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## Visitor Management Systems Deliver Value-Added Security Solutions

INTRO BY BOB BRONDER

In this edition of *Western Pennsylvania Hospital News*, we turn the guest podium over to Paul Terschuren, President of STOPware, Inc. a major manufacturer of an emerging technology which is primed for adoption within the healthcare industry. There may be a number of you who are already using this technology, but if you're NOT, this is a great way to become familiar with its potential.

Security personnel have shown a tremendous degree of interest and attention over the past few years in finding new and efficient means of controlling visitor traffic within facilities. To meet the need for added security and visitor control, products have been designed to manage the visitor access through a computerized process, notifying employees of their guest's arrival, issuing identification badges, or denying access to unwanted visitors.

Much more than a visitor enrollment system, visitor management system solutions deliver powerful performance and reporting functions with unprecedented levels of security control. In addition to being compatible with most IT infrastructures and databases (including SQL and Oracle-based systems), today's sophisticated visitor management systems also allow integration with other security technologies, such as access control and video surveillance, for a totally integrated security solution.

As a premiere publisher of visitor management software solutions, STOPware, Inc. first introduced this level of visitor management system in 1997 when a need was identified in the marketplace to improve the efficiency of the "paper and pen" visitor login method. This basic approach usually only required visitors to sign a logbook, and often did not even call for identification. From a confidentiality standpoint, the log book was usually openly displayed and available for anyone to peruse. STOPware's PassagePoint visitor management solution computerized the process and stored the information in a database for later polling to generate specific, user-defined visitor reports. In addition, it provided printed visitor badges for a more secure and professional method of registration.

Aside from the processing and data management functions offered by visitor management systems, one of the most critical features to consider when evaluating a system is its ease of use. Depending on the application and system deployment, the visitor management system may be used by security personnel or in a "walk-up" configuration where guests interact directly with the system. The procedure for signing in visitors is simple and easy to remember for the rotating staff, as well as out-of-town employees who frequently visit the main office. Using a Web browser to log on to the PassagePoint Intranet module, employees can even pre-register visitors so the receptionist has visitor registration on



BY PAUL TERSCHUREN

screen when the guest arrives. For the numerous group visits or extended employee visits to the facility, pre-registration capabilities simplify and streamline the sign-in process, while providing a comprehensive record of all entries and exit activities in a single system.

Self-registration kiosks that visitors can use to sign themselves in are quickly gaining in popularity in various lobby management applications. One innovative kiosk solution is from Friendly Way, Inc. and consists of a touch-screen monitor, rugged keyboard, printer and PassagePoint housed in sleek, scratchproof enclosures that can be installed in virtually any environment. In an unattended lobby or access controlled entrance, the kiosk enables visitors to scan their identification, enter the appropriate data and print a badge. The system notifies the host via e-mail of the visitor's arrival and records all data in an easy-to-use format. Advanced visitor management solutions such as PassagePoint offer unique features like the ability to configure multi-tenant buildings for specific tenants with customized entry requirement data; and unique, self-expiring badges. It's convenient, it's fast and it provides building security and management personnel with an increased level of efficiency and cost effectiveness.

Visitor management systems can also play a critical role in "first alert" security applications. One of the new features in the latest version of PassagePoint is a watch-list feature called SecureView™. The Secure View can display photos of people on the lookout list. The lookout list can include lists developed in-house, as well as auto-imports of the Homeland Security watch list. Should an unauthorized visitor attempt to enter the facility, the system will flag the guest and the appropriate action can be taken. Other first line of defense tactics available include screening visitors against historical directories, tracking citizenship and passport information, and multiple authorization levels to allow security to approve or reject visitor requests prior to arrival. It can also display non-disclosure or safety agreements and capture signatures if needed. PassagePoint can even be used to track packages delivered to a facility and capture signatures using a handheld delivery tracking system.

A fast-growing market for lobby management systems is in the healthcare industry. PassagePoint software is particularly useful in hospitals and managed care facilities because of the strict requirements necessary to adhere to government HIPPA regulations. The comprehensive solution offered by PassagePoint permits healthcare administrators to know who is in the facility and whom they are visiting; restricts the maximum number of visitors per host or patient; associates visitors with bed numbers to protect confidentiality; and tracks patients as they are moved throughout the facility so visitors can be accurately directed. Unique badges can be designed for each ward or department to help ensure the overall safety and security of patients and staff.

Visitor management technology has evolved significantly since its inception, with highly advanced features and integration capabilities affording new levels of security. It's time to put the pen and paper badges on the shelf and close that logbook for the last time.

There's a new technology in town, and it looks like it'll be sticking around for more than just a brief visit.

Bob Bronder is the General Manager at Vector Security's Pittsburgh branch office location. He can be reached at (724) 779-8800, ext. 1264 or by email at [rbbronder@vectorsecurity.com](mailto:rbbronder@vectorsecurity.com).

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# Family Hospice and Palliative Care Dedicates Unique New Center

The August 22nd dedication ceremony for Family Hospice and Palliative Care's new Center for Compassionate Care was attended by many – doctors, volunteers, families, health care administrators, community members. They know that this new Center could impact their personal lives, professional practices, and the patients and families they serve. Located in a serene residential neighborhood in Mt. Lebanon, The Center will house a 12-bed Inpatient Hospice Unit providing round-the-clock compassionate care for patients and families, administrative offices, as well as a Education/Conference Wing devoted to learning about end-of-life issues. Andrew Stockey, Channel 4 News Anchor, emceed the ribbon cutting ceremony.

This 48,000-square-foot Center and the 3.3 acres surrounding are an ideal setting for patients and families. This peaceful, residential neighborhood will afford privacy and an atmosphere of serenity for hospice patients and their families. The proximity to medical and long-term care facilities, such as St. Clair Hospital, Covenant at South Hills, and Asbury Heights will make an easier transition for patients and families. Being only 15 minutes south of downtown Pittsburgh, the new center will be easily accessible for patients and families.

A hospice inpatient unit provides care for a limited time period to hospice patients who can no longer remain at home or in other settings. These patients may need additional care to control symptoms or to provide the extra support that may not be available in other settings. For many families and caregivers a hospice inpatient unit offers an opportunity for respite care. The new Center for Compassionate Care will offer the patient and family a warm and home-like environment with overnight accommodations for family members. Patients and families can easily enjoy the meditation garden and beautifully planted courtyard. Finally, the inpatient hospice staff will be specially trained in hospice care and will have an increased sensitivity and knowledge of issues, both physical and psychological, which may arise during the last months of life.

The Education/Conference Wing is a unique resource for those the community confronting end-of-life issues. It will provide space for learning to health care professionals, caregivers, families, volunteers, and community groups. Much of the training of health care professionals and medical student/residents will be in collaboration with the University of Pittsburgh's Institute to Enhance Palliative Care, of which Family Hospice and Palliative Care is a founding partner. Caregiver support groups and bereavement support groups will be offered to Family Hospice and Palliative Care's families as well as to the community-at-large.



(l-r) Jon Allgretti, Chair, FHPC Foundation Board; Ann Lytle, Volunteer; Rafael Sciallo, President of FHPC; Paul Winkler, Chair, FHPC Board of Directors; Peggy Stanton, FHPC Employee; and Anna Marie Gaglia, Vice Chairperson, FHPC Board of Directors.



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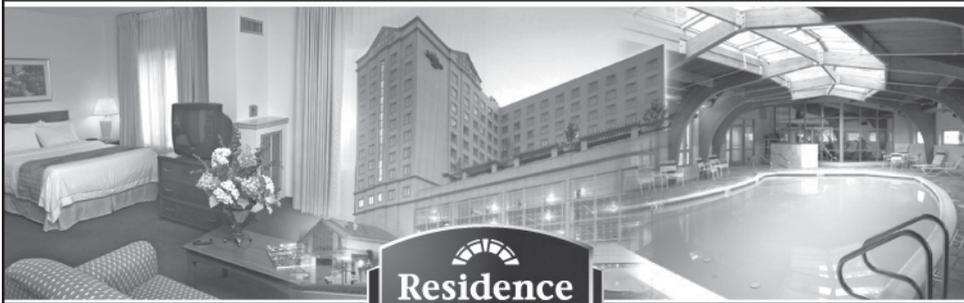
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## The Journey to Improve Hospice Care in America

The scene is played out in hundreds of movies. The somber physician informs the distraught patient, "I am sorry. There is nothing more that we can do." There may be "nothing more to do" to medically cure the patient, but with hospice services and programs there are still many other things that can be done for the patient and family. During National Hospice Month in November we celebrate that hospice steps in to offer the patient and family the assurances that everything possible will be done to keep the patient physically comfortable, emotionally fulfilled, and spiritually connected during this final journey.

For a long time, many in the medical community withheld information from patients because they thought it was important to maintain hope. Many patients are thrown into a feeling of hopelessness when told that nothing more can be done. Hospice staff know what many experts in death and dying confirm — that patients and families must have hope in order to surmount these difficult times.

Hospice holds a unique place in the continuum of care in our country. The hospice team not only cares for the physical comfort of the patient but also for the emotional, social, and spiritual well-being of the patient and the family. In keeping with the hospice fundamentals of dignity, respect, and compassion, hospice teams take on the important and necessary task of helping patients and families redefine hope when hope for a cure has been reduced.

The hospice staff knows that it is essential to create a hope-focused environment — one that identifies, fosters, and maintains hope throughout this journey. With support, many patients are able to transfer hope for cure to hope for physical comfort, life meaning, and a peaceful closure. Many people find meaning in their lives through loving relationships, professional and personal achievements, and in living in the moment. Family Hospice and Palliative Care's Your Gift of Legacy program helps patients conduct a life review through video and audio recordings. Hospice helps patients and families to hope for new things such as attending a granddaughter's wedding, finding a good home for a cherished pet, or seeing a distant relative.

In their unique way of caring, hospice nurses, social workers, and spiritual care counselors work to help patients change their vision of hope. As stated so clearly in a comprehensive textbook on end of life care, patients are given the chance to transform from a hope for a cure to a new meaning of hope:

Hope for a comfortable death without pain or discomfort

Hope for the patient to reaffirm — or discover for the first time — the value of his life

Hope for the resolution of unresolved issues

Hope for the patient's affirmation or discovery of comforting spiritual beliefs

Hope for quality of life

Hope for the patient's ability to accomplish his wishes during his final days

(End of Life, A Nurse's Guide to Compassionate Care, Lippincott Williams & Wilkins)

Hospice, like all medicine, can be seen as a delicate balance of science and art.

Certainly the hospice team is well versed in the science of caring for a sick person. But hospice sets the standard in the art of caring. Hospice helps patients in what might seem a hopeless situation, to maintain hope through life review, satisfying relationships, and obtainable goals. So in the future rather than saying there is nothing we can do, it might be better to say, "And now, we have the compassion, caring, and loving of the hospice team to offer you and your family."

*Rafael J. Sciuлло, MA, LCSW, MS, is President and CEO of Family Hospice and Palliative Care. He may be reached at [rsciuлло@familyhospice.com](mailto:rsciuлло@familyhospice.com) or at (412) 572-8800.*



**BY RAFAEL J. SCIULLO,  
MA, LCSW, MS**

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# PHYSICAL THERAPY

## Mothers and Daughters Share Love for Physical Therapy at HealthSouth Harmarville

Mary Sue Wheeler and Susan Kreinbrook share more than just a great mother and daughter relationship ... they share a passion for their profession as physical therapists at HealthSouth Harmarville Rehabilitation Hospital.

Wheeler has over 20 years of experience as a physical therapist and has spent the last 16 years at Harmarville, primarily working with orthopedic and multiple trauma patients and is the Team Leader on the Orthopedic Unit. A 1976 graduate of the University of Pittsburgh, Wheeler's career goal was to become a math teacher. "One day, over a bowl of soup, a good friend of mine said, 'Mary Sue, you don't look like a math teacher. You look like a physical therapist.' This sparked an interest in me, so I spent some time observing therapy sessions at a local hospital," says Wheeler. "I realized that this was the path I needed to follow and here I am!" She describes her profession as a continuous learning experience and appreciates the support from her team members.

Wheeler's daughter had an interest in healthcare and began volunteering at Harmarville at the age of 14. Kreinbrook decided to 'shadow' the various disciplines in order to get a better understanding of



Barb Tarr (left) with daughter Holly



Mary Sue Wheeler (right) with daughter, Susan Kreinbrook

each therapy from both the therapists' and patients' perspective. "When I was a high school junior, I made the decision to pursue physical therapy in college," she says. "When I saw the amount of time you could spend with a patient and be an active participant in their recovery, I knew this was the direction I wanted to take." Kreinbrook received her Master's Degree in Physical Therapy from Duquesne University. She also holds a Direct Access Certificate, Interactive Metronome Certificate, and is the Membership Co-chairman for the dis-

trict and state Physical Therapy Association. She has been a physical therapist in Harmarville's Out-patient Therapy Department since 2003.

Wheeler knew her daughter could see how much she loved her role as a physical therapist, but she wanted her to "discover what she wanted to be in life without influencing her." "Watching Susan as a PT, is awesome and humbling," says Wheeler. "I can see her love of the profession every day."

"Growing up, my mom and dad taught me to use my talents to help others," says Kreinbrook. "I found physical therapy to be a perfect fit."

Barb Tarr recently celebrated her 20 year anniversary as an employee at HealthSouth Harmarville. Barb began her career at Harmarville as a nursing assistant and after

one year began working as a Physical Therapy Rehab Tech.

Her responsibilities include assisting the physical therapists on the Brain Injury Unit with patient care set-up, scheduling, and other operational duties. Barb describes the Brain Injury Unit as a "great group of therapists and a rewarding program to be a part".

Barb's daughter, Holly began volunteering at Harmarville during high school and had an interest in following in her mother's footsteps. Shortly after graduation, she also received training to become a Physical Therapy Rehab Tech and has been in this role for the past 7 years. Holly is assigned to Harmarville's Brain Injury Unit and Orthopedic Unit. She finds satisfaction in "seeing the patients recover and return home after facing a serious injury."

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# ACMH Hospital Offers Somatics

Somatics is a method of neuromuscular rehabilitation used to improve the brain's control of movement, flexibility, and health. Todd Olinger, Physical Therapist at ACMH Hospital Rehabilitation Department, studied Somatics in Northampton, Massachusetts in the summers of 2004, 2005, and 2006, and is a certified Hanna Somatic Educator.

Somatics, developed by Dr. Thomas Hanna, is based on the work of Hans Selye and Moshe Feldenkrais. Selye's work recognized that physiological disease could arise from psychological stress. Feldenkrais developed a method of bodily re-education that bears his name. The Somatic viewpoint is that everything we experience in our lives is a bodily experience.

As Hanna explains in his book, *Somatics*, during the course of our lives, our sensory motor systems continually respond to daily stresses and trauma with specific muscular reflexes. These reflexes, repeatedly triggered, create habitual muscular contractions, which we cannot voluntarily relax. We no longer remember how to move freely resulting in stiffness, soreness, and a restricted range of movement.

This habituated state of forgetfulness is called sensory-motor amnesia (or SMA). It is a memory loss of how certain muscle groups feel and how to control them. Our image of who we are, what we can experience, and what we can do is profoundly diminished by SMA. SMA has nothing to do with age but it is primarily this event, and its secondary effects, that we falsely think of as "growing older." The effects of sensory-motor amnesia can begin at any age, but usually become apparent in our thirties and forties.

The good news is that SMA can be avoided and reversed by making use of the human sensory-motor system's capacity to learn and unlearn. Somatic exercises use this capacity to do just that. Kathleen Palla states, "I had been dealing with physical symptoms for 20 years. I have not been to my chiropractor since doing Somatics, which was 3-5 times per week or taking Ibuprofen. I feel like I have my life back. I can be active without concern. I recommend the book *Somatics* [by Thomas Hanna] to my friends." Alice Ternent states, "I have had many therapies in the past and this is a whole new approach. I am more flexible, and other people notice. I have had 50 years of lower back problems, and it has never been so limber. My neck pain cleared out almost immediately. Somatics is something I want to do daily. I now feel in control."

Olinger states, "SMA is not a medical condition. SMA requires movement education. I can do nothing to change SMA for someone, but I can educate people on how to perform Somatics. It would benefit anyone, but a person needs to be motivated to do the movements with focused attention and be willing to learn."

For more information, log onto [somaticsed.com](http://somaticsed.com) or [somatics.org](http://somatics.org).



Physical Therapist Todd Olinger

## Physical Therapist Completes Advanced Training in Primal Reflex Release Techniques



Phil Kanar

Physical Therapist Phil Kanar with the Duncansville Clinic of the Altoona Regional Physical Medicine and Rehabilitation department recently completed intermediate and advanced courses in Primal Reflex Release Techniques.

These techniques are based on the interaction between activated reflexes (painful regions) to obtain pain relief.

Kanar received his basic training from Ernie Quinlisk, P.T., from Boulder, Colo. He subsequently studied the intermediate and advanced courses in Poway, Calif., under John Iams, P.T., the developer of the technique.



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# Salute to Case Managers

## Celebrate National Case Management Week, October 7-13

Initiated in 1999 by the Case Management Society of America (CMSA), National Case Management Week is October 7-13. This annual celebration occurs the second full week in October and serves to acknowledge case managers, to educate the public about case management, and to increase awareness about the significant contribution case managers make to quality healthcare for the patient and to improved organization for the healthcare provider and payor.

This year's theme is "A Showing of Hands — Merging Disciplines in Case Management" and is represented by a colorful pair of hands with inset hearts. Symbolic of the heartfelt work case managers perform everyday, it reflects the varied disciplines of case management, as well as a unique oneness of mind and spirit so prevalent in the industry.

Establishing a nationally recognized Case Management Week is vitally important as the field becomes increasingly recognized as a strategy of great significance across the continuum of care.

Not only does case management support patients and their families in navigating the healthcare system, it decreases the fragmentation of services, encourages health team communication, and contributes significantly to patient safety, quality of life, and cost-efficient management of limited resources. It should therefore be recognized and celebrated by the healthcare industry as a crucial element of care giving.

For more information about National Case Management Week, visit [www.cmsa.org/cmweek](http://www.cmsa.org/cmweek) or contact Michele Lee at [mlee@acminet.com](mailto:mlee@acminet.com) or at (501)673-1120.



## Drew Pentin, RN Family Hospice and Palliative Care

Drew Pentin brings to work the things that most hospice nurses need — a stethoscope, blood pressure cuff, and cell phone. Much appreciated by his colleagues, patients, and families this hospice nurse also brings a sense of humor with him everyday. He understands that humor and laughter can often help to put people at ease. Although new to hospice nursing a year ago, Pentin is the model hospice nurse — knowledgeable, skilled, and compassionate. His caring and sincere personality makes him a natural at hospice nursing and a true advocate for his patients. His supervisor describes him as someone whom "arrived with a sixth sense for hospice work and caring." His commitment sets the standard for other case managers — coordinating all services needed for the comfort and well being of his patients and families. He does an outstanding job at staying in touch with the patient's family to update them about the patient, even when the family is out of town. Pentin's attitude exemplifies teamwork. In an effort to help his team he volunteered to visit with a patient a few times, and then decided to continue to care for the patient for eight months because he understood and valued the continuity of care for this patient. In addition, Pentin gives time to helping improve Family Hospice and Palliative Care as a workplace and in delivering care in the community by volunteering to serve on an advisory committee to FHPC's president.



## Case Manager Earns Recertification

Kathleen L. Lenhart, nurse manager of HealthForce, the occupational health department of Altoona Regional Health System, recently met the renewal requirements for case manager certification from the Commission for Case Manager Certification. She started at Mercy Hospital in 1980 and has worked in employee health and occupational medicine since 1993.



## Memorial Medical Center's Case Management Department

Memorial Medical Center's Case Management Department has been hard at work the past year creating and implementing several initiatives focusing on areas such as enhancing physician communication, improving discharge and capacity management processes and preparing for the implementation of the new MSDRGs.



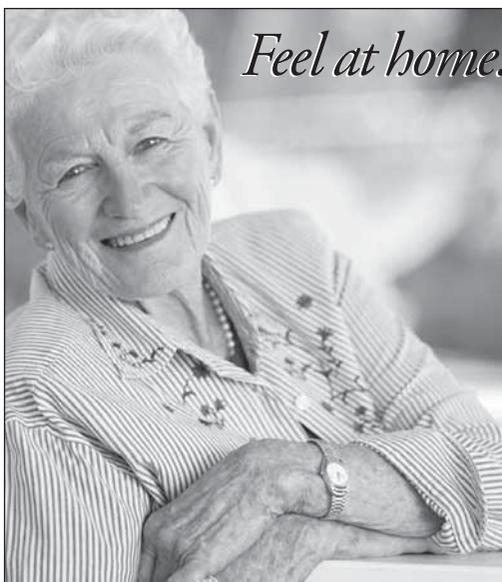
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## New Role for Case Manager – Improving Revenue Cycle Outcomes

Kim Pavlekovsky, R.N., is a clinical case manager at ACMH Hospital in Kittanning, PA. Kim began her employment at ACMH as a medical-surgical nurse in 1983. In 2000 Kim accepted a position as a clinical resource case manager in the Clinical Resource Management Department. Kim served as a traditional case manager handling an active caseload until late 2006 when a hospital revenue cycle meeting identified that there were an increasing number of service denials negatively impacting revenue. Further investigation determined that these denials were attributed to a complex insurance verification process that often failed to identify the need for prior authorization or referral. Kim Pavlekovsky accepted a newly created “Insurance Authorization Clinical Resource Case Manager” position in October 2006. Since that time Kim has worked to close the loop in the insurance verification process by actively coordinating information between departments of the hospital, physician offices and managed care companies. In addition, Kim coordinates a team including finance, patient accounting, coding and the OR to evaluate high-cost procedures. The job demands advanced knowledge of clinical procedures, medical necessity and coding as well as the specific requirements of each managed care provider. As a result of Kim’s work, service denials in areas such as Ambulatory Surgery, Pain Clinic, Physical Therapy, Cardio-Pulmonary, Radiology, Interventional Radiology and Sleep Study have reduced by 65% in a seven month time period. Furthermore, Kim helps assure that the hospital receives every possible dollar of revenue for outpatient services at the front-end of the revenue process rather than dealing with denials retrospectively. Kim’s role has emphasized the important work of a case manager in improving revenue cycle outcomes.



Kim Pavlekovsky

## Lifting Depressed Patients’ Moods Can Ease the Dying Process

The dying or terminally ill often experience psychological distress, which can cause suffering in both patients and families and complicate patients’ end-of-life care, says Valerie Grabowski, MSW, LCSW.

Conventional symptoms of clinical depression (frequent crying, weight loss, thoughts of death) are also present in anticipatory grief and are part of the normal dying process, says Grabowski, a social worker with VITAS Innovative Hospice Care® of Greater Pittsburgh. Distinguishing between depression and sadness – a challenge Grabowski enjoys – makes a difference in how she helps her patients and families carry out end-of-life care.

“I carefully assess my patients and their family members to distinguish between normal sadness associated with their situation and clinical depression,” says Grabowski. “If I suspect clinical depression, I recommend treatment, and that might include supportive counseling, psychotherapy, and sometimes psychiatric medication.”

Grabowski says elevating a patient’s mood can help improve his or her ability to cope with dying. It also can improve the ability of family members or caregivers to cope with the added stress that often comes with care-giving responsibilities.

Being able to talk about one’s fears and emotions as one prepares to die also can improve a patient’s quality of life at the end of life, says Grabowski. But talking can be challenging if the patient is depressed or if his or her family members are uncomfortable discussing such sensitive, emotionally-charged issues.

“Sometimes a patient or family member just wants to say, ‘I love you’ or ‘thank you’ to someone, or ask for forgiveness,” she says. Having the support of a comprehensive team of professionals, provided by VITAS, can increase patients’ and family members’ understanding of this need as well as their ability to discuss those feelings.

Grabowski joined VITAS in November 2006 after maintaining a private counseling practice for many years. Although she had not worked in hospice before, she had specialized in geriatric psychology and worked in an inpatient unit at the University of Pittsburgh Medical Center when she was younger.

“I immediately felt a connection with everyone in the VITAS office when I went in for my interview ... there was so much compassion and comfort in the air,” says Grabowski. “There is no doubt in my mind that I will stay in hospice. I’ve found my niche.”



Valerie Grabowski

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# Salute to Case Managers

## Concordia Visiting Nurses Spotlights Two Case Managers

At Concordia Visiting Nurses (CVN), communication is a key component to providing high quality care. And without the work of talented, experienced case managers, a breakdown in communication is bound to occur. CVN Case Managers Brenda Vensel and Chris Cassioli understand the importance of their position.

Cassioli, a resident of Butler, has been with CVN for 3 years and has a total of 18 years experience in nursing. As part of her daily routine she obtains authorization for skilled nursing visits and manages the utilization of visits for Medicare patients, among many other things. She said the part of the job she enjoys most is the challenge of making sure CVN is providing excellent and cost effective care for all patients.

"The management here really cares about its employees and makes every effort to make Concordia a great place to work," she said.

Cassioli has an Associate degree in Nursing from Butler County Community College and her Bachelor's from Penn State University. In her spare time she enjoys biking, tennis, and reading.

Brenda Vensel had wanted a career in healthcare since she was a small child. The Chicora resident has over 22 years of experience in home care, with the last 16 months being at CVN.

She is a graduate of St. Francis School of Nursing and is a Clinical Oasis Specialist. She said the part of her job she enjoys most is coordinating between physicians, insurance companies, patients, and their families.

In her free time she enjoys quilting and reading. She said the perks of working for CVN include financial stability, minimal overhead management, and strong communication.



Brenda Vensel



Chris Cassioli



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## HealthSouth Metropolitan Hospitals of Pittsburgh Salutes Their Case Managers



HEALTHSOUTH HOSPITAL OF MONROEVILLE  
(l-r) Cheryl Lukacena, Lorey Zanotti and Peggy Dixon.



HEALTHSOUTH REHABILITATION HOSPITAL OF SEWICKLEY  
Tracey Loughner (left) and Anna Egan



HEALTHSOUTH HARMARVILLE REHABILITATION HOSPITAL  
(l-r) First row: Nancy Simons and Melony Hempfield. 2nd row: Carla Wray, Barb Riesmeyer, Pam Pezzin, Georgeann Doutt, Georgette Hazlett

## HOSPITAL NEWS IS MOVING

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**Donna Joyce, RN  
The Western  
Pennsylvania Hospital**

While parents are occupied with a newborn infant or a sick child, Donna Joyce, R.N., Case Manager for The Western Pennsylvania Hospital, does the background work that allows their child's care to proceed smoothly. She works for West Penn's Maternal and Child Health Department, covering Obstetrics, the Neonatal Intensive Care Unit, and Pediatrics.

High-risk obstetrical patients, high-risk newborns and select pediatric patients are referred to West Penn from throughout the region. Volume can be high, and turnover quick. Joyce reviews each case for potential discharge needs, and makes appropriate referrals to social workers.

She also regularly reviews insurance coverage, to authorize a continued stay. Some newborn stays are very long and costly, and Joyce works to make sure the highest possible reimbursement is obtained, sparing the parents needless bills. She also counsels parents to add the infant to their insurance coverage within the first 31 days of life.

A long hospital stay can also mean emotional stress for the family. As the infant's condition stabilizes, Joyce makes every effort to transfer the child to a facility closer to home. She researches all the logistics connected with this move, including making sure that insurance will cover the transfer.

"Donna is so good at her job because she is persistent and pays attention to detail," said Nancy Crouthamel, MSN, CNA, RN, West Penn's Director of Care Management. "She makes sure that new parents understand what is happening in the hospital and what services are available as they get ready for discharge. She is an asset to our case management team."

Joyce insists it's the collaboration among all department members that makes this process work. In addition, the staff is very receptive to reimbursement issues such as documentation, the need to authorize services, and the need to stay within the appropriate network of providers.

West Penn's Physician Aligned Care Management model, adopted in 2004, has helped the hospital make major strides in reducing both length of stay (by 0.75 days) and denial rate (from 3.5 percent to less than 1 percent.)



**Karen Tagliaferri,  
MSHA, BSN, RN, CCM  
The Western  
Pennsylvania Hospital**

Karen Tagliaferri, MSHA, BSN, RN, CCM, Case Manager, Oncology Services at The Western Pennsylvania Hospital, deals with people who have complex needs: bone marrow transplant patients and hematology/oncology patients.

Often, these patients are experiencing a significant degree of stress related to their diagnosis and treatment. Tagliaferri tries to alleviate that stress by planning for discharge ahead of time.

For example, many patients come to West Penn from outside the Pittsburgh metropolitan area. They need to find a place to stay and have a caregiver present to assist in the recovery process. Tagliaferri helps them arrange stays in nearby apartments or Family Houses.

She also helps them work through the maze of pre-authorizations needed for their medications. These medications can be expensive and time-consuming to obtain, and Tagliaferri smooths the way, making discharge easier.

Discharge planning is particularly important for oncology patients, many of whom will require at least home care if not infusion. Some will be discharged with central lines inserted, and will need special instructions.

"In oncology, we work together as a team," Tagliaferri says. "We all believe that discharge planning is a big part of ensuring delivery of excellence in patient care."

West Penn's Director of Care Management, Nancy Crouthamel, MSN, CNA, RN, agrees that Tagliaferri's team approach is one of her greatest assets.

In addition, "She is a true patient advocate and ambassador," Ms Crouthamel said. "She has a wealth of knowledge regarding insurance regulations, and uses this knowledge to help patients get the medications and services they need."

Three years ago, West Penn Hospital implemented a new model for "care management," combining elements of traditional case management and social work. Case managers play a key role in advocating for the patient and family, coordinating clinical care, managing discharge and collaborating with physicians, among other roles. They act as patient-physician partners throughout the hospitalization.

Since adopting the new model, West Penn's length of stay has decreased by 0.75 days, and its denial rate has dropped from 3.5 percent to less than 1 percent.



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# A Toast to Better Health

The importance of proper hydration should be one of our daily concerns. You will find that you feel better, look better, and have more energy when you drink 8 oz of water a day. Also, studies now show that you may lose weight when you drink 8 oz of water a day. Often our hunger and thirst craving is confused or combined, meaning you may feel hungry and have a snack when your body really meant to tell you that your thirsty. So save yourself some calories and have a drink instead of cookie.



BY MEIGHAN NALDUCCI

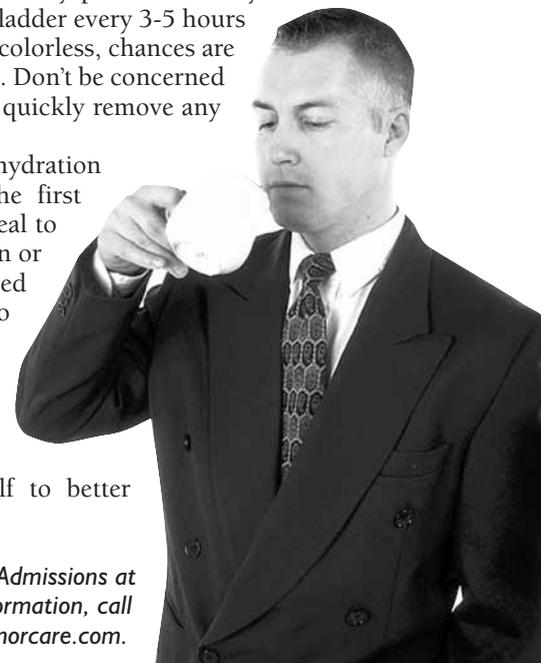
In most cases, dehydration causes mild problems such as weakness, dizziness, headache, muscle weakness, and thirst. However, if your fluid level remains unreplenished, it could cause serious health concerns such as confusion, fever, rapid heartbeat, and in the most serious of cases, death. The symptoms of dehydration are normally noticed when you lose 2% of your normal volume of water. This is when you're apt to experience mild symptoms, such as thirst. These symptoms will increase in severity as you become more dehydrated.

The most common causes of dehydration are severe bouts of diarrhea or vomiting, excessive sweating and fever. You can also lose water to severe hyperglycemia, especially with Diabetes mellitus, so be especially watchful if you or a loved one is diabetic. Everyone is at risk for dehydration, but the young and the elderly, as well as the chronically sick, are the most at risk.

You can usually reverse mild to moderate dehydration by increasing your intake of fluids. While sports drinks offer the addition of electrolytes and sodium, water is still recommended over sports drinks because the specific electrolytes that you may have lost may not match those being replenished in the sports drink, and often sports drinks have added sugar. If you have lost fluids due to vomiting or diarrhea, drink clear liquids and stay away from solid foods until the symptoms disappear. If you are showing signs of moderate to severe dehydration, and there is only dry food to eat, avoid it and continue drinking fluids instead. Your body needs fluid to digest foods. With severe dehydration, you will need to seek immediate medical treatment and will most likely need intravenous or "IV" therapy. While you are waiting for medical help, stop all unnecessary activity and take sips of warm water.

The average amount of fluid lost for a person living in a moderate temperature location, such as Pittsburgh, in the spring or fall, is 2.5 liters. This loss is due to normal body activity such as breathing, sweating, and urinating. If you are drinking a large amount of coffee, tea, alcohol, or pop, you need to match that amount with plain water. These substances are diuretics and actually pull fluids away from your body. If you develop a full bladder every 3-5 hours and the color of your urine is pale or colorless, chances are you are maintaining proper hydration. Don't be concerned with over drinking, your kidneys will quickly remove any excess fluids through urine output.

Your safest approach to fighting dehydration is not to become dehydrated in the first place. If drinking water does not appeal to your tastes, try adding a slice of lemon or cucumber to your glass. If you are used to drinking soda and are trying to increase the amount of water you drink, try drinking sparkling water with a splash of fruit juice. There are lots of different ways to drink a more flavorful glass of water, so be creative and begin to toast yourself to better health.



Meighan Nalducci is Director of Admissions at ManorCare McMurray. For more information, call (412) 369-9955 or visit [www.hcr-manorcare.com](http://www.hcr-manorcare.com).

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# COVER STORY: Quality of Healthcare Professionals Key to STAT Staffing's Success

Continued from page 1

Nurse Staffing in Hospitals and Quality of Care by Linda Aiken, Ying Xue, Sean Clarke and Douglas Sloane, temporary nurses were found to be as qualified as permanent staff nurses; were more likely to hold baccalaureate and higher degrees, and were as experienced as permanent nurses. More than half of supplemental nurses reported that their temporary nursing position was secondary to a primary job as a hospital staff nurse.

"A lot of our nurses have full-time nursing positions somewhere else, but are looking for the flexibility and the experience of doing something different," said Muscatello. "Some may want to try working at a different hospital, while others may need to work certain schedules in order to be home for their families."

To ensure that STAT Staffing is providing the highest quality of healthcare professionals to their clients, which include doctors' offices, nursing homes, insurance companies, correctional facilities and hospitals, the company subjects prospective employees to a rigorous interview process as well as a criminal background check, drug test and reference checks.

"The main difference between STAT Staffing and other staffing agencies is our extensive interview process," explained Muscatello, who started the business in 1998. "Throughout every stage of the process, the person is being assessed not only for his or her skills, but for who they

are and how they might best match up with a specific client."

According to Muscatello, one reason for the company's success is the ability to match the appropriate person with the right facility. "We get to know the personality of the hospitals and other facilities we serve, which a lot of companies don't do," he explained. "We want our nurses to mesh well with the facility's permanent staff so that they will go above and beyond because they feel welcomed and appreciated."

Because many of STAT Staffing's nurses enjoy the flexibility and choice of assignments that temporary nursing offers, they often serve as spokespeople for the company as well. "Most people come to us through word-of-mouth," said Muscatello. "We target strong, ethical experts, and they in turn refer us to their colleagues. Good people refer good people."

Healthcare workers represented by STAT Staffing include RNs, LPNs, nurse practitioners, respiratory therapists, physical therapists, occupational therapists, speech language pathologists, pharmacists and pharmacy technicians. The company serves Pittsburgh and its surrounding communities with a staff ranging from 750 to 1,200 licensed professionals.

For more information on STAT Staffing Medical Services, Inc, visit [www.statstaffing.com](http://www.statstaffing.com) or call (412) 434-7828 (STAT).

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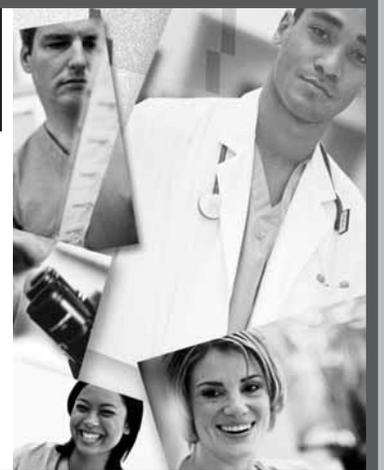
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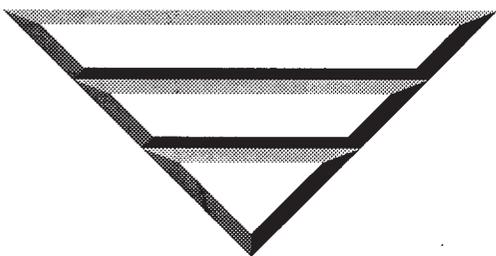
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# Investors' Lab

## House Rich, Cash Poor

"House rich, cash poor" is an old adage that may soon describe millions of Americans who have paid off their mortgages and yet face retirement with insufficient liquid assets and income. Even high net-worth individuals face the challenge of maintaining their lifestyle after they cash their last paycheck.

But at last count, 80% of retired or nearly retired Americans are homeowners. Together they sit on more than \$3 trillion of home equity, according to a recent article in *The Economist*.

A reverse mortgage is one way to turn that "stored" equity into supplemental income at retirement.

A reverse mortgage is a home loan you don't have to pay back as long as you own the home and live in it. Generally, you can obtain about 50% of the home's value through a reverse mortgage, depending on the home value, geographic location and loan costs. With a reverse mortgage, you can access your equity in three ways: as a lump sum, as a series of monthly payments, or as a line of credit.

With a reverse mortgage, the owner continues to possess the home's title and is not required to pay back the loan as long as he or she is still living in it. Even if the loan balance eventually exceeds the property's value, the owner will not be forced to sell or move. The lender does not take ownership of the home at any time.

Most reverse mortgages are Home Equity Conversion Mortgages (HECMs), which are insured by the Federal Housing Administration (FHA). HECMs ensure that the borrower will indeed receive the amount specified in the contract and will not have to pay back more than the home's value at the conclusion of the mortgage, even if the loan amount exceeds the home's value.

There are three main requirements for obtaining a reverse mortgage: (1) the owner or owners must be 62 years of age or older; (2) the home must be the owner's principal residence; and (3) the owner must own the home outright or be able to pay off any existing mortgage with funds from the reverse mortgage. If the owner's equity is less than half of the home's value, then a reverse mortgage may not be appropriate.

Many people hesitate to take a reverse mortgage on their homes because of the high costs often associated with this type of loan. Closing costs are a bit higher than for traditional home loans; however, they are not as high as many people expect. All fees associated with a reverse mortgage are subject to HECM limits. The interest rate charged on a reverse mortgage equals the



BY PAUL BRAHIM, CFP® AIFA®

one-year U.S. Treasury security rate plus the lender's margin and the insurance premium. You can finance the cost of fees and interest into the loan, eliminating up-front charges. Additionally, any funds received through a reverse mortgage are tax free – a perk that may offset some of the costs.

Repayment of a reverse mortgage does not occur until the owner either moves out of the house or dies. Some people worry that a reverse mortgage would saddle their heirs with debt. Heirs aren't required to pay any money out-of-pocket unless they choose to do so. They can simply sell the house and use the proceeds to pay off the loan (remember that the repayment amount can never exceed the house's market value). If the selling price is more than the reverse mortgage balance, the heirs can usually pocket the difference. If the heirs are unwilling to part with the house, they can pay off the reverse mortgage with their own funds or by obtaining a new mortgage.

Of course, there is some risk. In many cases, the reverse mortgage will consume the entire value of the house and heirs will not inherit any of its value. This is one of several reasons why reverse mortgages are not for everyone.

Finding sources of income in retirement can be challenging, even for high net-worth individuals. Although not for everyone, a reverse mortgage can create access to your untapped home equity. When needed, this product provides homeowners with another avenue for additional retirement resources.

Paul Brahim, CFP® AIFA®, Managing Director, BPU Investment Management, Inc., can be reached at [pbrahim@bpuinvestments.com](mailto:pbrahim@bpuinvestments.com).

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# Greening' Creates Healthy Environment



BY LOIS THOMSON

**G**reening a building. You've likely been hearing the phrase more frequently lately, but you may not be sure what it means. No, greening a building isn't painting the walls a light shade of fern to match spruce-colored carpeting. Rather, according to architect Chip Desmone, LEED, "It's a process of evaluating a building or space with a specific focus on environmental sustainability, both with regard to construction materials and maintenance procedures."



Desmone is quite familiar not only with greening, but also with all phases of construction and renovation. Along with his father, Luke, Chip is principal partner of Desmone & Associates, a full-service architectural and interior design firm. Chip and several other design professionals at Desmone & Associates are LEED certified from the U.S. Green Building Council.

Desmone & Associates was founded by Chip's great uncle in the 1950s, and originally focused on school projects. As educational design specialists, the firm did mostly secondary schools, K-12 projects, and public schools, starting with Springdale and Cheswick, and eventually all over the Pittsburgh area.

As the firm grew, it branched out into other fields. As Desmone explained, "Although (schools are) fun projects, as a designer, you're kind of limited in what you can do or what you can learn about a building. I always felt I wanted to do a variety of projects. Once you do, you've learned different things that you can integrate into other projects. It keeps your mind open to learning and understanding different angles and approaches. Diversity helps."

The firm's experience extends to medical facilities and office buildings, and medical training labs. Desmone discussed the differences between medical and commercial buildings: "Primarily, they must be very clean, and be able to be easily cleaned. Surfaces can't have places where germs and disease can collect."

"There are numerous plumbing, mechanical and electrical issues that go into play when you design a medical office space. They are engineering-intensive. Indoor air quality is critical for those types of environments, and a considerably higher quantity of fresh air must go into the systems. You must be cognizant of the types of finishes you use – the flooring, the wallcovering, the ceiling finishes, light fixtures – there should be limited areas where dust and dirt can collect."

Those same surfaces and finishes are among the things Desmone considers when planning the greening of a building. "Cleaning can be an issue," he reiterated. "In these spaces, you must determine or anticipate how the spaces will be cleaned, and what kind of chemicals you will use."

He said the concern is to make sure VOCs – volatile organic compounds – aren't used. "VOCs negatively affect the indoor air quality of these spaces. Construction products must be carefully considered and chosen. Paint, for example, or the adhesive that is used

for laying carpet, tile or wallpaper – these things will help reduce the emission of VOCs."

Desmone said that seeking healthy environments was one of the driving forces behind greening, and that over the past five to 10 years, hospitals and medical groups were looking to find ways to make buildings both sustainable and healthy. "Much of this green movement came about from what used to be called 'sick buildings'; people would go to work and get sick because of the fumes coming off the freshly laid carpet or tile, or how the air conditioning systems were running. That evolved into, how do you make sure those things don't happen? What are the processes you look to in construction and design that will ensure that you have a clean and healthy environment for people to work in, and for patients to come in and be diagnosed? If you can create a healthy environment for the people who are working, they don't get sick."

Desmone became interested in architecture by watching his father as a child. "It looked like my Dad was having a good time, so I hung out in his office when I was a little kid. He let me do drawings and make models. He took me to construction sites. He would even let me go to programming meetings with him, and I learned how he talked to clients."

Like his father, Luke, Chip Desmone now not only enjoys his work, but is also helping to create better working environments for others.

For more information, call (412) 683-3230 or visit [www.desmone.com](http://www.desmone.com).

## LECOM Announces Erie Bayfront Expansion Plans

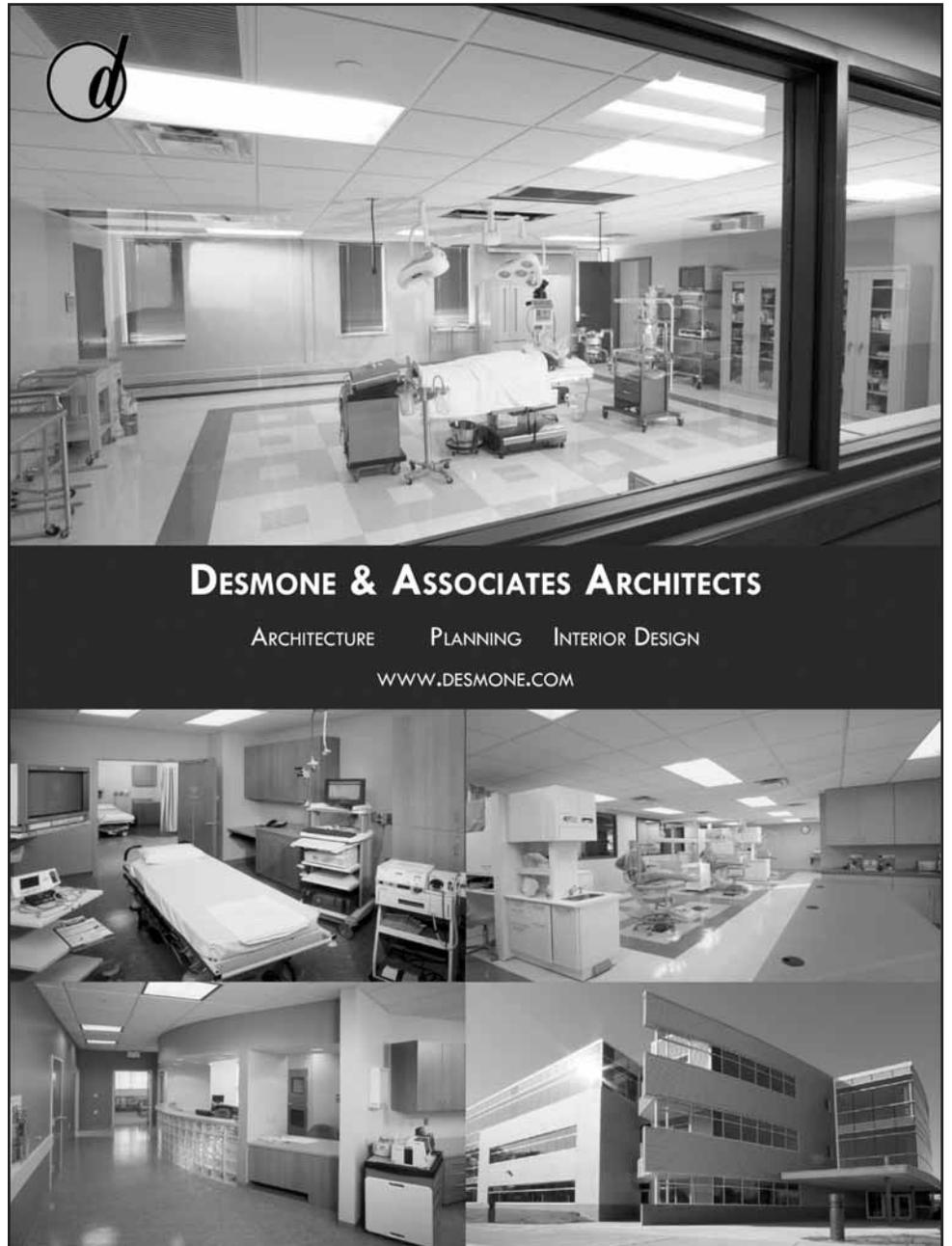
The Lake Erie College of Osteopathic Medicine has purchased the Erie bayfront headquarters of RentWay Corporation, a three story, 73,000 square foot office building and nearly 16 acres of waterfront property.

The College will use the building to house offices and classrooms for expanding post-graduate programs, education research and clinical services.

The LECOM Graduate Studies Program will move to the bay front campus where the college will conduct classes for the Master of Science in Medical Education. The facility also will provide class space for future graduate degrees.

The Lake Erie Consortium for Osteopathic Medical Training (LECOMT), which oversees LECOM intern and residency programs, will relocate from the West Grandview Boulevard campus to the bayfront. The corporate offices of Medical Associates of Erie (MAE), LECOM's physician practice plan, will occupy part of the building.

In addition to LECOM and its affiliates, Vantage Health Care will be the first tenant in the building.



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## Healthcare Design and Facility Planning Key Considerations When Expanding to Angioplasty

In many areas of the country, diagnostic-only cardiac programs are beginning to evaluate the need to offer coronary interventions in order to keep pace with not only the competitive landscape of cardiac care, but also the current treatment standards. Cath Labs not equipped to perform interventions might cause volumes to be lost to programs that provide advanced procedures; thus, to 'stay in the game', it is essential to ensure your program is best positioned for growth.

Corazon believes that programs must always be forward-thinking and prepared to make change, as Certificate of Need laws sunset, regulations change,



BY AMY NEWELL

and professional societies publish new practice guidelines. As a result, to provide more comprehensive cardiovascular services and increased access to lifesaving treatment, more and more community hospitals are implementing angioplasty programs in conjunction with a tertiary provider of open heart surgery.

In Corazon's experience across the coun-

try, the development of angioplasty (PCI) programs is not always easy. Oftentimes, older facilities need to be replaced with newer structures and imaging equipment that better accommodate and ensure high-quality and efficient cardiac care delivery that meet or exceed the demands of new, cutting-edge practice.

Many hospitals need to build, update, or outfit space in order to offer expanded services, which can be a resource-intensive, costly, and unfamiliar effort. Corazon advocates a clear facility strategy to ensure optimal design, which can increase efficiencies, create a competitive advantage, and provide state-of-the-art care to a growing patient base.

Since few hospitals will have the funding or other resources to design and build a new facility from the ground-up, most will need to renovate existing space to accommodate the equipment and technology required for coronary intervention.

Regardless of your current situation, Corazon recommends focused attention to these Design Considerations when expanding your facility to offer angioplasty:

**VISIBILITY & ACCESS:** External access for patients, family, EMS and Flight providers, and physicians should remain a primary focus throughout the design phase to showcase the new or expanded program.

Prominent placement of logos on the building and having a dedicated entrance to the cardiac program can facilitate a streamlined approach to the care and treatment for patients across the continuum. Indeed, having a clear route to the Cardiac Catheterization Laboratory (CCL) will increase access for patients in need of lifesaving therapies. Wayfinding to direct individuals to the appropriate area can be accomplished through signage, the color of décor, staff uniforms, and other means of visibly showcasing the cardiac area as distinct from other hospital areas.

**ADJACENCIES:** With new construction, it is sometimes easier to link ancillary departments into CCL schematics, but this is not necessarily true with renovation. Adjacencies between the cardiac areas and other departments such as the pharmacy and ER can aide patient throughput both clinically and operationally. If these departments cannot be moved through renovation, then other alternatives, perhaps a pneumatic tube system or medication dispensing system, should be considered. Other clinical adjacencies are equally important. Keeping related services as part of a virtual "Cardiovascular Center" may at times be challenging, but can provide a win-win for patients, families, staff, clinical managers, and physicians.

**TECHNOLOGY:** As always, integrating the latest and greatest technology into a facility can be costly and time consuming. Whether building a new facility or renovating an existing one for expansion to angioplasty, the best option for the services to be offered should be based on both space and budget allocation. Many of today's latest car-

diovascular technologies can assist with expediting patient throughput and optimizing excellence in care delivery. Point of Care testing, remote access for physicians, electronic test results, and digital/flat panel equipment are all options to consider.

**PATIENT-FOCUSED CARE:** With increasing evidence about the benefits of patient-centric care delivery models, hospitals across the country are creating 'healing environments', which offer less-severe atmospheres to reduce patient stress and facilitate faster healing and wellness. Unit design (soft rounded corners, soothing wood tones, colorful artwork), access to natural sunlight and outdoor views, private "universal" rooms, and decentralized nursing stations all contribute to this concept. Many recent studies have focused on these key elements of Evidence-Based Design, proving that facility layout can indeed positively affect patient outcomes. Optimal design can result in increased patient safety, staff and physician efficiencies, and a better patient experience overall due to family inclusion in the healing process.

Corazon believes that Angioplasty services will continue to grow and remain a strategic decision for many hospitals; though expanding a cardiac service line to include coronary intervention is very complex. Many facility factors need to be considered not only with new construction, but renovations to an existing cardiac program to accommodate expanded service offerings.

With PCI considered the standard-of-care for heart attack, facilities must strategize about how to best offer this service, and enter a market that holds great promise for non-surgical cardiac centers. Designing a facility that can not only accommodate the new technology and equipment necessary to perform interventions from the start, but also grow and flex with the dynamics of our changing cardiovascular industry, will best position a newly-expanded program for future success.

Call Corazon today to learn more about a revolutionary e-consulting product designed to lead a hospital through all the necessary steps involved in creating a successful full-service angioplasty program... This web-based application, Corazon Essentials Online, will take you step-by-step through the processes for offering PCI, from program development, through state requirements, to start-up.



Amy Newell is a Senior Consultant at Corazon, a national leader in specialized consulting and recruitment services for cardiovascular program development. For more information, call (412) 364-8200 or visit [www.corazoninc.com](http://www.corazoninc.com).

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# The New Children's Hospital of Pittsburgh of UPMC

Under construction in the Lawrenceville neighborhood of Pittsburgh is one of the most technologically advanced yet environmentally conscious children's hospitals in the country designed to transform the lives of patients, families and staff.

When the new Children's Hospital of Pittsburgh of UPMC opens in early 2009, it will set the standard for pediatric care nationwide. Its design is grounded in five principles.

## Environmentally sustainable campus

Among its most advanced design features are those that will make Children's among the nation's first "green" pediatric hospital. For example, buildings will use key resources such as energy, water, materials and land more efficiently than buildings erected simply to building code.

Two of the buildings, the Clinical Services Building and John G. Rangos Sr. Research Center, will be LEED (Leadership in Energy and Environmental Design) certified. And Children's commitment to employ green practices extends well beyond its bricks and mortar.

Children's will establish new operating policies and procedures regarding facility maintenance, house-keeping, food services and waste management. Children's also will foster its green philosophy by working with its clinicians, academicians and community members to conduct research on the subject of sustainability and its health effects on children.

"It is well-established that environmentally sustainable facilities contribute to the improved health and well-being of everyone who passes through, including patients, visitors and staff," said Roger A. Oxendale, Children's president and CEO. "We have designed a hospital campus that will transform the lives of those we care for and for those who are providing the care."

In addition to using environmentally sustainable and local resources (everything from building materials to cleaning supplies), Children's will establish a "green" education program for staff, patients and visitors; install a "healing garden" for patients and visitors; and install air filtration and water fixtures that improve air quality and reduce waste.

## Family-centered care

The campus' design is based on ideas from patients, family members and caregivers. By listening to their suggestions, Children's designed a family-centered care facility committed to treating the physical and emotional needs of patients and their families.

The hospital's spacious private rooms will not only offer overnight accommodations for parents, but more importantly will reduce the risk of infection. Each room offers inviting colors and soft fabrics, a comfortable sleeping space for parents, and a desk with data ports and Internet access.

The hospital also will boast the largest family resource center of any pediatric hospital in the world, a 20,000-square-foot center with an atrium, chapel, library, healing garden and business center for working parents

## Patient safety and quality

Through the design of its new campus and by incorporating state-of-the-art technology, Children's plans to continue delivering care in the safest, most efficient way possible.

There are enhancements such as separate garages and elevators for patients. Other, more subtle improvements will allow nurses and other staff to restock supplies or dispose of dirty linens away from the view of patients and visitors, thus enhancing privacy.

Advancements such as private patient rooms will reduce infection rates, improve patient privacy and control noise levels. Nearly half of the operating suites in the new hospital are designed to accommodate minimally invasive procedures. Furthermore, all operative services will be located on one floor, including operating suites, a catheterization lab, interventional radiology, a procedures center and an infusion center.

## Technological advancements

The new Children's will incorporate an unprecedented level of technology that will improve patient care, reduce errors and improve patient, visitor and staff safety, making it one of the first fully digital hospitals in the country.

For instance, Children's will be entirely "paperless," with a Computerized Provider Order Entry system as well as an electronic health record for every patient. Caregivers can make order entries, report test results and view diagnostic images online. The campus' technology is designed foremost with patient safety in mind, including a Patient Tracking System.

The technology also is designed for patient and visitor convenience, with amenities such as an entertainment system at every bedside, as well as in lounge and waiting areas.

## Quiet building

Research shows that a quiet hospital environment enhances patient healing and satisfaction among caregivers. Through the use of more than 30 specific design measures, Children's will reduce noise in patient areas, public spaces, conference rooms, lounges and consultation rooms.

- Among those measures are:
- Masonry exterior walls in most patient rooms
  - Floor to deck full-height partitions, sealed and insulated
  - Acoustic ceiling tile in lieu of hard ceilings
  - Extensive use of carpeting and door seals
  - Sound-deadened elevator cab enclosures
  - "Soft" wheels on mobile carts

For more information about the new Children's Hospital of Pittsburgh of UPMC or to view an online virtual tour of the new campus, please visit [www.chp.edu](http://www.chp.edu).



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## Celtic Healthcare Builds New Headquarters in Mars

Celtic Healthcare, Inc. is proud to announce the opening of its new corporate headquarters in Mars, PA.

Much time, thought, and attention to the safety, comfort, and mobility of Celtic Healthcare's team went into planning this state-of-the-art 12,000 sf facility. Earth tones in mossy greens, deep rusts, and creamy beiges warm the interior. The natural stone exterior with abundant windows and deep overhangs emphasizes the Frank Lloyd Wright inspired design of owners Arnie Burchianti, CEO and his wife Leslie's vision of creating an inviting workspace for Celtic's employees. The building sits atop one of the highest peaks in Adams Township with breathtaking views of the vast countryside.

The unique approach Celtic Healthcare took in designing this space is one worth noting. Two years ago, Burchianti began by sharing his vision for the future with Interior Designer Mark Studeny of Studio M Designs. This discussion resulted in the development of today's premier Celtic Healthcare headquarters.

Since Celtic was growing out of its modest office in downtown Mars, PA, this conversation developed into a fully fledged "Building Program" designed by Studeny, and became the framework and foundation for the headquarters' design concept. The uniqueness about Burchianti and Studeny's approach was building it from the inside out - an innovative approach based on starting with the needs of the people who will be occupying the space and the clients they serve.

The state-of-the-art interior incorporates a combination of technology and mobility focused solely on increased staff produc-



tion, controlled expenses and a space that fosters growth. The building was designed to serve Celtic through at least a 10-year period of growth with all the flexibility needed to accommodate the anticipated (and unanticipated) changes that Celtic Healthcare may experience. This building is the first of its kind in Western Pennsylvania to utilize a raised flooring system, demountable walls, zone cabling and systems furniture working in tandem to provide flexibility for all who use the space.

A unique concept of private "enclaves" is incorporated into the four "quadrants" of the building allowing employees to hold private, confidential conversations. The enclaves are sound-proof glass-enclosed work spaces designed into each open workspace area. Other amenities include environmentally-friendly interior finishes such as carpet made of recycled content that can be reclaimed back into the environment, paint with zero to low VOC's (volatile organic compounds), and energy efficiency through light sensors which recognize

movement and turn lights on when entering restroom and storage areas. A café is provided on each floor of the two-story building, which is equipped with power and data to allow for small group meetings in informal settings. All spaces are designed to foster interaction and collaboration. Bathrooms are equipped with showers that can be used after a workout in the company's fitness center. A large patio allows for informal outdoor meetings on weather-appropriate days. Natural lighting is provided through the vast use of energy efficient Low E windows. Advanced UPS and backup systems allow for several "command central" areas to be kept operational during power outages and emergency situations with battery-generated power for lighting and communication capabilities. This is particularly critical in supporting Celtic's hundreds of patients in the community every day and the clinicians providing care to them utilizing on-line patient charts and records.

Why all this focus on comfort, safety, and

mobility for Celtic's employees? Burchianti has a strong conviction that his employees are his Number 1 Customer. He believes that when he treats his employees well, they will in turn provide their best to the clients that Celtic serves. By providing a well-equipped, comfortable centralized operational facility, employees in Celtic's Support Services Departments of Celtic Healthcare can manage all entities of Celtic Healthcare from this facility to their current branches in Central Pennsylvania/Carlisle, Westmoreland County, and Erie. This centralization creates economies of scale that allow Celtic to fulfill the "low-cost" part of their mission in providing the "absolute best, high-quality (low cost) full continuum of home healthcare services" to their clients. Having these support service functions centralized creates cost savings that could not be realized having these functions at each location. It also creates continuity of services and a sense of community between all Celtic Healthcare locations.

"The future is bright and far-reaching," states Burchianti. "From this centralized location, Celtic Healthcare is prepared and equipped to handle the strategic growth plans we have for the future which includes acquisitions and start-ups reaching out further across the country and broadening of services to our current clients." I am very pleased with the Celtic Healthcare Headquarters Project and attribute much of the success to a great team of designers, architects, and builders. Much like my management philosophy of surrounding myself with professionals that know more than me, this project has exceeded my expectations, and I am extremely happy to share it with my employees."

### Kane to Construct Independent Living Units

A request for bids is expected to be issued in 90 days on a 12-unit independent living center that will be attached to the Kane Center in Glen Hazel. The estimated cost of the 17,262-square-foot building is between \$3.5 and \$4 million. The project is part of the county's Action Plan for the system.

Dennis Biondo, executive director of the John J. Kane Regional Centers, said that a grant from the County Commissioners Association of Pennsylvania will cover the majority of the cost. Construction is expected to begin next summer and should take about a year to complete.

"This is another important part of the Action Plan," Biondo said. "A big focus of that plan is to provide a continuum of care so that Allegheny County residents can receive every aspect of care they need at one of our campuses."

The new facility will be a two-story building consisting of eight single units and four double units. The single units will offer 630 square feet of living space while the double units, which will feature one bedroom that sleeps two, will afford 720 square feet of living space.

Certain services, such as housekeeping, maintenance and food service, will be provided by workers at Kane Glen Hazel. Biondo said extending those services to the independent living center won't require any new staff nor will it create any additional cost.

Upon completion, Biondo said the units will be available on a first-come, first-serve basis and rent will be collected monthly. He stressed that while Kane will provide limited services, the units are intended for independent living.

"These are primarily for seniors who want to remain in a home-like, apartment-type of setting," Biondo said. "We will now provide an excellent option to those who may need some services that we can provide, such as housekeeping and food service, but still want to have the freedom to come and go as they please."

Biondo said the new facility also provides a great deal in terms of convenience of care. He said if residents living at the new center come to a point that they need nursing home care, they will be able to easily transition in the Kane Center next door.

"It's really a win-win for everyone," Biondo said. "For us, it provides another source of referrals for the core business while also allowing us to better utilize the staff we already have to provide services on site."

### St. Clair Hospital Breaks Ground for Emergency Department New Construction and Expansion

James M. Collins, St. Clair Hospital president and chief executive officer, and Pennsylvania Department of Health Secretary Calvin B. Johnson, M.D., M.P.H., along with local elected officials and hospital leadership, recently broke ground for the Hospital's 18,000 square-foot new construction of its Emergency Department.



The \$13.5 million addition will accommodate the growing demand for emergency services in the southern Allegheny County and northern Washington County area, as well as increase the physical capacity needed to house the hospital's continuously expanding range of advanced healthcare technology. The project is one of the largest construction initiatives currently in the South Hills of Pittsburgh. Completion is planned for November 2008.

The new St. Clair Hospital Emergency Department will offer state-of-the-art features and will have the ability to accommodate 80,000 visits per year, so that it can grow with the needs of residents. The space has been designed to be patient and family-centric, while ensuring streamlined, high-quality clinical care. Larger, more comfortable adult and pediatric waiting areas feature more natural light and greater ease in way finding.

The expansion increases capacity to 45 patient treatment rooms; each equipped with cardiac monitoring capabilities and designed for maximum privacy. Of these rooms, 30 are designed for acute adult treatment, six are equipped with pediatric-sized equipment and technology and three are designated for behavioral and mental health treatment. Six Fast Track rooms are designed to treat patients with minor illnesses and injuries.

## VA Butler Invests Over 10 Million Towards Facility Improvement Projects for the Fiscal Year

VA Butler Healthcare invested over 10 million dollars in facility maintenance projects for fiscal year 2007. These improvement projects enable VA Butler to continue to provide the best care possible in an environment that is safe, secure and comfortable.

The funds were utilized on projects to improve and enhance the facility in order to maintain the quality world-class health care that veterans have come to expect and deserve. The major improvement projects at VA Butler Healthcare during the fiscal year were: construction of a new computer room, replacement of electrical feeders, removal of old paint from 2 buildings, demolition of 5 old buildings, tuckpointing on 3 buildings, upgrading of the heating and ventilation system and roof repairs on 4 buildings.

During the fiscal year, the facility received approval for a new 55 bed Domiciliary. The project is currently in the design phase.

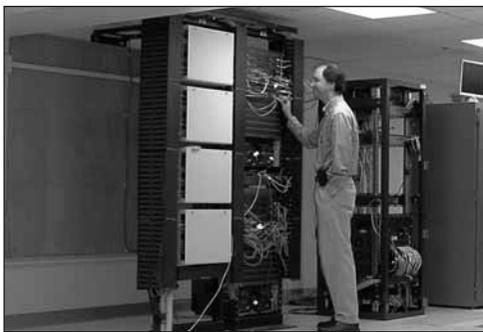
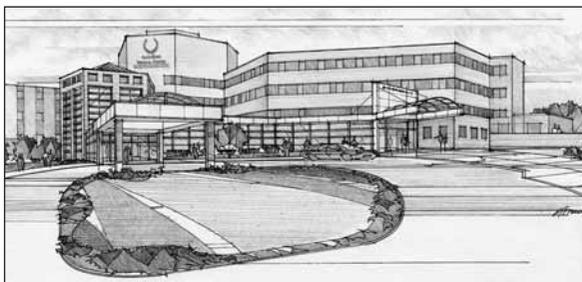


Photo credit: Jim Burke, CIDDE

(l-r) Dr. Donald S. Burke, Director of the Center for Vaccine Research and Dean, University of Pittsburgh Graduate School of Public Health; Congressman Mike Doyle; Dr. Arthur S. Levine, Senior Vice Chancellor of Health Sciences, University of Pittsburgh and Dean, University of Pittsburgh School of Medicine; Allegheny County Chief Executive, Dan Onorato; and University of Pittsburgh Chancellor Mark Nordenberg.

## West Penn Allegheny Health System Authorizes \$13 Million Capital Advance to Launch Expansion of Alle-Kiski Medical Center's Emergency and Urgent Care Services

Alle-Kiski Medical Center (AKMC) recently announced that the West Penn Allegheny Health System (WPAHS) has authorized a \$13 million immediate capital advance to launch the hospital's Emergency and Urgent Care Services renovation and expansion project.



With the advanced expenditure by WPAHS, AKMC will start the bid process for the much anticipated renovation project and determine a construction start date. The allocation is inclusive of \$7.5 million in pledges currently received that are earmarked for the project as well as an estimated \$2 million currently left to be raised by through the community capital campaign.

The proposed construction project will double the size of the current Emergency Department. This will allow AKMC to double the volume of patients that are treated annually, reduce waiting times and provide state-of-the-art emergency care.

A groundbreaking is anticipated for early November, with an estimated completion date of the project by 2010.

## VA Healthcare – VISN 4 and VA Pittsburgh Healthcare System Put More than \$38 million Towards Improvements for Fiscal Year 2007

VA Healthcare – Veterans Integrated Services Network 4 (VISN 4) and VA Pittsburgh Healthcare System (VAPHS) invested \$38 million in facility maintenance and modernization projects for Fiscal Year 2007.

VAPHS utilized the \$38 million to fund construction projects to improve and enhance the facilities within VAPHS in order to continue the quality of world-class health care that veterans have come to expect and deserve. A portion of the funding was also used to fund some of VAPHS' multi-year, \$200 million, major, ongoing construction projects.

At the University Drive Division of VAPHS, many renovations and enhancements were made throughout the facility to include: replacement of air handling units, a device used to condition and circulate air as part of a heating, ventilating and air-conditioning system; radiation therapy equipment was upgraded; renovations will begin to be made to the morgue, to the 4th floor in the east wing of the hospital and to the supply, processing and distribution service area in October; renovations of both the outpatient and inpatient pharmacies are currently in progress.

At the Heinz Division of VAPHS, radiology and angiography equipment was upgraded and two of the inpatient units, ground south and 3rd floor A, were completely renovated. Additional oxygen outlets were installed throughout the facility and upgrades were made to the computer rooms.

The major, ongoing construction projects at VAPHS include: a new engineering support building completed in July at the Heinz division; a nine-story parking garage at the University Drive division to be completed in December, which will provide nearly 1,500 free parking spaces and reduce the traffic congestion and wait times for patients, visitors and staff; construction of a new 98-bed residential villa complex, due to be complete in August 2008, will provide for rehabilitative treatment for veterans at the Heinz division; and a new administrative building is due to be completed by August 2008 at the Heinz division.

## Pitt Opens Center for Vaccine Research

Leaders from the University of Pittsburgh recently celebrated the opening of the Center for Vaccine Research (CVR) at the University of Pittsburgh's 330,000-square-foot state-of-the-art Biomedical Science Tower 3 (BST3). The CVR houses both the Regional Biocontainment Laboratory and the Vaccine Research Laboratory and will allow the university to greatly expand research programs in naturally occurring diseases like SARS, West Nile virus, dengue fever and tuberculosis.

The CVR, directed by Donald S. Burke, M.D., dean, University of Pittsburgh Graduate School of Public Health and University of Pittsburgh Medical Center-Jonas Salk Professor of Global Health, will employ approximately 150 faculty, staff and laboratory personnel and complement other ongoing research at the BST3 in structural biology, computational biology, genomics and proteomics, neurobiology and drug discovery.



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## At Bradford Regional, Designing A Plan for The Future

At Bradford Regional Medical Center, the challenges were plenty - lack of funds, a landlocked campus, and an aging, inefficient physical plant. But "with sound planning, and the right partners all throughout the process, we were able to truly begin to build for our future," said BRMC President/CEO George E. Leonhardt. In January, Bradford Regional will witness the one-year anniversary of a plan that was over five years in the making, creating a \$15 million Outpatient Services Center on its main campus in the northwest Pennsylvania community it serves - all the challenges, notwithstanding.

The process began with strategic planning involving consultants Stroudwater Associates of Portland, Maine, BRMC's Board of Directors, Senior Management and Medical Staff to identify community needs and opportunities for growth. "We picked an experienced design-build firm, BBL Carlton of Albany, NY, that was experienced in working with facilities just like ours," explained BRMC's Vice President of Operations Glen Washington.

One of the first significant challenges was location, location, location. The medical campus was hemmed in by residential housing, major public streets and high school

campus right across the street, a restriction common to many suburban hospitals. "Over the years, the Board has had the foresight to slowly acquire property around our campus as it became available, property which eventually held the new building's footprint," Washington said. "We worked with the City of Bradford and school officials to close a public street that ran through the middle of our campus, land that was critical to the expansion."

As officials cleared that hurdle, the task of funding a capital construction project loomed ahead. Leonhardt noted that BRMC has the same fiscal challenges faced by most community hospitals. "We had to be creative in obtaining financing that we could afford and by building alliances with other economic partners in our community, we gained the support and attention of those at the state level," he explained. The project was funded through \$3 million in state economic development funds from the office of Pennsylvania Gov. Ed Rendell as part of "Impact Bradford" initiative, \$6 million in bond refinancing and \$6 million raised through philanthropy by Bradford Hospital Foundation. "Fortunately, we live in a very generous community," Leonhardt said. Webcams on the hospital's website helped



This aerial view shows progress on the campus at Bradford Regional Medical Center, with the new addition pictured in the lower right hand corner, repositioning the front of the building to an easterly direction. The brick building to its right has since been removed.

keep everyone up-to-date on the project.

One of the key factors in the success of the project, officials agree, is the high level of participation and involvement by individuals across a wide spectrum of groups within the community. Project architects worked with 14 "user groups" consisting of employees, physicians, community residents, volunteers and others to design the spaces, workflow processes and even color choices for the new building. The result, Washington said, "is a patient-friendly, very practical space that both staff and community love and feel a genuine sense of connection with." The new addition concentrates BRMC's outpatient services in one location, accessed by a new main entrance. "Over the years we had added many outpatient services throughout a facility essentially designed for inpatient care," noted Deborah Price, Bradford Regional's Senior Vice President of Patient Care Services. The result? A patchwork of services that was hard for the public to find. Now, with the new building, the public has simple and easy access to Registration and Lab, Same Day Surgery, new Centers focusing on Cardiology, Cancer Care, Neurosciences and Sleep Disorders, and Rehab Services. "The location of many physician practices in the new addition also brings our patients and staff closer to an adjacent area of the hospital which houses Imaging Services for everyone's convenience," Price added. An entire suite is dedicated to a Pediatrics practice, with separate waiting rooms for sick and well children. And, the new building's medical tower even has shelved in space for future growth.

Washington notes that special care was used in selection of finishes and color schemes. "We wanted cool and comforting finishes that reflected the rural nature of the area," he explained. "The design also made extensive use of skylights and large windows overlooking exterior gardens to bring in a lot of natural light and beauty." Aesthetics help in the healing process, too, with a setting which capitalizes on breathtaking views of the Allegheny Mountains, the use of high-end looking finishes and comfortable furnishings. The relocation of many services to the new addition has enabled BRMC to renovate its surgical suites, adding two additional OR's for growth. It also allowed the badly needed expansion of its Emergency Department. Currently sized for 8,000 visits, BRMC's Emergency Department staff handles 17,000 visits annually. Both of those renovation projects are under way, with completion set for Spring 2008. "The result of everyone's efforts is truly a design to meet the community's needs, now and well into the future," Leonhardt notes.

For more information on the project, visit the hospital's website at [www.brmc.com](http://www.brmc.com).

## Concordia Purchases Saxony Farm Estate

This summer, Concordia Lutheran Ministries acquired the distinguished 500-acre Saxony Farm estate located in Saxonburg, PA. The property features 3.5 miles of frontage on three roads in Jefferson and Winfield townships.

The historic horse farm includes a tree-lined entrance, full size racetrack, miles of trails, a lake surrounded by mature woodlands and picturesque pastures, all enclosed by over three miles of white fencing. The property is located just one mile south of Concordia's campus in Cabot.

Concordia's Board of Directors approved the purchase of the park-like setting to further enhance opportunities for Concordia's mission and future. Although the development plans are still in progress, Keith Frndak, president and CEO said, "This magnificent property is a rare opportunity. We envision expanding new types of living options on this property to complement services already available on our main campus. Concordia's many friends will enjoy the look and feel of the estate, which is so close to Concordia's support and service headquarters."



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# Leading Physicians, Patients From Around the World Pay Tribute to AGH Brain Surgeon's Legacy

Throughout its history as a center for scientific and medical innovation, the City of Pittsburgh has been blessed with some of the world's most renowned and pioneering minds. In the field of brain surgery, few have met this standard more prominently than Peter Jannetta, M.D., vice chairman of the Department of Neurosurgery at Allegheny General Hospital (AGH) and an internationally recognized expert in the treatment of cranial nerve diseases.



Dr. Peter Jannetta (left) and Dr. Jack Wilberger

On October 13, 2007, physicians, friends and former patients from around the world gathered in Pittsburgh to celebrate Dr. Jannetta's life and accomplishments.

Following a daylong scientific symposium that featured various tributes to his legacy and presentations celebrating four decades of neurological innovations by a preeminent cast of surgeons, more than 500 people attended an evening black-tie gala at the Pittsburgh Convention Center in Dr. Jannetta's honor.

"Dr. Jannetta is one of the great neurosurgeons of our time. His contributions to this field over the past three decades are recognized worldwide for the role they have

played in advancing our understanding of neurological diseases and the possibilities of surgical intervention. Without Peter, the revolution of microvascular surgery in the brain would not have proceeded as quickly and successfully as it did," said

Jack Wilberger, M.D., chairman of the Department of Neurosurgery at AGH.

Dr. Jannetta is recognized foremost for his groundbreaking research into the pathology and treatment of cranial nerve compression syndromes.

Compression of cranial nerves can lead to debilitating conditions that affect sensation and function of the eyes, tongue and facial muscles.

The most prominent such disease is called trigeminal neuralgia, a condition of chronic, often incapacitating facial pain. After identifying the cause of trigeminal neuralgia as compression of the

fifth cranial nerve - the trigeminal nerve - by surrounding blood vessels, Dr. Jannetta developed a microvascular decompression procedure that has since become the stan-

dard of surgical care.

"Dr. Jannetta was not only a good teacher of conventional operative techniques but he gave neurosurgeons a whole new armamentarium, a whole new approach to the specialty. His techniques have helped us cure generations of patients with the most devastating, agonizing pain that one can experience. He is a godfather to almost every neurosurgeon in the world," said Albert Rhoton, M.D., former chairman, Department of Neurosurgery at the University of Florida.

In 1983, he became one of the first neurosurgeons in the world to receive the Olivecrona Award. Presented by the Karolinska Institute in Sweden, home of the Nobel Prize Foundation, the award has been presented to just 18 neurosurgeons in its 29-year history.

In 2000, he was awarded the Fedor Krause Medal by the German Neurosurgical Society. Considered a top honor in the field, the medal is bestowed to physicians who have made significant contributions to medicine. And most recently, he received the Zulch Prize for medical research by the Max Planck Society for the Advancement of Science.

Over the past 30 years, more than 150 neurosurgeons have received their training under Dr. Jannetta. Ten of those are currently chairmen of neurosurgical departments at some of the country's top medical centers, including Louisiana State University's Anil Nanda, M.D.

"Among surgical residents Dr. Jannetta had this magical reputation, similar to a legendary F16 pilot or a great battlefield general. A man of enormous intellectual and technical gravitas, his skills were unrivalled. He was like a maestro under the microscope," said Dr. Nanda.

"When the Roman's talked about Cicero and Demosthenes, Cicero was considered a great speaker, but when Demosthenes spoke, the Romans would say 'we are ready to march, we are ready to lay down our lives' for a leader like this. Peter Jannetta is the Demosthenes of leaders. He has this charisma, this presence that affects you very profoundly and makes you a better individual. I consider him a seminal influence in my life and my career," Dr. Nanda said.

At the scientific symposium, Dr. Nanda will reflect specifically on Dr. Jannetta's contributions to academic medicine and the impact he has had on the progression of the field.

"Every day that I operate, I use something that Dr. Jannetta taught me and that legacy will live on forever because I now teach my residents those same things," Dr. Nanda said.

"Few people in medicine or neurosurgery have the opportunity to change the way we work in a permanent way. There are a lot of ideas that are temporary, but Dr. Jannetta's have become the standard. It is a remarkable accomplishment," said Jeffrey Brown, M.D., a neurosurgeon at Winthrop University Hospital in New York.

## DATEBOOK:

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### Call for Nominations for the 2008 AMA Foundation Excellence in Medicine Awards

Recognizing the extraordinary efforts of leaders in the medical community, the American Medical Association Foundation honors those who go beyond the call of duty to improve the health of our nation. The AMA Foundation, in association with the Pfizer Medical Humanities Initiative, recognizes a select group of physicians and medical students who represent the highest standards of volunteerism, public service and leadership each year. All awards will be presented at the Excellence in Medicine Awards banquet March 31, 2008, in Washington, D.C. Nomination deadline is December 7. Visit [www.amafoundation.org/go/excellence](http://www.amafoundation.org/go/excellence) to learn more about these awards and apply.

### Upcoming HIMSS Events October 31 Award Nominations Due

Honor your peers and nominate them today. For more information, visit [www.himss.org/asp/awardsHome.asp](http://www.himss.org/asp/awardsHome.asp).

### November 6-7

#### Virtual Conference & Expo

The HIMSS Virtual Conference & Expo is not a Web Seminar; it is a fully interactive free event that incorporates online learning, live chat, active movement in and out of exhibit booths and sessions, vendor presentations, contests and more. Because the conference is 100 percent vir-

tual, you can experience the expo from the comfort of your own desk. Save yourself the travel expenses and get right to the industry information and solutions you seek. For more information, visit [www.himssvirtual.org](http://www.himssvirtual.org).

### February 24-28 - HIMSS08 - Orlando, FL

The Annual HIMSS Conference and Exhibition is your opportunity to learn the latest industry intelligence, find solutions to your most pressing professional challenges, and network with your peers. More than 20,000 professionals attend pre-conference workshops and education session, see industry newsmakers, explore the latest technologies in more than 800 exhibits and earn continuing education credit and certification. For more information, visit <http://www.himssconference.org>.

### November 5 Wellness Author to Demonstrate Stress Relief Strategies

In recognition of National Family Caregiver Month, Chatham University will host a participatory workshop lead by self-care author Pat Samples on Monday, November 5 from 6:00-9:00 p.m. in the new Mellon Board Room, Mellon Hall, lower level. Samples will speak on "Discovering the somatic stories that lead to health and well-being". In an effort to support the needs of healthcare professionals in Pittsburgh, Chatham University will be offering Continuing Education

Credits (CECs) for this seminar.

For more information, contact Julie Arnheim at [jarnheim@chatham.edu](mailto:jarnheim@chatham.edu) or (412) 253-7424. For RSVPs and Continuing Education registration, contact Carolyn Leah at [cleah@chatham.edu](mailto:cleah@chatham.edu) or (412) 365-1417.

### November 10 Toast to Life Gala

Family Hospice and Palliative Care will host the 10th Annual Toast to Life Gala at the Westin Convention Center Hotel on Saturday, November 10 at 5:30 p.m. Honorees are former Pittsburgh Pirate Steve Blass and his wife, Karen, and Allegheny County Executive, Dan Onorato. The cost is \$200/person. All proceeds will benefit Family Hospice and Palliative Care patients and families. For information or reservations call (412) 572-8813.

### November 11 Gateway Rehab to Host 16th Annual Recovery Breakfast

Gateway Rehabilitation Center will host its 16th Annual Recovery Breakfast from 10 a.m. to 12:30 p.m. on Sunday, November 11, at the Four Points Sheraton - Pittsburgh North, 910 Sheraton Drive, Mars (Cranberry Township), PA. This year's theme is "The Fearless Moral Inventory." For more information or to register, call (724) 378-4461, ext. 1234 or visit [www.gatewayrehab.org](http://www.gatewayrehab.org) and click on the events calendar.

### November 11 Red Dress Event Raises Heart Disease Awareness

On Sunday, November 11 from 1-4 p.m. Humility of Mary Health Partners (HMHP) will host the 5th annual Red Dress Event at Antone's Banquet Center, 8578 Market Street in Boardman, OH. The Red Dress Event is held each year to help raise awareness of the dangers heart disease poses to woman. For more information, call (330) 480-3151 or toll free 1-877-700-4647.

### December 13 "Hope Has a Home Gala"

William Cope Moyers - son of American journalist and "Lifetime Emmy-award winner" Bill Moyers - has followed in his father's footsteps by devoting his time and energy toward society's most critical issues while captivating audiences with his own personal experience overcoming the power of addiction and moving toward the promise of recovery.

Moyers will share his remarkable story of addiction and redemption at Gateway Rehabilitation Center's 2007 "Hope Has a Home Gala" on Thursday, December 13.

The "Hope Has a Home Gala" will take place at the Hilton Pittsburgh, with the reception and entertainment beginning at 6:30 p.m. and the dinner and program at 7 p.m. For more information, call 1-800-472-1177 ext. 1234 or visit [www.gatewayrehab.org](http://www.gatewayrehab.org).

Send your submissions to [hdkart@aol.com](mailto:hdkart@aol.com)

Contact Margie Wilson to find out how your organization or business can be featured in the Hospital News Resource Directory.

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Kindred Hospital  
Pittsburgh – North Shore  
412.323.5800

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724.775.6877

www.kindredhealthcare.com

## DRUG ADDICTION/ ALCOHOLISM TREATMENT

### GATEWAY REHABILITATION CENTER

Gateway Rehabilitation Center provides treatment for adults, youths, and families with alcohol and other drug problems within a network of inpatient and outpatient centers located in Pennsylvania and Ohio. Services offered include free evaluations, detoxification, inpatient, partial hospitalization, intensive outpatient, outpatients counseling, and halfway houses. Comprehensive school-based prevention services offered. Employee assistance program (EAP) services available. Visit [www.gatewayrehab.org](http://www.gatewayrehab.org) or call 1-800-472-1177 for more information.

## EMPLOYMENT DIRECTORY

### BRIGHTSTAR HEALTHCARE™

24-7 BrightStar Healthcare is a woman-owned staffing company that provides supplemental staff to corporate and private duty clients. We are able to provide healthcare professionals ranging from nurses to medical receptionists to PT and OT, as well as non-medical caregivers. We are available to our clients 24 hours 7 days a week, serving the South Hills and Greater Pittsburgh areas. Our office is located at 300 Mt. Lebanon Blvd., Suite 210A Pittsburgh PA 15234. Contact us at (412)561-5605 or email [Pittsburgh@247brightstar.com](mailto:Pittsburgh@247brightstar.com)

### INTERIM HEALTHCARE SERVICES

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Human Resources Department,  
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412-826-6123 or call our "Job Line" 412-826-6080

### ST. BARNABAS HEALTH SYSTEM

RNs, LPNs, Home Care Companions  
St. Barnabas Health System is comprised of a 172-bed skilled nursing facility in Gibsonsia, a 47-bed skilled nursing facility and a 102-bed assisted living facility in Valencia, an outpatient Medical Center and three retirement communities. RN and LPN positions available at the two nursing facilities. Home Care Companion positions are available to assist our Retirement Village and community clients with daily living and personal care needs. Earn great pay and benefits now. Fantastic country setting, convenient drive from Pa. Turnpike, Rts. 8 & 19, Interstates 79 & 279.

Margaret Horton, Director of Personnel, 5830 Meridian Road,  
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### ASBURY HEIGHTS

For almost a century, Asbury Heights, operated by United Methodist Services for the Aging, has been providing high-quality compassionate care to older adults in Southwestern Pennsylvania. Asbury Heights is a faith-based, non-profit charitable organization, located in Mt. Lebanon. Through various accommodations, services and amenities, the needs of independent living residents can be met. For residents requiring more care, the continuing care community also offers assisted living, nursing and rehabilitative care, Alzheimer's specialty care and adult day services. The Health and Wellness Center is headed by a board certified, fellowship trained geriatrician. Residents may be treated by on-site specialists or retain their own physicians. Rehabilitative therapies are also available on-site. A variety of payment options are available to fit individual financial situations. The application process is very quick and easy and does not obligate the applicant in any way. For more information, please contact Joan Mitchell, for Independent Living; Suzanne Grogan for Nursing Admissions; or Kelley Ames for Assisted Living at 412-341-1030. Visit our website at [www.asbury-heights.org](http://www.asbury-heights.org).

### BAPTIST HOMES OF WESTERN PA

Baptist Homes has been serving older adults of all faiths on its campus in Mt. Lebanon since 1910. Our mission is to offer a full continuum of enriched living, compassionate care, and benevolence to a broad spectrum of individuals. Our continuum is accredited by the Continuing Care Accreditation Commission (CCAC), and serves almost 300 adults with skilled and intermediate nursing care, short-term rehab, Alzheimer's care, assisted living/personal care and HUD independent living. In addition, our residents have access to a full range of rehabilitative therapies and hospice care. Baptist Homes is Medicare and Medicaid certified. For more information visit our website at [www.baptisthomes.org](http://www.baptisthomes.org) or arrange for a personal tour by calling Pam Tomczak, Admissions Coordinator, at 412-572-8247. Baptist Homes is conveniently located at 489 Castle Shannon Boulevard, Pittsburgh PA 15234-1482.

### COMMUNITY LIFE

**Living Independently For Elders**  
Community LIFE is a non-profit program that offers all-inclusive care that goes beyond the traditional boundaries of elder care. It allows seniors to remain in the community, maintain their independence, and allows them to enjoy their golden years at home. Community LIFE provides older adults with fully integrated and coordinated health and social service, usually at no cost to qualified individuals. Participants in the program are transported to our day health center on an as-needed basis, to receive healthcare and social services, meals, and participate in various activities.

The LIFE Center is staffed by a geriatric physician, RN's, physical and occupational therapists, dietician, social worker, and aides, and includes a medical suite for routine exams and minor treatments, some emergency care, therapy areas, dining/activity space, personal care area and adult day services. Community LIFE offers complete, coordinated healthcare for the participant, including all medical care, full prescription drug coverage, rehab therapies, transportation and in home care. If you or someone you care about is having difficulty living in the community, then call Community LIFE at 866-419-1693.

### KANE REGIONAL CENTERS

The Kane Regional Centers, located in Glen Hazel, McKeesport, Ross and Scott, provide 24-hour skilled nursing care, rehabilitation services, specialty medical clinics and dedicated units for dementia care to the residents of Allegheny County. Admission to the Kane Regional Centers is based on medical needs and can occur within 24 hours, including weekends and holidays. Kane accepts a number of insurance plans well as private pay. To apply for admission to the Kane Regional Centers call (412) 422-6800.

### OAKLEAF PERSONAL CARE HOME

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3800 Oakleaf Road, Pittsburgh, PA 15227  
Phone (412) 881-8194, Fax (412) 884-8298  
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### PRESBYTERIAN SENIORCARE

A regional network of living and care options for older adults throughout southwestern Pennsylvania. Services and facilities include skilled and intermediate nursing care, rehabilitation, personal care, specialty Alzheimer's care, adult day care, home healthcare, senior condominiums, low-income and supportive rental housing. For more information:

Presbyterian SeniorCare - Oakmont  
1215 Hulton Road, Oakmont, PA 15139  
412-828-5600

Presbyterian SeniorCare - Washington  
825 South Main Street, Washington, PA 15301  
724-222-4300

### ST. BARNABAS HEALTH SYSTEM

St. Barnabas Health System offers a continuum of care at its two campuses in the North Hills. Skilled nursing care is offered at the 172-bed St. Barnabas Nursing Home in Richland Township, Allegheny County, and the 47-bed Valencia Woods at St. Barnabas in Valencia, Butler County. The Arbors at St. Barnabas offers assisted living for up to 182 persons. All three facilities offer staff-run, on-site rehabilitative services, extensive recreational opportunities, and beautiful, warm decor. Home care is available at the St. Barnabas Communities, a group of three independent-living facilities: The Village at St. Barnabas, The Woodlands at St. Barnabas and The Washington Place at St. Barnabas. The Washington Place, a 23-unit apartment building, has hospitality hostesses on duty to offer residents support as needed. St. Barnabas Health System, a non-denominational, faith-based organization, has a 106-year tradition of providing quality care regardless of one's ability to pay. For admissions information, call:

- St. Barnabas Nursing Home  
5827 Meridian Road, Gibsonsia, PA 15044, (724) 444-5587
- Valencia Woods at St. Barnabas/The Arbors at St. Barnabas  
85 Charity Place, Valencia, PA 16059, (724) 625-4000 Ext. 258
- St. Barnabas Communities  
5850 Meridian Rd., Gibsonsia, PA 15044, (724) 443-0700, Ext. 247

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Westmoreland Manor with its 150 year tradition of compassionate care, provides skilled nursing and rehabilitation services under the jurisdiction of the Westmoreland County Board of Commissioners. A dynamic program of short term rehabilitation services strives to return the person to their home while an emphasis on restorative nursing assures that each person attains their highest level of functioning while receiving long term nursing care. Westmoreland Manor is Medicare and Medicaid certified and participates in most other private insurance plans and HMO's. We also accept private pay. Eagle Tree Apartments are also offered on the Westmoreland Manor campus. These efficiency apartments offer independent living in a protective environment.

Shelley Thompson, Director of Admissions  
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## HOME CARE / HOSPICE

### CONCORDIA VISITING NURSES

Concordia Visiting Nurses provide skilled and psychiatric nursing, physical a, occupational and speech therapies, wound and ostomy care, respiratory therapy, nutritional counseling, infusion therapy, maternal/child care, in your own home. The TeleHealth Monitoring System is a free service that keeps you constantly connected to your doctor and HealthWatch personal response system is an electronic device designed to summon help in an emergency. Concordia Visiting Nurses pledged same day service, weekend referrals and evaluation visits for post-emergency room patients. It has a non-profit, Medicare certified home care agency that accepts most major insurances. Contact Concordia Visiting Nurses at 1-877-352-6200.

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1789 S. Braddock, Pittsburgh, PA 15218  
3041 University Avenue, Morgantown, WV 26505

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Trinity Hospice offers comprehensive care focused on easing the physical, emotional and spiritual pain that often accompanies terminal illness. Trinity Hospice provides an alternative to routine home care and repeated hospitalizations. Offering outstanding care, the hospice team members are dedicated professionals and trained volunteers who specialize in meeting the individualized needs of terminally ill patients and families. For more information or to schedule an assessment, please call 1-888-937-8088.

2020 Ardmore Boulevard, Suite 210  
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[www.trinityhospice.com](http://www.trinityhospice.com)

### VITAS INNOVATIVE HOSPICE CARE® OF GREATER PITTSBURGH

Hospice of Greater Pittsburgh Comfort Care is now a part of VITAS Innovative Hospice Care, the nation's largest and one of the nation's oldest hospice providers. When medical treatments cannot cure a disease, VITAS' interdisciplinary team of hospice professionals can do a great deal to control pain, reduce anxiety and provide medical, spiritual and emotional comfort to patients and their families. We provide care for adult and pediatric patients with a wide range of life-limiting illnesses, including but not limited to cancer, heart disease, stroke, lung, liver and kidney disease, multiple sclerosis, ALS, Alzheimer's and AIDS. When someone becomes seriously ill, it can be difficult to know what type of care is best ... or where to turn for help. VITAS can help. For Pittsburgh, call 412.799.2101 or 800.620.8482; for Butler, call 724.282.2624 or 866.284.2045.

## PUBLIC HEALTH SERVICES

### ALLEGHENY COUNTY HEALTH DEPARTMENT

The Allegheny County Health Department serves the 1.3 million residents of Allegheny County and is dedicated to promoting individual and community wellness; preventing injury, illness, disability and premature death; and protecting the public from the harmful effects of biological, chemical and physical hazards within the environment. Services are available through the following programs: Air Quality; Childhood Lead Poisoning Prevention; Chronic Disease Prevention; Environmental Toxins/Pollution Prevention; Food Safety; Housing/Community Environment; Infectious Disease Control; Injury Prevention; Maternal and Child Health; Women, Infants and Children (WIC) Nutrition; Plumbing; Public Drinking Water; Recycling; Sexually Transmitted Diseases/AIDS/HIV; Three Rivers Wet Weather Demonstration Project; Tobacco Free Allegheny; Traffic Safety; Tuberculosis; and Waste Management. Bruce W. Dixon, MD, Director  
333 Forbes Avenue, Pittsburgh, PA 15213

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For more information, or to schedule a tour, contact:

Deborah Flowers, Chief Clinical Officer  
The Children's Home of Pittsburgh & Lemieux Family Center  
5324 Penn Avenue, Pittsburgh, PA 15224  
412-441-4884 ext. 304

## PROFESSIONAL DEVELOPMENT

### THE SOCIETY FOR HEALTHCARE STRATEGY AND MARKET DEVELOPMENT

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# EXECUTIVE LIVING

## AUCTION

Sunday, November 18th at 12:00 p.m.

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**2-1/2 BATH HOME**

Totally renovated on quiet street. In walking distance to everything. New roof, windows, electric, plumbing, kitchen w/appliances, zoned heat & more! **Call Ab - x17** for details. #AU003301L



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## AUCTION

Tuesday, November 13th at 12:00 p.m.

**BLAWNOX**  
231 Freeport Road  
**Absolute Above \$99,000**

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## AUCTION

Saturday, November 17th at 12:00 p.m.

**GREENVILLE-MERCER COUNTY - 172 WASSER DR.**

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## Cranberry Township \$534,900

Timeless provincial styling on the exterior & superior finishes inside create the perfect blend for everyday living! Residence captures you from the hardwood foyer with split staircase & wainscoted den. Cathedral living room leads to tray dining room while a gourmet kitchen is adorned with granite, hardwood floors & walk-out to rear deck! Complete for entertaining, a finished game room includes full bath, incredible bar area & plenty of built-ins! Flawless! #698269

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## Marshall Township \$539,900

Grand sophistication set in the conveniently located neighborhood of Sewickley Farms. Gorgeous rooms are rich with amenities! Designer kitchen is adorned with maple cabinets, granite counters, stainless appliances & opens to a sunken family room. A wainscoted den finishes off the lower level as 5 well-appointed bedrooms make up the upper level. Pleasing master suite includes a 16x22 sitting/exercise room! Outside, a 2 level deck overlooks an exquisitely landscaped, level yard! #697338

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## Franklin Park \$359,900

Alluring colonial marries traditional features with upgraded elements! 4 bedroom, 2.5 bathroom home includes formal living room, 1st floor den, tray dining room & finished game room. A sizeable family room features fireplace & opens to Cherry kitchen! Summoning relaxation, the upper level boasts a vaulted master suite. Other magnificent highlights include an extension, extra windows & a 4 car tandem garage. All of this and more on an end of cul-de-sac location! #695806

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## Franklin Park \$244,500

Prestigious Tudor offers effortless living! An open floor plan, oversized bedrooms & an ideal location make this 2 bedroom, 2.5 bathroom townhouse a magnificent treasure! Hardwood floors, formal dining room & efficient kitchen. Large windows & doors lead onto a rear deck from the family room. Spacious bedrooms all boast cathedral ceilings! Calm moments can be found on a rear deck with awning overlooking woods! #694308

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## Adams Township \$425,000

The ultimate colonial boasting a stunning level yard! Inside features include 5 bedrooms, 1st floor den, pillared living room to dining room, family room with fireplace, large game room with full bath & bonus room! A magnificent kitchen is the centerpiece of the home offering hardwood floors, granite countertops, ceramic backsplash & 21x19 morning room with vaulted ceiling! The master bedroom is just as grand with a sitting area & 2 walk-in closets. Walk-out from the game room onto a landscaped backyard! #696525

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## Adams Township \$899,000

Enjoy country club living on 1.4 acres in the Treesdale Golf Community! This Brennan built home is very spacious with a 1st floor master & a 2nd floor master guest suite. The first floor offers a 2 story great room w/granite hearth & a top-of-the-line kitchen with granite counters, custom hickory cabinets and Viking stove & oven. Don't miss the recently finished 2nd floor GR/5th BR suite or the 10 zone sprinkler system & 4 car attached garage. #694793

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\$1,043.00 mo payment  
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**Cranberry Township**  
\$419,900  
MLS# 696860  
Timeless architecture and superb custom craftsmanship are hallmarks of this beautiful 4 bedroom, 2.5 bath home in Ehrman Farms. Features of this attractive design include inviting front porch, ideal open floor plan, chef-friendly island kitchen with breakfast bay area, vaulted ceiling in master bedroom, family room with access to patio, ample storage & much more!  
**Gloria Carroll/Patty Pellegrini 412-367-8000 x242/232**



**Adams Township**  
\$489,900  
MLS# 698042  
The stylish floor plan of this 5 bedroom, 3.5 bath Treedale home offers many entertaining possibilities. Highlights of this outstanding design on a fantastic lot include hardwood flooring, breakfast area w/ skylight in island kitchen, private study, finished lower level with 5th bedroom/full bath, upgrades galore! Cul-de-sac street in a terrific neighborhood!  
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**Hampton Township**  
\$239,900  
MLS# 694966  
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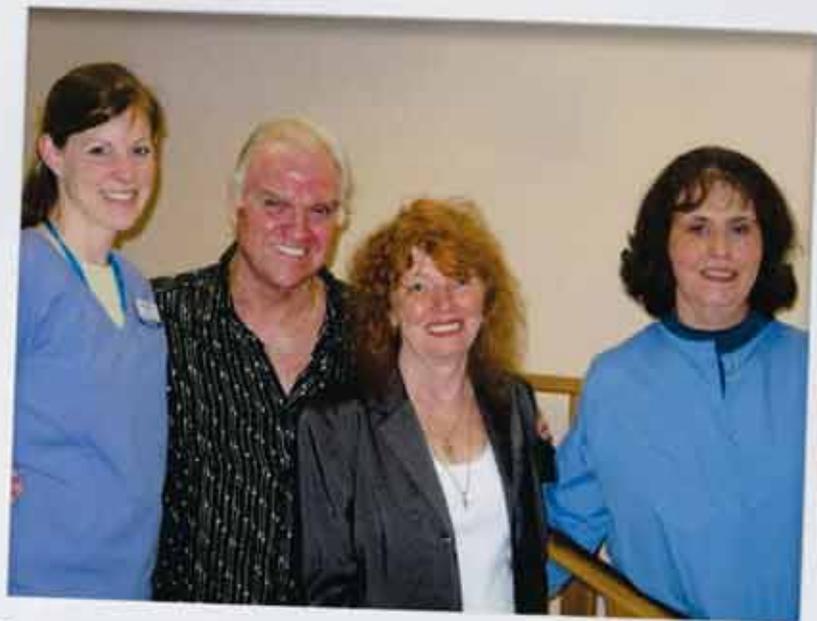


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# What makes **MANORCARE** different...

“I don’t think I could have made it if it wasn’t for ManorCare.”

Ally had struggled with several medical issues, including pneumonia, in January 2007, which left her confused and deconditioned. Clinical services, therapy staff and other disciplines assessed Ally’s condition and determined the best treatment plan to get her up and moving again. Ally began rigorous sessions with physical and occupational therapies. As Ally gazed around the therapy gym at the other patients participating in their exercises, she remembered saying to herself, “I know I have a second chance.” When she had started her physical therapy treatments, Ally was only walking about 30 feet with assistance. By the end of her rehabilitation course, Ally was walking more than 200 feet on her own and able to do all of her own dressing, grooming and bathing. She was no longer using the feeding tube and was eating regular foods. She was finally ready to return home to her family, friends and her three beloved cats. Ally credits her recovery to the tireless support of her family and the exceptional care provided by ManorCare North Hills. Ally summed up her feelings when she said, “I don’t think I could have made it if it wasn’t for ManorCare!”



**Rachelle Arnold, Speech Therapist**  
**Eddie Nassan and Ally Caldwell-Nassan**  
**Diane O’Reilly, Physical Therapist**

HCR Manor Care specializes in providing post-acute nursing and rehabilitation services including physical, occupational and speech therapies, bridging the gap between hospital and home for patients.

Discharge planning home begins on the day of admission for our patients. The interdisciplinary team works with our patients and families to transition them home as safely and quickly as possible.

### **You don’t have to take our word for it.**

Ask the people who matter the most – our patients and their families.

***HCR·ManorCare***<sup>®</sup>  
— Heartland • ManorCare —

For more information call:

**HCR Manor Care**  
9 locations in Allegheny &  
Washington Counties

**412-498-9375**

WE ACCEPT ALL PAYERS — MEDICARE, MEDICAID, INSURANCE, PRIVATE, HOSPICE