely,

John N. Kastanis

John N. Kastanis, FACHE
President & Chief Executive Officer
Temple University Hospital

Notwithstanding these challenges, I am pleased to report that we expect to end FY14 with a positive bottom line for Temple University Hospital — an achievement which points to important progress we are making in several areas.

Positive Performance

Our Operational Improvement and Cost-to-Treat initiatives exceeded our FY14 goals. We continue to treat sicker patients, boosting our Case Mix Index (CMI) significantly and bringing in higher reimbursement. Our outpatient volume also exceeded expectations for the fiscal year, which further demonstrates our commitment to health promotion and population health, while also positively contributing to our bottom line.

Your successful efforts to increase efficiency, reduce waste and maintain a tight control on expenses contributed significantly to our positive overall FY14 performance. This result also speaks to the effectiveness of our management teams across the hospital in coordinating the efforts of their staff.

'Chilling Out' at Temple

Summer of '14 is proving to be a scorcher. But folks at Temple know how to stay cool. Last month, armed with smoothies, **Michele Brennan** (left) and **Tammy Roberts** enjoyed a break outside in TUH's Griswold Circle.



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Reaching Across Miles to Save Lives:

TUH to Deliver Stroke Care via Telemedicine

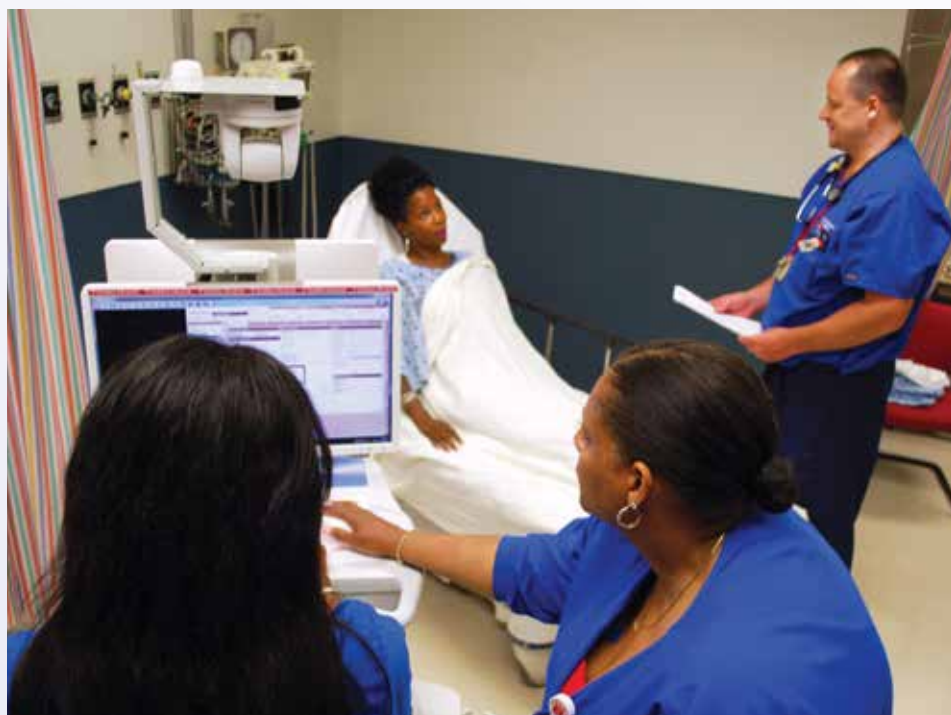
When a patient presents to the emergency room with symptoms of a stroke, every second counts. In smaller, often-rural communities, care can sometimes be harder to access within the critical eight-hour window of time needed to avert permanent damage from the “brain attack.”

Neurologists at Temple University Hospital (TUH) will soon be able to provide much-needed expert stroke care to patients in remote communities without ever leaving TUH, thanks to the new REACH Health Telemedicine Stroke Program, expected to be operational by early September.

“The centerpiece of our program is a high-tech telemedicine cart that allows us to provide real-time consults with care teams at other institutions, to ensure that their patients get the life-saving medication they need – such as the clot-buster tPA – without delay,” said **Paul Katz, MD**, Director of the TUH Stroke Program.

As the “hub” hospital, TUH and its stroke team physicians will use the new REACH Access™ system to see and evaluate patients in “spoke hospitals” via live video, reviewing their lab results, viewing their

CT images on an integrated picture archiving and communication system (PACS), and conducting face to



TUH clinicians demonstrate how the REACH Access™ Telemedicine Cart could link a spoke hospital with TUH neurologists to quickly assess a patient who presented to the community hospital's Emergency Department with stroke symptoms.

face evaluations via video at the remote sites. Among the physicians to use the cart will be Dr. Katz, **Ausim Azizi, MD, PhD**, Temple's Chair of Neurology; and **Guillermo Linares, MD**, Temple's Director of Neuro-Interventional Services.

TUH's first “spoke” site will be Episcopal Hospital, where the use of telemedicine will facilitate quicker decisions regarding stroke diagnoses, and the ability to administer tPA, thereby improving the possibility of a good clinical outcome for stroke patients.

The system includes a “door to needle” timer to track precious minutes during the interaction, offers standard stroke protocols and best-practice order recommendations, and permits patient charting and narrative consult notes to be entered into the patient's electronic medical record.

“Community hospitals will have the choice to admit the patient in their Critical Care Unit or transfer them to TUH,” Dr. Katz noted.

Transfers from up to 100 miles away are coordinated through the Temple Transport Team (T3) Comprehensive Communications Center (C3). “This is a ‘market differentiator,’” according to **Rosemary Nolan**, Chief Operating Officer at TUH.



An illustration of a patient consult screen on the REACH Access™ Telemedicine Cart.

“The ability to combine our telemedicine capability with our ground and flight transport divisions at T3 and our transfer center capabilities at C3 make this a very competitive program. Community-based emergency departments have to make just one call to get the complete package of services,” she added. Temple's Stroke Team provides referring physicians continual assessment updates of their patients to assure continuity of care.

“It is wonderful to be able to provide a service that doesn't yet exist at these hospitals. This will be a fantastic opportunity to develop new relationships with community providers,” Dr. Katz said. “There is also a great potential for these telemedicine capabilities to be applied to other specialties at Temple in the future,” he added.



Temple University Hospital's new REACH Access™ Telemedicine Cart

Seeing is Healing:

Temple's High-Tech Endoscopy Suite Pinpoints GI Problems Proactively

The world traveling. Summers at the shore. Time with his 10 grandchildren. Everything 70-year-old Jim Blue held dear in life was suddenly in jeopardy following a doctor's visit earlier this year.

While undergoing routine urological testing, Blue's family physician picked up what appeared to be a small cyst on his pancreas. Concerned, the doctor referred Blue to **Dr. Oleh Haluszka**, Chief of Gastroenterology at Temple University Hospital (TUH).

Blue didn't know it at the time, but he was going to be one of the first patients evaluated in Temple's new, state-of-the-art Endoscopy Suite. This new facility enables physicians to detect and treat digestive diseases and cancerous cells much earlier than in the past using high-resolution endoscopes and imaging technology. Now, slight abnormalities that used to be invisible to physicians can be identified much earlier, allowing physicians to initiate treatment quickly before a small problem grows larger.

Using the advanced imaging in Temple's Endoscopy Suite, it didn't take long for Dr.

Haluszka to pinpoint the lesion on Blue's pancreas and, in real-time, confirm that the condition was serious.

"If left untreated, the lesion potentially could have turned into pancreatic

cancer," Dr. Haluszka said. "This high-tech facility enables the earlier detection and treatment of conditions like Mr. Blue's. It is truly the most cutting-edge endoscopy suite in Philadelphia, and one step short of an operating room."



Temple's new Endoscopy Suite.



Physicians and fellows of Temple's Digestive Disease Center, who utilize the Endoscopy Suite.



James Blue and his wife, Melinda (center, sitting) surrounded by their family.

successfully removed and we expect no further complications."

Thanks to timely action on the part of his medical team, Blue was discharged from TUH in time to enjoy nearly a full summer at his shore home. He has also been able return to all of the activities he cherishes: traveling, sailing, golfing, and enjoying time with his family.

Feeling well a month after his procedure, Blue expressed his gratitude for the care he received at Temple.

"I am very happy with the care given by the entire staff during my week of surgery and recovery," he said. "I do, however, want to give particular recognition to Dr. Haluszka and Dr. Karachristos. They are both outstanding doctors – compassionate, professional, thorough and friendly. Truly, they are two of the best specialists in the region."

"After my diagnosis, Dr. Haluszka explained my condition, gave his care recommendations, and laid out a timeline for how the lesion should be attended to," Blue said. "He even explained alternatives. I felt like I was involved in my own care, and I valued that."

On June 17, Blue was wheeled into the operating room at TUH to undergo a pancreatic resection performed by surgeon **Dr. Andreas Karachristos**, Director of Hepato-Biliary-Pancreatic Surgery in Temple's Division of Surgical Oncology.

"His surgery went well," said Dr. Karachristos. "He had a 60 percent minimally-invasive pancreatic resection, and we also took out his spleen due to the area involved in the surgery. The lesion was



*Section Chief of Gastroenterology
Dr. Olek Haluszka with patient
Jim Blue (on right).*

From Arrival to Discharge:

Attractive New Information Booklet Welcomes TUH Patients

A new booklet brimming with vital information will soon be part of the welcome packets that patients receive when admitted to Temple University Hospital (TUH).

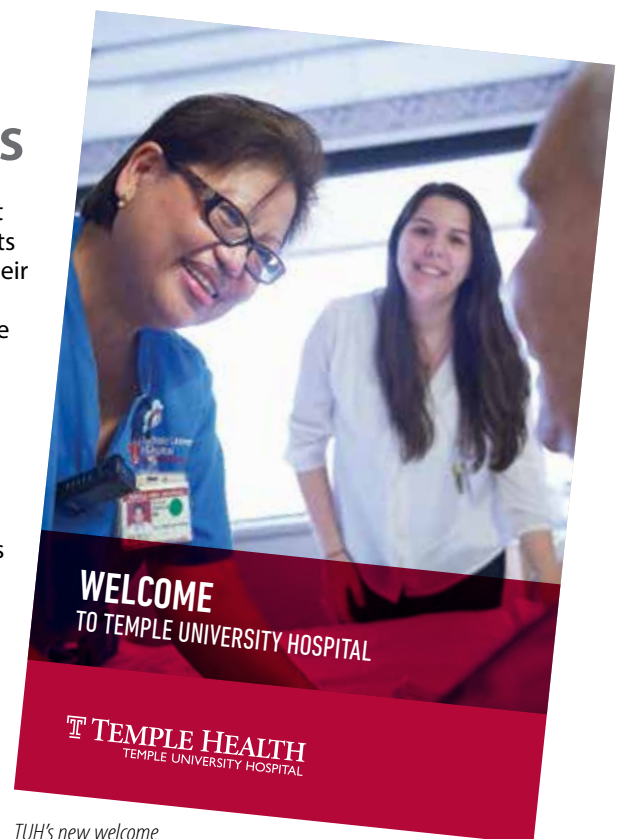
The 34-page booklet, available in English and Spanish, offers guidance on what patients can expect throughout their stay – ranging from the admissions process to the myriad of hospital services and amenities to important phone numbers to the discharge process.

“Coming to the hospital for a procedure, even if it’s elective, can be unnerving. We hope to ease any worries ahead of time with the plethora of information provided in this booklet,” said **Joanne Roselli**, TUH’s Director of Patient Relations. “We believe that this handy and attractive resource will significantly enhance our patients’ experience during their stay with us,” she added.

In addition to outlining important policies, the booklet offers patients steps they can take to enhance their understanding of the care they receive, prevent falls, minimize the risk of infections, and maximize their comfort and safety.

The booklet was drafted by the Welcome and Discharge sub-group of the Patient Experience Committee and produced by Temple University Health System’s Marketing Department. A digital copy will be posted on the TUH website.

“We scripted the booklet’s content with our patients’ needs as our top priority, and hope that this will be a valuable asset that can be updated at TUH as necessary for years to come,” Roselli noted.



TUH's new welcome booklets – coming soon!

Temple Burn Center Earns National Mark of Distinction for Superior Care

The Temple Burn Center earned re-verification as an adult burn center by the American Burn Association (ABA) and the American College of Surgeons Committee on Trauma. The only Burn Center in the region at a Level 1 trauma hospital, Temple has consistently earned this prestigious status since opening in July 1999 by demonstrating its continuing dedication to providing superior care to its patients.

In order to receive the three-year re-verification, the Center met rigorous standards which include admitting on average 100 or more patients annually, maintaining an average daily census of three or more patients with acute burn injuries, and meeting demanding criteria for organizational structure, personnel qualifications, facilities resources, and medical services.

“We are honored to be re-verified, and it is a testament to the hard work of

our clinical team to go above and beyond each day to ensure our patients are comfortable as they recover from traumatic burn injuries,” said **William Hughes, MD**,

Medical Director of the Temple Burn Center. “Thank you to everyone hospital-wide who supports the efforts of our unit,” he added.



Staff members of the Temple Burn Center.

Champions of 'Just Culture'

Congratulations to **Ellen Jahn** (Director, Employee & Labor Relations), **Jennifer Rodriguez** (Interim Director of Nursing), **Elizabeth Menschner** (Director of Nursing Services), and **Karen Rafferty** (Director of Nursing Education and Performance Improvement) for being named Certified Just Culture Champions by Outcome Engenuity, the vendor selected by Temple University Hospital and the Pennsylvania Association of Staff Nurses & Allied Professionals to implement Just Culture at Temple.

Just Culture is a model of patient-safety improvement and error-reduction among nursing, professional and technical staff which fosters a culture of continuous learning to prevent future errors, reinforces accountability in an equitable fashion, and promotes adherence to best-practice procedures.

Temple's four leaders, in addition to taking in a local class, attended a three-day certification course and took a proficiency examination to become Just Culture trainers at Temple University Health System and at other participating organizations.



Front to back: Ellen Jahn, Jennifer Rodriguez, Elizabeth Menschner, Ellen McDermott (Just Culture Advisor, Outcome Engenuity), and Karen Rafferty.

Temple University Hospital Ranked Among the Region's Best Hospitals and Recognized as a 'High Performer' by U.S. News & World Report

Temple University Hospital has once again been recognized by *U.S. News & World Report* as being among the best hospitals in the region. Temple is ranked #11 in the Philadelphia area in *U.S. News'* 2014-15 "Best Hospitals" rankings. Temple was also identified as a "high performer" in the following six specialties: **Cardiology & Heart Surgery; Gastroenterology & GI Surgery; Gynecology; Nephrology; Neurology & Neurosurgery; and Pulmonology.** Less than 10 percent of all hospitals nationwide are recognized for high performance.

Eye-Catching Décor for Ophthalmology Department

Patients and visitors are in for a treat when they enter Temple Ophthalmology Department's waiting rooms since art students at Philadelphia's Little Flower Catholic High School for Girls generously donated 30 pieces of artwork, which are now on display.

"We thank these talented students for enhancing the beauty of our offices with their creations," said Chair of Ophthalmology **Jeffrey D. Henderer, MD.**

The students entered a competition for a \$200 tuition credit to Little Flower. Rachel Wisniewski, a senior who will attend Tyler School of Art at Temple University this fall, was the contest winner. "I tried my best to do something different with traditional watercolor," Wisniewski said.

The students' artwork can be viewed in the Ophthalmology offices both at Temple University Hospital (located on the sixth floor of the Parkinson Pavilion) and in Jeanes Hospital (located in the Physicians' Office Building, Suite 201).



(From left) Administrator and Little Flower graduate Maureen Hueber, student winner Rachel Wisniewski (holding prize basket), Chair of Ophthalmology Dr. Jeffrey D. Henderer, and Little Flower President Sr. Donna Shallo, IHM.

Fresh and Local:

TUH Cafeteria Partners with Common Market Philadelphia

Looking to enjoy some prepared long hot peppers, shucked sweet corn or mustard greens picked fresh from the farm located just miles away to have with your meal? Temple University Hospital's cafeteria has you covered.

In July, TUH's cafeteria began a new "Farm to Table" partnership with Common Market Philadelphia, a local food distributor with a core mission to strengthen the connection of regional farms with local organizations, like Temple. Through the partnership, Temple orders fresh produce at the peak of flavor from a weekly listing, which allows for new, unique menu offerings.

"We're excited to now offer creative, local selections on our menu from area farms, like Braised Toscana Kale and Rainbow Swiss Chard," said TUH Executive Chef **Jeffery Klova**. "Each day, a new delivery comes in with seasonal choices. Staff can easily identify them in the cafeteria by looking for the 'Locally Grown' symbol," he added.



Long Hot Peppers
(Marolda Farms; Vineland, NJ)



Sweet White Corn
(Fifer Orchards; Wyoming, DE)



Mustard Greens
(Marolda Farms; Vineland, NJ)



Blueberries in the TUH cafeteria sourced from Hammonton, NJ.

Braised Toscana Kale

Serving for 10 people

4 Tbsps. Olive Oil
2 Cups Onions, Chopped
8 Bunches, Toscana Kale,
Cut, Washed
1 ½ Tbsp. Garlic, Chopped
½ Tsp. Onion, Powder
½ Tsp. Coriander,
Ground
1 Tsp. Salt
½ Tsp. Pepper, Black

DIRECTIONS:

In a skillet with lid add oil, chopped onions and kale.

Cook slowly until kale becomes tender.

Golden Beet Salad

Serving for 4 people

6 Medium Golden Beets, Cooked
2 Scallions, Sliced Thin
½ Cup Celery, Chopped
¼ Cup Sundried Cranberries

Lemon Dressing:

2 Tbsp. Olive Oil
2 Tbsp. Salad Oil
Juice of 2 Lemons
Zest of 2 Lemons
½ Tbsp. Honey
½ Tsp. Coriander, Ground
1 Tsp. Salt
½ Tsp. Pepper, Black

DIRECTIONS:

Cook beets with skin on by roasting or boiling until they become tender in the center with a fork. Cool slightly, peel and slice.

Prepare the dressing, whisking all the other ingredients together in a small bowl. Toss the warm golden beets with the dressing and chill before serving.



Food Production Supervisor Dwayne Wyatt slices up a "Yellow Doll" melon from Cassidy Farms in Monroeville, NJ.



Perfusionist Irene Kennedy feasts on a "farm fresh" plate of veggies.

Sustainable
Recipes
from
Chef Jeff's
Kitchen

TUH's New Flat-Screen TVs Combine Education with Relaxation

Soon, Temple University Hospital's (TUH) inpatients will be able to learn important information about their procedure, purchase movies for personal entertainment, and enjoy relaxation videos – all from the comfort of their bed, thanks to brand new, 32-inch flat-screen TVs currently being installed in patient rooms throughout the hospital.

Overseen by Temple's Patient Experience Committee's television planning group, TUH has contracted with pCare Interactive Systems® to install nearly 650 of the high-tech TVs in patient rooms – as well as in TUH's waiting rooms and lobbies, where they can offer news and announcements in a dynamic format.



Two of the new pCare interactive televisions at TUH

"It's important that we offer our patients a wide variety of modalities to enhance their satisfaction and safety through the continuum of their care," said **Joan Dauhajre, LCSW, MS**, TUH's Senior Director of Patient Services. "These televisions serve as excellent devices to do just that," she added.

Patients will have a universal "pillow remote" at their bedside to

control content on their new televisions, and even adjust the lights in their room.

"We look forward to offering this exciting new service to our patients," Dauhajre noted.

pCare TV Features

A wide variety of bedside educational and comfort features are available with TUH's new pCare Interactive Systems® televisions, including:

- **Welcome Channel:** This channel will host important information, including a special greeting from TUH President and CEO John N. Kastanis, a listing of TUH's services, patient rights and responsibilities, discharge planning instructions, and a heads-up about the follow-up phone calls each patient will receive after they have left the hospital.
- **Education:** Nurses can select topics pertinent to each patient's specific condition to speed their recovery. Additional information will include TUH's Hourly Rounding, Shh! Campaign for noise reduction, and other important patient-experience initiatives.
- **Language Selection:** Programming will be available in six different languages, as well as via closed-captioning.
- **Meal Choice:** Selecting entrees just got much easier! Nutrition staff will be alerted promptly regarding any changes the patient makes through the television's interactive menu.
- **Stress Management:** Bed-top yoga will be among the many relaxation channels available to relieve illness-induced stress.
- **Movie Options:** Twelve different titles will be offered for a daily rental fee.
- **Room Requests:** If the bathroom needs to be cleaned or the room made warmer, a request can be made right from the television set.

For more information, please contact Joan Dauhajre at 2-4558 or Joan.Dauhajre@tuhs.temple.edu.

TUH's pCare committee members, from left: Frank Longo (Supply Chain Services), Frank Connelly (Facilities Management), Bill Clement (Facilities Management), Lydia Hasan (Nursing Resources), Joan Dauhajre (Patient Services), Joanne Roselli (Patient Relations), Leah Kellar (Guest Relations), Rick Weber (Environmental Services), and John Testa (Information Systems).

Not pictured: Karen Bailey (Infection Control), Mitch Parker (Information Systems), Karen Rafferty (Nursing Administration), Jennifer Rodriguez (Nursing Administration), and Kanwal Verma (Budget Department).



Temple Spirit Shines During Annual Regatta

Over 100 Temple Health physicians, nurses, administrators, staff and family members showed off their competitive spirit on Saturday, June 7 during the annual Independence Dragon Boat Regatta along the Schuylkill River.

This year, four boats represented Temple Health: TUH Emergency Medicine, TUH Administration, TUH Cherry Bombs – a team that represents various Temple employees, and Oars for a Cure – a team that rowed to raise money for the Temple Cancer Center's Patient Care Fund.

Temple's first competition of the morning was particularly exciting, according to Cherry Bombs Captain and TUHS Risk Specialist **Reyna Florentino**, with all four of Temple teams racing each other. "The Cherry Bombs and Emergency Medicine were neck-in-neck the whole time... resulting in quite the emotional race!" she said. "Emergency Medicine won with a six-second lead. This year was also a

monumental one for the Cherry Bombs. For the first time, we placed in a top heat," she added.

Although he typically attends each year, **Dr. Robert McNamara**, Professor and Chair of Emergency Medicine at Temple University School of Medicine and Interim Chief Medical Officer at Temple University Hospital, was overseas competing in





the World Cup after securing a win for Team USA in the Grand Championship International Mixed Race in Hong Kong. In his absence, Dr. McNamara's brother steered the Emergency Medicine team

to victory, helping them win the coveted Hospital Cup.

Off the river, as the classic summer smells of burgers and hot dogs wafted through

the air, some of Temple's paddlers emphasized their Temple spirit by painting their faces with a dragon-styled Temple "T."

Dragon Boat Regatta Healthcare Cup Champions...Again!

For the third time in the last four years, members of TUH's Emergency Medicine Department surged past all other hospital and health system teams to bring in the Healthcare Challenge Cup during June's Independence Dragon Boat Regatta on the Schuylkill River. The multidisciplinary team included ED physicians, residents, nurses, technicians, and support staff.

U.S. Army Captains Enrico Ciciliot and Nicholas Triche presented Head Coach and Temple's Chair of Emergency Medicine **Robert McNamara, MD, FAAEM**, and members of the TUH Emergency Medicine Team with the coveted Cup on June 27 in the TUH Emergency Department. The U.S. Army was the primary sponsor of the Regatta.

"We were able to secure the victory by working as a team, just as we have to do every day in the ED to give the best care to our patients," said Dr. McNamara.



U.S. Army Captain Enrico Ciciliot presents Temple Professor and Chair of Emergency Medicine Dr. Robert McNamara and members of the TUH Emergency Medicine Team with the Healthcare Challenge Cup.

Healing Words:

Ten Years of Language Services at Temple

Ku ndjeni dhimbje?

Koj tsev neeg puas muaj keeb kwm kab mob plawv?

¿Tiene un médico de cabecera?

You're sitting in a hospital room while a doctor with a worried look wonders why you don't answer these simple questions.

But you don't speak Albanian ... or Hmong ... or Spanish – the languages used in each of these questions, respectively. (If you did, you would know that your doctor is asking you where you feel pain, whether heart disease runs in your family, and if you have a primary care doctor.)

Patients who are not fluent in English find themselves in this position every day in medical facilities across the nation. For them, simply trying to explain their health problem to their healthcare provider ... and understanding exactly what they are being told in return ... can be frustrating and frightening.

Temple University Health System has made safe and effective communication between caregivers and their limited-English-proficient patients part of its culture – thanks to the services offered by the Linguistic and Cultural Services Department – which held its tenth anniversary celebration this July.

Founding members recounted how the Department has grown since its inception as the *Hablamos Juntos* ('We Speak Together') program at TUH, a three-year medical interpreter demonstration project

funded by the Robert Wood Johnson Foundation. TUH was one of only 10 sites across the country selected for the grant.

"*Hablamos Juntos* gave our Latino population the same access to top-quality patient care enjoyed by every Temple patient, aided by the services of four professional medical interpreters to improve patient-provider communication," recalled **Angel Pagán**, Director of Temple's Linguistic and Cultural Services. "We benefitted greatly from the positive leadership of the project's two lead principal investigators, **Dr. Raul De La Cadena** and **Charles Soltoff**," he noted.

"The vision to expand language-access resources here at Temple has truly flourished," said Dr. De La Cadena, Assistant Dean and Director of Recruitment, Admissions and Retention for Temple University School of Medicine. "We are truly in the 'golden age' of medical interpretation at Temple, and I take off my hat to our entire professional interpreter staff for the vital services they provide," he added.

"As a legacy of *Hablamos Juntos*, Temple has best-practice medical interpretation services fully integrated with great clinical care," said Soltoff, Associate Vice President of Temple University Health System's Marketing Department.

Communication clarity is more than a convenience in healthcare – it is an essential ingredient of quality and patient safety, according to **Dr. Susan Freeman**,



Angel Pagán describes the growth and accomplishments of the Department at its tenth anniversary celebration.



Photos span a decade of service by the Department's staff members.

Chief Medical Officer for Temple University Health System. "Language difficulty is a leading barrier to effective healthcare, and Temple's Linguistic and Cultural Services Department bridges that barrier. It is an outstanding resource for our clinicians," she said.

Temple's program now provides medical interpretation services in over 195 languages with its nine full-time medical interpreters, 35 dual-role medical interpreters (who provide on-demand medical interpretation in addition to their regular duties as Temple employees), telephonic interpretation services, and video conferencing for deaf and hard-of-hearing patients. Over the past decade, the program has logged nearly 270,000 patient encounters – 47,000 of them during FY 2014 alone.

Temple's medical interpreters know first-hand how rewarding those encounters can be – for themselves as well as for patients.

"I come to work every day knowing I will be doing something that makes a difference," said **Bertha Maria Fong**, a medical interpreter at TUH. "I've had former patients who I assisted when they were hospitalized come up to me in the supermarket to give me a big hug."



Medical interpreters and administrative staff of Temple's Linguistic and Cultural Services Department (including Temple Health's Regulatory Officer Sherry Mazer, standing at far right).

'Big Wheel' Improvements in the ED

Temple University Hospital's Emergency Department recently acquired 26 new high-tech stretchers that will enhance patient care, as well as staff comfort and efficiency. Among the ergonomic features of the new Stryker® 'Big Wheel' stretchers is a novel wheel design that decreases rolling resistance and makes them easier to push.

"Our new stretchers are also equipped with built-in scales that enable us to obtain more accurate readings of a patient's weight for fine-tuning their medication dosages," said Emergency Department Nurse Manager **Michele Jones, RN**. "They also have a feature which puts less strain on clinicians and transporters, and decreases the number of staff needed for transports," she noted.



ED Nurse Manager Michele Jones (far left); Director of Nursing for Emergency Services Mark Meyers (second from right); and ED nursing staff showcase one of TUH's new "Big Wheel" stretchers.

'Hats Off' to our Patients

Every other Friday, staff members in Temple's Pulmonary Function Lab wear an extra accessory to work: colorful, sometimes wacky hats. The idea was formed earlier this year when Senior Cardiopulmonary Technologist **Lori Luppino, RRT**, donned a hot pink hat one day and her patients and coworkers alike were delighted by the novelty.

As a result of such a reception, a biweekly "Hat Day" was officially instituted, and folks from well beyond TUH took notice -- including the Philadelphia Phillies, who recently donated Mother's Day Derby hats to the department.

"Many of our patients absolutely love to pose with us when we wear our hats, and several of them have laughingly said, 'Oh, I wish I wore my hat today too!'" said Luppino.



Pulmonary Function Lab staff members don Mother's Day Derby hats donated by the Philadelphia Phillies.

New Department Alert:

Staying on the Cutting Edge of Medical Image Archiving



TUH Radiology Imaging Analysis and Archiving Department staff, from left: Victor Chang, IT; Renita Peurifoy, and Helena Hampton.

As medical imaging technologies rapidly advance, the methods of storing those images have also changed dramatically. Temple University Hospital has kept abreast of these advances by creating a new Radiology Imaging Analysis and Archiving Department, which stores patient scans digitally and makes them portable in a convenient CD format. Previously, exams were imaged on film and stored in cabinets.

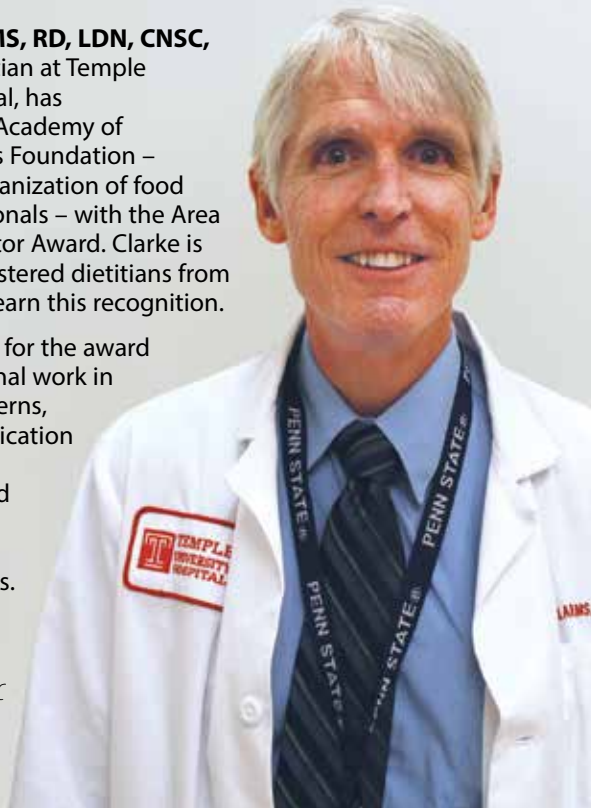
"We're excited about this change from film to digital," said **Stephanie Barnes**, manager of the new department. "We can now upload images of all radiological exams to a computer in a matter of minutes -- making them easily accessible to authorized clinicians at any location," she noted. "Referring doctors can also have their patients who had radiology exams elsewhere interpreted by TUH radiologists. All we would need is the CD and the order," she added.

TUH Dietitian Earns National Recognition

Stephen Clarke, MS, RD, LDN, CNSC, a registered dietitian at Temple University Hospital, has been honored by the Academy of Nutrition and Dietetics Foundation – the world's largest organization of food and nutrition professionals – with the Area 6 Outstanding Preceptor Award. Clarke is only one of seven registered dietitians from across the country to earn this recognition.

Clarke was nominated for the award based on his exceptional work in mentoring dietetic interns, coordinating communication between the students and TUH dietitians, and connecting students with helpful resources for their dietary studies.

Stephen Clarke, MS, RD, LDN, CNSC



New TUH Sterile Processing Department Director

Charles Walker, MBA, CRCST, CHL, ORT, has been appointed Director of the Sterile Processing Department at Temple University Hospital.

He brings over 10 years of experience at area hospitals and was most recently the Manager of Sterile Processing for the Alfred I. DuPont Hospital for Children in Wilmington, Delaware.

Charles earned his MBA from the University of Phoenix and his Bachelors of Science in Healthcare Administration from Columbia Southern University, in Alabama.

He can be reached at 2-3790 or Charles.Walker@tuhs.temple.edu.



Charles Walker

IV Nurse Earns Two National Certifications

Presca O. Beley, BSN, RN, CRNI® VA-BC, a member of Temple's Intravenous Therapy team and a 35-year Temple career veteran, has recently earned two national specialty certifications.

She earned her Certified Registered Nurse Infusion (CRNI®) from the Infusion Nurses Society and Infusion Nurses Certification Corporation, which is the only nationally recognized and accredited certification in infusion nursing. She also received a Vascular Access-Board Certified (VA-BC) recognition for her expertise in vascular access.

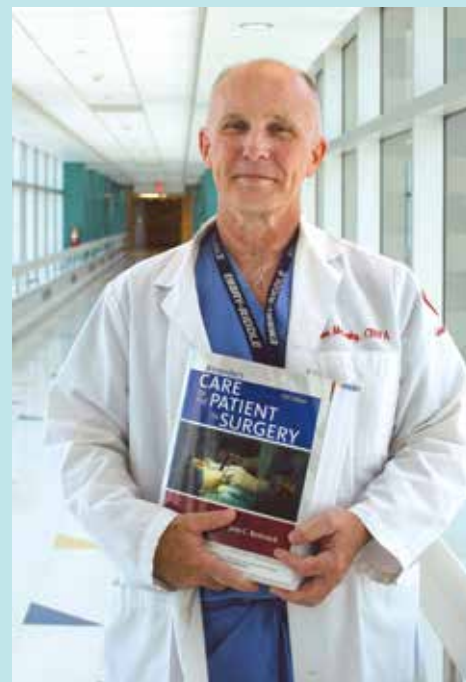


Presca O. Beley, BSN, RN, CRNI® VA-BC

Temple Nurse Contributes to Prestigious Textbook

Jim McCarthy, CRNFA, a nurse in Temple's Perioperative Services Department, was a contributor to the 15th edition of *Alexander's Care of the Patient in Surgery* (Jane C. Rothrock, PhD, RN, CNOR, FAAN, editor), a gold-standard textbook on perioperative nursing for over 65 years.

"It was a great honor and a proud moment for me as a professional when the new edition was printed," said McCarthy, a 20-year Temple veteran. "As my contribution, I revised Chapter 7: 'Sutures, Needles, and Instruments,' and added details on the latest tools related to Robotic Surgery," he noted.



Jim McCarthy, CRNFA

New Director of the Familial Cardiomyopathy Program and Associate Director of the Advanced Heart Failure and Transplantation Program

Dr. Daniel Dries has joined Temple as Professor of Medicine at Temple University School of Medicine, and Director of the Familial Cardiomyopathy Program and Associate Director of the Advanced Heart Failure and Transplantation Program at the Temple Heart and Vascular Institute.

Dr. Dries spent the past three years at Yale School of Medicine and, before that, seven years at the Perelman School of Medicine at the University of Pennsylvania.

"I'm really excited to be back in Philadelphia and feel extremely fortunate to join the world-class clinicians, educators and researchers at the Temple Heart and Vascular Institute," said Dr. Dries. "I feel I was meant to end up here at Temple and I look forward to collaborating with the Institute's cardiologists, cardiovascular surgeons, interventional cardiologists and the entire healthcare team to help provide our patients the very best care possible."

Dr. Dries specializes in the diagnosis and care of patients with advanced heart failure through treatments including mechanical circulatory support and transplantation. He also specializes in the genetic causes of cardiomyopathies. Dr. Dries' research interests include the genetic determinants of heart failure; the cardiac response to high blood pressure and how that response progresses to heart failure; and hypertension and heart disease in the African American community.

Married with two children, Dr. Dries is an avid chess player and college football fan. He still manages to find time to continue his study of philosophy, which in addition to medicine, was his second major at the University of Notre Dame. As for returning to Philadelphia, Dr. Dries says he isn't the only member of his family excited to be back. "My kids missed Wawa," he jokes. "We left for three years and now we're back. It's been a good journey!"



Dr. Daniel Dries

New Associate Director of Gastrointestinal Motility and Esophageal Program



Dr. Ron Schey

Dr. Ron Schey has joined Temple as Associate Director of the Gastrointestinal Motility and Esophageal Program at Temple University Hospital, and Associate Professor of Medicine at Temple University School of Medicine.

Dr. Schey specializes in Neurogastroenterology, GI motility disorders and esophageal disorders, and his research interests include eosinophilic esophagitis, GERD, non-cardiac chest pain and pelvic floor disorders. He comes to Temple from University of Iowa Hospitals and Clinics where he was Director of the Neurogastroenterology and GI Motility Unit.

"I'm proud to be here at Temple," he said. "The Temple Digestive Disease Center is a caring place filled with clinicians who are passionate about delivering the best for their patients. That's the right type of environment for a transformative future."

Dr. Schey earned his medical degree from the Sackler School of Medicine in Tel-Aviv, Israel, and completed an Internal Medicine residency at the Sapir Medical Center in Israel. He later completed a Gastroenterology fellowship at the Edith Wolfson Medical Center, which is affiliated with the Sackler School of Medicine, and a Neurogastroenterology fellowship in the Neuro-Enteric Clinical Research Group at the Southern Arizona Veteran's Affairs Health Care System and University of Arizona.

New to the Northeast, Dr. Schey most enjoys the closeness of Philadelphia and the Main Line, where he resides. "I like attending cultural events in the city, and I also love the scenery in this area," he said. "There's nothing like going home from a rewarding day of work and playing a game of tennis or embarking on a long-distance run through the park," he added.

What makes a great workday for you?



**Phyllis Dowling,
RN, MSN, CRNP, CCTC**

Abdominal Transplant Specialist, Liver Transplant

Knowing that my patients are doing well and that their medications and treatment plans are working effectively makes for an ideal workday for me.



Shamin Matthews

"Patient Matters Most" Representative

Putting a genuine smile on the faces of the patients and visitors I interact with on a daily basis. Every day at Temple is great for me, though, because it means being challenged and having the opportunity to grow professionally and provide a beneficial service to our community.



Anthony Palmer

Environmental Sciences

It's doing my job to the best of my ability, but it's also engaging with my coworkers. They're just the best.



Donna Bassler

Patient Interviewer, Radiology

For me, it's all about teamwork -- everyone in my department working as a group to get tasks accomplished in a timely fashion, each day, and ensuring our patients leave happy.



Philip Villanueva, MD

Neurosurgery

Mix in these ingredients: interesting situations, challenging cases and pleasant people to work with... I couldn't ask for a better workday than that.



Natasha Vitale, CPHT

Pharmacy Technician

Meaningful experiences with patients make for the best workdays for me. I like going above and beyond for them.