

SEPTEMBER 2012

CheckUP

GET YOUR
FREE
Duffle Bag

Come to a
forum, page 4

A PASSION FOR BETTER MEDICINE.

 Lehigh Valley
Health Network

A PASSION FOR BETTER MEDICINE.™

 Lehigh Valley
Health Network

Be at Your Best

When you're engaged in our health network, we excel

This year we learned about the things you need in order to be at your best. We listened at employee forums, the Summit, during huddles and in informal settings. During these conversations, a theme emerged. This is what you told us: when you have time, trust and teamwork, you are at your best.

At this year's forums (see page 5), we'll continue to help you be at your best. You'll have a chance to get a flu shot. It's an important step all colleagues with patient contact must take this year (page 3) to be at your best for our patients and community. You'll begin to hear more about "engagement"—your personal and emotional commitment to our health network. We know a higher level of engagement ultimately leads to higher quality care.

This past year, our Shared Success Plan (SSP) numbers met threshold or high-target goals (page 5) for patient satisfaction and cost per case, so congratulations on earning an SSP bonus! We really appreciate your hard work. Because we always strive to serve our community better, in fiscal year 2013, we'd like to push past threshold for our patient satisfaction goal. We will do this by becoming even more engaged in our health network and we are highly confident in you.

We have many reasons to be confident. For example, the recent news that we are, for the 17th straight year, once again one of America's best hospitals in gastroenterology, orthopedics and pulmonology, as ranked by *U.S. News & World Report* (page 12). This is confirmation you already make our mission possible. For the second straight year, Lehigh Valley Hospital and Lehigh Valley Hospital–Muhlenberg have both been cited as high-performing in numerous specialty areas. This recognition is the result of your hard work and dedication. Besides, we see your passion every day. It is through your commitment and engagement that we are able to provide our community with the outstanding care it expects and deserves.

So, thank you for everything you do for our health network. As we move forward and help each other be at our best, we are confident of surpassing expectations, moving to an even higher level of colleague and patient satisfaction, and continuing to make our mission possible together!



*Ronald W.
Swinford, MD
President and
Chief Executive
Officer*



*Terry
Capuano, RN
Chief Operating
Officer*



*Thomas
Whalen, MD
Chief Medical
Officer*

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First flu shot—Even though she never had the flu, Kathryn Capkovitz received her first flu shot last year. “I had no adverse affects, not even a sore arm,” says the 85-year-old infection control volunteer. Pleased with last year’s experience, Capkovitz was vaccinated again this year by employee health services’ Shupriya Boyle, RN. Anyone who has patient contact—including colleagues, volunteers, residents, students, and Sodexo and Crothall partners—must get a flu shot unless granted an exemption.

Fend Off the Flu

Phase two of our vaccination policy requires colleagues who have patient contact to get a flu shot

To be at your best, you must first take care of yourself. As flu season approaches, one of the best ways to stay healthy is to get a flu shot. “It’s good for you, and it’s the responsible thing to do for our patients and visitors,” says Carol Guanowsky, RN, director of employee health services. “Getting vaccinated protects you from getting the flu and prevents you from spreading it to others.”

Last year, you learned about our new flu vaccination policy and how it would be implemented in two phases. During phase one last season, colleagues were strongly encouraged to get a flu shot. Ninety percent of colleagues did just that, earning us accolades from the Pennsylvania Department of Health. “This flu season, we can do even better,” Guanowsky says.

Phase two of the policy goes into effect this year. It affects colleagues who have patient contact and those who do not differently. Here is what you need to know.

Patient contact

- All colleagues who regularly or periodically have patient contact—and those who have contact with the patient environment—are required to get a flu shot.
- Colleagues who have a valid medical or religious reason for not getting a flu shot can apply for an exemption by visiting any employee health services office by Nov. 12.
- Colleagues must be granted an exemption or receive a flu shot by Dec. 1.
- Colleagues who are granted an exemption must wear a surgical mask when within six feet of a patient or when in a patient area.

No patient contact

- Colleagues who do not have patient contact must get a flu shot or submit a declination by Dec. 1.

Colleagues who do not meet the deadlines will receive a warning from their supervisor. Those who do not get vaccinated, do not receive an exemption, or do not submit a declination within two weeks of the warning will be subject to termination.

Getting a flu shot is easy. Here is where you can get vaccinated for free.

- All employee forums (see page 5 for dates)
- Employee health services locations during walk-in hours
- Vaccination clinics (check email bulletin boards for dates)
- Units and practices that participate in our peer vaccination program

So get your flu shot and help create a safer health network, more confident workforce and healthier community. **To read the full policy, visit the human resources intranet site at www.lvhn.com.**

—Rick Martuscelli



Take the Next Step

Here's where Mission Possible is headed...
and how it will help you be at your best

If you're like most colleagues, you joined the conversation at last year's employee forums. You either attended the Summit at Stabler Arena or followed it live on Mission Central on the intranet. Along the way, you told us that time, trust and teamwork are conditions you need to be at your best every day. And now, thanks to your input, our plan for fiscal year 2013 (FY 13) is set—and by continuing to be involved and engaged, you will continue to support our mission to heal, comfort and care.

Here are the next steps in the health network's Mission Possible initiative, and how it will help you continue to be at your best.



What came from the feedback I gave at the forums and Summit?

A Your conversations helped us learn that when you have time, trust and teamwork, you are best able to help patients and each other. We used that feedback to set our health network's goals for FY 13. They are based around our five fundamental priorities:

PEOPLE

Always engage colleagues—at all levels—in our organization, their jobs, and their health and wellness (getting a free health screening) to make our mission possible.

SERVICE

Enhance the patient, family and community experience through improved patient satisfaction.

QUALITY

Optimize performance, safety and care for people of our community by focusing on our core quality inpatient and outpatient measures.

COST

Provide value-based care by meeting our cost-per-case goals.

GROWTH

Heal, comfort and care for more people by increasing inpatient and outpatient volumes.



Now that our goals are set, what is the next step?

A Our Mission Possible journey will continue at this year's forums. There you'll:

- Gain skills to create time, trust and teamwork when it's missing
- Participate in ongoing conversations about making our mission possible
- Receive a free duffle bag
- Enter to win a \$50 Visa gift card (awarded at the end of each forum)
- Get your annual flu shot
- Have an opportunity to receive a free health screening

See the opposite page for a full list of forum dates. Check Mission Central



What happens after the forums?

A In addition to continuing the conversation at the forums, we will offer more developmental opportunities for all colleagues. These opportunities will happen through workshops for all colleagues, Leader to Leader meetings, Mission Central and The Learning Curve.

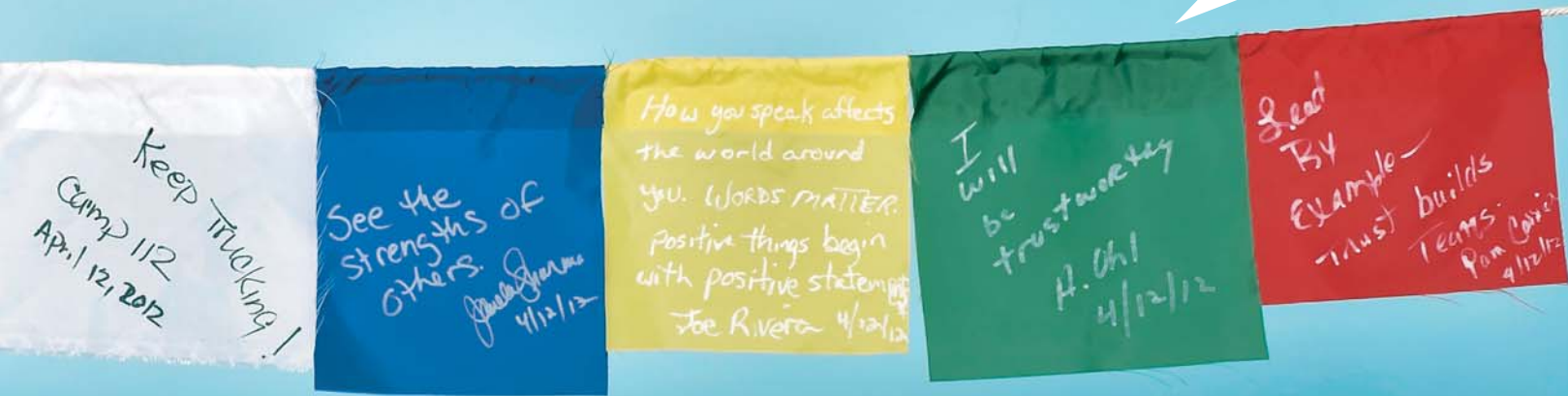


How will we know if Mission Possible is helping?

A We will know because we'll ask you. In April, we will conduct a health-network-wide employee survey. This will help us learn how engaged you are—for example, whether you are energized by your work and whether you feel that being a member of this organization is rewarding. Our conversations throughout this year, along with your feedback from the survey, will help us further develop our health network's strategy and culture.

—Kyle Hardner

Words of inspiration—Written by colleagues who attended the Summit, these flags (modeled after Tibetan prayer flags on Mount Everest) give you the encouragement you need to be at your best.



2012 Forum Schedule

Forums will last one hour on the following dates and times:

- Tuesday, Oct. 9: 7 a.m. and 5 p.m.
- Tuesday, Oct. 16: 2 p.m.
- Monday, Oct. 22: 7:30 a.m.
- Tuesday, Oct. 23: 5 p.m.
- Thursday, Nov. 1: 3:30 p.m.
- Friday, Nov. 9: 2 a.m. and 3:30 a.m. (LVH-CC and LVH-M only)
- Monday, Nov. 12: 8 a.m. and noon
- Thursday, Nov. 15: 3:30 p.m.
- Friday, Nov. 16: 3 p.m.
- Tuesday, Nov. 20: 6 p.m.
- Monday, Nov. 26: 3 p.m.
- Wednesday, Nov. 28: 1 p.m.
- Thursday, Nov. 29: 7 a.m. and 9 a.m.
- Friday, Nov. 30: 2 a.m. and 3:30 a.m. (LVH-CC and LVH-M only)
- Monday, Dec. 10: 1 p.m. and 3 p.m.
- Tuesday, Dec. 11: 4 p.m.

Locations

Just pick the most convenient time and go to any of the sites below:

- LVH-CC Auditorium
- LVH-M ECC-C
- LVH-17 Auditorium
- LVHN-Mack Blvd. Auditorium

Don't forget your free bag!



SHARED SUCCESS PLAN

Fiscal Year 2012 Fourth Quarter Results

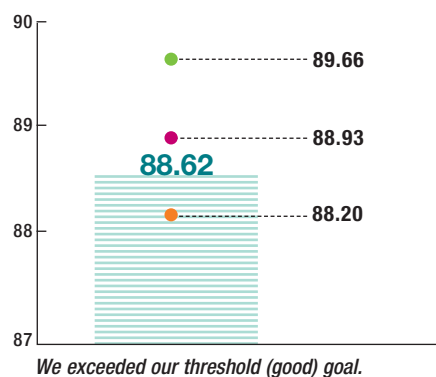
We reached our goals!

Congratulations. Thanks to your hard work, dedication and passion for better medicine we achieved our overall patient satisfaction and cost-per-case goals. Eligible colleagues will receive their Shared Success Plan (SSP) bonus in the Oct. 19 paycheck.

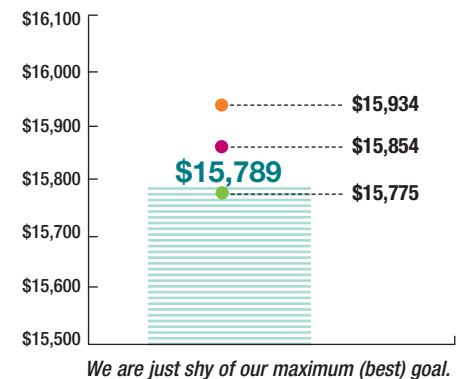
OUR FY 12 GOALS

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

Patient Satisfaction



Cost Per Case (lower is better)



Reaching Out to Veterans

Gold Star Mother Deb Moyer, RN, brings her love for U.S. troops to a PCE initiative

Ashly Moyer had intended to pursue a career in law enforcement after the Army. While enlisted in the reserves, she'd served with military police at Guantanamo Bay. She hadn't planned on a tour in Iraq, but when she re-enlisted, she was deployed to Baghdad. On March 3, 2007, Ashly was driving the second position in a convoy of four on the outskirts of the city when an improvised explosive device blew up directly under her vehicle, killing her and everyone else aboard. She was 21.

"I have a soft spot for veterans," says Ashly's stepmother, Deb Moyer, RN, of Lehigh

Valley home care. "I've tried to pay it forward and help the troops and veterans in any way I can. It's a personal thing for me."

Moyer has now joined a team that's part of our Patient-Centered Experience (PCE) initiative. PCE is designed to ensure patients and family members have the best possible experience at our health network, and Moyer's team will look into ways to support a higher level of care for veterans.

"The veteran community has distinct cultures," says our veterans affairs liaison

officer Eric Johnson Jr., who served in Afghanistan. "Improving our knowledge of veterans and becoming more involved with them can improve the experience of entire families."

Goals of the PCE project include:

- Identifying and screening patients who are veterans
- Educating colleagues about veterans' unique needs
- Supporting public events such as Memorial Day observances (including the formation of a health network honor guard)
- Enhancing in-house informational resources
- Providing volunteer support to military families while service members are deployed

Moyer's status as a Gold Star Mother (women who have lost children serving in the armed forces) already helps her connect with some patients. "I love working with veterans, especially from World War II," she says. "They like to talk about it, and their stories are fascinating." She generally doesn't bring up Ashly. "When I visit patients, it's about them, not me," she says. But sometimes the story comes out, such as when patients or families notice the gold star on Moyer's license plate. "They'll ask what happened, and our relationship immediately becomes more personal," Moyer says.

—Richard Laliberte

In memory—Deb Moyer, RN, visits the memorial that honors her stepdaughter, Ashly, who was killed while serving our country in Iraq.





Promoting Cultural Awareness

SELECT student **Kyle Correll** helps us connect with patients of all backgrounds

With his first year in the SELECT medical education program complete, Bethlehem native Kyle Correll returned to Lehigh Valley Health Network from Tampa, Fla. His mission for the summer: participate in a six-week internship about cultural awareness, a subject that's near and dear to his heart. "My grandparents are from Puerto Rico," Correll says. "Growing up, I witnessed firsthand that something as little as a communication barrier or someone's cultural beliefs can affect the quality of care he or she receives."

Correll is one of five students in the SELECT (Scholarly Excellence. Leadership Experience. Collaborative Training.) program—our medical school partner-

ship with the University of South Florida Morsani College of Medicine—who participated in the summer-immersion internship program. Working with Judy Sabino, our diversity/cultural awareness liaison, and Jarret Patton, MD, medical director of cross-cultural awareness, Correll interviewed our resident program directors about how cultural awareness is taught and looked for ways to enhance it.

During his research, Correll became so inspired by how cultural-awareness training can improve health care that he decided to go beyond the original scope of his internship. He created a pocket guide to help his fellow SELECT students and other providers provide better cross-cultural care. The guide includes information about asking patients the right questions, becoming familiar with sensitive cultural issues and explaining care in ways that patients can understand.

"Kyle came to me on his own about creating something to share with his peers," Sabino says. "His work will help

Cultural inspiration—SELECT student Kyle Correll (center) was inspired to provide culturally sensitive care by his grandparents, Juan and Carmen Rodriguez.

us deliver care that respects a patient's cultural background, which can include race, ethnicity, language, gender, beliefs and customs."

Correll and his fellow SELECT students returned to Tampa in July to begin their second-year studies. Beginning next summer, all 19 class members will come to our health network for their third- and fourth-year studies.

"Studying in Tampa has been a great experience," says Correll. "The 19 of us got very close, which has made it easier to perform in an academic setting. I think we're all excited to get back to the Lehigh Valley next year and start seeing patients. I grew up here, so I ultimately want to practice medicine in the Lehigh Valley."

—Sidney Stevens

To learn more about caring for patients from diverse cultures, visit the intranet (lvhn.com) and click "Resources," "Clinical," "Clinical Services," and "Cultural Competency Resource Center."



CARLA
STAUFFENBERG



The People You'll Meet in a 'Medical Home'

These health professionals will help you

The “patient-centered medical home”—an exciting new concept in primary care—is where health professionals work as a team to manage a patient’s care and head off potential problems. It’s especially important for people with a chronic disease such as diabetes that requires vigilant monitoring.

A primary care provider is a key member of the medical home team, and many other health care professionals perform vital roles. Here are four examples of the medical home team in action across our health network:

Luann Dailey

**Medical records clerk, Lehigh Valley
Physicians Practice, Allentown**

“My mother and I both have diabetes, and I know that without proper care, you can go blind. So when I learned many of our patients with diabetes weren’t getting follow-up eye exams, I was happy to be part of a project to improve those numbers. We now put notes on patient charts identifying people who need eye exams. This lets our doctors immediately order an eye check for people who are overdue for one. With this new system, we’ve more than doubled the number of patients getting eye exams.”



DONETTE
BULTED



Carla Stauffenberg

Certified medical assistant, Internal
Medicine of the Lehigh Valley, Salisbury
Township

“Patients from our practice don’t necessarily know what they’ll need after they are hospitalized. So I make sure they do—and that their needs are met. For example, some medications a patient receives in the hospital may not be covered by a patient’s insurance once he or she is home. So I educate our patients about things like Medicare Part D, supplemental insurance or other ways to get their medication costs covered. I also talk with facilities like nursing homes and rehab hospitals to coordinate care if needed after a hospital visit. I educate patients on topics like diabetes, and will even help arrange transportation to doctors’ appointments for people who need it most. This helps our patients feel better at home and stay out of the hospital.”

Cathy Ziegenfuss

Triage nurse, Riverside Family Practice,
Laurys Station

“If our patients needed a foot exam to prevent complications due to poor circulation, we took for granted that they went to a podiatrist on their own. But then we learned they weren’t going. Some patients felt it was one too many doctors; others thought foot exams were embarrassing. So we made exams more fun. My husband—a graphic artist—worked with me to create a big, colorful foot out of poster board. My colleagues copied the design and plastered the feet—festooned with jewels and toenail polish—along with the catchphrase “Expose Your Toes for Diabetes.” We put these posters in exam rooms. Now more than half of the patients who need a foot exam receive one in our office. We’ve also created other educational opportunities for people with diabetes.”

Donette Bulted

Certified medical assistant, Muhlenberg
Primary Care, Bethlehem

“We want to make sure our patients know we are concerned about their health once they leave the hospital. So we call our patients 24 to 48 hours after they leave the hospital. We make sure they have all the medications they need and that their home and hospital medications are reconciled. We also make sure they have a follow-up appointment with their primary care doctor and a specialist, and arrange for devices like walkers if needed. In our office, a nurse, medical assistant and doctor work as a team to deliver timely care. And when a patient comes back for a follow-up appointment, we’re familiar with the care he or she received in the hospital.”

A photograph of three employees in the foreground, smiling at the camera. In the background, other employees are gathered around a table with food, including bagels and coffee. The setting appears to be a break room or cafeteria.

The Best Place to Work in Health Care IT

Respect, support and encouragement in I/S place us high on *Computerworld's* list

Want tips for creating a great place to work?

Visit Mission Central on the intranet (lvh.com) to read Harry Lukens' advice.

When it comes to Lehigh Valley Health Network being ranked seventh nationally on *Computerworld* magazine's 2012 list of the 100 best places to work in IT, Melissa Haydt has only one question. Why not No.1? Actually, we are the highest ranking health care organization on the list.

"I love this department" says Haydt, a billing analyst for information services (I/S). "This is a family. People truly care."

That was demonstrated beyond Haydt's belief when she was diagnosed with breast cancer. Facing chemotherapy and eventually a double mastectomy, with her ex-husband in the military and unable to help, the 34-year-old mother of two wasn't sure where to turn. But her I/S family did.

A day after colleagues learned Haydt's PTO was used up, they donated six weeks. "They had to turn people away," Haydt says, "and those people donated money, brought meals to my home,

drove me to chemo treatments and bought Christmas gifts for my sons. I've never seen anything like it." Now a cancer survivor, Haydt says Harry Lukens, chief information officer and senior vice president for I/S, still asks if she needs anything.

"That's the way it's always been here," says I/S subject matter expert Gary Haas. In addition to the camaraderie, Haas and his I/S colleagues enjoy coming to work because they are encouraged to develop their skills and pursue new ideas, even those outside their areas of expertise.

Their ingenuity helps put our health network on the cutting edge. In fact, most I/S colleagues don't go to meetings with outside vendors anymore because they don't bring anything back. "Most people just ask how we do things," says Haas, who has been with I/S for 17 years.

It's no wonder I/S colleagues work in the department for long periods of time.

Breakfast for the bunch—(L-r) Melissa Haydt, Hope Roth and Gary Haas feel fortunate to work for *Computerworld's* best place to work in health care IT. The bagels chief information officer Harry Lukens buys for the 307 members of the I/S team each month is just icing on the cake.

In 2011, I/S's turnover rate was just 2 percent—another statistic that impressed *Computerworld*.

But it always comes back to family or as Lukens puts it, "treating people with respect and recognizing that people know and do important stuff outside of here." Billing analyst Hope Roth appreciates the sentiment. Because her husband, Robert, has health issues, she's had to miss work but has received unwavering support from colleagues. "I can't imagine working anywhere else," Roth says. "I'm here until they haul me out in a wheelbarrow."

—Ted Williams

Service Star of the Month

Regional Burn Center, Burn Recovery Center, Burn Rehabilitation, Hackerman-Patz House, Progressive Coronary Care Unit, Financial Services, Internal Medicine of the Lehigh Valley, Crothall and Sodexo staff members who cared for Josiane Nshimirimana

Nominated by Judy Sabino, cultural/diversity awareness liaison



Lehigh Valley Health Network strives to deliver culturally sensitive care. Our efforts to understand and address a patient's cultural background helps ensure effective communication and high-quality patient-centered care. For patients like 22-year-old Josiane Nshimirimana, this cultural connection required creativity and a significant team approach.

In the war-torn African country of Burundi, Nshimirimana was severely injured at age 9 when someone tossed a grenade into her bedroom. She suffered burns to her hands and face. Our burn surgeon Hamed Amani, MD, heard about Nshimirimana while on a medical mission in Honduras. Amani approached chief medical officer Tom Whalen, MD, to ask if Nshimirimana could come to our health network for the reconstructive surgery she needed. Whalen agreed.

When Nshimirimana and her mother arrived here, Hackerman-Patz House supervisor Kimberly Thompson ensured they were greeted warmly by Crothall employees and Burundi natives Marie Irakoze and Gilberte Bigirimana. Colleagues also used special interpreter phones to effectively communicate. Burn surgeon Sigrid Blome-Eberwein, MD, and our burn recovery and rehabilitation specialists performed the surgery and provided follow-up care at no cost.



When Nshimirimana and her mother had trouble handling our culture's rich foods, Sodexo chefs Todd Saylor, James Lambert, Bill Cameron and Vincent Sestili prepared a Burundi dish called FuFu. Sodexo also provided more than \$1,000 in gift cards that they used while Nshimirimana recovered.

To aid Nshimirimana's healing, dietitian Christina Christianson collaborated with the care team to identify culturally and medically appropriate foods. When word of the family's story had spread to the progressive coronary care unit,

colleagues prepared a Thanksgiving feast for Nshimirimana, her mother and other guests of the Hackerman-Patz House.

"Each day, clinicians across our network customize care to meet our patients' cultural needs," says diversity/cultural awareness liaison Judy Sabino. "For Josiane and her mother, this kind of care required a team of colleagues who understood that our extraordinary service would provide a safe and comfortable environment, accelerate Josie's recovery and demonstrate at this international level that all hospitals are not alike."

—Matthew Burns

Congratulations to Award Nominees

Jacqueline Graciani, RN, 6T
6B Night-Shift Staff

Susan Ruth, RN,
Short Stay Hospital

Daniel Lozano, MD, and
Daniel Rymond, Regional
Burn Center

Sandra Medina, progressive
coronary care unit

Annette Gomez, RN, 4CP, and
Bruce Bobo, information services

Karen Sladovnik, RN,
express admission unit

Arshpreet Kals, emergency
department

Betsy Green, Ron Simms,
Rachel Hoffman and
Mary Hontz, rehabilitation services

Debra Lilly, LPN, Lehigh Internal
Medicine Associates

Janice Mayer, case management



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



We're One of America's Top Hospitals

For the 17th consecutive year, Lehigh Valley Hospital ranks as one of the nation's top hospitals on *U.S. News & World Report's* Best Hospitals list. The 2012-13 list recognizes us among the nation's leading hospitals in three categories: gastroenterology (#29), orthopedics (#40) and pulmonology (#50). We've made the list in at least one specialty area every year since 1996, with a grand total of 37 specialty categories. Overall, we ranked fifth out of 253 hospitals in Pennsylvania. Lehigh Valley Hospital is also cited as "high-performing" in cancer care; cardiology and heart surgery; diabetes and endocrinology; ear, nose and throat; geriatrics; gynecology; nephrology; neurology and neurosurgery; and urology. Lehigh Valley Hospital-Muhlenberg was listed as a high-performer in diabetes and endocrinology; gastroenterology; geriatrics; orthopedics; pulmonology and urology.

She's an Advocate

Christine Renninger, RN, may be director of clinical services home care, but she's also the "unofficial team nurse" of her son's baseball team. During the recent Kutztown Junior League Tournament, a 10-year-old boy was trying to bunt when a pitch struck his finger. Renninger provided first aid and told the boy's parents that the nearby Health Center at Moselem Springs provided walk-in care during evenings, weekends and holidays, and the boy's finger could be X-rayed and treated there. Two hours later, the boy and his parents were back watching the game. "I always advocate for walk-in care when it is appropriate," Renninger says.



Are you an advocate for our health network?

If so, call 484-884-0806 or email Ted.Williams@lvhn.org and share your story in *CheckUp*.

WELLNESS ROLE MODEL

Ruth Dulaney, RN



Most of her life, Ruth Dulaney, RN, searched for a solution to her weight problem. Ventures into weight-watching plans started out promising, only to end up with her unable to maintain the program and adding more pounds. Dulaney found the answer by committing to a lifestyle program, which stressed calorie-counting and accountability. With exercise and daily contact with her program coach, Dulaney dropped 137 pounds and has maintained her new weight of 170 pounds. "I'm a new woman, inside and out," says the 40-year-old emergency department nurse who believes improved health enables her to take better care of her family and patients.

Our health network supports colleagues and community members seeking to improve their health by providing Culture of Wellness and Healthy You programs, which are reimbursable to Choice Plus members.

- For a list of Culture of Wellness programs, visit the human resources website at www.lvhn.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 Technology for Mammograms

Beginning in September, patients can take advantage of tomosynthesis, a groundbreaking new technology that provides 3-D mammograms. Current 2-D digital mammography units provide images that require the radiologist to look through the entire breast in each image. This frequently is as thick as 2 or 3 inches, so there is considerable overlap of glandular tissue. New units equipped with tomosynthesis take very thin cross-section images, which reduces the recall rate from screening mammograms and allows very subtle cancers to be seen at an earlier stage. This is especially beneficial for women with dense breast tissue. The technology will be available at Lehigh Valley Hospital–Muhlenberg first, and then rolled out network-wide. It's an example of how we bring the most advanced screening tools to our community through our partnership with the National Cancer Institute's Community Cancer Centers Program (NCCCP).



Walk for Children's Cancer Research

Children's Hospital at Lehigh Valley Hospital will be a sponsor for the CureSearch Walk. It will be held Sunday, Oct. 14 at Bethlehem Township Municipal Park. Colleagues from pediatric oncology have joined area parents in organizing the event, which celebrates those whose lives have been touched by children's cancer while also raising funds for research by the Children's Oncology Group (COG), the world's largest cancer research collaborative. To register for the walk or make a donation, visit curesearchwalk.org, click on Pennsylvania on the map and then "Lehigh Valley."

Rehabilitation Services for Women

The new Health Center at Macungie, which opened in August, offers rehabilitation services with special expertise in women's health issues. This includes pelvic pain, urinary and bowel incontinence, urinary retention, sexual pain and pregnancy-related conditions. Physical therapist Julie Spencer is available to treat back pain, posture dysfunction, sciatica, pelvic instability, pubic symphysis dysfunction, neck pain, headaches and core stability issues that can arise during pregnancy and continue after delivery. To learn more, call 610-402-CARE.



New ER Partnership

We are partnering with Blue Mountain Health System to ensure people living in Carbon County and surrounding communities have the best possible emergency care close to home. Through the partnership, we're managing emergency medicine physicians in Gaden Huetten Memorial Hospital in Lehighton and Palmerton Hospital. This is similar to existing emergency medicine relationships we have with Sacred Heart Hospital and Hazleton General Hospital. We also partner with Blue Mountain to provide advanced heart attack, stroke, burn and infectious disease care to patients who arrive at the system's hospitals.

Historic Heart Care

Richard Check had trouble walking a few yards without resting. After the 72-year-old Bethlehem man made medical history at our health network, he's feeling much better. Check was the first person in the Lehigh Valley to have his heart's aortic valve replaced with a less-invasive procedure called transcatheter aortic valve replacement (TAVR). Just hours after the recently FDA-approved Edwards SAPIEN valve was implanted through a small incision in the groin, Check was walking the length of the hallway outside his hospital room. We currently are evaluating patients who may be eligible for this procedure.



WHAT'S HAPPENING

Get Ready for Open Enrollment

Open enrollment, the time when you select the benefits that best meet the needs of you and your family, is fast approaching. **New this year—all colleagues must enroll in order to participate in medical, dental and vision benefits, or a flexible spending account for 2013.** If you don't enroll, you will not be eligible for benefit coverage until Open Enrollment 2014, unless you have a qualifying life event. The open enrollment period will be from Oct. 29 to Nov. 16, 2012.

Also, please remember you must complete these four steps prior to Sept. 30, 2012, to be eligible to enroll in Choice Plus and receive a premium reduction. You can complete all four steps now. They are:

- 1 **Take a health and wellness assessment** on WebSAI.com. This step is required if you want to be eligible for Choice Plus health benefits in 2013.
- 2 **Complete the "Health Care Benefits 101" module** on The Learning Curve.
- 3 **Elect a primary care physician** at WebSAI.com.
- 4 **Complete the "All Around Wellness" module** on The Learning Curve.

Steps 2, 3 and 4 are required for a reduction in the premium you'll pay in 2013.

Get answers to frequently asked questions and learn more at www.lvh.com.



All About Research

Our Network Office of Research and Innovation is hosting two events to educate our community and raise awareness and understanding of the research programs we offer. Participants will learn:

- What research studies are and how they work
- Why society needs research studies
- Questions to ask before joining a research study

Thursday, Sept. 27

2–4 p.m.

Lehigh Valley Hospital–Cedar Crest Auditorium

Light refreshments and dessert will be served.

5:30–7:30 p.m.

Lehigh Valley Hospital–Cedar Crest Kasych Family Pavilion, Room 7

Salad and hors d'oeuvres will be served.

To register, call 610-402-CARE.

PRIDE in Our People

Bethlehem Proud

You may find yourself craving breakfast while enjoying a bit of Bethlehem's rich history with a visit to the newly renovated emergency department (ED) at Lehigh Valley Hospital–Muhlenberg. Nationally ranked sculptor Virginia Abbott of Sellersville has created five cast panels from recycled egg cartons that depict the Moravian settlers and their leader, Count Nikolaus Ludwig von Zinzendorf; the settlers' neighbors, the Lenni Lenape Indians; Lehigh University and its founder, Asa Packer; the men of the Bethlehem Steel Corp. at work; and downtown Bethlehem's 91-year-old Hill-to-Hill Bridge. Abbott was commissioned last fall to create the piece for the ED reception area.



National Recognition for HNL

After an unannounced three-day inspection, Health Network Laboratories (HNL) earned accreditation from the College of American Pathologists. During the accreditation process, which is designed to ensure the highest standard of care, inspectors examined the laboratory's records and quality control procedures for the past two years. Inspectors examined staff qualifications, equipment, facilities, safety programs and overall management. "I want to congratulate my colleagues for what they do every day to ensure HNL always provides the highest-quality services for patients," says Peter Fisher, MD, HNL president and chief executive officer.



Fore!

Kim Bartman, RN (second from left), organized the annual Amputee Support Group Golf Outing and received support from the 4K team who volunteered their time and talent in collaboration with members of the support group. Representatives from Hanger Prosthetics (in photo) enjoyed the event held at Wedgewood Golf Course in Coopersburg. The day consisted of 18 holes of golf, hole-in-one and putting contests, a silent auction for airline tickets and dozens of raffles for prizes obtained by 4K colleagues. This year, 216 golfers participated and raised \$18,000 to support patients facing the daunting expenses associated with limb loss.



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

Sept. 6, 13, 20 and 27 – Prenatal Education for Teens

Sept. 6 – Breastfeeding Baby

Sept. 8 – Preparing for Childbirth, One-Day Class

Sept. 10, 17 and 24 – Monday Morning Moms...Beyond Birth

Sept. 11 and 18 – Baby Care Series

Sept. 11 – Healthy Hands and Nails

Sept. 12 – Becoming New Parents Workshop

Sept. 12 – CPR for Family and Friends Class

Sept. 12 and 20 – Understanding Emotions After-Delivery Support Group

Sept. 13 – Car Seat Check – **FREE**

Sept. 15 and 16 – Preparing for Childbirth, Saturday-Sunday Class

Sept. 16 and 24 – Adult Maternity Tours

Sept. 16 – Sibling Maternity Tours

Sept. 19 – Secrets to a Stress-Free Morning Parent Workshop

Starting Sept. 20 – Preparing for Childbirth, Four-Week Series

Sept. 21 and 22 – Preparing for Childbirth, Friday-Saturday Class

Sept. 23 – Baby Care, One-Day Class

Healthy You Program Packages

Cardio-Strength Group

Healthy Aging Group Fitness

Mind-Body Group Fitness

Specialty Group Fitness

Youth Fitness Group and Sports Performance

Blood Drive

Sept. 13 – LVH–Muhlenberg, ECC C and D, 11 a.m.–4 p.m.; LVH–17, auditorium, 7–11 a.m.

LVHN Recreation Committee

Nov. 24 – New York On Your Own!

Contact Fran Sajkowics 610-969-3430 for details.

VALIC Social Security Seminar

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

Sept. 18 – LVH–M code: LVHBET11AM

Sept. 19 – LVH–CC code: 3773ALL11AP

Sept. 20 – LVH–17 code: LVHALL11AM

Black Out 6

Oct. 11 – A black attire party to benefit the AIDS Activities Office and Hepatitis Care Center at ArtsQuest Center at SteelStacks. For tickets, visit aaoblackout.com.

Employee Discount

Show your ID and save 20% on eat-in or take-out at these restaurants (alcohol excluded):

- Carriage House Restaurant, East Greenville
- Dickey's Barbeque Pit, Bethlehem
- Gourmet Buffet, Allentown
- King George Inn, Allentown
- Pickles Steakhouse, Emmaus
- Roosevelt's 21st, Allentown and Bethlehem locations
- That's Amore (lunch only), Bethlehem
- True Blue Mediterranean Café, Emmaus

READ MORE PRIDE in Our People at lvhn.org/checkup.



All Hands on Deck

Colleagues moved at a frenetic pace as ECC 5 in the Kasych Family Pavilion was transformed into a Command Center during July's unannounced Joint Commission survey. It was the place where Joint Commission and regulatory, quality, nursing, neuroscience, risk management and patient safety colleagues ensured the survey ran smoothly and collected information requested by as many as 10 surveyors. Colleagues throughout our health network ensured everything was in tip-top shape and answered surveyors' questions related to The Joint Commission's more than 1,700 accreditation requirements. Lehigh Valley Hospital–Muhlenberg also underwent its reaccreditation survey in July, with a similar Command Center at that location.

Surpassing Our Goal

Our health network won four awards, including the top team award, at the annual Lehigh Valley March for Babies Thank You Celebration and Awards Presentation held at Comfort Suites in Dorneyville. Our team raised more than \$20,000 for the March of Dimes.

We also received recognition for having the most registered walkers participate. John Smulian, MD, chief of maternal fetal medicine, and Amy Dixon, administrative secretary of home health services, accepted the awards.



A Platinum Anniversary

When colleagues on Lehigh Valley Hospital–Muhlenberg's 2 South learned a patient and his wife were celebrating their 70th wedding anniversary, they decided to throw a party. Harold and Miriam Azar of Coplay were married July 25, 1942, and couldn't have been happier with the celebration held in their honor. Colleagues from the gift shop provided flowers, staff chaplain Russell Blair (center) conducted a beautiful ceremony recognizing their marital milestone, and Sodexo supplied food, flowers and delicious wedding cake. It's another example of how colleagues go above and beyond to give our patients the best possible experience.



CheckUp is a magazine for employees of

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CheckUp, awarded Honorable Mention in

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HAPPY ANNIVERSARY

September 2012

45 Years

Ilene Anderson
Emergency Services

40 Years

Sandra Berk

Mother-Baby Unit

Mary Eckhart

Hospice

Diane Gerny

Operating Room

Jennifer Pope

Heart Station

Bernadette Potetz

Central Scheduling

35 Years

Mary Ellen Bedics

Dept. of Emergency Medicine

Lana Fetner

Information Services

Dennis Feters

Clinical Engineering

Cheryl Holzer

Neuroscience Intensive Care

Linda Kish

7C Medical-Surgical

Diane Newhard

Psychiatric Rehab

Leslie Shambo

Dental Clinic

Terri Sheer

PACU

30 Years

Anita Ambler

PACU

Terri Hilbert

Diagnostic Radiology

Richard Kuklentz

MedEvac

Sylvia Lee

Health Care Research

James Naughton

Cancer Center

Judith Sabino

Cultural Awareness

Catherine Wisneskie

Express Admissions Unit

25 Years

Karen Benedict

Pharmacy

Donna Berasley

TOHU

Helen Biro

TNICU

Theresa Dalmaso

Operating Room

Jamie Gabryluk

Dental Clinic

Glenn Guanowsky

Legal Services

Betty Heck

Cardiac Cath Lab

Judith Jarrett

Pediatric Unit

Lori Keller

Diagnostic Care Center

Sharyn Klase

Pain Management

Mark Kopac

Security

Karen Marchetto

Information Services

Laurie Rohrbach

Medical Records

Ellen Ruhf

Consultant/Liaison

Sherry Sawka

Dept. of Medicine

Joseph Shambo

Imaging

Lori Stauffer

5B Medical-Surgical

Lori Wilson

Radiation Oncology

Joyce Wlodek

Case Management

Adelaide Zimmerman

Case Management

20 Years

Katherine Adams

PGME-Pediatrics

Kathleen Dunton

3A ICU

Nancy Keiser

Perinatal Unit

Terry Kiefer

Sterile Processing

Rebecca Lesser

Pain Management

Sherry Onushko

Patient Transport Services

Jennifer Stafiniak

Heart and Vascular Center

15 Years

Trish Carpenter

LVPB Billing

Mary Ferrell

Marketing & Public Affairs

Susan Matta

Muhlenberg Behavioral Health

Alane Mercer

Marketing & Public Affairs

Dianna Mulhern

Tobacco Treatment Program

Carolyn Muretta

Diagnostic Radiology

Sarah Nicklin

OACIS

Steven Nicolich

Respiratory Care Services

Judith Nist

Float Pool

Patricia Nottle

MICU/SICU

Norma Ortiz

Interpreter Services

Rex Parker

Health Spectrum Pharmacy

Robert Peters

Financial Services

Radha Ramaswami

Emergency Services

Pamela Rock

Respiratory Care Services

Ernesto Rodriguez

Obstetrics/Gynecology

Molaria Thomas

5T Medical-Surgical

10 Years

Debra Bianco

Group Health Claims

Janis Brown

ER Coding

Albaynnah Brown

Operating Room

Kimberly Cornwell

Division of Education

Magdalene Cruz-Rivera

Special Procedure Unit

Nicole Febbo

Muhlenberg Primary Care

Melba Fenstermacher

PACU

Lisa Garver

Cardiac Rehabilitation

April Gheller

Medical Oncology

Dawn Gugliuzza

Payroll

Tania Hewitt

Health Spectrum Pharmacy

Stuart Kennedy

Information Services

Marisa Kutcharick

Maternal Fetal Medicine

Tracey Lamoreux

Heart Station

Charissa Mattes

Heart Station

Charles Meckes

Pharmacy

Lisa Nagel

Cardiac Cath Lab

Kandace Novak

Medical Records

Diane Roebock

Hospice Unit

Stephen Roma

6N Adult Psychiatry Unit

Kathleen Saylor

Psychiatric Rehabilitation

Maria Schneberger

TNICU

Brenda Shaffer

Hospice

Michael Warfel

Security

Susan Weigand

Adolescent Psych Unit

Richard Werkheiser

Mail Processing Services

Kimberly Westra

LV Anesthesia Services

5 Years

Timothy Agentis

Transitional Skilled Unit

Amy Alexander

Cardiology

Christine Balliet

ICU

Mary Banyas

Marketing & Public Affairs

Andrea Barci

Perinatal Unit

Kirsten Bickert

Muhlenberg Primary Care

Jennifer Boyer

Supply Management

Elizabeth Brown

Regional Burn Center

Sharon Carpenter

7A-Neuroscience Unit

Adelaide Cassel

Home Care

Sewana Catoe

Women and Children Float

Maritza Chicas

Cancer Support Services

Courtney Clark

Heart Station

Mary Clausnitzer

Valley Family Medical Center

Nora Colon

LVPB Diabetes/Endocrinology

Lori Comfort

4K Medical-Surgical

Carolyn Cramsey

Infection Control

Rachael Daniels

MICU/SICU

Sarah Davies

6K Medical-Surgical

Vicki Dengler

LVPB Insurance Enrollment

Joanne Dinatale

Pediatric Unit

Elizabeth Elias

6K Medical-Surgical

Constance Erasmo

Obstetrics

Nikki Essick

Nursing Float Pool

Brian Ferrebee

Emergency Services

Dawn Feuerstein

LV Anesthesia Services

Jennifer Fleming

Patient Accounting

Nicole Floran

Information Services

Josephine Frans

6T Medical-Surgical

Kristen Fritz

Float Employees

Melissa Fye

Diagnostic Radiology

Kimberlee Gardner

Operating Room