

Checkup

OCTOBER
2013

Bountiful Kindness

Service Excellence Award
recipients' stories, page 6

A PASSION FOR BETTER MEDICINE

 **Lehigh Valley
Health Network**



Terry Capuano, RN
Chief operating officer

“Next time you see one of these unsung heroes, surprise them and say ‘thank you.’”

Unsung Heroes

It takes an entire team to heal, comfort and care

Have you ever watched the Academy Awards? To keep viewers tuned in, they save the “important” categories – like best actor and actress – for the end of the show. These are the stars people want to see, hear and applaud.

Sound mixer? Costume designer? Their awards are given out earlier, with the cameras turned off. These individuals also are supremely talented, but because their work takes place behind the scenes, they are not as noticed. Truth is, without every single one of them, no picture would ever be made or be successful.

It’s not so different at LVHN. Our clinical team is second to none, consistently going above and beyond to heal, comfort and care. You can read some inspiring examples on pages 6, 7 and 8. Every year, our Service Stars are largely on the front lines of patient care. But what about behind the scenes?

That’s where colleagues like Donna Lynn shine. Donna is a supervisor in supply chain management. She’s one of the unsung heroes I encountered over the past month. Thanks to Donna’s exceptional organizational talents, our perioperative team always has the right supplies at its fingertips.

I met more heroes at Lehigh Valley Hospital–Muhlenberg. I was amazed to see clinical engineering colleagues squeeze into the tightest of spaces to work on critical technology. Equally amazing was the skill displayed by the engineers who were updating the hospital’s electrical system. It was humbling to realize that these wires and switches, which were being organized into an expanded closet, actually control the entire hospital campus.

Humbling also is the best way to describe a scene I witnessed in a back hallway at Lehigh Valley–Hospital Cedar Crest, where I overheard someone saying, “You do such a wonderful job every day. I just had to tell you that.” As I rounded the corner, I saw it was an operating room colleague speaking to a housekeeper, who quietly replied, “Thank you. I’m just doing my job.”

I couldn’t help but smile and praise the woman as well. So many colleagues do jobs that are not highly visible to the rest of us. They may not typically win awards, but each of these jobs is needed to carry out our mission. Let’s not take anyone for granted. Next time you see one of these unsung heroes, surprise them and say “thank you.” You’ll surprise yourself when you see the power of those simple two words.



Get Your Flu Shot

New options will protect more colleagues from the flu

Carol Guanowsky, RN, director of employee health services, believes colleagues did an amazing job protecting their patients, family members and themselves from the flu last year. She believes they can do even better this year.

"Last year, 97 percent of colleagues were vaccinated against the flu," Guanowsky says. "This year our goal is 100 percent. We hope colleagues who could not take the vaccine or who were permitted to decline last year consider all the options we have available for vaccination this year."

Colleagues who have patient contact must be vaccinated, unless an approved exemption is granted by employee health

services. Colleagues who do not have patient contact may decline on The Learning Curve (TLC) flu module. Colleagues must be granted an exemption or receive a flu shot by Dec. 1. Available vaccines include:

- ▶ Traditional vaccine with a standard needle
- ▶ A no-egg vaccine for colleagues who previously received an exemption because of an egg allergy
- ▶ A high-dose vaccine (recommended for colleagues age 65 and older)
- ▶ Nasal spray (age 49 and younger)
- ▶ A vaccine administered with a short needle for people who experience extreme discomfort from a standard needle (age 18-64). Supply of this vaccine is limited.

NEXT STEPS

- ▶ Get the **Colleague Forum schedule**
- ▶ Get **information about our flu vaccine policy**, including:
 - Employee health services walk-in hours
 - Consent and declination forms
 - FAQ

Flu vaccines will be administered 30 minutes before, during and 30 minutes after Colleague Forums. Colleagues also can get vaccinated at employee health services locations during walk-in hours and by peer vaccinators on patient care areas.

—Ted Williams

Attend a colleague forum



Because you said you prefer to be called “colleagues,” Employee Forums are now called Colleague Forums.

At the one-hour forums, you’ll discover how “The Future Begins With You.” You’ll join in a conversation with president and chief executive officer Ron Swinfard, MD, and:

- ▶ Learn about the state of our health network and the nation’s health care system
- ▶ Understand our goals, why they’re important, and how you can help us achieve them
- ▶ Watch a video featuring Tina Handwerk (left) and other colleagues helping us reach our goals
- ▶ Ask questions
- ▶ Get your annual flu shot (Arrive early so you have time to get your flu shot and a seat.)
- ▶ Enter to win a \$50 gift card (awarded at the end of each forum)

Get the Colleague Forum schedule.

UNITED WAY CAMPAIGN KICKS OFF

Our annual United Way campaign begins Oct. 1 and runs through Nov. 30. This year’s theme is

IT TAKES A TEAM

You can give to the campaign by clicking the United Way icon on your SSO toolbar. Your donation will benefit community-based programs such as youth mentoring, literacy development, family and vocational counseling, and transportation for visually impaired seniors. A number of colleagues have benefited from the United Way over the years. Now they’re avid campaign supporters. Visit **Mission Central** in the coming weeks to meet three of them and learn more about the campaign.

Stay Healthy and Win Big



Last year, physical therapist Jason Walker (above) won a Bose Wave Radio System for completing wellness screenings. This year, in support of our health network's fiscal year 2014 People goal, you can create a wellness goal, and you may win big. Here's how:

- ▶ Visit **WebSAI.com**
- ▶ Review the results of your Health and Wellness Assessment.
- ▶ Go to the **"Health and Wellness Worksheet."** (You'll see the link on your WebSAI home page on the grey bar at the top of the page, under "Health & Wellness" and under "What's Hot for C+ Members.")
- ▶ Complete and submit the worksheet.

Entering early allows you to be a part of monthly prize drawings and the Grand Prize drawing. You will be eligible to win:

- ▶ A \$100 Promenade Shops at Saucon Valley gift card (two drawn each month, October 2013-June 2014)
- ▶ A Spa-and-Stay Package at Bear Creek (to be drawn April 1, 2014)
- ▶ The Grand Prize – a \$550 Bear Creek gift card and a \$300 Promenade Shops gift card (two to be drawn June 30, 2014)

For tips on how to set your goal, visit **WebSAI.com**



Your Role in Our Fiscal Year 2014 People Goal

- ▶ Develop a personal health and wellness goal based on your Health and Wellness Assessment
- ▶ Review it with your primary care provider, health coach, personal trainer or other health and wellness professional
- ▶ Record your goal at **WebSAI.com** and commit to achieve your goal

Enroll in Your Benefits Oct. 14-31

If you want medical, dental, vision or flexible spending account (FSA) benefits coverage in 2014 through Choice Plus, you must enroll during Open Enrollment in Lawson from Oct. 14-31, 2013.

In the first week of October, you will be receiving an open enrollment packet at your home address. (If you don't get one by Oct. 7, please call the benefits hotline at 484-884-3199). This packet will outline important information related to your 2014 benefits along with other key plan changes. Please review this information carefully before you enroll in benefits.

To learn more about your 2014 benefits, please attend one of the following open enrollment education meetings:

- ▶ Thursday, Oct. 10: 9 a.m.
 - ▶ Tuesday, Oct. 15: 2 p.m.
- Meetings will be live at the LVH-CC auditorium and broadcast to LVH-M, LVH-17 and LVHN-Mack Boulevard. Videos of the meetings will be on **Mission Central**

You also can take advantage of these open enrollment help sessions to assist with benefits enrollment:

- ▶ LVH-CC computer lab 1
 - Tuesday, Oct. 15: 7-11 a.m.
 - Wednesday, Oct. 16: noon-4 p.m.
 - Thursday, Oct. 24: 3-7 p.m.
 - Tuesday, Oct. 29: 7-11 a.m.
- ▶ LVH-M I/S training room
 - Thursday, Oct. 17: noon-4 p.m.
 - Wednesday, Oct. 23: 7-11 a.m.
- ▶ LVH-17 auditorium
 - Monday, Oct. 21: 12-4 p.m.
 - Friday, Oct. 25: 7-11 a.m.
- ▶ LVHN-Mack LVPG training room (2nd floor)
 - Monday, Oct. 14: noon-4 p.m.
 - Monday, Oct. 28: 7-11 a.m.
- ▶ Health Network Laboratories-2024 Lehigh St., classroom 1
 - Tuesday, Oct. 15: 7-10 a.m.
 - Wednesday, Oct. 16: 2-5 p.m.
 - Thursday, Oct. 24: 2-5 p.m.
 - Tuesday, Oct. 29: 7-10 a.m.

Our Shining Stars

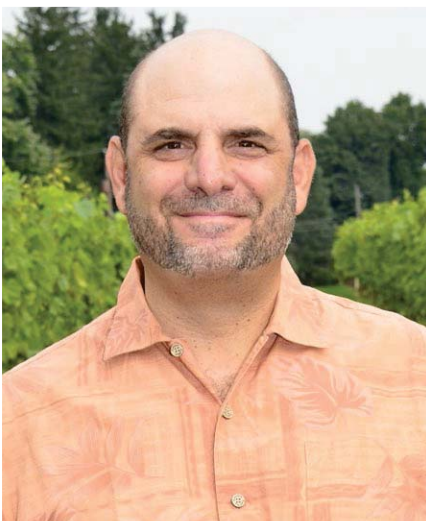
Meet our 2013 Service Excellence Award recipients

They are role models, exemplify our PRIDE behaviors and will be honored at our annual Star Celebration gala. They're our 2013 Service Excellence Award recipients. See how they're making our future bright.

Community Service Award

**Ernie Deeb, CRNA,
Lehigh Valley Anesthesia Services**

When Ernie Deeb, CRNA, heard a local police officer was killed in the line of duty, he was compelled to help the officer's wife and young child, even though he did not know them. Deeb (shown here at a local winery) sponsored a wine raffle that raised more than \$10,000 for the family. This was one of many times he raised money to help a family who suffered a tragedy. Deeb also is passionate about educating the next generation of caregivers. He's involved in programs that bring students into our health network to learn about operating rooms and emergency care.



Ernie Deeb

Guldin Award for Efficiency in the Clinical Workplace

Perioperative Services, LVH-CC

The average length of stay for pediatric patients receiving same-day surgery was more than nine hours. Patients were being transferred to and from perioperative areas and occupying patient rooms in the inpatient pediatric unit. Colleagues in the surgical staging and post-anesthesia care units knew they could do better. The team created a child-friendly atmosphere and implemented a streamlined process to admit and discharge patients directly from the perioperative area. Now the average length of stay is 4.5 hours, bed utilization in the inpatient pediatric unit is more appropriate, communication among the surgical team is improved and patient safety is enhanced due to fewer patient handoffs.



Perioperative Services
LVH-Cedar Crest

Represented by Joshua Kern, RN,
Stephanie Achenbach, RN, and Cheryl Barr, RN

Guldin Award for Efficiency in the Nonclinical Workplace

Valley Preferred BeneFIT Team

BeneFIT colleagues do such a good job teaching employees of local businesses how to live healthy, they're helping more people than ever. To provide the time and service people deserve, the team discovered ways to work more efficiently. Working with an SPPI coach, the team accomplished four things. They developed standard processes, resulting in better work flow and clearly defined roles. They made their Sharepoint site more user-friendly. A visibility wall was created to communicate their goals and progress. They established easier and faster ways to store and use equipment and materials. As a result, the team is accepting more clients and providing more services to existing clients, while cutting costs and increasing revenue.



Valley Preferred BeneFIT Team

Represented by Anita Keiper, Kristin Behler
and Carol Michaels

Guldin Award for Efficiency in the Physician Practice

Chiropractic Associates of LVPG

At Chiropractic Associates of LVPG, patients pay their bills and leave with smiles on their faces, thanks to the great work of Jennifer Severn, Amanda Mowrey, Diana Kressley-Billig, Robin Dottor and Ann Dorsey. They do more than collect money. They assist patients by explaining the bill and correcting any errors. Patients have confidence in staff members and appreciate their compassionate approach. Although this gang of over-achievers runs a friendly competition among them to keep things “interesting,” their main focus is helping patients and supporting our mission to heal, comfort and care for our community.

Most Creative Reward and Recognition Award

Home Care and Hospice

For most home care and hospice colleagues, their offices are their cars. Colleagues who work on the road don’t get to see much of each other and can feel isolated. Because working closely with the office staff is crucial to their success, a committee was established to help colleagues strengthen relationships and have some fun. Department events – such as an Ocho de Mayo party, neighborhood block parties, Spring Fling Meet and Greets, and lunchtime tailgate parties – bring colleagues together in fun environments where they can get to know each other.

Physician Service Star Award

Nachammai Chinnakaruppan, MD

“An amazing physician and human being” – that’s the way Clint Keller describes neonatologist Nachammai Chinnakaruppan, MD. Keller and his wife, Jilian, spent 130 days in our neonatal intensive care unit while their premature twins, Ava and Niko, received care. The twins were born at 23½ weeks and not expected to survive. “Dr. Chinna” was there with the Kellers every step of the way, through the harrowing moments and eventual joyous moment the infants went home. More recently, Chinnakaruppan initiated the unit’s first palliative care consults. Speak to the numerous families she’s touched in her three years here and you’ll know what a difference she makes.



Chiropractic Associates of LVPG



Home Care and Hospice



Nachammai Chinnakaruppan, MD

Represented by Amanda Mowrey, Ann Dorsey and Jennifer Severn

Represented by Nancy Homlish, Bruce Weber and Diane Barlip

Walking on Water Award

Kim Gorzelic, pediatric rehabilitation

Many times on any given day, patients walk through the door of the pediatric rehabilitation suite and automatically say “Hi, Miss Kim” upon seeing registration specialist Kim Gorzelic. That’s because Gorzelic makes patients and their families feel at home, just like she does with colleagues. It’s more than a job to Gorzelic – it’s about being there for staff and visitors. If a therapist needs help, Gorzelic will assist. If there is a problem with insurance authorization, she’ll check on it. If someone is having trouble finding his way at Lehigh Valley Hospital–Muhlenberg, Gorzelic will lead the way. She does it all with enthusiasm and an ever-present smile.



Kim Gorzelic

Mark Young, MD, Service Excellence Award

Robert Motley, MD

President of LVHN’s medical staff, Robert Motley, MD, works tirelessly to improve our community’s health through new partnerships and collaborations. His priorities include raising awareness about the importance of partnerships and how to successfully implement them. He’s also leading by example. As principal investigator of a study involving improving diabetes self-management in Latinos, Motley brought together two organizations that, despite similar missions, had some trust issues. His sensitivity, facilitation skills and ability to actively listen were key factors. These same traits also have endeared Motley, a family medicine physician, to his patients, residents and colleagues.



Robert Motley, MD

Service Star of the Year Award

Inpatient Hospice Team

It takes a special kind of person to provide end-of-life care. Every day, the inpatient hospice team at Lehigh Valley Hospital–17th Street displays great sensitivity and compassion when patients and families need it most. On March 19, 2013, they needed it more than ever. Seconds after a distraught family member chose to end his and his spouse’s life on the hospice unit, team members swiftly took steps to ensure everyone’s safety. Without skipping a beat, they began comforting patients, families and each other. They also continued to deliver compassionate care under extremely difficult circumstances. It was an extraordinary display of courage, calm, dedication and professionalism.



Inpatient Hospice Team

Represented by Sarah Nicklin, MD,
Lori Ann Fontaine, RN, and Ernest DeAngelis

Living Life to the Fullest

Volunteer Violet Feden shares a world of experience with patients and peers

Spend some time with Lehigh Valley Hospital-17th Street volunteer Violet Feden and this much is obvious: the 5-foot, 2-inch dynamo has boundless optimism and an impish giggle that never quits. Chat a little longer and you'll discover she's lived all over the United States and traveled around the world.

It partly explains why Feden's volunteer peers look up to her. There's also one other minor detail. Feden is 97 years old. "Violet is pretty spry for her age," says Edna Strobel, who's 85 years old herself. "She's a real role model." Volunteer coordinator Lynn Schaeffer concurs. "Violet leads by example," she says. "Her energy level is amazing."

Feden is more modest. "I always try to be professional and friendly," she says. "I love being around people and find it rewarding to help others." Feden has been delivering cards and flowers to patients and performing clerical tasks in the volunteer office since 1991.

Born in Chicago, Feden also lived in Cleveland, Boston, Detroit, New York City, San Francisco and Washington, D.C., where she once chatted up First Lady Eleanor Roosevelt after a chance meeting on the street. "I said, 'I know you,' and that started the conversation," she recalls.

Feden moved to Allentown from Kutztown in 1983, settling into the home on West Chew Street she now shares with her daughter, Deborah, a nurse practitioner at the hospital. She has two sons, Robert and Preston. Her husband, Irvin, passed away in 1986, months shy of their 50th anniversary.

After her children left the nest, Feden earned a special education degree – at age 51. A 16-year career as an industrial therapist

followed. Retirement gave her time to indulge her passion for travel. Egypt, China, India, Australia, Mexico, Europe and South America are among the places she has visited. "When you see the poverty in some of these areas, you realize how lucky we are," she says.

This appreciation for life's simple things serves her well. Every Thursday morning, regardless of the weather, Feden walks to the hospital for her shift. She believes the exercise helps keep her healthy. How long will she keep it up? "Until I can't get out of bed," she says. "I guess that's when I'll stop."

—Gerard Migliore

VIOLET'S LONG LIFE SECRETS

- 1. Stay positive.** "Eventually your problem will go away, or you'll find a solution."
- 2. Avoid red meat.** "I prefer fish, chicken, veggies and fruit."
- 3. Exercise.** "I do lots of walking and have three flights of stairs at home."
- 4. Laugh.** "I don't watch much TV, but I enjoy 'Everybody Loves Raymond.'"
- 5. Beer.** "I have a few bottles a week."



We Must Grow

Forging ahead with meaningful projects will help us overcome our challenges

During these times of reform, our nation's health care system is complicated. So too are the challenges we face. That's why answers to your questions might not be as clear-cut as you think. For example, many colleagues question why we are not halting current construction and expansion projects, as well as the implementation of Epic, until we get back on track financially.

While the "let's wait and see approach" seems logical, our leaders say we must continue to grow in a meaningful way to overcome our challenges. "We're focusing on projects that will help us meet our community's demand for care, and give our patients and visitors the best possible experience," says president and chief executive officer Ron Swinfard, MD.

All of these projects are the right thing to do for our patients, which is why they will help us grow in a meaningful way:



Kasych Family Pavilion expansion

We're constructing a 24-bed medical-surgical unit with all private patient rooms on the fourth floor, and creating shell space for floors 5, 6 and 7. This project will meet our community's demand for private rooms and likely result in more positive comments on HCAHPS surveys. Hospitals that score well in these surveys receive higher reimbursements from Medicare. Over a relatively short time, the financial benefits will offset our construction costs. Furthermore, stopping this or any other contracted construction project would require us to pay costly penalties.



Lehigh Valley Hospital– Cedar Crest lobby renovations

We received many requests from patients to renovate the lobby. Patients told us they were cold while waiting for their ride. It was a less-than-ideal environment. Not only will renovations give patients and families a comfortable place to wait – which will positively impact our Press Ganey and HCAHPS scores – a new HVAC system and doors will reduce energy costs.

More outpatient and walk-in care

Under health care reform, health care providers must take steps to keep people healthy and out of the hospital. We're doing just that by giving people greater access to care and focusing on wellness and chronic care management. We've opened and expanded several physician practices in Lehigh and Northampton counties in 2013. This fall, we'll open a new practice in Lower Nazareth Township. In February, we'll open the Health Center at Bangor. We continue to grow walk-in care. Since 2011, our six walk-in locations have accommodated more than 38,000 patient visits. More than 8,500 of those patients are new to our health network.

Epic implementation

We're in the early stages of transitioning to a new electronic medical records (EMR) system called Epic. We need a new system because within two years our current system will no longer be supported by our current provider. In addition, health care reform requires meaningful use of an electronic health record by 2015, or we could face penalties related to reimbursement for services. More importantly, providing an accessible EMR to patients is the right thing to do. Epic's EMR, called MyChart®, is user-friendly and will allow patients to check on upcoming appointments, health records, test results and more. Because Epic will be integrated throughout LVHN, a patient's record will be accessible at any of our hospitals or physician offices. If patients are traveling and need care, their record could be accessed by another Epic-connected provider. The Epic transformation will roll out over the next three years.

—Jenn Fisher and Rick Martuscelli

More Medals for Noga

Remember Noga Nir-Kistler? The swimmer and information services colleague was featured in last year's [Colleague Forum video](#) after winning a bronze medal at the 2012 Paralympic Games. She's at it again. Nir-Kistler won four medals at the 2013 Paralympic World Championships in Montreal. She won a silver medal and broke the North American record in the 100-meter breaststroke. She also took home silver in the 50-meter freestyle, bronze in the 50-meter butterfly and was a member of the team that won bronze in the medley relay. "I did better than I thought I would," she says. "You can't think you're going to take home a medal. Winning is always a surprise." For now, Nir-Kistler will take a break from swimming, but thinks she will compete again. Attend this year's Colleague Forum ([get the schedule](#)) to see a new video telling colleagues' inspiring stories.

MY 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.

JOHN SOKALSKY

Clinical Engineering

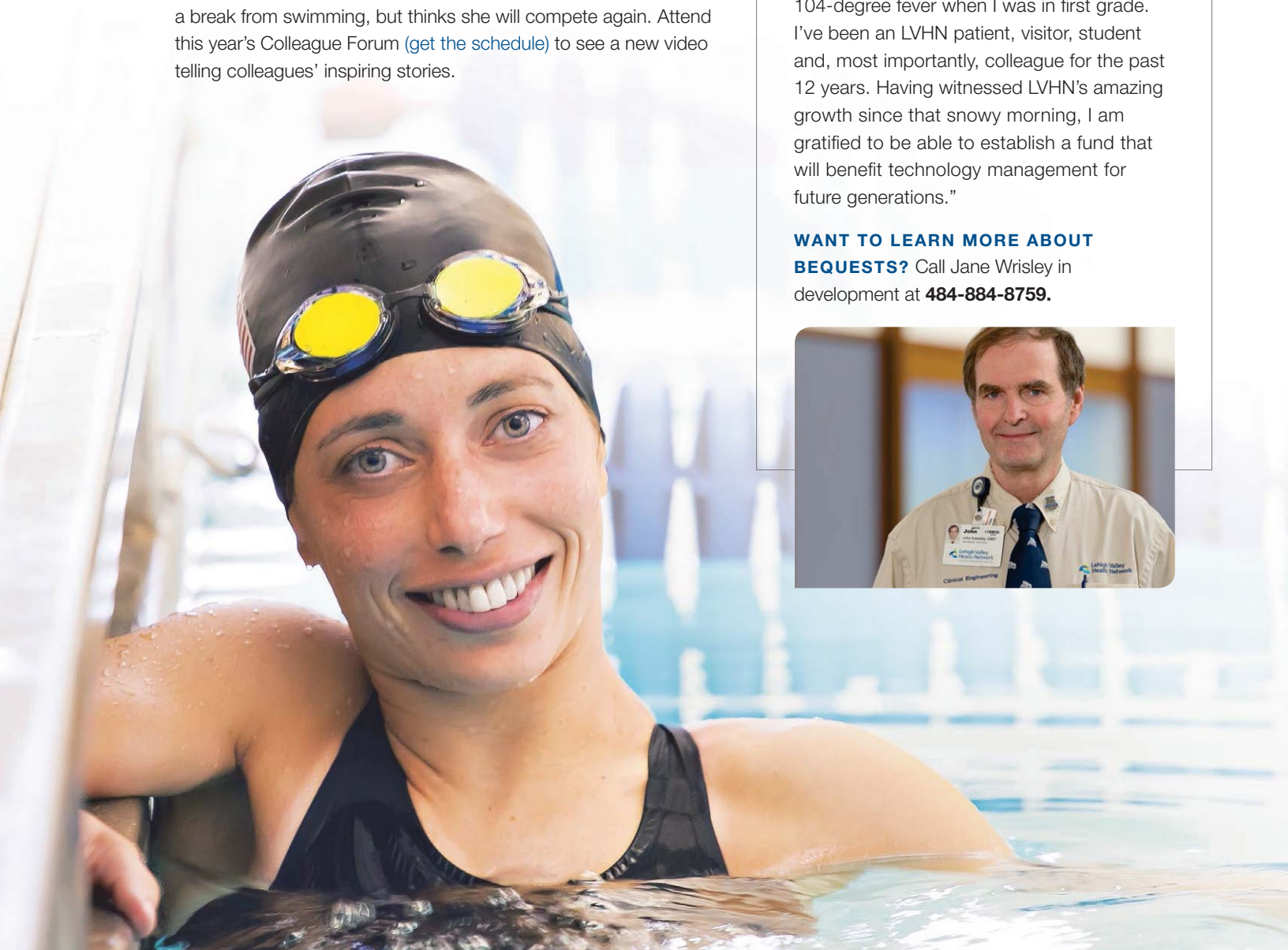
BEQUEST BENEFICIARY:

Clinical Engineering Fund

WHY? "I entered this world at The Allentown Hospital during a fierce snowstorm. I have vivid memories of our family doctor arriving at our home with his black bag to treat my 104-degree fever when I was in first grade. I've been an LVHN patient, visitor, student and, most importantly, colleague for the past 12 years. Having witnessed LVHN's amazing growth since that snowy morning, I am gratified to be able to establish a fund that will benefit technology management for future generations."

WANT TO LEARN MORE ABOUT

BEQUESTS? Call Jane Wrisley in development at **484-884-8759**.



NOT YOUR AVERAGE PHARMACISTS

When someone says “pharmacist,” you usually envision someone dispensing prescription medication at the local drugstore. But you won’t find pediatric pharmacists Jenny Boucher (left) and Kristin Held behind a pharmacy counter. “We don’t do any dispensing,” Boucher says. “We get directly involved in drug management for pediatric patients and customize medications to a patient’s need, some of which can be complex.” They help clinicians at Children’s Hospital at Lehigh Valley Hospital make the best choices in terms of drug selection, with consideration for drug interactions or adjustments needed for specific organ dysfunction. Boucher and Held also serve on pediatric medical committees, help develop medical protocols and precept pharmacy students. Next year’s SELECT curriculum will include a course on pediatric pharmacy.



Honored for Nursing Leadership

Gail Stern, RN, administrator of the department of psychiatry, is the recipient of a 2013 American Psychiatric Nurses Association (APNA) award, the only honoree from Pennsylvania. She will receive the Award for Excellence in Leadership at the APNA’s annual conference in San Antonio, Texas. Stern is a 35-year veteran of psychiatric nursing in various settings as an administrator, clinical nurse specialist, staff nurse and nurse educator. She has worked here since 1998 and is an adjunct faculty member in nursing at DeSales University.

Creating Children’s Respiratory Care Specialists

Danielle Mertz is a health network pioneer. She is the first graduate of the respiratory care internship program in our neonatal intensive care unit (NICU) and pediatric intensive care unit (PICU). It’s a 22-week course that teaches a unique skill set: caring for infants and children with breathing problems. The program was created because our recruiters had a difficult time finding existing candidates with suitable backgrounds. Respiratory care managers decided to hire respiratory medical practitioners specifically to teach the NICU/PICU skills. Mertz is the first of seven colleagues currently in the program to complete it.

Service Star of the Month



Stephen Miller Security

At 2 a.m., night-shift security officer Stephen Miller was notified that someone had activated an emergency callbox in one of Lehigh Valley Hospital–17th Street’s parking lots. Thinking it was likely a false alarm, Miller set out to clear the call. As he suspected, no one was near the callbox or in the parking lot.

That’s when Miller saw a man holding onto a fence across the street. The man was moaning, and Miller called to him to see if he was OK. Miller approached with caution, suspecting the person was intoxicated or dangerous, and possibly the person who had activated the callbox. Miller tapped him on the shoulder from behind and asked if he needed an ambulance. The man nodded yes and turned to face Miller. As he did, the man clutched his chest, moaned, fell to the ground and began to seize.

Miller, who had become certified in first responder training a few months earlier,

rolled the man onto his side to clear his airway. But the man stopped breathing, and Miller couldn’t find a pulse. He had already called for an ambulance but knew it was up to him to save the man’s life.

As he performed chest compressions, he counted them out in his head. At number 26, the man started breathing again. But the ordeal wasn’t over. After Miller rolled him onto his side to clear vomit from his mouth, the man stopped breathing again. After 20 more chest compressions, the man started breathing again. That’s when the ambulance arrived. Emergency medical services (EMS) providers took over and transported the man for emergency care.

Miller never found out the man’s name or what happened to him. “I’m just glad I was at the right place at the right time,” he says. “If I had been there a minute later, I probably never would have seen him, and who knows what could have happened.”

“To me, Stephen went above and beyond his job,” says nominator Margarita Velazquez. “He didn’t hesitate and saved this person’s life.”

—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

- ▶ **Nominate a Service Star**
- ▶ Visit **Mission Central** to read the stories of these nominees:
 - **Paulette Helman, RN, and Stacy Riffert, RN,** *intensive care unit, Lehigh Valley Hospital–Muhlenberg*
 - **Cindy Payonk, CRNP, and the nurse practitioners of LVPG Diabetes and Endocrinology**
 - **Charles Stivala,** *home infusion*
 - **Amy Alexander, RN,** *ambulatory surgical unit, Lehigh Valley Hospital–17th Street*
 - **Mary Shorkey,** *information services*

40 Years

**LouAnn Mellinger
Corkery**
Care Services

Nancy Schneider*
ASU-Staging

35 Years

Diane Bidwell
Staging and Recovery

Maura Diehl
PACU

Geralyn Ford
Pre-Admission Testing

Francine Gaines
Medical Records

Lynne McDonald
Executive Office

Theresa Miorelli
HR

Sharon Smith
Lehigh Family
Medicine Assoc.

30 Years

Grant Follweiler
Printshop

Jane Laudenslager
Center For Women's
Medicine

Denise Lenner
7K

Luann McKee
Cancer Center

Mary Sandrock
PACU

25 Years

Kathleen Baker
Physical Medicine

Tara Bonsell
Rehab Services

Lori Fuehrer
OR

Pamela Gonsalves
Health Spectrum
Pharmacy

Judi Holgate
ER Coding

Roberta Rothermel
Information Services

Laurel Taschler
ASU-PACU/OR

20 Years

Deborah Brooks
Radiation Oncology

Carolyn McElroy
Fairgrounds Surgical
Center

Thomas Miller
Psychiatry

15 Years

Tasha Creazzo
Family Health Center

Beth Hartline
Concussion/Head
Trauma

Dawn Litz
Rehab Services

Diego Lopez
Medical Records

Lisa McAllister
HC Clinical Services

Toni McShane
Clinical Appeals

Christie Moser
CT

Jane Parenti
Medical Records

Erica Reccek
Muhlenberg Primary
Care

Nancy Rogers
Hamburg Family
Practice

Walterine Watts
EAU

10 Years

**Bernadine
Augustine**
Nursing Float Pool

Jose Barreto Perez
Emergency
Department

Mary Brown
Partial Hospitalization

Leslie Corredera
Nuclear Medicine

Hoonani Cuadrado
Emergency
Department

Tammy Danner
Riverside Family
Practice

Norma Dennis
5T

Krista Drissel
Managed Care

Kelli Erb
6K

Jill Fraser
ASU-PACU/OR

Debra Gehr
Medical Records

Catherine Gergel
LVPG

Kim Gorzelic
Pediatric Rehab

William Grather
Information Services

Karen Hardcastle
NICU

David Heintzelman
OR

Kathleen Howells
Executive Office

Jessica Howey
Float Pool

Dana Keim
Hamburg Family
Practice

Megan Kershner
Hematology Oncology
Assoc.

William Martinez
Patient Transport

Michelle McClellan
OB/GYN Assoc.

Diana Miller
LVHN Fitness

Robin Monteleone
Pediatric
Gastroenterology

Danielle Murphy
Labor and Delivery

Tiffany Palmertree
Nuclear Medicine

Kathleen Pruznick
PACU

Colleen Renner
Perinatal Unit

Julie Ringnald
6N

Evelyne Saah
Case Management

Carla Jane Saveri
Case Management

Joan Schwartz
6C

Mark Seagreaves
Nuclear Medicine

Brian Shellock
Information Services

Mary Shorkey
Information Services

Lori Ann Smith
NICU

Kimberly Somori
Labor and Delivery

Ronald Swinfard
Executive Office

Beth VanWhy
Diabetes/
Endocrinology

Roselen Villalba
Disease Management

Alexandre Warman
OR Centralized
Scheduling

Kori Warmkessel
TOHU

Erica Wasilkowski
Center For Women's
Medicine

Christine Wieller
Bethlehem
Gynecological Assoc.

Karol Yundt
Nurse Staff Office

5 Years

Laura Adam
Radiology

Charles Bonos
Courier Services

Cynthia Brinker
Health Spectrum
Pharmacy

William Ciotola
Diagnostic Care
Center

Kimberly Coleman
Pharmacy

**Joseph
Compagnola**
Patient Transport

Ashley Corson
Radiology

Christa Deily
5T

Jedediah Deitrick
Information Services

Leslie Dennis
Case Management

Michelle Flores
Comm. Health/Health
Studies

Patricia Frace
ABC Family Peds

Patti Galligan
Medical Records

Robert Gamble
Emergency
Department

Margaret Gering
Nursing Float Pool

Tiffany German
Revenue Cycle

Angela Goida
LV Infectious Disease
Spec.

Efrain Gomez
OR

Danielle Goodwin
Guidance Program

John Gorman
Engineering

Cheryl Gumulak
NORI

Gabriel Haire
Information Services

Elizabeth Halenar
Neuropsychiatry

Kimberly Haycock
Neuropsychiatry

Linda Hoffman
LVPG Billing

Kenisha Jackson
TSU

**Myrna Jean
Baptiste**
Rheumatology

Takia Jeffries
6N

Barbara Jenkins
Respiratory Care

Barbara Keller
ED Registration

Steven Kohler
Pharmacy

Sandra Kowalski
LVPG

Jonathan Krause
Pastoral Care

Michael Kudla
Pastoral Care

Christina Lamonica
Regional Heart
Center-Medical

Sandy Latona
Hospitalist Program

Christopher Lutz
Home Care

**Ramon Martinez-
DeJesus**
Supply Distribution

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West End Medical
Group

Melissa Mennen
Pharmacy

Stacey Miller
LV Anesthesia
Services

Molly Mitke
Healthworks

Gail Molitoris
Lehigh Neurology

Rachel Morcrette
Gynecologic Oncology
Spec.

Haylee Muller
Radiology

Patricia O'Neil
Patient Transport

Michelle Paulemont
Float Pool

Michelle Piatkiewicz
Physical Medicine

Robert Pica
Emergency Department

Phillip Pietrulewicz
Surgical Oncology

Rochele Polusky
7B

Cheryl Raisner
TTU

Robert Reiser
Cardiac Cath Lab

Donna Remaly
2K South

Mary Grace Richard
Emergency Services

Raymond Rivera
Children's ER

Jennifer Rodriguez
Base Service Unit

Amy Schell
Endoscopy-G.I. Lab

Robin Schrader
Trauma Registry

James Shellhamer
Information Services

Natalie Shisslak
Pediatric Unit

Amy Shofran
Case Management

Heather Siegmund
ABC Family Peds

Kimberly Smith
Respiratory Care

Pamela Stauffer
ASU-PACU/OR

Christie Strunk
Cardiac Cath Lab

Dorthe Willis
6B

Stacie Zellers
Lehigh Family Medicine
Assoc.

*Name was omitted
from the September
anniversary listing. We
apologize for the error.

Lehigh Valley Health Network

Marketing and Public Affairs
2100 Mack Blvd., 5th Floor
P.O. Box 4000
Allentown, PA 18105

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Vice President, Marketing and Public Affairs
Susan Hoffman

Internal Communications
Pamela Riddell

Editorial Manager
Kyle Hardner

Editor
Rick Martuscelli

Creative Manager
Teresa Colbaugh

Designer
Michael Hess

Photographers
Scott Dornblaser, Rick Sweitzer

Production Assistant
Alane Mercer



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A PASSION FOR BETTER MEDICINE



Culture of Wellness

Schedule

Prenatal Education for Teens (six-week series)

Oct. 2

Breast-feeding Baby

Oct. 2 and 21



Car Seat Check

Oct. 4 and 14

Baby Care (one-day class)

Oct. 5

CPR Family and Friends

Oct. 7

Monday Morning Moms

Oct. 7, 14, 21 and 28



Maternity Tour

Oct. 7, 16, 20 and 28

Postpartum Support Group

Oct. 7 and 17

Preparing for Childbirth (Saturday/Sunday class)

Oct. 12 and 13

Preparing for Childbirth (one-day class)

Oct. 19



Sibling Tour

Oct. 20

Baby Care (two-week series)

Oct. 23 and 30

Preparing for Childbirth (Friday/Saturday class)

Oct. 25 and 26

Redirecting Children's Behavior Parenting (five-week series)

Oct. 26

[Learn more.](#)

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. Get a list of [class locations](#) and [descriptions](#).

WELLNESS ROLE MODEL

Cheryl Hartman, RN, and Cindi Ault



Since participating in a department weight-loss contest, several employee health services colleagues climb stairs to stay fit. "Before the contest, climbing one or two flights of stairs was a challenge," says Cheryl Hartman, RN (left). "Now we do 12 to 15 flights during our 30-minute walk through the LVH-Cedar Crest campus." Losing 16 pounds and the largest percentage of body weight, Hartman was the official contest winner, but feels second-place finisher Cindi Ault is a winner too. "This has been a complete lifestyle makeover," Ault says. "I've lost 25 pounds and am still losing. I read labels, eat a more vegetable-based diet, cut out a lot of simple carbs and sugars – such as those in soda and pasta – and exercise every day." In addition to daily lunch walks, the group meets for a weekly 4.5-mile walk after work.

– Jenn Fisher

Get a list of **Culture of Wellness**
classes and programs.

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