

*How we attract and retain the best*

# *We are all* **WINNERS**

**FRIENDS OF NURSING GALA—FACES OF EXCELLENCE!**

July 2003

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*Magnet hospitals are so named because of their ability to attract and retain the best professional nurses. "Magnet Attractions" profiles our story at Lehigh Valley Hospital and Health Network and shows how our clinical staff truly magnifies excellence.*





# WE ARE *Energized* and **ENERGIZING!**

It keeps building to create our many Magnet moments

*Can you feel the energy? I do, and I know you do, too. It's on our units and in our hallways, labs and offices. And it was at this year's Friends of Nursing (FON) gala. It's wherever people come together at LVHHN, and it's just one more reason I'm proud to be here.*

You can't bottle our energy, but why would you? Like education, knowledge, compassion and caring, it's best shared. And that's exactly what we're doing with events like our gala, an annual reminder that we shine brighter with each patient whose life we touch.

So many of you wholeheartedly embraced the spirit of this event by reserving entire tables. Some that come to mind are respiratory therapy, home care and rehabilitation. Throughout the entire evening, starting with the video clip of our Magnet announcement from last summer, the energy kept building. There were cheers and hoots of delight when our winners took center stage. There were standing ovations and spirited applause. One group even had noisemakers and horns!

### *Nominees are winners, too*

As I looked out at the room, I was struck by the enthusiastic turnout and support for both recipients and nominees. It says you care about your colleagues and celebrate their achievements. Many of you already did that in your FON nomination letters. More than 200 names were submitted, each one so deserving of the warm accolades and support. As Andy Kovach, a certified registered nurse anesthetist and one of our nominees featured on pages 4 and 5, said, "Just being nominated by my colleagues was all the honor I could ask for."

### *A heartfelt "thank you"*

The gala, possible through Friends of Nursing funds, is just one way of saying "thank you." We say "thank you" throughout the year. We said it when our president and chief executive officer Elliot Sussman, M.D., and chief operating officer Lou Liebhaber gave every unit a framed Magnet poster congratulating our staff. We said it with this year's Medallion Lecture, featuring author Elizabeth Norman, whose book *We Band of Angels* is an awe-inspiring tale of nurses captured during WWII in the Philippines. And we say it when we provide opportunities through the \$1.5 million Peggy Fleming Endowed Chair in Nursing, for nurses like Cynthia Sydlo, R.N., to study abroad and share her experiences.

### *We make it fun*

These are just some of the reasons why working here at LVHHN is such an enriching experience. They are what separate us from other health care organizations and keeps us energized and energizing.

This special blend of fun with high standards of professionalism and educational opportunities is cornerstones of our heritage. I was reminded of that when a nurse who had worked at another hospital came to me at the gala and said, "I can't imagine something like this at the other place I worked. Thank you."

*Thank you, all of you, for what you do every day.*

Terry A. Capuano, R.N.  
Senior Vice President, Clinical Services

**On Our Cover:** Caption on inside back panel



# A Review on TNICU

A committee of colleagues completes performance evaluations and does a whole lot more

It's lunchtime, but there's little time for eating. Here, inside a colleague's house, a eight-person committee diligently pores over paperwork. Their mission is to conduct fair and honest performance evaluations for every trauma-neuro intensive care unit (TNICU) colleague.

Peer review gives all TNICU colleagues a voice in evaluations, and it's one reason the unit was nominated for the Board of Associates' Friends of Nursing professional development award. **Here's how it works:**

Staff members choose seven colleagues—three on day shift, three on nights and one ancillary colleague (currently an administrative partner)—who join patient care coordinator Sue O'Neill, R.N., on a peer review committee. They prepare each evaluation in a grueling two-day session every year. "We take it very seriously," says committee co-chairman Rich Riccio, R.N. "We often meet at a colleague's house so we can devote our full energy. By the end, it feels like we've run a marathon."

That marathon is worth running, says Denise Laub, R.N., who has seen the system help everyone find the best way to work together. "We care for patients in teams and understand how each person contributes to the team and the work they were hired to do," she says. "If one person isn't familiar with a particular colleague's work, another committee member most certainly is."

The person being reviewed also has a voice by completing a self-evaluation and later meets with a committee member to discuss the review. "Interestingly, we find that most people underrate themselves," Riccio says. "Often, their reviews are more positive than they anticipate."

**A Room With "Review"** — (l-r) Rich Riccio, R.N., co-chairman, Sue O'Neill, R.N., PCC, Denise Laub, R.N., and Fred Beers, R.N., co-chairman, are deep in discussion while conducting TNICU performance evaluations. Other committee members not pictured are Gerald Stoudt, R.N., Angela Strausser, R.N., Ann Trembler, R.N., and Karen Courtney, administrative partner.

The system began in the former shock trauma unit (STU) in the early 1990s and flourished when STU and the former central nervous system unit merged in 1998. Today, the committee's outreach extends to:

- **Coordinating reward and recognition activities**, including giving gift certificates to colleagues who go above and beyond and who have birthdays.
- **Serving as neutral counselors** who help colleagues in need and resolve disputes.
- **Creating camaraderie** by offering congratulations when nurses achieve certification and creating fun bulletin board displays such as posting colleagues' wedding photos and/or baby pictures.

"The goal is to give everyone on the unit a say in what happens here," Riccio says. "We all want to work in a great place, and with shared governance, we all have the opportunity to make our unit the best."

Kyle Hardner



*Cindy Buhn*



*Jackie Hardner*



*Donna Wermann*

# Friends of

*Magnet Attractions salutes the 2003 Friends of Nursing Award nominees. Each and every one of this year's more than 200 nominees is a shining example of Magnet excellence and nursing pride in action. Here are just some of the reasons why...*

## **Cindy Buhn, R.N.**

The Burn Center

**FOR:** *Rose Trexler Award for Excellence as a Preceptor*

*"She challenges and teaches by giving students and new nurses complex patients."*

Always the first to volunteer as a preceptor, Cindy teaches in everything she does. Whether she's working with a nursing student on an independent study project or arranging for students to see a special procedure, after 25 years, Cindy's passion for precepting tomorrow's nurses never has waned.

(Photo: (l-r) Cindy Buhn, R.N., and Andrea Tanner, R.N.)

## **Jackie Hardner** physical therapy aide

**FOR:** *Award for Excellence in the Delivery of Rehabilitation Services*

*"Don't worry. I'll take care of it."*

A natural-born troubleshooter, that's what sets Jackie apart, when she found a special crutch for a little boy with leg and arm fractures so he could go home. Colleagues also cite her extensive knowledge of wound care supportive therapy, one of many special attributes she shares with others to help create great patient outcomes.

(Photo: Jackie Hardner)

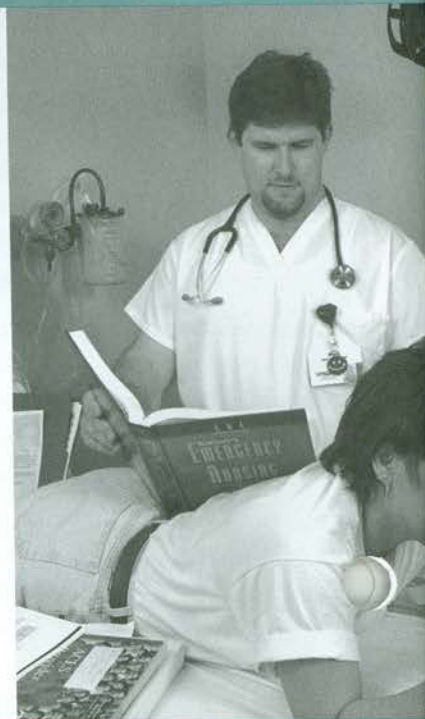
## **Donna Wermann, R.N., 6B**

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

*"Her knowledge and experience are priceless."*

She's a role model, a teacher and a patient advocate, putting her heart and soul into her work and earning high praise from her colleagues. It's no wonder 6B's reward and recognition committee unanimously voted Donna the unit's best medical-surgical nurse.

(Photo: L-R front row: Lori Serbel, R.N., Vanessa Solis, R.N., Donna Wermann, R.N., Ervina Gordon, support partner, Dina Kuronya, administrative partner; L-R back row: Chris McFarland, administrative partner, Debbie Klingler, R.N., director Sue Groller, R.N., Becky Leslie, support partner.)



## Diana Haines, R.N.

patient care specialist, emergency departments, LVH-Muhlenberg and LVH-17th and Chew

**FOR: Jeffery J. Hitchings Award for Excellence in Education**

*"Her gentle guidance teaches and inspires us all."*

Leading the charge to increase staff certification in emergency nursing, Diana organized a study group, distributed study materials and set an example by becoming certified herself. The results: 13 additional nurses from LVH-Muhlenberg achieved their certification.

(Photo: Cindy Honey, R.N. (front), (l-r) Mark Gutekunst, R.N., Rich Dorsam, R.N., Diana Haines, R.N.)

## Andrew Kovach, C.R.N.A.

**FOR: Medical Staff Certified Registered Nurse Anesthetist Award**

*"Call Andy!"*

Andy is that reassuring presence—whether patting a patient's shoulder in the operating room as she falls asleep or responding to the multiple daily calls for help from colleagues. His expertise, such as when a new anesthetic was introduced in the gastrointestinal endoscopy lab, makes him a particular favorite there. "Call Andy" is a well-used phrase that never seems to wear out its welcome.

(Photo: Andy Kovach, C.R.N.A., director Marie Porter, R.N., Judy Dorsam, R.N.)

## Jean Losagio, R.N.

emergency department, LVH-Muhlenberg

**FOR: Fleming Nursing Caring Award**

*"She shows compassion beyond compare."*

Time and again, colleague Dave Tarr, R.N., witnessed Jean's extraordinary passion for patient care. He then experienced it firsthand as a patient, coming to appreciate Jean's expertise and caring on a deeply personal level. "She took care of me as though I were family," he says.

(Photo: Jean Losagio, R.N., and Dave Tarr, R.N.)

## Carol Saxman, R.N., 4S, ASU

**FOR: Fleming Nursing Caring Award and Jeffery J. Hitchings Award for Excellence in Education**

*"Carol is one of Lehigh Valley Hospital's best kept secrets."*

When it comes to investing time in her patients and her colleagues, Carol is anything but a clock watcher. Whether coming in early to help with patients so her night shift colleagues can attend a unit meeting, filling in for a staff nurse during the Christmas holidays, or helping a technical partner answer call bells, Carol doesn't wait to be asked.

(Photo: Carol Saxman, R.N.)

# Nursing NOMINEES



Haines

Andrew Kovach

Jean Losagio



# 'We Band of Angels'

A Medallion Lecture  
author stirs vivid  
memories for a WWII  
nursing veteran



Author Elizabeth M. Norman, R.N. (l) with Arlene Rothrock, R.N., and daughter Glenda Garza, R.N., OR, LVH-17th and Chew

For 82-year-old Arlene Rothrock, R.N., of Allentown, the memories of her WWII nursing days came flooding back.

She was 21 years old, fresh out of nursing school, when she set sail for Germany on Dec. 11, 1941. For two years, she moved with the 114th Evacuation Hospital, setting up in pastures, factories, monasteries and private homes. There were six operating tables, 800 patients a day.

Transporting her back was another tale of nursing heroism during WWII. The storyteller was Elizabeth M. Norman, R.N., a professor of nursing at New York University and author of *We Band of Angels*. Rothrock and her daughter, Glenda Garza, R.N., operating room nurse at LVH-17th and Chew, sat enthralled as Norman spoke about her book at the Professional Nurse Council's 2003 Friends of Nursing Medallion Lecture.

Norman's story of 77 American Army and Navy nurses serving in makeshift hospitals in the Philippines under a jungle canopy with scarce supplies and no electricity is one of the greatest nursing stories. "There is such a richness in the discipline of nursing, and I wanted more people, especially young people, to know this story," Norman says. "They were so needed and appreciated by the fighting men, working 12- to 18-hour shifts, treating 7,000 patients at a ratio of one nurse for 350 patients, sharpening needles on rocks, and washing and reusing surgical dressings."

When Bataan and Corregidor fell to the Japanese, the nurses became prisoners of war. For three years they suffered from hunger and exhaustion, but they set up their own hospital and never wavered from their duty. "By 1944, they were in bad shape," Norman says. "As one nurse wrote, the only beauty was the sunsets and moonlight."

Rothrock, who was an operating room nurse and first lieutenant, said she and her fellow nurses fared somewhat better. "At least we had tents and buildings to work in," she recalls. "Those girls in the Philippines were caring for patients out in the open. They had the heat. We had the freezing cold. They had bed bugs. We had mice. I was surprised to see they had surgical gloves. We had to use our bare hands."

Inspired by her mother to become a nurse, Garza is learning more about her mother's WWII nursing days and her heritage. "*We Band of Angels* is an incredible story of nursing resourcefulness in the face of overwhelming challenges," Garza says. "But they pulled together, focused on caring for their patients and came out on top. I see that same commitment among my colleagues, because every day presents us with new challenges."

Elizabeth McDonald

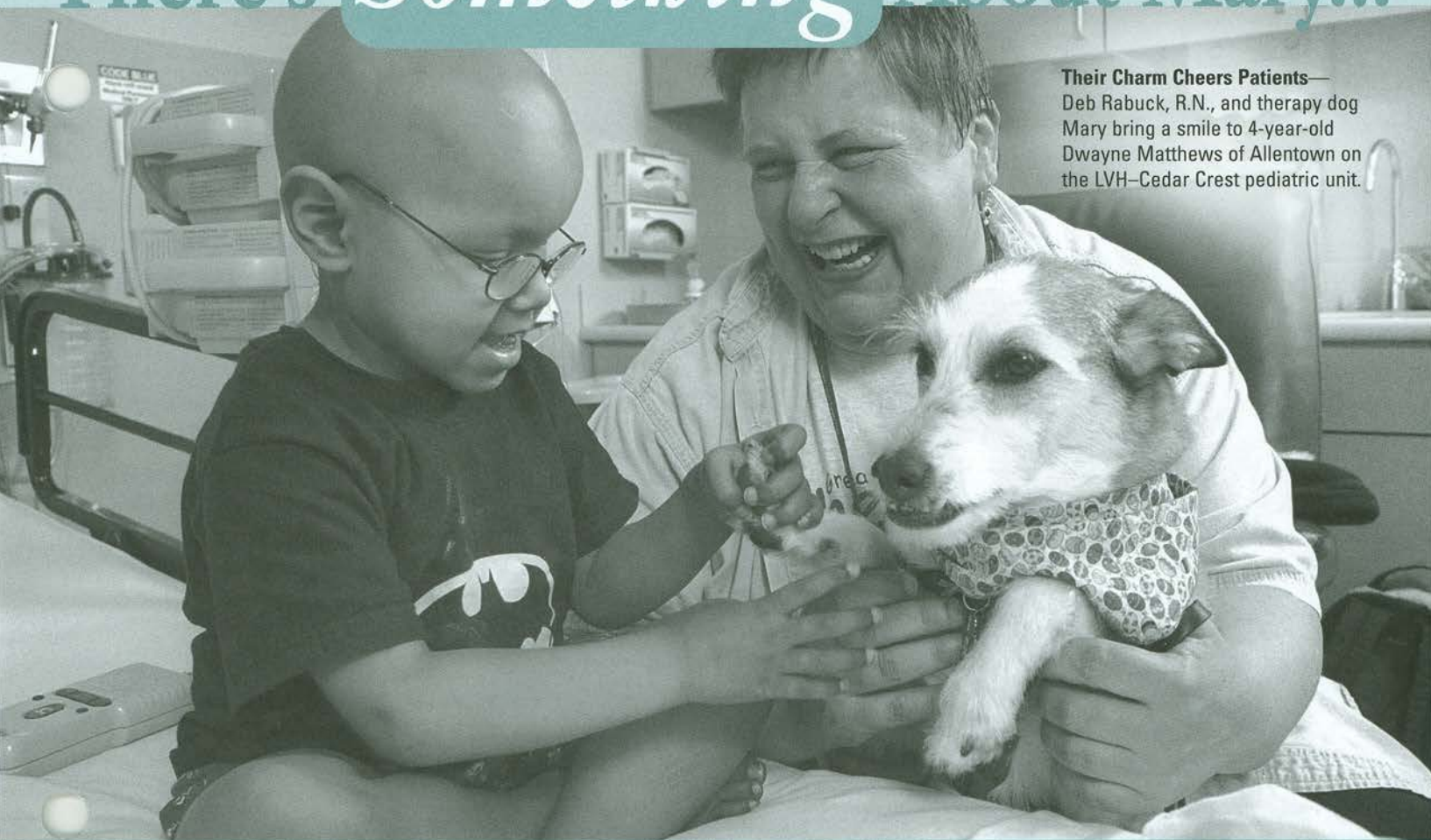


Arlene Rothrock as a young nurse in Linburg, Germany



(L-R) Rothrock and other nurses from her unit hitch a ride from Army corpsmen in Belgium; nurses from the 114th Evacuation Hospital pose on the steps outside a German monastery where they stayed. Rothrock is pictured in the back row, far right.

# There's *Something* About Mary...



**Their Charm Cheers Patients**—  
Deb Rabuck, R.N., and therapy dog  
Mary bring a smile to 4-year-old  
Dwayne Matthews of Allentown on  
the LVH-Cedar Crest pediatric unit.

## ...and her siblings, therapy dogs that cheer up LVHHN pediatric patients

She's normally perfect. But on this day, Mary wasn't quite herself. When her owner, Deb Rabuck, R.N., asked for the 11-year-old's paw, Mary, a Shetland sheepdog/terrier mix, couldn't offer it. She'd lie down. She'd sit up. But she wouldn't do as Rabuck wished.

Mary's tiny bit of disobedience didn't concern the person she came to see—a 5-year-old boy who was critically burned in a house fire and now healing on LVH-Cedar Crest's pediatric intensive care unit (PICU). Throughout his early hospitalization, the boy didn't talk or move. But once he saw Mary, he laughed, giggled, smiled. The dog—even on her not-so-best day—brought the boy a joy that nothing else could. “I saw the boy again a few weeks ago, and he was asking about Mary,” Rabuck says. “She was all he wanted to talk about.”

Rabuck and her faithful companions, Mary, Frankie and Dottie, make lasting impressions on many other patients, too. They visit LVHHN's pediatric units twice each month, and stop by other units upon request.

Rabuck, a nurse on PICU, helped transform her four-legged friends into therapy dogs “so we could all volunteer together.” The training is intense—a dog must listen to commands, ignore loud noises (like those of a walker or cane), be calm around other animals and be able to sit quietly by herself for three minutes—and it's a huge honor to pass the final exam and become a therapy dog. But the rewards are plenty.

“People's eyes get real big and there are smiles everywhere,” Rabuck says. “Everyone wants to pet the dogs. Some want a hug. And some who need LVHHN's care regularly ask for the dogs by name.”

For Rabuck, visiting those in need is an extension of the caring she displays every day—caring that earned her a Friends of Nursing Fleming Caring Award nomination. Her care extends beyond the hospital; Rabuck and her dogs also visit local nursing homes and elementary schools, where she talks to children about animal safety. “Deb has a heart of gold,” says Maryann Godshall, R.N., pediatric unit. “When her therapy dogs visit children, the kids immediately feel better. They're no longer sick; they're becoming kids again and enjoying life. Seeing the look on their faces warms my soul.”

Mary, Frankie and Dottie—and all the patients they've cheered up—would no doubt agree.

### Want to know more about therapy dogs?

Call the Lehigh Valley Chapter of Therapy Dogs International at 610-759-2141 or Greater Lehigh Therapy Dogs at 610-966-3713.

*Kyle Hardner*

# Hands Across the Sea



One nurse's dream to study abroad comes true, thanks to a Friends of Nursing scholarship



(l-r) Cynthia Sydlo, R.N., and Amanda Nyce, R.N., with a stoic friend at Warwick Castle, England



Friends of Nursing scholarships in partnership with Cedar Crest College also made it possible for LVHNN nurses Susan Bomboy, R.N., (r) and Mary Boyle, R.N., to study abroad in Sweden, May 15-30. Bomboy is pictured here with Helena, a NICU nurse at Central Hospital in Vaxjo.

England! Home of Florence Nightingale. Would I ever get there? I first set my sights on study abroad prior to graduating from Kutztown University in December 2002 with a bachelor's degree in nursing. But a personal reason prevented me from going. England would have to wait and so would I.

So when Friends of Nursing announced scholarships for LVHNN nurses to study in England, I jumped at the chance. On May 15, I was England-bound, along with Amanda Nyce, R.N., 5B, and Nancy Eckert, R.N., a research specialist in neurosciences.

The trip, in partnership with Kutztown University Department of Nursing, combined learning, teaching, observing and sightseeing in a jam-packed 10 days. So much to see and so little time! We visited three hospitals: Harefield, Hammersmith and Ealing, old and imposing buildings on the outside, but inside, we were warmly welcomed. I was impressed—and surprised—to discover the up-to-date technology not unlike ours.

The medical staff and college staff at our host, Buckinghamshire College, were eager to learn about our health care system. Nancy, Amanda and I each presented an educational program and we were to learn about theirs. While England's government-sponsored program of socialized care provides for rich and poor, it can take months for a nonemergency procedure to be scheduled. Regionalized care also limits patients to the hospital serving their area.

We each spent time with our UK counterparts touring our areas of specialty. Sister Nikki Wales, a midwife at Hammersmith Hospital, took me through the maternity unit, where I was surprised to learn that 70 percent of the 1,800 births there each year are done by midwives.

There was another distinct difference, too. Here at LVHNN, nurses are so fortunate to have shared-governance and be part of a collaborative team that helps patients heal faster and go home sooner. In England, the relationship between physicians and nurses is more rigid; nurses are limited in making patient care decisions, often resulting in longer lengths of stay.

When we weren't visiting hospitals, we went sightseeing and shopping. We toured castles, climbed up towers with breathtaking views, crossed bridges, and descended into dark dungeons and torture chambers!

Best of all, I met new people and learned about nursing in another country. Now, more than ever, I appreciate everything we have at LVHNN—reward and recognition programs, unit-based educational opportunities and technological advancements, like CAPOE. It was good to get home, but it was an experience I'll never forget.

*Cynthia Sydlo, R.N., has spent 14 of her 16 years at LVHNN on the labor and delivery unit.*

Statue of Florence Nightingale from Florence Nightingale Museum, London.



# Updates

## Get Involved!

*Make a difference, have your voice heard and build the profession by joining one of LVHHN's nurse councils and committees. You can learn more about these different opportunities in the 2003-2004 council and committee booklet, available at the end of June through your unit director. So come on. Get involved!*

## Committees

**REWARD AND RECOGNITION** After a whirlwind month, committee members have stopped to catch their breath. National Nurses Week (May 6-12) was celebrated in many ways at LVHHN, beginning with the Friends of Nursing gala attended by more than 700 staff members. An impressive showing of posters presented at regional and national conferences over the past year was displayed in the hospital lobbies, generating many positive comments from our staff and the community.

**CAREER AWARENESS** The committee has worked hard to plan the 2003 Nurse Camp, June 23 - 27. This annual camp, co-sponsored with DeSales University, is for high school students considering a nursing career. Students stay in the dormitories at DeSales and observe clinical experiences at LVHHN.

**FINANCE** To date, more than \$45,000 has been earmarked by this committee for over 200 nurses to attend 56 regional and national conferences in 2003. Another hallmark of a Magnet Hospital.

**LEGISLATIVE** Pennsylvania state Senator Rob Wonderling will meet with committee members to discuss current topics in health care.

**COMMUNITY OUTREACH** Members joined the Reward and Recognition Committee to plan the annual Medallion Lecture. This group ensured that Armed Forces veteran nurses in our community were able to share in this inspiring lecture.

**COLLABORATIVE NURSE RESEARCH COMMITTEE** Are you a bedside nurse interested in research or a clinician interested in collaborating with nurse scientists? Contact co-chairs and nurse scientists Claranne Mathiesen or Kathy Baker, or stop by LVH-Cedar Crest, classroom 2, the fourth Monday of each month, 1-2 p.m. Exciting upcoming nurse-research activities for bedside nurses include development of an interactive nursing research web site (thanks to nurse scientist Judy Bailey, Carolyn Davidson, Deidre Van Assche and team), an initiative to become an evidence-based practice center (led by nurse scientist Pat Matula), and Research Day in October. Track the TAO Research bulletin board for more details.

## COMING ATTRACTIONS

### CONTINUING EDUCATION PROGRAMS

#### July

##### **Psychiatric Update III**

July 15 • 8:00 a.m. - 4:30 p.m.  
BHSC - Muhlenberg

##### **Perinatal Grand Rounds: Women's Health Care Issues**

July 16 • 7:00-9:30 p.m.  
Conference Room 1A - JDMCC

##### **Assessment and Management of Behavioral Dyscontrol Part I**

July 23 • 8:00 a.m. - noon  
Site to be announced

##### **Assessment and Management of Behavioral Dyscontrol Part II**

July 24 • 8:00 a.m. - 4:30 p.m.  
Site to be announced

##### **Basic Dysrhythmias (Class Filled - Registration is Closed)**

July 28 & Aug. 31 • 8:00 a.m. - 4:30 p.m.  
Auditorium - 17th & Chew

#### August

##### **Critical Care Course: Interdisciplinary Concepts**

Aug. 5 • 8:00 a.m. - 4:30 p.m.  
SON Auditorium - 17th & Chew

##### **Critical Care Course: Cardiovascular Part I**

Aug. 6 • 8:00 a.m. - 4:30 p.m.  
SON Auditorium - 17th & Chew

##### **Perinatal Grand Rounds: Fetal Mo Strip Review: Case Study Discuss**

Aug. 6 • 8:00 a.m. - 4:30 p.m.  
Conference Room 1A - JDMCC

##### **Critical Care Course: Cardiovascular Part II**

Aug. 7 • 8:00 a.m. - 4:30 p.m.  
Auditorium - 17th & Chew

##### **Basic Dysrhythmias**

Aug. 11 & Aug. 13 • 8:00 a.m. - 4:30 p.m.  
Auditorium - CC & I-78

##### **Critical Care Course: Pulmonary and Mechanical Ventilation Part I**

August 18 • 8:00 a.m. - 4:30 p.m.  
Auditorium - CC & I-78

##### **Critical Care Course: Pulmonary and Mechanical Ventilation Part II**

August 19 • 8:00 a.m. - 4:30 p.m.  
Auditorium - CC & I-78

##### **Critical Care Course: Hemodynamic Monitoring**

August 22 • 8:00 a.m. - 4:30 p.m.  
EMI - 2166 S. 12th Street

For further information or to register, please see the  
Nurs\_Ed\_Cont\_Ed Bulletin Board or call 610-402-2482.

### On the cover, clockwise from top:

LVHHN president and chief executive officer **Elliot Sussman, M.D.**, FON winner, Janine Fiesta Award for Excellence in the Promotion of Patient Care; **Constance Malick**, care management, LVH-Cedar Crest, with daughter Gabrielle, 10; **Keith Micucci, R.N.**, flight nurse, PCC, emergency department, LVH-Cedar Crest with **Terry Capuano, R.N.**, senior vice president, clinical services; **Gina Natale, R.N.**, ED, LVH-Cedar Crest; FON winner, Medical Staff Support Partner Award, **Ervina Gordon**, support partner, 6B, with husband Norman.