



Meet the
Smith Family

The Pulse

pediatric home service

Summer 2010

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Not your typical corner drug store

PHS Pharmacy dispenses far more than medicine

The PHS Pharmacy is not the kind of place where you drop in to pick up a bottle of aspirin or fill a prescription for amoxicillin. It doesn't carry snacks or specialty gifts or open its doors to the general public.

Rather, it is a highly specialized department with a uniquely qualified staff who manage every aspect of pharmacy services for the treatment of newborns, children, and adolescents with complex medical conditions.

PHS parents, caregivers, and health professionals who utilize these services say PHS pharmacists dispense far more than medicine. Specialists in pediatrics and infusion therapy, they make sterile solutions to be administered intravenously, including mixing up highly individualized recipes.

They also plan and monitor drug programs and regimens; make recommendations on the selection, dosage, interactions and effects of drugs; and work with a multidisciplinary team to coordinate care of their young patients.

A pharmacy service designed for kids, not small adults

PHS on-site services are designed specifically to meet the medication needs of growing kids. PHS pharmacists have Doctor of Pharmacy degrees and extensive experience in pediatric medication therapy.

"It's not like the adult world, where a majority get the same standard dose," explains Jill Liebers, the Pharmacist in Charge who manages the department of four pharmacists and two technicians. "No two pediatric patients are the same. Everything in pediatrics is really weight-based. These are growing children and they react differently to medicine than adults. We could be treating a newborn or an eighteen-year-old, and there is a huge difference between them in terms of weight and how they metabolize drugs."

Pharmacy staff also work closely with PHS nurses and clinicians in the field and are available to patient caregivers 24/7, 365 days a year to take calls, answer questions, and respond to needs.

In case you were wondering about your sick cat, the answer is "no"

Our pharmacists take lots of calls about dosing directions or reactions to medications, but once in while they get a question that is out of the ordinary, like this one: A family with some leftover infusion antibiotics called to ask if they could use them to treat the cat, which appeared to be "coming down with something."

Disposing of medications

PHS encourages you to properly dispose of any unused medications (this doesn't include giving them to the cat). For more information, visit the Minnesota Pollution Control Agency website at <http://www.pca.state.mn.us/oea/hhw/pharmaceuticals.cfm>

Always accessible, available

"We function as part of a multidisciplinary team and we have an open line of communication with everybody," says Jill, "and that really benefits our patients. We get calls from physicians, clinicians, nurses, therapists, and parents and serve as a good go-between. We know what is coming from the lab, what the drivers have delivered, what the nurses have administered, and when and how the patient reacted."

Pharmacists troubleshoot a lot, she added. "Parents call and say this doesn't seem to be working or my child is having pain, what am I doing wrong? We help figure out the symptoms and make suggestions about who to contact if something needs to be changed."

A PHS pharmacist is always on call. Says Jill: "If your child is discharged on a weekend

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PHS Services

- Respiratory Therapy
- Infusion Therapy
- In-Home Asthma Management
- Pharmacy
- Support Services
- Other services are available upon request.

Pediatric Home Service (PHS) is an independent pediatric homecare company that provides specialized health care services to technology-supported children — in their homes, with their families. We recognize and understand the different needs of infants, children, and adolescents. We ensure continuity of care by working together with health care professionals, payers, and family caregivers.

The Pulse is published quarterly by Pediatric Home Service for clients, professional partners, the health care community and other friends of PHS. We welcome your suggestions and story ideas. If you have comments or questions or would like to be placed on the mailing list, please contact:

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and it's ten at night and he or she is spiking a fever and needs to start antibiotics until the blood cultures come back, we'll make some doses and start therapy to avoid a hospital admission if at all possible.”

Dedicated to improving quality of life, one kid at a time

The pharmacy staff works with PHS nurses to educate families and home caregivers on everything from how to store medications to what they need to know about shipping

and delivery. Plus, they help come up with plans that best accommodate everybody's work and school schedules.

It's rewarding work, says James Roemer, a PHS pharmacist who previously worked at St. Paul Children's Hospital. "I felt I could make a difference in these kids' lives," he said. "At PHS, we have the greatest chance to help them not just live, but have productive lives." ■

Our website is getting a makeover

Check out the changes at <http://www.pediatrichomeservice.com>



The redesigned website

- more user-friendly
- more video, photos, posts
- Thrive Blog - join in on the conversation
- more information
- more resources

Are you a parent with a question about billing or insurance? Or a health care professional wanting to register for a PHS class? Would you like more information about a specific illness or an answer to a question about ordering supplies? Are you interested in working at PHS?

Family caregivers, health care professionals and others visiting the PHS website after mid-July will find a redesigned website that is more visually appealing, content-rich, and user-friendly.

“In the past, our website provided basic information,” said PHS President Susan Wingert, “but we wanted it to also be a robust resource for our family caregivers and health care professionals. There is so much knowledge in this building – so much expertise among our staff – and the website presents us with an opportunity to put that information online where it can be easily accessed and readily available to all those we serve. The redesigned site will look better, have more content, and be easier to use.”

New or enhanced features of the site include:

- A health library and other helpful resources for both family caregivers and health care professionals
- Reorganized navigation that allows users to find what they need more quickly and easily
- An extensive section with answers to many frequently asked questions
- Improved class calendar, class listings and class registration
- More interactive elements, including more video, in-text links to other valuable resources, and lots of information that can be downloaded for better viewing or easy access
- Social media elements including a PHS Blog, Flickr and YouTube posts

Making the PHS site more robust will be an ongoing process, added Wingert, with additional components being added as they become available, particularly in the interactive and social areas. ■



Message from our Medical Director

Dr. Roy C. Maynard

Highly specialized pharmacy provides high quality service for PHS patients

A very special kind of pharmacy

In its expanding role as a premier homecare provider, PHS offers a fully operational specialty infusion pharmacy that is distinctly different from the corner retail drug store.

Accredited by the state and Joint Commission, the PHS pharmacy is staffed by four pharmacists, three of whom have completed training in pediatric pharmacology at the Children's Hospitals and Clinics of Minnesota. They are available for health care providers and their patients 24 hours a day and pride themselves on maintaining an open line of communication for the myriad of services they provide. And they bring experience-based knowledge about drug interactions and potential side effects to every consultation.

This knowledge is paramount for patients with complex medical problems when there are multiple health care providers prescribing different drugs and therapies.

Specialists in complex care – at home PHS pharmacists focus on homecare. They modify homecare plans by adjusting dosing schedules for medications to accommodate the work and school hours and day-to-day schedules of PHS families and patients. This includes coordinating timely delivery of medications for the family and homecare infusion nurses. A patient's medical records and physician orders are maintained within one database, allowing direct access to pertinent medical history including allergies, adverse reactions

with previous drug administration, premedication dosing, and lab results. This minimizes errors and allows for appropriate medication reconciliation.

Here when you need them

Prompt hospital discharge for patients with a range of diagnoses and home IV infusion needs is possible – even on weekends and holidays – thanks to the full-time availability of the pharmacy staff. A separate sterile preparation area is available at PHS for compounding chemotherapy drugs when ordered for home infusion. Other common infusions prepared by our pharmacy include total parenteral nutrition, dilute insulin, intravenous or subcutaneous immunoglobulin and antibiotics. We also have the experience to administer IV pain medications as well as chelation therapy for iron overload in patients with sickle cell disease.

For the past five years, PHS has been one of just a few homecare companies involved in enzyme replacement therapy for patients with lysosomal storage disorders, such as Pompe's disease and Hurler syndrome. At times PHS has been instrumental in novel therapies in the home, including cardiotonics such as continuous infusions of milrinone.

Superior service, low infection rates

Even with this vast array of home IV infusions, PHS has monitored and documented extremely low rates of central line associated blood stream infections



Pharmacy Technician, Vonnie Willenbring, compounding medication in sterile for a patient.

in its patients. The PHS pharmacy also provides nebulized antibiotics such as tobramycin, which is frequently used by patients with respiratory disorders.

To sum it up, in cooperation with home infusion staff, respiratory therapists, dietitians, and medical social workers, PHS pharmacists provide prompt, high quality service for physicians and other health care providers taking care of children.

Dr. Maynard is board-certified by the American Academy of Pediatrics in general pediatrics, pediatric pulmonology, and neonatology. ■



PHS submits the Hill again

Left to right are Sandi Lutz, PHS Managing Director of Clinical Service; Judy Giel, PHS Senior Vice President of Clinical Service; Minnesota Senator Amy Klobuchar, D-MN; Susan Wingert, PHS President, and Roy Maynard, PHS Medical Director outside the Senator's office in April. Four PHS representatives returned to Washington, D.C., to continue advocating for homecare of medically-fragile children as part of evolving national health care reform efforts. Simply put, PHS supports health care reform efforts and strongly believes it is essential to our national well being that the health of our children – including medically-fragile children – be part of that reform. Read about PHS representative's other D.C. visit and see PHS full position on health care reform by visiting the News and Media page of the PHS website.

On the home health care beat

PHS staff teaching and learning

PHS staff participated as teachers and students in several events this spring:

- Alyssa Schumacher, BS, CRT, LRT, attended a presentation by Professional Education Systems, Inc. focused on strategies for dealing with life-threatening pediatric emergencies held in April in St. Cloud, Minn.

- Jean Stumpf, BSN, CRNI, Leah Ortis, Judy Giel, Susan Wingert, and Tamara Schafer attended the National Home Infusion Association Annual Conference in April in Dallas, Texas.
- John Sheahan, RRT-NPS, LRT, and Mary Wightman, CPFT, RRT-NPS, LRT, attended the Sixth Annual North Regional Respiratory Care Conference of the Minnesota and Wisconsin Societies in May in Rochester, Minn.

- Mary Brown-Kelly, RN, CRNI, Michelle Curley, RN, CRNI, and Pat Chamberlain, BAN, RN, CRNI, attended the Infusion Nurses Society Annual Meeting and Industrial Exhibition, the largest meeting in the U.S. dedicated to the specialty of infusion therapy. A week-long event, it features advanced education in addition to the annual meeting.

On the Sharing Care beat

PHS reaches out

Partners in making a difference

PHS employees are involved with a variety of worthy efforts aimed at making a difference and improving the lives of children within the community. Among them:

- PHS staff collected and donated pantry items for Faith's Lodge, cereal and canned goods for the Emergency Food Shelf Network, and soap, body wash and deodorant for the Groveland Foodshelf.
- Monetary donations were made to Faith's Lodge for its annual fundraising "Hope Rocks" event, the Szott Foundation, and the American Cancer Society's "Relay for Life" event.
- PHS hosted a blood drive to benefit Memorial Blood Centers in April.

- PHS invites others to join them in donating to and taking part in the HopeKids walk on July 25. HopeKids provides ongoing events and activities and a powerful support community for children with cancer and other life-threatening conditions. Learn more about HopeKids at <http://www.hopekids.org>.
- PHS staff will be visiting the crisis nursery in Golden Valley, Minn., twice a month in July, to prepare and serve breakfast and lunch to the children staying at the center. The Greater Minneapolis Crisis Nursery is a warm, loving, and safe place where kids get to be kids while their parents take care of family emergencies. Learn more at <http://www.crisisnursery.org/>.

SHARING care



Spring cleaning: PHS staff volunteer at Faith's Lodge, helping to clean up the grounds, set up patio furniture, put the dock in the water, and prepare lasagna for the freezer, an easy-to-prepare meal for families to enjoy when they come to stay at the lodge. Located on 80 acres in northern Wisconsin, Faith's Lodge provides a peaceful retreat for parents and families facing serious illness or the death of a child. To learn more, visit <http://www.faithslodge.org>.



Hot Topics

\$\$\$ for surveys

Fill one out for a chance to win

Answer our survey and you may win a \$100 gift card

PHS regularly sends short satisfaction surveys to get feedback that helps us meet their homecare needs. We mail the surveys, with a prepaid, return envelope, according to the following schedule:

- One month after you begin service with PHS

- One year after you start service with us, and then once every year for as long as you receive our service.

In celebration of our 20th year of taking care of the child, PHS is giving away a \$100 gift card to one person every three months in appreciation for answering our survey. We will choose one survey at random from the signed surveys we receive. The gift card can be used like cash

at most stores. Surveys can be returned to PHS with or without your name, but be sure to give us your name if you want to be included in the drawing.

Please take a few minutes to tell us how we can serve you better. We appreciate it.

Attention caregivers: be sure to look for your monthly shipping tip when you receive your PHS delivery.

20 years of high quality homecare for kids



- National Association of Pediatric Nurse Practitioners (NAPNP) honors PHS with Organization of the Year award
 - PHS is featured in *MN Physician Magazine*
- PHS earns sixth accreditation by The Joint Commission



- Wisconsin officially recognizes PHS as approved training facility for ventilation certification and re-certification
 - PHS re-brands and gets a new look
- The STAR kit is developed for caregivers to ensure they are properly trained for emergency procedures
- PHS is featured in another 3 industry publications
- PHS earns a Certificate of Distinction from The Joint Commission for the Asthma Program



- PHS establishes Marketing and Sales Department
- The company is up to 100 employees

- Linus and Lucy statues arrive at PHS
- There are now 75 PHS employees



- PHS hosts the first Winter Open House for patients with Susan Wingert's husband, Jan Mattson, as the first Santa Claus

- PHS establishes Nutrition Department

- Pediatric Home Respiratory Service (PHRS) changes their name to Pediatric Home Service (PHS)
 - PHS grows to 25 staff members
 - PHS moves to current location of 2800 Cleveland Avenue North in Roseville
- The company establishes Pharmacy Department

- PHS establishes Asthma Department

- PHS earns accreditation by The Joint Commission for the first time, and every three years following
- The company's offices move to 2110 County Road C in Roseville
 - PHS doubles original staff to reach 13 employees



- PHS grows to 138 employees
- Dr. Roy Maynard joins PHS as Medical Director
- PHS wins ADDY awards for marketing advertising campaign
- PHS representatives travel to Washington, D.C., for Health Care Reform advocating for the child



- PHS helps establish the Faith's Lodge partnership
- PHS technician earns certified biomedical technician (CBET) designation
- PHS is featured in 6 industry publications
- PHS establishes Sharing Care community giving program

SHARING care



- PHS earns fifth accreditation by The Joint Commission
- PHS is featured in 3 industry publications
- There are now 125 PHS employees

- PHS begins offering Medical Social Work Service
- PHS begins a green movement, investing in a fleet of hybrid vehicles for clinical staff
- PHS officially forms the Patient Education Department

- The "awesome" voice of PHS is hired, Lynda Jennrich, who is the first point of contact



- PHS grows to 50 employees



- PHS establishes Infusion Department



- Pediatric Home Respiratory Service (PHRS) is founded by Susan Wingert in a basement at 2340 Charles Avenue in St. Paul
- The company opens their doors with six employees



Staff Spotlight

Meet Steve

Dad to Diabetes Girl; Pharmacist to PHS superheroes

Part of the team behind PHS patients' medications is staff pharmacist Steve LaFond. He has worked with PHS since February 2002, starting as a part-time pharmacist. A native of Fridley, Minn., and 2001 graduate of the University of Minnesota and its College of Pharmacy, Steve has been a full-time PHS pharmacist since August 2004.

"I enjoy the clinical aspects, bridging care from physicians to PHS caregivers and our patients," he says. "We handle challenging cases such as rare genetic disorders, with a range of medications from antibiotics to insulin and many others. It's especially rewarding to hear about PHS children who are thriving in part due to getting the right medications at the right times."

It's 'Diabetes Girl'

Steve and his wife Tiffany have their own pediatric medical challenge: their youngest daughter, Charlotte, age 3, was diagnosed with Type 1 diabetes in September last year.

Steve recalls: "For Halloween, she wanted to be 'Diabetes Girl,' complete with a cape. That showed us she was comfortable with her condition, which makes managing it much smoother for all of us."

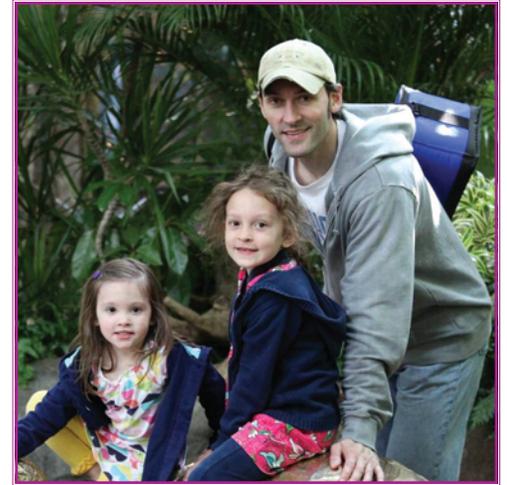
Steve says his unique schedule, mirrored by PHS staff pharmacist James Roemer, is an attractive aspect of his PHS position. He works seven days, then has seven days off. He and James alternate, and share on-call duties, as well.

During those seven days away from his PHS position, Steve also works for a retail pharmacy, and spends time with his family and exercising. They live in Forest Lake along with their mini-dachshund, who was "all the girls' doing, not mine," Steve says.

"I love playing t-ball in the backyard with the kids, taking them to dance and other activities, and our family car vacations. I've been to Hawaii twice and I'd go back in a heartbeat," he adds.

"I also like to work out, whether it's free weights, cross training, yoga or even some boxing," Steve explains. "I like reading nonfiction, mostly history, science and finance and many science-based publications. I enjoyed 'Strength Finders,' a book that was part of the PHS professional development leadership program."

He most admires his mom, who taught him about the importance of family balanced with a strong work ethic.



Steve exploring the Minnesota Zoo with daughters Charlotte, left, also known as Diabetes Girl, and Lauren, center

"I have two sisters, so it's neat to get my mom's perspective on raising two girls," Steve says.

Although blue is his favorite color, Steve is an avid Minnesota Vikings fan, yet no longer gets fervently caught up in playoff fever after the team's many heartbreaking post-season runs. He prefers to snack on granola bars and other healthy items, yet when pressed, he admits to a penchant for Mexican food, spaghetti, and cake: "white or marble, and it has to be buttercream frosting." ■



Kids Being Kids

Meet Lucas

Safe! At home plate – and at home



Now more than ever, summer in Minnesota is for outdoor baseball. Lucas is in on the action, too, playing on his Miracle League baseball team, the Rays. Yet days weren't always so sunny for Lucas, born with Down Syndrome, Hirschprung's Disease and short bowel syndrome. PHS provides TPN, enteral feedings and other care – and he has only been in the hospital for two brief stays in the last three years. This ball season, he's a thriving boy who also loves pirates, *The Wizard of Oz*, video games, and singing "Take me out to the ballgame."

We're on the lookout for photos of "kids being kids" to consider for use in future issues of *The Pulse*. Photos can be of any kid activity, from drawing a picture to trick or treating to playing with pets. Submit photos via email to dmakerson@pediatrichomeservice.com. We'll contact you if your photo is chosen.



Thriving at Home

Family time, times nine

Several Smith kids benefit from PHS pharmacy

The Smith family is seeing PHS pharmacy delivery people less often – and that’s a good thing. Susan and Jeff Smith have nine children: some biological children, some adopted; some medically-fragile; some not. They don’t distinguish: “They’re all our kids,” Susan says.

We're all thriving at home - which is where a family should be.



Once not growing, Ashlyn, above, is now going strong. Stable and gaining weight, she hasn’t been hospitalized in more than a year. Andy, right, also medically-fragile, joined the Smith family a few years ago, and is thriving under their care, with help from PHS.



“To ensure Ashlyn didn’t lose weight, we worked with her physician to put her on Total Parenteral Nutrition (TPN) in addition to the IVIG. She stabilized and we were able to transition to a Subcutaneous Immune Globuline (SQIG) treatment, which was relatively new in the homecare arena at that time. This is where the family and nurses in the home administer the medications in the skin rather than having to access a port located under the skin. We still mix the SQIG and deliver it to the home,” Jill explains.

During her IVIG/TPN treatment time, Ashlyn was also on multiple courses of antibiotics for frequent infections. Transitioning Ashlyn to SQIG meant her port could be removed and has helped her remain infection free.

Ashlyn’s big brother Kevin had pharmacy attention similar to his sister, yet without the TPN/stomach problems. “Kevin was on IVIG and has since transitioned to SQIG. He has received several courses of

antibiotics in the past, but has also been free of infections for some time now,” Jill says.

While PHS was in the middle of Ashlyn’s TPN/IVIG/antibiotics and Kevin’s IVIG and antibiotics, Jill and her team were mixing and making deliveries to the Smith home at least every two weeks, with antibiotic deliveries multiple times per week. Now, with SQIG, PHS mixes and makes one delivery each month. Best of all, Ashlyn and Kevin are maintaining stable health.

“Like everyone at PHS, the pharmacists were flexible and diligent in finding the



The Smith family. Left to right: Ashlyn, Hannah Rose, Djeneva, Susan, Andy, Charolette, Kevin, Jeff and Porter.

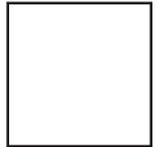
right medications and products for each child,” Susan says.

She notes that their kids without serious medical conditions also face challenges. “Our kids are not always able to have friends sleep over or hang out because of the risk to their fragile brothers and sisters. Plus, having nurses in our home 24 hours a day could feel like an invasion of privacy. Yet PHS caregivers are always reliable, responsive and so sensitive to the needs of all our children.

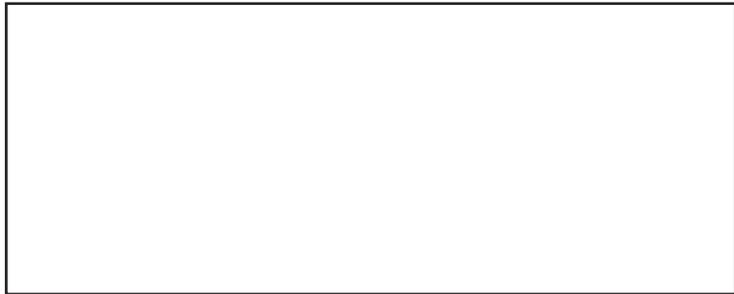
“From the flexible pharmacy service to all PHS caregivers, we’re all thriving at home – which is where a family should be,” Susan says. ■



Kevin and his nurse share relaxing time together.



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PHS has earned the Joint Commission's
Gold Seal of Approval™



The Pulse

news for our health care partners

Our website: your
resource for all things PHS

At bat with Lucas

Steve the pharmacist

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PHS Pharmacy:
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