

MARCH 2013

CheckUP

Understand any of this?

If so, patients need you, page 8

¿Cómo me puedo mejorar
si no le entiendo?

如果我不可能明白您，
我怎麼將變得更好

لخرفاً حبصاً فوس فيك
كل مهفأ نأ نكمي مل

어떻게 더 나은 내가 당신이 이해할
수 있지 않으면 받을 수 있습니까

Cum sa mai bine dacă nu inteleg?

A Great Resource

'The Great Employee Handbook' helps make our work – and lives – better



When I was growing up, parents everywhere sought child-rearing advice from “The Common Sense Book of Baby and Child Care,” by Dr. Benjamin Spock. Many parents still do. At Lehigh Valley Health Network (LVHN), we have a similar “go-to” resource. It’s called “The Great Employee Handbook,” and it’s filled with tips that can help you be at your best – both here and in your life outside work.

If you received the handbook at an Employee Forum this past fall, I hope you’ve been reading and enjoying it. If you need a copy, you’ll learn how to obtain one inside this CheckUp (page 6). You’ll also read how the Valley Family Medical Center team has embraced the

book’s principles and used them to turn their practice into a “happy place to work,” as one colleague describes it.

The book is divided into sections that focus on working best with your supervisor, colleagues and customers – whether they’re patients, families or community members. Not every suggestion will apply to your specific circumstances, but you may be surprised to see how many actually do.

Try starting with a single tip, preferably one that helps you find more personal fulfillment. As the book’s author, Quint Studer, notes, “When people take responsibility for their own happiness and success, opportunities open up.” Maria Dutan took that leap when she decided to take a class to become a medical interpreter (page 8). Now Maria gets rewarded daily when she sees patients and families smile because they can communicate with their doctor or nurse.

After focusing on your own happiness, choose a tip you can implement with others in your department. After all, at LVHN we’re all about team. When we work together toward shared goals, we gain strength, build enthusiasm, and last but certainly not least, we have fun.

I love working at LVHN and know you share my passion. At the same time, there’s always room for improvement. Over time, and with help from “The Great Employee Handbook,” I’m confident our health network will become an even better place to work. That’s great for us and even better for the people we serve.

*Terry Capuano, RN
Chief Operating Officer*

How will I get better
if I can't understand you?

Recognize this from the cover?

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Priceless Care



Clinic physicians – Walter Okunski, MD (left), and Marshall Miles, DO, volunteer their time at the Craniofacial Cleft Clinic at Lehigh Valley Hospital–17th Street.

Our Craniofacial Cleft Clinic has been helping children for decades

A Lifetime of Caring

In recognition of his dedication to and support of plastic surgery and burn care at LVHN, our new Burn Recovery Center now bears the name of Walter Okunski, MD, and his wife, June. For more information, see page 14 or visit www.LVHN.org/burn

For the last 40 years, Walter Okunski, MD, has devoted several Saturdays a year to help our community's children. As chief of our division of plastic surgery, he spends that time in the Craniofacial Cleft Clinic at Lehigh Valley Hospital–17th Street, where children with cleft lip and palate problems are treated and evaluated free of charge.

“The clinic has been around for about 70 years in the same location, although it's been on different floors,” Okunski says. “We've pretty much existed by word of mouth and through charities and donations.”

In more recent years, the clinic has been managed by Easter Seals Disability Services with the donated help of specialists like Okunski and fellow health network plastic surgeons Marshall Miles, DO, associate program director of the plastic surgery residency program, and W. Michael Morrissey Jr., MD.

“At the clinic we have plastic surgeons, oral surgeons, ear, nose and throat specialists, audiologists ... specialists who can address any problem someone born with cleft lip or palate might experience,”

Okunski says. “Our goal is to return these children to as normal an appearance and life as possible.”

All the specialists donate their time and are not compensated for the care they provide. However, the costs associated with keeping the clinic running create challenges. Two years ago, Miles hosted a fundraiser in his home featuring famous racecar driver Mario Andretti to benefit the clinic. New sources of funding are always a priority.

Okunski, Miles and Morrissey want more people to know about the clinic. “There are only two of these clinics in eastern Pennsylvania,” Miles says. “I've had doctors ask me about referring patients to Philadelphia, not even knowing we exist. It's important people know they can get high-quality care right here. We also want local physicians and pediatricians to know this.”

Okunski admits his passion for caring for children at the clinic results in rich rewards. “When someone comes back to thank us, that's everything,” Okunski says. “You can't put a price on that.”

—Ted Williams

Safety First

How our security services team keeps colleagues, patients and visitors safe

It's an alarming statistic: Health care workers are four times more likely to be assaulted on the job than in any other workplace setting, according to the U.S. Department of Labor. Our department of public safety security services is all too aware of this fact. "What makes it challenging is a lot of violent activity goes unreported," says director Bryan Bednar.

Public safety is everyone's job. "We need every colleague to be the eyes and ears of the network," Bednar says. Our professionally reorganized department of public safety security services division is ready to respond. They're aided by several behind-the-scenes measures to keep colleagues, patients and visitors safe. Here's a snapshot.



Be proactive

An information-sharing process between security services and unit directors, charge nurses and others helps mitigate situations from getting out of control or happening at all. "There are situations where people are more likely to act out or become violent," Bednar says. Our clinicians are educated to recognize these circumstances and request security's intervention before trouble starts.

Your role:

- Alert security services immediately when someone shows signs of aggression by calling 610-402-8220 or 5-5-5.
- Use AIDET and Crucial Conversations® skills to buy time while security is on the way.
- Avoid confrontation and position yourself in a safe place.

Secure access to facilities

Your identification badge lets patients, visitors and colleagues know you belong here. It also grants you access, when appropriate, to secure units and buildings.

Your role:

- Don't allow people behind you to "piggy back" or enter without swiping or visibly showing their LVHN ID. This applies to secure buildings like Mack Boulevard and areas of the hospital like inpatient pediatrics.
- Don't prop open doors.

Park smart

Parking lot security begins with bright lighting. Officers routinely patrol lots at our hospitals and Mack. Emergency call boxes are available. If you feel unsafe walking to your car, request an escort by calling 610-402-8220.

Your role:

- Be aware of your surroundings.
- Know where call boxes are located.
- Don't leave valuables in sight.



Chain of command – Our professionally reorganized department of public safety security services division ensures each shift has supervision. Collar rank insignia makes it easy to identify our leadership team, as worn by (l-r) Capt. John Wargo, Lt. Katie Blum and Officer Dennis Defrain.

Report firearms

Firearms are not permitted on health network property. “In Pennsylvania, you have the right to carry a firearm if you have a permit,” Bednar says. “But private property owners can legally ban weapons, and that is what our health network has done.” We are developing signage to alert patients and visitors about this policy.

Your role:

- ❑ Alert security immediately if you see a colleague, patient or visitor with a firearm or items used as weapons.
- ❑ Do not attempt to take the firearm or weapon. Do not confront the person in possession of a firearm or weapon – this is security’s role.

Be prepared

Our annual core training includes safety components, but do you really know what to do in an emergency? We hold regular building evacuation drills and are planning education to prepare colleagues should a lockdown situation arise.

Your role:

- ❑ If you work in our hospitals or Mack, program 610-402-5555 into your cell phone so you can contact security quickly. Call 9-1-1 for an emergency at another site.
- ❑ Sign up for a personal protection program offered periodically and by request through security.

Build relationships

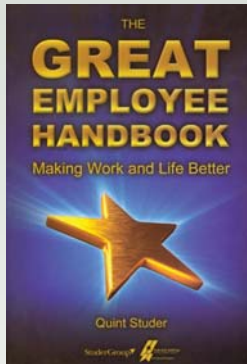
The response time for Allentown, Bethlehem and Salisbury Township police departments is approximately two to five minutes. Salisbury Township hears our radio frequency in its patrol cars and responds as needed. We work collaboratively to ensure we use its resources effectively. To protect our colleagues, patients and visitors, all of our municipal police departments receive training in our facilities, so they’re familiar with our buildings, environment and staff.

Your role:

- ❑ Always keep our public safety security services colleagues in the loop. Colleagues in our emergency communication center will channel and guide next steps and police department contact as needed.

—Amy Koch

The Handy Handbook



Valley Family Medical Center uses 'The Great Employee Handbook' to create a great place to work

Valley Family Medical Center practice manager Colleen Poehler refers to her workplace as a “Big Love Practice.” “Love is a verb, an action,” she says. “Colleagues here love our patients and each other.”

Love wasn’t always in the air. When numerous practices merged to form Valley Family Medical Center four years ago, morale was low and turnover was high. Colleagues didn’t know each other, and there was confusion about work processes. “There was unrest,” Poehler says.

Today, here is what colleagues say about working there:

- “This is a happy place. I enjoy coming to work.”
– Ann Marie Coombe, LPN, clinical coordinator
- “I love this place and work hard to make it the best it can be.”
– Tiffany Dobracki, medical assistant
- “We’re family. We really do love one another.”
– Pam Gomez, office coordinator

Valley Family Medical Center became a great place to work by practicing tips from “The Great Employee Handbook.” It’s filled with information that will help you work best with your supervisor, colleagues, patients and their families. Colleagues who attended an Employee Forum in 2012 received a copy, and you can request one today (see “Next Steps”).

You can use the handbook to make work better. And when you’re happy at work, you’re happy outside of work too.

Your Next Steps in Our Mission Possible Journey

- **Request a copy of "The Great Employee Handbook."** Email Jessica.Ruane@lvhn.org and include your interoffice mailing address.
- **Start a handbook book club.** Visit Mission Central for tips on how to organize one.
- **Visit Mission Central to “Look in the Handbook.”** A summary of the handbook’s best tips will be posted every Monday to help you be at your best.
- **Watch the Trustworthy Leader Series on Mission Central.** These videos will help you build and maintain strong relationships.

- **Attend a Crucial Conversations® forum.** Learn skills that will help you solve problems, strengthen relationships and restore time, trust and teamwork. Forums are four hours and will be simulcast to the following sites (unless noted):

Mack Boulevard Auditorium

Lehigh Valley Hospital—Cedar Crest Auditorium or Kasych Family Pavilion Educational Conference Center

Lehigh Valley Hospital—Muhlenberg Frank Banko Educational Conference Center

Lehigh Valley Hospital—17th Street Auditorium

Forums will be held on:

- ▶ Tuesday, March 12: 3-7 p.m.
- ▶ Wednesday, March 13: 7-11 a.m.
- ▶ Wednesday, March 13: 1-5 p.m. (LVH-CC and Mack Boulevard only)

To register:

- ▶ Visit TLC and click the Crucial Conversations icon.
- ▶ Choose the site, date and time you would like to attend.

Here are five tips from the handbook that Valley Family Medical Center colleagues bring to life:

1. **Stamp out we/theyism (page 85).** Collaboration between colleagues and teams helps eradicate the “It’s not us, it’s them” mentality.

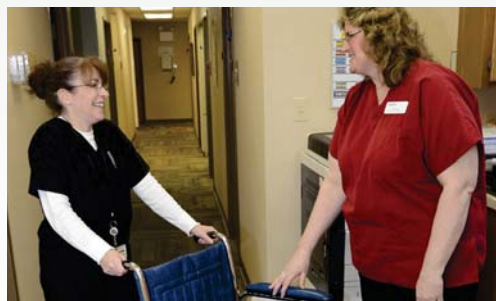


At Valley Family Medical Center: Groups work together and take ownership of tasks. As the office and clinical coordinators, Coombe (left) and Gomez team up to create the physicians' work schedule and ensure proper staffing.

2. **Build an emotional bank account (page 37).** Do little things to create positive, productive, trust-based relationships.

At Valley Family Medical Center: Colleagues picked names and teamed up with a partner. The partners spent one month working together to make work life better. They cooperated, shared ideas and learned about each other professionally and personally.

3. **Help an overwhelmed colleague (page 103).** Colleagues will appreciate you and pay it forward.



At Valley Family Medical Center: Titles and job descriptions don't matter if someone needs a hand. That's why insurance coordinator Michele Dorshimer (right) will deliver a wheelchair to medical assistant Kathryn Garner to save her time.

4. **When you bring a problem, bring a solution (page 27).** Because you discovered the problem while doing your job, you likely have a good solution. Plus, your supervisor will appreciate your initiative.

At Valley Family Medical Center: One of Poehler's favorite phrases is, “You decide.” “It’s empowering for colleagues to know I trust them to make the right decision,” she says. “That’s why I never feel like I need to worry when I take time off.”

5. **“Manage up” the organization whenever you can (page 207).** Always look for opportunities to sing our health network's praises.

At Valley Family Medical Center: Their advocacy raises the level of trust people have in their care and has attracted new, talented colleagues.

—Rick Martuscelli

SHARED SUCCESS PLAN

Fiscal Year 2013
Second Quarter Results

Help us reach our goals!

You play a vital role in helping us meet our **overall patient satisfaction** and **cost-per-case** goals. Because we care about your health, Choice Plus enrollees can help us meet our **health and wellness** goal by getting a health screening. If your hard work helps us meet our goals by the fourth quarter, you may be rewarded with a Shared Success Plan (SSP) bonus.

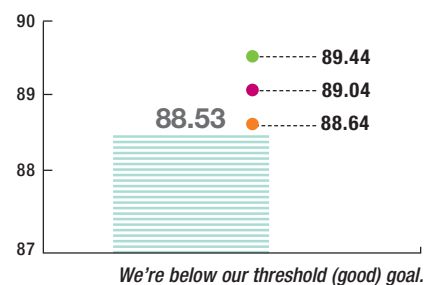
OUR FY 13 GOALS

● **Threshold** (Good)

● **Target** (Better)

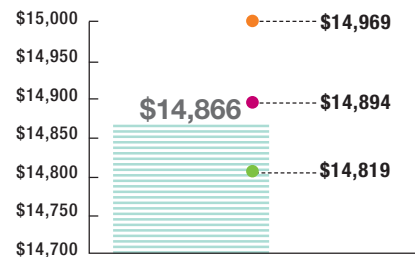
● **Maximum** (Best)

Patient Satisfaction



We're below our threshold (good) goal.

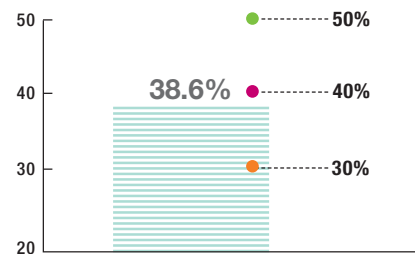
Cost per Case (lower is better)



We're exceeding our target (better) goal.

Health and Wellness

(percentage of Choice Plus enrollees who received a preventive health screening)



We're exceeding our threshold (good) goal.

To submit a form after you've had a screening, visit WebSAL.com and click “LVHN Preventive Screening Form” under “Wellness Tools.”

Bridging

the

Bilingual colleagues help fill a growing need for medical interpretation

Maria Dutan was 5 years old when she and her family relocated to New York City from Ecuador. Dutan grew up speaking Spanish and English, and often interpreted for relatives during doctor appointments. Years later, the experience inspired her to cross-train as a medical interpreter so she could better serve patients in Lehigh Valley Physicians Practice at Lehigh Valley Hospital–17th Street.

“Because of my background, I saw this as a great opportunity,” she says. “I want to help people as if they were my own family.”

Dutan is among 150 bilingual colleagues who have completed “Bridging the Gap,” a week-long, 40-hour course that educates people to become medical interpreters. Graduates resume their regular job responsibilities and provide interpretation as needed in their workplace. That need is rising dramatically, particularly for Spanish-speaking interpreters.

During fiscal year 2010, approximately 14,000 patients across our health network identified Spanish as their preferred language. By mid-point of the current fiscal year, that number had climbed to 30,000. By comparison, the next most common non-English preference was Arabic, with 900 patients, followed by 300 each for Vietnamese, Chinese and American Sign Language.

What these patients share is fear and apprehension, as they attempt to navigate a complex health care environment. “Miscommunication of medical information can impact the quality and perception of care,” says Veronica Sanchez, director of interpreter services and Centro de Salud.

Sanchez oversees a staff of seven full-time interpreters, all of whom speak Spanish, but even doubling that number would not meet the growing demand. In many cases, telephonic interpretation is utilized. Through this contracted service, caregivers use designated telephones – called “blue phones” for their distinctive color – to connect to live interpreters. More than 150 languages and dialects are supported.

Telephonic interpretation does have limitations. Only one comment can be relayed at a time, making it cumbersome to carry on conversations that may include multiple family members and caregivers. Another limitation is that patients cannot see the interpreter. “Viewing people’s expressions and gestures helps you fully understand their messages,” Sanchez says.

Face-to-face interpretation is clearly preferable, which is why “Bridging the Gap” is critical. In addition to colleagues, more than 50 bilingual community members have taken the course in a partnership with our Community Exchange program. Classes are offered three times annually through interpreter services. Most students speak Spanish, but any language is welcome.

Candidates must first pass two pre-training assessments of medical terminology knowledge and language proficiency. The training focuses on professional skills such as managing conversational flow and appropriate advocacy. Students also learn about cultural awareness (Spanish is spoken in more than 20 countries) and how to spot “red flags” that require intervention. After passing a post-training test, shadowing an interpreter is the final step.

“We’re thorough because medical interpretation is more than just speaking two languages,” Sanchez says. “It’s a skill that requires both art and science.” It’s also a calling for colleagues like Dutan.

“I can sense when patients are confused or frustrated,” she says. “If I can help them leave with a smile because they better understand their doctor or nurse, it makes my day.”

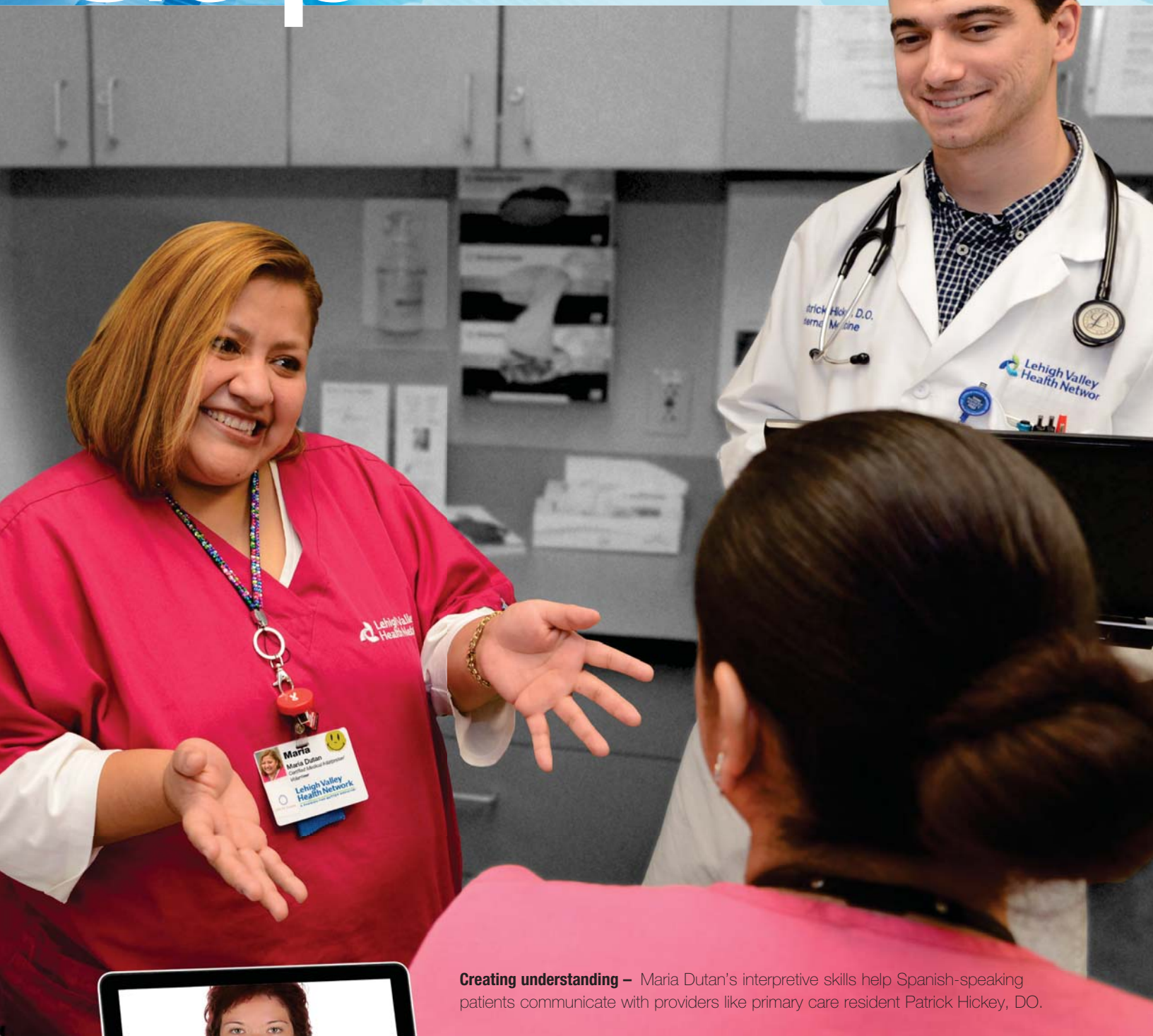
-Gerard Migliore

► Want to learn more about “Bridging the Gap”?

Call interpreter services
at 610-969-4002.



Gap



Creating understanding – Maria Dutan's interpretive skills help Spanish-speaking patients communicate with providers like primary care resident Patrick Hickey, DO.

Face-to-face

These days there's an app for almost anything, and the list includes medical interpretation. To create a more user-friendly experience when on-site interpreters are unavailable, we're rolling out specially equipped iPads (88), one to every inpatient clinical unit. The tablets

make instant live video connections to Spanish or American Sign Language interpreters. Ten additional languages soon will be supported. Training to use the app is under way at Lehigh Valley Hospital–Muhlenberg, with units at our other hospitals to follow.





A Q&A About Our Scholarly Works Repository

New tool enhances our reputation by increasing the visibility of our research and academic works

Check it out – Kristine Petre of library services and Alan Otsuki, MD, chief, division of education, were key players in making Scholarly Works a reality.

Did you ever tell someone about a journal article you wrote – only to have that person come back and say they couldn't find it anywhere? Our new repository, Scholarly Works, solves that problem. It enhances our scholarly reputation and research credibility by allowing people from outside our organization and within it to find posters, papers, publications, reports, articles, book chapters and other items written by colleagues and affiliated staff.

"Research and scholarly activity is part of our mission, and we generate a lot of excellent work," says Linda Matula Schwartz, director of library services. "Now there is one access point so items are visible and can be found easily." The repository allows us to manage, organize, preserve and disseminate our scholarly work.

Q How can I find it?

A It's a web-based tool, accessible to anyone. On the intranet (www.lvh.com), use the "Find Fast" feature to visit the Library Services home page. On the Internet, you can use any search tool, or click "Research and Education" on LVHN.org. Within Scholarly Works, you can search by author, subject, keyword and department. Search engines like Google also can locate the works that live within it. When necessary, however, information can be made exclusively available to colleagues.

Q Why is it important?

A It makes our works available to the world, giving us more credibility as a research institution. "We're proud of the work colleagues do and want to share it," Schwartz says. Making our scholarly works available via the web enhances our reputation as a premier research facility and could attract clinicians who'd like to work here, potential partners who'd like to collaborate with us and medical students who'd like to apply to our SELECT program. It also helps identify experts, which is helpful to colleagues, community members and the greater global research community.

Q What's in it now and how can I get my work into it?

A Currently, the repository contains posters from 2010 through 2012, as well as articles written by colleagues and residents. Books, chapters, articles and posters produced for the rest of fiscal year 2013 also will be uploaded. In fiscal year 2014, grant proposals, primary investigator projects, research reports, newsletters and awards are possible additions. The repository will expand over time to include as much appropriate content as possible.

Q Why should I get my work into it?

A "As health care professionals, we want to share what we know and help others," Schwartz says. "The reality is we live in a world where there is copyright." Unless you negotiate certain rights up front, you may relinquish your right to use our own published material. This includes sending it to colleagues and using it to teach others. Now that we have the repository, we will offer education on how to negotiate intellectual property (IP) rights so the work can be included within the repository and so you – and the scholarly community – can use it in the future.

Q How can I learn more?

A Library services colleagues can answer your questions. Educational sessions on how to submit works and negotiate IP rights are planned. Watch the bulletin boards and Mission Central for details.

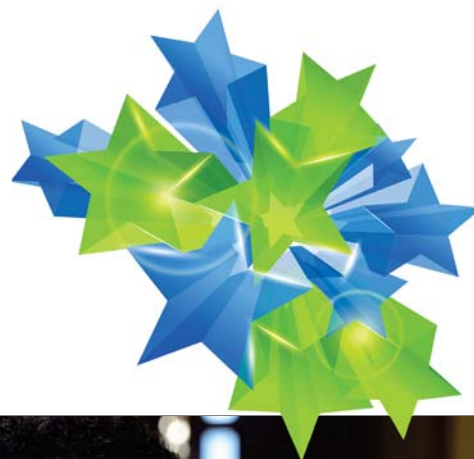
-Amy Koch



Service Star of the Month

Damarie Lugo, Center for Women's Medicine liaison

Nominated by Linda Faust, community practices administrator



Visit Mission Central

on the intranet (www.lvhn.com) to read the stories of our Service Star nominees:

Laura Nork, interventional radiology

Mary Rhiener, RN, 6A/express admissions unit

Cheryl Lansenderfer, trauma department

Crystal Prickler, RN, post-anesthesia care unit

Lydia Turtzo, diagnostic radiology

Cristine Maurer and Karen Allwein,
ambulatory surgical unit

Peggy Pearson, RN, post-anesthesia care unit

Abigail Ramirez, patient transport

Michael Hafer, patient transport



Things to remember when nominating a Service Star:

- Choose a colleague or team of colleagues.
- Tell a story. Specifically explain how the colleague or team did something extra special.
- You don't have to provide direct patient care to be a Service Star. All colleagues and teams can be nominated.

To nominate a Service Star:

- Visit www.lvhn.com
- Go to the "Find Fast" box.
- Click "Service Star Nomination."

As a liaison with the Center for Women's Medicine, Damarie Lugo spends time within the community. She helps mothers-to-be have healthy babies by connecting them to resources that provide food, housing or heat when they have nowhere to turn.

Recently, Lugo met a woman who was new to the area and in the first trimester of her pregnancy. During their conversation, Lugo learned the woman was homeless and staying in a series of temporary and unsettling housing situations. She and her children literally had the clothes on their backs for the fast-approaching cold winter months. She was desperate for help.

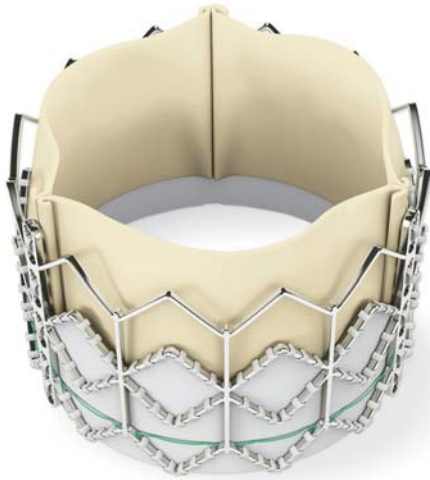
The first time Lugo visited the woman, she brought the family a few bags of donated clothes. To help ensure the woman received the high-risk pregnancy care she needed, she connected her with a health care provider. Lugo's next goal – get the family into permanent housing.

Lugo informed the woman that new funding was available to help people who are homeless and facing a health crisis. With Lugo's guidance, the woman met with the key people and completed the necessary paperwork. Just before the holidays, the woman received word that she was approved for housing.

"It's the best Christmas present for me, knowing Damarie cared so much for me and helped me in all the ways she has," the woman wrote in a letter to nominator Linda Faust. "I truly wish I could give her a gift in return to show how her outstanding dedication to helping somebody in need has affected an entire family in a very positive way after living through such a nightmare."

—Matthew Burns

Another Advancement in Heart Valve Replacement



Last summer, we introduced an innovative procedure for adults who have severely diseased aortic valves but are not eligible for traditional open-heart surgery. It's called transcatheter aortic valve replacement (TAVR). During the procedure, a small incision is made in the groin, and a replacement valve is guided through the femoral artery to the heart with a catheter.

Our heart program is the first in our area certified to perform another version of TAVR in which the replacement valve is inserted through a small incision in the chest. This procedure is for patients who have small blood vessels that make it difficult to access the heart through the femoral artery. This groundbreaking procedure is part of our heart valve program, one of the fastest-growing programs in the region.

Videos at Patient Safety Week

Our annual Patient Safety Week (March 3-9) will be taking a different direction this year. "In the past, we've had posters and displays depicting patient safety in the units and departments," says Kristie Lowery, patient safety officer. "This year we're showing simulations of actual patient safety events." Three scenarios will be shown. Each one depicts three patient safety events and includes two outcomes based on actions taken by staff. Attendees will discuss safe practices for each of the events. The videos will be shown between 7:30 a.m. and 4:30 p.m. on:

- **March 4**, Lehigh Valley Hospital–Muhlenberg, ECC rooms A, B and C
- **March 6**, Lehigh Valley Hospital–17th Street, auditorium and conference room A
- **March 8**, Lehigh Valley Hospital–Cedar Crest, ECC rooms 6 and 7

WELLNESS ROLE MODEL

JEANNE MANAVIZADEH, RN



When her husband suffered a minor heart event, Jeanne Manavizadeh, RN, got serious about their health. Manavizadeh, director of Lehigh Valley Hospital–Muhlenberg's Regional Heart Center-Medical, and her husband, Mohsen, began exercising regularly at the Healthy You Fitness Center. "I also started a physician-managed diet

through our Weight Management Center," says Manavizadeh, who lost 65 pounds. She began participating in First Strides®, a beginner walking and running program for women, and is now running regularly. "I want to recognize the people at the fitness center and weight management center for all their support." Manavizadeh says. "I appreciate having the benefit of a wellness program."

- ▶ For a list of Culture of Wellness programs, visit the human resources website on the intranet (www.lvh.com) and click "**Benefits**" and "**Culture of Wellness Brochure.**"
- ▶ To register for Culture of Wellness programs, call **610-402-CARE**.
- ▶ Get a health screening and enter to win a prize. Fill out the "**LVHN Preventive Screening Form**" at www.WebSAI.com

A Guide to Our Care



Doctors' Offices Move to Hamilton Boulevard

Doctors are now seeing patients inside our newest medical office building. Located at 3080 Hamilton Blvd., Allentown, the building is home to Primary Care Associates, Heritage Family Medicine, LVPG-Internal Medicine and LVPG-Arthritis and Rheumatology, which relocated two of its offices to the new location. Later this year, walk-in care will be introduced to the building.

New Name and Location for Bethlehem Practice

The Lehigh Valley Physician Group practice formerly known as Bethlehem Medical Center on Steffo Boulevard has moved to 3024 Easton Ave. and is now named Bethlehem Family Medicine. The phone number remains the same, 610-694-1000. Care is provided by Holly Binnig, MD, Mary Stock Keister, MD, Bonita Heydt, CRNP, as well as Beth Careyva, MD, a new member of the team. Hours are 8 a.m. to 5 p.m., Mondays and Fridays, and 8 p.m. to 7 p.m., Tuesdays, Wednesdays and Thursdays. Saturday hours are planned for the future. Patients who call before 10 a.m. will be seen the same day.



Successful Living With Heart Failure

Our heart failure support group gives patients and their family members hope and education by sharing their positive and difficult experiences of living with heart failure. The group was created in 1998 by Donna Petrucci, CRNP, program coordinator for our Center for Advanced Heart Failure. She continues to lead it today. A guest speaker at each meeting discusses topics important to healthy living with heart failure such as eating a low-sodium diet, heart-healthy cooking, exercise, stress management, heart failure medications, device therapy and more. To register, call 610-402-CARE.

Children's Hospital Video Contest Winner

A 3-year-old Bethlehem boy belting out his special version of "The Star Spangled Banner" has been chosen the winner of our Children's Hospital Guardians of Tomorrow's Superheroes' video contest following a vote on the health network's facebook page (www.facebook.com/lvhealthnetwork). Chase Parr, the son of Heather Cleaver and Shawn Parr, appears in the video waving the American flag and singing the National Anthem while posed on a small trampoline. The video will be used in a Children's Hospital television commercial later this year.



Cancer Risk and Genetic Assessment Program Grows

When a primary care physician notes a strong family history of cancer, or if cancers are diagnosed in a young patient, a referral to our health network's genetics team is made to assess for a hereditary syndrome. In patients with a diagnosed inherited cancer syndrome, our genetics team assesses patients yearly and sends management recommendations to the primary care physicians. The team currently includes a physician and two senior genetic counselors. To expand access, the genetics team has added a nurse practitioner, Janelle Sharma, CRNP, and a third genetic counselor, Corinne Fillman. Referrals to the cancer risk and genetic assessment program can be made by calling 610-402-8787.

WHAT'S HAPPENING



Children's Hospital at the Auto Show

The Children's Hospital Health Fair will be among the feature attractions at the Greater Lehigh Valley Auto Show at Lehigh University's Stabler Arena March 21-24. The fair features our health network's virtual driving simulator; the Road Crew from Radio Disney AM 640, on hand with music, games and prizes; and information on bicycling/skateboard safety, crib safety and more. Young people can try their luck managing a robotic surgical simulator and qualify for the second annual Robotic Surgery Simulation Olympics, which will be held during a Lehigh Valley IronPigs game on June 11 as part of LVHN Health Fair Day. Colleagues can visit www.LVHN.org or the network's Facebook page for vouchers for free entry to the auto show Thursday, 6:30-9 p.m. and Saturday, 10 a.m.-1 p.m.

Register for the Lehigh Valley Health Network Via Marathon

Sign up now for the marathon, half-marathon or team relay on Sept. 8, or the Via Family Fun Walk or 5K on Sept. 7. The first 75 colleagues who register for the marathon, half-marathon, walk or 5K, and the first 75 relay teams that register will receive a 15 percent discount. To receive your registration discount, call 610-402-CARE. Be one of the first 30 runners to call and receive free registration.



PRIDE in Our People | For more stories recognizing colleagues, visit Mission Central.



Prepared for the Flu

To provide the best possible care and protection for our patients, we proactively set up our mobile surge tent outside Lehigh Valley Hospital-Cedar Crest's emergency room in January. Inside the surge tent, we cared for hundreds of patients with flu-like symptoms. The surge tent gave us the additional space we needed to care for all the people who came to us for emergency care. Our efforts made national news. We were featured on NBC, CBS, FOX and CNN, the cover of "Modern Healthcare" and in several big-city newspapers across the country.

New Space for Burn Care

Patients who need outpatient burn care are going to a new facility. The Walter J. and June H. Okunski Burn Recovery Center recently opened on the third floor of the Kasych Family Pavilion in our Regional Burn Center. The Burn Recovery Center provides follow-up care for patients who previously received inpatient burn care and for patients with burns that do not require hospitalization. Other outpatient services provided by colleagues like Deborah Boorse, CRNP, and Patrick Pagella, CRNP, include physical and occupational therapy, scar management, cosmetic consultations, nutritional counseling and support services. These services were previously provided in the 1210 building.



Honorary Chair

Mary Bianchi, RN, vice president of our women and children's service line, has been named honorary chair of the 2013 Lehigh Valley March for Babies walk event. Bianchi will help coordinate the annual event, which is scheduled for April 28 at Dorney Park & Wildwater Kingdom. More than 5,000 walkers participated last year, helping to raise \$476,000. Bianchi will be part of our health network's walk team and has set a team goal of \$35,000. You can sign up at marchforbabies.org and start a team with colleagues, family and friends. Call 610-814-7000 for more information.



Schedule

For more details on classes (including times, locations and costs), call **610-402-CARE** or visit **www.LVHN.org** and click "Programs and Events."

Culture of Wellness

March 3, 12, 18, and 24 – Adult Maternity Tours
March 3 and 24 – Sibling Maternity Tours
March 4 and 20 – Breastfeeding Baby
March 4, 11, 18 and 25 – Monday Morning Moms
March 4, 13 and 21 – Postpartum Support Group
March 5 – Parent Workshop: Keeping Calm
March 7 – Baby Care, Two-Week Series
March 9 – Preparing for Childbirth, One-Day Class
March 10 – Baby Care, One-Day Class
March 11 – CPR Family and Friends
March 16 and 17 – Preparing for Childbirth, Saturday-Sunday Class
March 21 – Preparing for Childbirth, Refresher Class
March 22 and 23 – Preparing for Childbirth, Friday-Saturday Class
March 26 – Parenting 101: New Parents Workshop

Healthy You Fitness Center Group Classes

Being a member of the Healthy You Fitness Center allows you to partake in a variety of classes. Call **610-402-CARE** for more information. See a list of class locations and descriptions at **www.LVHN.org/healthyyou**. Classes are offered at two locations.

VALIC – Social Security Seminar

To register, visit <https://my.valic.com/SeminarRegistration> and enter the code.
March 19 – LVH-CC code: LVHALL11AO
March 20 – LVH-M code: LVHBET11AP
March 21 – LVH-17 code: LVHALL11AL

Recreation Committee

IronPigs Group Tickets – **June 16, July 3 or Aug. 31**. Contact Donna Stout (610-402-2410) for details.

Employee Discount

Save up to 24% per month on your wireless phone service. See the Recreation Committee intranet site for details.

Book Sale

March 8 – LVH-M, ECC B and C, all day (sponsored by the LVH-Muhlenberg Auxiliary)

Easter Flower Sale

March 20, 21 and 22 – LVH-M lobby, 8 a.m. to 6 p.m. (sponsored by the LVH-Muhlenberg Auxiliary)

Children's Storybook Breakfast

Terrific Tales and Staggering Stories will come to life through theatrical performances, costumed characters and fun activities. A buffet breakfast will be provided.

March 23, LVH-CC, Kasych Family Pavilion, 8 a.m., Adults: \$15, Seniors (62+): \$12, Children (4-10): \$10

Get Out! Lehigh Valley

March 16, 10 a.m.-noon – **FREE**
1.2-mile hike at Lock Ridge Iron Furnace Park, Alburtis. Call 610-402-CARE to register.



Graduating to Better Health

Graduates of the Community Health and Wellness Center's diabetes self-management program received diplomas during a ceremony at Lehigh Valley Hospital–17th Street. Participants learned about type 2 diabetes and its potential complications, as well as nutrition, medications, goal setting and communication. The goal is to help participants work with their health care team to manage the condition. Motivation is supplied by program facilitator and community outreach liaison Alicia Rivera (left), pictured with graduate Barbara Roman of Allentown. Rivera, who has type 2 diabetes, speaks from personal experience. "I'm proud of the students because I share their concerns," she says. "We learn from each other."

Safety in the Pharmacy

Health Spectrum Pharmacy Services administrator Brian Lenich and pharmacy services administrator Bob Begliomini participated in an informational meeting in Harrisburg led by State Rep. Matt Baker, the majority chair of the Pennsylvania House Health Committee on pharmacy safety issues. Along with representatives of pharmacies from throughout the state, Lenich and Begliomini provided expertise about pharmacy procedures to committee members and representatives of key state agencies.



Giving Kids a Smile

Since 2004, colleagues in our department of dental medicine have participated in the American Dental Association's Give Kids a Smile Day. This nationwide outreach program was launched to encourage parents, health professionals and policy makers to address the importance of oral care. During this year's event, we helped 50 children, like 6-year-old Steven of Allentown, and provided 180 different procedures. "By helping children in need, we hope to get them started toward a lifetime of good dental care," says director of dental medicine Charles Incalcaterra, DMD.

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HAPPY ANNIVERSARY

March 2013

40 Years

Luann Shuman
Children's Clinic

35 Years

Marsha Becker
Respiratory Care**Terry Burger**
Infection Control/Prevention**Krista Casey**
Dept. of Medicine**Linda Engle**
MICU/SICU**Joan Santomauro**
LVPg

30 Years

Judith Mullin
Urology**Donna Pilon**
5C Medical-Surgical

25 Years

Uma Bhatt
Respiratory Care**George Brucker**
Linen Services**Karin Ford**
4CP Medical-Surgical**Karen Jani**
Pharmacy**Rebecca Kahle**
Operating Room**Gregory Klovach**
Respiratory Care**Susan Kremposky**
Children's Clinic**Marlene Mayza**
Pre-Op Staging**Kathleen Osborn**
ASU-PACU/OR**Erika Robinson**
Prog. Coronary Care Unit**Bonita Williams**
NSICU

20 Years

Carrie Hrichak
Home Care**Elizabeth Schoeppel**
Health Spectrum Pharmacy

15 Years

Sandra Cuadro
Accounts Payable**Susan Greb**
LVPg**Caressa James**
ABC Family Pediatrics

10 Years

Michele Andrews
Neuroscience**Andrea Bak**
Clinical Social Work**Jennifer Barnes**
Riverside Family Practice**Jeffrey Brown**
Hellertown Family Health**Michael Casciotti**
LVPg**Diane Chapin**
Nursing Float Pool**Colleen Conrad**
Mammography**Stephen Dearden**
Nursing Float Pool**Carole Dorr**
Respiratory Care**Sacheen Dunkley**
Gynecologic Oncology Spec.**Gina Fitzsimmons**
Riverside Family Practice**Joseph Gallo**
Adolescent Psychiatry**Pamela Gier**
4CP Medical-Surgical**Julie Gufrovich**
Emergency Service**Marjorie Hallman**
Lehigh Northampton Family
Medicine**Renee Hess**
OR Centralized Scheduling**Lisa Holzwarth**
NSICU**Jeanne Kenna**
Cancer Center**Lori Kilpatrick**
Bethlehem Gynecological Assoc.**Maria London**
Adult Psychiatry**Corinne Mackes**
Clinical Social Work**Christine Mayes**
Internal Audit**Anthony Pacelli**
Emergency Services**Nathanael Stanziola**
Case Management**Cathrine Ziegenfuss**
Riverside Family Practice

5 Years

Nikki Bailey
CECE Center**James Bartynski**
Supply Distribution Services**Susan Bayer**
Nursing Administration**Rhonda Belzecky**
Gynecologic Oncology Spec.**Juana Bonilla**
Float Pool**Robin Cirocco**
Lehigh Neurology**Angela Davis**
Division of Education**Rhockel Davis**
Nursing Float Pool**Larry Deibert**
Messenger Services**Dianne Donofrio**
Guidance Program**Muriel Eschbach**
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Engineering**Diane Jaeger**
Heart Station**Daniel King**
Sleep Disorders Center**Joseph Lenahan**
Crisis Intervention**Kristin Menconi-Drost**
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Hamburg Family Practice**Rhonda Ozdemir**
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Physical Therapy**Christine Rosario**
Labor & Delivery**Nicole Rosenthal**
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