

JUNE 2011

CheckUP



Reasons to Celebrate

Find out what they are
on pages 2 and 3

A PASSION FOR BETTER MEDICINE.™



You're Getting a Bonus

It's a reward for all the hard work you do



Working in health care is challenging and rewarding. It's challenging because of the seriousness of what we do and the amount of work we face every day. It's rewarding because we give people something they hold most dear—their good health. For all the hard work you do, you'll receive a special bonus.

Over the past several years, you've been asked to do more because of a slumping economy and the uncertainty of our nation's health care system. You've had to manage expenses and work more efficiently while continuing to enhance the level of our care. Yet you remained focused on our mission and worked harder than ever and sustained our friendly, caring culture. As a result, our health network continues to get stronger.

To thank you for your commitment and dedication, colleagues will receive a special bonus in the May 20 paycheck. If you're a full-time colleague, you'll be rewarded with a \$300 bonus. If you work part-time, your reward will be \$150.

May's bonus is not the Shared Success Plan (SSP) bonus. If we reach our overall patient satisfaction and managed cost goals at the end of the fiscal year, eligible colleagues will receive their SSP bonus in October. Read the charts on page 11 to see how we're doing.

Thanks to your hard work and our health network's strength, we'll soon be able to help relieve the workload that many colleagues have told us they face. In fiscal year 2012, we'll add more clinical and support staff to our team. They'll help us provide an ever higher level of care. Our strength also will allow us to invest in new technology and research to give the people of our community the quality care they expect and deserve.

While we celebrate your hard work, it's important to continue to find new ways to manage expenses. It's the most important thing we can do to remain strong.

It is rewarding to have the opportunity to lead such a talented and passionate team of health care professionals. Thank you for all you have done and continue to do to make Lehigh Valley Health Network great.

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

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Not Once, Not Twice, But Three Times in a Row

We have been designated as a
Magnet™ hospital again



During our 24th Annual Friends of Nursing Celebration, we received a phone call from the American Nurses Credentialing Center (ANCC). They called to tell us that we have been named a Magnet™ hospital for the third time in a row. This is quite an accomplishment—and let me tell you, the crowd went wild with excitement when they heard the news.

But what does Magnet really mean? For our caregivers at Lehigh Valley Health Network, it means working in an environment where they can flourish in their practice and profession. Magnet nurses continue to grow professionally, and they are encouraged to become certified in their specialty care areas, such as critical care, neuroscience, emergency or medical-surgical nursing. They also are valued in research

and lead evidence-based practice studies to ensure patients receive the very best care.

For patients, the Magnet name helps them identify hospitals where they can expect to receive a higher level of care. In fact, studies show Magnet hospitals have higher patient satisfaction, better quality outcomes and the right nurse-to-patient ratios. It also means our nurses not only use but embrace the latest technologies. They are part of a collaborative care team that includes physicians, advanced practice clinicians, pharmacists, social workers and others. Beyond that, nurses are likely happy to be working here. That's because Magnet hospitals attract nurses, like a "magnet," and retain them by creating an environment that allows them to practice professionally.

We were first designated as a Magnet hospital in 2002 and then redesignated in 2006. Magnet redesignation doesn't just happen. New sources of evidence required us to include patient and staff satisfaction data and provide enhanced examples of outcomes, as well as nurse-sensitive clinical outcome data. We submitted our evidence and hosted a four-day site visit from four Magnet appraisers this February.

We were thrilled to get the official phone call from the Magnet office during our Friends of Nursing Celebration. What a perfect place to find out! I am so proud of everyone who played a role in making this special recognition happen. We are the only hospital in the area and among less than 7 percent of hospitals in the country to have Magnet recognition. This is the highest level of recognition for nursing excellence—and I am so proud to say we offer it right here at Lehigh Valley Health Network.

Anne Panik

Senior Vice President, Patient Care Services



Watch the announcement

During our 24th Annual Friends of Nursing Celebration, we received a phone call from the American Nurses Credentialing Center. They called to tell us that we have been named a Magnet™ hospital for the third time in a row. The phone call was caught on video, along with interviews of colleagues celebrating after the announcement.



CLICK HERE TO WATCH:

<http://www.youtube.com/v/dyHRPxcgqj4&hl>



Driven to Care

The way we care for drivers, crew and fans at Pocono Raceway is a national model

They call themselves the “Core NASCAR” team—a group of dedicated Lehigh Valley Health Network physicians and colleagues who provide care to spectators, drivers and crew members every summer at Pocono Raceway. Here’s how they do it and why we’re a national model for raceway medical care.

Caring at the Raceway

For one weekend in June and August every year, Pocono Raceway hosts more than 300,000 NASCAR fans. “The Raceway becomes the third-largest city in Pennsylvania on race weekend,” says MedEvac flight paramedic Dan Rymond, who provides care at the Raceway. “The closest hospital is 30 minutes away without traffic, but we’re able to provide immediate care right there.”

Rymond is one of more than 60 colleagues who volunteer to care at Pocono. On race weekends, our team sets up three self-sustaining health care centers—an infield care center, which serves as the primary trauma care site for drivers, crew members and spectators; an infield first aid center for nonurgent care; and the mobile field hospital as the grandstand care center.

“We deal with everything from cuts, sprains and broken bones to severe heart attacks, traumatic injuries and delivering babies,” says Mike Wargo, R.N., our director of emergency management and executive director of medical operations for Pocono Raceway.

Although we provide the most care to spectators, drivers and crew members also receive services. “We provide physical evaluations to some drivers before the race,” Wargo says. “We also serve as the primary care provider for crew members because they live track to track.” If a higher level of care is needed, patients can be taken by MedEvac helicopter to our health network or, if they choose, the hospital of their choice. Our team also is prepared to respond to any type of emergency, natural disasters or terrorist attack.

“You develop camaraderie when you work in a fast-paced environment. There’s a waiting list to volunteer at the Raceway.” —Mike Wargo, R.N

Although race weekends can be hectic, our team is a dedicated group that enjoys coming back every year. “You develop camaraderie when you work in a fast-paced environment,” Wargo says. “There’s a waiting list to volunteer at the Raceway.”

Sharing what we’ve learned

To educate others about best practices at the Raceway, five members of the “Core NASCAR” team—emergency medicine physicians Robert Tomscho Jr., D.O., and David Burmeister, D.O., and Wargo, Rymond and technical partner Anne Sanders—attended the NASCAR Summit in North Carolina (second photo from top). This annual conference addresses topics related to operations, security, risk management and emergency medical services. Our team has presented for the past five years, representing our health network and Pocono Raceway.

We presented a hands-on difficult airway management training session. “We taught paramedics and physicians how to manage drivers’ airways using basic to advanced surgical techniques,” Wargo says. Wargo and Rymond also delivered a presentation about the importance of health care organizations partnering with motor sports organizations like Pocono Raceway. We also reunited with NASCAR legend Bobby Allison (left, in photo third from top) who received care at our health network following a horrific crash at Pocono in 1988.

—Lauren Fetterman

A lifetime of racing

Growing up, Mike Wargo, R.N., spent a lot of time at raceways. Although Wargo never raced, his father was a regional and national stock car driver who exposed Wargo to the sport. “That experience built my relationship with Pocono Raceway and educated me about the science within motor sports,” he says.

Wargo was instrumental in helping the health network win the Raceway’s bid to provide medical care during race weekends. He’s proud of the caliber of care our team provides. “It’s great to see how NASCAR medical care has developed into what it is today,” Wargo says. “Since we have elevated the level of care at Pocono Raceway, we serve as consultants and are modeled by other raceways nationally.”



TOP 5

Ways to Refresh Your Workplace

You can experiment with the Mack Boulevard experience

So you've heard about the Mack Boulevard experience and maybe you're intrigued about how this alternative environment changes how colleagues work, build community, go green and lower costs. Can you, too, adopt some of the same principles in your environment?

"The Mack Boulevard experience isn't about where we are; it's who we are as a network," says Brian Hardner, vice president of facilities and construction and co-chair of the Mack Boulevard Council. "No matter where you work, you can experiment with the Mack Boulevard experience—and see results."

So, here are the top five ways you can give it a try, as recommended by Mack Boulevard Council members.



1 TRY HOTELING.

Do you have a laptop? Then you can try hoteling, which means you don't have an assigned workstation. You can work anywhere, like emergency department resident Chadd Kraus, D.O., pictured outside the Lehigh Valley Hospital—Muhlenberg café. "At Mack Boulevard, some colleagues share workstations because when our desks are empty, that's a waste of space," says Linda Durishin, organizational development administrator. "While we've reduced the number of workstations, there's always someplace to work: in sitting areas, private focus booths, the café. We also share conference rooms throughout the building, so consider meeting outside of your department too. You'll experience the greater community of the network."



2 GO GREEN.

Do you have more than one printer in your department? Try having just one in your department—and possibly even one on your entire floor. Print double-sided, as Mary Boland of patient accounting is pictured doing, and scan documents. "At Mack Boulevard, we reduced the number of printers by 40 percent and paper usage by 20 percent," says information services' Phil Horlacher. "As a result, we don't need as much filing space, so we've eliminated nearly half of our filing cabinets too."



4 ORGANIZE OFFICE SUPPLIES.

Do you have more than one supply space? Do you order a different type of the same supply than the department next to you? Try consolidating your supply space and standardizing your supplies. "At Mack Boulevard, we have one supply area for each floor, one person ordering for that floor and one supply budget," says Edward O'Dea, finance's controller and co-chair of the council. "That eliminates, for example, several supply closets and one department ordering 20-cent pens while another orders 40-cent pens." Diana Bermudez of facilities and construction is pictured picking up her supplies, all labeled and stored in a standard place on the shelves.



5 START FUN TRADITIONS.

How well do you know your colleagues in adjacent departments? Break down the physical barriers and invite them to a fun gathering or engage them in a friendly contest. The Mack Boulevard building occupants participated in a decorating contest and the 5th floor gathered for a FANtastic Friday Super Bowl party. "It's a great way to meet colleagues and strengthen relationships," says Jennifer Fink, facilities and construction manager. "We begin to feel less like separate departments and more like one organization of colleagues working together." The pictured 5th-floor team features just some of the colleagues who attended from finance, facilities and construction, marketing and public affairs, organizational development, SPPI and more.

—Pamela Riddell



3 CENTRALIZE TRASH.

Do you have a trash can at your workstation? Try living without it, and throw your trash away at a central location. Or instead of relying on someone else to collect your trash bag, try emptying your own waste. "By adopting these principles at Mack Boulevard, we've reduced our housekeeping expenses by 5 percent," says Craig Onori, vice president of support services. "It allows (l-r) Amy Poon, Thaw Mu and George Poon of Crothall to dispose of trash more efficiently and focus on keeping our workplace clean."

'Follow Your Passion, and Success Will Follow You'

Friends of Nursing award recipients exemplify why we're Magnet™

The famous quote by Terri Guillemets says it all. Our nurses are passionate about providing high-quality, compassionate nursing care—and they do it successfully. That's why the American Nurses Credentialing Center has designated us as a Magnet hospital not once, not twice, but three times!

We announced that we achieved Magnet status—AGAIN—and celebrated our caregivers at the 24th annual Friends of Nursing Celebration in April. Each year, colleagues, patients and patients' family members nominate clinicians for Friends of Nursing awards. The recipients' stories define the kind of care that earned us Magnet recognition. Here are this year's award recipients:

2011 FRIENDS OF NURSING AWARD RECIPIENTS



**The M.G. Asnani, M.D.,
Award for Excellence in
Pediatric Nursing**
*Carol Galloway, R.N. –
Pediatric Ambulatory
Surgery Unit*



**The Robert Lurig Memorial
Award for Excellence in
Burn Care**
*Matthew Karpowicz, R.N. –
Regional Burn Center*



**Joseph J. Prorok, M.D.,
Award for Excellence in
Perioperative Nursing**
*Perla Reese, R.N. – Operating
Room, LVH-M*



**Professional Excellence
Council Physician Friends of
Nursing Award**
*Robert X. Murphy Jr., M.D.
– Cosmetic and Reconstructive
Specialists of the Lehigh Valley*



**The John M. Eisenberg, M.D.,
Award for Excellence as a
Student Nurse**
*Susan Gail Berg – Cedar
Crest College*



**The Medical Staff Adminis-
trative Partner Awards**
*Julie Ringnald – Adult
Behavioral Health*



Anne Stefanik – 5K



**The Medical Staff Support
Partner Awards**
*Betty L. Heck – Invasive
Cardiology Suite, LVH-CC*



Ingrid Heller – 5 Tower



**The Medical Staff Technical
Partner Awards**
*Vilma Barry – Transitional
Skilled Unit*



Juan Dominguez – 5B



**The Medical Staff Award for
Excellence in a Care Delivery
"Technician" Role**
*Clara L. Ramirez –
Operating Room, LVH-CC*



**Josephine Ritz Nursing
Award for Excellence in
Patient and Family Teaching**
Joseph Rivera, R.N. – 6 Tower



**The Florence Nightingale
Exemplary Professional
Practice Award**
*Orlando E. Rivera, R.N. –
Heart and Vascular Center*



**Allentown Anesthesia Associ-
ates, Inc. Post-Anesthesia
Care Nursing Award**
*Beth Ann Hall, R.N. –
Post-Anesthesia Care Unit,
LVH-CC*



**The Award for Excellence as
a Preceptor**
*Marion Daku, R.N. –
Intensive Care Unit, LVH-M*



**The Jeffery J. Hitchings
Award for Excellence in
Education**
*Jayne Febbraro – Division of
Education*



**William F. Ihrie, Jr. & Elizabeth
A. Ihrie Digestive Sciences
Award**
*Linda Marks, R.N. –
GI/Pulmonary Endoscopy
Unit*



**Joseph and Judith Kaminski
Award for Excellence as a
Float Nurse**
*Judith L. Nist, R.N. –
Float Pool, LVH-M*



Alma W. Holland Award for Excellence in Home Care Nursing

Jane Wilson, R.N. – Home Care Services



The Helen B. Potts Licensed Practical Nurse Award

Dianne Macdonald, L.P.N. – Hospice Services



The Fleming Nursing Caring Awards

Carmen Campione, R.N. – Progressive Coronary Care Unit



Donna Sue Hungarter, R.N. – Comprehensive Wound, Skin and Ostomy Services



Dr. and Mrs. Donald H. Gaylor Medical-Surgical Nursing Award

Amanda Hrebicik, R.N. – 7A Neuroscience Unit



Award for Excellence in the Delivery of Rehabilitation Services

Elizabeth Hernandez – Physical Therapy



Award for Excellence in the Delivery of Respiratory Care

Cynthia Bailey Schmoyer – Respiratory Care Services, LVH-M



Kathy Mundt-Bulla Memorial Award for Excellence as a Laboratorian

Nicole Sell – Health Network Laboratories



Pulmonary Associates Award for Excellence in Critical Care Nursing

Lorraine Valeriano, R.N. – Neuroscience Intensive Care Unit



Award for Excellence as a Case Manager

Jennifer Bednar – 4K



LVHN Department of Legal Services Award for Excellence in the Promotion of Patient Care

Joseph Shambo – Clinical Engineering, LVH-CC



The Jeffery A. Bartges Award for Excellence in Neuroscience Nursing

Nancy Komatz, R.N. – Neuroscience Intensive Care Unit



Award for Excellence as a Pharmacist

Carol Ann Faust – Pharmacy, LVH-CC



The Dr. and Mrs. Joseph Miller Award for Excellence in the Delivery of Obstetrical/Gynecologic Nursing Care

Kelli Ann Hartman, R.N. – Mother-Baby Unit



The Dr. Peter and Ruth Keblish Award for Excellence in Orthopaedic Surgical Nursing

Donna Pilon, R.N. – 5C



Allentown Hospital School of Nursing Alumni Association Award for Excellence in Palliative Care

Michele Naugle, C.R.N.P. – Optimizing Advanced Complex Illness Support (OACIS)



Cancer Services Leadership Council Excellence in Cancer Care Award

LuAnn McKee, R.N. – John and Dorothy Morgan Cancer Center



Commitment to Patient Safety Award
6 Tower



The Senior Management Council Patient Satisfaction Award for Inpatient Care
7C Hematology/Oncology Unit



The Fleming Award to Recognize a Department Which Promotes Family Presence
Trauma Neuro Intensive Care Unit



The Fleming Award to Recognize New Knowledge, Innovations and Improvements
Obstetrics Simulation Team



The Lehigh Valley Health Network Board of Trustees Patient Satisfaction Award for Ambulatory Services
Plastic Surgery Associates of the Lehigh Valley

'Today's Nurse' has a blog!

Check out a new blog on the Salisbury Patch written by Center for Professional Excellence colleague Niki Hartman, R.N., that will take you into the world of today's nurse. **Click link to read: www.facebook.com/lvhealthnetwork**

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– Amy Koch

The 5 W's of Performance Evaluation

This year's changes will improve efficiency
and emphasize patient-centered care

It's almost here: performance evaluation time. It's your chance to meet with your supervisor to discuss your accomplishments and challenges of the past year, and set goals for the next 12 months. This year, there will be changes to the way your performance evaluation is conducted. Answers to the five W's explain why these changes are important to you.

{ WHAT } ARE THE CHANGES?

Previously, your supervisor completed your performance evaluation on paper. This year, evaluations will be done electronically through Lawson. "It will improve efficiency and save paper," says David Burrack, director of benefits and compensation.

The way your final score is calculated is unchanged. Thirty-five percent of your score is based on your job requirements, 25 percent on your goals, and 40 percent on your PRIDE behaviors.

Starting next fiscal year, all colleagues' behaviors scores will reflect your ability to welcome patients and family members and consider their comfort. Colleagues who work in clinical areas also will be evaluated on their ability to give patients and families information and involve them in their care. These are key components of our Patient-Centered Experience (PCE) initiative.

{ 40% } PRIDE BEHAVIORS
{ 35% } JOB REQUIREMENTS
{ 25% } GOALS

{ WHY } WERE CHANGES NECESSARY?

The changes were made to reduce paper-work and improve efficiency. As a result, you'll receive timely feedback regarding your performance and have convenient access to the appraisal at work or home throughout the year. To improve efficiency, each colleague's updated job description was added to Lawson. The exact wording from your job description will automatically populate your electronic evaluation form. You'll then be evaluated on your ability to meet the expectations of your job on a scale of 1 to 5.

{ WHO } WILL USE THE ELECTRONIC EVALUATION?

Your supervisor will use the electronic version to conduct your evaluation. You can use it to complete your self-evaluation electronically, if your department utilizes a self-review. You'll score your abilities and provide comments to justify your score. You'll also set your goals for the following year, and may be asked to complete a peer evaluation on a colleague. Your supervisor will teach you how to use the new electronic version.

LEHIGH VALLEY HEALTH NETWORK

Building Relationships with

PRIDE

It's how we interact at LVHN with all patients, their family members, our guests and colleagues.

Privacy	Respect	Involvement	Dignity	Empathy
We respect everyone's right to privacy and will keep confidential all personal and medical information unless it is required for diagnosis or treatment, or by law. <ul style="list-style-type: none">• Discuss confidential information in private• Knock or announce self before entering a room or personal space• Cover or screen patients appropriately• Protect others from unnecessary intrusions	We value a diverse environment and embrace each person's uniqueness, beliefs, rights and needs. <ul style="list-style-type: none">• Respect everyone, regardless of background, race, age, gender, religion, disability or sexual orientation• Be dependable. Arrive on time ready to work• Respond to customers in a timely manner• Avoid gossip and maintain a professional demeanor	We commit ourselves to teamwork, collaboration and honest, open communication. <ul style="list-style-type: none">• Work as a team and help those in need• When interacting with our customers, remember ABET (Acknowledge them by name, smile, make eye contact, introduce yourself, role and purpose). Describe Duration of how long it will take for their needs to be met. Explain in lay terms what to expect. Thank them.• Put the needs of others first. Hold doors and elevators, letting patients go first. Ensure patients in wheelchairs face the elevator doors. Keep noise levels down.	We always maintain a positive attitude and display a high standard of professional conduct when representing LVHN. <ul style="list-style-type: none">• Explain and ask patients' permission before performing a procedure, test or intervention• Wear/display ID tag at all times• Handle conflicts and complaints effectively and politely by taking the HEAT (hear people out, Empathize with them, Apologize for the inconvenience, Take Action to resolve the problem)	We create an environment of understanding and concern for all with empathy and compassion. <ul style="list-style-type: none">• Anticipate people's needs and help them before being asked• Ask customers if you are meeting their needs and expectations• Help test individuals find their way

A PASSION FOR BETTER MEDICINE™

Lehigh Valley Health Network

810-402-CARE | LVHN.org



< WHEN >

DO EVALUATIONS TAKE PLACE?

Performance evaluations take place from July 1 to Sept. 1. After your evaluation is complete, you'll have an opportunity to review it and discuss your performance with your supervisor. If your overall score is 3 or higher, you'll be eligible for a merit increase and a Shared Success Plan (SSP) bonus if we meet our health network's goals by the fourth quarter. Read the charts on the right to see how we're doing.

< WHERE >

DO I ACCESS THE ELECTRONIC EVALUATION?

Click "Lawson" on your SSO Toolbar and choose "LVHN Performance Management." You will then be able to select "Self Annual Performance Review," or "Peer Annual Performance Review."

—Rick Martuscelli

SHARED SUCCESS PLAN

Fiscal Year 2011 Third Quarter Results

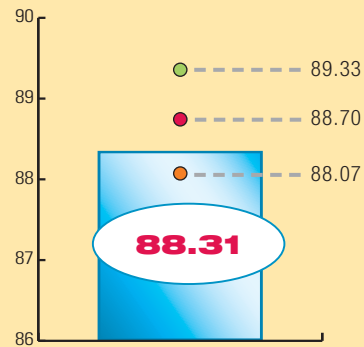
Help us reach our goals!

Our FY 11 Goals

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

You play a vital role in helping us meet our **overall patient satisfaction** and **cost-per-case** goals. If your hard work helps us meet these goals and our health network's overall financial goals by the fourth quarter, you may be rewarded.

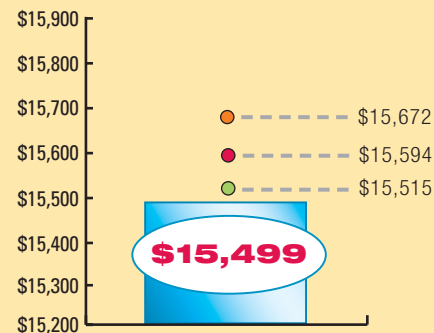
Patient Satisfaction



We're exceeding our threshold (good) goal.

Cost Per Case

(lower is better)



We're exceeding our maximum (best) goal.



Nominate Your Star for a Service Excellence Award

Now is your chance to recognize colleagues who do amazing things by nominating them for a Star Celebration Service Excellence Award. These awards recognize colleagues who demonstrate exceptional customer service, work efficiently, design creative reward-and-recognition programs, perform community service, go the extra mile, and more.

To submit a nomination form, visit the human resources intranet site at intranet.lvhn.com and click "Employee Resources," "Recognition," and "Nomination Form" in the Service Excellence Award section. Nominations must be received by July 31.



« She's an Advocate

As a mom, Judy Negrete, R.N., was horrified when her daughter, Tanya, was diagnosed with leukemia. As a nurse here for 32 years, she knew Tanya was in the right place: Lehigh Valley Hospital–Muhlenberg. "Tanya's cancer was aggressive," the PICC (peripherally inserted central catheter) team caregiver says. "Her doctors were very proficient, and the nurses on 5T were

awesome. She really bonded with everyone who treated her." Although Tanya lost her battle, Negrete can't say enough about the quality, compassionate care her daughter received. "I tell my friends that if they know anyone who needs cancer care to call 610-402-CARE to find a doctor," Negrete says. "I know firsthand our caregivers go above and beyond."

Are you an advocate for our health network? If so, call **484-884-0809** or e-mail Gerard_A.Migliore@lvhn.org and share your story in *CheckUp*.



The Wall

What our fans are saying

Danielle Nicole Pritchard wrote on April 5:
My daughter was just born there (Lehigh Valley Hospital–Cedar Crest) in November and I love this hospital. My whole experience was just wonderful. The nurses are amazing. Thank you.

Suzanne Tamm wrote on April 4:
We love Dr. Rachel (Liebman)! She is the greatest! We've gotten to know her as our doctor over the last few months and are so happy about that.

Joseph Karo wrote on April 1:
Burned over 60 percent and was treated there (Regional Burn Center) over 20 years ago. Thanks. Saved my life.

JOIN THE CONVERSATION
at facebook.com/lvhealthnetwork

The Buzz in Our Community

- Medical resident **Kate Dewar, M.D.**, was featured in a *New York Times* front-page story about trends in physicians' career choices. Dewar decided to pursue a career in emergency medicine rather than follow in the footsteps of her father and grandfather and become a family medicine practitioner.
- Security director **Jerry Kresge** was interviewed about the new LED stop signs at Lehigh Valley Hospital–Cedar Crest for the "Road Warrior" column in *The Morning Call*.
- Heart rhythm specialist **Hari Joshi, M.D.**, was featured in *The Morning Call* and interviewed by the Pocono Record for performing balloon cryoablation, a new procedure to correct atrial fibrillation, at our health network. B104 (WAEB-FM) also used audio from a previously recorded interview available on the lvhn.org website.
- Oncology clinical nurse specialist **Melissa Kratz, R.N.**, and administrator for pharmacy services **Bob Begliomini** were interviewed for a *Morning Call* story about a national shortage of chemotherapy medication.
- *The Express Times* ran an article announcing **Thomas Whalen, M.D.**, as our new chief medical officer.

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 intranet.lvhn.com. Under the "Network News" section of the home page, click on the stories that interest you (updated monthly).

A Guide to Our Care

Regional Burn Center Earns Reverification

Our Regional Burn Center received reverification from the American Burn Association and the American College of Surgeons for adults and children. To receive reverification, which lasts for three years, we underwent an on-site review by a team of experienced surgeons. This is the third time we received no deficiencies, meaning all core criteria were met. This achievement recognizes our dedication to providing superior care for patients from the point of injury through the rehabilitation process, whether the burn injury is minor or severe.

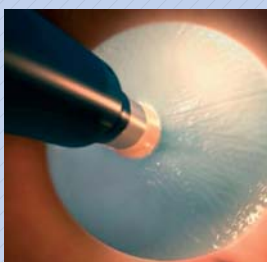


New Look for Children's Clinic

To provide better primary care for our youngest patients, the Children's Clinic at Lehigh Valley Hospital—17th Street will be renovated and expanded. Construction is scheduled to begin in July and will include the addition of 23 exam rooms. The renovation also will consolidate the clinic from four floors to two floors, helping to reduce confusion and increase patient and parent satisfaction. Renovations are expected to be complete by January.

Weight Loss Education and Support

Lehigh Valley Bariatric Medicine, a practice of Lehigh Valley Physician Group, offers a robust medical weight-loss program that includes initial examination, low-calorie diet and nutritional counseling, behavior modification, prescription appetite suppressants if needed and maintenance to help keep the weight off. Leading the practice is bariatrician Harpreet Singh, M.D., a physician who specializes in the medical treatment of obesity and the health conditions associated with it. The practice also provides the medical information, education and support necessary to make bariatric surgery successful.



New Procedure for an Irregular Heartbeat

If you know someone who has symptoms associated with atrial fibrillation, the most common irregular heartbeat, tell her there's no need to suffer any longer. We are the first hospital in the region to perform balloon cryoablation, a newly approved procedure to treat atrial fibrillation. A catheter is guided to the area of the heart that contains the problem-causing tissue. A balloon at the catheter's tip is then filled with liquid nitrous oxide, destroying the tissue and curing the irregular heartbeat.

LMIC Earns Accreditation for Breast MRI

Lehigh Magnetic Imaging Center (LMIC), in partnership with Breast Health Services at Lehigh Valley Health Network, offers breast MRI for women newly diagnosed with breast cancer or at high risk for the disease. LMIC is the first and currently the only imaging center in the region to receive accreditation for breast MRI from the American College of Radiology (ACR). The accreditation means that LMIC meets the national gold standard for equipment, image quality, staff training and safety goals set by the ACR.



Outdoor Art

Thanks to a series of private donations, we have acquired more than 50 pieces of contemporary outdoor sculpture donated by Philip and Muriel Berman and the Berman Foundation. During Phase I of a multiyear installation plan, 10 pieces were placed at Lehigh Valley Hospital–Cedar Crest in 2008. Phase II has now begun with the installation of “Positive Trees” on Lehigh Valley Hospital–Muhlenberg’s front lawn. Since ancient times, artists have used abstract tree forms to symbolize shelter, support and hope, making this collection a fitting welcome for hospital patients and visitors. The trees were created by Israeli artist Menashe Kadishman, whose work has been exhibited worldwide and is part of the permanent collections of such notable museums as the Museum of Modern Art, the Tate Gallery (London) and the Uffizi Gallery (Florence). Additional sculptures by various artists will be installed at all health network campuses over the next few years.



Give Your Opinion; Win Prizes

We would like your opinion about our employee intranet (lvh.com) so we can create a better experience for you. We want to hear how you use the intranet. Maybe you don’t use it at all. Whatever the case, we want your opinions so we can make it better. Please take the brief survey on the intranet homepage. You’ll be entered for a chance to win café and Youthful You gift cards, pedometers and insulated grocery bags.

PRIDE in Our People

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



Health care of tomorrow

This year’s Mini Medical School was a four-week series to help people imagine the exciting future of health care. Participants learned about discoveries and technologies that are changing how disease is diagnosed and treated. They also learned how the physicians of tomorrow are preparing today. Each session included interactive demonstrations and helpful tips on how to navigate the changing world of health care as we move into the future. One of the topics was robotic surgery. Here, gynecologic oncologist Martin Martino, M.D., shows a participant how the technology works.

Coca-Cola collaboration

Driving behind a Coca-Cola truck evokes thoughts of an icy-cold beverage. Now it also reminds you to “Stop Texting” while driving. We are proud to partner with Coca-Cola to display the message on 20 of their trucks in the Lehigh Valley. Steve Keiper, Coca-Cola warehouse and logistics manager, says, “I have a daughter who recently started driving, so the importance of this message really hits home.”



Better Medicine Saturday

The first Better Medicine Saturday of the year was held at the end of April. The goal of these fun-filled community health fairs is to bring our National Cancer Institute Community Cancer Centers Program (NCCCP) to life and engage community members who live near Lehigh Valley Hospital–17th Street. Each event has a fun theme and a health screening, as well as activities, food and giveaways. The next event is Saturday, May 21, and the health focus will be cervical cancer and diabetes/obesity.

Schedule

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

Culture of Wellness

June 2 – Baby Care Series
June 2 – Parent Workshop “Dad’s Guide to Great Parenting”
Starting June 3 – Bollywood Dance
Starting June 3 – Art of Belly Dance
June 4 – New Parent Workshop “Becoming Mom and Dad”
June 4 – Parent Workshop “Survivors Guide to Toddler Years”
June 4 and 5 – Preparing for Childbirth, Sat.-Sun. Class
June 4 and 23 – Safe Sitter Babysitting Class
Starting June 6 – Boot Camp
Starting June 6 – Cardio Cross Training
Starting June 6 and 15 – Zumba
June 7 – UV Facial Skin Analysis Seminar
June 8 – CPR for Family and Friends
Starting June 8 – Redirecting Children’s Behavior Parenting Series
June 9 – Health Fair at the IronPigs game
June 10 and 11 – Preparing for Childbirth, Fri.-Sat. Class
Starting June 11 – Chisel
June 11 – Health Fair at Pocono Raceway
June 12 – Sibling Tour
June 13 and 22 – Breastfeeding Baby
June 18 – Preparing for Childbirth, One-Day Class

June 20 – Adult Maternity Tour
June 21 – The Aging Foot
June 22 and 30 – Car Seat Check
June 22 – Staying Strong
June 25 – Baby Care, One-Day Class
June 28 – Age-Proof Workout
June 28 – Core ‘n’ More
Starting June 29 – Interval Express
June 30 – Pregnancy 101 “Congrats and Welcome to LVHN”

Employee Discounts

Get discounted tickets for major attractions across the country. Visit www.ticketsatwork.com, create a user account and use “LVHN” as your company code.

VALIC Retirement Seminars

June 14, 15, and 16 – VALIC Retire at Ease

Recreation Committee Events

Aug. 6-12 – Grand Canyon – Contact Denise Mitchell, 610-969-0413.
Oct. 24-26 – The Greenbrier Resort, W. Va. – Contact Birdie Meckes, 610-402-8881.

Visit the “[LVH_Recreation_Comm](#)” bulletin board for more details.

Report Your Illnesses

If you’re sick, it’s important to report your illness and symptoms to employee health on your first missed day of work. It helps us identify areas where illness is prevalent so steps can be taken to prevent it from spreading.

HOW TO REPORT YOUR ILLNESS:

Lehigh Valley Physician Group and physicians: Call 484-664-2299
Hospice and Home Care colleagues: Call 610-969-0300

ALL OTHER COLLEAGUES CAN USE THEIR HOME COMPUTER:

1. Open your Internet browser
2. In the address bar, type: <http://intranet.lvhn.com>.
(If remote access software is not on your computer, follow the prompts to install it, and reboot.)
3. Enter the same user number and password you use at work
4. Click “Intranet” / “Resources” / “Employee” / “Employee Sickline Notice”
5. Complete the form

If you don’t have home Internet access, call 610-402-9717.

Service Star of the Month



Tresa Marrow, R.N., 4K

Nominated by 4K director Sharon Clark, R.N., on behalf of Michele McLaughlin

After suffering a setback during her recovery from surgery, Michele McLaughlin’s mother had to be readmitted to 4K, a medical-surgical unit at Lehigh Valley Hospital–Cedar Crest. Her nurse, Tresa Marrow, R.N., immediately recognized she was going to need extra attention. Marrow asked colleagues if they could help care for her other patients so she could give McLaughlin’s mother the level of care she needed.

With her colleagues’ support, Marrow was able to give McLaughlin’s mother one-on-one care. “There was true cooperation among staff members and it was extremely moving to see them work as a compassionate team,” says McLaughlin. “Tresa went above and beyond. Her strength and determination assured us Mom was getting the best care possible. Her actions, maturity and kindness comforted us that we were in the right medical facility. I feel she saved my mother’s life.”

“I’m humbled to know that my actions were recognized in Michele’s letter,” says Marrow. “It’s a nice reminder that what nurses do every day has a real effect on our patients and their families.”

—Matthew Burns

Congratulations to Award Nominees

Patient Transport Services, Lehigh Valley Hospital–Cedar Crest

Lori Keller, diagnostic care center

Carla Jane Saveri, case management

Janice Mayer, case management

Usha Rai, R.N., progressive coronary care unit

Cancer Center Infusion Area Staff

Bruce Ellsweig, M.D., vice chair for family medicine community practices,

Robert Santucci, pastoral care and **Anna Fernandez,** hospice care unit

Lauren Kover, R.N., nursing float pool

Keri Mitch, Lehigh Valley Hospital–Cedar Crest emergency services

Deborah Boorse, C.R.N.P., Outpatient Burn 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 lvhn.com. Go to the “Find Fast” box and click on **Service Star Nomination**.

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HAPPY ANNIVERSARY

June 2011

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40 Years

Margaret Marazi
G.I. Lab

35 Years

Beth Eck
Ambulatory Surgical Unit

Bonnie Lynn
NSICU

Lora Macknis
Children's Clinic

Sharon Steager
PICC Team

Deborah Williams
Enterostomal Therapy

30 Years

Linda Durishin
Organizational Development

Debra Klingler
6B Renal Medical-Surgical

Kimberly Leaver
Patient Accounting

Audrey Lichtenwalner
Heart Station

Teri Lippowitsch-Vogel
TNICU

Linda Mejias
Risk Management

Brenda Miller-Reeser
Bed Management

Lisa Myers
Supply Chain Analytics

Ruth Ramos Clark
LVPG

Nancy Robson
Emergency Services

Nancy Saeger
Supply Management

Cassandra Snyder
Pain Management

Kathy Sommer
6B Renal Medical-Surgical

John Sondova
6N Adult Psychiatry

Daria Stephens
Home Care

Karen Zurn
Emergency Services

25 Years

Lori Baycar
Radiation Oncology

Margaret Bennett
Open Heart Unit

Dianne Bouchat
Breast Health Services

Mary Browning
Labor and Delivery

Donna Burkos
Adolescent Psychiatry

John Collins
MICU/SICU

Shirley Egan
Risk Management

Deborah Feden
Medicine Clinics

Danita Fenstermacher
7C Medical-Surgical

Kathy Fink
Children's Clinic

Teresa Frederiksen
Nurse Staff Office

Karen Hanzelman
Ambulatory Surgical Unit

Christine Hess
Home Care

Kathleen Hoffert
Nuclear Medicine

Maureen Hojnacki
Express Admissions Unit

Karen Jones
Open Heart Unit

Andrea Jones
ASU-PACU/OR

Nicholas Jupina
Adolescent Transitions

Patricia Mugavero
Express Admissions Unit

Martina Oswald-Remaly
Open Heart Unit

Susan Pool
Bed Management

Gloria Reenock
Electrophysiology Lab

Linda Reinhart
TNICU

Tracey Reither
Wound Healing Program

Carol Shalaway
PACU

Sharon Strock
Acute Coronary Care Unit

Pamela Swoyer
TNICU

Vicki Trexler
MICU/SICU

Eileen Vercusky
Home Care

Cynthia Ward
Cardiac Cath Lab

Lori Washburn
Transitional Skilled Unit

Roberta Werkheiser
Cancer Center

Laurie Wimmer
Enterostomal Therapy

20 Years

Michelle Bernier
Cardiac Cath Lab

Melissa Bubbenmoyer
Acute Coronary Care Unit

Marlene Calpin
ICS Recovery

Sandra Casella
Physical Therapy

Shirley Cesanek
Cardiovascular Medicine

Eugene Finn
MICU/SICU

Vivian Foulke
NICU

Darlene Garon
Cardiac Rehabilitation

Vivian Getz
NICU

Colleen Koskovich
7C Medical-Surgical

Melisa Kubic
Acute Coronary Care Unit

Bonnie Langella
Pharmacy

Emily Mari
Cancer Center

Susan McCauley
TNICU

Maureen McDonough
Emergency Services

Bonnie Mihalik-Faust
ICU

Kirstin Umland
Surgical Staging Unit

Jeanna Werner
Emergency Services

Denise Witek
Medical Records

15 Years

Joseph DeFulvio
College Heights OB/GYN

Gloria George
HealthWorks

Orion Rust
Maternal Fetal Medicine

Brett Williamson
Base Service Unit

Karen Yellin
PACU

10 Years

Donna Antolick
4T Medical-Surgical

Jeremy Benninger
MICU/SICU

Regina Bright
Home Care

Tiffany Cooper
Enterostomal Therapy

Lisa DeBellis
Cardiac Cath Lab

Kristy Fegley
Pharmacy

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Emergency Services

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Pharmacy

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Nancy Ketner
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Cancer Data Management

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Grace Lau
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Heart and Vascular Center

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Latino Health Initiative

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Internal Audit

Michele McCloskey
Benefits Verification

Angela Mendez
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Stacy Mesics
Pharmacy

Robert Pencil
NSICU

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PACU

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7T Medical-Surgical

Stacey Smith
Medical Practice Center

Megan Snyder
6T Medical-Surgical

Tracey Spittler-Hassler
5B Medical-Surgical

Bryn Surgeoner
Respiratory Care Services

Manmeet Thakral
4T Medical-Surgical

Amy Thomas
4K Medical-Surgical

Erin Treaster
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Tanya Viera
Center For Women's Medicine

Tina Weikel
3A ICU

Janelle Wiley
Labor and Delivery

Lisa Willett
6N Adult Psychiatry Unit

Tammy Wolfe
Coding and Compliance Support

Sandra Yaich
PGME

Christine Yarko
ABC Family Pediatricians

Jichao Ye
Vascular Lab

5 Years

Rebecca Abruzzese
Muhlenberg Primary Care

Arjumand Ali
PGME

Anthony Ardire
Quality

Jean Bakke Cain
Lehigh Neurology

Laura Barany
Emergency Services

Marcie Basile
Emergency Services

Jasmina Becirovic
Medical Records

Heather Bender
Hospice

Karen Bilger
College Heights OB/GYN

Ann Bordenick
Internal Medicine of the LV

Brian Bradow
PGME

Mary Brislin
Clinical Social Work

Jennifer Brown
Emergency Services

Alyssa Bruchko
6K Medical-Surgical

Joseph Candio
Internal Medicine of the LV

Michelle Carraro
Emergency Services

Kimberly Castagna
Operations

Ian Chapman
ICU

Dawn Colon
Rehab Services

Ashley Conaway
Transitional Skilled Unit

Karissa Conklin
7A Neuroscience Unit

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Carrie Dauscher
ICU

Amy Davis
Spectrum Pharmacy

Liany Diven
Center for Women's Medicine

Joyce Dumbach
Emergency Services

Lori Dzojko
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Heather Edelman
Float Employees

Kelly Ely
5K Medical-Surgical

Heather Endy
MICU/SICU

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Emergency Services

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Tracy Gemberling
6B Renal Medical-Surgical

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MICU/SICU

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Holly Hess
Radiation Therapy

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Rachel Liebman
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Heart and Lung Surgeons

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4CP Medical-Surgical

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4CP Medical-Surgical

Colleen McBrearty
Cardiac Cath Lab

Stephanie McClure
ICU

Karin McConville
PGME

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