

DECEMBER 2012

CheckUP



Storm Stories

Overcoming Sandy's challenges,
page 8

A PASSION FOR BETTER MEDICINE.™



Lessons From Freedom

We can learn a great deal from colleagues who are veterans



Did you notice any colleagues wearing their military uniforms on Nov. 12? As part of our Veterans Day observance, we invited our veterans to wear their uniforms for the day (page 14). I heard some of you had alterations done so you could wear your uniforms with pride. Thank you for going to such great lengths to participate in our invitation.

I must tell you, I was thrilled to see so many men and women in uniform throughout our entire health network. We had veterans from all branches of the U.S. Military participate. Every day, I am thankful and proud to work with all of our veterans, whether they chose to

wear their uniform to work or not. I hope our colleagues, veterans and non-veterans alike, also enjoyed the flagpole ceremonies at each of our three hospitals and Mack Boulevard. (Visit Mission Central to see photos from the ceremonies.)

As I was thinking about all our veterans have done, and all that our active military continues to do for our country, I was reminded of the phrase “Mission Possible.” Our military colleagues know there is no mission that is impossible – no matter the circumstances. They work as a team and find ways to complete a task, accomplish their goals and provide outstanding service to our nation.

I respect and admire that tenacity, and I think all of us can learn from it (and from the amazing work of colleagues during Superstorm Sandy, page 8) as we strive to make our own mission possible. Our mission is different – and we certainly cannot compare the two – but the collaboration and determination that lead to success are similar. I encourage you to look to our veteran colleagues as examples. They know what it takes to make even the impossible possible.

*Terry Capuano, RN
Chief Operating Officer*

Breaking the Glass Ceiling

Women and minorities in leadership roles make this a great place to work

SUSAN ALOI



SUSAN LAWRENCE



DEBBY PATRICK



If you're a woman or minority, you've likely experienced how our health network strives to identify and promote racial, ethnic and gender leaders.

It's part of what makes this a great place to work and receive care. As a result, the YWCA of Bethlehem recently awarded our health network with its Trailblazer Award at the Breaking the Glass Ceiling Gala.

Meet three women leaders and learn their advice for others who wish to break through the glass ceiling.

**Associate executive director,
Lehigh Valley Physician Group**

WHO SHE IS: Aloï works with nearly 1,000 providers to help them meet network goals. She is the first female non-physician executive in this role, something that gives her a great sense of pride. "Women have leadership opportunities here," she says. This benefits the health network just as much as it helps the women and minorities employed here. "Diversity brings a different perspective," she says. "It brings success to

an organization and is critical for the future of our health care economy."

HER GLASS-SMASHING ADVICE: "Focus on building relationships, enhancing partnerships and establishing trust with colleagues," she says. "Ask, ask, ask. If there is an opportunity available, ask about it. If you are interested in learning more, ask. If you'd like more responsibility, ask. If there is something you need, ask."

Senior vice president, care continuum

WHO SHE IS: Lawrence started her career here in 1985 as the director of a department of three people. Now she leads about 400 colleagues focused on care management within and outside the health network's walls. "I feel incredibly fortunate to have had strong mentors, women who have provided me with opportunities and allowed me to be recognized," Lawrence says. "This is an inspiring place to work where people challenge you to be better every day."

HER GLASS-SMASHING ADVICE: "Approach every opportunity with an open mind and a smile on your face," she says. "Collaborate with new people and take on new projects. Talk to and seek out people to advise you in your career."

Vice president, human resources

WHO SHE IS: Patrick became a human resources (HR) director at a young age, when the field was dominated by men. She was so young, one job applicant asked, "How old are you and how did you get in this role?" Surprised, Patrick gently informed the applicant that she wouldn't answer because his question was irrelevant. Serving as a vice president of HR in national health systems since 1989, Patrick joined our health network in 2009. She has responsibility for HR, employee health, child care and volunteer services.

During her career, she identified three women who weren't in management roles, but who, she thought, should be. She mentored them and encouraged them to excel. "They're all successful leaders today," she says. "My goal is to help colleagues reach their next career path."

HER GLASS-SMASHING ADVICE: Work hard, invest in your career, gain the credentials needed for each position you want and emulate a role model. "I've learned from many successful women," she says. "If every woman had a role model to aspire to, she could do whatever she wants to do today."

Other Women in Leadership Positions

- **Lisa Anthony**, vice president, laboratory operations, Health Network Labs
- **Mary Bianchi**, vice president, women's/children's services
- **Fran Blackwell**, senior vice president, ambulatory care services
- **Karen Bretz, MD**, vice chair, quality, anesthesiology
- **Terry Capuano, RN**, chief operating officer
- **Ann Casterlin, RN**, vice president, home health services
- **Elizabeth Dellers, MD**, vice chair, network affairs, pathology/laboratory medicine
- **Sherry Dobis**, vice president, business development, Health Network Labs
- **Elaine Donoghue, MD**, interim chair, pediatrics
- **Julie Dostal, MD**, vice chair, education, family medicine
- **Jane Erdman**, chief information officer, Health Network Labs
- **Susan Hoffman**, vice president, marketing and public affairs
- **Anne Panik, RN**, senior vice president, patient care services
- **Beth Rokus**, chief operating officer/corporate compliance officer, Health Network Labs
- **Debbie Salas-Lopez, MD**, chair, medicine
- **Robin Schroeder, MD**, vice chair, practice and professional development, family medicine
- **Nanette Schwann, MD**, vice chair, research, anesthesiology
- **Jennifer Stephens, DO**, vice chair, quality, medicine
- **Mary Tirrell**, vice president, government and legislative affairs
- **Lise Twiford**, vice president, development
- **Susan Wiley, MD**, vice chair, psychiatry (LVH)

—Alisa Bowman

What Energizes You?

Use colleagues' answers to get and stay motivated at work

Marge Bigland starts the day in a healthy way. Barb Labriola, RN, prioritizes things on her to-do list. Erin Beers, RN, tracks her unit's visibility wall. These are just some of the tips 5T colleagues shared to help each other feel more energized and engaged at work.

At Lehigh Valley Hospital–Muhlenberg, colleagues are joining together to help each other be at their best. They're sharing things that make work rewarding and offering tips to overcome challenges that are difficult to bear. "By sharing their ideas and strategies, colleagues are helping each other enjoy what they do even more," says organizational development's Gerry McGlenn, "so that work is an even more meaningful part of their lives."

Use tips from these 5T colleagues to raise your level of motivation, engagement and pride.

What's next?

Helping you enjoy your job even more is one of our health network's goals this year. In April, we'll conduct an employee survey and ask about such things as your level of engagement with your job and our health network. We'll all use the results to help us find ways to enjoy our jobs even more.

You can learn how to feel even more energized at work. Here's how:

- **Visit Mission Central** for video tips from colleagues.
- **Take a self-assessment survey** on Mission Central to determine areas where you can use an energy boost.
- **Attend an Employee Forum** for tips on how to restore time, trust and teamwork. Visit Mission Central for dates.
- **Read "The Great Employee Handbook"** for ways to make work and life better. You'll receive a free copy at an Employee Forum.
- **Attend a Crucial Conversations Open Workshop** in February to learn how to overcome challenges with Crucial Conversations. Look for dates in a future CheckUp.

–Rick Martuscelli

Erin Beers, RN

What energizes her: **Maintaining quality**

"I regularly review the quality numbers on our visibility wall, especially our nursing satisfaction scores. When I see high numbers, I'm motivated to keep them there. When I see declining numbers, I'm motivated to raise them."

What drains her: **Sizeable workload**

How she re-engages: "I focus on my strengths to help myself and our team. For example, if I'm good at IVs, my colleague will help out by administering medication. Working as a team is essential. We'll help each other by doing the things we're best at when it's busy."

Barb Labriola, RN

What energizes her: **Positivity and fun**

"We always say 'good morning' to everyone. Working on 5T (a surgical oncology unit) can be tough. It's important to make work fun. We dance in the halls and sometimes pause to have coffee."

What drains her: **Not having enough time**

How she re-engages: "I prioritize and do the best I can with the time I have. I care for patients with the most urgent needs first, and share what I've learned with new nurses (like Jaclyn Volpe, RN, left in photo)."

Marge Bigland, technical partner

What energizes her: **Good health and family**

"I ride my bike four miles to work every day. It gives me energy so that when I arrive, I'm ready to go. When I care for patients, I think of my family members who received excellent care here. It motivates me to 'pay it forward.'"

What drains her: **A long 'to-do' list**

How she re-engages: "I rely on my team for help. I'm not afraid to ask because they're always willing to lend a hand. I also return the favor."

SHARED SUCCESS PLAN

Fiscal Year 2013 First Quarter Results

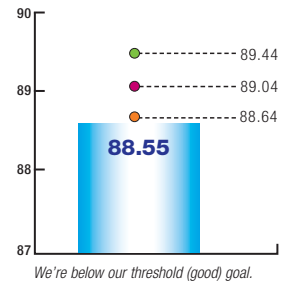
Help us reach our goals!

You play a vital role in helping us meet our **overall patient satisfaction** and **cost-per-case** goals. New this year, Choice Plus enrollees can help us meet our **health and wellness** people goal by getting a health screening. If your hard work helps us meet these goals in addition to our health network's overall financial goals by the fourth quarter, you may be rewarded with a Shared Success Plan (SSP) bonus.

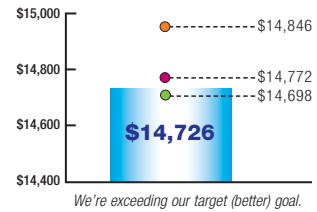
OUR FY 12 GOALS

- Threshold (Good)
- Target (Better)
- Maximum (Best)

Patient Satisfaction

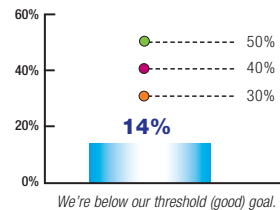


Cost Per Case (lower is better)



Health and Wellness

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



Get a free health screening at an Employee Forum.



Unwrapping Our New Website

Your guide to the new LVHN.org

Like a child opening a holiday gift, you'll love what you find when you look inside our redesigned website. That's because the new LVHN.org is far different than your standard health care website. It's designed to help you through your life, no matter where you are in your journey. Use it to:

Find a Doctor

Find the right doctor.

This green button allows you to view many doctor profiles so you can compare and peruse. These profiles help you evaluate expertise and find a doctor with whom you can build a trusting relationship. You can find a doctor who meets your personal needs (philosophy of care, location, specialty, gender, office hours and languages spoken).

Symptom Checker

Check your symptoms.

If you're not feeling well, use the Symptom Checker tool to find what's ailing you, and learn if it really can "wait until morning."



Take charge of your health.

Get tips for how to prepare for your appointment and your conversation with your doctor. Learn about the health classes, support groups and programs available for you. Find out how rehabilitation services, nutrition services and tobacco treatment can help you. And visit our wellness section for articles and recipes. (It's also where you'll find the latest Healthy You magazine.)



Get Lehigh Valley Health News.

It's local, pertinent news for you. You'll find health alerts about "what's going around," our experts' take on local and national health reports, details about community events, patient success stories and more. Spark discussion by sharing your comments.



Find your way.

We've improved this section at our community's request. Want to know where you can get a diagnostic test or when your local doctor's office is open? It's all here, along with detailed maps and directions for all health network locations and services.



Symptoms

Know the warning signs of high cholesterol.

[Learn more >](#)



Diagnosis

Learn how high cholesterol is detected.

[Learn more >](#)



Treatment

Find out how to overcome high cholesterol.

[Learn more >](#)



Follow-up Care

We'll help you manage high cholesterol.

[Learn more >](#)

Explore your medical journey.

Whether you think you are suffering from a condition that needs medical attention, you've recently been diagnosed or you're undergoing treatment, knowledge can ease your anxiety and help you prepare for what's ahead. The "conditions and treatments" section walks you through your health journey – symptoms, diagnosis, treatment and follow-up care. Learn about the care team you'll meet on your way and discover leading-edge treatments and resources for you.

YOU'LL ALSO FIND:

- ▶ **Animations** showing you various procedures and treatments
- ▶ **Information** for hospital patients and visitors
- ▶ **CarePages** to inform loved ones about your progress in the hospital
- ▶ **Bill pay** online
- ▶ **Shop** for health products
- ▶ **Follow us** on social media

—Alyssa Young



Our Intranet Home Page Is New Too

If you recently visited lvh.com, you noticed that our intranet home page is easier to navigate. That's because it was redesigned to help you more efficiently access the information you need to do your job. Here's what's new:

- ▶ **Banner ads** at the top communicate information that is relevant to all colleagues. Messages displayed here will be managed by marketing and public affairs.
- ▶ The latest information posted on **Mission Central** is viewable in the center.
- ▶ **Announcements** that affect specific departments or groups appear in a box on the upper right.
- ▶ Information about **educational resources** is accessible in a box on the middle right.
- ▶ Links to **clinical resources** can be found in a section on the lower right.
- ▶ The **employee resources** section on the left contains links to information such as corporate discounts and benefits. It also contains a link to the redesigned Market Place, which now allows you to post and view photos of items for sale.
- ▶ The bottom left of the page contains links to the latest editions of **CheckUp**, **Magnet Attractions** and **Progress Notes**.



The Incident Management Team gets the latest storm news in the

COMMAND CENTER

When the Storm Hit

Colleagues worked together to overcome the challenges it caused

Superstorm Sandy caused headaches for people throughout our area. However, she was no match for the fortitude of colleagues who worked together to provide patient care and support for one another under challenging conditions.

The Command Center at Lehigh Valley Hospital–Cedar Crest is where our Incident Management Team worked through each challenge. Comprising colleagues with education about handling such events, the team met before the storm to develop a plan and order extra supplies.

“During the storm, our biggest problem was power outages,” says Luis Puentes, director of emergency preparedness. “Many of our physician practices closed, and all three hospitals were operating on generator power at some point. Lehigh Valley Hospital–Muhlenberg was out for about one full day.”

The team helped ensure each department had adequate resources and staff. Rooms were set up at each hospital where more than 150 colleagues safely stayed. With

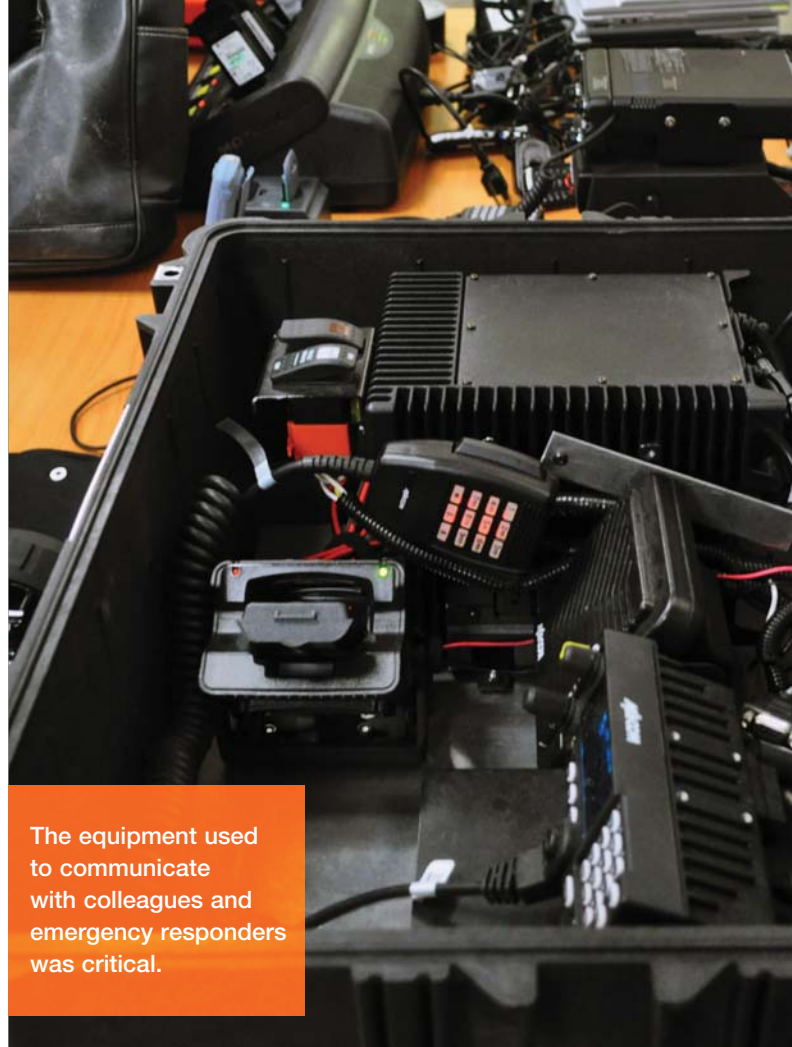
MedEvac grounded, MedEvac caregivers provided care in each emergency department (ED) and traveled with ambulance crews that were transporting patients.

We also helped coordinate services in our community. We brought our generator to local nursing homes to provide heat. As chairman of the health, medical and EMS division of the Northeast Pennsylvania Counterterrorism Task Force, Mike Wargo coordinated two daily meetings with representatives from numerous regional hospitals, EMS agencies and health care organizations to ensure each had adequate resources.

Here are more examples of how colleagues were at their best during the storm.

*–Matthew Burns, Kyle Hardner,
Amy Koch, Rick Martuscelli*

Luis Puentes, director of emergency preparedness (left) and Jim Geiger, senior vice president of operation, update the team's to-do list.



The equipment used to communicate with colleagues and emergency responders was critical.

Powerless, yet prepared

Lehigh Valley Hospital–Muhlenberg inpatient colleagues didn't miss a beat working under emergency power. When a South tower window blew out, engineering colleagues were quickly on the scene to board it up and remove the glass shards, despite winds whipping into the building. At the same time, ED charge nurse Loriann Meyer, RN, and her team managed a busy department as community members poured inside.

Stocking up

Our partners from Sodexo stocked enough food to last for days, and it was needed. More than 1,000 Lehigh Valley residents came to our hospitals for a hot meal. More than 30 Sodexo partners stayed overnight during the storm to help ensure food was delivered to our patients without disruption. One person even used a chainsaw to cut his way through a downed tree to get to work.

Comfort and food

Hospice nurses took action when patients lost power and were left in the cold, many with nothing warm to eat or a comfortable bed. Jeanne Vogt, RN, clinical director of hospice, praised all her colleagues, including Amy Serfass, RN, who cares for patients from Bath to Lehighton. Despite downed trees, she made it several times a day to patients who lost power, bringing them a warm dinner each day. Eric Rathgeber, RN, and home health aide Rob Clark helped patients whose air mattresses deflated because of the power outage. They traveled from Emmaus to Old Zionville, moving patients onto couches so they were comfortable.

Show me the money

It's a hard-and-fast rule: "There is no missed payroll," says director of payroll Dawn Gugliuzza. So when Sandy loomed Monday, our eight-person payroll team made plans. "Information services, Health Network Labs and administration found us workstations and sites with generators just in case," Gugliuzza says. On Tuesday, with power out at payroll's Mack Boulevard office, the team split up and worked at Lehigh Valley Hospital–Cedar Crest and Lehigh Valley Hospital–17th Street. "We came in at 11 Tuesday morning and worked until 7 that night," Gugliuzza says. They worked with the bank to make sure direct deposits would go through, and set up backup plans to print paper checks at Health Network Labs. In the end, payroll for all 11,800 colleagues was completed on time.

What's Your Storm Story?

Visit **Mission Central on the intranet (lvh.com)** and share stories, photos and videos of how you overcame challenges caused by Superstorm Sandy to care for patients or support colleagues. Under "Find It," click "Share."



A passion and priority – As medical staff president-elect, pediatrician Jarret Patton, MD (left), will continue to care for families like Jazmin and Estoban Rivera in our Children's Clinic.

A Voice for Our Physicians

Jarret Patton, MD, is named medical staff president-elect

Jarret Patton, MD, always had an interest in science. It's what spurred him to pursue an undergraduate chemistry degree at Xavier University of Louisiana. "I also value interpersonal relationships," he says. "I thought working in a lab may not be the best fit for me."

That's fortunate for Patton's patients. He pursued a medical degree and recognized the joy of working with children. Now a board-certified pediatrician with our Children's Clinic, he'll be relating to people in an even bigger way. Patton has been named president-elect of our medical staff. He replaces Robert Motley, MD, who advances to president. Patton will begin his two-year term as president in January 2015.

His responsibilities as president-elect include participating in interviews with incoming medical staff physicians and advanced practice clinicians. He'll also serve on our Board of Trustees and, as

president, will serve as liaison between Trustees and the 1,200 members of our medical staff. "These roles ensure we keep a competent and qualified medical staff on board," Patton says.

Looking ahead, Patton sees the ongoing importance of providing high-quality and cost-sensitive care in inpatient and outpatient settings. "We must continue to be agile with any changes that come to us," he says. "I'd also like to see us continue to provide timely and equitable care to all our patients."

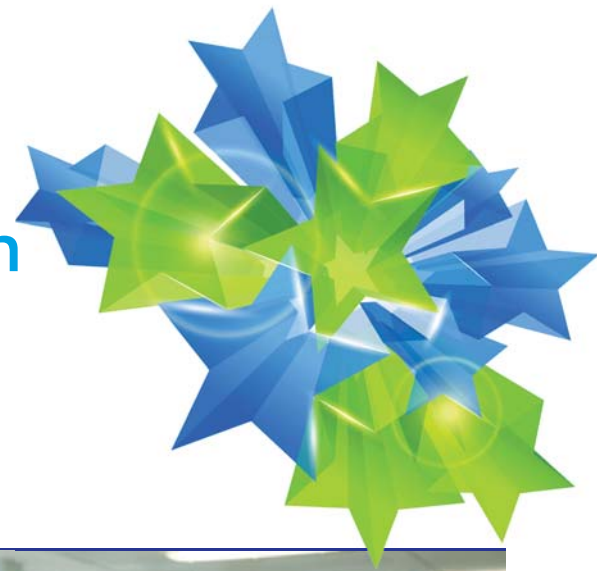
Providing quality care has been an issue close to his heart as physician leader of the Cultural Awareness Leadership Council. "Part of the council's vision is to continue studying and determining if there are differences in care among patient populations," Patton says. "Another part is providing education on the importance of diversity and cultural awareness in everything we do, not just

among health care providers." His being the first African-American president-elect helps promote these goals. "Having a diverse leadership team is important in serving a diverse population of patients and colleagues," Patton says.

As a physician leader at the Children's Clinic, Patton also sees primary care becoming increasingly important. "Being a pediatrician allows me to ingrain healthy habits in children so they can grow to become healthy adults," he says.

Continuing to serve his patients is a priority. "Pediatrics is one of my strongest passions," he says – perhaps even ahead of cheering the 76ers and Steelers or playing basketball. "Children have a resilience and energy matched by no other phase of life," says Patton, who lives in Reading with his wife, Damary, and three children – Maryana, Jarret and Joven – ranging from preschool to college freshman. "Kids keep me feeling young."

–Richard Laliberte



Service Star of the Month

Beth Shannon (left) and Russell "Butch" Buskirk, engineering, and Kim Hitchings, RN, Center for Professional Excellence

Nominated by Courtney Vose, RN



Visit Mission Central

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

Juan Collazo, case management

Marjorie Trinkle, Heritage Family Practice

Helen Schmell, risk management

Joyce Jenkins and Eleanor Oliver, Home Care

Orline Smolko, radiology, Lehigh Valley Hospital—Cedar Crest

Kristy Ernst, Muhlenberg Primary Care

Jason Morgan, MD, Emily Tatum, RN, Dawn Mucky, RN, Michelle Greis, RN, Jamie Feick, RN, Melissa Kalymun, RN, Dennis Pitts, RN, Heather Matthews, RN, and Erin Chesterton, emergency department, Lehigh Valley Hospital—Cedar Crest

Lisa Dapuzzo, MD, Helai Hesham, MD, and Tonya Kemp, RN, labor and delivery

Bobbie Cozzie Nestor, RN, Lehigh Valley Hospital—17th Street

The Courier Service

Amanda Pembroke, patient transport, Lehigh Valley Hospital—Cedar Crest

James Benco, transitional trauma unit

Haylee Muller, radiology, Lehigh Valley Hospital—Cedar Crest



Kim Hitchings, RN, was volunteering at the Lehigh Valley Hospital—Muhlenberg Summer Festival when a woman approached and asked how long she has worked here. Hitchings replied that she's been with the health network for 34 years. Soon, the conversation turned to the woman's son, who worked in the hospital's security department many years ago.

Sadly, however, her son had died in a tragic bus accident while vacationing in Wyoming. After the accident, his colleagues in security dedicated a plaque in his memory and hung it in the department. The woman told Hitchings she didn't have much hope that the plaque was still hanging because of the renovations that have taken place at the hospital over the years. Hitchings told her she was curious and would search for the plaque.

Hitchings hadn't known the woman's son and wasn't sure where his department would have been located years ago. To find out, she asked engineering's Beth Shannon

and Russell "Butch" Buskirk to help her track down the plaque.

After searching throughout the hospital, Shannon and Buskirk found it. Though they wanted to let the woman know the plaque was found, there was just one problem – they did not have her address or phone number.

Having come this far, there was no choice but to keep going. With a little more detective work, the team eventually tracked down the woman's full name and phone number. When told the plaque was located and asked if she would like to have it, the woman gratefully accepted the offer.

"Kim arranged to deliver the plaque to the woman's home, where she was greeted with the mother's tears of joy," says nominator Courtney Vose, RN. "She told Kim that her friends had told her that no one from our health network would be in touch; that this was just a passing moment. However, our colleagues did take the time and made a difference."

—Matthew Burns

WELLNESS ROLE MODEL

Kathleen Sharp



Every three years, Kathleen Sharp’s family holds a reunion where she issues T-shirts showing the latest additions to the family tree. This interest in genealogy dates back to her great aunt, who traced it for entry into the Daughters of the American Revolution. The interest may have saved Sharp’s life. A senior SPPI coach for organizational effectiveness, Sharp noticed a swelling and stiffness in her lower back. Other people might have dismissed it as trivial, but knowing her family history for cancer, she decided to get it checked immediately. A malignant mass in its very early stages was found, and a quick round of treatment took care of it. “Knowing your family history is one of the greatest benefits you can give yourself,” Sharp says. “We should all take advantage of that and the wonderful wellness benefits we have at Lehigh Valley Health Network.”

- ▶ 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**.

Apply for a HAP Award

You’re proud of the work you do every day for the people of our community. If you’ve worked on a project this year that you think is deserving of special recognition, consider submitting it for a Hospital & Healthsystem Association of Pennsylvania (HAP) Achievement Award. By doing so, you’ll give our health network valuable exposure and may help colleagues in the industry elevate the level of care provided in our state.

New this year, all HAP Award applications will be coordinated by marketing and public affairs. Beginning in January, award applications will be accepted in these categories:

- Workplace satisfaction/collaboration
- Community benefit
- Patient safety
- Patient care
- Operational excellence
- Innovation



Applications must be received by March.

For more information about HAP Achievement Awards, contact Rob Stevens at **Robert.Stevens@lvhn.org** or **484-884-0824**.

A Guide to Our Care



Pa's First Comprehensive Stroke Center

Lehigh Valley Hospital–Cedar Crest has been awarded certification as the first Comprehensive Stroke Center in Pennsylvania and one of the first in the country. The Joint Commission, in collaboration with the American Heart Association/American Stroke Association and the Brain Attack Coalition, conferred the Gold Seal standard, signifying the highest standard of care for stroke patients on Oct. 30. Previously, both the Lehigh Valley Hospital–Cedar Crest and Lehigh Valley Hospital–Muhlenberg Stroke Centers had been designated Primary Stroke Centers by the Joint Commission. The comprehensive designation recognizes the advanced level of staff training, competency and stroke program resources available to patients, which represents the next generation in stroke care.

New Pediatric Hematologist/Oncologist

A new pediatric specialist joined our health network in October. Lydia Boateng, MD, joined the pediatric hematology/oncology team at Lehigh Valley Hospital–Muhlenberg's Pediatric Specialty Center. Boateng comes from Duke University Medical Center in Durham, N.C., where she recently completed her fellowship. She is a graduate of East Tennessee State University's Quillen College of Medicine in Johnson City, Tenn. Boateng attended medical school in Ghana and is certified in general pediatrics as well as board-eligible in pediatric hematology/oncology. She joins Phil Monteleone, MD, and Anderson Collier, MD, on the pediatric hematology/oncology team.



New Radiation Oncology Services at Lehigh Valley Hospital–Muhlenberg

Beginning in December, Lehigh Valley Hospital–Muhlenberg will offer stereotactic body radiosurgery, which means this site now can provide full-service external beam radiation therapy. This is an important patient satisfier, considering the burden of daily travel for cancer care. This spring, Lehigh Valley Hospital–Muhlenberg also will add its first CT simulator to provide treatment planning sessions at this location.

Second Opinion for Complex Heart Cases

After having two failed operations at other hospitals, Mischell Satunas continued to experience shortness of breath. That's when the 49-year-old Bethlehem resident learned we can help. Cardiothoracic surgeon Raymond Singer, MD, replaced one of her heart valves, repaired another and performed a procedure to stop her abnormal heartbeat. People like Satunas who have been told they have limited treatment options can benefit from our second opinion service. They can call 610-402-CARE to schedule a fast-track appointment with our cardiac surgeons.



Care for Headaches That Won't Quit

About 40 million Americans suffer from chronic headaches that interfere with their everyday lives. Most patients receive treatment from their primary care physician, although not always successfully. That's where the Lehigh Valley Headache Center can help. Primary care physicians refer patients with hard-to-treat headaches. Colleagues at the Headache Center use state-of-the-art technology to diagnose the problem and suggest one of a variety of treatment options – from drug therapy to sleep education to stress management to acupuncture among others. The Lehigh Valley Headache Center is committed to helping patients get rid of headaches once and for all.

Take the SELECT Survey

You know about SELECT, our medical school partnership with the University of South Florida Morsani College of Medicine. SELECT students spend their first two years of medical school in Tampa and then come to our health network for their third- and fourth-year studies. Our goal is to provide our students with a superior clinical education that models collaborative, efficient and effective care.

To achieve this, the SELECT Readiness Team was launched. Comprising nurses, advanced practice clinicians, physicians and nonclinical leaders, the team developed a survey to assess our learning environment. You're invited to take the survey before Dec. 21. Survey results will provide information we'll use to enhance the way we welcome, support and educate students.

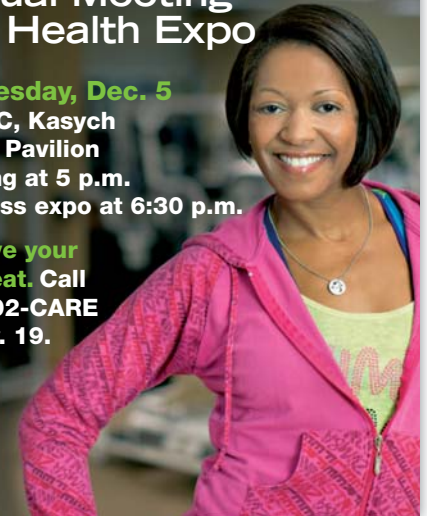
All colleagues will receive an email with a link to the survey. It takes 15-20 minutes to complete. Your responses will be anonymous.



Community Annual Meeting and Health Expo

Wednesday, Dec. 5
LVH-CC, Kasych Family Pavilion
Meeting at 5 p.m.
Wellness expo at 6:30 p.m.

Reserve your free seat. Call 610-402-CARE by Nov. 19.



PRIDE in Our People | [READ MORE PRIDE in Our People at Mission Central.](#)



Story Time

Our volunteer department received a \$2,000 grant from Target Corp. to participate in Reach Out and Read, a nationwide early literacy initiative, for the 11th consecutive year. Volunteers like Ginny Haffner read stories to children like Alexander and Anthony of Allentown in Lehigh Valley Hospital-17th Street Children's Clinic and give them books to take home and keep. The clinic's physicians stress the importance of reading out loud to young children and offer parents age-appropriate tips and encouragement. Last year, volunteers distributed nearly 3,000 books, including some written in Spanish. The funds will be used to buy additional books.

From City to Shore

Colleagues united in late September to support fellow colleagues and friends who have multiple sclerosis (MS). Riders like (clockwise from upper left) Jeremy Driscoll, Andrew Dordal, Katherine Garistina, Stacey Asbell, Tania Kincaid and Patrick Kincaid donned their helmets and participated in the annual Bike MS City-to-Shore Ride. They were joined by fellow colleagues (not pictured) Christopher Johns, Dan Tillman, Jay Needle and Marlene Mayza. The ride rolls through South Jersey from Cherry Hill to Ocean City, and it raised more than \$5.4 million in the fight against MS.



Saluting Our Veterans

We're proud of colleagues – like (l-r) Education with Industry fellow Steve Fox, senior vice president of operations Jim Geiger and operations specialist Eric Johnson – who serve our country, and Veterans Day was the ideal opportunity to honor these heroes. All veterans, military retirees and serving guard/reservists were invited to wear their military uniforms to work on Nov. 12. They and their family members also were invited to a special reception, followed by an educational lecture about providing care to veterans returning from active duty. In addition, ceremonies were held at the flag poles at each of our hospitals and Mack Boulevard. Visit Mission Central for photos from the ceremonies.

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

Nov. 30 and Dec. 1 – Preparing for Childbirth, Friday-Saturday Class

Dec. 3 and 20 – Postpartum Support

Dec. 3, 16 and 30 – Maternity Tour

Dec. 4 and 11 – Baby Care Series

Dec. 5 and 18 – Breastfeeding Baby Class

Dec. 6 – Pregnancy 101 – **FREE**

Dec. 6 – Preparing for Childbirth Series

Dec. 8 and 9 – Preparing for Childbirth, Saturday-Sunday Class

Dec. 11 – Preparing for Childbirth Refresher Class

Dec. 12 – Car Seat Check Event – **FREE**

Dec. 15 – Preparing for Childbirth, One-Day Class

Dec. 17 – Spanish Maternity Tour

Dec. 17 – CPR for Family & Friends

Dec. 27 – Safe Sitter

Dec. 29 – Baby Care, One-Day Class

LVHN Recreation Committee

Travel with the Recreation Committee in 2013! Extended trips being planned: St. Lucia All-Inclusive Resort

April 10-18, 2013

Contact Nancy Schmoyer, 484-884-8519, for details.

VALIC: RETIRE @ EASE

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

Dec. 11 – LVH-M code: LVHBET11AM

Dec. 12 – LVH-CC code: 3773ALL11AP

Dec. 13 – LVH-17 code: LVHALL11AM

Employee Discount

Sahara Sam's Oasis Indoor Water Park, West Berlin, N.J. Save more than 20% on admission by ordering online.

Visit tickets.sahasasams.com and use corporate code: lvhnsplash.

Christmas Flower and Bake Sale

Dec. 12, 13 and 14 – LVH-M lobby, 7 a.m.–6 p.m.

Healthy You Program Packages

NEW The Total Group Fitness Package is a new way of offering you a variety of classes in one package, allowing you to take as many classes as you wish on a monthly basis.

Includes these classes (\$36/month)

- Belly Dance
- Line Dancing
- Kettlebells
- Staying Strong

Blood Drives

Dec. 5 – Mack Boulevard, auditorium, 7:30 a.m.–3 p.m.

Dec. 13 – LVH-M, ECC C and D, 11 a.m.–4 p.m.

Dec. 14 – LVH-CC, Kasych ECC 9 and 10, 10 a.m.–5 p.m.

UV Facial Skin Analysis Seminar – FREE

Our skin care professionals will use a skin scope to help identify sun damage, dehydration, oily or dry skin, and pigmentation.

Dec. 13 – LVH-CC, Kasych ECC 3 and 4, 5:30 p.m.



The Sign Says Children's Hospital

If you ventured past the Fred Jandl Family Pavilion at Lehigh Valley Hospital–Cedar Crest recently, you probably noticed the new children's hospital sign that stretches end-to-end across the top floor facing I-78. This vinyl sign, which was installed in early October, was damaged during Super Storm Sandy but will be repaired. The sign is only temporary. Plans are in the works for a permanent sign that will illuminate. We installed an interim sign now to tell our community about Children's Hospital at Lehigh Valley Hospital in a way that's clearly visible.

Caring About Our Environment

Because we're a "green" health network, the Greater Lehigh Valley Chamber of Commerce honored us with the Lehigh Valley Environmental Innovations Award. Craig Onori (right), our vice president of support services, accepted the award from Patrick Collignon Sr., senior vice president of Volvo Group Trucks Operations and featured speaker at the Lehigh Valley Energy and Environment Conference and Expo.

The award recognizes our environmentally friendly initiatives, such as increased recycling and the installation of energy-producing solar panels on our hospital roofs.



A Healthy Feast

In October's CheckUp, you learned how supply distribution services colleagues won the health network's Most Creative Reward and Recognition Program Service Excellence Award. Now the team is kicking it up a notch. To support the health network's wellness initiatives, supply chain management at Lehigh Valley Health Network–Mack Boulevard recently introduced the "Healthy Snack Attack at Mack." (L-r) Michelle Henning and Jenelle Melton were among the colleagues sampling the fruits, veggies and other tasty, healthy treats.

CheckUp is a magazine for employees of

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CheckUp, awarded Honorable Mention in

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HAPPY ANNIVERSARY

December 2012

50 Years

Christine Faller

Nurse Staffing Office

35 Years

Michael Holmes

Plant Engineering

30 Years

Betty Attilio

Physical Medicine

Maria Dresen

Security

Constance Mueller

General Services

Susan Rabe

Pre-Admission Testing

Tina Werkheiser

Managed Care-Marketing

25 Years

Gail Best

Radiology Admin.

Terri Ferrizzi

Nursing Float Pool

Kathleen Gower

Gynecologic Oncology Specialist

Tracey Sechler

Marketing & Public Affairs

Jack Seyfried

Pharmacy

Jan Weaver

Ambulatory Surgical Unit

20 Years

Kimberly Barner

Respiratory Care Services

15 Years

Robert Blauser

Hamburg Family Practice

Ann Brensinger

Cancer Financial Services

Angelo Cavuoto

Information Services

Teresa Confer

Pediatric Unit

Evelyn Fontanez

Hellertown Family Health

Barbara Gouzouasis

Dept. of Family Practice

Mary Greenberg

Hematology Oncology Assoc.

Janet Griffin

Pharmacy

Lori Hefele

Cardiology

Traci Kressly

Case Management

Donna Naftzinger

Hamburg Family Practice

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Gail Petri

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ED Registration

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Cynthia Snyder

Regional Heart Center

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Infectious Diseases

Joseph Williams

General Service

Catherine Williams

Nurse Staffing Office

10 Years

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Pediatric Unit

Mary Cipolle

Helwig Diabetes Center

Rhonda Cosby

Adolescent Psychiatry

Anita Dankel

Respiratory Care

Rebecca Daugherty

Lehigh Family Medicine Assoc.

Joumana De Santiago

Interpreter Services

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Radiology-Diagnostic

Harold Estrada

Pharmacy

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Lehigh Neurology

Janet McKinnon

Case Management

Loriann Meyer

Emergency Department

Kerry Miller

Rheumatology

Rita Ramirez

TNICU

Mary Romig

Regional Heart Center

Christine Rubertelli

ER Coding

Krista Smolinsky

Group Health Claims

Liza Stevens

Children's Clinic

Pauline Strollo

Supply Chain Management

Sallie Urffer

Youthful You Institute

5 Years

Marlene Bayer

Partial Hospitalization

Jaclyn Bergstol

6T Medical-Surgical

Amanda Bloom

Obstetrics

Lynn Breiner

Group Health Claims

Amber Buda

Group Health Claims

Teresa Buonanno

Pharmacy

Jeanette Cahill

Specialty Float Pool

Dennis Catino

Patient Transport Services

Judith Chernikovich-Clemens

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Nursing Education

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Heart Station

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Plant Engineering

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Hamburg Family Practice

Joy Heck

Regional Burn Center

Maureen Horowitz

Employee Health

Michelle Keller

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James Kish

Emergency Services

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Health Spectrum Pharmacy

Angelika Langley

Cardiac Diagnostic Center

Sofia Lopez Mena

Labor & Delivery

Sasha Manka

Neuroscience ICU

Alyson Niles

ICU

Gwenda Petrohoy

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Allison Rompilla

LVPG Reimbursement

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