

# Friday FACTS

AUGUST 12, 2016

THIS IS A LEHIGH VALLEY HEALTH NETWORK INTERNAL PUBLICATION ABOUT HAZLETON

## LVH–Hazleton Service Star

**Lehigh Valley Hospital (LVH)–Hazleton’s management council recognized David Hirko, RN, this past week as the LVH–Hazleton Service Star for August.** The following is the winning nomination story provided by former ICU nurse manager Angela Jones, RN.



*When the phone rang in Hazleton’s ICU in late May, former nurse manager Angela Jones, RN, picked up and listened intently. On the other end was a grieving family member. The man had just lost his father three nights prior and had an important message he wanted to share. Despite being in the midst of his own sorrow, the man wanted to express his appreciation and share his family’s experience during the last days of his father’s life.*

*The gentleman was so moved by the end-of-life care his father had received, he wanted to make sure David Hirko, RN, was recognized for his professionalism and compassion. While it’s always significant to get positive feedback from patients and their loved ones, it is especially meaningful to be recognized by a family member who takes the time to call after such an unexpected and significant loss.*

*Hirko often receives compliments from patients and family members. This particular caller placed so much emphasis on Hirko’s caring, compassion and patient advocacy that nominator Jones felt she needed to share his story with others.*

*“David exemplifies all of LVHN’s core values on a daily basis,” says Jones. “He is a gifted communicator who has a real passion for customer service.” Besides spending a significant amount of time at the bedside, he also educates patients and family members about medications and keeps them up to date on tests and results. Essentially, he treats every patient as if he or she were his own family member.*

*“David consistently goes out of his way to provide emotional support, detailed information about the disease process and the plan of care,” Jones says. “He is always willing to have ‘difficult conversations’ so patients and their loved ones can set realistic goals for recovery, or at least have realistic expectations about the outcome. His dedication is inspiring and makes a positive impact every day.”*

Congratulations to Hirko for exemplifying PRIDE values and being chosen as LVH–Hazleton’s Service Star.

## Service Star Nominees

**Please extend your congratulations to the following colleagues who also were nominees for the August Service Star:**

**Janice Fontana and Lorraine Domin**—Colleagues at LVH–Hazleton’s food service department, Fontana and Domin were nominated for the wonderful job they do decorating the cafeteria for colleagues, in addition to preparing and serving the food. Specifically mentioned was the salute to our past and present veterans.

**Robert Bozylinski**—A colleague at the Health & Wellness Center at Hazleton’s rehabilitation department, Bozylinski was nominated for his kindness and sensitivity to a patient receiving pool therapy and providing a comfortable atmosphere for what could have been an embarrassing situation.

Do you know of someone who consistently exemplifies the PRIDE behaviors or who has gone above and beyond their job responsibilities? Then nominate them for a Service Star Award. Nomination forms can be found on the Hazleton intranet under the category Non-Patient Care Forms or in the hospital cafeteria. For more information, contact Jane Danish, community relations, at jane.danish@lvhn.org or 570-501-6205.

## Congratulations

**Tyler Smith, radiology technologist, recently passed the Magnetic Resonance Imaging (MRI) boards through The American Registry of Radiologic Technologists.** Congratulations on this outstanding accomplishment.

## Welcome New Provider

**Please welcome health care provider, Jocelyn Novak, PA-C, to the LVHN family as part of the LVH–Hazleton and Lehigh Valley Physician Group (LVPG)–Hazleton medical staff.**



Novak joins LVPG Pediatrics–Hazleton Shopping Center. Novak received her Master of Medical Science degree from the University of Maryland Eastern Shore in December 2015. She received a Bachelor of Science degree in biology in 2012 from Lebanon Valley College.

## Mourning Two of our Colleagues

**Sadly, two of our beloved colleagues have passed away.**

**Mary Ann Sabo**, payroll and accounts payable department, passed on July 29. She had been a part of our organization for 48 years.



**Pamela Ann Beishline, RN**, nursing supervisor in nursing administration, passed on Aug. 10. She had been a part of our organization since 2013.

Many of us have fond memories of working with them. They will be greatly missed.

## Meeting Date Change - Planning Commission

**The meeting of the Hazle Township Planning Commission referenced in John Fletcher’s email sent to colleagues yesterday was incorrectly listed as being held Aug. 11.** The correct date for the planning commission meeting is Tuesday, Aug. 16.

## CONTACT US

Call Lisa Marie Halecky (x4249 or email Lisamarie\_E.Halecky@lvhn.org) to contribute information.

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