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## Annual Report (1992): MHC Report to the Community

Lehigh Valley Health Network

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# MUHLENBERG HOSPITAL CENTER

Report to the Community 1992

## 30 YEARS OF QUALITY CARE

**M**uhlenberg Hospital Center celebrated its 30th anniversary in 1991 by achieving several important milestones. Use of the Hospital's inpatient and outpatient services reached record levels in 1991. Surveys of patients documented better than 98% overall satisfaction and hospital performance was ranked above national averages for nearly all services for which comparative data were available.

The Joint Commission for the Accreditation of Healthcare Organizations (JCAHO) awarded Muhlenberg an Accreditation with Commendation. This level of accreditation was received by fewer than 7% of the nation's hospitals in 1991. The JCAHO, the most widely recognized body to accredit healthcare organizations, conducts licensing reviews on most of the nation's healthcare organizations.

Hospital financial data released by federal and state agencies also demonstrated that Muhlenberg has the lowest average hospital charges in the Lehigh Valley. This finding is proof that high quality and patient satisfaction can be achieved without raising the cost of healthcare.



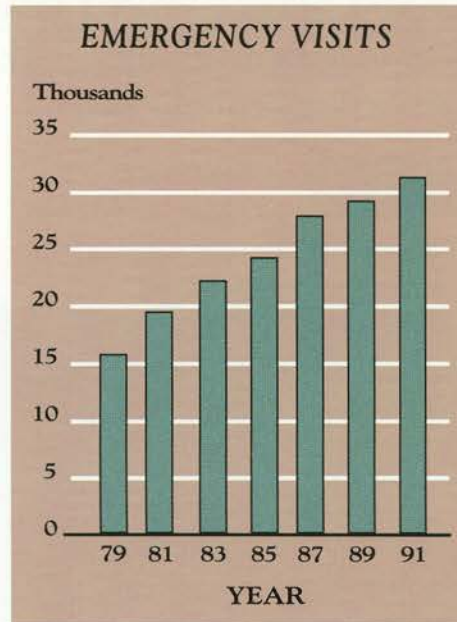
*Accreditation  
WITH  
Commendation*





## RESPONDING TO PATIENTS' CHANGING NEEDS

**D**uring the last decade, hospitals have been transitioning from inpatient to outpatient delivery of services. Muhlenberg now cares for nine outpatients for every inpatient. This transition presents technological, facility and staff challenges—and the Hospital is responding. Beginning this year, Muhlenberg will break ground for an Ambulatory Care Center which



will house a new Emergency Room, space for pre-surgical testing, registration and admissions and other services. Outpatients will receive the quality they deserve and demand from their healthcare providers and the standard of service they expect from the hospitality industry. Prompt and efficient care delivered in attractive surroundings will continue to be a hallmark of Muhlenberg.





## COMPREHENSIVE FACILITIES, CONVENIENTLY LOCATED

Over 50 physicians maintain practices within the medical office buildings on our campus. The newest 60,000-square-foot office center which is linked to Muhlenberg houses

doctors representing 18 medical and surgical specialties. Patients benefit from easy access to these facilities, convenient parking and the wide range of diagnostic services available at the Hospital.



## TAKING OUR PLACE IN THE COMMUNITY

The Muhlenberg family of healthcare organizations responds to community needs in many ways. Beyond direct patient care, Muhlenberg Hospital Center provides meeting space for many groups. Each year more than 20 different community groups meet monthly at the Hospital. Many more come for health education on topics ranging from CPR training to good nutrition and weight loss. Others participate in healthy

walking or healthy heart programs. Muhlenberg is also taking a lead role in educating and exposing area high school students to the medical profession.

The Hospital donates considerable professional talent to support community events. Many of Muhlenberg's nurses and technicians provide healthcare coverage to area residents and visitors participating in celebrations such as Musikfest and the Celtic Classic. Other staff

participate in health fairs and health screenings, as well as public immunization programs.

The hospital is also graciously served by the community. Over 280 in-house volunteers contribute approximately 48,000 hours of service each year. They are important members of the Muhlenberg family and serve as a reminder that volunteering and the delivery of healthcare are two of the community's most valuable assets.





## ***A VISION FULFILLED***

**F**ounders of Muhlenberg Hospital Center envisioned a campus that included an acute care hospital, professional office buildings and an extended care facility. Their vision was fulfilled with the recent opening of Muhlenberg Rehabilitation Care Center. This 120-bed facility is developing new programs to care for patients who are medically stable, but in need of sub-acute nursing care and

therapy. The Center was designed to combine quality of life with quality of care. Whether an individual requires short-term rehabilitation prior to returning home, or more intensive skilled nursing care, each patient receives a customized treatment and therapy plan. The Center furthers the Muhlenberg mission of improving the quality of life in the Lehigh Valley in a cost-effective manner.





## TECHNOLOGY WITH A PERSONAL TOUCH

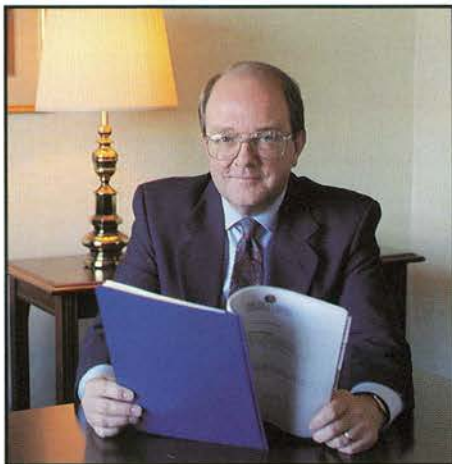
**M**agnetic Resonance Imaging (MRI) represents one of the most exciting and advanced technologies available today. This imaging technique utilizes a computer to translate FM radio signals and a very strong magnetic field into an image of the body. Physicians are now able to picture soft tissue and blood flow not previously possible through the use of x-rays or without the injection of dyes. The MRI equipment at this Center

has been fitted with a noise reduction system to maximize patient comfort. Used by both inpatients and outpatients, the Center is also attractively furnished and appointed and is linked directly to the Hospital. This technology is just another example of Muhlenberg's commitment to excellence in orthopedics, neurosurgery, cardiology and the many other medical and surgical specialties offered by the Hospital.





## MESSAGE FROM THE PRESIDENT



This year has been marked by significant Hospital accomplishments and new challenges. The accomplishments are made possible by the dedicated and competent physicians, staff and volunteers who choose to participate in patient care at our Hospital. The challenges will be met through prudent management, hard work, commitment and continued community support. The Hospital's 30th anniversary is special because it

validates the vision of our founders. It symbolizes our conviction that the attainment of quality and the pursuit of community service result in success for both those served and the organization servicing the community.

Sincerely yours,

William R. Mason  
President

## EXCEPTIONAL HEALTHCARE AT AFFORDABLE COST

The Board of Trustees has recommitted the Hospital to the pursuit of cost-effective healthcare. The spiraling cost of healthcare is a challenge to all segments of the population. No particular group could tackle this issue alone. Cost control requires

a partnership between hospitals, physicians, business and industry, insurers and the government. Muhlenberg will take a leadership role in the '90s in the identification and exploration of opportunities to better control healthcare costs in a manner that does not sacrifice quality.

### HEALTHCARE COSTS



**Muhlenberg Hospital Center**  
2545 Schoenersville Road  
Bethlehem, PA 18017  
(215) 861-2200

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