

MAY 2012

CheckUP

On the Road Again

See where he's going, page 6



A PASSION FOR BETTER MEDICINE.™



What Will You Do in the Future?

Change is part of our roles when we work in health care



If you have been working in health care for more than 10 years, I have a question for you: Are you doing the same job in the same way today as you were back when you first started? Chances are your role has changed as health care has evolved, the needs of our patients have grown and technology has become more advanced. Ten years ago, all job applications were done on paper, the Internet was just beginning to be functional, and tools like the bed board did not exist yet in our health network. All the changes in our external world have affected how we do our jobs.

Although we can expect change to happen as we move forward with health care reform, it's comforting to know that change is nothing new to the health care field. We

have adapted and grown to stay current with our care and services. Take the role of the hospitalist, for example (page 10). Fifteen years ago, this role didn't even exist. Back then, primary care physicians would visit their hospitalized patients and oversee their care. As care and health systems became more complex, the role of the hospitalist—a doctor who specializes in the care of patients in the hospital—was born. Hospitalists contribute to coordinated, efficient, cost effective and convenient care for patients and their families.

Another position that's a result of the complexity found in health care today is that of the churn nurse (page 4). Named "churn" after the mix of day-to-day patient care responsibilities, the position was created to help alleviate stress during very busy times of the day and enhance care.

Clinical roles aren't the only ones subject to change. Did you notice the courier on the cover? When you read about what our couriers do (page 6), you'll realize how much their role has evolved as our health network has grown and become more complex. We had one full-time courier and one part-time courier in 1975. Their sole function was to transport mail and packages throughout our health network. Today, we have 22 full-time couriers who transport everything from mail to patients.

In the future, I'm sure existing roles will continue to change, and roles we haven't thought of yet will be invented. That's the nature of working in a complex organization during a landmark time. However, I'm also sure our culture of excellence will continue to shine through as we create, adapt and evolve to better serve our community.

*Terry Capuano, RN
Chief Operating Officer*

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Helping Patients Communicate Through Art

That's what Rebekah Flack is passionate about

Ever since she was a child, Rebekah Flack loved to draw and paint. She also became fascinated with psychology after taking a class in high school. Turning those two passions into a career was a challenge—until she discovered art therapy as a college intern. “It was the perfect match for my interests,” says Flack, a registered art therapist in our behavioral health department since 1995.

Art therapists assist patients with creative projects to help them express feelings, learn about themselves and work through emotional and psychological issues. “Because art is a revealing process, it helps patients view their situation in a new light,” Flack says. She recalls one particularly quiet man who used paper cutouts to make a person inside a box. It was the first time he was able to discuss his feelings of being trapped. “It was so rewarding to hear him turn those feelings into words. That’s the therapeutic value of art.”

While Flack typically encourages creativity in others, she recently put her own artistic talents to use by painting a mural that transformed an empty hallway in the Lehigh Valley Hospital—

Muhlenberg behavioral health inpatient unit into a therapeutic environment.

Flack drew four landscape sketches and asked staff and patients to select their favorite. “My research indicated a local landscape would be most comforting,” she says. After an autumn view of the Delaware River and surrounding mountains came out on top, Flack got to work, using acrylic paints on a wooden background. The gigantic four-panel piece, 4 feet tall by 28 feet long, took nearly 100 hours to complete.

As she painted, Flack decided to add a surprise twist—a series of eight hidden doves (see inset), chosen for their symbolism of peace. The doves also turn the mural into an interactive experience, encouraging patients to step closer and search for images. Their reaction has been overwhelmingly positive. “It’s been wonderful to see patients having fun and helping each other find the birds,” Flack says. “It’s another great example of art as therapy.”

—Gerard Migliore

Lending a Hand

New 'churn' nurses make a difference for colleagues and patients

Whether the feedback came from employee surveys, formal information gathering or informal conversations, the theme was consistent: medical-surgical nurses were challenged to provide the high-quality care they desired for their patients, who were more acutely ill than ever before. The nurses had an intensifying list of responsibilities, but no supplemental source of staff.

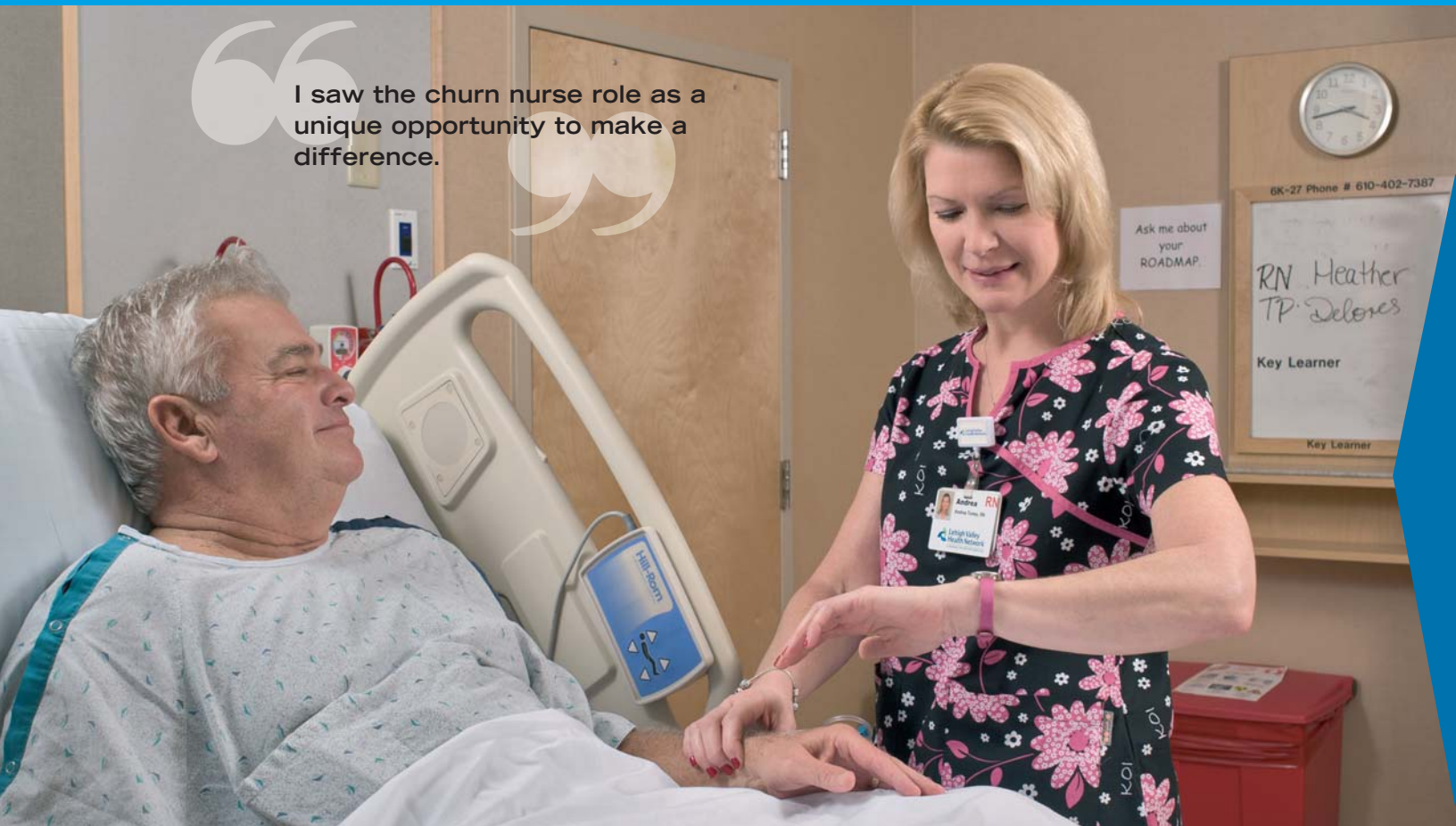
It was time to explore new possibilities. Research was conducted and focus groups were organized to gather suggestions. Nursing leadership listened to the feedback and responded by approving a new position. Now there is one "churn" nurse assigned to every medical-surgical unit Monday through Friday. The goal is to improve work flow, reduce workload intensity and enhance care. The "churn" refers to the mix of day-to-day patient care responsibilities on a medical-surgical unit.

Churn nurses like 6K's Andrea Torres, RN, made their debut in October. They provide patient coverage during high-stress periods and assist staff members with tasks like IV catheter changes and medication rounds. According to Torres and her 6K colleague, Kerri Orlando, RN, the position is already having a positive impact.

—Gerard Migliore

A TRUE WIN-WIN

I saw the churn nurse role as a unique opportunity to make a difference.



It's been wonderful...



TIME TOGETHER

“I’ve been a nurse for 36 years, primarily in medical-surgical care. I love taking care of patients and spending quality time with them. I also believe it’s important for nurses to be able to step away from their unit without their phone or beeper, confident that their patients are covered. That’s why I saw the churn nurse role as a unique opportunity to make a difference. Now I still get the satisfaction of direct patient care, but I’m also helping colleagues. It’s a true win-win. And it’s been especially rewarding to hear how much my colleagues appreciate the support. Someone even called me an ‘angel.’ Imagine that!”

Andrea Torres, RN
6K, Lehigh Valley Hospital–Cedar Crest

“It’s been wonderful having Andrea and our other churn nurse, Ilyshia Neff. Not only do they jump in whenever I need extra help, but I also can leave the floor with peace of mind, knowing my patients are in good hands. Because they stick to a regular schedule, I’m also able to meet my husband, John, for lunch a few days a week. He’s a technical partner in the PCU. It used to be almost impossible to eat together because patient care variables can be so unpredictable. We never knew for sure when we’d both be free. Now we can make definite plans. Even though it’s at work, it’s still great whenever we can spend time with each other.”

Kerri Orlando, RN
6K, Lehigh Valley Hospital–Cedar Crest

On the Road Again

Our courier service isn't just for mail any more

Ask any colleague what our health network's couriers do, and the likely response is: "They deliver mail." That may be correct, but it's only part of the story. With a fleet of 14 vehicles, 24/7 service and a dispatcher to guide them, our team of 27 couriers (full-time, part-time and per diem) is prepared to take everything and anything from point A to point B.

Well, almost anything. "For sanitary reasons, we can't transport food or flowers," explains courier supervisor Cheryl Hoffner. "Other than that, we'll help you any way we can." In addition to interoffice and U.S. mail, couriers deliver medical records, X-rays, medications, blood products, surgical supplies, furniture—and even people, thanks to two dedicated patient transport vehicles.

The courier team makes 15 regularly scheduled runs throughout the Lehigh Valley and beyond. In addition to deliveries among our three hospitals, stops include our health centers, clinics, laboratories and Lehigh Valley Physician Group (LVPG) practices in places like Hamburg, Moosic, East Stroudsburg and Upper Bucks Township (see the map for three examples). There also is an on-call STAT vehicle on every shift to accommodate colleagues who need items delivered within the hour.

The couriers are a diverse, close-knit group. A number are retired or pursuing new careers, while others drive as a second job. Their eclectic mix of former and current occupations includes: professional basketball player, flight attendant, corrections officer, physician, banker, baker and coach (basketball, football and cheerleading). What unites them is their desire to serve colleagues, patients and families. "They never hesitate to help anyone," Hoffner says. "They're a wonderful team and the reason I love my job so much."

Need a courier? To schedule a delivery or learn more about courier service routes and policies, call 610-402-1079.

—Gerard Migliore

'Baby Bus'

Driver: Francisco "Cisco" Nieves—Nieves' smiling face is a welcome sight to dozens of area families, primarily in downtown Allentown. He takes mothers and their children from their homes to appointments at the Children's Clinic and Center for Women's Medicine at Lehigh Valley Hospital—17th Street. There's no charge for the round trip. Nieves also picks up items—such as baby supplies, clothing and furniture—that community members donate to families at the clinics.





'Dental Dudes'



Drivers: Duane Martis, Tom Gallagher and John Strohl—Most colleagues have heard of our “Miles of Smiles” mobile dental clinic. They may not know that couriers like Martis, Gallagher and Strohl transport dental equipment to elementary schools in Allentown and Easton, where it remains for up to a week. During that time, dentists provide free, onsite care to students who can't afford a trip to the dentist. The drivers then pack up and move the equipment to the next scheduled school.



'Med Mobile'

Driver: Dorothy Fried—Through a contracted service with Phoebe Ministries, Inc., couriers like Fried pick up prescriptions from Phoebe's central pharmacy in Fogelsville and deliver them to Phoebe residential facilities in Allentown, Bethlehem, Nazareth, Frederick and Richlandtown. Drivers make two dedicated Phoebe runs daily and provide STAT service on evenings, weekends and holidays. The partnership is good for the community and a revenue source for our health network.

Any Given Day

On a typical weekday, our courier fleet:

- Drives **1,400** miles
- Makes **940** stops
- Delivers **75** tubs of mail
- Uses **65** gallons of fuel

The Finest Art

Friends of Nursing celebration showcases the work of our caregivers

Florence Nightingale called nursing an art. “And if it is to be made an art, it requires as exclusive a devotion, as hard a preparation, as any painter’s or sculptor’s work,” the famous quote by the founder of modern-day nursing goes.

This year, the stories of our Friends of Nursing recipients were appropriately highlighted during the celebration held by our health network at a new venue—ArtsQuest’s SteelStacks in Bethlehem. This annual event recognizes and promotes excellence in nursing practice, education and research. It honors all nurses and clinicians at our health network, including those who were nominated for and the recipients of Friends of Nursing Awards.

2012 FRIENDS OF NURSING RECIPIENTS



The Florence Nightingale Exemplary Professional Practice Award
Maryann Lubinensky
6 Tower



The Medical Staff Administrative Partner Awards
Victoria A. Sivillo
Regional Heart Center—Medical



Psychiatric Nursing Award
Gayle Levas
Outpatient Behavioral Health



Trauma Nursing Award
Bridget Kalogerakis
5A Transitional Trauma Unit



Kathleen Woolf
Ambulatory Surgical Unit, LVH—Muhlenburg



Award for Excellence as a Case Manager
Gregg Block
Case Management



Award for Excellence in the Delivery of Respiratory Care
Paul Miller
Respiratory Care



The Medical Staff Award for Excellence in a Care Delivery “Technician” Role
Andrea Santiago
Operating Room, LVH—Cedar Crest



Award for Excellence as a Case Manager
Kathy Scott
Case Management



The Medical Staff Support Partner Awards
Kathryn Christman
Medical-Surgical Intensive Care Unit



The Medical Staff Technical Partner Awards
Cathy Motta
6 Tower



The George E. Moerkirk, MD, Emergency Nursing Award
Shelly L. Marks
Emergency Department, LVH—Cedar Crest



The Medical Staff Support Partner Awards
Sally Dreher
Transitional Open-Heart Unit



Theresa Kunkle
Float Pool, LVH—Cedar Crest



Dr. and Mrs. Donald H. Gaylor Medical-Surgical Nursing Award
Christine Marakovits
6 Tower



LVHN Department of Legal Services Award for Excellence in the Promotion of Patient Care
Jamie Hoffman Reynolds
Hematology Oncology Associates



Mr. and Mrs. Abram Samuels Cardiovascular Nursing Award
Mary Boyle
Regional Heart Center—Medical



The Award for Excellence as a Preceptor
Tammy L. Burgess
Regional Heart Center—Medical



Josephine Ritz Nursing Award for Excellence in Patient and Family Teaching
Heather Lutsey Frantz
Progressive Coronary Unit



Professional Excellence Council Physician Friends of Nursing Award
James Goodreau
Peripheral Vascular Surgeons



The Fleming Nursing Caring Awards
Vicki Girodo
4K



Janice Magliane
Surgical Staging Unit, LVH—Cedar Crest



Award for Excellence in Critical Care Nursing
Patricia Notte
Medical-Surgical Intensive Care Unit



The Helen B. Potts Licensed Practical Nurse Award
Nancy Thompson
5C



Keri Fegley Suchy Award for Excellence in the Delivery of Ambulatory Care
Kathleen Krause
Radiation Oncology



Dr. Fred Fister Award for Excellence in Hospice Nursing
Joanne Mann
Hospice



Award for Excellence in the Care of Geriatric Patients
Carol Pollitt
Transitional Skilled Unit



Joseph J. Prorok, MD, Award for Excellence in Perioperative Nursing
Lou Ann Newman
Operating Room, LVH—Cedar Crest



The M.G. Asnani, MD, Award for Excellence in Pediatric Nursing
Mary Kunkel
Pediatric Ambulatory Surgical Unit



Urology Specialists of the Lehigh Valley Award for Excellence in Urologic Patient Care
Sharon Guerrieri
Surgical Staging Unit



Kathy Mundt-Bulla Memorial Award for Excellence as a Laboratorian
Cindy Kosman
Health Network Laboratories



The Bill and Nancy Mason Award for Excellence in the Delivery of Rehabilitation Services
Sandra Tremblay
Rehabilitation Services

The Senior Management Council Patient Satisfaction Award for Inpatient Care
Cardiac Intensive Care Unit

The Lehigh Valley Health Network Board of Trustees Patient Satisfaction Award for Ambulatory Services
Orefield Family Medicine

The Fleming Award to Recognize a Department That Demonstrates a Commitment to Structural Empowerment
5K

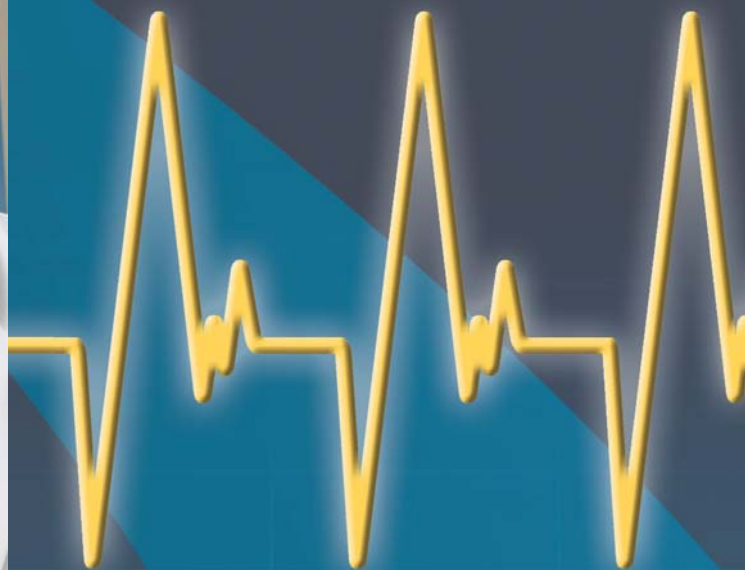
The Fleming Award to Recognize New Knowledge, Innovations and Improvements
Neonatal Intensive Care Unit Lactation Committee

Commitment to Patient Safety Award
Medical-Surgical Intensive Care Unit

The Betty E. Andersen, RN, Award for Professional Nursing Certification

- Neuroscience Intensive Care Unit
- Oncology Services (Infusion, Radiation, Breast Health, Hemophilia and Cancer Support)

The Fleming Award to Recognize a Department That Promotes Family Presence
7C Oncology



Captain of the ship—Daniel Bitetto, MD, leads a project that educates patients about the role of hospitalists. “We steer the care where it needs to go,” he says. “We’re advocates for patients and explain things to family members.”

Who’s in Charge?

We’re helping patients understand who coordinates their care

You’re a hospital patient. Throughout the day, numerous caregivers wearing a white coat enter your room. Each person has new information to share about your care. As more people come in with more information, you become confused. Who are all these people? Who’s in charge? Who do I ask if I have questions? Are they talking to each other about my care?

It’s no wonder patients have these questions. A study done on 7A/neuroscience found that on average, patients receiving care for a mini-stroke see six different providers (e.g., physician, physician assistant, resident, nurse practitioner) during a three-day hospital stay. Patients receiving care for a more serious stroke can see up to 18 different providers in five days.

“I was surprised by what we found,” says Daniel Bitetto, MD, the hospitalist who conducted the study. As part of our Patient-Centered Experience (PCE) initiative to give patients and families the best possible health care experience, Bitetto is leading a project with two goals. “We want to help patients understand who’s in charge of their care,” Bitetto says. “We also must improve communication among all providers who care for a patient.”

Here’s how we’re achieving these goals

Introducing our hospitalists

Many patients never heard of a hospitalist, a physician who specializes in coordinating care for patients in the hospital. Our hospitalists are available 24/7 to address patients’ needs and answer their questions. As part of a pilot on 7A, we’re educating patients and families about the role of a hospitalist by giving them a brochure at admission. To help patients easily recognize their caregivers, the brochure contains photos of all the physicians and nurse practitioners who are members of our hospitalist programs. The brochure also explains how a hospitalist works closely with primary care physicians and specialists to deliver the best possible care. If patients on 7A like the brochure, we may begin distributing it network-wide.

Encouraging communication

Our physicians use Centricity to electronically request a consult with another physician. Typically, the consulting physician sees the patient, makes a recommendation and documents it in Centricity. However, there is no guarantee that the two physicians will ever talk to each other about the patient. To encourage this type of communication, two new fields were added to Centricity. One field tasks the consulting physician to “Evaluate and Advise.” The second field contains the phone or pager number of the physician who requested the consult, making it easier for the two to connect.

—Rick Martuscelli

Service Star of the Month

Lehigh Valley Hospital–17th Street
Department of Dental Medicine Staff
and Bradford Young, DMD

Nominated by Pat Atno



Congratulations to Award Nominees

James Johannes, MD, Ashleigh Decker and Sarah Seckinger, Lehigh Valley Urology Specialty Care
James Link, RN, 5C

Jennifer Cicconetti, Lori Schiffert and Jordan Sodl, Lehigh Valley Hospital–Muhlenberg inpatient pharmacy and
Robert Penn, courier services

Christopher Adams, information services

Lee Bowman, RN, 6C

Becky Dougherty, human resources

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 lvhn.com
- Go to the "Find Fast" box
- Click "Service Star Nomination"

"What's the easy thing to do? What's the right thing to do?" They're questions many people ask themselves when faced with a difficult task at the end of a busy workday. Colleagues in Lehigh Valley Hospital–17th Street's department of dental medicine and Bradford Young, DMD (standing, fourth from left), chose to do the right thing for Michael. A 30-year-old patient with special needs, Michael cannot speak. The only way he communicates is through facial expressions.

Michael was experiencing a problem with his front tooth. It was 4:30 p.m. when it was determined the tooth would have to be pulled (the easy choice) or a root canal would have to be performed (the right choice). Young vowed to stay as long as it would take to help Michael. He motivated the team by saying, "Let's get it done."

No one looked at the clock. Instead, they worked together as a team. The necessary instruments were prepared, and during the procedure, the team took every step to ensure Michael was comfortable. When the procedure was complete and Michael was back in his wheelchair, every member of the team smiled because they knew they had made a difference.

"Many patients with special needs from home care facilities don't have access to dental facilities," says practice director Pat Atno. "When these patients do come to us for care, it's a big deal. Everyone came together to make this work, from the staff who handled the emergency phone call, to the team that provided the care, to the colleagues who stayed to ensure the room was clean and ready for use the next morning. I'm honored to have such an amazing staff."

—Matthew Burns



Visit **Mission Central** at lvhn.org/conversations and click on "**Discussion**" to share and comment on colleagues' stories of exceptional service.



Help for Healthy Bones

It's important for women and men to take steps to ensure their bones are healthy. To help, we're hosting osteoporosis health fairs. Everyone is welcome to attend and learn ways to improve bone health and prevent osteoporosis. **For more information about either of these events and to schedule your free bone density test, call 610-402-CARE.**

OSTEOPOROSIS HEALTH FAIRS

**Tuesday, May 8
5-8 p.m.
LVH-Cedar Crest,
Kasych Family
Pavilion
ECC 3 and 5**

At this fair only:
A presentation by
endocrinologist Ya-Yu
Lee, MD, and information
about fall prevention and
Healthy You programs.

**Monday, June 11
9 a.m.-2 p.m.
LVH-Muhlenberg, ECC B**

She's an Advocate

Medical-surgical intensive care unit patient care specialist Lynn Cloak, RN, was making dinner one night when her father called with bad news. Her mother was at Lehigh Valley Hospital-Cedar Crest's emergency department complaining of shoulder and neck pain. While at first suspecting a heart attack, Bruce Silverberg, MD, performed an echocardiogram and found something else—the wall of the main pumping chamber of her heart had ruptured. "This is a condition that few survive, but they were willing to perform surgery on her," Cloak says. Twenty years later, Cloak's mother is doing well, and Cloak is grateful. "If she had gone to any other hospital, they wouldn't have even considered doing surgery," Cloak says. "They were willing to take the chance. Everyone was so caring."



Are you an advocate for our health network?

If so, call 484-884-3175 or e-mail Richard.Martuscelli@lvhn.org and share your story in *CheckUp*.

WELLNESS ROLE MODELS

Tim and Shannon Adamchik



Tim and Shannon Adamchik often exercise together as a family with their three young children. "We're always outside with our kids," says Shannon, an emergency department nurse. But in the winter, exercising outdoors with children can be a challenge. That's why Tim, a senior systems analyst/programmer with information services, and Shannon use their \$700 Culture of Wellness benefit toward their membership at the Healthy You Fitness Center-Cedar Crest, which now offers child care. "We can be a lot more consistent with our workouts," Tim says. "We also can work out together now." Their children enjoy making crafts or playing while their parents exercise. "The child care is great, and I like the teachers," Shannon says. "We'll stay with the gym year-round now."

- For a list of Culture of Wellness programs, visit the human resources website on the intranet (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

A Doctor You Should Know

Frans Zetterberg, DO, is a board-certified family medicine physician with Valley Family Medical Center in Emmaus. The son of a dentist, he's passionate about empowering people to help themselves. "It's important for patients to understand they play a role in their health," he says. "I want them to take simple steps like eating right and exercising so they can truly improve their health—as opposed to popping a pill that doesn't get to the root of the problem." When he's not in the office, Zetterberg is busy raising four children. "My wife and I say there is never a dull moment in our house," he says.



I Pink I Can

When breast cancer is found early through mammography, your risk of dying from the disease is reduced by at least 25-30 percent. To learn more about breast cancer, attend one of the "I Pink I Can" lunch-and-learn sessions where panelists will discuss the latest updates. All sessions will be held noon-1 p.m.:

Friday, May 11: Mack Boulevard, auditorium

Wednesday, May 16: LVH–Muhlenberg, ECC B

Tuesday, May 22: LVH–Cedar Crest, ECC 7

Call 610-402-CARE (2273) to register.

Tell Everyone About HeartAware

HeartAware—our free, online heart risk assessment—helps people determine their risk for heart disease. Each person who completes the 25-question assessment receives information to become heart healthy. People found to be at risk receive a voucher for a blood test. The results are sent to our HeartAware nurse who discusses them with the participant. If it's determined a participant has an elevated risk, he can see his primary care physician, or get an appointment with a HeartAware primary care physician or cardiologist. To take the assessment, visit lvhn.org and click on the "Listen to Your Heart" graphic.



New Children's ER Physician

Eileen Quintana, MD, has joined our health network as the fourth pediatric emergency physician in our Children's ER. She will help us meet our community's increasing demand for specialized emergency care for children. Quintana is board-certified in pediatric emergency medicine and emergency medicine, and has special interest in toxicology, pediatric trauma, injury prevention and the prevention of cold/heat-related illnesses. Quintana received her medical degree from Temple University School of Medicine, completed her emergency medicine residency at State University of New York and her pediatric emergency medicine fellowship at Alfred I. duPont Hospital for Children.

Cancer Support Services Expanded

Survivorship services (The Rose Muhr Slemmer Survivor PLACE—Program for Living After the Cancer Experience) are now available at Lehigh Valley Hospital—17th Street. Patients receive a multidisciplinary consultation where all components of their treatment are reviewed and any additional serious health matters are considered. The team consists of a nurse practitioner, nurse navigator, licensed dietitian, occupational or physical therapist, licensed social worker, psychologist/sex therapist and certified genetic counselor. These services are available in English and Spanish, further increasing access to cancer care for the community.





Win IronPigs Tickets

We want to take you out to the ballgame. Our health network is sponsoring the Lehigh Valley IronPigs game versus the Norfolk Tides on July 25 at 7:05 p.m. You have a chance to win two free tickets to the game where you and a guest will enjoy an all-you-can-eat picnic at the PPL picnic patio, 6-8 p.m. To register, call 610-402-CARE now through May 18. Through a random selection process, 250 winners will be chosen. The names of the winners will be posted on Mission Central (visit lvh.com and click "Mission Central") on May 25.

Fourth-Quarter Core Bundle on The Learning Curve

The fourth-quarter fiscal year 2012 core bundle will be released on The Learning Curve (TLC) in early May and must be completed by June 30. It focuses on 2012 Occupational Safety and Health Administration (OSHA) standards. Based on your job responsibilities, you'll be assigned the patient contact or non-clinical version of the bundle. To access the bundle, click the TLC icon on your SSO toolbar. Your assignment will be listed in the "To Do" list on your learner home page. This is the last of four bundles that will be available in fiscal year 2012. Future release and deadline dates will be published in *CheckUp*.



PRIDE in Our People



A Fresh Look for MedEvac

Springtime means more people are riding bicycles or motorcycles, driving to the beach and enjoying warm weather. It also means there is a greater potential for serious accidents. Our MedEvac fight team helps protect our community—and now our MedEvac helicopters have a new look. All four helicopters will be painted black—with the word MedEvac in red—to best spread the prevention message. "Our helicopters and flight crew represent the ultimate in teamwork and serve to protect people throughout our community," says Mike Wargo, administrator for the department of public safety and emergency operations.

The Safety Dance

Why were colleagues throughout our health network caught on camera doing "The Safety Dance"? To celebrate Patient Safety Week 2012. Dozens of departments created a video showing what they do to provide safe care, with the 1980s pop song from Men

Without Hats playing in the background. The videos were edited together and shown during events held at each of our hospitals. Posters that depicted patient safety initiatives also were on display. To see our Patient Safety Dance video, visit Mission Central on the intranet (www.lvhn.org/conversations).



Peak Performance

We finally reached the Summit! On April 12, nearly 1,000 colleagues gathered at Lehigh University's Stabler Arena to discuss ways we can ensure "time, trust and teamwork" are engrained in our culture so we can consistently provide "breathless service" to our patients, their families and each other. "Climbers" like Sherrine Eid of community health and Luis Terreforte of clinical engineering collaborated with colleagues to identify specific ways we can "always promise" to make our mission possible—every day and always. Look for a complete Summit recap in next month's *CheckUp*. You also can share your comments and see additional photos, videos and more on Mission Central on the intranet (www.lvhn.org/conversations).

Schedule

For more details on classes (including times, locations and costs), call **610-402-CARE** or visit lvhn.org/checkup.

Culture of Wellness

May 1, 8, 15, and 22 – Tuesday
Teens Prenatal Class

May 2 – CPR Family and Friends

Starting May 3 – Preparing for
Childbirth, Four-Week Series

May 4 – Preparing for Childbirth,
Refresher

May 5 and 6 – Preparing for
Childbirth, Saturday-Sunday Class

May 7, 15, 20, and 29 – Adult
Maternity Tours

May 7 and 23 – Breastfeeding
Baby

May 7 and 30 – Car Seat Check
– FREE!

Starting May 7, 14, and 21 –
Monday Morning Moms...
Beyond Birth

Starting May 7, 9 and

17 – Postpartum Support:
Understanding Emotions After
Delivery

May 9 – Parenting, Five-Week
Series

May 11 – Preparing for
Childbirth, Friday-Saturday Class

May 14 – Baby Care Series

May 19 – Preparing for
Childbirth, One-Day Class

May 22 – Corrective and
Protective Skin Care

May 26 – Baby Care, One-Day
Class

Blood Drives

May 9 – Mack Boulevard,
Auditorium

May 10 – LVH–M, ECC C and D

May 11 – LVH–17, Auditorium

Healthy You Program Packages

Cardio-Strength Group

Healthy Aging Group Fitness

Mind-Body Group Fitness

Specialty Group Fitness

Youth Fitness Group and Sports
Performance

Employee Discount

Show your badge for 20% off
lunch at That's Amore, 2118
Schoenersville Rd., Bethlehem

VALIC Social Security Seminar

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

May 15 – LVH–CC code:
3773ALL11A0

May 16 – LVH–M code:
LVHBET11AL

May 17 – LVH–17 code:
LVHALL11AL

LVHN Recreation Committee

Finger Lakes Festival

July 13-15, 2012

Contact Karen McCarty for details.

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



Experiencing Artability

Mosaics, sculptures, digital collages and music performances were just some of the creations featured at Artability, an expo that featured artists with disabilities. Colleagues and community members viewed and listened to the pieces and interacted with artists like Sara Chang (right) at Lehigh Valley Hospital–Cedar Crest. The event encouraged attendees to recognize people with disabilities as people first. Family medicine physician Sweetie Jain, MD (left), and the medical home project team organized Artability. The event was made possible by funding from the Inglis Foundation, which provides programs and services to enable people with physical disabilities to enjoy life with independence and mobility.

Who Took the Pledge?

We recently hosted four iPledge events where colleagues like Lori McMichael showed their support for our Stop Texting public awareness campaign. *The Morning Call* worked with us to develop iPledge. Log on to mcall.com/stoptexting to see photos of colleagues who have taken the pledge to stop texting while driving. If you didn't pledge at an event, you can do it on the website. Help make our roads safer by spreading the message that distracted driving is deadly.



Two Great Teams

We're joining forces with the Lehigh Valley's newest team—the Phantoms. Team owners Jim and Rob Brooks (second and fourth from left), and Allentown Mayor Ed Pawlowski (fourth from right) joined colleagues to announce the partnership. We're a founding partner in the new Allentown arena, will serve as the Official Health Care Provider for the Phantoms, and are proposing a sports medicine and fitness destination in the arena's office complex. "This is the most significant revitalization project in Allentown's history," says president and chief executive officer Ron Swinford, MD (third from left). "We're proud to be part of it and excited to enhance the health and wellness of people in Allentown and surrounding communities."

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CheckUp, awarded Honorable Mention in 2012
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HAPPY ANNIVERSARY

May 2012

40 Years

Judith Dorsam

Endoscopy-G.I. Lab

Patricia Karo

Nursing Education

Susan Steward

Nursing Administration

35 Years

Jane Babich

Bed Management

Julia Clelland

Bed Management

Susan O'Neill

TNICU

Deborah

Schantzenbach

ASU-PACU

30 Years

Deborah Boorse

Outpatient Burn Center

Joan Collette

Endoscopy-G.I. Lab

Christine Crouthamel

Messenger Services

Sandra Paulson

Emergency Services

Evelyn Petrash

Physical Therapy

Richard Richard

Regional Burn Center

Karen Sladovnik

Express Admissions Unit

Linda Smith

ASU-PACU

Carolyn Stiegler

ASU-PACU

25 Years

Maryann Freer

Executive Office

Susan Kulp

Pharmacy

Linda Marks

Endoscopy-G.I. Lab

Lisa Riley

LVP

Lynne Roth

4CP Medical-Surgical

Cynthia Williams

Trauma/Burn

20 Years

Mari Bartczak

Endoscopy- G.I. Lab

Kelly Beauchamps

Patient Safety

Sara Ciaravino

Outreach

Mary Ann Curcio

Managed Care-Provider

James Kocis

7C Medical-Surgical

Tracie Merkle

Nurse Staffing Office

Wanda Osorio

Heart Station

Sharon Smith

Operating Room

15 Years

Joelene Adamcik

ICS Recovery

Cherie Allen

5B Medical-Surgical

Beverly Baker

Surgical Oncology

Deborah Bauer

PACU

Melissa Blihar

Internal Audit

Tonya Capwell

Nursing Float Pool

James Dinbokowitz

Health Spectrum Pharmacy

Basil Dolphin

HealthWorks

Constance Frey

Transitional Trauma Unit

Christina Gallagher

Respiratory Care Services

Denise Hanzarik

5C Medical-Surgical

Resa Herr

Information Services

Kathy Hurdle

ABC Family Pediatricians

Janet Kegllovitz

Dental Clinic

Nancy Kline

Quality

Erin Light

7C Medical-Surgical

Ulla Martz

Muhlenberg Behavioral

John Michalik

Nursing Float Pool

Paul Miller

Respiratory Care Services

Therese Norcott-Gibbons

Behavioral Health

Leyna Ortiz

Helwig Diabetes Center

Candice Pasco

Ambulatory Surgical Unit

Angelo Procaccino

Facilities and Construction

Lisa Rosati

Regional Burn Center

Michele Ruppert

Muhlenberg Primary Care

Patricia Sabol

Medical Records

Melinda Scheirer

Home Care

David Schwendeman

Psychiatry

Beth Sinkovits

MICU/SICU

Jonna Smolick

Pharmacy

Stephanie Thomas

Hematology Oncology

Estela Turk

TOHU

Matthew Yorski

TOHU

Carol Young

Employee Assistance

Nancy Youst

Float Employees

10 Years

Philip Banks

MedEvac

Brian Billig

MedEvac

Sigrid Blome-Eberwein

Regional Burn Center

Joseph Candio

Managed Care Marketing

Carolyn Davidson

Health Care Research

Judith Gagnon

MedEvac

Emily Hartman

Pediatric Unit

Vicki Hartman

Emergency Services

Heleanna Immerso

6N Adult Psychiatry Unit

Linda Loeffler

PICU

Tammy Lorah-Haydt

Patient Education

Susan Morgan

Nuclear Medicine

Anthony Nerino

Community Health

Kathy Perlow

Community Health

Stephanie Ronco

TNICU

James Snyder

MedEvac

Joeleen Souders

LVP Collections

Heather Weist

Endoscopy-G.I. Lab

5 Years

Shawna Adams

7T Medical-Surgical

Raquel Alvarez

Psychiatry

Susan Ayre

Nursing Float Pool

Hannah Beckley

4T Medical-Surgical

Wendy Bednar

Perinatal Telemedicine

Lucinda Bierman

Home Care

Kriss Bozilesky

College Heights OB/GYN

Kysha Brody

Neurosurgery

Stephanie Brown

6K Medical-Surgical

Susan Cavanaugh

Nursing Float Pool

Sherry Courter

Hematology Oncology

Lorraine Damiani

Specialty Practice

Amy Dawson

Emergency Services

Kara Derstein

Physical Therapy

Katie Dorn

Imaging Physics

Tracy Ernst

Cardiac Diagnostic Center

David Fedak

Plant Engineering

Melissa Fegely

Pediatric Unit

Sarah Finnerty

HealthWorks

Dorothy Fried

Courier Services

Heidi Gearhart

Community Health

Brenda Gray

6K Medical-Surgical

LeAnn Gruber

Radiation Therapy

Timothy Haaf

Home Care

William Harriman

Surgical Specialists/Trauma

Cassandra

Howden

College Heights OB/GYN

Tanya Jacobs

Float Pool

Deborah Jagernauth

5B Medical-Surgical

Theresa Jones

6T Medical-Surgical

Dalia Katrib

Float Pool

Dawn Keglovics

Emergency Services

Donald Kern

Respiratory Care Services

Ann Krupka

7C Medical-Surgical

Christine Kucharek

Transitional Trauma Unit

Mary Rose Kyriakides

TOHU

Heather LaBarre

Psychiatry

Lisa Lehr

7B Medical-Surgical

Marlene Leidy

Operating Room

Dawn Leonard

Sterile Processing

Megan Lieberman

ABC Family Pediatricians

Lynn Malone