

There's a lot going on at Lehigh Valley Health Network. In case you didn't catch all the latest news, here's a recap of what happened this week. Here are links to Mission Central posts, the latest issues of CheckUp and Better Medicine, and Lehigh Valley Health News, our blog on LVHN.org containing timely information and health network news. You also can link to Mission Central's "Contact Us" page where you can comment about anything, including this email, ask a question or share a story.

[Ron Swinfard, MD, Announces Retirement](#)

He expresses his gratitude to you, and his confidence in our leadership and succession plan.

[Say Farewell to Dr. Swinfard](#)

Receptions are scheduled at all our hospitals and Mack Boulevard so you can wish him a healthy and happy retirement.

[LV Phantoms Team Physician Announcement](#)

Neil Mathews IV, MD, will be the official team physician, with support from many more physician colleagues.

[What Did Your Dad Teach You?](#)

Celebrate Father's Day by submitting a photo of your dad and telling us what he has taught you.

[Get to Know 13 More Lehigh Valley Physician Group Providers – VIDEO](#)

There are now video profiles for 112 LVPG doctors and advanced practice clinicians.

[Wellness: Have a Healthy Summer With Berries](#)

Get recipes with berries, a low-calorie, disease-fighting, mouthwatering food.

[Al's Barber Shop to Close June 20](#)

Alfred Sacconi, who many know as "Al the Barber," is retiring.

[LVHN Ticket Discount Available for Pocono Raceway Events](#)

Get discount tickets for two upcoming races at Pocono Raceway and benefit Children's Hospital at Lehigh Valley Hospital at the same time.

[An Epic Engagement](#)

Your engagement is making the Epic transformation a success as we move closer to ambulatory go-

live.

[Be Empowered by These Friends of Nursing Stories](#)

Read stories shared during the annual event that honors, energizes and inspires our Magnet™ nurses and clinicians.



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issue of **CheckUp**



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Read the latest
issue of **Better
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a blog on [LVHN.org](#) containing
timely health information and
health network news.



< Wellness Wednesday – Have a Healthy Summer with Berries

An Epic Engagement >

Ron Swinfard, MD, Announces Retirement

This announcement is from Ron Swinfard, MD, president and CEO.



Ron Swinfard, MD, will retire as president and chief executive officer (CEO) of LVHN effective July 1.

Every day at LVHN I feel enjoyment and a sense of accomplishment. It's a thrill to hear about and share with our community the thousands of stories that involve my 13,000 colleagues and the patients for which they care. In my opinion, this best explains our culture at Lehigh Valley Health Network (LVHN) and what our mission is all about.

This is why I announce with mixed emotions that I have informed our Board of Trustees of my plans to retire as president and chief executive officer (CEO) of LVHN effective July 1.

Many of you might not know I was considering retirement almost four years ago when the opportunity came along to serve as president and CEO. With the trust leadership placed in me and our team, I saw it as a tremendous opportunity for us to accomplish more great things toward better health for our community.

We have the ultimate responsibility for our community – because health care is the most personal of experiences. Each one of you makes our mission to heal, comfort and care come to life when you can be at your best and deliver outstanding service that “wows” our patients and our patients’ families. When every single person looks out for every single patient, we have the strength to navigate our future and continue to make our mission possible.

I believe we have done that amid difficult challenges and major changes in the industry. I’m confident that with our leadership, staff and organizational culture, our success in keeping and making our community well will continue.

All of us eventually must decide when the time is right to move on with our lives. This is the right time for me and my family. And I believe it’s the right time for our health network.

This organization is strong. It is steered by an outstanding leadership team, and that team has been planning and preparing for this day. I have the utmost confidence they’ll continue our great work for many years to come.

On behalf of our Board of Trustees, I’m pleased to tell you that Brian Nester, DO, chief strategy officer, has agreed to serve as acting president and CEO while the Board conducts a national search for a successor.

In his chief strategy officer role, Dr. Nester has been an integral part of the work that’s gone into major health network accomplishments over the past few years. These include the AllSpire Health Partners consortium, the Optum Labs Research Collaborative, the merger with the Greater Hazleton Health Alliance, and the transformation of the former Westfield Hospital into LVHN-Tilghman.

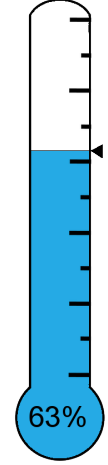
It’s comforting to know I can leave with these significant achievements solidly in place to

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prepare LVHN for the future – *and* to know every single person is committed to our mission and to every single patient.

While I'm leaving LVHN as a colleague, my wife and I intend to remain in the Lehigh Valley. I will say goodbye to many of you during standing meetings over the next month. I also plan to meet with as many of you as possible at farewell receptions at our hospital campuses – LVH-Cedar Crest, LVH-Muhlenberg, LVH-17th & Chew and LVH-Hazleton – and at LVHN-Mack Boulevard.

Thank you for your dedication and support, and for all you do every day to carry out our mission. It has been 'my' honor to be 'your' colleague.

This entry was posted by [Admin](#) on June 5, 2014 at 10:00 am, and is filed under [Get News](#). Follow any responses to this post through [RSS 2.0](#). You can [leave a response](#) or [trackback](#) from your own site.

2 comments

Cynthia Spence 2 WEEKS AGO

Congratulations and best wishes for your retirement! Thank you for all you have done for LVHN.

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Janet Gross 2 WEEKS AGO

Best wishes to you on your retirement. ENJOY!

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< Vanessa Eiswerth, DO: Laughter Has Healing Power

Lehigh Valley Health News Digest: June 1 – 6

Say Farewell to Dr. Swinfard

President and CEO Ron Swinfard, MD, will be retiring on July 1. He will connect with and say good-bye to his colleagues during the next couple of weeks through farewell receptions. Please join Dr. Swinfard during any of the following times and wish him luck in his retirement:

- June 11, 10 a.m. – 11:30 a.m. – LVH-Muhlenberg, ECC C&D
- June 18, 10:30 – 11:30 a.m. – LVH-Hazleton, board room, hospital annex
- June 19, 2 – 4 p.m. – LVH-17th & Chew, auditorium
- June 23, 9 – 11 a.m. – LVH-Cedar Crest, ECC 6 & 7
- June 24, 9 – 11 a.m. – LVHN-Mack, auditorium



At the LVH-Hazleton merger celebration, Ron Swinfard, MD, enjoyed spending time with and getting to know new colleagues.

This entry was posted by [Admin](#) on June 6, 2014 at 2:07 pm, and is filed under [Connect with Colleagues](#), [Get News](#). Follow any responses to this post through [RSS 2.0](#). You can [leave a response](#) or [trackback](#) from your own site.

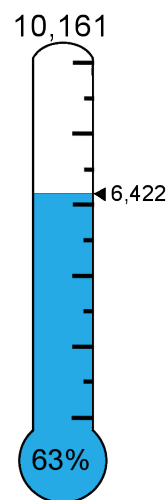
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[< AI's Barber Shop to Close June 20](#)
[What Did Your Dad Teach You? >](#)

LV Phantoms Team Physician Announcement

*** This message is from Terry Capuano, RN, chief operating officer ***

As the Lehigh Valley Phantoms American Hockey League team gets ready to hit the ice at the brand-new PPL Center in downtown Allentown this fall, we at Lehigh Valley Health Network (LVHN) are assembling the team that will care for the Phantoms' players. LVHN is the official health care provider for the Phantoms.

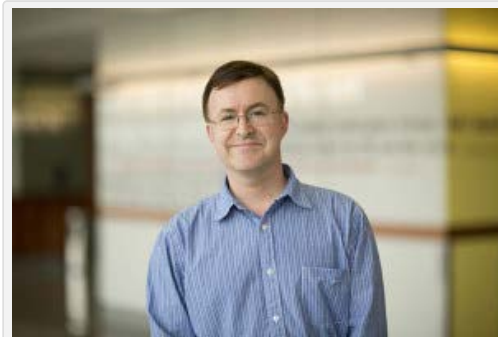
Our team will be led by sports medicine physician Neil Mathews IV, MD, who will serve as the official Phantoms team physician. In this role, Dr. Mathews will work alongside the Phantoms' lead trainers in overseeing care coordination for the team's players at all home games. He also will work with trainers from the Phantoms' parent club, the National Hockey League's Philadelphia Flyers, when appropriate.

Dr. Mathews is board-certified in both sports medicine and family medicine, and is fellowship-trained in sports medicine. He completed his undergraduate studies at Virginia Wesleyan College, completed his medical training at the Medical College of Virginia, and completed his residency at Bryn Mawr Hospital.

Our team also will include oversight from orthopedic surgeon Rob Palumbo, MD, LVHN's medical director of sports medicine, and other members of the arena project leadership team. In addition, the following specialists will serve on the Phantoms medical team:

- Gregor Hawk, MD, OAA Orthopaedic Specialists, lead team orthopedic surgeon
- Mitchell Cooper, MD, VSAS Orthopaedics, team orthopedic surgeon
- Christopher Hawkins, MD, OAA, team orthopedic surgeon
- Neal Stansbury, MD, VSAS, team orthopedic surgeon
- Jeff Kuklinski, DO, lead team emergency medicine physician
- David Burmeister, DO, team emergency medicine physician
- Kayla Long, DO, team emergency medicine physician
- Rob Tomsho, DO, team emergency medicine physician
- Matt Martinez, MD, team sports cardiologist
- Michael Wargo, event medicine lead (EMS transport and emergency management)
- Jesse Schimmer – lead, rehabilitation services
- Dave Maxted – lead, athletic training services

Please join me in congratulating Dr. Mathews and the entire team who will be helping the Lehigh Valley's newest team – the Phantoms – this fall.

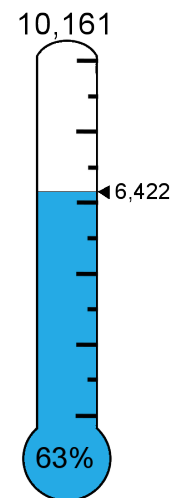


Neil Mathews IV, MD, will serve as the official Phantoms team physician.

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[Wellness Wednesday – Have a Healthy Summer with Berries](#) >

What Did Your Dad Teach You?

“If you love what you do, you never work a day in your life.” “Do it right or don’t do it at all.” These are examples of lessons you may have learned from your father. Dads have a tendency to blurt out proverbs that we try to live by for the rest of our lives.

June 15 is Father’s Day. To celebrate our fathers and the lessons they taught us, we want you to share a story about your dad. Visit the [Contact Us page](#). That’s where you can share the most important lesson your father taught you, as well as a photo of your dad.

On Father’s Day and every day that week, visit Mission Central and LVHN’s Facebook page. That’s where we’ll share the stories and photos you submit so many people can learn from the fathers of Lehigh Valley Health Network colleagues. Feel free to comment on the stories too.

In May, we asked colleagues to share stories and photos of how their moms inspire them. You can read those stories by searching #Mom on Mission Central.

This entry was posted by [Rick Martuscelli](#) on June 3, 2014 at 4:00 pm, and is filed under [Be Inspired](#), [Celebrate](#). Follow any responses to this post through [RSS 2.0](#). You can [leave a response](#) or [trackback](#) from your own site.

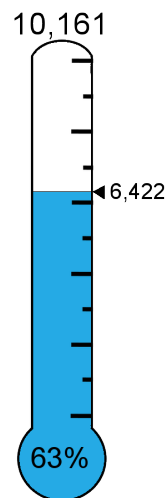
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Get to Know 13 More Lehigh Valley Physician Group Providers – VIDEO



Your search for the right health care provider is getting easier. We now have profile videos in Find a Doctor introducing you to 112 Lehigh Valley Physician Group doctors and advanced practice clinicians.

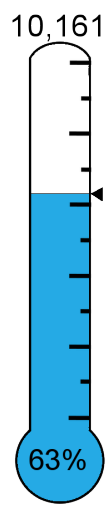
Below, find links to 13 new videos we've just published across 10 specialties. [See the complete list of available videos here.](#)

- Burn**
[Deborah Boorse, CRNP](#)
- Cancer**
[Maged Khalil, MD](#)
[Nicholas Lamparella, DO](#)
[Suresh Nair, MD](#)
[Usman Shah, MD](#)
- Family medicine**
[Kate Agresti, DO](#)
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[James Guzzo, MD](#)
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[Sandra Kowalski, CRNP](#)
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[Glenn Mackin, MD](#)

Pediatrics

[Stephen Alvarado, MD](#)

Plastic surgery

[Marshall Miles, DO](#)

Surgery

[Guillermo Garcia, MD](#)

Transplant surgery

[Lynsey Biondi, MD](#)

This entry was posted by [Alyssa Young](#) on June 2, 2014 at 1:10 pm, and is filed under [Connect with Colleagues](#), [Watch](#). Follow any responses to this post through [RSS 2.0](#). You can [leave a response](#) or [trackback](#) from your own site.

One comment

Cory Frederick 3 WEEKS AGO

I love these videos!

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Wellness Wednesday – Have a Healthy Summer with Berries



Close your eyes and imagine standing in a strawberry patch. Berries are mouthwatering, and even better, they're good for you. A cup of raspberries, for example, contains more than 8 grams of dietary fiber. That's about one-third the recommended daily fiber intake.

Strawberries, blueberries, raspberries and blackberries are high in:

- Fiber
- Folic acid
- Vitamin C
- Potassium
- Anthocyanin, an antioxidant that appears to reduce inflammation, prevent plaque buildup in blood vessels and protect heart cells from damage

These berries also are low in calories and contain disease-fighting antioxidants, especially darker berries.

"Organic, locally grown berries are best," says Kimberly Procaccino, clinical nutrition services nutritional director. "It's worth spending a little extra for organic with any fruit you don't peel. Although you always should wash berries thoroughly just before using them, they're so delicate it's hard to scrub away all chemical residues on berries that are not grown organically."

This week's Wellness Wednesday challenge: Try one new, healthy recipe that includes berries.

One tip is to freeze berries in a single layer on a cookie sheet before putting them in a freezer bag or container. Berry juices are tasty, but won't satisfy you as much as the fiber-filled fruit itself.

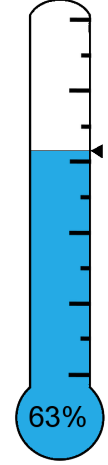
Like any fruit, berries contain simple carbohydrates along with sugar calories, so don't consume more than one or two 1/2-cup servings a day. Dried berries can perk up a salad, cereal or trail mix, but their calories are more densely packed. Limit yourself to a 1/4-cup serving.

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Be adventurous – try unfamiliar choices like elderberries, black currants or chokeberries. Cherries, while not really berries, have many of the same health benefits. New studies even indicate that cherries may help relieve arthritis pain and stiffness.

Try quick and easy berry recipe tips, such as:

- Make a smoothie with berries and plain or vanilla yogurt, like [berry blast](#) or [double strawberry](#).
- Make a berry sauce for grilled meats, like [fresh raspberry sauce](#).
- Mix with yogurt and granola for a great breakfast or snack.

If you're adding fruit juice to your berry recipe, choose products that are 100-percent juice with no sugar added. Juices with [added sugar](#) come with a variety of negative health effects.

What about the new berry juice mixes that claim to cure everything from arthritis to cancer? Be cautious. Procaccino says, "Those products do have health benefits, but probably no more than any other 100-percent dark berry juice, and the plain juice is much less expensive."

Do you have a topic or question for Wellness Wednesday? Leave a comment and let us know what you want to read about.

Have you participated in the [FY14 People Goal](#)? Go to [MyPopulytics.com](#) and set your own wellness goal. Not only will setting your goal keep you healthier, but it also will make you eligible to win monthly prizes and a grand prize at the end of fiscal year 2014. When you're healthy, you're at your best for colleagues, patients and their families. Help LVHN serve as a role model by taking steps to improve your wellness.

This entry was posted by [Amanda Coe](#) on June 4, 2014 at 1:30 pm, and is filed under [Live Healthy](#). Follow any responses to this post through [RSS 2.0](#). You can [leave a response](#) or [trackback](#) from your own site.

2 comments

Deborah Steckel 2 WEEKS AGO

I'm glad you suggested organic; berries are one of the most important fruits to always buy organic. Check out EWG's clean fifteen and dirty dozen lists if you are on a strict budget and need to choose which produce to buy organic and which to buy conventional (there is even a handy app you can put on your phone)!

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Deborah Steckel 2 WEEKS AGO

Oh...and BJ's sells a great bag of frozen organic mixed berries—just perfect for using in smoothies.

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Al's Barber Shop to Close June 20

***** This message is from Terry Capuano, RN, chief operating officer & Tom Whalen, MD, chief medical officer *****

After nearly 14 years at Lehigh Valley Hospital-Cedar Crest, Al's Barber Shop will be closing its doors effective June 20, 2014.

The man behind the barber shop is Alfred Saccani, who most of us know as "Al the Barber." For Al, who is retiring, cutting hair has been the second-best part of his job. "The best part has been the relationships I've built, getting to know the doctors, the leaders, and the employees here at the hospital," he says. "It's been phenomenal."

A lifelong barber, Saccani began his career in 1969 as an apprentice at a barber shop on 1639 Union Street in Allentown – nearby Lehigh Valley Hospital-17th Street. Two years later, he bought the business and ran it for 28 years until he had the opportunity to set up shop at Lehigh Valley Hospital-Cedar Crest.

Al's Barber Shop as we have known it opened in the hospital on January 11, 2000. "Coming here was the greatest thing that could happen to a barber in America," he says.

In addition to serving his customers, Saccani has a special place in his heart for the children of the LVHN's Early Care and Education Center, who visited him three times a month on walks and also sang holiday carols to him. "Kids would bring their parents to the front window to see me," he says.

Some of his favorite moments as a barber came from cutting children's hair. "I'll always remember this one 3-year-old boy," he says. "I was cutting his hair and had to take a phone call. When I came back, he had a finger to his head. I said 'why are you holding your finger there?' He told me, 'I wanted to show you where you stopped.'"

Saccani wishes to thank all his customers over the years. "I appreciate all the loyalty and friendship," he says. Please wish him well as he prepares for retirement.

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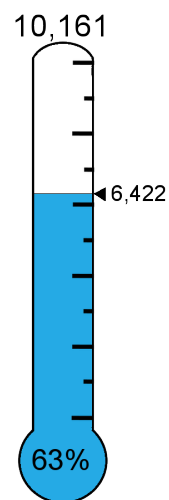
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LVHN ticket discount available for NASCAR events at Pocono Raceway

Lehigh Valley Health Network (LVHN), get ready for Jimmie Johnson, Danica Patrick and the other stars of NASCAR Sprint Cup racing. LVHN colleagues have the opportunity to get a break on tickets at two upcoming NASCAR races at Pocono Raceway and also benefit Children's Hospital at Lehigh Valley Hospital at the same time.



Photo courtesy of The Official Pocono Raceway

Any LVHN colleague who purchases 100-level or 200-level grandstand tickets to the Pocono 400 on June 8 or the GoBowling.com 400 on Aug. 3 will receive a 10-percent discount on each ticket. In turn, Pocono Raceway will donate \$5 from every LVHN ticket sold to Children's Hospital at Lehigh Valley Hospital.

Grandstand tickets for the 100- or 200-level at each event start at \$22.50 for children 12 and under, and range from \$45 to \$85 for adults.

To purchase tickets, go to poconoraceway.com and click on the "Enter Promo Code" link at the top of the page. That will take you to a page where you enter "LVHN" as the promo code. That takes you to the LVHN ticket purchase page. Click on the "Buy Now" ticket tab for one or both races to make your purchases.

Or you can click [here](#) to go directly to the LVHN ticket purchase page.

This entry was posted by [Ted Williams](#) on June 2, 2014 at 1:00 pm, and is filed under [Get News](#), [Learn](#). Follow any responses to this post through [RSS 2.0](#). You can [leave a response](#) or [trackback](#) from your own site.

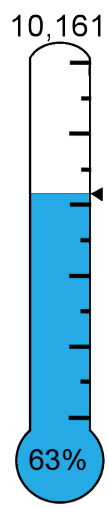
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[« Ron Swinfard, MD, Announces Retirement](#)
[Friends of Nursing Award Recipients Offer Patients Compassion and Hope »](#)

An Epic Engagement



The proposal of marriage isn't just one question ("Will you marry me?") It's really a question of, "Will you build a life with me for the long haul?"

A similar proposal happened when Lehigh Valley Health Network (LVHN) selected Epic as its electronic medical record (EMR) system for the long haul. Like any healthy relationship, it requires the engagement of both halves to make it a successful union.

And when it comes to LVHN, you – our colleagues – are helping the LVHN-Epic relationship thrive as you share in the transformation of our current, disparate medical records systems to the integrated Epic EMR.

To honor one year since the relationship began, let's take a look back at the ways you have made the Epic transformation succeed here at LVHN.

Getting to Know You

[Subject matter experts \(SMEs\)](#) from ambulatory sites across the network (such as outpatient registration, scheduling, billing, patient portal and clinical documentation for practices, clinics and rehabilitation locations) were the first to leap into Epic transformation activities. Ambulatory locations are the focus of Wave 1, and will be the first LVHN locations to go-live with Epic on February 18, 2015.

Throughout the fall and winter, [SMEs were engaged in more than 100 validation sessions](#) to review, discuss and validate workflows for each area, as well as attend specialty validations to choose specific content for their areas. To give you an idea of the depth of engagement in the validation process, the validation teams logged in more than 3,500 sign-ins at validation sessions, including nearly 250 colleagues for *WillowIP* (the pharmacy application,) over 300 colleagues for *ClinDoc*, nearly 350 colleagues for *Orders* and more than 350 colleague sign-ins for *Ambulatory*, not to mention the remaining thousands who attended sessions for the rest of the applications suite, ranging from [ADT/Prelude through Stork](#).

In addition, walkthroughs were conducted to observe current workflows and to get feedback from colleagues about where they would like new hardware devices, such as [24" monitors](#), located in their practice areas.

Wave 2 refers to the Epic transformation happening in our hospitals and hospital-based settings, including registration, scheduling, billing, patient portal and clinical documentation for inpatient, emergency department, surgery and hospital outpatient departments, like radiology. Go-live for Wave 2 inpatient is scheduled for August 1, 2015. SMEs from hospital-based areas have also actively participated in validation sessions and the [clinical content build out \(CCBO\)](#), choosing content that will work best in each department. Similar to Wave 1, walkthroughs were performed to understand our current state and ask colleagues about the placement of new hardware devices.

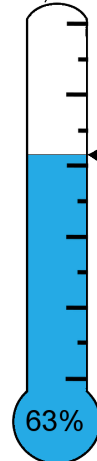
Can We Talk?

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As with all relationships, communication is critical to ensure each member is heard, acknowledged and answered. To help make sure all levels at LVHN have a pathway to communicate with LVHN Epic leadership about their concerns, the Epic Readiness team was developed. Members include colleagues from Access and Revenue Cycle Readiness (ARCR) and Clinical Readiness. This [tiered communication system](#) means that at every level, colleagues have a defined connection where they can ask questions as well as receive accurate information during the Epic transformation process. It's all part communicating and sharing to help us achieve our integrated EMR goal.

While it is hard to believe, an entire year has already passed since the first steps of the Epic journey at LVHN began. We are now just months away from colleague training and Wave 1 go-live. From the start of this journey, the primary goal has been to implement an integrated and responsive electronic medical record system that will transform the way our patients' medical information is accessed and utilized, from first touch to last. Thanks to you and your engagement in this process, we are well on our way to achieve this massive, transformative goal here at LVHN.

Ambulatory colleagues: Become a [Super User](#) for your practice or department. [Learn more](#) then [apply today!](#)

You're invited: [February 18, 2015](#)>>[Ambulatory Go-Live](#)

Check your calendar: [August 1, 2015](#) >> [Inpatient Go-Live](#)

This entry was posted by [Jenn Fisher](#) on June 6, 2014 at 11:37 am, and is filed under [Get News](#), [Learn](#). Follow any responses to this post through [RSS 2.0](#). You can [leave a response](#) or [trackback](#) from your own site.

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< An Epic Engagement

Vanessa Eiswerth, DO: Laughter Has Healing Power >

Friends of Nursing Award Recipients Offer Patients Compassion and Hope

While National Nurses Week has ended, the enthusiasm and spirit from our Friends of Nursing 2014 celebration carries on. Here are the final stories shared during the celebration.

Instilling Hope



Kirsten Gustafson - Behavioral Health

In her personal exemplar for this award, **Kirsten Gustafson, RN**, recipient of the **Psychiatric Nursing Award**, relates the following story: "Because of violent acts of self-injury, a patient admitted to our unit multiple times over a two-year period was often in restraints. During the patient's most recent months-long admission, I had the amazing opportunity to be the point RN on the treatment team. Through intensive

and hard work, we were able to prevent any type of mechanical restraint and significantly reduce self-injury," Gustafson says. "To see a person who has such an extensive psychiatric history make significant positive changes is what drives me to continue as a psychiatric nurse; this patient instilled in me that no matter how broken a person or how impossible the task may seem, it is possible to change someone's life for the better." Gustafson used the word "amazing" several times in her exemplar, referring to our amazing health network and amazing colleagues who demonstrate an amazing depth of compassionate care.

Remembering the Calm of a 'Sandy Beach'

Sandra Dee Witman, recipient of The Medical Staff Patient Observation Assistant Award, introduces herself to her patients on the night shift as "Sandy Beach," believing the idea of a sandy beach is relaxing and will help them sleep. Plus, they always remember her from night to night. She thinks of her role as a "one-to-one angel," confirmed recently by an inpatient hospice patient who, though in extreme pain, refused medication because he believed he wouldn't get into heaven if he took drugs. Witman held his hand and stroked his back, arm and head until he fell asleep. When he opened his eyes he said, "I must be in heaven, because you are an angel."



Sandra Dee Witman - Float Pool

Making a Difference to Patients, Colleagues and the World

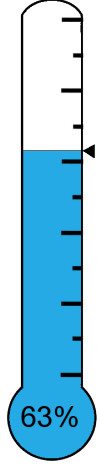
Brenda Gray, recipient of a **Medical Staff Administrative Partner Award**, goes out of her way to improve each day for patients and our community. Gray decorated a patient's room for Christmas

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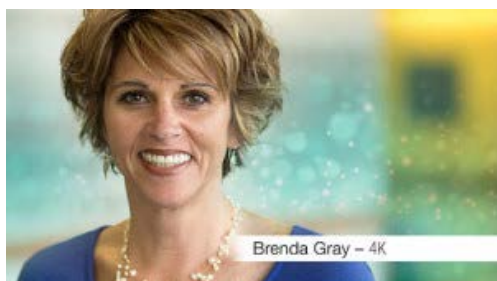
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through flu campaign, Amputee Awareness Day and building an orphanage in Haiti...and by completely redesigning the administrative partner work area for better workflow.

Saving Time and Money

As manager of the unit budget for office supplies and a member of the 6T Finance Council, the second recipient of an **Administrative Partner Award, Christine Reichard**, was instrumental in achieving a \$16,000 savings in one year on supplies. Reichard also is a key driver for the Move on Green initiative, which has significantly improved time from inpatient bed assignment in the emergency department to patient arrival on the unit to a current average of 31 minutes – the best in the nation. Reichard has co-authored a manuscript on the effort that has been accepted for publication in a prestigious peer-reviewed nursing journal.



Alabama, Alaska, Arizona...



order. The patient replied, ‘No, but do you, and can you teach me?’” Immerso found a song with lyrics of the 50 states in alphabetical order and taught it to the patient. “When her mother came in to visit and heard her daughter sing the song, she said she saw something in her daughter she had not seen since the accident and knew she was going to be OK and maybe even finish college. I left work that night knowing I impacted someone’s life, and made the decision to become a nurse.”

Nonjudgmental Compassion

A key concept of patient education is to “meet the patient where they are,” avoiding prejudicial conclusions – often so hard for us to do, but not for **Susan Hassay, RN**, recipient of the **Josephine Ritz, RN Nursing Award for Excellence in Patient and Family Teaching**. Pediatric nurse colleague Emily Hartman, RN said she “had the honor of witnessing Hassay’s extraordinary care and compassion in educating a mother about the impending death of her baby. Sue allowed the mother to express inadequacies, guilt, and feeling judged by her family and afraid the nurses would do the same. When the mother left the hospital for a personal appointment as the baby’s condition worsened, Hassay did not pass judgment, instead reassuring the mother her child would never be left alone. She swaddled and rocked the baby as the infant slowly



before the patient returned to 4K following a test ... by making beautiful handmade wreaths to hang throughout the unit... by volunteering time to support health care community outreach such as the drive-

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Heleanna Immerso, Mental Health Technician, recipient of **The Medical Staff Award for Excellence in a Care Delivery Technician Role** helped a care for a young woman who had suffered a traumatic brain injury sustained in a motor vehicle accident. Immerso says, “One of the patient’s goals was to ‘remember things more.’ This sparked my question to ask her if she knew the 50 states in alphabetical

slipped into death. When the mother returned, Hassay described to her that her child died while being held and comforted and supported her to complete the post-death washing and dressing of the baby, as Hassay had prepared her to do.

A Heart for Cardiac Care



Melissa Bubbenmoyer – Cardiac Intensive Care Unit

Melissa Bubbenmoyer, RN, is the recipient of the **Tewari Award for Cardiovascular Nursing**. Patients have benefited from Bubbenmoyer's more than 20 years' experience in the cardiac ICU and her certification as a critical care nurse. She also chairs the unit performance improvement council, serves as an RN advisor and participates in data collection for interdisciplinary hypothermia research.

Outstanding Pediatric Medical-Surgical and PICU Rating

The Senior Management Council Patient Satisfaction Award for Inpatient Care recognizes staff from an inpatient care unit that achieved the highest Press Ganey overall nursing unit rating score for calendar year 2013. This year's award recipients are the **Pediatric Medical-Surgical and Pediatric Intensive Care Units**.



Pediatric Medical-Surgical Unit and Pediatric Intensive Care Unit

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