

Checkup

AUGUST
2013

An *Epic* Project

Implementing our new electronic
medical record system, **page 6**

A PASSION FOR BETTER MEDICINE

 **Lehigh Valley
Health Network**



Terry Capuano, RN
Chief operating officer

“Whether you’re sharing high fives with colleagues or smiling inside, be sure to savor the moment.”

In the Moment

Celebrate today’s triumphs with an eye toward tomorrow

Every day throughout our health network, triumph is all around us. Sometimes it’s obvious and grabs our attention. Other times it’s more subtle. All of it deserves to be celebrated, which is why I feel so privileged when I watch it unfold.

I recently joined a team of colleagues gathered in a patient room in a Lehigh Valley Hospital–Cedar Crest intensive care unit (ICU). The team is working to enhance the utilization of physical therapy in the ICU setting, and this was an opportunity to see a new piece of equipment that’s helping to make it happen.

This particular patient had been battling complex illness for months. When people are bedridden for extensive periods, their muscles atrophy. As therapists help them resume weight-bearing activity, even simple movements like standing can be an extreme challenge. This patient’s bed was equipped with a tilting mechanism that incrementally raises the patient to a standing position, allowing them to bear a little more weight each day.

This was the patient’s second time using the equipment. What a thrill it was to see the deep satisfaction on his face as the bed inched upward. Equally inspiring was the team’s reaction. The physician, nurses, physical therapist and unit leadership all were glowing with excitement. It was like bubbles escaping from a straw. The first one pops up, then another, and suddenly the glass is overflowing.

Almost immediately – and this was the truly fascinating part – team members began discussing the practical applications of the breakthrough they had just witnessed. They knew more work needed to be done to maximize the equipment’s potential. It occurred to me that this team was demonstrating a simple, yet powerful, formula for success: Achieve. Celebrate. Evaluate. Repeat.

All of us are working extremely hard during these times of reform, and I thank you for your continued dedication. At the same time, I encourage you to step back periodically and celebrate your triumphs – large and small. Whether you’re sharing high fives with colleagues or smiling inside, be sure to savor the moment. Then challenge yourself to reach just a little further.

How My Health and Wellness Assessment Helped Me

Colleagues share how it motivated them to take charge

There are many good reasons for colleagues to complete their annual Health and Wellness Assessments at **WebSAI.com**. The most important is *in order to enroll in Choice Plus health benefits in 2014, you must complete your Health and Wellness Assessment by Aug. 30, 2013*. But the confidential survey also examines your lifestyle habits and general health, and provides an evaluation of your health status and possible future health risks. That information has made a real difference for some colleagues, especially these two:



JULENE CAMPION, DIRECTOR OF TALENT ACQUISITION, HUMAN RESOURCES

“When I took my Health and Wellness Assessment, I didn’t think I had any health issues. But it got me thinking about my blood pressure. Following an Employee Forum, I had a blood pressure screening, and the results were slightly elevated. Considering my family history – my mother had a massive stroke and my father has high blood pressure – I decided it was time to take control of my health. I’ve been married 24 years. My husband gets up at 4:30 a.m. every day and is in the gym by 5 a.m. In January, I joined the same gym and now work out with him three or four days a week. Six months later, I feel stronger, more flexible and my blood pressure is down. Best of all, I get to spend more time with my husband.”



LINDA DREXINGER DURISHIN, ADMINISTRATOR, ORGANIZATIONAL EFFECTIVENESS

“Last fall, I had a wake-up call when I saw the results of my Health and Wellness Assessment. I recognized I wouldn’t be at my best for my family, friends and colleagues if I didn’t make healthier choices. I reached out to colleagues who helped me take advantage of our health network’s resources, starting with organizational effectiveness dean of wellness Stephanie May. I joined a gym with my sons and worked with a trainer to design a fitness program that included eating healthier. I lost weight, gained strength and have never felt better. I tried to do this on my own before, but have never enjoyed the journey as much as this time because of the support from so many people and the access to the health and wellness resources in our health network.”

– Ted Williams



NEXT STEPS

- ▶ Take your Health and Wellness Assessment today and ensure your 2014 health benefits. Visit **WebSAI.com** or find a link at the “**CheckUp**” tab on **LVHN.org/missioncentral**.
- ▶ Read **page 10** and learn how your health and wellness is part of our health network’s goals in fiscal year 2014.

We're One of America's Best Hospitals

For the 18th consecutive year, Lehigh Valley Hospital ranks as one of the nation's top hospitals on U.S. News & World Report's Best Hospitals list. Lehigh Valley Hospital is among the nation's leading hospitals in seven categories:

- ▶ Cardiology and heart surgery
- ▶ Gastroenterology and GI surgery
- ▶ Geriatrics
- ▶ Gynecology
- ▶ Orthopedics
- ▶ Pulmonology
- ▶ Urology

Over the past 10 years, Lehigh Valley Hospital has a combined total of 44 specialty category listings.

Lehigh Valley Hospital also is cited as a "high performer" in:

- ▶ Cancer care
- ▶ Diabetes and endocrinology
- ▶ Ear, nose and throat
- ▶ Nephrology
- ▶ Neurology and neurosurgery

Lehigh Valley Hospital–Muhlenberg is listed as a "high performer" in:

- ▶ Gastroenterology and GI surgery
- ▶ Geriatrics
- ▶ Neurology and neurosurgery
- ▶ Orthopedics
- ▶ Pulmonology
- ▶ Urology

Donate Life Campaign

New people join the national organ transplant waiting list every day.

Every week more than 100 of them die because not enough organs are available. To help address the shortage, we are participating in the Donate Life Hospital Campaign, sponsored by the Hospital and Healthsystem Association of Pennsylvania (HAP). Between April 1 and August 31, hospitals statewide are partnering with organ, eye and tissue donation organizations to step up their awareness efforts. LVHN activities have included media outreach, colleague organ donor registration events and an educational symposium for transplant professionals. To become an organ donor, visit LVHN.org/missioncentral and click "**CheckUp**" for a link to the campaign's registration page.

Festival of Fun

A 52-year tradition of family fun continues at Lehigh Valley Hospital–Muhlenberg's annual Summer Festival, August 14-17. Bring along the whole family to enjoy the delicious food, rides, games, craft sales and more. Children's activities include face painting, sand art and a duck pond. There's also free nightly musical entertainment. The festival will again be located in the parking lot past Good Shepherd as you enter the hospital campus. Proceeds from the event – which is planned, managed and operated entirely by volunteers – benefit patient care services at Lehigh Valley Hospital–Muhlenberg.



CT Simulation Available at LVH–Muhlenberg



People in Northampton County who need external beam radiation therapy to treat cancer can receive a full spectrum of care at Lehigh Valley Hospital–Muhlenberg. The hospital's Cancer Center now includes a CT simulator (shown with radiation therapists LeAnn Gruber and Kirstyn Varas). It's a new standard of care that allows radiation oncologists to precisely define the location and size of the treatment area. "CT simulation is used prior to external beam radiation therapy," says Nancy Earley, administrator of oncology services. "Because CT simulation may be repeated during the course of treatment, having the simulator is time-saving and convenient for patients." Says radiation oncologist Charles Andrews, MD, "Almost no one receiving radiation treatments today should do so without the benefit of CT simulation."

MedEvac Critical Care Ambulances

When a critically ill or injured patient needs transportation to or from our hospital facilities, Lehigh Valley Health Network (LVHN)-MedEvac can now provide it by air or by ground.

LVHN-MedEvac began 24/7 operation of two critical care ambulances. They are staffed by a paramedic with education in critical care, a registered nurse with experience in critical care and an emergency medical technician driver. Members of the MedEvac ambulance team can administer medication and are qualified to perform procedures beyond what typical emergency medical service (EMS) crews can provide. To request MedEvac services, call **1-877-375-6033.**

First Core Bundle on TLC

The first core bundle of fiscal year 2014 will be released on The Learning Curve (TLC) in August. The mandatory training must be completed by Sept. 30. This bundle includes courses related to our corporate compliance program, which promotes following federal and local regulations as well as Lehigh Valley Health Network standards.

To access the bundle, click the TLC icon on your SSO toolbar. Your assignment will be listed on the "To Do" list on your learner home page. This is the first of four bundles that will be available in fiscal year 2014. Future release and deadline dates will be published in CheckUp.





Staffing the **Epic** Project

What it will take to implement our new electronic medical record system

You've heard the phrase, "It takes a village," to describe the communal effort needed to raise a child or accomplish a feat. When it comes to the implementation of the Epic electronic medical record (EMR) system at Lehigh Valley Health Network (LVHN), we're the village. And we don't have enough villagers.

Throughout the next few years, we'll restructure our current records into a single, cohesive and seamless EMR and billing system. An integrated EMR will mean physicians and other LVHN providers will have a single source to obtain and share information about each of their patients, and patients will have access to all information about their own medical care, from diagnostic tests and prescription information, to important recommendations by their doctors. But integrating all of this information is a gargantuan task.

During the first phase, human resources (HR) is staffing more than 100 positions, with approximately 80 positions related to information services (I/S). Jenn Engle, senior recruitment specialist, says thorough but quick hiring is essential to the Epic timeline. "The project is driven by the speed we can fill roles with the most qualified talent," Engle says.

Reaching a prime staffing threshold is required by Epic, says I/S project director Richard Kerr. "Epic wants us to 'field the entire team' to be ready for the work. If the roster doesn't hit a certain level, Epic will hold off until we are ready," Kerr says.

Epic Insiders



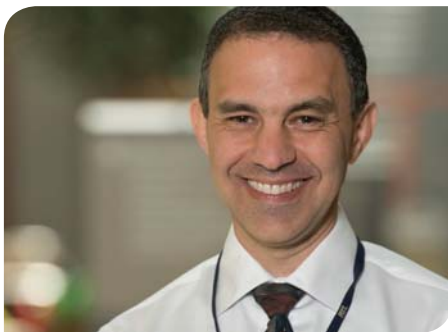
RICHARD KERR, I/S PROJECT DIRECTOR AND EPIC PROJECT LEADER, considers the question, "How big is the Epic project?"

"This is unlike any project in terms of breadth and scope. It's amazingly complex and stands to be one of the most transformative changes our health network will ever have. From an I/S perspective, this project is unique because every colleague will be affected by it. What's more, colleagues will have a hand in shaping the applications through validation sessions. They'll try the software and see if it meets their needs. This step is critical because we don't want people to wonder, 'Who designed this?' We want them to say, 'We designed this. It's ours.'"

Snapshots

| LVHN | EPIC |
|-------------------------------------|--------------------------------|
| Founded: 1899 | Founded: 1979 |
| Allentown/ Lehigh Valley, Pa. | Verona, Wisc. |
| NYC and Philly bedroom community | Madison bedroom community |
| 12,000+ colleagues | 6,300 employees |
| 525,000 patient encounters | 157 million medical records |

| LVHN | EPIC |
|--|---|
| Three campuses, four ERs, nine health centers and 500+ practices | 290 organizations, including Kaiser Permanente, Yale Medical Group and Cleveland Clinic |
| 24+ medical records systems | Single electronic medical records system |
| Fun fact: Land for the first hospital cost \$5,300 | Fun fact: Epic's address is 1979 Milky Way |
| Committed to excellence | Committed to our success |



OBSTETRICIAN/GYNECOLOGIST AND EPIC PROJECT LEADER

MICHAEL SHEINBERG, MD, is first and foremost a doctor. His diagnosis of our current medical records system is that it's ailing.

"It's like an orchestra with many instruments. Even if everyone plays their instruments well, if they aren't playing the same song, it's just noise. Epic will help us harmonize our symphony, so to speak, by pulling our clinical and operational data into a single, patient-centric record. But we all understand; change is scary. The focus is on how this change will improve how we serve our patients. They will be the greatest beneficiaries of our work to bring the Epic EMR online."



JENN ENGLE, EPIC RECRUITING

LEAD, exudes energy, but even her drive can't tackle Epic hiring alone.

"It takes a huge, collaborative effort to staff a project as large and technically specialized as this. The entire HR team is working together and partnering with colleagues in I/S, Lehigh Valley Physician Group, clinical services and more. HR wants to be transparent about the jobs and ensure people know the positions in this project are of limited duration. Our goal is to staff the Epic project with the most qualified talent who are passionate and committed to the project, and who will remain committed through the duration."

EPIC JOBS FAST FACTS

- ▶ All positions are listed on **LVHN.org/Careers** under the **"Technical/Professional"** category.
- ▶ All job titles begin with 'Epic.'
- ▶ LVHN applicants are given preference but must meet the minimum requirements.
- ▶ Jobs will be posted on a rolling basis, so check back frequently.

—Jenn Fisher

Be Our Guest

Guest services focuses on warm welcomes and fond farewells

Guest services representative Laura Transue knows people who approach the Lehigh Valley Hospital (LVH)–Cedar Crest welcome desk are often anxious or upset. That’s why Transue goes the extra mile to make a personal connection. “It feels great to see them walk away with a wave and a smile,” she says. “It means I’ve had a positive impact on their day and their experience at LVHN.”

That, in a nutshell, sums up what guest services is all about. “Guest services is both a department and a strategy,” says director Laura Harner. “It’s all about building relationships, and that starts with warm welcomes and fond farewells.”

Established last fall, the department grew out of our health network’s commitment to patient-centered care. During the early design stages of the LVH–Cedar Crest main lobby renovation, the planning team recognized attractive surroundings alone would not be enough to make people feel welcome. “Our facilities and construction team had the physical changes covered,” Harner says. “We still needed to address the human side of the experience.”

Since there was no specific position or department in place to facilitate the necessary people and process changes, guest services was born. Harner, formerly

the health network’s brand manager, was named director. Members of her department include guest services representatives and visitor assistants at all three hospital campuses, along with the Hackerman-Patz House staff.

Harner’s top priority is to create a standard process for greeting and assisting people as they enter and leave our campuses. The model is being developed at LVH–Cedar Crest. Once perfected, it will be implemented across our health network to ensure patients and visitors have the same first-class experience wherever they access our services.

Harner stresses the process has been a team effort all the way. “These are not my ideas,” she says. “We’re getting input from a wide cross-section of colleagues and developing the model together.”


A major source of that input was a two-day retreat held in May. About 50 colleagues who regularly interact with patients and visitors attended, along with a community member from our Patient Centered Experience (PCE) Advisory Council. With an eye to future expansion to the outpatient setting, the group included representatives from our health centers, diagnostic care centers, LVHN Fitness, rehabilitation services, volunteer services, human resources, security,

marketing and public affairs, patient transport, and our Crothall and Sodexo partners.

“They were an enthusiastic and productive group,” Harner says. Their feedback is already helping to build a guest service model, which Harner describes as “human-business-human.” That means greeting visitors on a personal level, addressing their specific needs and then warmly sending them on their way.

A sleek, easily visible welcome desk and new uniforms for guest services





Guest services representatives

Laura Transue and Betty Moore

greet people at LVH-Cedar Crest's
new welcome desk.

representatives have added an extra dose of class and professionalism. Recalling their June unveiling, Transue says, "It stopped people in their tracks. They were so impressed." The same can be said for the service people are receiving.

One woman who entered the lobby during a torrential downpour was immediately greeted by a smiling teen volunteer. Without prompting, he grabbed a plastic umbrella bag and placed her umbrella inside. The woman later told Transue how thankful she was her suit

stayed dry. "What an amazing team we have," she says. "It's little things like this that make all the difference."

It's a difference anyone can make, Harner says, not just the guest services team. "Bringing the warm welcome concept to life is ultimately up to all of us," she says. "Don't wait for someone else to be friendly. Show them."

—Gerard Migliore

Our Goals, Your Role

Help us achieve our fiscal year 2014 goals and make our mission possible

People, service, quality, cost and growth. These are our five fundamental priorities. At Lehigh Valley Health Network (LVHN), we remain strong and make our mission possible when we focus on and perform well in these areas. To help us celebrate our successes, identify opportunities for improvement and keep us on track, we set goals associated with the priorities each fiscal year.

Throughout the year, we track our progress and work hard to achieve our goals. “Every colleague plays a role in helping us achieve them,” says president and chief executive officer Ron Swinfard, MD. That’s why our people, service and cost goals are connected with our Shared Success Plan (SSP) bonus. When your hard work helps us achieve these goals, you may receive an SSP bonus. If we do not meet our goals, you may not receive the SSP bonus.

Here are our goals for fiscal year 2014 (FY14), why they’re important, and things you can do to help us achieve them.

PEOPLE – Always engage colleagues at all levels to make our mission possible.

LINKED TO SSP BONUS

► **GOAL:** Colleagues enrolled in Choice Plus develop a personal health and wellness goal based on their Health and Wellness Assessment (see page 3 for details); review it with their primary care provider, health coach, personal trainer or other health and wellness professional; and commit to achieve the goal.

► **WHY IT’S IMPORTANT:** When you’re healthy, you’re at your best for colleagues, patients and their families. By practicing wellness, you’re serving as a good role model for our community and taking steps to prevent chronic conditions, thereby lowering the cost of health care.

► **WHAT YOU CAN DO:** Take your Health and Wellness Assessment, talk to your health care professional about the results and commit to taking charge of your health.

SERVICE – Always enhance the patient, family and community experience.

LINKED TO SSP BONUS


► **GOAL:** Achieve high scores on the Press Ganey and HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) patient satisfaction surveys.

► **WHY IT’S IMPORTANT:** Giving our patients and their families the best possible experience at LVHN is the right thing to do. Hospitals that score high on these surveys receive higher reimbursements from Medicare for the care provided.

► **WHAT YOU CAN DO:** During every patient interaction, practice our PRIDE behaviors and AIDET, and always be present, accountable, engaged and positive.

NEXT STEPS

- ▶ Huddle with colleagues at your department's visibility wall and discuss ways you can help us meet our goals.
- ▶ Visit LVHN.org/missioncentral throughout FY14 for a progress report on our goals and more tips about how you can help make our mission possible.



QUALITY – Always optimize performance, safety and care for the people of our community.

▶ **GOAL:** Prevent catheter-associated urinary tract infections, central line-associated bloodstream infections, surgical site infections, hospital-acquired pulmonary emboli and lower extremity deep vein thrombosis. Measure patients' body mass index (BMI) and provide interventions when needed to help them lower BMI.

▶ **WHY IT'S IMPORTANT:** Our patients expect and deserve safe care. When we prevent complications in the hospital, we get patients home faster and open beds for other patients who need our care. By identifying patients who are overweight and helping them lose weight, we're helping them prevent future chronic health conditions.

▶ **WHAT YOU CAN DO:** Practice good hand hygiene and cough etiquette, get an annual flu shot and take advantage of vaccination opportunities, stay home when you're sick, keep work areas clean, and practice healthy habits to help reduce infections. Encourage people to live healthy and help them achieve their weight-loss goals.

COST – Always provide value-based patient care.

LINKED TO SSP BONUS

▶ **GOAL:** Keep the total expense per adjusted admission – or the amount it costs us to care for each patient – under budget.

▶ **WHY IT'S IMPORTANT:** Our patients deserve high-quality care at a reasonable cost. That's the definition of high-value care, which is our responsibility as a not-for-profit health network.

▶ **WHAT YOU CAN DO:** Work efficiently, look for new ways to do your job even better and share what you find with colleagues. When we work efficiently, costs go down and quality goes up.

GROWTH – Always heal, comfort and care for more people.

▶ **GOAL:** Increase our outpatient and inpatient volumes.

▶ **WHY IT'S IMPORTANT:** Healing, comforting and caring for the people of our community is our mission. When more people come to us for care, it makes us stronger and allows us to invest in the technology, services and programs our community needs.

▶ **WHAT YOU CAN DO:** Use LVHN's services when you need care, and encourage people you know to do the same.

–Rick Martuscelli



GETTING LEAN

If your work process is out of shape, you could benefit from Lean certification training provided by a coach from our System for Partners in Performance Improvement (SPPI) team.

Lean is about identifying and removing waste to increase value to our patients. At Lehigh Valley Hospital-17th Street's emergency department (ED), Lean ideas, such as visibility boards, help improve processes in the ED for colleagues like Matthew Ottinger, RN, and Judy Post, RN (pictured). "This training is worth the time," says ED director Andrew Martin, RN. "It's active learning, so as you learn the Lean tools, you put them into practice immediately." Lean classes will be offered four times in fiscal year 2014. If you're interested, talk to your manager and contact the SPPI team at **484-538-7361**.

PATIENT APPRECIATION DAYS

Lehigh Valley Physician Group (LVPG) practices recently held a series of Patient Appreciation Days to thank patients for trusting us to provide their health care.

Participating practices held events on days with the most scheduled appointments. When patients like Elinor Freundt entered the waiting rooms, they encountered healthy cooking demonstrations by Sodexo chef Christopher Beidler. Patients also got advice from exercise physiologists and dietitians, received a bag filled with health- and fitness-related gifts, and participated in a raffle. LVPG practices plan to hold similar events throughout the year to tell patients we appreciate them every day.



OUR LVHN BEQUEST

A bequest to LVHN through your will helps ensure leading-edge care for our community for generations to come. Every gift – regardless of size – has impact. Choose general support or a service or program that is particularly meaningful to you or a loved one.

MARSHALL MILES, DO, AND WIFE, NICOLE

Plastic Surgery Associates of Lehigh Valley

BEQUEST BENEFICIARY: General support

WHY? LVHN has provided top-notch care for many friends and family, including my Grandpa George when he suffered from a rare leukemia. All three of our gorgeous daughters were born here, and it has been my second home as I learned and grew from medical student to surgical resident, and ultimately, plastic surgeon. Nicole and I believe this bequest was the best way to support the future endeavors of a health network that has played a pivotal role in our family's life."

WANT TO LEARN MORE ABOUT BEQUESTS? Call Jane Wrisley in development at **484-884-8759**.



Our First Nurse Residents Are Here

Forty-one bachelor's-prepared nurses are participating in LVHN's inaugural Nurse Residency Program. Following the curriculum of the University HealthSystem Consortium and the American Association of Colleges of Nursing, the program will offer opportunities for knowledge sharing and education to nurse residents during their first year. This in turn will help LVHN increase retention percentages. Patricia Hoak, RN (center), from the Center for Professional Excellence, presented journals (which nurse residents will use to document their first year) to first-year colleagues (l-r) Kimberly McLaughlin, RN; Rachel Moser, RN; Katherine Andia, RN; Kelsey Miller, RN; Nicole Hare, RN; and Maria Fiore, RN. A second cohort of nurse residents will start here in mid-summer.

A Favorite Nurse and Physician

Annmarie Steber, RN, pediatric oncology, is inspired by the patients and families she sees every day to try to make a difference in her work. That's why she was selected as a favorite nurse of the month for May by CureSearch for Children's Cancer, a national organization that supports cancer research and provides information and resources on children's cancer. Steber was chosen after a month-long survey of CureSearch's 20,000 followers on Facebook after being nominated by one of her patients. Pediatric hematology oncology specialists Philip Monteleone, MD, and Anderson Collier III, MD, also made the CureSearch favorite oncology professionals list. To register for the Lehigh Valley CureSearch Walk on Oct. 13 at Bethlehem Township Municipal Park, visit LVHN.org/missioncentral and click "CheckUp."

Service Star of the Month



Jessica Pupo, RN, and Laura Collins, RN

7A neuroscience unit, Lehigh Valley Hospital–Cedar Crest

After a 12-hour shift on Lehigh Valley Hospital–Cedar Crest’s 7A neuroscience unit, Laura Collins, RN, and Jessica Pupo, RN, were going home for some well-deserved rest. As they approached the main lobby doors, a man collapsed directly in front of them. Without hesitation, the nurses dropped their belongings and rushed to the man’s side.

Collins and Pupo assessed the man’s condition. He was breathing on his own, but his pulse was very weak. They called for a stretcher so they could take the man to the emergency room (ER) for treatment, but within moments the color drained from his face and his heart stopped.

Collins started chest compressions and Pupo called for a code blue. The nurses continued to provide basic life support until colleagues from the code blue team arrived. When they did, they used a defibrillator to shock the man’s heart back to life and brought him to the ER.

While the code blue team focused on the patient, Collins and Pupo turned to the man’s family to offer support and help. The family was at the hospital to visit the man’s wife,

who was a patient in the medical-surgical intensive care unit. They remained by the family’s side as the physician explained the man’s plan of care. Knowing how important family is in times of uncertainty and stress, Collins and Pupo took the family to see the man’s wife. A short time later, the man was taken to the cardiac catheterization lab, where he received a temporary pacemaker.

Not only did Collins and Pupo help this family, they were instrumental in making life-saving equipment available to other patients and visitors in our hospitals. Based on their recommendation, the welcome desk in each of our hospitals will now be equipped with a defibrillator and bag valve mask.

“Laura and Jess are exemplary role models,” says nominator and 7A director of clinical services Holly Tavianini, RN. “They demonstrate care, compassion, expert critical thinking skills and passionately advocate for patients. We are fortunate to have these exceptional nurses providing care to our community members.”

—Matthew Burns

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.
- **All colleagues and teams** can be nominated. You don’t have to provide direct patient care to be a Service Star.

NEXT STEPS

Visit LVHN.org/missioncentral and click “CheckUp” to nominate a Service Star and read the stories of these nominees:

- **Maritza Chicas, RN, and Darling Santos, Cancer Center**
- **Mark Reifsnider, cardiac intensive care unit, Lehigh Valley Hospital–Cedar Crest**
- **Regina Klein, department of surgery**
- **Dianne Robinson, transitional skilled unit**
- **Denise Torman, 4T, Lehigh Valley Hospital–Muhlenberg**
- **Melanie Baker, Lehigh Valley Physician Group reimbursement**
- **Soraya Jimenez, MD, Sharon Baca, RN, Lehigh Neurology; Amber Messinger, case management; Maureen Carroll and Adrian Zehner, electroencephalography lab**
- **Amy Keesler, RN, Jessica Kozlowski, RN, Katie Kollar, Jeffrey Heath, RN, Shalaine Elder, RN, 7B, Lehigh Valley Hospital–Cedar Crest; Linnie Clark, Jenifer Finnerty, Kayla Henninger and Taylor Miller, nursing float pool**

40 Years

William Klotz
Supply Distribution

35 Years

Susan Emrich
Physical Medicine

Saralyn Foley
Respiratory Care

Linda Heil
Sterile Processing

George Holzer
Information Services

Janet Miller
Human Resources

Cynthia Poniktera
Pre-Admission
Testing

Rene Scheirer
ASU-PACU/OR

30 Years

Jean Bartholomew
Disease
Management

Jane Deutsch
Central Document
Processing

Victoria Polinsky
Nurse Staffing Office

Annmarie Steber
Pediatric
Hematology/
Oncology

Rose Woodside
ICS Staging &
Recovery

25 Years

**Gloria
Bartholomew**
Sterile Processing

Cheryl Kennedy
Pharmacy

**Shawna
Laudenslager**
Sterile Processing

Janice Magliane
Pre-Op Staging

Bernadette Maron
Quality

Barbara Rehrig
Regional Burn
Center

Roseann Ruth
Diagnostic Radiology

Raymond Yedlock
LV Anesthesia
Services

James Young
Information Services

20 Years

Luana Blattner
LV Anesthesia
Services

Mark Cerami
Engineering

**Barbara
DeVincents**
Fairgrounds Surgical
Center

Carmine Pellosie
HealthWorks

**Amy
Spangenberg**
HealthWorks

15 Years

Jennifer Arnold
Endoscopy-G.I. Lab

Dorothy Kuntz
Adult Psychiatry

Stephanie Lenhart
Information Services

Carol Moyer
Scott A. Rice, MD,
Pediatrics

Scott Rice
Scott A. Rice, MD,
Pediatrics

Linda Searfass
Breast Health
Services

Ruth Usino
Dental Clinic

10 Years

Karen Aulenbach
Rheumatology

Larry Balkwill
Home Care

David Burmeister
Emergency Medicine

Stefano Camici
Neurological Surgery

Judith Doyle
Home Care

Julie Eckley
Bethlehem
Gynecological
Assoc.

Helen Forshaw
HealthWorks

Wendy Fox
Heart Station

Patricia Fronheiser
Muhlenberg Primary
Care

Pamela Gomez
Valley Family Medical
Center

Betsy Harrison
Bethlehem
Gynecological
Assoc.

Ronald Hartman
Internal Audit

Tim Hasenecz
Pastoral Care

Jane Hontz
Radiology

Angela Hooper
Manor Family
Medicine

Kathleen Kane
Emergency Medicine

Najma Khanani
Hospitalist Program

Kyanti Kleinsmith
Information Services

Carol Lawrence
LVPG Accounting

Debra Lisella
5C

Anne Mabile
TOHU

Zubaida Memon
Regional Heart
Center-Medical

Charles Orth
Pastoral Care

Jessica Price
Pharmacy

Ruth Raubenhold
Dental Clinic

Amy Rehrig
Cancer Center

Donna Reightler
Mammography

Ladona Robison
Operations

Karen Sciascia
Bethlehem
Gynecological
Assoc.

Patricia Shearburn
Cancer Center

Tina Shelton
Nursing Float Pool

Deirdre Smist
Cancer Data
Management

Jena Spangler
Emergency Services

Victoria Tessitore
Medical Records

Dana Wentzel
NORI

Catherine Yotter
Revenue Cycle

Lisa Zapotocky
Medical Records

5 Years

JoAnn Ackerman
Bethlehem Medical
Center

Linzy Alvernaz
Women/Children
Float Pool

Erika Barletta
6K

SAVE THE DATE

STAR CELEBRATION

10.11.13

HOLIDAY INN, FOGELSVILLE

Sherri Barrett
PACU

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A PASSION FOR BETTER MEDICINE



Culture of Wellness

Schedule

First Strides®

Starting Aug. 1



Car Seat Check
Aug. 1, 14 and 29

Preparing for Childbirth (Saturday/Sunday class)

Aug. 3 and 4



Maternity Tours
Aug. 5, 12, 18 and 26

Monday Morning Moms

Aug. 5, 12, 19 and 26

CPR Family and Friends

Aug. 5



**Postpartum Support: Understanding
Emotions After Delivery**

Aug. 5, 14 and 15

Breast-feeding Your Baby

Aug. 8 and 20

Safe Sitter

Aug. 9

Baby Care (one-day class)

Aug. 10

Preparing for Childbirth (six-week series)

Aug. 15

Baby Care (two-week series)

Aug. 15 and 22

Preparing for Childbirth (Friday/Saturday class)

Aug. 16 and 17

Sibling Tour

Aug. 18

Preparing for Childbirth (one-day class)

Aug. 24

LVHN Fitness Group Classes

Being an LVHN Fitness member allows you to partake in a variety of classes. Call **610-402-CARE** for more information. For a list of class locations and descriptions, visit **LVHN.org/missioncentral** and click **"CheckUp."**

WELLNESS ROLE MODEL

Harvey Yerger



Physical therapist assistant Harvey Yerger impresses patients with his dedicated service. Now his noticeable weight loss is making a positive impression too.

"Since the start of 2013, I've lost more than 40 pounds," says Yerger (shown with fiancée Lauren Shields). "I was increasingly worried about my family risk for diabetes and wanted to look and feel better for my upcoming wedding."

Yerger kick-started the year by starting a physician-monitored weight-loss program provided by our Weight Management Center. He also started exercising. "At first, I could only walk a mile on the treadmill," Yerger says. "Now, I've taken up running and love it."

— Jenn Fisher

Visit **LVHN.org/missioncentral** and click **"CheckUp"** for a complete list of Culture of Wellness classes and programs. Call **610-402-CARE** for details or to register.