

AUGUST 2012

# CheckUP



## 'I Can't Steer!'

Colleagues' wild vacation stories, [page 4](#)

A PASSION FOR BETTER MEDICINE.™

 **Lehigh Valley  
Health Network**

## Recharge This Summer

Taking a break helps you stay passionate and focused



Have you heard the news? We were recently honored with an “A” Hospital Safety Score<sup>SM</sup> by The Leapfrog Group, an independent national nonprofit organization run by employers and other large purchasers of health benefits. Wow! This national recognition is quite an accomplishment.

Our score was calculated under the guidance of The Leapfrog Group’s Blue Ribbon Expert Panel using publicly available data on patient injuries, medical and medication errors, and infections. U.S. hospitals are then assigned an A, B, C, D or F for their safety. If you are curious about how we compare to other hospitals, you can visit [hospitalsafetyscore.org](http://hospitalsafetyscore.org).

We were able to score an A because of your passion and commitment to our patients. You work tirelessly day in and day out to give our community the high-quality, safe care that we promise to deliver when they choose to come to us for care.

Whether you work in direct patient care or in another role, I recognize just how hard you work. I’d like to remind you that it’s summertime—a great time of year to pack up your car and head to the beach or the mountains (page 4). If that’s not up your alley, maybe you have a cruise planned or a trip overseas. You could even take a “staycation” and hang out at your house doing nothing at all. (Of course, that’s easier said than done!)

My point is that you need time off from work to recharge every once in awhile. Without downtime you get bogged down in the daily grind, and once that feeling sets in it’s hard to be excited about what you do. Our patients need you to feel focused, motivated and ready to go above and beyond for them—so please take a day off now and again so you can keep your passion for better medicine alive.

*Terry Capuano, RN  
Chief Operating Officer*

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**Your prescription is ready**—The new prescription pickup counter at Lehigh Valley Hospital-Cedar Crest's Health Spectrum Pharmacy includes four registers—two more than the old counter—so pharmacy colleagues like Danielle Schrader, PharmD (left), and Megan Merkel can give customers faster service. The expanded pharmacy will offer a wider variety of items and a photo kiosk you can use to make digital prints and enlargements.

## Pharmacy Efficiency

Expansion project and express refill service will benefit Health Spectrum Pharmacy customers

Colleagues and patients love the convenience of having an on-site pharmacy at all three of our hospitals. The increasing number of people who use Health Spectrum Pharmacy Services to fill their prescriptions and purchase medical supplies proves it. Here's one example. Since the pharmacy in Lehigh Valley Hospital-Cedar Crest's Jaendl Pavilion opened in 2003, the number of prescriptions filled annually is up 86 percent.

To help prevent long lines and give customers enhanced service, Health

Spectrum did two things. The first is an expansion of the Lehigh Valley Hospital-Cedar Crest pharmacy, which will be completed Aug. 1. "The pharmacy will almost double in size," says administrator Brian Lenich. "People will begin to notice greater efficiency, faster service, better flow and easier access." The increase in the pharmacy's size will allow more cash registers to be open during the busiest times of the day, giving customers a more expedited visit at the store.

The second enhancement is the pharmacy's express refill service. It allows customers to send refill requests online via their smartphone or computer to any of our three pharmacy locations and pick up orders at their convenience. "It works the same as our phone refill service, where you call and type your prescription number on your phone's touchtone pad," Lenich says. "With the online service, you can save the site in your 'favorites' and then type in your prescription numbers." You must enter the prescription number to request a refill because it protects your privacy and tells the pharmacy who you are.

### Here's how to request an online refill:

- **Using a smartphone** – Visit [lvhn.org](http://lvhn.org) and choose "Reorder a Prescription." Select the pharmacy you want, type in your refill prescription number and click send. You'll be informed if your medication is currently out of stock at that location or if it's too soon for a refill.
- **Using your computer** – Visit [lvhn.org](http://lvhn.org) and scroll to the bottom of the page. Find "Our Network" and click on "Health Spectrum Pharmacy Services." Select "Refill Your Prescription Online," then type in your prescription number, choose a pickup location, add your phone number and click "Submit Request."

"You can use our express refill service online or by phone 24/7," says Lenich. "Your refill order goes into the cue even when the pharmacy is closed. When the pharmacists arrive in the morning, they'll fill your request during off-peak hours and have it ready when you come in. It's much more efficient and will save you time."

—Sidney Stevens

### Celebrate the Renovated Pharmacy

#### Coming in August—

Get 20 percent off over-the-counter and medical supplies at all three Health Spectrum Pharmacy locations.

Check signs in the pharmacy, digital signs throughout the health network and bulletin boards to see when the discount will be offered.

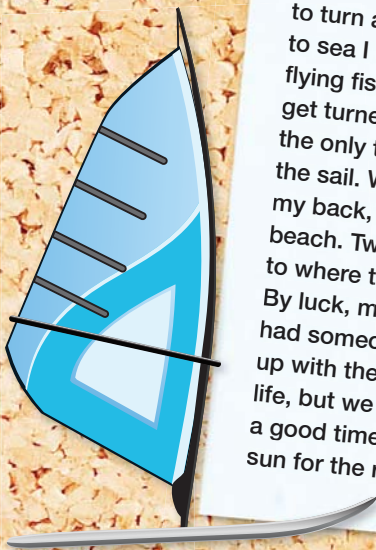


## Trip of a Lifetime

Colleagues share why some travel experiences are more memorable than others

**Ahhhh, summertime**—the time of year when trips are taken and memories are made. As it turns out, some vacations are more epic than others. Our colleagues will never forget these vacation adventures.

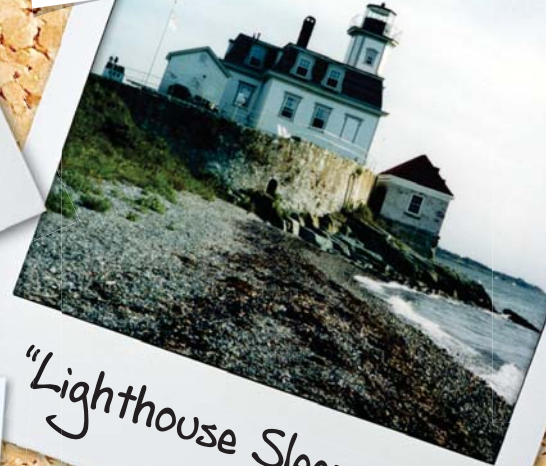
—Matthew Burns  
—Amy Koch  
—Rich Laliberte  
—Sidney Stevens



"Lost at Sea"

### Tom Keill, clinical engineer

My wife and I embarked on our honeymoon cruise and looked forward to the beautiful beaches. The trip was going perfectly until I decided to try windsurfing—even though I have zero nautical skills. On that fateful day, my wife went on a catamaran ride, and I picked up my windsurfing board. I was cruising along in no time, but had trouble steering. It was great for a half-hour. Then, the wind quickly carried me out of the bay. I sailed past the docked cruise ships and kept on going. I started to get nervous when I couldn't see land anymore, but I didn't know how to turn around. I was out so far to sea I was being surrounded by flying fish. Every time I tried, I'd get turned back to sea. So, I did the only thing I could. I dropped the sail. With the hot sun baking my back, I paddled toward the beach. Two hours later, I made it to where the ships were anchored. By luck, my wife spotted me and had someone pick me up. I ended up with the worst sunburn of my life, but we still managed to have a good time, even if I did avoid the sun for the rest of the trip.



"Lighthouse Sleepover"

### Denise Rex, coordinator of research billing

In the summer of 2002, our family vacationed with another family in New England. We're all lighthouse enthusiasts, so we arranged an overnight stay in the Rose Island Lighthouse in Newport Harbor, Rhode Island, a working lighthouse on an 18-acre island that was once used by the Navy. It was my daughter Ashley's 11th birthday. Guests aren't usually allowed to bring matches to the island, but we obtained special permission to bring a birthday cake and candles. The eight of us walked around the island, pumped the player piano and sang in the evening, and climbed the lighthouse tower at sunset and sunrise. All you heard were boats and waves, and the vivid oranges and reds were absolutely breathtaking. That night, we also assisted the couple serving as lighthouse keepers with their duties. Ashley even helped take down and fold the American flag at dusk. She still talks about our lighthouse adventure every year on her birthday (and she'll be 21 this year!). We're long overdue for a return trip.



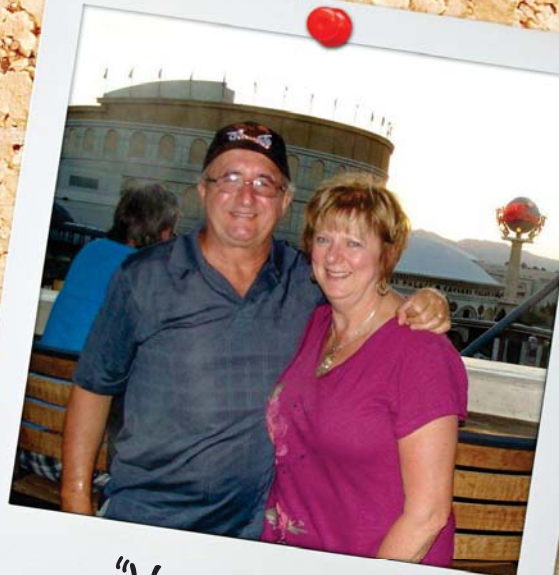


"No Starving Artist"



**Megan Allen,**  
emergency  
department coding  
manager

I was an impressionable 24-year-old when I was working for a tack shop and was asked to travel to Europe to model a high-end line of equestrian riding gear at a trade show (see photo). I was starry-eyed when I flew into Brussels, Belgium, and awe-struck as I traveled to Germany for the trade show. After I was finished with the business part of my trip, I stayed a few days for pleasure, as did my boss and her husband. We drove on the Romantic Highway, stopped in Munich during Oktoberfest, drove through the Black Forest, wound our way into Austria and even made it to Switzerland. All of that was amazing—especially to me since it was my first trip abroad. But the highlight of the whole adventure was when we saw Salvador Dali, the famous surrealist artist, at a little restaurant on our final night in Brussels before we flew back home. The waiter confirmed that Dali was, indeed, a regular there. It was truly the trip of a lifetime.



"Vegas View"



**Sue Gardner,**  
CRNP, oncology

When my husband and I were dating 10 years ago, we flew to Las Vegas just to see it. We booked the Luxor hotel—the one shaped like a pyramid—and were super excited about the trip. But because we took the redeye flight and arrived after midnight, our room had been given away. To make up for the mistake, the desk manager offered us a suite. We assumed the upgrade was just for one night, but he said we could have it all week. I didn't realize what a big deal it was until we got up there. We opened the door and found not one room, but five. It was like an apartment—with a hot tub, Jacuzzi, fully stocked bar and floor-to-ceiling windows overlooking the Strip, mountains in the distance and the beautiful sunrise. We felt like celebrities. It's the nicest thing that's ever happened to us on vacation.





# Fend Off Fatigue

A good night's sleep keeps you alert for our patients

**It's your third 12-hour shift in three days. You're 10 hours in, and you have many medication orders and other tasks on your to-do list. That coffee wasn't as strong as expected, and you need a pick-me-up.**

It may happen...but it doesn't have to. Fatigue in health care is a known contributor to medical errors. In a University of Pennsylvania School of Medicine study, researchers determined there was a 3.4 percent chance of an error when nurses obtained six or fewer hours of sleep in the prior 24 hours, and 12 or fewer hours of sleep in the prior 48 hours. That number may sound relatively low, but it equates to a probability of 34 events per day in an average teaching hospital with 1,000 nursing shifts per day.

A Joint Commission Sentinel Event Alert from last December cites a groundbreaking study that showed nurses who worked shifts of 12.5 hours or longer are three times more likely to make an error in patient care. Additional studies support these findings.

*—Kyle Hardner*



## Below are tips to be sure you are alert during your workday (or night):

**1 Get about eight hours of sleep** prior to your shift.

**2 Know the signs and symptoms of fatigue:** yawning, blinking, blank stare, head nodding, difficulty concentrating and communicating, poor decision making, confusion, delayed reaction times, poor eye-hand coordination, giddiness and irritability.

**3 Develop a buddy system** to help monitor each other for signs of fatigue.

**4 Know the most vulnerable time** during night shift is between 4 a.m. and 6 a.m.

**5 Eat healthy** and avoid having one large, heavy meal during your shift. Instead, have several quick, healthy snacks, and choose healthy vending machine snacks (such as those found in the 2BU machines at various health network locations).

**6 Be active during breaks** (climb stairs, walk, do jumping jacks). Exercise can improve your energy and mood.

**7 Use moderate amounts of caffeine,** if needed, to maintain alertness. This is usually best at about mid-shift, and at least eight hours before bedtime. “When I used to educate Navy pilots and crew about fatigue and safety, I used to say ‘What goes up comes down,’” says occupational health specialist Carmine Pellosie, DO, of HealthWorks. This applies to caffeine use in any situation: After several hours, fatigue can be worse—plan accordingly.

**8 Communicate with your colleagues** about ways to cope with shift-work and time you need to enjoy your off-duty hours.

**9 Remember your commute home.** Do not drive drowsy. If necessary, take a 10-to-30-minute nap before driving home. Consider arranging for someone to pick you up, or take a cab, bus or other form of public transportation.

**10 Practice good sleep hygiene.** Keep the room as dark as possible while attempting to sleep, and keep noise to a minimum.

■ **If you're returning to work after the birth of a child,** normal schedules are disrupted, and fatigue is likely. “It is a complicated time, and sleep problems are common,” says Lehigh Valley Health Network family medicine doctor Holly Binnig, MD, who often counsels new parents. Her advice: “Seek strong family support so you can get adequate sleep prior to your work shift.”

■ **If you try non-FDA-approved sleep aids** such as melatonin, valerian, 5-hydroxytryptophan (5-HTP), tryptophan, chamomile, kava (which is considered unsafe) and various other herbs (i.e., catnip, passionflower, and hops), be wary. “Many of these have not been adequately studied,” Pellosie says. “Research them and discuss their use with a knowledgeable health care provider—and avoid kava.”

■ **If you have undiagnosed or untreated obstructive sleep apnea,** you will not get adequate sleep, even if you follow all the best advice to avoid fatigue. If you wake up frequently, snore loudly, feel unrefreshed upon awakening, have frequent undiagnosed headaches or any other concerns about the quality of your sleep, please talk with your health care provider about obstructive sleep apnea.

### NEXT STEP:

If you have sleep problems due to stress—or if you have difficulty with work-life balance—the Preferred Employee Assistance Program has counselors who can help. Call **800-327-8878** or visit **[preferred.eap.org](http://preferred.eap.org)**.

# Welcome to the Children's Clinic

It's expanded and renovated for families who need us most

**40,000**

That's the number of visits we're on target to have at the Children's Clinic this year. To meet the growing needs of our community, our president and chief executive officer Ron Swinfard, MD, officially opened a renovated and expanded Children's Clinic at Lehigh Valley Hospital-17th Street with the help of children from our community.



**Take the blue elevator**

The renovated Children's Clinic is on the sixth floor.

It's where children will go for well-care visits, specialty care and teaching. Children who are sick will receive care in clinic rooms on the second floor.







## Roomy rooms

Six-month-old Tommy of Allentown receives care from Gina Banta, RN, in one of the clinic's 23 renovated exam rooms. The new exam rooms are former patient rooms, making them large enough for a table where patients' siblings can sit and play during visits.



## Welcome

Administrative secretary Victoria Parra greets Jessica Yannuzzi of Allentown at the front desk. The waiting room features the same colors and a similar floor pattern as our Children's ER. To help families feel connected to their caregivers, photos of the doctors providing care that day are on display.



## Cool!

Two-year-old Luna of Nazareth loves the artwork in the Children's Clinic, like the bubbles on the floor that move when you step on them and the mesmerizing 3-D images on the wall.



## That Was Then, This Is Now

**Forrest Moyer, MD**, is regarded as the Lehigh Valley's father of pediatrics and a visionary for children's care. In the 1950s, he started a pediatric clinic one day a week to see interesting cases in follow-up after children were discharged from the hospital. Over the years, the number of children whose parents couldn't afford care grew. Moyer and his medical interns began to see those children too. Families would line up to receive care, many of them bringing vegetables and chickens as a form of payment.

**Sue Jones, RN**, administrator of Lehigh Valley Hospital-17th Street's clinics, was a staff nurse in the pediatric clinic at the time. She remembers the days when hospital beds were full of children with meningitis and other infectious diseases because there were no vaccines. Today, that doesn't happen because children are immunized whether or not their parents can afford to pay.

"We've come a long way," Jones says. Today, the Children's Clinic has a staff of 60 that provides high-quality medical care for the uninsured, underinsured and Medicaid population, and also accepts most private insurances. This year, six pediatric residents will join our team as part of our new Pediatric Residency Program.

—Rick Martuscelli, Amy Koch



## Creating Healthy Smiles

Jennifer Koch, DMD, is passionate about helping children in our mobile dental clinic

Two days a week, Jennifer Koch, DMD, boards the Miles of Smiles mobile dental clinic at a local school. Her goal—fulfill a critical community need. She's part of a team that treats nearly 2,500 children a year inside a "dental office on wheels."

"These kids wouldn't get to the dentist if we weren't parked in front of their school," Koch says. "I treat all ages in private practice, but in the mobile dental clinic we're changing children's lives every day. It is so rewarding."

Koch recalls treating a brother (age 11) and sister (age 7) who each had an infection in the same baby tooth. The brother's infection was so bad, it had destroyed the bone in part of his jaw. His permanent tooth and the root of his baby tooth were sticking out the side of his jaw. The inside of his cheek

was cut up from the sharp pieces of tooth rubbing against it. "I've seen a lot in my career, but this made my stomach turn. I felt so bad for him," Koch says.

His sister had decay in all four permanent molars. She needed to have three teeth removed and an extensive treatment. After getting consent from the mother, Koch provided the dental care the siblings needed. "They were very brave," Koch says. "At the end of the day, the boy came to thank us and say that he felt so much better. That is what fuels me to do what I do."

Growing up, Koch wanted to be a doctor. One summer when shadowing her mother at work in a dentist's office, she quickly realized that dentistry is what she was meant to do.

**The smile maker**—Jennifer Koch, DMD, sees the impact dental care can have on children's lives—and even their personalities—as she cares for our community in the Miles of Smiles mobile dental clinic.

Today, patients spark her passion for healthy smiles. A first-grade boy she recently cared for served as a reminder. He had severe tooth decay, and needed two extractions and nine fillings. "He would start crying even before he sat in the dental chair," Koch says. At each visit, he gradually started talking, smiling and opening up. On his seventh and final visit, he didn't even flinch during treatment. That made Koch smile.

—Amy Hines



# Service Star of the Month

**Cindy Meeker, RN, open-heart unit director,  
Lehigh Valley Hospital–Cedar Crest**

Nominated by Anne Rabert, RN, director of medical-surgical intensive care unit



## **Congratulations to Award Nominees**

**John Boos, RN**, home care  
and hospice

**Amy Seng Delong**,  
case management, Lehigh Valley  
Hospital–Cedar Crest

**Jeffrey Bartholomew**, contracting,  
**Angela Lutz, Jennifer Breidinger,**  
**Shaina Briel, Robert Leshko,**  
**Kenneth Miller, Steve Pyne,**  
**Raymond Smith**, respiratory  
therapy, **Chris Fenstermaker**,  
respiratory care services,  
**Jason Eckhart**, information  
services, **Georgene Saliba**,  
risk management and  
**Lorraine Valeriano**, advanced  
intensive care unit

**Andrea Russell, PharmD**,  
pharmacy, Lehigh Valley Hospital–  
Cedar Crest

**Renae DeFreitas, RN**, 4T

**Allison Rompilla**, Lehigh Valley  
Physician Group

**Vilma Barry**, transitional skilled unit  
**Print Shop Team**

## **Things to remember when nominating a Service Star:**

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

## **To nominate a Service Star:**

- Visit [www.lvhn.com](http://www.lvhn.com)
- Go to the "Find Fast" box
- Click "Service Star Nomination"



Open-heart unit director Cindy Meeker, RN, had been looking forward to a weeklong vacation with her friends in Florida. As she settled into her window seat and the plane took off, she happily thought about the rest and relaxation ahead of her. Unfortunately, she'd have to wait a little longer for quiet time.

Shortly after takeoff, flight attendants began gathering around a passenger in the row in front of her. Then came a message over the loudspeaker asking if there were any medical professionals on board.

Meeker didn't hesitate and offered to help. The passenger was sweating profusely, unresponsive and had trouble breathing. Using the limited medical supplies on board, a blood pressure cuff and stethoscope, Meeker assessed the patient every few minutes to make sure she was stable.

As she was caring for the patient, a physician on the same flight stepped forward to offer his assistance. When he found out Meeker was a critical care nurse with Lehigh Valley Health Network, he acknowledged there wasn't much

more he could do and went back to his seat.

Meeker relayed the patient's vital signs to the flight crew who spoke to a physician on the ground. They determined that there was no need to divert the flight, and the pilot continued on to Florida.

"Despite her own anxiousness and apprehension about the whole experience, Cindy remained calm through the entire flight," says Anne Rabert, RN, director of the medical-surgical intensive care unit. "The conditions were cramped and everyone was on edge, but she reassured the sick passenger and the nervous flight crew."

Once they arrived in Florida, the flight crew arranged for medical personnel to meet them at the gate. Meeker shared the information she had with the medical team, and they took the patient to a local hospital. That's when Meeker finally took a deep breath and once again thought about relaxation. The rest of her vacation was, thankfully, uneventful.

—Matthew Burns



**Visit Mission Central** at [www.lvhn.org/conversations](http://www.lvhn.org/conversations) and click on "**Discussion**" to share and comment on colleagues' stories of exceptional service.



## She's an Advocate

When Michelle Lopes (right) started working as an administrative partner in Lehigh Valley Hospital–Muhlenberg's emergency department, she was “blown away” by our quality of care and the speed at which patients were seen. She shared the experience with her friend, Renee Vazquez of Bethlehem, when Renee's 1-year-old son, Manny, needed emergency care for an allergic reaction around his eye. She suggested they go to the Children's ER. “She had an amazing experience,” Lopes says. “Everyone in the Children's ER, no matter their role, treated them like they were the only people there.” Manny is feeling better, and Lopes continues to tell others that we're the place to come for exceptional care.

### Are you an advocate for our health network?

If so, call 484-884-0806 or email [Ted.Williams@lvhn.org](mailto:Ted.Williams@lvhn.org) and share your story in *CheckUp*.

## New TeleBurn Partners

Our TeleBurn program continues to expand, giving more people 24/7 access to our Regional Burn Center specialists. We're now partnering with Memorial Hospital in Towanda and Soldiers + Sailors Memorial Hospital in Wellsboro, a facility three hours from the Lehigh Valley. TeleBurn liaison Daniel Rymond recently delivered technology to these hospitals that allows their physicians to upload photos of patients' burn injuries to a secure website for our specialists to review. The physicians then assess the wounds to determine the level of burn care patients need. When necessary, arrangements can be made for patients to be transferred to our Regional Burn Center. These hospitals raise our total number of TeleBurn partners to 46, with eight more hospitals awaiting installation.

## WELLNESS ROLE MODEL

### April Horton



Overweight since childhood, April Horton finally decided to take action two years ago. She joined Weight Watchers and started using her Culture of Wellness dollars to weight-train, walk and run at the Healthy You Fitness Center. “Most of my co-workers go there and gave me incentive to exercise,” says the paramedic and cardiovascular tech at Lehigh Valley Hospital–Muhlenberg's cardiac catheterization lab. Not only did Horton lose 95 pounds, in March she ran her first 5K. Even better, she recently learned she is pregnant after trying unsuccessfully with her husband for years. “My doctor said it wouldn't have happened without the weight loss,” she says. Horton plans to use wellness dollars for a pregnancy yoga class and will resume her regular workouts once the baby arrives. “My goal is to run a half-marathon next year,” she says.

- ▶ For a list of Culture of Wellness programs, visit the human resources website on the intranet ( [www.lvhn.com](http://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

### Children's Diabetes Specialists

Board-certified pediatric endocrinologists Arnold Slyper, MD, and Laurissa Kashmer, MD, have more than 35 years combined experience providing specialized care for children with diabetes, growth problems, hormonal disorders, and early and delayed puberty. Children with diabetes receive care from a team of specialists including a nurse practitioner, certified diabetes educators, dietitians and licensed social worker. Fast, in-office hemoglobin A1c testing is provided, as well as education about nutrition, insulin pumps, blood sugar management, exercise and more. Children with diabetes may attend a support group and day camp.



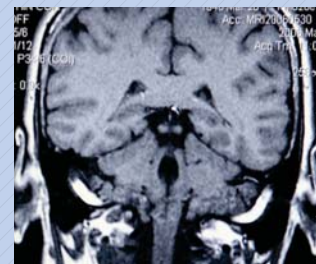
20%  
off

### Discount on Cosmetic Procedures

Even if you can't get away for a little rest and relaxation, a lunchtime appointment using your employee discount at Plastic Surgery Associates of Lehigh Valley can make you look like you did. The practice offers a 20 percent discount to all health network colleagues for cosmetic services, ranging from injectable fillers like Botox, to liposuction, to surgeries such as face lifts and tummy tucks. The practice, located at 1243 S. Cedar Crest Blvd., has four plastic surgeons: Marshall Miles, DO; Walter Okunski, MD; Christian Subbio, MD; and Randolph Wojcik Jr., MD.

### Comprehensive Epilepsy Care

Correctly diagnosing and treating recurrent seizures requires advanced neurodiagnostic technologies and comprehensive management provided by our Epilepsy Center. It is the region's first dedicated Epilepsy Center. The team includes four board-certified neurologists who specialize in epilepsy, three board-certified pediatric neurologists, EEG registered technologists and specialty-certified neuroscience nurses. Patients have access to the latest clinical advances, such as continuous inpatient and outpatient EEG recording and 3 Tesla MRI. Referrals to neurosurgery and a neuropsychologist are coordinated as needed. Patients and families also have access to a support group, as well as lifelong education and lifestyle management support.



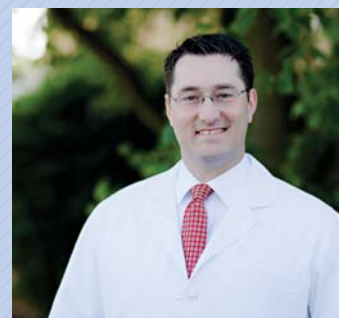
### More Hope for Children With Cancer

A grant from the St. Baldrick's Foundation will allow us to do neuropsychological testing on children with acute leukemia or brain tumors who cannot afford the testing. The testing is needed because these children are at higher risk for developing mild learning problems. As a member of the children's oncology group, our pediatric hematology/oncology program diagnoses 35 to 40 new oncology patients per year, and 40 to 50 patients actively receive chemotherapy. In addition, the program follows approximately 200 children who have completed their treatment. The St. Baldrick's Foundation is a volunteer-driven charity that funds research to find cures for childhood cancers and give survivors long, healthy lives.



### New Vascular Surgeon

Vascular surgeon James Guzzo, MD, has joined Peripheral Vascular Surgeons. A Bethlehem native, Guzzo attended Liberty High School, Lehigh University and Johns Hopkins University before receiving his medical degree from the University of Vermont College of Medicine. He completed his general surgery residency at the University of Maryland Medical Center, and his vascular and endovascular surgery fellowship at Johns Hopkins Hospital. Guzzo comes to our health network from Mercy Medical Center in Baltimore. He specializes in peripheral stenting.



## First Core Bundle on The Learning Curve

The first core bundle of fiscal year 2013 will be released on The Learning Curve (TLC) in August. The mandatory training must be completed by Sept. 30. This first-quarter bundle includes courses related to our corporate compliance program, which promotes following federal and local regulations as well as Lehigh Valley Health Network standards.

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



## It's Performance Evaluation Time

You and your department manager will be evaluating your fiscal year 2012 performance in the online Performance Management System of Lawson. You'll discuss accomplishments of the past year and set goals for the next fiscal year. The results of your evaluation will determine your pay increase. Remember these dates:

→ **July 1–Aug. 25**

Performance evaluations conducted

→ **Sept. 30**

Merit increase effective beginning this pay period

→ **Oct. 19**

Compensation changes and SSP bonus (if we reach our overall patient satisfaction and managed cost goals) appear in paycheck



## PRIDE in Our People

### Excellence in Home Care

When it comes to motivating home care patients to take charge of their health, the Pennsylvania Homecare Association (PHA) says Lehigh Valley Home Care excels. Former home care clinical director Vickie Cunningham, RN (center), currently AIDS Activities Office program director, accepts top honors in PHA's care and services award category from PHA president Paul Bartoletti and best practices committee chair Fran Roebuck Kuhns. The award recognizes our use of motivational interviewing to help patients with complex illnesses identify their challenges, in turn, helping them avoid hospital readmission.



### The Gift of Giving

College Heights OB/GYN Associates has been recognized in the past as one of the largest contributors to our health network's campaign for the United Way of the Greater Lehigh Valley. This year was no exception. Christina Black, MD, was eligible to win an Apple iPad from the United Way after joining the United Way Leadership Circle. Leadership donors give between \$500 and \$9,999 each year. Together, they raise more than \$3 million to support programs and much needed services through local nonprofits. Support from our health network helps the United Way of the Greater Lehigh Valley provide vital services such as literacy programs and food pantries in our community.



### Award-winning Disease Management

Health coach Jean Bartholomew, RN (left), health support program member Katrina Fritz, RN, and members of our disease management program earned a Case in Point Platinum Award, which recognizes case management and care coordination initiatives that are improving the nation's health care system. The free program is offered to people with asthma, obesity, diabetes, heart failure, hyperlipidemia, chronic obstructive pulmonary disease, vascular diseases and hypertension. Participants receive educational materials and an assessment that includes special needs and mental health screenings, lifestyle and support system evaluation, medication reconciliation and disease-specific education. Health coaching is provided face-to-face and over-the-phone.





## Schedule

For more details on classes (including times, locations and costs), call **610-402-CARE** or visit [lvhn.org](http://lvhn.org) and click Programs and Events.

### Culture of Wellness

**Starting July 24 and 25** – First Strides, 12-Week Walking and Running Workshop for Women

**Aug. 2 and 16** – Car Seat Check – **FREE!**

**Aug. 2, 16 and 30** – Prenatal Care and Education for Teens – **FREE!**

**Aug. 6** – CPR for Family and Friends Class

**Aug. 6, 13, 20 and 27** – Monday Morning Moms...Beyond Birth

**Aug. 11** – Preparing for Childbirth, One-Day Class

**Aug. 13, 21 and 27** – Adult Maternity Tours

**Aug. 14 and 30** – Breastfeeding Baby

**Starting Aug. 15** – Preparing for Childbirth, Four-Week Series

**Aug. 16 and 25** – Baby Care Series

**Aug. 18 and 19** – Preparing for Childbirth, Saturday-Sunday Class

**Aug. 25** – Baby Care, One-Day Class

**Aug. 27** – Sibling Maternity Tours

### Blood Drive

**Aug. 14** – Kasych, ECC 9 and 10, 10 a.m.-5 p.m.

**Aug. 29** – Mack Auditorium, 7:30 a.m.-3 p.m.

### Healthy You Program Packages

Cardio-Strength Group

Healthy Aging Group Fitness

Mind-Body Group Fitness

Specialty Group Fitness

Youth Fitness Group and Sports Performance

### LVHN Recreation Committee

**Oct. 6** – Jonah at Sight and Sound and Kitchen Kettle Village, Lancaster; \$125/person  
*Contact Diane Wienckowski for reservations.*

### VALIC Social Security Seminar

To register, visit [valic.com](http://valic.com) and enter the code.

**Aug. 14** – LVH-CC code: *LVHBET11AL*

**Aug. 17** – LVH-M code: *3773ALL11AO*

**Aug. 18** – LVH-17 code: *LVHALL11AL*

### Employee Discount

- Show your ID and save 20% on car repairs at Park Manor Automotive.
- Show your ID and receive 25% off regular priced apparel, shoes and hosiery for all LVHN employees at MP Nursing Apparel (during August only).

**READ MORE** PRIDE in Our People at [lvhn.org/checkup](http://lvhn.org/checkup).



## Fifth Floor Mini-Makeover

Tom Golden (right) and Juan Carrasco are among the engineering colleagues giving a fresh look to 52 patient rooms on the fifth floor of Lehigh Valley Hospital-Cedar Crest's Pool Pavilion. Renovations include the installation of a new call bell system, flat-screen TVs and headphone-capable pillow speakers (see story below). Rooms are receiving new paint, white boards and bathroom shelves. Renovations are being done five rooms at a time. Patients who would have occupied the rooms are receiving care on 2K. Thanks to the teamwork of colleagues from each unit, engineering, facilities and construction, general services, bed management and others, the work is getting done without disrupting patient care.

## Noise Down, Satisfaction Up

Our efforts to give patients in semi-private rooms a more tranquil place to heal are paying off. Before a noise reduction pilot on 6B, the unit's Press Ganey scores related to noise were in the 18th percentile—very low. Since then, new pillow speakers were installed that allow patients like Lori Spezialetti of Lehighton (shown with Tara Condon, RN) to wear headphones to listen to TV after 9 p.m. without disturbing their roommate. We also installed "Quiet Please" signs, offered patients earplugs to sleep and corrected other noise creators. Now, 6B's scores are in the 89th percentile—very high. The pilot was so successful, we're installing headphone-capable pillow speakers in all semi-private rooms.



## Supply Chain Innovation

We're one of nine health care organizations nationwide to be recognized by VHA Inc., a national health care network, for our work in supply chain innovation and operational efficiencies while maintaining quality patient care. Supply chain management's Paula Strollo and Will Mest (center) accepted the Leadership Award for Supply Chain Management Excellence from VHA's Scott Downing (left) and Kurt Nonomaque. We were chosen from a pool of more than 1,600 hospitals and health care groups. Excellence in logistics and inventory management distribution are the reasons our team was honored.

CheckUp is a magazine for employees of

## LEHIGH VALLEY HEALTH NETWORK

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CheckUp, awarded Honorable Mention in

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# HAPPY ANNIVERSARY

## August 2012

### 45 Years

**Kathryn Kowalewski**  
Operating Room

### 40 Years

**Andrea Howe-Perkin**  
Surgical Staging Unit

### 35 Years

**Diane Breidinger**  
Children's Clinic

**Lillian Flynn**  
Emergency Services

**Julia Gogle**  
Labor & Delivery

**Karen Griffith**  
PACU

**Judith Hutchison**  
Burn Recovery Center

**Christine Morgan**  
Electrophysiology Lab

**Catherine Piorkowski**  
Children's Clinic

**Susan Schalk**  
Home Care

**Woodrow Wilson**  
7A-Neuroscience Unit

### 30 Years

**Linda Altrichter**  
Dept. of Surgery

**Judith Bailey**  
Information Services

**Nancy Humes**  
Regional Burn Center

**Mary Olewine**  
Operating Room

**Scott Terfinko**  
Respiratory Care Services

### 25 Years

**Christine Ash**  
Emergency Medicine Institute

**Nancy Correll**  
Patient Accounting

**Donna Hill**  
3A ICU

**Rosemarie Huyett**

Float Pool

**Beth Martin**  
Physician & Executive  
Recruiting

**Margaret Notaro**  
Nurse Staffing Office

**Guy Rosevelt**  
Engineering

**Valerie Rupp**  
Hospitalist

**Melanie Schiffert**  
Information Services

**Diane Sostak**  
Open-Heart Unit

### 20 Years

**Gail Bodnarchuk**  
Nursing Administration

**Theresa Elwell**  
Pre-Admission Testing

**Barbara Frank**  
Information Services

**Nancy Gibiser**  
Center for Women's  
Medicine

**Donna Kapes**  
Float Pool

**Jane Scott**  
MICU/SICU

**Donna Shiffert**  
ER Coding

**Linda Shumberger**  
Information Services

**Wanda Sommer**  
Medical Records

### 15 Years

**Mary Damweber**  
Hematology Oncology Assoc.

**Deborah Haaf**  
Home Care

**Maria Heydt**  
Ambulatory Surgical Unit

**Laurence Karper**  
Psychiatry

**Barbara Korutz**  
LVPG Billing

**Jason Laskosky**

Pharmacy

**Sharon Miller**  
Diagnostic Radiology

**Kathy Miller**  
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**Mary Moerkirk**  
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**Scott Racine**  
Psychiatric Rehabilitation

**Beatrice Rodriguez**  
Home Care

**Frances Sajkowicz**  
ASU-PACU

**Jami Schnur**  
Endoscopy-G.I. Lab

**Laura Vilasi**  
Information Services

**Cindy Vrbel**  
LVPG Collections

**Julie Walck**  
Central Document  
Processing

### 10 Years

**Tammy Burgess**  
Heart & Vascular Center

**Tina Burk**  
Nursing Float Pool

**Carolyn Cullison**  
Plastic Surgery Assoc.  
of LV

**Vickie Cunningham**  
Infectious Disease

**Susan Dell**  
Internal Audit

**Myma Frassetto**  
Medical Records

**Randi Freitas**  
Progressive Coronary  
Care Unit

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Hematology Oncology Assoc.

**Linda Garber**  
Operating Room

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LV Anesthesia Services

**Dana Horrigan**

Hemodialysis Center

**Catherine Kirkland**  
Float Pool

**Shana Konek**  
Emergency Services

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Dept. of Psychiatry

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Mail Processing Services

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Maternal Fetal Medicine

**Susan Unruh**  
MICU/SICU

**Jerrilyn Weitz**  
Maternal Fetal Medicine

**Sarah Wida**  
Family Health Center

**Eric Witzel**  
HY Fitness Center

**Jacob Zimmer**  
Cardiac Cath. Lab

### 5 Years

**Wadih Atiyeh**  
Cardiac Diagnostic Center

**Karen Badman**  
Operating Room

**Laura Bauders**  
TNICU

**Heather Boehmer**  
Hellertown Family Health

**Lillian Bracy**  
LV Physician Practice

**Jennifer Brinker**  
Float Pool

**Trenise Bullock**  
Health Spectrum Pharmacy

**Todd Burgert**  
4K Medical-Surgical

**Nicholas Castaldo**  
Patient Transport Services

**Judy Chirumbolo**  
Diagnostic Radiology

**Donna Chormanski**  
PGME

**Trisha Cougle**  
Nursing Float Pool

**Evelyn Dickens-Gonzalez**

LVPG Billing

**Jean DiFebo**  
Lehigh Neurology

**Luz Drummond**  
Labor & Delivery

**Colleen Falco**  
6K Medical-Surgical

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LVPG Neurosurgery

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Cancer Center

**Victoria Fitzpatrick**  
Security

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Plant Engineering

**Carol Foltz**  
Community Health

**Maritza Garcia**  
Lehigh Northampton  
Family Practice

**Herbert Gates**  
Pastoral Care

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LVPG Accounting

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Regional Burn Center

**Marlene Gonzalez**  
Central Scheduling

**Laura Gutierrez**  
Community Health

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Heart & Vascular Center

**Vivian Izquierdo**  
7A Neuroscience Unit

**Soraya Jimenez**  
Lehigh Neurology

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Diagnostic Radiology

**Tabatha Malmberg**  
Information Services

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Wellness Center

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NICU

**Rhiannon McAlary**

Home Care

**Ashley Meachum**  
Labor & Delivery

**Janet Mertz**  
Heart & Vascular Center

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Pharmacy

**George Morgan**  
Security

**Deborah Morris**  
Infectious Disease

**Amber Moyer**  
7A Neuroscience Unit

**Deborah Moyer**  
Home Care

**Michelle Omari-Okyere**  
Pharmacy

**Ellen Paulis**  
7A Neuroscience Unit

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College Heights OB/GYN

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Float Pool

**Monica Peterson**  
Ultrasound

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Pediatric Neurology

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LV Physician Practice

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Radiology

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Patient Transport Services

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ASU-PACU

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Patient Transport Services

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MedVac

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