

OCTOBER 2011

# CheckUP



## Join the Conversation

Learn how this year's employee forums are different, page 8

A PASSION FOR BETTER MEDICINE.™

## We're Not Just Dust in the Wind

Each of us has the power to make a positive difference



Did you see the recent media coverage of truck driver David Sweeton, 43, of Tennessee? He ended up at Lehigh Valley Hospital–Cedar Crest after falling ill while traveling on Interstate 78. It turned out he was suffering from septic shock and had to have both his legs and the fingertips on his right hand amputated. He didn't have insurance and his outlook on life wasn't very positive until he met 4K patient care coordinator Kim Bartman, R.N.

Determined to help him physically and to lift his spirits, she reached out to Hanger Prosthetics and Orthotics to see if they could help with his need for prosthetic legs—a luxury he couldn't afford on his own. Sweeton received his donated prosthetics and was the recipient of overwhelming support from the community. Kim may have simply tossed

a small pebble into a lake when she called the prosthetics company, but the ripple effect it created was life-changing for Sweeton and his family. Today he's back home with a positive outlook on life.

I'm sure Kim wasn't thinking about it, but her gesture exemplifies our mission to heal, comfort and care. Stories like this remind me of how engaged, enthusiastic and involved our colleagues are. At Lehigh Valley Health Network, we are ready to take those characteristics to the next level—and to do that, we're going to ask for your help. Health care faces an uncertain future, but I'm confident if we engage our passionate colleagues, we can make our organization even better than it is today. To do that, we've embarked on a journey that involves each of us in determining how we can continue to make our **mission possible**. You can learn about it on page 8.

You'll learn even more when you come to this year's employee forums, which will be completely unlike the forums you've attended in the past. We'll be asking YOU to do the talking, and we'll be doing the listening. We will listen as you explain how we, as a team, can take our passion, our mission, and create a better organization to serve the community in the future. And your colleagues are going to learn from the words you share. Just like Bartman, as you think with us about our future, it will be like throwing a pebble into a lake. The ripples of passion and success will get bigger and bigger, and there will be more and more of them. That's because each of you plays an important role and has the power to make a positive difference in the lives of our patients and in our health network. That positive energy is what will propel us forward as we continue on our journey together into the future.

*Terry Capuano, R.N.  
Chief Operating Officer*

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# Eyes on the Storm

Colleagues handle the challenges of Hurricane Irene



Our comprehensive emergency preparedness and emergency

management programs paid off when we experienced two rare events. The first was the Virginia-based earthquake that rattled our area on Aug. 23. The second was Hurricane Irene, which arrived only days later.

“These events affected every building, colleague and patient simultaneously,” says Mike Wargo, administrator of public safety and emergency operations. Although the warning time was different—none for the earthquake, days for the hurricane—we followed the same protocol of setting up an incident command center staffed by leaders who could assess situations, deploy resources and communicate. Wargo was aided by Luis Puentes, director of network emergency preparedness and emergency management. It was his first week in this role. “There’s nothing like baptism by fire,” Puentes says.

**Riding out the storm**—Mike Wargo, Lou Puentes, John Lehr, David Wojs, all of network security, and Gail Stern, administrator on call, manned the incident command center for 48 hours during Hurricane Irene. They also coordinated preparation efforts before the storm, such as extra and early shipments of medications, linens and food. Plus, they coordinated sleeping arrangements for colleagues to ensure their safety and so our hospitals would be appropriately staffed during the storm.

*Here’s a snapshot of what colleagues experienced during the storm.*

- Vicki Cunningham, R.N., has glowing words for the hospice and home care nurses who traveled the area to care for patients. She believes Andrea Nansteel, R.N., went above and beyond when she arrived at one patient’s home and found a tree down in his front yard. Nansteel called her husband to take care of the cleanup.
- Patricia Atno, director of Lehigh Valley Hospital–17th Street’s dental clinic, said colleagues took the storm seriously thanks to Major Eric Johnson, an Air Force officer completing a fellowship under senior vice president of operations Jim Geiger. He told people how to prepare and warned them not to take the storm lightly.
- Jose Terreforte, clinical engineering manager, praised certified imaging specialist Gary Riddell, who was on-call. Riddell was paged to Lehigh Valley Hospital–Cedar Crest for radiology equipment affected by a leak. At 5 a.m. Sunday, Riddell braved Route 22, avoiding fallen limbs and debris, and made it safely. He spent nine hours repairing imaging equipment affected by leaks and power outages so patients could receive much-needed tests.
- When the I/S call center was relocated to their disaster recovery site at a remote location, they didn’t skip a beat. They worked there in shifts for more than 36 hours to ensure someone would answer when a colleague called for assistance.
- Our preparedness is one reason Julia Clelland is proud she’s been part of our network for 34 years. She volunteered to relieve colleagues who had spent 48 hours in the incident command center. “From conference calls with other hospitals to discuss what was happening, to dealing with our own leaking windows and roofs, I was impressed by the coordinated effort,” she says.

—Amy Koch



# Kindness Among Colleagues

We consistently go above and beyond for each other

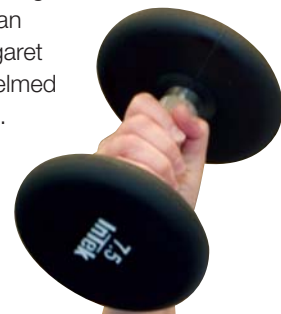
There's something to be said for working in a supportive environment. Whether you're planning a rough weekend of home repairs or you have a terminally ill family member, it's nice to know you can talk about it with your colleagues. It's also nice to know they will be your safety net if and when life makes you stumble—just ask these colleagues.



## PTO for an Overwhelmed Mom

» As a single parent, pediatric nurse Airisol Berrios, R.N. (right), wasn't sure how she could manage more time off. She had used much of her PTO last year caring for her daughter, Maliya, who has autoimmune neutropenia, a condition characterized by a weakened immune system. "She was getting sick and not gaining weight," Berrios says. "She was hospitalized twice this past year."

Maliya was then diagnosed with obstructive sleep apnea and required surgery to remove her tonsils and adenoids, and put tubes in her ears. Berrios needed PTO for Maliya's surgery and recovery. After her manager e-mailed colleagues asking for PTO donations, Berrios received more than 500 hours from colleagues like Margaret Chorazak, R.N. (left). "I was overwhelmed with joy when I found out," she says. "I was so grateful that I could focus on my daughter's recovery and not worry about finances." Maliya, now 2, is doing better after her surgery. "I'm in debt to my colleagues," Berrios says. "I'm so thankful to work with peers who care for one another."



## Her Passion Could Save Your Life

» Barbara Rice started volunteering at Miller-Keystone Blood Center by chance. The Lehigh Valley Physician Group (LVPG) financial counselor had gone to the center four years ago to donate blood. She was found ineligible to donate that day, but Rice was so moved by her experience that she decided to volunteer at the center. "I'm the cookie lady," says Rice, a canteen attendant. "I get to make donating blood fun." Her enthusiasm led her to be honored as the blood center's Volunteer of the Month for August

To display her passion, Rice wears a different blood center donor T-shirt each time she works out at the Healthy You Fitness Center at Lehigh Valley Hospital-Muhlenberg. She hopes the shirt encourages others to donate. Although Rice doesn't work directly with patients, volunteering allows her to give back. "I'm not a nurse or a doctor, but I can help save lives too," she says. "You never know who might need blood." It could even be a colleague who needs blood one day, and Rice will be there to make sure the donation goes well.



## Help From the Kitchen

» When Ami Gruber's husband had a stroke in upstate New York in July, her colleagues in LVPG coding integrity rallied to support her. "The doctors there expected a long recovery," says Laurieann Kapun (second from right), a certified coder in the department. "Ami was worried about how she was going to pay for a hotel while he was there, so we began to organize a bake sale to raise money." Unfortunately, Gruber's husband passed away two days later at the age of 46, leaving her and two teenage sons behind.

(L-r) Jody Mitch, Lourdes Petko, Laurieann Kapun and Susan Edmunds were among the colleagues who went ahead with their plan anyway, and the bake sale was a huge success. Colleagues throughout LVPG donated enough PTO to allow Gruber to stay home with her sons through the summer. This isn't the first time the department helped a colleague in need. "We pulled together before when Lourdes, who'd just had a baby, lost her husband suddenly," says Mitch, the department manager. "There is a lot of generosity in this health network. It truly is a great place to work."

—Lauren Fetterman and Amy Koch







## Star Celebration Award recipients make headline news

Stop the presses! Colleagues who received Star Celebration Awards during our annual gala at the Holiday Inn, Fogelsville, deserve to be on the front page.

Just wait 'til you read their stories.



### Going Above and Beyond

*Behavioral health's Patricia Shelly, R.N., gets the Walking on Water Award*

Many people go the extra mile, but Patricia Shelly, R.N., goes the extra 10,000 miles. When another office is short-staffed, she's ready to care for more patients. She makes patients feel important, treats them like family and emanates comfort. Patients know they can turn to her if they're having a bad day. She helped numerous people who were suffering from severe depression. Says one colleague: "We are truly blessed to have her."



### Snow Doesn't Stop Them

*Perseverance gets the dental sealant team the Community Service Award*

Last winter, numerous snowstorms led to frequent school closings. For (l-r) Susan Speer, Robyn Cimerol, Heidi Gearhart and their colleagues on the school-based dental sealant team, each snowfall brought a new challenge. The team members, who also work in private practice, had to adjust their schedules to accommodate the changes. Different school rooms, many in inconvenient locations for the delivery of portable dental equipment, had to be found. The team persevered and visited 21 elementary schools. They applied dental sealants and provided oral health education to more than 800 second-graders, and practiced AIDET to calm anxious children.



### A Great Place to Work

*Respiratory care's reward and recognition program is a hit*

Respiratory care colleagues like (l-r) Kristen Lal and Kelly Torres believe work should be fun, and hard work should be rewarded. That's why they designed unique ways to reward and recognize colleagues. Their Magic Wand Contest rewards colleagues for improving a process, while the monthly Lifesaver Award recognizes colleagues who go above and beyond. A \$20 gift card is given to these winners and any colleague who logs one year of perfect attendance. This team also hosts themed parties with soup, fondue and ice cream, and stocks a closet with low-cost snacks. Their yearly night at an IronPigs game also is fun.



### Now That's Efficient

*The "Miles of Smiles" team receives the Guldin Award for Efficiency and Innovation*

What's more efficient than a dental office on wheels? Its staff. (L-r) John Ziegler, D.D.S., Tony Seyler, Michael Youse and their colleagues take the mobile dental clinic to one school every weekday. Parents register their child for care by completing a medical history and consent form. If the child scheduled for care is ill, the next scheduled child is escorted to the clinic to ensure it's always in use. The mobile unit has a certified interpreter, and wireless technology allows staff to communicate with Lehigh Valley Hospital–17th Street colleagues. Efficiency leads to affection. The staff gets hugs from the children, who say they no longer fear the dentist.

### A Friend to Children

*Pediatrician Jarret Patton, M.D., receives the Mark Young, M.D., Service Excellence Award*

When children need care, they have a friend in Jarret Patton, M.D. An executive board member of Community Services for Children, Patton champions preschool health and education initiatives. He is part of a team bringing TeleHealth into our schools so our colleagues can consult with school nurses during school hours and provide valuable health care. In addition, Patton oversees the school-based health center at Central Elementary School. As a member of our Cultural Awareness Leadership Council, he teaches medical students the importance of cultural competency, and practices what he preaches.

### Good Samaritan Shoveler

*Gloriann Castro, AIDS Activities Office, is Service Star of the Year*

Hate shoveling snow? Gloriann Castro doesn't mind. She can free a buried vehicle using only a car scraper. After several snowstorms hit our area, she found a patient from the AIDS Activities Office trying to dig his car out of a foot of snow. The man had just been discharged following a lengthy hospitalization. Weak and without a shovel, he was trying to free his car using only a cup. Castro stopped and offered to help. Using her car's scraper, she got the driver's door open and insisted he get in to stay warm while she finished.





# Look Who's Talkin'

2011 employee forums all about conversation ... not a presentation

## Join their circle

A steering team of colleagues recently shared its strengths and aspirations for making our *mission possible*. Visit the intranet ([lvh.com](http://lvh.com)) to watch a video of team members, including (l-r) Carol Teets, R.N., Tracie Heckman, R.N., and nurse anesthetist Maria Thomas, who invite you to join this conversation at the 2011 employee forums.





I was encouraged to grow, and that allows me to help others grow too.

I was so impressed listening to their stories, I wanted to get to know them so I could learn from them.

It's wonderful to meet colleagues who have very different jobs and perspectives.

I interviewed elsewhere but didn't get the same sense of collaboration and empowerment.

Spend a few moments with patient care specialist Tracie Heckman, R.N., float pool patient care manager Carol Teets, R.N., and nurse anesthetist Maria Thomas, and their bond becomes obvious. The trio met at an interactive kickoff event for the steering team that's helping to design the 2011 employee forums.

"I was so impressed listening to their stories, I wanted to get to know them so I could learn from them," Thomas says. Before the day was over, she did. "Even though we just met, it felt like we had known each other a long time."

This opportunity to share stories and build new relationships is what makes this year's employee forums unlike any other. We'll still receive a free gift (an insulated snack bag and hot/cold beverage tumbler) and a free flu shot, and have a chance to win a \$50 gift certificate. But instead of listening to presentations from senior leaders, we'll be talking with them—and each other—about what we do best and what's important to us.

During conversation with colleagues, Heckman shared what's important to her: a supportive environment and opportunities for professional development. In fact, those were key factors in her decision to join our health network in 1998. "I interviewed elsewhere but didn't get the same sense of collaboration and empowerment," she says.

Heckman began here as a staff nurse and later took advantage of our tuition reimbursement program to earn a master's degree. Now she's a patient care specialist who proudly mentored a colleague's journey from support partner, to technical partner to registered nurse. "I was encouraged to grow and that allows me to help others grow, too."

As Thomas listened to Heckman's story, she could relate and shared that she especially values the opportunities to contribute her ideas and opinions. That wasn't the case at her previous job. "A manager actually told me, 'You don't get paid to think (about quality improvements),' " she says. So she left. Now she drives 72 miles every day—each way—to be a part of a supportive anesthesia services team.

Support, collaboration and empowerment are just a few of the common strengths steering team members identified after talking with each other about their experiences here. The team then explored ways we can build on those strengths to keep making our **mission possible**, no matter what the future brings. The result? A surge of pride and energy that connected team members with each other—and our mission. And that's the experience that awaits each of us at this year's employee forums, Oct. 6-Dec. 1. (See schedule below.)

"It's wonderful to meet colleagues who have very different jobs and perspectives," says Teets. "More than a few times during the kickoff I thought to myself, 'Wow, that never would have occurred to me.' It was unbelievably refreshing."

—Gerard Migliore

## 2011 Employee Forum Schedule

FORUMS WILL LAST ONE HOUR AND ARE BEING HELD ON THE FOLLOWING DATES AND TIMES:

Thursday, Oct. 6 • 7 a.m. and 3 p.m.

Monday, Oct. 10 • 8 a.m. and 2 p.m.

Thursday, Oct. 13 • 7:30 a.m.

Friday, Oct. 21 • 2 p.m.

Thursday, Nov. 3 • 2 p.m.

Tuesday, Nov. 8 • 3 p.m.

Wednesday, Nov. 9 • 1:30 p.m.

Friday, Nov. 11 • 2 a.m. and 3:30 a.m.

Tuesday, Nov. 15 • 3:30 p.m.

Tuesday, Nov. 29 • 9:30 a.m.

Thursday, Dec. 1 • 7:30 a.m.

JUST PICK THE MOST CONVENIENT TIME, GO TO ANY OF THE SITES BELOW ... AND JOIN OUR CONVERSATION.

LVH-CC Auditorium

LVH-M ECC-C

LVH-17 Auditorium

LVHN-Mack Blvd. Auditorium

If you can, attend a forum at Mack Blvd. to free up space at our hospitals.

# Important Retirement Program Changes

These steps will help protect your benefit and our strength

To protect your retirement benefits and help keep our health network strong for the future, Lehigh Valley Health Network is changing the retirement benefits we provide.

"When I first accepted the role of president and chief executive officer, one of my major focuses was to protect the retirement benefits of each and every one of our eligible colleagues," says president and chief executive officer Ron Swinfard, M.D. "These changes will help us work toward that goal."

## Why change?

The uncertainties of health care reform and the volatile nature of the financial markets have led the health network to take a closer look at the retirement benefits it offers. These changes were carefully considered and analyzed by pension consultants and senior leadership. More than 60 percent of hospitals have made similar changes, and that percentage is even larger for employers outside the health care industry.

## Where we are today

We currently offer both defined benefit and defined contribution pension plans. Current colleagues had a choice to receive health-network paid benefits through the defined benefit pension plan or the defined contribution pension plan.

If you are among the 60 percent of current colleagues who already participate in a defined contribution plan, you are not affected by this change. If you are among the 40 percent of current

colleagues who are earning a pension in the defined benefit plan, you will continue to earn pension credits in the plan through Dec. 31, 2016, then will automatically move to the defined contribution plan. Here is a timeline of these changes.

## What's happening

### OCT. 1, 2011

- ◆ Lehigh Valley Health Network is closing the defined benefit pension plan to new hires (or rehires).
- ◆ Anyone hired or rehired after that date will participate in the defined contribution plan and matching 403(b)/401(k) plan.

### JAN. 1, 2017

- ◆ All colleagues will now participate in the defined contribution plan and matching 403(b)/401(k).
- ◆ Lehigh Valley Health Network is discontinuing pension credits in the defined benefit pension plan for most colleagues.
- ◆ Unless you are a "grandfathered participant" (see below), if you are actively participating in the defined benefit pension plan on Dec. 31, 2016, your pension credits will stop on that date. The defined pension benefit that you accrue through Dec. 31, 2016 will still be available to you at retirement, under terms of the plan if you are vested.
- ◆ Colleagues who are at least age 45 and have at least 10 years of service as of Dec. 31, 2011, will be considered "grandfathered participants" and will be eligible to earn additional pension credits based on any increases to their pay from January 1, 2017 through Dec. 31, 2021.

### JAN. 1, 2022

- ◆ All defined benefit pension credits will be frozen for all colleagues.

**NEXT  
STEP**

Learn more about the changes in a packet that will be mailed to your house. The packet includes frequently asked questions, resources (such as the [retire@ease](mailto:retire@ease) website and one-on-one employee meetings with human resources and VALIC counselors) and other important information.



## SSP Bonus Coming

"You helped us achieve our cost-per-case and patient satisfaction goals in fiscal year 2011. To reward you, eligible colleagues will receive a Shared Success Plan (SSP) bonus. Full-time colleagues will receive \$750. Part-time colleagues will receive \$350. Your manager will discuss your eligibility with you. Those eligible will receive the bonus in their Oct. 7 paycheck. Thank you for all you do to make our health network great."

Ronald W. Swinfard, M.D., *President and Chief Executive Officer*



# Her Passion: The Continuum of Care

Meet our new senior vice president of ambulatory services

Hospitalized patients always have skilled caregivers nearby. Nurses bring their medications, physical and respiratory therapists come to the bedside, and doctors check on them throughout the day. But upon discharge, these responsibilities are transferred to patients and their families.



That's where Fran Blackwell, our new senior vice president of ambulatory services, comes into the picture. "I'm passionate about making the seamless care that's provided in the hospital available throughout the continuum of care—after discharge and in the outpatient setting," she says.

Blackwell joined our health network on Sept. 12. In her new role, she leads a collaborative effort to set the vision for ambulatory services. She also oversees our health centers, wound and hyperbaric care, sleep centers, retail pharmacies and rehabilitation services, including medical fitness and HealthWorks. Her role will evolve as we continue to grow outpatient care as an important part of the care continuum.

A speech pathologist by training, Blackwell has her master's degree in that specialty area and a master's degree in business administration from Temple University. She comes to us from Tacoma, Wash., where she was vice president of outpatient services for the Franciscan Health System, a large network of five hospitals with associated services.

Her move to Pennsylvania is a personal and professional win-win. On a professional level, she loves to be first in a newly created position. "I'm confident in what I'll be able to accomplish and ready to look at things and ask, 'How can we do it better?'" she explains.

On a personal level, Blackwell grew up in Pittsburgh and her husband is from Pennington, N.J., just outside of Trenton. "It will be nice to be close to our families again," she says. A major bonus is her son, his wife and their son (Blackwell's first grandchild) also live in southern New Jersey. "We won't have to choose which holiday to spend with family anymore. We'll be able to spend all of our holidays together, and I'm excited about that."

She's also excited about the culture we have here. "I'm very impressed by the collaborative relationships people have in this health network," she says. "I love seeing physicians, nurses and other caregivers sitting together in the cafeteria. It reminds me of when I started in health care more than 30 years ago. It stands out to me."

—Amy Koch



## Better Medicine Saturdays This Fall

As the region's only National Cancer Institute–selected cancer center, we're bringing better medicine and better

cancer care to neighborhoods that need it the most. This fall we'll host three more Better Medicine Saturday events at Lehigh Valley Hospital–17th Street. There are free family-friendly events offering children's activities, refreshments, giveaways and health screenings.

- » SATURDAY, SEPT. 24  
11 a.m.–1 p.m. *Special focus: prostate cancer*
- » SATURDAY, OCT. 22  
11 a.m.–1 p.m. *Special focus: breast cancer*
- » SATURDAY, NOV. 19  
11 a.m.–1 p.m. *Special focus: diabetes*

Encourage your patients to register by calling **610-402-CARE**.

## She's an Advocate

Last year, Jennifer McDonnell rushed to Lehigh Valley Hospital–Cedar Crest's emergency department when her 10-year-old daughter had a traumatic bike accident and needed surgery. McDonnell, a clinical scheduler with Lehigh Valley Home Care, was grateful for the care she received. "Everyone in the trauma center was great," McDonnell says. When the Children's ER hosted an open house, McDonnell took her daughter to help ease her fears about going to the hospital. "The Children's ER is just for kids, and my daughter felt really comfortable," McDonnell says. "It was a huge stepping stone for her. I left almost in tears." That positive experience is one of many that McDonnell shares. "I tell everyone about the phenomenal care we provide," she says. "There is such a difference in the care we provide compared to other hospitals."



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

If so, call **484-884-0806** or e-mail **Lauren.L.Fetterman@lvhn.org** and share your story in *CheckUp*.



## The Wall

### What our fans are saying

**Karen Minnich Skorochod** wrote on Aug. 15:  
*She (ThriveNI Vellore, M.D.) was amazingly thorough and just a pleasure to meet. She even took the time to learn how to pronounce my last name. It's nice to know that even in such a large group (Muhlenberg Primary Care), the service can be personal!*

**Jen Ohlinger Trumbauer** wrote on Aug. 13:  
*I just wanted to thank all of the nurses that took care of me and my baby (Brianna) during my stay on 8/7/11. We were truly blessed to have such a wonderful stay with a staff that went above and beyond.*

**Scott Drake** wrote on Aug. 8:  
*I want to thank the Lehigh Valley medical staff at Gate 11 (Pocono Raceway) for all they did for my wife on Sunday. I also thank you for your concern over me. As an MS patient, I know I wasn't looking so good myself worrying about my wife, and you guys watched over me while I was there. Thank you.*

## The Buzz in Our Community

- ESPN, *The Washington Post*, *The Philadelphia Inquirer*, Forbes.com and many more news organizations mentioned **Lehigh Valley Health Network** in connection with the care Philadelphia Eagles player Mike Patterson received at Lehigh Valley Hospital–Cedar Crest.
- **Kim Bartman, R.N., and the 4K staff** received attention from 69 News (WFMZ-TV), *The Morning Call*, *East Penn Press* and *The Patch* for helping a patient acquire two prosthetic legs following a double amputation.
- To promote this year's Pink Ribbon Ride, president and chief executive officer **Ron Swinfard, M.D.**, and breast health services director **Neddy Mack, R.N.**, held an actual "dog and pony show" at LVH–Cedar Crest. 69 News (WFMZ-TV), Service Electric TV-2 News, *The Patch* and the *East Penn Press* covered the event.
- The **50th Annual Lehigh Valley Hospital–Muhlenberg Summer Festival** made the front cover of *The Morning Call's* "Go Guide."
- *The Express-Times*, *The Morning Call* and *The Patch* covered our **IronPigs cover design contest**. You can see the winning entry on our Facebook page at **www.facebook.com/LVHealthNetwork**.

### READ AND VIEW OUR NEWS

Go to **lvhn.org/news** to see news clips (updated monthly).

### STAY INFORMED ON THE INTRANET

You can read the latest health network news on the **intranet (lvh.com)**. Under the "Network News" section of the home page, click on the stories that interest you (updated monthly).

–Matthew Burns

**JOIN THE CONVERSATION**  
at **facebook.com/lvhealthnetwork**



## A Guide to Our Care

### Meet Our NCCCP Social Worker

No one wants to hear the words “You have cancer.” But when a cancer diagnosis means you’ll end up in major financial crisis because you can’t work, the stakes are even higher. Enter Darling Santos, a social worker whose recent hiring was made possible with funding from the National Cancer Institute Community Cancer Centers Program (NCCCP). “I’m here to help people with anything that makes them think twice about treatment,” she says. Whether that’s transportation, child care, food, housing or other issues, Santos can point patients in the right direction.

“There are many wonderful organizations that want to help,” Santos says. “I find these organizations and connect patients to them.”



### Fostering Healthy Pregnancies

Hypertension is a common complication of kidney disease, and chronic hypertension can increase your risk for kidney disease. Both conditions can increase your risk for complications during pregnancy. To help expectant mothers have healthy pregnancies, our new pregnancy hypertension and kidney care program helps women manage these conditions during pregnancy. Physicians with special interests in hypertension and kidney disease in pregnancy work with your obstetrician/gynecologist and other caregivers to help increase your chances for a healthy pregnancy and baby.

### A Doctor You Should Know

Rachel B. Liebman, D.O., became a doctor because she wants to make a difference in people’s lives. She is passionate about treating the mind, body and spirit and advises her patients to take care of their physical and emotional health. Liebman is board-certified in family medicine. In her spare time, she enjoys being with her family and exercising, including yoga and kickboxing. She practices at Moorestown Family Medicine in Bath.



### Preventing Fires, Honoring Heroes

To honor people who devote their lives to keeping us safe, we’re hosting the Valley Preferred Spirit of Courage Award Celebration. The event, scheduled for Oct. 4 at Lehigh Valley Hospital–Muhlenberg, honors men and women who have risked their lives to save others from a burn injury, as well as people who promote fire safety and burn prevention. For information about attending the event, which benefits the Burn Prevention Network and our Regional Burn Center, call 610-969-3930.

### New Heart Surgeon

Timothy Misselbeck, M.D., recently joined Lehigh Valley Heart and Lung Surgeons as its seventh member. He performs cardiothoracic surgery and endovascular thoracic aortic repairs, and is specially educated in heart transplantation and ventricular mechanical assist device implantation. After completing his general surgery residency at our health network, Misselbeck completed his cardiovascular surgery residency at the Texas Heart Institute. He earned his medical degree from Ross University School of Medicine and his undergraduate degree from Drexel University.



## The Power of Team

Giving back to our community is an important responsibility of ours. Each year, colleagues give back by contributing to the United Way Campaign. This year's campaign starts on Sept. 16. By pledging your support, you help the United Way of the Greater Lehigh Valley provide vital services to our community, including mentoring programs for at-risk youth, warm lunches for shut-in older adults and mental health counseling. To give, click the United Way icon on your SSO toolbar. Have a question? Ask your department's United Way team champion.



## PRIDE in Our People

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



## March for Babies

It was a chilly day, but that didn't stop more than 5,000 walkers from supporting the March of Dimes. Our team—comprising about 250 colleagues and family members—was the largest team to participate. Team members raised more than \$25,000, the largest sum raised by a group. Deb Pollack, executive director of the March of Dimes, recently recognized these accomplishments by presenting awards to neonatologist Lorraine Dickey, M.D., neonatal intensive care unit (NICU) director Denise Keeler, R.N., and other NICU staff.

## A Celebratory Pitch

What will you do on the first day of your retirement? Clinical engineering's Thomas Fichter celebrated the end of his 35-year career by throwing out the first pitch at a Lehigh Valley IronPigs game. During a reward and recognition (R&R) event sponsored by his department, colleagues surprised him by signing him up to throw the game's first pitch. About 50 colleagues and family members were in attendance to watch Fichter's windup and congratulate him for his years of service.



## Quote Wall Revealed

The quote wall of inspiration you helped create is now available for all to see at Lehigh Valley Health Network—Mack Boulevard. Colleagues submitted hundreds of their favorite inspirational, motivational and whimsical quotes at <http://passion.lvhn.org>. Many of the submissions were chosen to appear on the new quote wall in Mack, similar to the one in the Kasych Family Pavilion. Stop by the first floor of Mack Boulevard to see the wall, and visit the website to share your favorite quote and story.



## Service Star of the Month



## Schedule

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

### Culture of Wellness

- Oct. 3, 9, 17, and 31** – Adult Maternity Tour
- Oct. 4** – Preparing for Childbirth Four-Week Series
- Oct. 4** – “Power Struggles” Parent Workshop
- Oct. 5 and 20** – Breastfeeding Baby
- Oct. 5** – Car Seat Check
- Oct. 5** – Redirecting Children’s Behavior Parenting Series
- Oct. 8** – Baby Care, One-Day Class
- Oct. 8** – Reiki 1
- Oct. 9** – Sibling Maternity Tour
- Oct. 12** – Baby Care Series
- Oct. 14** – Preparing for Childbirth Refresher
- Oct. 15** – Preparing for Childbirth, One-Day Class
- Oct. 15** – The Health of Touch (Partner Massage 1)
- Oct. 17** – CPR Family and Friends
- Oct. 18** – Corrective and Protective Skin Care
- Oct. 20** – Car Seat Check
- Oct. 20** – “Raising a Toddler” Parent Workshop
- Oct. 21 and 22** – Preparing for Childbirth Friday/Saturday Class
- Oct. 29 and 30** – Preparing for Childbirth Saturday/Sunday 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

### Events

- Oct. 7** – Depression Screening, Free and Confidential  
LVH-CC: 1-4 p.m., Auditorium  
LVH-M: 9 a.m.–noon, ECC-C
- Oct. 15** – Pregnancy and Infant Loss  
Kasych-ECC 6; 6:30 p.m.  
R.S.V.P. by calling 610-402-CARE

### VALIC Retirement Seminars

- Oct. 11** – LVH-CC
  - Oct. 12** – LVH-M
  - Oct. 13** – LVH-17
- Visit [valic.com](http://valic.com) to register and enter one of the following codes:  
LVH-CC seminar: LVHALL11AN  
LVH-M seminar: LVBET11AI  
LVH-17 seminar: LVHALL11AK

### LVHN Recreation Committee Events:

- March 4-13, 2012** – Prague, Vienna and Budapest  
Contact Fran Sajkowicz,  
610-969-3430  
*Visit the “/LVH\_Recreation\_Comm” bulletin board for more details.*

### Cheryl Christine, case manager Nominated by Bonnie Winch, case management

Case manager Cheryl Christine’s patient had no one to turn to. Homeless and in need of dialysis, he couldn’t take the local bus because of an outstanding fare balance. Christine couldn’t send him back into the world with no one to look after him, so she took him under her wing.

First, she received approval to have his bus bill paid from case management’s budget. Then, Christine worked with the New Jersey welfare department to get him a birth certificate, social security card and driver’s license. She even collected donations of money and clothes, and secured him a place to stay.

The patient was so moved by Christine’s efforts, he wrote her a letter. It states, “I just want you to know you are the closest thing I have to a guardian. It felt good for once not to go hungry for days on end or get kicked out at 4 a.m. from the shelter. You made my stay here more than comfortable, and I appreciate that, really I do.” He even signed it, “Your Son.” “Everyone has a guardian angel,” says administrative assistant Bonnie Winch. “Cheryl was his.”

—Matthew Burns

### Congratulations to Award Nominees

- Ann Brezina**, Mullenberg Primary Care
- Susan Steidel, R.N.**, trauma-neuro intensive care unit
- Richard Kuklantz, R.N., Jonathan Nicholas, flight paramedic, Richard Becker, flight paramedic**, MedEvac
- Jessica Gross, physician assistant**, Lehigh Valley Hospital–Muhlenberg hospitalist program
- Noreen Schneck, medical dosimetrist**, radiation therapy
- Paul Marsicano**, security
- Lisa Holly, R.N.**, 6K
- Brian Bradow, M.D.**, surgical resident
- Laura Transue**, Youthful You Institute
- Cynthia Payonk, C.R.N.P.**, LVPG diabetes and endocrinology, **Kailin Slowack, C.R.N.P.**, pediatric endocrinology, **Mary Cipolle, R.N., Kathleen Brown, R.N., Natalie Mangold, R.N., Phyllis Kutzer, Leyna Ortiz, and Joyce Najarian**, Helwig Health and Diabetes Center

### 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 star**, go to the intranet at lvh.com. Go to the “Find Fast” box and click on **Service Star Nomination**.

**CheckUP** is a magazine for employees of  
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# HAPPY ANNIVERSARY

## October 2011

### 40 Years

**Joanne Leshor**  
Center for Women's Medicine  
**Joan Schultes**  
Case Management  
**Grace Wahler**  
Children's Clinic

### 35 Years

**Tindra Bassler**  
Radiology  
**Jean Bortz**  
Ambulatory Surgical Unit  
**Wanda Perich**  
MICU/SICU  
**Bonnie Wasilowsky**  
NSICU  
**Nancy Zosky**  
Supplier Services

### 30 Years

**Wilfredo Deleon**  
Engineering  
**Cheryl Holub**  
General Services  
**Diane Kowalski**  
Radiology  
**Judy Schaeffer**  
Acute Coronary Care Unit  
**Anne Snyder**  
Respiratory Care Services  
**Diane Wiersch**  
Information Services

### 25 Years

**Joan Heckler**  
Center for Women's Medicine  
**Dana Hosfeld**  
Sleep Disorders Center  
**Gina Mohr**  
Cardiovascular Medicine  
**Deborah Schaedel**  
Home Care  
**Robert Stevens**  
Marketing and Public Affairs

**Judith Szep**  
Breast Health Services  
**Anita Verzino**  
Security  
**Cecelia Wotring**  
College Heights OB/GYN

### 20 Years

**Deborah Bandura**  
Grandview Cath Lab  
**Kristina Diefenderfer**  
Radiology  
**Susan Druckenmiller**  
Courier Services  
**Robert Gellock**  
Engineering  
**Jeanne Ivory**  
6N Adult Psychiatry Unit  
**Suzanne Jones**  
Wound Healing Center

**Giselle Monosa-Hefelee**  
Rehab Services  
**Cynthia Thomas**  
Information Services  
**Robert Tocci**  
Health Spectrum Pharmacy

### 15 Years

**Nancy Adams**  
Lehigh Valley Anesthesia Services  
**Amanda Grim**  
Medical Records  
**Becky Kauffman**  
Obstetrics  
**Carol Kish**  
Adolescent Psychiatry  
**Joseph Kulig**  
Information Services  
**Sharon McCulley**  
Behavioral Health  
**Robert Reedy**  
MedEvac  
**Stacy Ryan**  
CECE Center

### 10 Years

**Christopher Adams**  
AV/Media Services  
**Michael Badellino**  
Surgical Specialists/Trauma  
**Melanie Ball**  
LVPG Billing  
**Korynn Burdiss**  
Regional Burn Center  
**Janet Chaputer**  
Transitional Living Center  
**Debora Cordes**  
Compliance  
**Kelly Cuthbert**  
LVPG Diabetes/Endocrinology  
**Jennifer Devine**  
5T Medical-Surgical  
**Denise Gabriele**  
West Broad St. Family Medicine  
**James Geiger**  
Office of COO  
**Marisa Greggo**  
Radiology  
**Kyle Hardner**  
Marketing and Public Affairs  
**Lamont Hosfeld**  
Tele-Intensivist  
**Shelly Ketchens**  
Dept. of Medicine  
**Calvin Lam**  
Financial Services  
**Benjamin Lifschutz**  
Adolescent Psychiatry  
**Megan McHugh**  
Pediatric Unit  
**Tina Moyer**  
Surgical Oncology  
**Katherine Nelson**  
Plastic Surgery Assoc. of LV  
**Amanda Oakes**  
ICU  
**Linda Pergine**  
Neurological Surgery  
**Joan Phillips**  
Coding Integrity

**Lisa Renn**  
Labor and Delivery  
**Kathy Sam**  
Supplier Services  
**Joel Sands**  
Emergency Services  
**Andrea Schneck**  
Central Scheduling  
**Dawn Stang**  
Parent Education  
**Cassandra Waldek**  
Radiology  
**Heidi Wengert**  
Family Health Center  
**Sherry Yocum**  
Pharmacy

### 5 Years

**Krista Allshouse**  
Cardiology  
**Laurie Andes**  
TOHU  
**Kathy Attieh**  
Lehigh Valley Heart Specialist  
**Amy Balliet**  
6K Medical-Surgical  
**Meghan Berry**  
Cardiology  
**Jocelyn Bugaoan**  
7T Medical-Surgical  
**Ilyshya Chilcote**  
6K Medical-Surgical  
**Margaret Chorazak**  
Pediatric Unit  
**Benjamin Collins**  
Information Services  
**Justin Cooper**  
Infectious Disease Specialists  
**Deborah Cottone**  
Riverside Family Practice  
**Gail Delillo**  
Healthy You Programs  
**Marylyn Diaz**  
Special Procedure Unit  
**Mary Ensslin**  
Government Relations

**Debra Fegley**  
Health Spectrum Pharmacy  
**Lewis Fendrick**  
Security  
**Nicole Fessler**  
Obstetrics  
**Robin Garner**  
Transitional Trauma Unit  
**Kim Gavigan**  
Cardiac Diagnostic Center  
**Heidi Giamis**  
Heart and Vascular Center  
**Kisha Gibbs**  
ICS Recovery  
**Marie-Claude Gutekunst**  
Health Care Research  
**Andrea Haas**  
Emergency Services  
**Carole Handley**  
NSICU  
**Jeanmarie Hartranft**  
Medicine Clinics  
**Rebecca Herb**  
Kidney Acquisition  
**Miriam Hernandez**  
Dept. of Surgery  
**Lauren Hoover**  
NORI  
**Steven Iacono**  
Radiology  
**Courtney Irby**  
Lehigh Neurology  
**Susan Kichline**  
Home Care  
**Jacqueline Kobeski**  
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**Loretta Licata**  
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**Heather Lilly**  
LVPG Reimbursement  
**Christine Lynch**  
4K Medical-Surgical  
**Rosalie Maehrher**  
Geriatrics

**Nedaa Makhoul**  
Center for Women's Medicine  
**Patrick McFadden**  
Security  
**Maureen Mergard**  
Cardiology  
**Jeremy Mest**  
Security  
**Jennifer Miller**  
5T Medical-Surgical  
**Erin Miranda Moore**  
NICU  
**Yolande Moriah**  
Home Care  
**Ryann Morrison**  
Infectious Disease Specialists  
**Elizabeth Nesland**  
Children's Clinic  
**Tiffany Nguyen**  
7A Neuroscience Unit  
**Loice Oluoch**  
4K Medical-Surgical  
**Heather Painter**  
Operating Room  
**Holly Pettit**  
Emergency Services  
**Colleen Poehler**  
Valley Family Medical Center  
**Maryrose Pudelka**  
Lehigh Valley Heart Specialist  
**Marivel Rapee**  
Transitional Skilled Unit  
**Julia Ries**  
Emergency Services  
**Jose Rivera**  
Linen Services  
**Caroline Robert de Massy**  
Patient Transport  
**Patricia Roberts**  
Emergency Services  
**Dawn Roche**  
Medicine Clinics  
**Anna Romig**  
6C Medical-Surgical  
**Celeste Roney**  
Youthful You Institute

**Tosha Samuel**  
Bed Management  
**Alexa Sanchez**  
Breast Health Services  
**Scott Santee**  
Information Services  
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