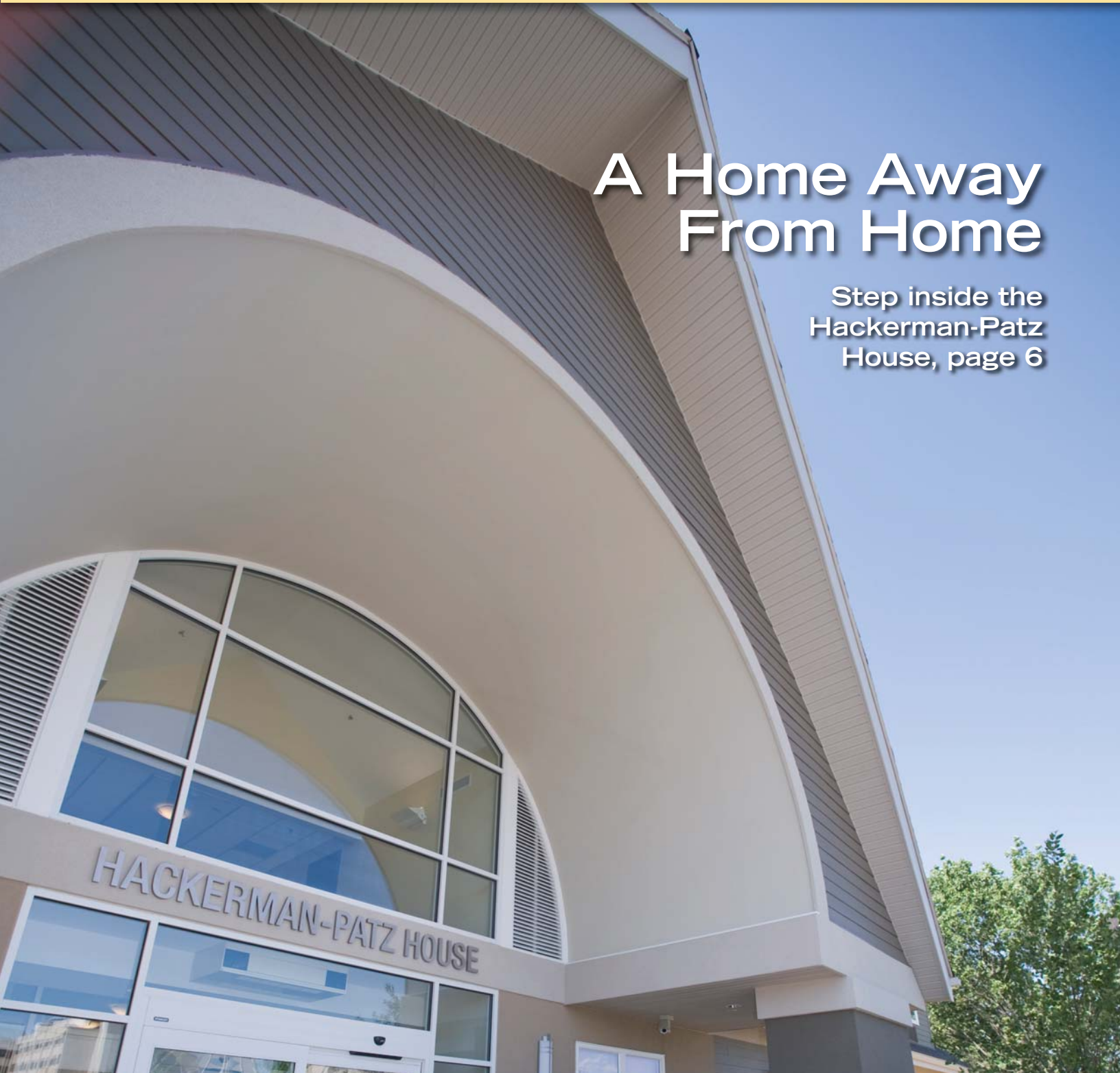


SEPTEMBER 2011

CheckUP

A Home Away From Home

Step inside the
Hackerman-Patz
House, page 6



A PASSION FOR BETTER MEDICINE.™



Because We Care

Take time to nurture yourself—not just your patients



Summer is my favorite time of year. I like to savor every balmy moment of it. One way I do that is by getting outside and plugging into the beautiful weather—even just sneaking outside a few minutes during the day is enough to make me feel recharged.

I think it's important to take advantage of our outdoor spaces, like the new gardens with seating areas at Lehigh Valley Hospital–Muhlenberg (see page 8). There are similar areas at Lehigh Valley Hospital–17th Street and Lehigh Valley Health Network–Mack Boulevard.

We put them in so you can enjoy the serenity of nature and find a quiet space away from the hustle and bustle of our health network. We care about your happiness, and we hope the gardens can help recharge and inspire you

too. For those of you at Cedar Crest, stay tuned. Your quiet garden space will be created in the spring.

Sometimes being in a calm space can help you mentally work out a problem. If there is something big bothering you at work—something the peace of a garden can't resolve—you may want to consider talking to our new employee relations specialist (see page 11). Her sole focus is to meet and work with colleagues who have questions, concerns or requests regarding their work experience within the health network.

She spends her days counseling colleagues about the steps they can take to resolve the situation, either independently or with her assistance. We have this position in our health network because we feel it's important for you to have a resource who can help you work through challenging situations.

Finally, to keep you healthy (and happy!) as summer draws to a close, I want to remind you to get your flu shot this fall. Seasonal influenza causes more than 200,000 hospitalizations and 24,000 deaths each year in the United States. Some are the result of hospital-associated infection. That's why we've adopted a new flu shot policy (see page 3). We care about you, and we want you to stay healthy during flu season—and keep our patients healthy in the process.

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

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It's just like holding the actual magazine, only better! You can flip through the pages and click on the links to get more information. Visit lvhn.org/checkup to try it.

Preparing for Flu Season

A new policy will help keep you healthy, and our patients and visitors safe

No matter your role in our health network, we all share the same mission—to heal, comfort and care. To do your job to the best of your ability, you first have to take care of yourself. As flu season approaches, one of the best ways you can help our patients avoid influenza infection is to get a flu shot. It's the right thing to do for you and the responsible thing to do to improve patient safety.

“Health care workers can and do pass on the flu to patients, visitors and colleagues,” says Carmine Pellosie, D.O., medical director of employee health services. Consider this. Lehigh County had 958 reported cases of influenza last influenza season, the third most in Pennsylvania. Northampton County wasn't far behind. “We can turn those numbers around if all colleagues do their part and get a flu shot,” Pellosie says.

Last flu season, 81 percent of colleagues were vaccinated. However, about 1,300 colleagues were not. “That puts patients and guests at risk because influenza can be transmitted 24 hours before symptoms appear. Many health systems now require mandatory influenza vaccination or mask-wear if the vaccine is not received,” Pellosie says.

To help us achieve our goal of getting all colleagues vaccinated, a new policy will go into effect Sept. 15, 2011. Here are the key points:

- Colleagues are strongly encouraged, but not required, to get a flu shot.
- Colleagues who decline an influenza vaccine will be required to submit a formal declination, with a reason for the declination, by Dec. 1.
- Those who decline and have patient contact will be required to wear a surgical mask.
- If a colleague refuses to wear a mask, there will be a formal counseling process that can result in termination after three occurrences.
- Beginning Sept. 15, 2012, all colleagues who have patient contact will be required to receive the vaccine annually, unless exempt for medical or religious reasons.

So, do your part. Get a flu shot and help create a safer health network, a more confident workforce and a healthier community. **To read the full policy and frequently asked questions, visit the "What's New" section on the intranet (lvh.com).**

—Matthew Burns



Do Your Part!

Get a flu shot and help create a healthier community.

The Benefits of a ROADMAP

It keeps colleagues on track, and informs patients and families about what's ahead

You're on a road trip, and you're lost. You're frantically trying to find your way. Your friend insists you stop for directions. You agree, but now you're 30 minutes behind schedule. If only you'd have used a roadmap.

You'd have known your route, been prepared for the next turn and avoided the anxiety.

Colleagues, patients and families on 5K and 6K are noticing similar benefits from our ROADMAP (Review of All Daily Medical Actions and Plans). It's an easy-to-read fact sheet given to each patient daily containing information about his or her care. It includes names of caregivers, tests, procedures, medications and diet, and contains more information patients and families often ask about.

The ROADMAP pilot project is part of our patient-centered experience (PCE) initiative to enhance every patient and family member's experience. Project co-leaders Kristina Holleran, R.N., and Jan Wilson, R.N., are excited that patients, families and colleagues are benefiting from this innovation. "We're one of only a handful of hospital in the nation to do this," Holleran says, "and we've received very positive feedback."

Here's what one nurse and patient like about using a ROADMAP.

A nurse's perspective

"When the ROADMAP was introduced, I was apprehensive, as was most of the nursing staff. We thought the information in the ROADMAP would overwhelm patients and families, causing them to ask even more questions than they already do. However, the opposite happened.

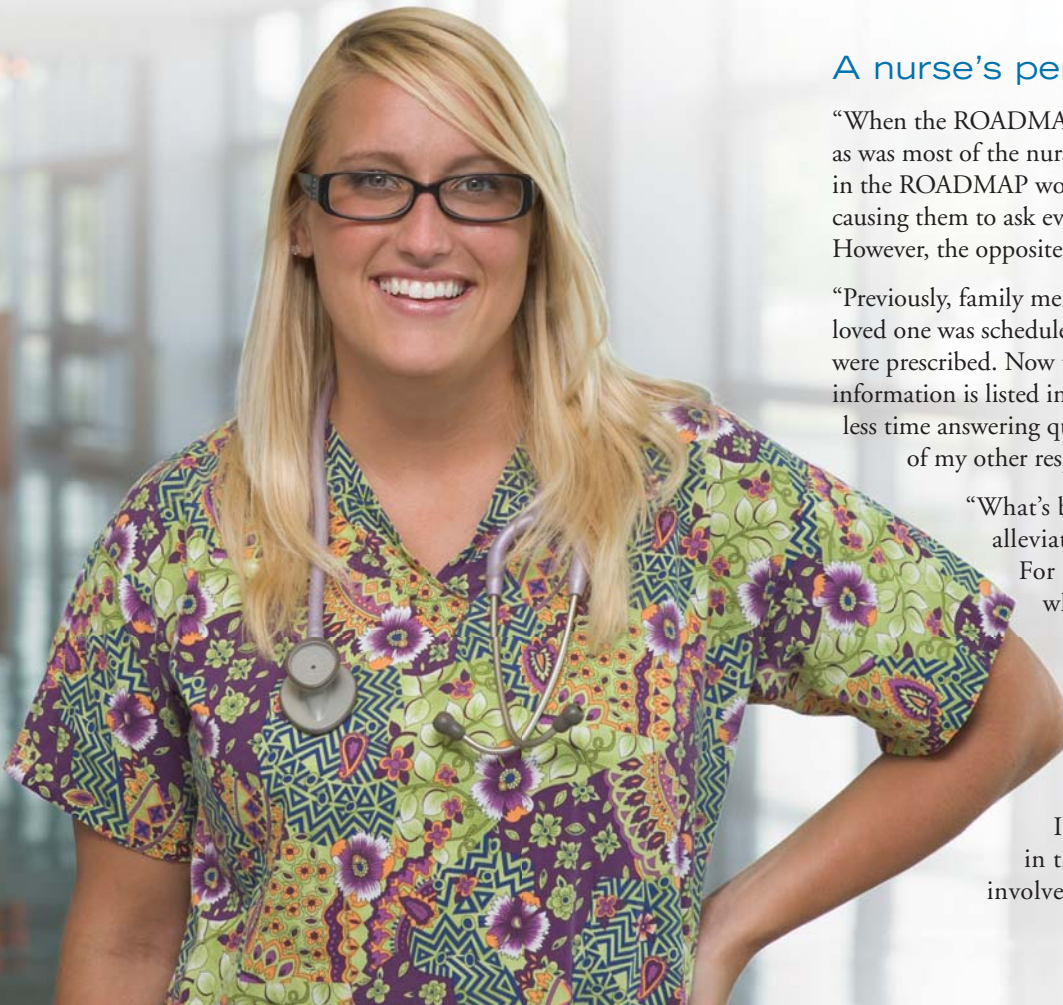
"Previously, family members would ask which test their loved one was scheduled to receive or what medications were prescribed. Now they don't have to because all that information is listed in the ROADMAP. Because I'm spending less time answering questions, I have more time to take care of my other responsibilities.

"What's best about the ROADMAP is that it alleviates anxiety for patients and families.

For example, some patients were surprised when they had to go for a test. The ROADMAP eliminates these and other surprises. In fact, many patients and families wait for the ROADMAP to arrive every morning and plan their day around the information it contains.

It helps them become more involved in their care, which is great for everyone involved."

-Alyssa Bruchko, R.N., 6K



SHARED SUCCESS PLAN

Fiscal Year 2011 Final Results



A patient's perspective

"I'm concerned about the medications I take. In the past, some medications made me confused or dizzy and caused me to fall. In fact, I'm hospitalized now because I fell. I like that the ROADMAP lists all the medications prescribed to me.

"When I first read my ROADMAP, I noticed I would be given a pain medication, if needed, that in the past caused me to experience side effects. It reminded me to tell my doctor about it and ask him if I could have a different pain medication if needed.

"I appreciate that the ROADMAP keeps members of my family informed. My son, who is a nurse, has been reviewing my medication list daily so he knows exactly what's going on. It makes all of us feel more confident in the care I'm receiving."

-Alice Donham, Germansville

Future stops on the ROADMAP

- Pilot units will monitor scores from the Press Ganey question, "Did nurses keep you informed?" to determine effectiveness.
- Content is being tweaked to make it even easier for patients and families to understand.
- A Spanish version is being developed.
- Will soon be rolled out to other medical-surgical units.
- New versions will be developed for specialty units.
- Project leaders will publish articles and make presentations to educate caregivers nationwide about the benefits.

-Rick Martuscelli

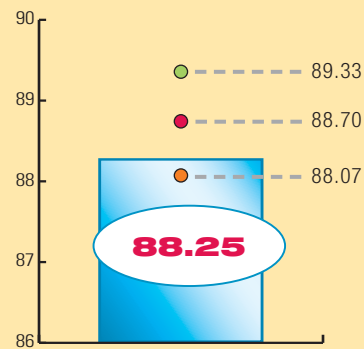
We reached our goals!

Our FY 11 Goals

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

Congratulations. Thanks to your hard work, dedication and passion for better medicine we achieved our overall patient satisfaction and cost-per-case goals. Eligible colleagues will receive their Shared Success Plan (SSP) bonus in the Oct. 7 paycheck.

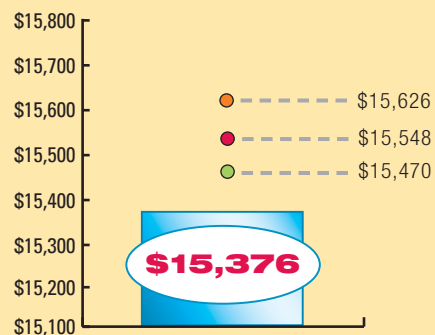
Patient Satisfaction



We exceeded our threshold (good) goal.

Cost Per Case

(lower is better)



We exceeded our maximum (best) goal.

Home Away From Home

The Hackerman-Patz House makes life a little easier when a loved one is in the hospital—and home is far away



It's convenient, affordable and a place where patients and families can rest in a welcoming, compassionate environment. It's the Hackerman-Patz House, a new family lodging facility at Lehigh Valley Hospital—Cedar Crest. "We will do all we can to help our guests relax, renew and support each other," says house supervisor Kimberly Thompson.

The house serves families of Lehigh Valley Health Network hospital inpatients, including:

- Families who live more than 30 miles away
- Patients who live more than 30 miles away and travel to our health network for ongoing outpatient appointments
- Local families who have a loved one admitted to any of our critical or intensive care facilities.

Construction was made possible by a generous \$2 million gift from Willard Hackerman and his wife, Lillian Patz Hackerman, of Baltimore, MD. Nearly 500 colleagues got a firsthand look at the facility during a July 14 "Sneak Peek" tour. Here are some highlights.

—Gerard Migliore



Making connections

The Great Room's expansive view and comfortable furniture make it an ideal place for guests to relax and support each other.

Keeping families close

The Hackerman-Patz House is located on a wooded lot opposite Lehigh Valley Hospital—Cedar Crest's emergency department. With a nightly room rate of \$35, it offers guests an alternative to an expensive hotel or daily trips to and from their distant home.



Snack time

The kitchenette is designed for storing and reheating quick meals and snacks. Supplies like coffee and kitchen utensils are provided to make it easy for guests to grab a quick bite or beverage.



Comforts of home

The house features 20 guest rooms, available with either single or double beds. All include a private bath, flat-screen TV, safe and mini-fridge. Eight first-floor guest rooms are ADA-compliant for handicap accessibility.



A room of their own

The playroom features a play kitchen and other interactive toys to help engage children and spark their creativity.



Warm welcome

The front desk/lobby area is the house resource hub. Staff is on-duty seven days a week to make sure guests have a safe, comfortable and restful stay.



Not-So-Secret Gardens

Colleagues and families escape to new outdoor gardens when they need a break

“It’s a nice place to just get away from it all.” “Sometimes you want a change of scenery—especially on a nice day.” That’s what colleagues are saying about the new garden seating area outside the cafeteria at Lehigh Valley Hospital–Muhlenberg.

This reaction is exactly what our senior leaders hoped for when they planned the new garden area. “We wanted to create outdoor areas that would help our colleagues get away from their work areas and enjoy the serenity of nature,” says Terry Capuano, R.N., our chief operating officer. “Gardens are proven to relieve stress and promote happiness, and that’s something we feel is important for our colleagues.”

While the focus is on colleagues, patients’ families find solace in these outdoor spaces too. “Having a loved one in the hospital is stressful,” says Jim Geiger, our senior vice president of operations. “It’s nice for families to have a place to go and get some fresh air.”

Colleagues and families alike have enjoyed the outdoor settings with picnic tables and park benches at the front and side of Lehigh Valley Hospital–17th Street for a few years now. Facilities and construction applied successful design elements from there when they planned the new outdoor spaces at Lehigh Valley Hospital–Muhlenberg. One such space is outside the cafeteria, the other is along the South Tower. A third space is planned for near the emergency department.

“We wanted to make the spaces inviting for people who want to use the outdoor seating,” says Gregory Marushak, a project manager in our facilities and construction department. “Plus, we wanted to create visual interest for people who work in areas that look out onto the gardens.” This was accomplished by a mix of wandering paths, shade trees, ornamental grasses, ground covers, and flowering perennial and annual plants. There are also American-made tables and ADA-accessible tables for seating.

Folks at Lehigh Valley Hospital–Cedar Crest can expect a garden area with outdoor seating in the spring. In the meantime, the healing garden behind the Kasych Family Pavilion can provide a quiet escape for colleagues and families.

–Amy Koch



HOW TO CREATE A HEALING GARDEN



If you've enjoyed the gardens here at work, you may consider creating one at home too. You don't need much space, and planting just a few things can make a big impact. If you don't have a yard, you can even create a healing garden using potted plants. Here are some options to consider that grow well in our region:

Breath of fresh air – The new garden at Lehigh Valley Hospital–Muhlenberg is a great place to enjoy a stroll or lunch break with a colleague.

- Flowering perennial plants such as butterfly bush, black-eyed susan, salvia, hostas, catmint, roses and yucca
- Annual flowering plants like pansies, zinnia, marigolds, geraniums and impatiens
- Shade trees such as maple, sycamore, weeping willow, ginkgo and magnolia
- Ornamental grasses such as bluestem, switch grass, Indian grass, sedge and grama
- Ground covers like ivy, vinca, pachysandra, sedum, liriopse and phlox

Boots on the Ground

It's how information services provides timely technical support at Lehigh Valley Hospital–Muhlenberg



These boots are made for walking – And that's just what information services support analysts Dawn Fabian (right) and Mihir Patel do to help Lehigh Valley Hospital–Muhlenberg colleagues overcome technical challenges.

Wandering the halls of Lehigh Valley Hospital–Muhlenberg are two colleagues you might not expect to see in patient care areas. They are not doctors, nurses or support partners. Rather, they are information services (I/S) support analysts who serve as agents for a new initiative called “Boots on the Ground.”

Boots on the Ground is I/S's latest brainchild. While it serves multiple functions, its primary objective is to assist colleagues with their various technical problems. “Our goal is to provide nurses, doctors and other Lehigh Valley Hospital–Muhlenberg colleagues with I/S analysts who can offer immediate help when problems arise,” says Boots on the Ground manager Lisa McCarty. “If they need technical assistance, we have people there who can help right away.”

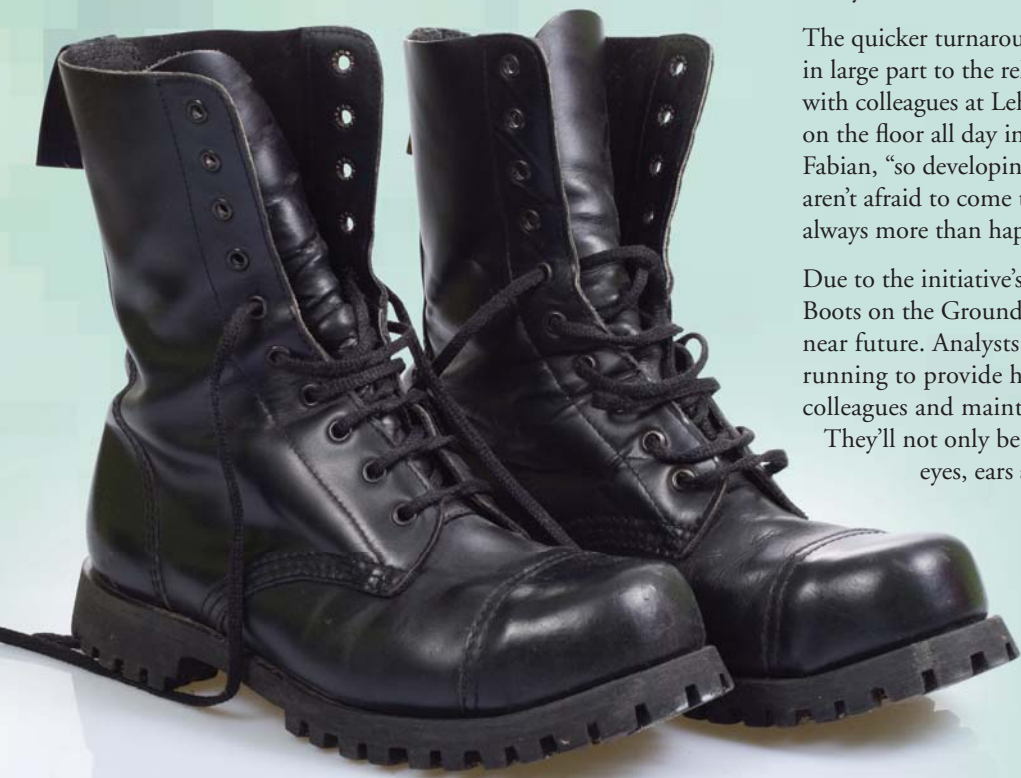
The I/S colleagues who wear the boots are analysts Dawn Fabian and Mihir Patel. Whether they are upgrading systems with the latest version of Internet Explorer, helping with software issues, or fixing a computer glitch, they are always on their feet and providing assistance. “We take pride in helping to keep the health network running smoothly,” Patel says. “And if there is something we can't fix, we notify someone back at headquarters who can.”

The quicker turnaround times and enhanced communication is due in large part to the relationships Fabian and Patel have developed with colleagues at Lehigh Valley Hospital–Muhlenberg. “We are on the floor all day interacting with the nurses and doctors,” says Fabian, “so developing a relationship with them was inevitable. They aren't afraid to come to us with their technical problems, and we are always more than happy to help.”

Due to the initiative's overwhelming success, I/S plans to expand Boots on the Ground to Lehigh Valley Hospital–Cedar Crest in the near future. Analysts like Fabian and Patel will hit the ground running to provide hands-on assistance to a larger number of colleagues and maintain high-quality patient care at our hospitals.

They'll not only be the boots of our health network, but also the eyes, ears and hands.

–Alex Onushco





Building Better Relationships

Listening and educating – That's what Susan Ockovic does as our new employee relations specialist in human resources.

That's Susan Ockovic's passion

Susan Ockovic wears many hats—she's a listener, liaison, educator and more. As our new employee relations specialist in human resources, Ockovic facilitates communication among colleagues, and between colleagues and management within the health network.

In her role, Ockovic serves as a fair and neutral party when handling questions, concerns or requests. When colleagues have an employment-related concern, they can contact Ockovic for information and guidance. She advises colleagues about their options and educates them about policies and procedures.

"My job is about listening and then educating," Ockovic says. "I explain to colleagues why a corrective action was taken and help them understand the policies behind it." When assisting a colleague with a concern, she may speak to the other colleagues or managers involved. After reviewing the health network's or departmental policies and any applicable laws, Ockovic suggests an appropriate course of action.

Although she works at Mack Boulevard, Ockovic often meets with colleagues at other health network locations to discuss their concerns. She is ready to listen without

judgment. "I want people to know they have someone they can talk to," she says. "They can talk confidentially with me without feeling it'll be punitive."

Ockovic aims to resolve employment-related issues internally at the lowest level. When that isn't possible, Ockovic assists colleagues in navigating the official fair treatment process. "No one should ever feel lost," she says. "They have someone to turn to."

Serving 15 years as a human resources consultant, Ockovic was ready for the opportunity to take on new responsibilities. She has a master's degree in human resources administration and especially enjoys the educational component of her new role. She keeps her pulse on colleague morale by sitting on the newly developed employee satisfaction improvement council and the reward and recognition committee.

She hopes she can make a difference. "I want to promote better relationships between colleagues and managers through communication and understanding," she says. She hopes colleagues feel comfortable and safe coming to her for help. "No one should ever feel like they don't have a voice," she says.

—Lauren Fetterman

BE AN ADVOCATE

More Proof of Our Quality

The high quality of care we provided has been recognized by Highmark, one of the largest health insurers in the United States. We attained the maximum achievement level in the Highmark QualityBLUE Hospital Pay-for-Performance Program this past fiscal year. This program partners Highmark with its network hospitals to improve patient care and safety. Participating hospitals are scored on hospital efficiencies, infection prevention and process of care indicators. Lehigh Valley Hospital–Cedar Crest earned a total score of 94 percent and Lehigh Valley Hospital–Muhlenberg earned a total score of 95 percent on its selected indicators.



« She's an Advocate

While Alison Cushing, R.N., was working at the Bethlehem YMCA, a member suffered a major cardiac event. "I received basic life support certification through Lehigh Valley Health Network, so I knew what to do," says Cushing, now a home care nurse. She used an automated external defibrillator (AED) donated by our health network to shock the

We've Gone Wi-Fi

As of mid-August, we're offering wireless internet access (Wi-Fi) to patients and guests at all three of our hospitals. This gives them access to the Internet from a laptop, smart phone or other Wi-Fi-enabled device. To reduce web traffic and maintain connection speed, information services colleagues created a new network separate from the one used by colleagues. "We hope this new system will provide our patients and guests with an easier way to communicate and get information during their hospital stay," says senior network analyst Jim Miller.

man's heart. "The health network enabled me to save a man's life," she says. Her experience inspired her to pursue a career in nursing. When she graduated in 2009, she didn't want to work anywhere else. "I never hesitate to tell people about the way our health network affected my life," Cushing says. "I believe in the care we provide."

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

Kristen Piccione-Larimer wrote on Aug 3:

Very happy with Lehigh Valley Hospital–Muhlenberg's ER dept. Would recommend them to anyone! The team of nurses and doctors were amazing!

Sandra Loburak wrote on July 27:

The (stop texting) magnets are a great idea. I saw one, like my own, on 309 near Coopersburg.

Nitin Laud wrote on July 6:

I went on Thursday (to a Get Out! Lehigh Valley event). I love to hike. It was nice to be out in the woods. Couldn't believe that there was a trail that started right in the city. Plan to participate in the future as schedule permits.

The Buzz in Our Community

- *The Express-Times*, Bethlehem, Salisbury and South Whitehall editions of *The Patch* online, and a blog by *The Morning Call* reported that **U.S. News & World Report** named Lehigh Valley Hospital–Cedar Crest and Lehigh Valley Hospital–Muhlenberg as the two top hospitals in the region. *U.S. News* also cited Lehigh Valley Hospital–Cedar Crest among the top hospitals nationally for the 16th straight year, this time in diabetes and endocrinology, gastroenterology and geriatrics.
- Via videoconference, the *Salisbury Patch* covered the unveiling of the new **Lehigh Valley Health Network Learning Center** at the University of South Florida. Our president and CEO Ronald Swinfard, M.D., also spoke through videoconference.
- 69 News (WFMZ-TV), Blue Ridge TV-13, Service Electric TV-2 News, *The Morning Call*, *The Express-Times* and the several editions of *The Patch* covered the opening of the **Hackerman-Patz House**, our new family lodging center.
- Pharmacy administrator **Bob Begliomini** was interviewed by 69 News (WFMZ-TV) about prescription drug shortages.
- A recent patient at Lehigh Valley Hospital–Cedar Crest wrote a letter to the editor for *The Morning Call* thanking **emergency department, critical care** and **7A** colleagues for the care, compassion and courtesy they gave to her and her family during her stay.
- **Nicole Hartman, R.N.**, nursing excellence specialist, blogs biweekly for the *Salisbury Patch*. Check it out at <http://salisbury.patch.com/>

READ AND VIEW OUR NEWS

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

STAY INFORMED ON THE INTRANET

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

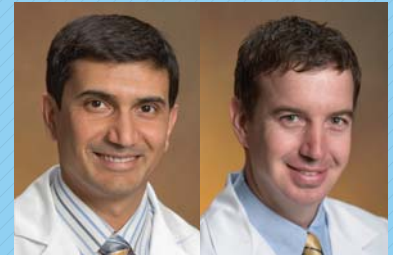
—Matthew Burns

JOIN THE CONVERSATION
at facebook.com/lvhealthnetwork

A Guide to Our Care

New Cardiologists Join Lehigh Valley Heart Specialists

Two new cardiologists are caring for our community as members of Lehigh Valley Heart Specialists. Nauman Islam, M.D. (left), specializes in general cardiology, nuclear cardiology, echocardiography, heart failure and heart transplantation. William Strimel, D.O., specializes in general, preventive and diagnostic cardiology, including nuclear cardiology and echocardiography.



Getting Babies Here Safely

When a critically ill newborn or premature baby has to be transferred to our health network from another facility, our neonatal intensive care unit (NICU) ground transport team takes over. Specially educated nurses and respiratory therapists go to the referring hospital, prepare the infant for transport and provide care in the ambulance when bringing the child to our NICU. Once in the NICU, the infant receives care from a team that includes neonatologists, neonatal nurse practitioners, occupational and speech therapists, dietitians, respiratory therapists, pediatric surgeons and other pediatric specialists.

Primary Care Hours Available

Saturday hours are now offered at Muhlenberg Primary Care's location in the Health Center at Bethlehem Township. The office is open 8 a.m. to 7 p.m. Monday through Friday, and 8 a.m. to noon on Saturday. The practice is currently accepting new patients and is a practice of Lehigh Valley Physician Group. Patients can choose from male or female M.D.s or D.O.s.



Attend the Senior Fall Expo

Encourage the seniors in your life to attend our Senior Fall Expo. The free event will be held on Monday, Sept. 19 from 10 a.m. to 2 p.m. at Lehigh Valley Hospital–Muhlenberg's Frank Banko Educational Conference Center. Attendees will learn how to prevent traumatic injuries and live healthy. Free blood pressure, balance and other health screenings will be provided. To register, call 610-402-CARE.

A Team Approach to Breast Cancer

When you have cancer, it's important to know you have options. Our multidisciplinary breast cancer team of breast surgeons, medical oncologists and radiation oncologists will help you determine the best course of care. A personal navigator will coordinate your visit, guide you through your options and provide you and your primary physician with a written recommendation for your treatment.



Be Heart Healthy With HeartAware



If you're at risk for heart disease, HeartAware will tell you. HeartAware is a new, free heart-health risk assessment available to all colleagues. It is sponsored by our Heart and Vascular Center, with participation from our divisions of internal medicine and family

medicine. "Through HeartAware, we hope to identify people who don't know they have cardiovascular disease, educate people and reduce the incidence of cardiovascular disease," says cardiologist and medical director for HeartAware Andrew Sumner, M.D.

Beginning Sept. 1, you can visit the intranet (lvh.com), click on the HeartAware banner ad (shown at left) and complete the 25-question HeartAware assessment. **Be one of the first 50 colleagues to complete the assessment and win a Sodexo gift card.**

You'll receive a customized report describing how to become more heart healthy. If the screening determines you're at risk for heart disease, you'll be offered a free appointment with a nurse. Your blood pressure and cholesterol will be checked, and you'll receive additional information on how to control your risk factors. If the appointment determines you have an elevated risk for developing heart disease, you can see your primary care physician or get an appointment with a HeartAware primary care provider or cardiologist.

PRIDE in Our People

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

Don't Text and Fly

You're likely seeing our "Stop Texting" magnets on cars throughout the Lehigh Valley. But did you ever expect to see one on an airplane? Matt Morrow, a private pilot and friend of EMS liaison Shawn Silvoy, is bringing our message to the tarmac. Although the magnet isn't powerful enough to withstand the winds of flight, at least our message is being shared with drivers—and pilots—at the airport hangar. You can share photos that show where you're displaying your magnet. Use your home computer to visit facebook.com/lvhealthnetwork.



Supporting Good Health

The Lehigh Valley Health Network Disease Management Program, created by Valley Preferred, has received two high-performance certifications from the National Committee for Quality Assurance (NCQA). The program, which received the program design and systems certifications, connects a Valley Preferred nurse coach, like Mable Humphrey, R.N., with eligible Choice Plus members to help them self-manage asthma, congestive heart failure, chronic obstructive pulmonary disease, coronary artery or vascular disease, diabetes, hypertension, high cholesterol and obesity. The coach answers questions, provides health education and recommends ways to help individuals manage their health. **NCQA has reviewed and certified our health network's program design and systems capabilities. For complete details on the scope of this review, visit lvhn.org.**

Lehigh Valley Health Network Leadership Center Opens

A ribbon-cutting ceremony was held at the University of South Florida in Tampa last month to unveil the newly renovated Lehigh Valley Health Network Leadership Center. The building, which will be used by students of the SELECT medical education program, is home to the latest technology and videoconferencing capabilities. It has space to accommodate large group learning and smaller classes. Ron Swinfard, M.D., our president and chief executive officer, participated in the ribbon-cutting via videoconference from Lehigh Valley Hospital—Cedar Crest.



Schedule

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

Culture of Wellness

- Sept. 6 and 27** – Adult Maternity Tour
- Sept. 7 and 22** – Car Seat Check
- Starting Sept. 8** – Preparing for Childbirth, Evening Series
- Sept. 10** – Baby Care, One-Day Class
- Sept. 10 and 11** – Preparing for Childbirth
- Sept. 12, 19 and 26** – Morning Mom’s Weekly Gathering
- Sept. 13** – CPR Family and Friends
- Sept. 13** – Healthy Hands and Nails
- Sept. 14** – Hassle Free Homework
- Sept. 15** – Pregnancy 101
- Sept. 17** – Breastfeeding Baby
- Sept. 17** – Preparing for Childbirth, One-Day Class
- Sept. 18** – Adult and Sibling Maternity Tour
- Sept. 19 and 26** – Baby Care Series
- Sept. 19** – “Secrets to a Stress-Free Morning” Parent Workshop

Healthy You Program Packages

- Cardio-Strength Group**
- Healthy Aging Group Fitness**
- Mind-Body Group Fitness**
- Specialty Group Fitness**
- Youth Fitness Group and Sports Performance**

Community Research Education Week

- Sept. 22** – Free community outreach events
LVH-CC, Kasych, ECC 7, 1-3 p.m.
Light refreshments and dessert will be served.
- LVH-CC, Kasych, ECC 7, 5:30 -7:30 p.m.
Soup-and-sandwich dinner will be served.
Call 610-402-CARE to register.

VALIC Retirement Seminars

- Sept. 20** – LVH-CC
 - Sept. 21** – LVH-M
 - Sept. 22** – LVH-17
- Visit valic.com to register and enter one of the following codes:
- LVH-CC seminar:** LVHALL11AP
 - LVH-M seminar:** LVBET11AJ
 - LVH-17 seminar:** LVHALL11AM

Employee Discounts

In August and February, visit MP Nursing Apparel in Allentown or Bethlehem and receive 25 percent off regular priced clothes, shoes and hosiery in stock with your ID badge.

Recreation Committee Events

- Nov. 11-16** – Disney World, Orlando, Fla. Contact Nicole Maranki at 610-402-1421. Visit the “/LVH_Recreation_Comm” bulletin board for more details.
- Dec. 10** – Harry Connick Jr. stars in a Broadway revival of “On a Clear Day You Can See Forever.” Bus trip information can be found on the “/LVH_Recreation_Comm” bulletin board.



AIDET Encore

Nearly 80 percent of us (more than 8,000 colleagues) attended a 90-minute AIDET training workshop between April and June. We learned that AIDET is a simple communication tool we can use all the time, regardless of where we work. It connects us with others, helps them feel less anxious, improves care and raises satisfaction. If you were unable to attend or are newly hired, now is your chance to learn all about AIDET. For a limited time, sessions are being offered at sites network-wide. Register now through The Learning Curve (enter AIDET into the Catalogue Search Box for dates, times and locations). For an AIDET preview, visit lvhn.org/CheckUp and click “Reach Out and Reduce Anxiety.” Later this year, AIDET training will be added to *Connections*, our new hire orientation.

Service Star of the Month



Lisa Bauer, R.N., 6T
Nominated by Beth Kessler, R.N., and Megan Snyder, R.N.

Only hours after her patient was discharged from 6T, Lisa Bauer, R.N., received a phone call from the patient’s wife. Her husband began bleeding from his old intravenous (IV) line site, and they couldn’t stop the bleeding. Bauer calmed the family, instructed them how to stop the bleeding and told them to watch for symptoms that would warrant a return visit to the hospital.

After an hour, the patient’s wife called back to say the bleeding hadn’t stopped. Again, Bauer reassured the family, but did something more. After her shift, she visited the family in their home. She brought fresh dressings and supplies, assessed the IV site and redressed it. Even though it was late, she didn’t leave until the bleeding stopped, and the family was calm and reassured.

“It’s remarkable that Lisa worked a full 12-hour shift and then gladly volunteered to check on this patient in his home,” says 6T patient care coordinator Megan Snyder, R.N. “She even used her own supply of dressings to help him.”

—Matthew Burns

Congratulations to Award Nominees

- Leslie Dennis, R.N.**, case management
- Phyllis Kutzer**, Helwig Health and Diabetes Center
- Jennifer Lentz, R.N.**, ABC Family Pediatricians
- Mark Knouse, M.D.**, Lehigh Valley Infectious Diseases Specialists
- Jeanne Luke, R.N.**, Lehigh Valley Hospital-Cedar Crest perioperative services
- Robert Clausnitzer**, physical therapist, Lehigh Valley Hospital-Muhlenberg
- Warren Stevens**, medical records
- Donna Stout**, division of education
- Aaron Kelly, D.O.**, **Maureen Peters, R.N.**, **Alison Marmas, R.N.**, **Lillian Flynn, R.N.**, **Nicole Myers, R.N.**, **Kevin Hartman, R.N.**, **Noelle Pumo, R.N.**, **Jamie Marth**, **Keri Mitch**, **Shana Konek**, emergency services, Lehigh Valley Hospital-Cedar Crest
- Shannon David, R.N.**, Hemodialysis Center, Lehigh Valley Hospital-Cedar Crest
- Thomas Straubinger**, 7T medical/surgical unit

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**.

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HAPPY ANNIVERSARY

September 2011

35 Years

Cynthia Brunner
 Radiology
Nancy Earley
 Radiation Oncology
Margaret Molesky
 Behavioral Health
Karen Scheirer
 5C Medical-Surgical

30 Years

Gillian Amey
 Bed Management
Anne Berrios
 NSICU
Maureen Bredbenner
 Operating Room
Michael DeSantis
 Ultrasound
Irene Figner
 Invasive Cardiology

20 Years

Carol Gould
 Ambulatory Surgical Unit
Mary Kunkel
 Pediatric Ambulatory
 Surgical Unit
Constance Mario
 Emergency Services
Michael Martin
 Courier Services
Sandi Rubright
 Radiology
Vicki Shollenberger
 Acute Coronary Care Unit

25 Years

Nancy Ayers
 Respiratory Care Services
Dawn Brazuk
 Operating Room
JoAnne Brown
 Office of COO
Donna Dowlatshahi
 Hospitalist
Susan Eckhart
 Medical Oncology
Barbara Gangemi
 Radiation Therapy
Cynthia Graves
 Diagnostic Care Center

Michelle Henning
 Accounts Payable

Tracy Hujsa
 Managed Care

June Kelly
 3A ICU

Maria Kita
 Surgical Staging Unit

Bonnie Magliane
 Outpatient Burn Center

Rainelle Pail
 Patient Accounting

Paula Robinson
 Patient Education

Brenda Rocchino
 Facilities

Dean Romanchuk
 Progressive Coronary Care Unit

Jeanette Zellner
 Lehigh Neurology

15 Years

Randall Achey
 Security
Magdalena Gross
 MICU/SICU
Donald Hougendobler
 Environmental Health
 and Safety
Debra Hughes
 Executive Office
Alicia Kowalchuk
 Courier Services

10 Years

Jane Balga
 Physical Therapy
Josefina Clark
 Interpreter Services
Lorraine Dillon
 Plastic Surgery Assoc. of LV
Cheryl Faust
 Lehigh Valley Anesthesia
 Services
Terry Fitzmaurice
 Occupational Therapy
Cheryl Kramer
 HealthWorks
Daisy Lopez
 Hospice

Judy McGovern
 Hemodialysis Center

David Meehan
 ABC Family Pediatricians

Sue Neiman
 Transitional Skilled Unit

Rebecca Peterson
 Neonatology

Nancy Schmoyer
 Facilities

Rajumati Shah
 Heart and Vascular Center

Rosanne Teders
 Psych Eval/OP Services

Kristine Weinhofer
 Cancer Center

5 Years

Amelia Amorim
 5K Medical-Surgical
Dorothy Atiyeh
 Endoscopy - G.I. Lab
Cory Black
 Physical Therapy
Michael Consuelos
 Children's Clinic
Kelly Costello
 Scott A. Rice, M.D.
Lynn Deitrick
 Community Health
Myrna Diaz
 General Services
Eleanor Eper
 Lehigh Valley Anesthesia
 Services
Jacqueline Fischl
 5B Medical-Surgical
Lisa Fraser
 Trauma Center
Brian Hagenbuch
 Home Care
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Amy Kelleman
 HealthWorks
P. Mark Li
 Neurosurgery
Allison McElroy
 College Heights OB/GYN

Juan Mendiolina
 PACU

Corrie Miller
 Cardiac Cath Lab

Karen Ogden
 Neurological Surgery

MaryAnne Peifer
 Eagle Point Family Medicine

Kami Reinhard
 Home Care

Richard Romani
 LVPG Budgeting

Stephanie Roque
 Latino Health Initiative

Linda Vega
 Patient Accounting

James Waddell
 Case Management

Todd Warmkessel
 Lehigh Valley Anesthesia
 Services

Kyra Yurko
 Lehigh Valley Anesthesia
 Services

3 Years

Amy Ahnert
 Cardiology
Emily Bear
 Transitional Trauma Unit
Pamela Brackett-Gillespie
 3A ICU
Lori Braxton
 Open-Heart Unit
Liliana Bulted
 Muhlenberg Primary Care
Karen Burke
 NORI
Stephen Campbell
 Neurosurgery
William Casey
 Nursing Float Pool
Daniel Chlebowski
 Psychiatry
Kara Coassolo
 Maternal Fetal Medicine
Matthew Cole
 TNICU
Mia Colon
 6C Medical-Surgical
David Cox
 Cardiology
Janice Crossley
 Home Care
Casey Donohue
 Home Care
Rebecca Dougherty
 HR Administration
Bonnie Drabick
 Sterile Processing
Vanessa Edgar
 5T Medical-Surgical
Gina Fanelli
 Emergency Services
Maria Flamish
 NORI
Sabrina Follweiler
 Allentown Medical Associates
Richard Glass
 Radiology
Yvette Green
 6N Adult Psychiatry Unit
Judith Haas
 Cardiology
Kimberly Hamilton
 Neuroscience
Sara Happel
 Home Care
Jane Harris
 Progressive Coronary Care Unit
Robin Heacock
 Hospice
Sonia Hernandez
 Children's Clinic
Robert Horton
 Heart and Vascular Center
Lawrence Jacobs
 Cardiology
Sweetie Jain
 Family Health Center
Mercedes Jurkiewicz
 Latino Health Initiative
Garrick Karns
 Lehigh Valley Anesthesia
 Services
Mary Karpinski
 5K Medical-Surgical
Kristie Knouse
 OB/GYN Associates

Colette Kresge
 Breast Health Services

Carrie Kunkel Williams
 MICU/SICU

Wendy Kurman-Foster
 Home Care

Jennifer Lentz
 ABC Family Pediatricians

Shanthi Lewis
 Psychiatry

MaryAnn Lubinensky
 6T Medical-Surgical

Doris Martinez
 Patient Transport Services

Melissa Mason
 Psychiatry

John McCarron
 NICU

Veronica McMichael-Walck
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Pamela McWilliams
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Matthew Meade
 Pediatric Emergency Services

Jamie Meckes
 Radiology

Michael Miller
 Revenue Cycle Education

Jennifer Mollo
 5C Medical-Surgical

Christina Mory
 HealthWorks

Robert Motley
 Family Health Center

Michelle Motsko
 Case Management

Oscar O'Neill-Rosado
 Latino Health Initiative

Crystal Palmer
 Family Health Center

Mihir Patel
 Information Services

Dara Patton
 TNICU

Michelle Rebeiro
 Emergency Services

Joel Reisteter
 Linen Services

Suzanne Rex
 LVPG Collections

Regina Rhodes
 Heart and Vascular Center

Jill Riccio
 Progressive Coronary Care Unit

John Schmitt
 NSICU

Renee Seyfried
 OB/GYN Associates

Rebecca Silliman
 7T Medical-Surgical

Elaine Smeltz
 Cardiac Diagnostic Center

Debra Snyder
 6T Medical-Surgical

Victoria Spadt
 CECE Center

Tim Steckel
 Hospitalist

Susan Swedar
 Finance

Karen Tidwell
 PACU

James Tidwell
 Float Pool

Judith Trella
 Bethlehem Medical Center

Gloria Velazquez
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Timothy Walker
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Maureen Webb
 Radiology

Danielle Wehr
 Emergency Services

Kristine Weitzel
 Emergency Services

Thomas Whalen
 Chief Medical Officer

Colleen Yezik
 Radiology

Rhonda Young
 7A Neuroscience Unit

Steven Zelenkofske
 Cardiology