

FEBRUARY 2013

CheckUP



Oh, What a Night

Colleagues' memorable proposals,
page 4

A PASSION FOR BETTER MEDICINE.™



It Starts With Trust

Believing in each other is how we build meaningful relationships



It's funny what we remember about the moments that change our lives. As I read the charming story about colleagues and their marriage proposals (page 4), I thought back to the night, more than 31 years ago, when my husband, Matthew, asked me to marry him. Some of the details have faded over the years. What I do recall, however, is the incredible amount of trust we placed in each other from that moment forward.

Every meaningful relationship, whether it's with a spouse, friend or colleague, is built on a foundation of trust. We need to know the other person is someone we can count on, especially when the going gets tough. We also need them to believe in us. It's no wonder,

then, that colleagues said at last year's Employee Forums they need trust (along with time and teamwork) to be at their best.

Fifteen years ago, Molly Sebastian, RN, met Sarah Hewertson and encouraged her to attend nursing school (page 12). Because she trusted Molly, Sarah took her advice and is now a registered nurse herself and a member of the Lehigh Valley Physician Group float pool. Trust also unites Donna Hill, RN, and Paulette Kennedy, RN, colleagues for more than 25 years (page 10). They say trusting each other helps them provide the highest-quality care to their patients on 3A.

Trustworthy relationships like these are an absolute necessity in today's complex health care environment. It's especially important that colleagues have a high degree of trust in their supervisor. Raising that level of trust is the goal of the Trustworthy Leader Series (page 10). The three-part workshop is designed to build trust by enhancing awareness of essential relationship traits like open communication, being humble and recognizing the contributions of others.

Just like in a marriage, disagreements are inevitable when you're passionate about your work. But trust is something we can never afford to lose.

*Terry Capuano, RN
Chief Operating Officer*

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Supporting Our Distant Neighbors

Operation LVHN Sandy Relief helps families recover from Superstorm Sandy

Imagine abandoning your home in an instant, leaving behind your clothes, valuables and other cherished possessions. Fast forward nearly two months. You and your family are living in a temporary shelter or have returned home to a damp, cluttered mess, and now you're trying to rebuild your lives. That's the reality facing thousands of families in New Jersey and the five boroughs of New York City following Superstorm Sandy.

At Lehigh Valley Health Network (LVHN), we're at our best when we're helping others, so that's exactly what we did during Operation LVHN Sandy Relief on Dec. 14. "When Sandy struck, our priority was supporting our patients and local community," says senior vice president of operations Jim Geiger. "But as we watched so many distant neighbors struggle to recover, we felt the need to support them as well."

During the one-day collection drive at our three hospital locations, LVHN-Mack Boulevard and Health Network Laboratories, colleagues donated 2,362 new, urgently needed items – from boxes of diapers and trash bags to winter coats and nonperishable food. An additional \$1,200 in gift cards also was collected. "It was an overwhelming, heartfelt response," Geiger says.

On Dec. 21, LVHN colleagues delivered the items to six New York City relief agencies and one in New Jersey. "I wish everyone who donated could have seen the appreciation we witnessed," says network fire marshal John Lehr, who drove the truck to New York. "Their generosity means the world to these families."

—Gerard Migliore



Care package – Administrative secretary Kim Wechsler (left) and Mary Bianchi, vice president, women and children's services, drop off a cart full of items at Lehigh Valley Hospital-17th Street with help from administrative fellow Joe Hwang. Their donated coats, diapers and pet beds will help keep families – and their furry friends – warm, dry and comfortable this winter.

Special delivery – With a severely damaged dock as a backdrop, lead security technician Brad Mann (left) and network fire marshal John Lehr (center) dropped off two pallets of donated cleanup supplies – safety glasses, masks, contractor bags and work gloves – on the south shore of Long Island, N.Y. NECHAMA-Jewish Response to Disaster volunteers are using the supplies to assist families in New York and the New Jersey coast, regardless of religious affiliation (NECHAMA is the Hebrew word for comfort). Mann and Lehr made five other New York City stops on a 285-mile round trip that lasted 16 hours. A second vehicle, operated by security officer Frank Paulson and vice president of support services Craig Onori, delivered donations to New Jersey.



Will You Marry Me?

Some proposals are more memorable than others,
as these colleagues can attest

I LOVE YOU

Search for marriage proposals on YouTube and you'll see videos that capture the zany ways people ask for their partner's hand in marriage. Our colleagues have their own stories. Some are romantic. Others are unusual. All are unforgettable.

—Amy Koch, Rick Martuscelli, Gerard Migliore, Ted Williams



An online success story

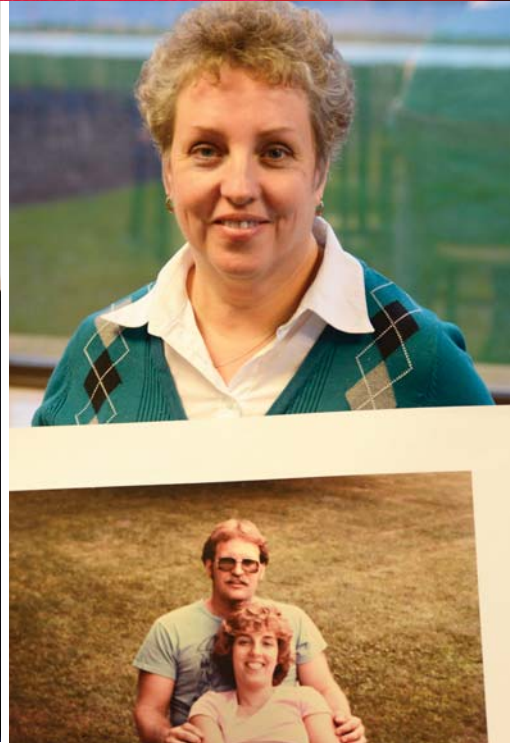
"I met Chris in a chat room for people in their 30s on Dec. 9, 1995. He lived in Columbus, Ohio. We started talking there, then eventually moved to email exchanges and phone calls. We decided to meet three weeks later. He flew into Philadelphia for New Year's. We drove to Cape May and took a walk on the beach at night. Chris was talking about the stars, then dropped to one knee and said 'Will you... don't move, I just dropped the ring.' In the dark, we searched the sand for the ring and found it. Then I said yes."

Krista Casey
*Clinical quality specialist,
department of medicine*

Parking garage proposal

"Our relationship started in a parking lot where Bill and I would talk for hours after work. To celebrate our four-year dating anniversary, Bill got tickets for our favorite singer, Brad Paisley, in Camden, N.J. The concert was Sept. 23, 2011. We got there early, and Bill parked on top of a parking garage overlooking the river. After the concert when we were back at his truck, Bill put on our song, 'She's Everything,' and we danced. Then he got down on one knee, told me I was his everything and asked me to marry him. I said yes! Given how our relationship started, a proposal in a parking garage was perfect for us."

Stephanie May
Associate, organizational development



A toddler pops the question

“Two weeks before Christmas 2005, Frank asked if he could meet me for lunch at work. I was having a busy day, so we agreed to meet on my unit – at that time, 4C – in the conference room. Frank showed up with lunch and also brought my daughter and 1½-year-old grandson. We began eating and my grandson said, ‘Grandma, will you marry Grandpa?’ I was overwhelmed. Of course I said yes. I work as a float pool nurse, and every time I see that conference room on 4C, it brings back a wonderful memory.”

Laura Rogers, RN
Float pool

Postop proposal

“I was sprawled on my sofa, feeling very queasy after our dinner date. It was Nov. 14, 1980. Wayne got down on his knees and asked if I would grow old with him. Of course, I said yes. The next day I had emergency surgery to remove my appendix. As he put the engagement ring back on my finger following surgery, Wayne said there was less of me now, so he wasn’t so sure. Quite a jokester. We were married for 25 years and had two wonderful boys until Wayne succumbed to lung cancer six years ago.”

Denise Mitchell
Client service coordinator,
Spectrum Administrators

One expensive decision

“Nancy was expecting me to propose on Valentine’s Day in 1978, but the ring wasn’t ready. When it finally came in, I reserved a lobster tail dinner at the Candlelight Inn (known today as Blue). I proposed before our meal arrived, and she was too excited to eat. When we left the restaurant, we hit a pothole and blew out the brand-new front tire on the car I’d borrowed from my sister. Did I mention it was snowing and slushy? It was a very expensive night. I paid for two lobster tail dinners that we didn’t eat, a replacement tire and of course, the ring. Every Valentine’s Day, my wife and I recall that night and laugh.”

Rocky Iachini
Revenue analyst
(married to colleague Nancy Iachini,
database analyst)



New facade – A rendering shows the larger canopy that will shelter people from the rain at Lehigh Valley Hospital–Cedar Crest.

New-Look Lobby

Lehigh Valley Hospital–Cedar Crest renovations will help us provide a warm welcome and fond farewell

“YOU NEVER GET A SECOND CHANCE TO MAKE A FIRST IMPRESSION.”

“YOU’RE ONLY AS GOOD AS THE LAST THING YOU DO.”

These sayings ring true. The way you are greeted and sent off help you form an opinion about the person or place with which you’re interacting. That’s why it’s important for us to give our patients and visitors a warm welcome and fond farewell. One way we’re doing that at Lehigh Valley Hospital–Cedar Crest is by renovating the main lobby.

“We strive to give patients and guests the best possible experience,” says Craig Onori, vice president of support services and co-chair of our Warm Welcome Project. “The environment in which guests enter and exit is an important part of their experience.”

Here’s how we’re updating the Pool Pavilion lobby.

- People will enter through a new two-chamber revolving door (like the one at Lehigh Valley Hospital–Muhlenberg) or double-wide doors with a chamber between them that will help prevent hot and cold air from entering the building.
- The welcome desk will be moved across the hall from its current location so it is clearly visible to people entering.
- An addition being built near the current reception desk will contain a room where patients can wait comfortably for their ride, and a vestibule where people will access valet services and exit through new sliding doors.
- A larger canopy covering the entire entrance and exit will keep people out of the rain.
- Upgrades to the heating, ventilation and air-conditioning system will better control the lobby temperature.
- Areas near the main entrance and parking decks will be landscaped.



Warm and inviting – As shown in this rendering, Lehigh Valley Hospital–Cedar Crest’s renovated lobby will feature a welcome desk that is in the line of sight of people entering the hospital.

These elevators will take you to the following destinations:

DESTINATION	FLOOR	DESTINATION	FLOOR
Barber Shop	1	PHCC Suite	2
Barber-Free pathway Inc.	1	Maternity-Ruby Unit	4
Cancer Center	2	J405-J428	4
1210 Doctors Office	1	Neonatal Intensive Care Unit	4
1200 Lehigh Valley MRI Center	2	J01-J41	2
1230 Doctors Office	2	Neuroscience Intensive Care Unit	2
1240 Doctors Office	2	J216-J229	2
Catheteria	1	Private Rooms	2
Center for Critical Care, The	2	J01-J229	2
J201-J229	2	J241-J248	2
Neuroscience ICU	2	J301-J310	3
Trauma Neuro ICU	2	J321-J330	3
Diagnostic Care Center	1	J01-J41	2
Administration, Endocrine Testing, Heart Station, Lab, Neurophysiology/EEG, N.I.C., Nuclear Medicine, Radioisotope Testing, Pulmonary	2	J01-J428	4
EMERGENCY	2	Pediatric Intensive Care Unit	2
Employee Health	1	J241-J248	2
Gift Shop, Pavilion Shop	1	Private Unit	3
Heart Care Group, The	5	J301-J310	3
Labor & Delivery Unit	3	J321-J330	3
J01-J330	2	Trauma Neuro Intensive Care Unit	2
		Wound Healing Center	2

Jaindl Elevators 1 Floor

Construction is currently under way and will continue through the fall of 2013. Here is what you’ll notice during phase one:

- Outside, a construction fence surrounds work being done on the addition. Patients can be dropped off at the front door, which will remain open during renovations. However, two driving lanes are closed on the exiting half of the circular road.
- A temporary valet booth is located in the center island of the circular road.
- Temporary construction walls are being placed in the hallways leading to the Jaindl Pavilion and the Pool Pavilion elevators to isolate the construction zones.
- A temporary reception desk will be built in the current lobby seating area.

To decrease pedestrian and vehicle traffic at the main entrance for our patients and visitors, the following changes have been made:

- The employee shuttle no longer stops at the main entrance. It now drops off and picks up colleagues at the 1210 building and at the LANTA bus stop located on the ring road west of the Kasych Family Pavilion.
- Colleagues who get a ride to and from work can be dropped off and picked up at the 1210 building.
- Vendors can enter and exit through the Kasych Family Pavilion’s east door.

Here are things you can do to help:

- When walking through the lobby, look for patients and visitors who appear lost, welcome them with a smile, explain our plans for the lobby and help them get to their destination.
- Stay informed. Look for updates in your email, on Mission Central and in CheckUp.

–Rick Martuscelli

The Sign Says

New signs being installed in Lehigh Valley Hospital–Cedar Crest will make it easier for patients and visitors to find their destination. These signs are effective because:

- Their dark color makes them stand out against light walls.
- They’re easy to read and contain universal symbols for items like elevators and restrooms.
- They’re paper-based, making them easier to change and harder to vandalize.
- “You Are Here” corridor maps are placed in key areas.

Before we had the signs made (643 of them), we tested their effectiveness in key locations. Positive feedback was received from senior leaders, colleagues and members of our Patient-Centered Experience Advisory Council.

Here are more things we’re doing to help our guests find their way:

- Elevators in each of our hospitals will be color coded.
- Electronic directories will display physician suite numbers. They can be updated quickly and frequently at no cost.
- People can use the new LVHN.org to get directions before coming to our health network. This eases their anxiety and helps them navigate our health network when they arrive. Click “Get Directions” on the home page or “Facilities & Directions” on any page.

Remembering Colleagues We Lost

Nine dedicated colleagues passed away in 2012

You simply can't replace the history, collegiality and friendship that fade when a colleague passes away. That's why with each new year, we take the time to remember colleagues who died the year before. Here, we remember those who left us in 2012.

—Amy Koch, Ted Williams

A guy everybody liked



W. Ray Campbell

Colleagues in information services (I/S) got a good idea what W. Ray Campbell was like on his first days as a project manager. "He was a new hire and brought doughnuts and bagels to the I/S New Hire Orientation," says colleague Carl McCullough. "That was Ray. He went out of his way for others." Ray was only with us for a year but quickly became I/S's activity committee leader. "He made friends easily. Everybody liked Ray."

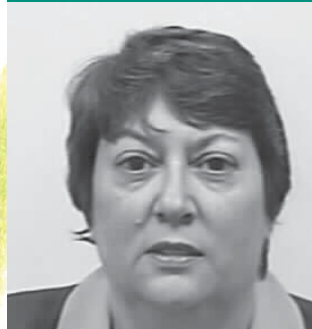
Dressed for success



Anna Milisits

If there is one word to describe Anna Milisits, it would be "bubbly." "She was always up, always energetic," says Eileen Sacco, RN, director, 7BP, where Anna worked as an administrative partner. "She always wore bright colors and great jewelry." She was devoted to her work. "Anna helped me a lot when she trained me," says Beverly Merkel, a fellow administrative partner.

Thorough yet caring



Anita Nash

If you had a question at the Burn Recovery Center, administrative secretary Anita Nash had the answer. "She handled everything," says colleague Colleen Brennan, RN. "She never left a stone unturned." She also was very compassionate. "When a woman from Africa came here for reconstructive surgery, Anita was there to welcome her, set up accommodations, everything she needed. Anita was wonderful that way."



The happy newlywed



Kristen Lisicky-Tyber

Colleague Jennifer Montalvo knew she was going to hire Kristen Lisicky-Tyber the second she walked in to interview for a medical assistant position with LVPG Diabetes and Endocrinology. “She had ‘that’ personality, that spark,” Montalvo says. In the brief time Lisicky-Tyber worked here, her colleagues (and even patients) helped celebrate her 28th birthday and wedding.

Loving and dedicated



Colleen Smith

She was always smiling. That’s what colleagues remember about Colleen Smith, site manager of OB/GYN Associates of the LV & Carbon County’s Laurys Station office for 21 years. “She was a dedicated mother of three who gave just as much dedication to her job,” says colleague Becky Klausfelder. She also was the go-to person in the office when someone needed help.

An inspirational teacher



Shirley Sandt

Shirley Sandt worked here for 38 years. She was a scheduler for many years at the former Muhlenberg Hospital and later for Breast Health Services. Colleagues considered her an exceptional teacher and mentor. “She shared her knowledge by teaching new employees,” says colleague Linda Caprioli. She loved her dogs, flower and vegetable gardening, and crocheting.

Heart of a nurse



Deb Roberts

Deb Roberts, RN, a caregiver on 2K, a medical-surgical unit, was very quiet and private. “She was a sweetheart,” says colleague Jane Durant, RN. “She had the soul of a warrior and the heart of a nurse. We have a void in our unit now that Deb is gone. Her gentle presence is deeply missed.”

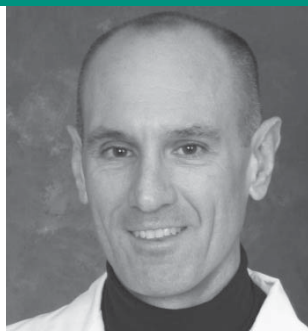
Part of our brick and mortar



Tom Gavigan

Tom Gavigan, RN, was an excellent nurse, good cook and avid hunter. “Tom was a ‘lifer’ – part of the brick and mortar at LVHN,” says colleague Steve Palmer, RN. He touched many souls in the emergency department before moving to the cath lab, cardiac research and LVPG, as a director. He had a unique brand of gut-busting humor and memorable pranks. His most precious asset was his family.

Award-winning educator and physician



Edward Geosits

Colleagues at College Heights OBGYN Associates and medical residents were always learning from Edward Geosits, DO. They weren’t the only ones to recognize this skill. He recently was honored with the prestigious Semmelweis Award in OB/GYN education. In his spare time, he enjoyed coaching basketball and softball, and loved spending time with family.



Build Trustworthy Relationships

We're at our best when we support and believe in each other

Her voice is heard – When 3A's Donna Hill, RN (right), suggested to her supervisor Paulette Kennedy, RN, that nurses could spend more time at the bedside if each patient room had a heart monitor, Kennedy made it happen. Kennedy's willingness to follow through contributes to the trust Hill has in her.

Here's how Donna Hill, RN, describes a trustworthy person in her life. "She's someone you can talk to and count on when you have a problem. She listens and follows through when you ask for something."

Here's how Paulette Kennedy, RN, describes a trustworthy person in her life. "She's someone I have confidence in. She's truthful. She gets the job done and finds solutions when there's a problem."

Hill and Kennedy are describing each other. As director of 3A, Kennedy is Hill's supervisor. "The trust I have in Paulette is one reason I've stayed here for 25 years," Hill says. Their trust in one another helps them provide the highest-quality care.

Their relationship demonstrates why colleagues said during Employee Forums, at the Summit and in employee surveys that they need trust (along with time and teamwork) to be at their best. Some colleagues also said the level of trust they have in their supervisor could be better. To build trust throughout our health network, colleagues will participate in the Trustworthy Leader Series during Leader-to-Leader meetings in January, February and March.

"It's not to teach colleagues to be trustworthy," says organizational development senior consultant Jody Millard. "It's to help them be more self-aware about what trust is. Words and actions are what matter most in a relationship. We must be aware of what we say and do because it paints a clear picture of who we are in terms of trust."

As the next step in our Mission Possible journey, the Trustworthy Leader Series will focus on six elements of trustworthy leadership. Learn about them, and follow the example of Hill and Kennedy to build trust with colleagues.

1. Honor. Trustworthy colleagues are honored to be in their roles. They're humble. They welcome and recognize colleagues' contributions. "I always ask colleagues what I can do better," Kennedy says.

2. Inclusion. Groups make better decisions than individuals, which builds trust among group members. "We have meetings to discuss ways to continually improve our unit," Hill says.

3. Engagement. The lines of communi-

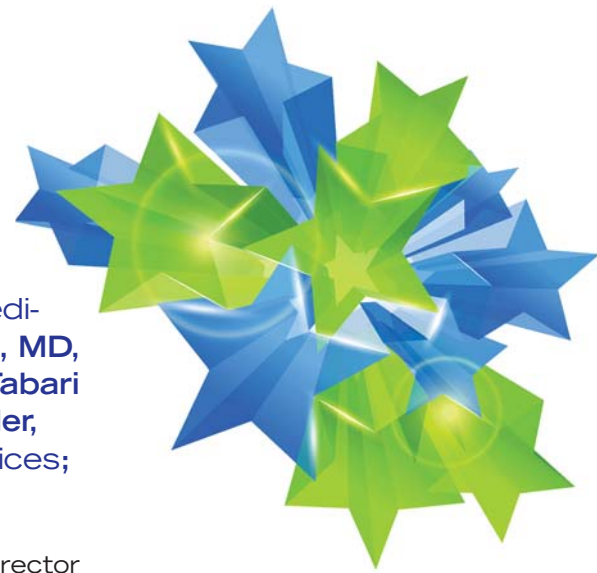
cation are always open. "If I need something, Paulette's door is always open," Hill says. "If she's not on the unit, I know I can call her."

4. Information sharing. Trust is built when colleagues receive useful, actionable information. "I'm sharing the questions from April's employee survey with my colleagues now so they can think about ways to enhance our workplace," Kennedy says.

5. Developing others. Trustworthy colleagues provide guidance, support and learning opportunities. "At a conference, I learned about technology that uses light to help you find a vein to start an IV," Hill says. "I told Paulette that I thought we could benefit from it, and she got the OK to purchase it."

6. Seeing opportunity in uncertainty. Reframing – focusing on the positives – builds trust. "Our nurses often float to fill vacancies on other units," Kennedy says. "I reframe by telling them how fortunate we are to have no vacancies on our unit. That makes them feel good about helping others."

–Rick Martuscelli



Service Stars of the Month

Ryan Tenzer, MD, and Aaron Ratner, DO, emergency medicine; **Lisa Lindauer, MD** and **Vanessa Ribaldo Kaufman, MD**, Pulmonary Associates; **Sue Henry**, case management; **Tabari Brannon**, pastoral care; **Kimberly Roth** and **Kenneth Miller**, respiratory care services; **Levi Rassler**, information services; and the **neuroscience intensive care unit team**

Nominated by Donald Butz, RN, neuroscience intensive care unit director

After a six-week tour of the United States, a retired couple was ready to fly out of New York City back to their home in Israel. Unfortunately, it was the day Superstorm Sandy ravaged the east coast. Their flight was cancelled, and they were forced to evacuate. They decided to wait out the storm in Allentown.

In their hotel room, the husband became ill, collapsed and was unresponsive. An ambulance took him to Lehigh Valley Hospital–Cedar Crest’s emergency department, and he was admitted to the neuroscience intensive care unit (NSICU). The man had suffered a fatal brain bleed and went into a coma. There was nothing more the team could do but make his last days comfortable.

While waiting for her daughter to arrive from Israel, the wife was comforted by colleagues, and a rabbi was contacted to provide additional emotional support. When she arrived, information services colleagues facilitated a Skype call to the family in Israel. The family decided to bring their loved one home to spend his last days on life support.

“The family’s beliefs made the international transfer essential in order to meet their – and most importantly the patient’s – cultural and spiritual needs,” says nominator Donald Butz, RN. “The case manager moved swiftly to coordinate a transfer back to Israel.”

The team worked diligently to get a transfer approval granted, and an international transfer team was provided to take the patient home. When the



team arrived here, colleagues realized the team was missing essential equipment and medications to make the 15-hour transport possible.

Undeterred, colleagues found the appropriate equipment, physicians ordered the necessary medication, and nurses provided the education the transport team needed for the journey. With everything in place, the patient was discharged into the care of the transport team and made it home to be with family in Israel.

“The cumulative efforts of all involved are what kept this unhappy story from becoming a tragedy,” Butz says. “Everyone involved will tell you this was a team effort. We did everything in our power to help support this family and respect the patient’s wishes.”

—Matthew Burns



Visit Mission Central

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

Mary Schaeffer, volunteer

Jack McCambridge, patient transport and **Dennis DeFrain**, security

Karen Beadencup, float pool, Lehigh Valley Hospital–Cedar Crest

Donna Mellinger, case management and **Mary Diacont**, medical management

Joseph Rivera, RN, 2 South/express admissions unit, Lehigh Valley Hospital–Muhlenberg

CareWorks Joins LVPG



Two CareWorks health clinics in our region are now part of Lehigh Valley Physician Group (LVPG). They are located inside the Weis Markets at 365 S. Cedar Crest Blvd. in Allentown and 5220 Route 873 in Schnecksville. CareWorks is a walk-in medical clinic providing quick, convenient and affordable treatment for many minor, common illnesses and routine tests. Board-certified physician assistants and nurse practitioners like Ashley Dudden, CRNP, treat illnesses and injuries such as bronchitis, ear infections, sprains and strains, flu symptoms and pinkeye. They also provide various health screenings, administer immunizations and perform physicals. Occupational medicine services that were provided at these locations now are being provided by HealthWorks, LVPG’s occupational medicine service provider.

WELLNESS ROLE MODEL

SARAH HEWERTSON, RN



When Sarah Hewertson, RN (left), met Molly Sebastian, RN, in 1997, Hewertson was a mother of two who was looking for a flexible exercise routine but had consistently failed at running. Hewertson joined First Strides®, a local beginner walking and running program for women. Sebastian, an avid runner, was the group’s mentor and a nurse at Lehigh Valley Health Network. With Sebastian’s encouragement, Hewertson ran the Women’s 5K Classic, then a 10K within a few weeks, and the Runner’s World Half-Marathon the following spring. Now 15 years later, it’s Hewertson who is a First Strides mentor. She also developed an interest in nursing through Sebastian. She changed careers and is now a registered nurse in the Lehigh Valley Physician Group float pool. “Molly has been such an inspiration for me,” Hewertson says. “She changed my life.” For information on First Strides, which is fully refundable through our Culture of Wellness benefit, visit firststrides.com.

- ▶ For a list of Culture of Wellness programs, visit the human resources website on the intranet (lvh.com) and click “Benefits” and “Culture of Wellness Brochure.”
- ▶ To register for Culture of Wellness programs, call **610-402-CARE**.

A Guide to Our Care



New Treatment at Wound Healing Center

A new hyperbaric medicine suite opened at the Wound Healing Center at Lehigh Valley Hospital–Muhlenberg. Patients enter one of the suite’s two transparent acrylic chambers reclined on a stretcher. Inside, they breathe 100 percent oxygen at pressures higher than sea level for a designated time interval. The treatments are designed to bind oxygen to hemoglobin more efficiently and increase the delivery of oxygen to damaged tissues, promoting healing.

Managing Cancer and Diabetes

Treating diabetes in a person who has cancer often is complicated by the adverse effects of cancer treatment, as well as by cancer itself. At our health network, patients who have cancer and diabetes now can take advantage of a new service. Cara Habeck, cancer services’ new diabetes educator, teaches people to manage their diabetes while they are undergoing cancer treatment. She also communicates with the patients’ oncologist and primary care physician so everyone is on the same page.



Don’t Waste Another Sleepless Night

Don’t put off a sleep study. You can make an appointment at our Health Center at Bethlehem Township location within a week. This Sleep Disorders Center location provides:

- An experienced staff, including doctors who are sleep specialists and registered polysomnographic technologists
- State-of-the-art equipment
- Free continental breakfast in the morning
- Testing in a comfortable, homelike setting with a private room that has a TV, full-size bed and a private bathroom with a shower
- Results available the morning you wake up

Talk to your doctor about your sleep. A doctor’s order is needed for a sleep study. To schedule, call 610-402-TEST. For more information, call 484-895-4913.

Help for a Failing Heart

Life-sustaining technology is available to help patients with heart failure. A ventricular assist device (VAD) is a mechanical pump that is implanted to help the heart’s weakened ventricle – the major pumping chamber of the heart – effectively pump blood throughout the body. The VAD improves and prolongs quality of life for patients in late stages of heart failure. We are the first hospital in the region to provide this lifesaving technology.



New Pediatric Infectious Disease Specialist

Pediatric infectious disease specialist Tibisay Villalobos, MD, recently joined our health network at the Pediatric Specialty Center. She comes from the Tift Regional Medical Center in Tifton, Ga., where she was the only pediatric infectious disease physician in southern Georgia. She’s certified in pediatric infectious diseases by the American Board of Pediatrics. Villalobos completed her fellowship at the University of Florida and her residency at Dell Children’s Hospital in Austin, Texas. She’s a graduate of Luis Razetti Medical School, Universidad Central de Venezuela, in Caracas, Venezuela.

WHAT'S HAPPENING

Ground Is Broken at Allentown Arena

An arena in center city Allentown became one step closer to reality following a ceremonial groundbreaking in late November. Our president and chief executive officer Ron Swinfard, MD (second from left), and Allentown mayor Ed Pawlowski (speaking) were among the dignitaries using a hockey-stick-shaped shovel to make the ceremonial first "official" dig. The arena will be home to the Lehigh Valley Phantoms of the American Hockey League starting in September 2014. Our health network will be the team's official health care provider. We also will have a significant sponsorship presence at the arena and will operate a sports medicine and fitness "destination center" in the new office complex that will attach to the arena.



Third Core Bundle on The Learning Curve

The third core bundle of fiscal year 2013 will be released on The Learning Curve (TLC) in February. The mandatory training must be completed by March 31, 2013. The third-quarter bundle includes courses about The Joint Commission's 2013 regulations. Based on your job responsibilities, you'll be assigned the clinical, nonclinical or home care version of the bundle.



To access the bundle, click the TLC icon (shown) on your SSO toolbar. Your assignment will be listed on the "To Do" list on your learner home page. This is the third of four bundles that will be available in fiscal year 2013. Future release and deadline dates will be published in CheckUp.

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



Successful Support Group

National statistics indicate postpartum support groups can vary in effectiveness because of price and scheduling. But a free evening program offered here has enjoyed great success. "Postpartum Support – Understanding Emotions After Delivery," facilitated by professional counselor Jennifer Perreault, began in January 2012 with 23 mothers registering for 26 sessions. Twenty attended up to 16 sessions with group members requesting an additional 30 minutes to the hour-long sessions. There's now a second group at Lehigh Valley Hospital–Cedar Crest and a third at Lehigh Valley Hospital–Muhlenberg. "The group is successful because we provide a safe, nonjudgemental place for women at all stages of healing to share," Perreault says.

Record Attendance

Nearly 6,300 colleagues and partners attended this year's Employee Forums and Partner Forums. That's the largest attendance we've ever had. During 35 forums, president and chief executive officer Ron Swinfard, MD, discussed how we're helping colleagues be at their best. He talked about Mission Possible, the cultural transformation started by colleagues, and explained how colleagues are helping to form our health network's strategy. Colleagues also joined in conversations and shared engagement tips on how to restore time, trust and teamwork when they're missing. An inspirational video featuring colleagues at their best also was shown.

See the video at Mission Central on the intranet (lvh.com).



Stop in the Name of Love

Distracted drivers cause crashes. That's why we started the "Stop Texting" public awareness campaign. We never imagined our community would embrace the message as much as it did. Organizations such as The Morning Call and Via Media partnered with us so we could continue to spread the message. For these efforts, we received a gold MarCom award for the second phase of the campaign, which featured the song "Stop in the Name of Love" by The Supremes. MarCom is an international awards competition that recognizes creative achievement by marketing and communication professionals. There were more than 6,000 entries in the 2012 competition.



Schedule

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

Culture of Wellness

- Feb. 1 and 2** – Preparing for Childbirth, Friday-Saturday Class
- Feb. 4 and 11** – Baby Care Series Class
- Feb. 4, 13 and 21** – Postpartum Support: Understanding Emotions After Delivery
- Feb. 5** – CPR for Family and Friends
- Feb. 5** – Raising PreTeens/Teens
- Starting Feb. 6** – Parenting, Five-Week Series
- Feb. 6, 10 and 18** – Maternity Tour – **FREE**
- Feb. 9** – Preparing for Childbirth, One-Day Class
- Feb. 10** – Sibling Tour
- Feb. 11** – Spanish Maternity Tour
- Feb. 12 and 21** – Breastfeeding Class
- Feb. 16 and 17** – Preparing for Childbirth, Saturday-Sunday Class
- Starting Feb. 19** – Preparing for Childbirth, Six-Week Series
- Feb. 20** – Preparing for Childbirth, Refresher Class
- Feb. 23** – Baby Care, One-Day Class
- Feb. 25** – Grandparenting 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 LVHN.org/healthyyou. Classes are offered at two locations.

Blood Drives

- Feb. 8** – LVH–M, ECC C and D, 9 a.m.-3 p.m. (Call 484-884-2491 for appointment.)
- Feb. 11** – LVH–CC, held in two coaches outside main entrance, 10 a.m.-5 p.m. (Call 610-402-8899 for appointment.)

Bake Sale

Feb. 8 – LVH–M lobby, sponsored by the LVH–Muhlenberg Auxiliary

VALIC-Your Retirement Plan at Work

To register, visit valic.com and enter the code.

- Feb. 19** – LVH–CC code: LVHALL11AV
- Feb. 20** – LVH–M code: LVHBET11AO
- Feb. 21** – LVH–17 code: LVHALL11AR

Corrective Protective Skin Care

Focus on skin problems of aging and solutions for your skin type. Products and ingredients reviewed – **FREE**

Feb. 19, LVH–CC, Kasych ECC 4, 6:30-7:30 p.m.
Call 610-402-CARE to register.

Recreation Committee

9-Day Eastern Caribbean Cruise
Nov. 6-15, 2013 Contact Rosanne Bunduka (610-402-8000) for details.

Employee Discount

- February is LVHN employee appreciation month at Allentown and Bethlehem MP Nursing Apparel stores. Get 25% off!
- Caesars Pocono Resorts
3 All-Inclusive Couples Resorts
Save 20-50%, plus FREE Passion Package
Mention Getaway Number: GA26623



Artists and Crafters Wanted

For nearly 10 years, Diane Beauchner has been making scarves, gloves, Christmas ornaments, decorative figures, rugs and more from alpaca fiber. During the 2013 Lehigh Valley Hospital–Muhlenberg Summer Festival, her items will be on display and for sale. Beauchner, an office coordinator in our Center for Professional Excellence, will be just one of many local artists and crafters selling one-of-a-kind items at the festival. If you or someone you know is interested in becoming an art or craft vendor, visit Mission Central on the intranet (lvh.com), search “artist,” and complete and submit the Summer Festival form.

What a Smile

A photo taken by Lehigh Valley Health Network photographer Scott Dornblaser has been selected as one of 50 in the 2013-2014 Children’s Hospitals Photo Exhibit. Titled “Aliana Triumphs,” the photograph features pediatric cancer patient Aliana Santiago of Allentown. It will be on display when the exhibit debuts at the 2013 Creative Connections Conference, sponsored by the Children’s Hospital Association (CHA), in Anaheim, Calif., March 17-20. This exhibit also will be displayed on Capitol Hill in Washington, D.C., during the week of June 17 as part of CHA’s Family Advocacy Day, which is June 19.



A Fit-Friendly Worksite

Did you know indoor and outdoor walking maps of our three hospital campuses and Mack Boulevard – complete with calorie counts – are available on the intranet (lvh.com)? The American Heart Association does. It’s one reason the association certified Lehigh Valley Health Network as a “Fit-Friendly Worksite.” The association believes there is a correlation between health and productivity, and is encouraging employers to get on board. Its Fit-Friendly program recognizes employers who go “above and beyond” to promote workplace physical activity. Our Culture of Wellness program and Healthy You Fitness Centers, used by colleagues like Tim and Shannon Adamchik, were among the other initiatives that contributed to our certification.



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CheckUp, awarded Honorable Mention in

2012 AAMC Awards for Excellence

 After reading, please recycle this magazine.

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HAPPY ANNIVERSARY

February 2013

35 Years

Theresa Mylet
Cardiac Rehabilitation

Mercedes Torrens
Operating Room

30 Years

Lois Douglass
Regional Burn Center

Janet Fox
HealthWorks Admin.

Kathleen Gruzdis
Case Management

Rita Heintz
Rev. Cycle Educ. &
Process Imp.

Sandra Marsh
Development

Patricia Shelly
Psychiatry

25 Years

Michele Achey
7T Medical-Surgical

Janet Caverly
OR Centralized Scheduling

Sonia Chappell
Supplier Services

Katherine Fenstermaker
Pain Management

Holly Gaugler
Sterile Processing

Michele Gessner
Pediatric Unit

David Gessner
Respiratory Care Services

Janet Hangen
Information Services

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Stephen Palmer
Cardiac Cath Lab

Tina Ruhf
402-CARE

Jean Smoyer
Case Management

Jane Taylor
Cardiac Vascular Holding Area

20 Years

Christopher Bibleheimer
Psychiatry

Keicia Dennis
Hospice

Ruth Fillebrown
Hospice

David Hanzelman
Special Procedure Unit

Donna Kistler
Dept. Of Medicine

George Shattah
Security

15 Years

Stephanie Green
Emergency Services

Deborah Reilley
Home Care

Amie Sperlbaum
LVPG Billing

10 Years

Cheryl Bowman
LV Anesthesia Services

Jaime Brogan
HR Admin.

Colleen Camasta
Operating Room

Shannon David
Hemodialysis Center

Linda Fenstermaker
Emergency Department

Jill Ferragame
Rehab Services

Nancy Homlish
Home Health Services

Chad Keck
Information Services

Donna Kuhn
Gynecologic Oncology Spec.

Gwen Kutzner
Reg. Affairs

Christine Leech
Operating Room

Caroline Maurer
Dept. Of Medicine

Jeannine Miller
HealthWorks

John Niemkiewicz
Radiation Oncology

Cynthia Rock
Pediatric Unit

Nancy Schmidt
Eldercare

Kathleen Strzeppek
OB/GYN Associates

5 Years

Suzanne Bacon
Transitional Trauma Unit

Megan Bartek
Transitional Skilled Unit

Jeremy Batman
Radiology Admin.

Kenneth Bitler
Psychiatry

John Blausler
5B Medical-Surgical

Colin Coakley
Development

Lewis Croft
Operating Room

Maria De Luna
College Heights OB/GYN

Dartanyon DeLillo
Cardiac Cath Lab

Kimberly Disante
HLA Lab

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ABC Family Pediatricians

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Information Services

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Pediatric Unit

Danielle Goll
Emergency Department

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Nursing Float Pool

Frank King
Physician Float Pool

Ryan Lau
Cardiac ICU

Lauren Madea
Pharmacy

Cheri McCarthy
Nursing Float Pool

Brooke Medina
Regional Heart Center

Dana Mertz
7A Neuroscience Unit

Marc Miner
Radiation Oncology

Don Perrin
Patient Transport Services

Jessica Rios
LVPG Collections

Hilary Ryan
Radiology

Rose Schenk
Pediatric Hem./Onc.

Karen Severinsen
Perinatal Unit

Linda Silverberg
Pre-Op Staging

John Smulian
Maternal Fetal Medicine

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Hamburg Family Practice

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Psychiatry