

# Friday FACTS

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THIS IS A LEHIGH VALLEY HEALTH NETWORK INTERNAL PUBLICATION ABOUT HAZLETON

## Team Effort

During National Nutrition Month in March, the Academy of Nutrition and Dietetics reminds everyone to return to the basics of healthy eating. It is also the time of year when the academy celebrates the work of registered dietitian nutritionists as the food and nutrition experts.

In an effort to emphasize this message, Lehigh Valley Hospital (LVH)–Hazleton’s dietitians instituted an initiative to collect nutritious food items for Brandon’s Forever Home, a non-profit organization that helps with adoptions, assists children in the foster care system and urges individuals to become foster parents. It is also a place for those aging out of the foster care system to go for help, learn life skills and connect with others.

In no time at all, LVH–Hazleton colleagues began filling the collection boxes with food items, personal items, monetary donations and a collection of Easter baskets.



Photo: Lorine Angelo Ogurkis, Esq., Brandon’s Forever Home (second from the left), accepts donations from LVH–Hazleton’s clinical dietitians (l-r) Molly Sweeney, MaryAnn Antonelli and Colette Pecuch.

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## Outstanding Patient Service

The following letter from a grateful patient was directed at client services. “Yesterday I placed a call to the scheduling line and was extremely fortunate that the call was answered by Ashley. She was terrific in her kindness and understanding but most importantly in getting the job done. Rather than having me wait for an appointment with the provider I had requested, she took the time and care to get me scheduled more quickly and her recommendation was fantastic. She completely ‘gets it’ and in the case of this patient, she completely impressed me with her professionalism. I thank her very sincerely. Due to her and my subsequent appointment with Robin Bohanan, my impression of LVHN is high. Robin was fantastic as well – she was extremely thorough.”

## Feedback Reporting Now Live

LVHN strives to review all patient concerns, complaints or grievances in a consistent and sensitive manner. To continue to provide a high quality of care and services, the organization has developed a mechanism to solicit and respond to complaints and grievances in a timely manner. One of these mechanisms is the Feedback Reporting application. From your intranet page, click “RL6 Event Reporting,” then “Feedback Reporting Submitter Guide.”



## Milestone Years of Service

**Congratulations to the following colleagues who are celebrating milestone work anniversaries this month:**

### 5 Years

**Milissa Wilson**, registrar, Health & Wellness Center; **Cesar Anciburo**, medical assistant, Health Center at Mountain Top; **Angela DeLucca, RN**, emergency room; **Nichole Ditzler, RN**, Lehigh Valley Physician Group (LVPG) Pediatrics; **Jennifer Fisher**, transporter, central transport

### 10 Years

**Patricia Mackalonis**, phlebotomist, Health & Wellness Center; **Jon Morell**, director of materials management

### 25 Years

**Katherine Yaracz, RN**, fifth floor medical surgical

### 30 Years

**Barbara Jacoby**, pharmacy technician, pharmacy

### 35 Years

**Nita Zeller**, clerk typist, patient financial services

### 40 Years

**Josephine Woodring**, housekeeper, housekeeping services