

There's a lot going on at Lehigh Valley Health Network. In case you didn't catch all the latest news, here's a recap of what happened this week. Here are links to Mission Central posts, the latest issues of CheckUp and Healthy You, the August Colleague Forum video and summary, and Lehigh Valley Health News, our blog on LVHN.org containing timely information and health network news.

[Welcome to Terry's Take](#)

Read the first blog in a new series from our chief operating officer Terry Capuano, RN.

[Have a Casual Conversation With Dr. Nester](#)

All colleagues are welcome to attend the first Casual Conversations event with our acting president and CEO.

[LVHN Leadership Change](#)

Learn about important changes to the leadership of our campuses and service lines.

[Flu Vaccinations for Colleagues](#)

There are a variety of convenient options for you to get vaccinated.

[Relive This Year's Star Celebration](#)

Meet some of the honorees celebrating 40 years of service.

[Watch September's Leader-to-Leader Video](#)

See informative presentations about Epic, cardiology and Children's Hospital at Lehigh Valley Hospital, internal communications, and our daily management system and visibility walls.

[Try LVHN Fitness at One City Center for Free](#)

All colleagues are welcome to do so on Wednesday, Oct. 8.

[Do We Have Enough Primary Care Physicians to Meet Demand?](#)

Get the answer to this question, which was asked at the recent Colleague Forum.

[Wellness – Eat "Smart"](#)

Work smart foods into your diet for healthy brain function.

[In the News: September – VIDEO](#)

Watch videos of the latest news clips featuring Lehigh Valley Health Network.

[Epic Module of the Month: Prelude](#)

Prelude will replace registration workflow that is currently done in Centricity Enterprise or Centricity Business.



**Read the latest
issue of CheckUp**



**Read the latest
issue of Healthy You**

**Read About and Watch
The Colleague Forum**



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< Lehigh Valley Health News Digest: Sept. 15-19

Motivational Monday: Begin Today >

Welcome to Terry's Take



Hello and welcome to Terry's Take, a blog by me, Terry Capuano, chief operating officer (COO) at Lehigh Valley Health Network (LVHN).

I'll begin by telling you a little bit about myself. I have been the COO of LVHN for almost five years and have been with the health network for a total of 30 years. I grew up in the health network, professionally. During my first 15 years, I had been a nursing educator, division director and administrator for patient care services. Then I took a year-and-a-half break to work at a consulting firm. During my second 15 years, I served as vice president for operations and senior vice president of clinical services/chief nursing officer. I can honestly tell you I have enjoyed those roles, learning and growing in each. At the end of the day, I simply love health care and being able to contribute to our community's health in a small way.

Did you catch that I left LVHN for a short while? I did leave, in the late 1990s, because the focus on engagement of colleagues was not where I had envisioned. After returning and becoming senior vice president of clinical services/chief nursing officer, we received our first [Magnet designation](#) just two years later in 2002. This award from the [American Nurses Credentialing Center](#) involved all our nursing, health care professionals and support staff. It was an entire network endeavor and represented engagement at its best!

I am proud of the service we provide to our community. It is always an honor for me to say that I am an LVHN colleague.

So, why am I blogging?

I am deeply interested in our staff members who provide direct care as well as the rest of us who perform functions that support the care we provide. I want us to stay connected, share stories and enhance our relationship.

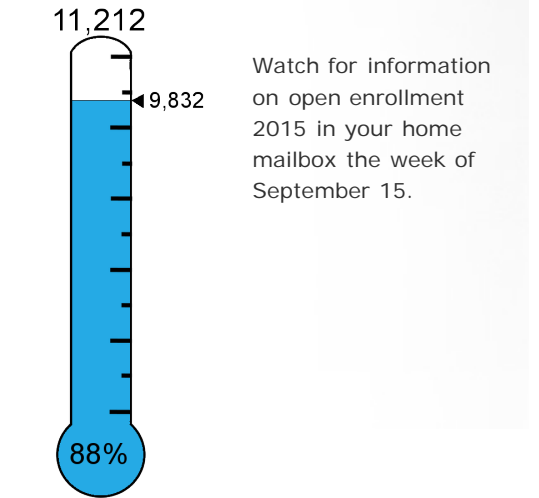
There are so many topics for us to discuss, which I will incorporate into the blog. I will have the opportunity to share stories, insights, information and news. Direct interaction with all 13,000 colleagues is challenging due to our size. I round weekly, touching base with many of you throughout our entire health network and would like to increase our interactions through this medium.

I will be talking with you regularly through this blog and hope you will join me in conversations. I

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We Reached 88%

Nearly 10,000 colleagues completed their health and wellness assessment.



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I just finished writing my first blog and can't wait to connect with all of you!

would like to try this for a few months and get your feedback on this manner of communication, which is in addition to the more traditional means. While this is my first blog, my second one will be out in October. I look forward to using this vehicle to connect with you.

Feel free to talk with me via the comments section below. If you're not a registered commenter, please [sign up here](#).

This entry was posted by [Terry Capuano](#) on September 22, 2014 at 9:00 am, and is filed under [Connect with Colleagues](#), [Learn](#). Follow any responses to this post through [RSS 2.0](#). You can [leave a response](#) or [trackback](#) from your own site.

10 comments

Katrina Fritz4 DAYS AGO

I really love that you shared your story as well as your desire for ongoing engagement. We all bring a unique perspective that when shared with one another can create a better and greater whole. Thank you for starting the conversation.

Katrina Fritz, BSN, RN

LOG IN TO REPLY

Terry Capuano3 DAYS AGO

Hi Katrina! Thank you for writing. I do look forward to a number of perspectives as I agree with you, it will create a better whole!

LOG IN TO REPLY

Kenneth Miller3 DAYS AGO

Terry this a great idea-thanks for sharing your story of success with us!!!

Kenny Miller, Resp. Care

LOG IN TO REPLY

Terry Capuano3 DAYS AGO

Thanks Kenny. I look forward to shared conversations!

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LOG IN TO REPLY

Pat Chromczak 3 DAYS AGO

Terry, what a great idea!

LOG IN TO REPLY

Jen Rosa 3 DAYS AGO

Love this! Thanks Terry for sharing! Will continue to read.

LOG IN TO REPLY

Debbie Salas-lopez 3 DAYS AGO

Terry, what a great way to connect with our colleagues!

LOG IN TO REPLY

Claudia Santiago 3 DAYS AGO

This is truly great, Terry! It teaches other leaders in the Network about the importance of being truly connected to your team-regardless of its size. Thank you for doing this.

LOG IN TO REPLY

Terry Capuano 2 DAYS AGO

Pat, Jen, Debbie, and Claudia,
Thank you for reading and your positive support!

LOG IN TO REPLY

Mindy Brosious 2 HOURS AGO

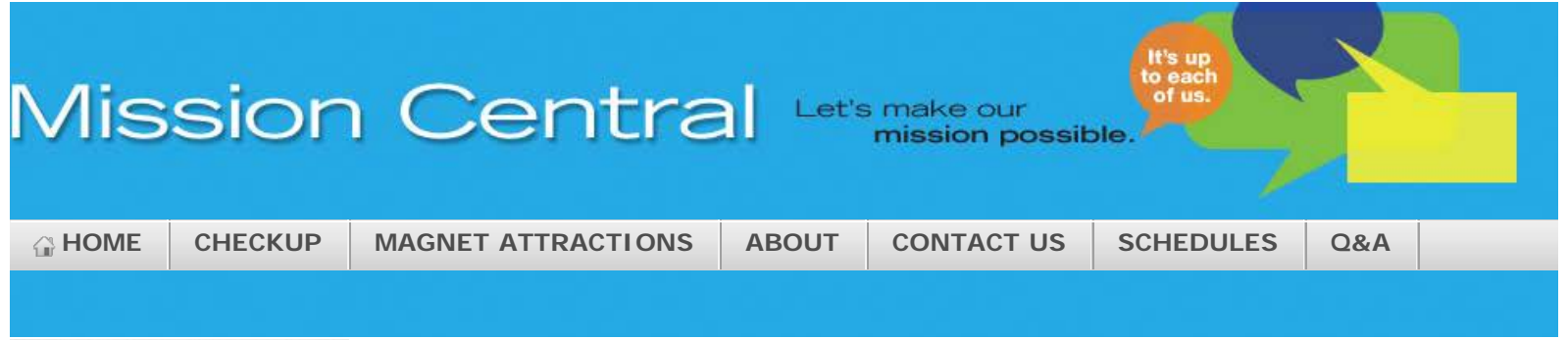
This is great as it affords us a quick and easy way to keep an open line of communication in our currently busy and fast-paced world. I will look forward to your posts and the two way communication it generates.

Mindy

LOG IN TO REPLY

Leave a Comment

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« Do we have enough primary care physicians to meet demand?

LVHN Leadership Change »

Have a Casual Conversation With Dr. Nester

Brian Nester, DO, MBA, FACOEP, our acting president and chief executive officer, wants to keep the lines of communication open and hear from you. That’s why he is hosting Casual Conversations. There are no scripts and no slides. It’s simply an opportunity for you to ask him questions and share the things on your mind. All colleagues are welcome, so make plans to join Dr. Nester for the first of many...

Casual Conversations

Tuesday, Oct. 7, 12-1 p.m.

Lehigh Valley Hospital - 17th Street’s Center for Healthy Aging, conference room 2

Can’t make it until 12:30 p.m.? That’s OK. You can come and go as you please during the one-hour gathering. So stop by, have a complimentary coffee, tea or water, and talk with Dr. Nester.

This entry was posted by [Rick Martuscelli](#) on September 25, 2014 at 2:00 pm, and is filed under [Connect with Colleagues](#), [Get News](#). Follow any responses to this post through [RSS 2.0](#). You can [leave a response](#) or [trackback](#) from your own site.

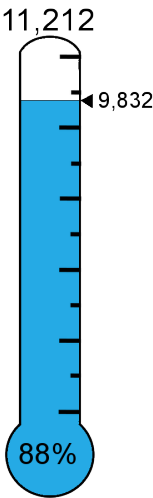
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Watch for information on open enrollment 2015 in your home mailbox the week of September 15.

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LVHN Leadership Change

*** This message is from Terry Capuano, RN, chief operating officer (COO) ***

It's with mixed emotions that I inform you of the resignation of Fran Blackwell, senior vice president for ambulatory services. For the past three years at Lehigh Valley Health Network (LVHN), Fran has helped to facilitate the development of Health Centers in Macungie, Bangor and the planned facility at Fogelsville, along with the creation of LVHN-One City Center in downtown Allentown. Her patient-centered approach was evident in all her endeavors. We thank her for her contributions and wish her well in her career.

Drawing upon the strength and flexibility of our COO team and recognizing the ever-growing importance of ambulatory services in everything we do, I've made important changes to the leadership of our campuses and service lines. These changes will better position LVHN to meet our community's rapidly changing health care needs throughout the care continuum.

Leadership for campuses and service lines are now as follows:

- **LVH-Muhlenberg** – Jim Geiger will serve as the senior vice president responsible for the overall operations of LVH-Muhlenberg.
- **LVH-17th Street and Children's Hospital at LVH** – Mary Bianchi will serve as vice president of LVH-17th Street in addition to her responsibilities as administrator of the Children's Hospital and Women and Children's Service Line.
- **LVH-Hazleton** – John Fletcher will continue as LVH-Hazleton president.
- **LVHN-Tilghman and network service lines** – Keith Weinhold will serve as the senior vice president responsible for these areas.

In addition, Bob Begliomini has been promoted to vice president, operations, and will assume additional oversight responsibilities for imaging, retail pharmacy and our partnership with Lehigh Valley Imaging. He also will assist Jim Geiger with LVH-Muhlenberg operations. Bob has been with LVHN for 13 years and has demonstrated excellent leadership in inpatient pharmacy and other related services.

A new organizational chart will be published in the near future for the Office of the COO to provide greater detail into these changes. The senior vice president, ambulatory services role also will be evaluated at a later date.

I look forward to leading this new structure. It will allow us to facilitate an agile response to meeting the health care needs of our community.

This entry was posted by [Admin](#) on September 25, 2014 at 4:13 pm, and is filed under [Get News, Learn](#). Follow any responses to this post through [RSS 2.0](#). You can [leave a response](#) or [trackback](#) from your own site.

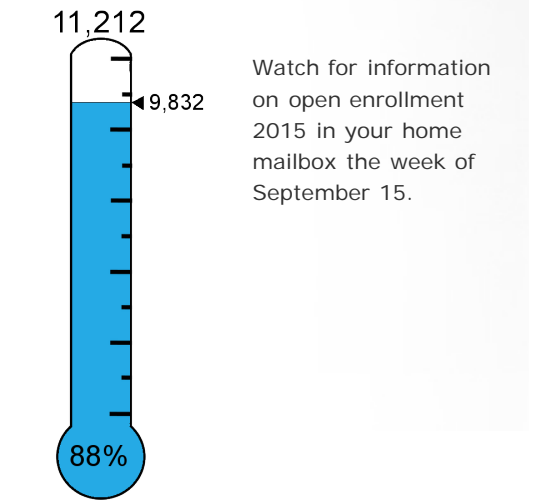
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In the News: September – VIDEO [»](#)

Flu Vaccinations for Colleagues

*** This message is from Carol Guanowsky, RN, director, employee health services, Lehigh Valley Health Network ***



Getting a flu shot is the best way to prepare for the upcoming flu season. At Lehigh Valley Health Network (LVHN), we give colleagues several convenient options to make getting vaccinated easy. The most expedient way to get your flu shot is by attending one of our vaccination clinics ([see the schedule](#)). After October 20, you can also get vaccinated at the employee health services offices at Lehigh Valley Hospital-Cedar Crest and Lehigh Valley Hospital Muhlenberg during walk-in hours

when clinics aren't being conducted, or choose to be vaccinated through our peer vaccination program if you work in a clinical setting.

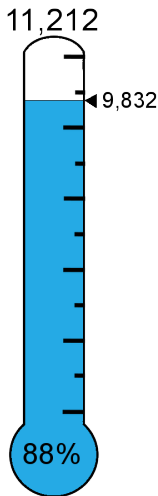
Like last year, all colleagues who have patient contact must get a flu shot by Dec. 1, unless an approved medical or religious exemption is granted by employee health services. You can learn more about our flu vaccination program by visiting the [vaccination page](#) on the employee intranet.

New this year, we are encouraging all colleagues to "Know Your Numbers" by participating in voluntary blood pressure (BP) and body mass index (BMI) screenings that will run concurrently with the flu shot clinics. Knowing your biometric health numbers is one of the first steps you can take to jump-start a healthier you. Additionally, participating in our BP and BMI screenings will help us reach our better health goal in 2015. More information will be available on our Know Your Numbers campaign in the coming weeks.

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LVHN Colleagues Celebrate 40 Years of Service at Annual Star Celebration

Comments: 0

09/26/14 by Rick Martuscelli in [Connect with Colleagues](#), [Learn](#)

Each September, Lehigh Valley Health Network (LVHN) holds a Star Celebration gala to recognize the indispensable role colleagues play in fulfilling our mission to heal, comfort and care. It's a chance to thank colleagues for their dedication and commitment to excellence.

Two types of success are celebrated at the event: longevity and service excellence. Below, read about five LVHN colleagues who were honored for their dedicating of 40 years. We will feature our colleagues who were recognized in future Mission Central posts every Friday.



Charleen Bower's mother worked at The Allentown Hospital School of Nursing. At age 16, Bower got her first job in the hospital cafeteria. She started at 4:30 a.m. and went to school after her shift. Today she works in central document processing and is driven to provide the best customer service. "I've enjoyed my time here and have met many wonderful people," says the Friends of Nursing Award recipient. She'll never forget the time the building flooded during a construction project. "We came in wearing waders and had to blow dry the patient records," she says. Bower and her husband, Ron, have five children and 10 grandchildren. She is active in her church, where she serves as a board member and Sunday school teacher, and enjoys scrapbooking.

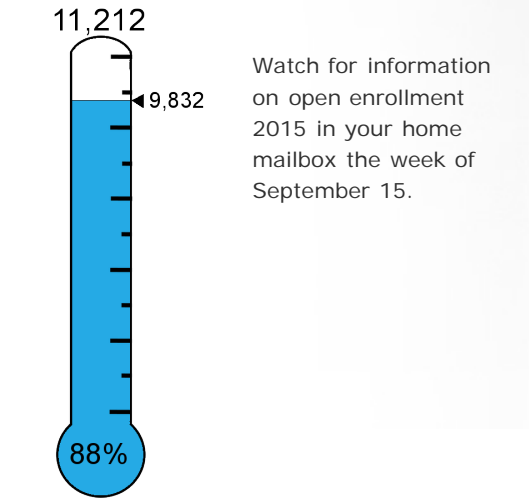
After high school, **Mary Anne Clark, RN**, entered the nursing program at what is currently Lehigh Valley Hospital–Hazleton. For as long as she can remember, she wanted to be a nurse. "No one person influenced me," she says. "Nursing was always it." After working in New Jersey for a year, Clark applied for a job at the newly constructed Lehigh Valley Hospital–Cedar Crest. She loves working as a staff nurse in the GI/endoscopy unit, where she fulfills her passion for giving patients the best possible care. Clark holds the distinctive honor of receiving the Medical-Surgical Nursing Award the year Friends of Nursing began. Clark has been married to her husband, Wayne, for 36 years. They have one son and a "four-legged" son.

Growing up, **Lynn Cloak, RN**, wanted to be an elementary school teacher. While working as a candy striper, she realized she would rather be a nurse. Cloak graduated from The Allentown Hospital School of Nursing and began working at the hospital full time. Today she is a patient care specialist at Lehigh Valley Hospital–Muhlenberg, providing education to colleagues in the Regional Heart Center and intensive care unit. Cloak, who serves as an elder at her church, enjoys making wine,

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quilting, knitting, working in her garden, baking and shopping. She and her husband, Alan, have two children and recently started a new hobby, kayaking. "Only in calm water," Cloak says.

Richard Gehman graduated from William Allen High School knowing that he wanted to work in a trade industry. He attended Lehigh County Community College and became a plumber. After spending time working for a private company, Gehman was ready for something new. He read an ad about a local hospital looking to hire a plumber. Interested, he applied for the job and has been working at Lehigh Valley Health Network ever since. Today he is a systems foreman in charge of plumbing and air conditioning. He and his wife, Kathleen, have one daughter. He enjoys fishing, walking and hiking, and dedicates much of his spare time volunteering with the Bethlehem Special Olympics.



In second grade, **Georgine Fontaine, RN**, discovered she was destined to be a nurse when she drew a picture of herself as such. While attending high school and college, Fontaine worked at nursing homes and enjoyed caring for the elderly. After graduating from Northampton Community College, she began her career at Muhlenberg Medical Center. Today she's the patient care manager in Lehigh Valley Hospital–Muhlenberg's emergency department. "I enjoy the fast-paced environ-ment of the ER," says Fontaine, a proud member of the team that received a 2013 Friends of Nursing Award for establishing her department's rapid assessment unit. "It has improved patient satisfaction immensely, and now other hospitals are visiting to learn from us," she says. Fontaine enjoys spending time with her three grandchildren and traveling.

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LVHN Colleague of 65 Years Among Honorees at Annual Star Celebration

Comments: 0

09/19/14 by Rick Martuscelli in Celebrate, Connect with Colleagues

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Two types of success are celebrated at the event: longevity and service excellence. Below, read about an LVHN colleague who was honored for dedicating her 65-year (and counting) career to nursing education, and three others who have been furthering the network's mission for 45 years. We will feature our colleagues who were recognized in future Mission Central posts every Friday.

Josephine Ritz, RN – 65 years

When The Allentown Hospital's director of nursing visited

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Fountain Hill High School, she had excellent advice for Josephine Ritz, RN, who couldn't decide if she wanted to be a nurse or teacher. "She said I should become a nurse, and if I did well, become a nursing instructor," Ritz recalls. That's exactly what she set out to do. Ritz graduated near the top of her class and at age 21, was named the night shift supervisor for the entire hospital.



Doing well as a nurse, she began working at the hospital's School of Nursing while earning her bachelor's and master's degrees. She was an assistant instructor, instructor and curriculum coordinator before being named the school's director in 1974. "That was my proudest moment," she says. "I never expected to reach that goal." Even today, education is her greatest passion.

Only a week after the school closed in 1988, she received a call from the hospital's vice president of development asking if she would be interested in [fundraising](#). Although Ritz didn't know anything about fundraising, she knew many people who might be willing to offer support. On her third day at work, she secured a \$10,000 gift. During her second week, she received another \$10,000 donation.

Ritz went on to secure millions of dollars in funds throughout her career to support nursing education. These funds help nurses return to school, attend professional conferences, earn special certification and pursue other professional excellence presentations.

A widow (her husband, George, passed away in 1985), Ritz says she will continue to work as long as she is healthy. She has one son, two grandsons, and enjoys gardening, reading and crossword puzzles.

Nancy Beidler – 45 years

At age 16, Nancy Beidler got her first job working in The Allentown Hospital kitchen. After graduating from William Allen High School, she earned her medical assistant's certificate from Lehigh County Community College and started working in the hospital's business office. A year later, she took a job as secretary in the mental health clinic and became a case work aide. "I did home visits to help patients with [behavioral health conditions](#)," she says. "I was always interested in helping people."



In 1979, Beidler helped establish our [Transitional Living Center \(TLC\)](#), a program that helps people with mental illness make positive lifestyle changes through support, supervision and development of recovery of daily living skills. Today she is program coordinator. "There are never two days that are the same," Beidler says. "I get to help people with mental illness get back on track. It's rewarding when clients who are discharged from TLC return to show us how well they are doing."

In 2005, Beidler received the psychiatry department's Mental Health Professionals Award. In 2009, she was named Service Star of the Month for helping a patient who was diagnosed with lung cancer. "The woman was divorced and had to drive a great distance to pick up her children after school, but her car was in terrible shape," she says. "One day I stopped by a local car dealership to ask if they would give her a dependable car." The dealership agreed. The patient is still alive and has the same car.

Beidler and her husband, Barry, have been married for 37 years. She enjoys playing with her cat, Spookie, and selling Mary Kay cosmetics. "It's a different type of reward for me," she says. "I help women boost their self-confidence to help them feel good about themselves."

Susan Heffner, LPN – 45 years

A graduate of Allentown Central Catholic, Susan Heffner,

LPN, always had genuine compassion for people’s health concerns and a strong desire to help. This is what guided her to attend Lehigh County Community College and become a nurse. She has dedicated her nursing career to working in neurology, a field that allows her to live her passion.



“Nursing can be challenging, but it also is interesting and rewarding,” says Heffner, who currently works on the neuroscience unit at Lehigh Valley Hospital–Cedar Crest. This was never more true to Heffner than when she cared for a young girl who was dependent on a respirator. During the three months Heffner cared for her, they became friends and remained close even after the girl was discharged.

Heffner is passionate about going out of her way and taking extra steps to give patients and families the care they expect and deserve. “I genuinely care about my patients and put myself in their shoes,” she says. “I treat patients like they are members of my own family.” The compassionate, quality care she provides led to her being named a Friends of Nursing Award recipient.

Heffner is a history buff and enjoys traveling, reading, photography and picnics with family. She especially enjoys time spent with her nieces and nephews.

Linda Konrad, LPN – 45 years

Two people inspired Linda Konrad, LPN, to be a nurse: an aunt with whom she was very close and a school nurse whom she greatly admired. Konrad attended Parkland High School and earned her nursing diploma at Lehigh County Community College. She quickly discovered her passion for caring for children.



She started her career in 1969 on the pediatrics unit of The Allentown Hospital. When the outpatient pediatrics department opened in 1992, she made the transition. Today that department is known as our [Children's Clinic](#). It's a place where Konrad feels rewarded knowing she is touching children's lives. “I still love my job,” she says. “There is something special about being with young kids who have an enthusiasm for life.”

In her professional and personal life, Konrad describes herself as “rooted.” Not only has she worked at the same place for 45 years, she still lives in her childhood farm home. “I’ve always felt secure and have had no desire to venture,” she says.

Her desire to help children grow into healthy adults is as strong as ever. Konrad earned a Friends of Nursing Award in recognition of work she did in our community. She hosted seat belt and babysitting programs, and did private duty nursing for a patient who had a kidney transplant. Konrad also received the Service Star of the Month award for helping a child whose mother was deaf. “She couldn’t read to him, so I got the little boy equipment that allowed him to listen to stories,” says Konrad, who is coordinator of the Reach Out and Read program at [Lehigh Valley Hospital–17th Street](#).

Konrad and her husband, Karl, have been married for 24 years. She enjoys knitting, reading, gardening and playing the piano.

[Add a Comment](#)

09/15/14 by Rick Martuscelli in Celebrate, Get News

Each September, we hold our Star Celebration gala to recognize the indispensable role colleagues play in fulfilling our mission to heal, comfort and care. It's a chance to thank colleagues for their dedication and commitment to excellence.

Two types of success are celebrated at the event. One is longevity, as we present pins to colleagues who've been with Lehigh Valley Health Network for milestones that start with 10 years and, in some cases, reach 50 years or more.

Service Excellence Awards are the other way we celebrate success at the gala. These awards are given annually to individuals and teams that exemplify our mission through their extraordinary efforts. Several of the awards recognize workplace efficiency. Others are for compassionate care and service to our community.

Here are photos of the event, which was held Friday, Sept. 12 at Holiday Inn, Fogelsville. Every Friday starting Sept. 19, visit Mission Central to learn more about the colleagues who were honored at Star Celebration.



◀ Back

Picture 1 of 11

Next ▶

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Josephine Ritz, RN
Development

The legacy of Josephine Ritz, RN, spans 65 years. Over that time, the tireless educator, mentor and fundraiser has made a mark on countless lives.

Ritz was an educator for 27 years at The Allentown Hospital School of Nursing. During that time she taught more than nursing skills. She also modeled how to be a compassionate professional. More than 2,500 students passed through her classroom and into professional careers that touched millions of lives in the Lehigh Valley and beyond.

While she is most respected for training skilled professionals, she is beloved for her caring heart and generous spirit. One former student expressed the support, encouragement and kindness Ritz showed her during a trying time in her life with the words: “I want to thank Mrs. Ritz for her help in my time of need. In my senior year of nursing school I found myself homeless and penniless after leaving a home life full of turmoil....You have no idea how your help has impacted my life.” That student went on to a successful career in nursing, earned her MSN and now works in nurse informatics.

A steadfast champion of nursing education, Ritz's impact is wide-reaching. After attempting to retire in 1989, her knowledge and skills were tapped days later for a new position in philanthropy. Her work there is still evident today in the Friends of Nursing (FON) program and gala. Now when asked if she'll ever stop working, Ritz says, “It's too late to retire.”

Today, at age 88, her passion and energy haven't waned. Because of her extraordinary commitment and dedication to personal relationships, she's raised more than \$25 million in gifts to help elevate LVHN to Magnet® status. And her work continues.

Nominators Pat White, Lise Twiford and Mary Ellen Herzog say, “Ritz has a passion for better nursing and is motivated by her motto: Nursing needs money. Scores of personal notes and donations in her honor bear this legacy out. It's clear that former students, physicians and colleagues are motivated by her example and grateful for her contributions all these years.” As one admirer expressed, “She's a gem.”

[Add a Comment](#)

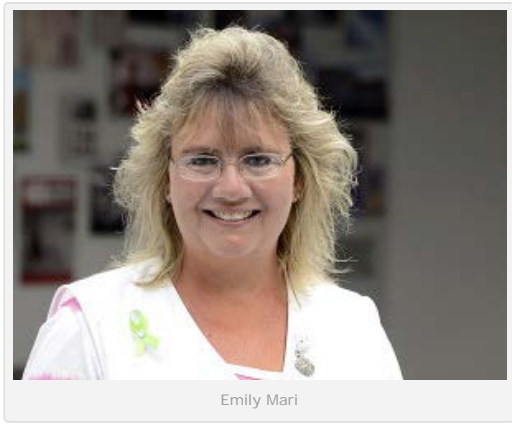
Our Shining Stars

Comments: 0

 by Rick Martuscelli

Meet our 2014 Service Excellence Award recipients

They are role models, exemplify our PRIDE behaviors and were honored at the annual Lehigh Valley Health Network (LVHN) Star Celebration gala. They're our 2014 Service Excellence Award recipients. See how they're helping us achieve The Triple Aim – better health, better care and better costs.



Emily Mari

COMMUNITY SERVICE AWARD

Emily Mari, infusion services,
LVH–Muhlenberg

During her 23-year LVHN career, Mari has devoted countless hours supporting patients with cancer. She helped organize numerous events that benefited our David Prager Patient Assistance Fund, which helps patients with cancer afford items such as rent, car insurance and groceries. Mari also supports Relay for Life and organized a Zumbathon that raised \$2,000 for patients battling cancer. She realizes how her work within our health network benefits the community. It's why she

championed many projects to improve the patient experience and workflow, and was one of the first colleagues on her team to receive LEAN certification.

GULDIN AWARD FOR EFFICIENCY IN THE CLINICAL WORKPLACE

Perioperative services,
LVH–Muhlenberg

Colleagues in the perioperative units prove you can give patients and families a better experience by working together and more efficiently. Collaborating with colleagues from organizational effectiveness, they eliminated pre-surgery inefficiencies and achieved tremendous results. Now, most ambulatory patients no longer go to the holding room preoperatively, reducing the need for patient hand-offs and giving

patients up to 45 minutes more with family. The day's first surgery is starting on time 87 percent of the time, which keeps the team on schedule the rest of the day. At their daily huddle, team members discuss their goals and share ideas to provide the safest possible care. The team is celebrating more than 300 days of quality without a serious event.



Perioperative services,
LVH–Muhlenberg

GULDIN AWARD FOR EFFICIENCY IN THE NONCLINICAL WORKPLACE

Michael Miller, revenue cycle systems

Miller took insurance eligibility verification to a new level. He worked two years to develop Passport's Registration Quality Assurance (RQA), a web-based tool that identifies registration inaccuracies early and allows colleagues to correct demographic and insurance discrepancies quickly. Instead of colleagues having to manually find discrepancies in Passport's standard eligibility responses, RQA finds it for them and alerts them if there is an issue. RQA improves demographic and

insurance data accuracy; increases patient satisfaction because fewer bills are sent; decreases insurance denials, accounts receivable, bad debt and corrections billers must make to submit insurance claims; finds process flaws and more. Departments that started



Michael Miller

using RQA in April saw their error resolve rate improve from 42 percent to 87 percent.

GULDIN AWARD FOR EFFICIENCY IN THE PHYSICIAN PRACTICE

The billing and recording of services provided in our Transplant Center has been time-consuming for its financial counselor. In 2012, colleagues from the center, finance, patient accounting, Populytics and the HLA lab began a journey to discover efficiencies that would decrease the counselor's administrative workload and increase time spent helping patients. They developed patient identification cards to ensure proper information is entered when patients register with a provider. They automated processes that determine patient eligibility and create reports. The manual entry of data into 15 different spreadsheets was reduced to seven. Work continues to make data entry fully automated. They identified an additional \$370,000 in charges for which we can be reimbursed by Medicare. Plus, the financial counselor now spends the majority of her time helping patients.

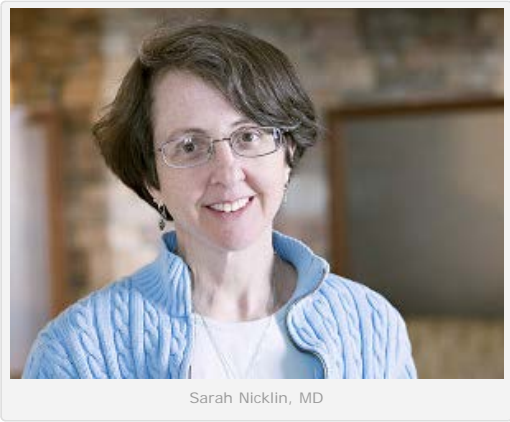


games at a summer picnic. The fun continued with pumpkin carving, baby photo, wreath decorating and candy guessing contests. Money raised from raffles during these events is used to support the pediatric program in radiation oncology and families in need during the holidays. R&R activities are a great way for the radiation oncology team to celebrate accomplishments and enjoy each other's company.

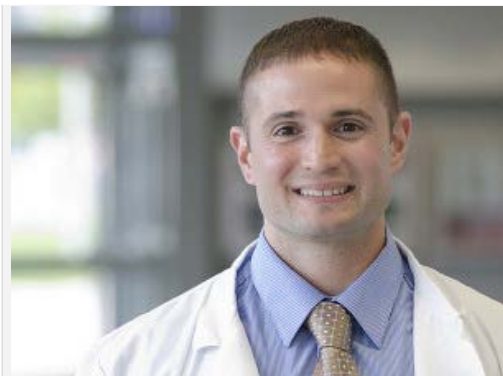
PHYSICIAN SERVICE STAR AWARD

Sarah Nicklin, MD, hospice

Nicklin is driven to make each precious moment count for patients and families on the inpatient hospice unit. You'll find her on the unit (sometimes until 3 a.m.) providing compassionate, thorough, empathetic end-of-life care. Here are examples. She arranged a birthday party for a patient who had no family to visit her. She drew a picture for a patient's grandchildren to explain how the device in their grandfather's nose was comfortably controlling his nosebleeds. For a patient who felt unsafe around her husband but still wanted to see him, Nicklin made arrangements for her to have supervised visits with security present. She helped implement conferences held within 48 hours of each patient's arrival to identify what's important to the patient and family and develop a plan to obtain their goals, which have ranged from a simple visit from the family dog to a request to get married.



WALKING ON WATER AWARD



Brett Feldman, PA-C

Brett Feldman, PA-C
Hospital medicine

Feldman is passionate about caring for our community's underserved. The physician assistant organized a free, weekly medical clinic that serves residents and clients at Safe Harbor Easton, an emergency and transitional shelter. About 70 of the 100 people who come each day have no medical care whatsoever. Now Feldman is among a team of caregivers providing Street Medicine. Carrying a backpack filled with basic medical supplies, he provides care to homeless people in alleys and

under bridges. A homeless person who comes to the ER or is admitted can request the service. A member of the Street Medicine team meets with the patient and begins to build a relationship and establish trust. The Street Medicine program has reduced length of stay and readmission rates in this group of patients.

MARK J. YOUNG, MD, SERVICE EXCELLENCE AWARD

Debbie Salas-Lopez, MD
Department of medicine

Salas-Lopez not only considers a patient's symptoms and cultural background, but also the social factors that may have contributed to his or her condition. Under her leadership, her department spearheaded community projects for uninsured and vulnerable populations. These include support of Allentown's Adopt an Apartment program for area homeless, sustaining a monthly health clinic at the Sixth Street Shelter, championing our Street Medicine program and providing health education for patients with diabetes and obesity. Salas-Lopez also worked to enhance access to our cancer services. Her efforts resulted in a 200-percent increase in the number of minorities participating in clinical trials, more than 200 patients receiving colonoscopies following community outreach efforts, and more than 2,500 women receiving mammograms and Pap tests following culturally and linguistically appropriate education.



Debbie Salas-Lopez, MD

SERVICE STAR OF THE YEAR AWARD

Brooke Deisher, RN
Transitional trauma unit

When a patient's wife made the difficult decision to withdraw life support for her husband, Deisher comforted her. The woman – who walks with a cane following a stroke – was coping with many problems. She lives with and cares for her daughter (who has mental disabilities), her son and wife (who also suffers from mental illness), and their three children. The woman told Deisher her electricity had been turned off. Deisher called the power company, explained the situation and got

power restored. Deisher also learned the woman's other son was to arrive at the airport later that night. To ensure the son arrived in time to say goodbye to his father, Deisher arranged to have a security colleague pick him up.



Brooke Deisher, RN

[Add a Comment](#)

Service Star – September 2014

Comments: 0

08/19/14 by Ashley Miller



Alice Wall, RN, Lisa LaBar and Devin Nelson, RN Emergency Department, Lehigh Valley Hospital–Cedar Crest

Joan Schultes has a front row seat to the full spectrum and drama of the human condition as a case manager in Lehigh Valley Hospital–Cedar Crest’s emergency department (ED). She is a regular witness to the best and worst of the human spirit, and is frequently amazed by the daily miracles colleagues perform despite the pressures and pace of the ED.

This summer, she watched in awe as colleagues Alice Wall, RN, Lisa LaBar and Devin Nelson, RN, acted with exceptional professionalism, respect and kindness while treating a patient in their care. An emergency medical services team transported the patient to the ED after finding her in a home environment described as being in “Hazmat condition.” An examination revealed she had neglected basic personal hygiene for a significant amount of time. She also had numerous medical conditions.

While the patient’s physical condition was shocking, Wall, LaBar and Nelson displayed profound compassion and maintained their professionalism as they worked to restore the woman’s dignity. The colleagues – bathed her, washed her hair and provided oral care. They politely bagged her belongings and offered reassurance.

Sometime later, the woman’s daughter arrived at the hospital to find her mother restored to a condition of dignity. This provided reassurance that her mother’s health needs would be appropriately assessed and she would get the medical treatment she deserves.

“I admire these colleagues and the entire ED staff for all the miracles they perform daily in the lives of our patients,” says Schultes, who nominated Wall, LaBar and Nelson for the award.

Next steps

- [Nominate a Service Star](#)

- Congratulate these nominees:

Maria Martinez – emergency department, LVH–Cedar Crest

Joan Schultes and **Beth Budick**, case management, and **Nancy Robson, RN**, emergency department, LVH–Cedar Crest

Marie Gutekunst, RN – 6T, LVH–Muhlenberg

[Add a Comment](#)

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Service Star of the Month – August 2014

Comments: 0

07/16/14 by Sheila Caballero

Heather Reph, RN
5T, Lehigh Valley Hospital–Muhlenberg



Heather Reph, RN

During the day, the hospital is alive with the hum and buzz of adrenaline-laced activity. But at night, muted footfalls and hushed tones fall on patient units like a soft blanket. It's an atmosphere that lends itself to quiet reflection and important conversations. It's also where Heather Reph, RN, forms friendships and forges support for patients in her care. Reph works night shift on Lehigh Valley Hospital–Muhlenberg's 5T.

Her professional reputation equals her personal one. Colleagues describe her as "tenacious" in her dedication and capacity to care for patients and make their lives better. They often are in awe of Reph's ability to form friendships with patients in those quiet evening hours – and to devise ways to improve their time on earth. Reph's tenacity was on full display when a patient learned cancer had spread and she had limited time left. The woman was devastated, and so was Reph. Making the news more difficult was the fact that the patient's son was due to be married and she most likely wouldn't live to see the celebration.

Determined to make a difference for the woman and her family, Reph organized a pre-wedding event. She reached out to a local business owner and arranged a special evening to give the patient the mother-and-son dance she would surely miss. A DJ and photographer also donated their services. The night of the party, the patient danced with both her sons while a photographer documented the occasion.

The patient passed away March 14, 2013, but not before Reph gave her keepsake photos and memories that will stay with her family forever. Nominator Cheryl Morgan, RN, says, "The event was a bittersweet gift of love from a wonderful and caring nurse who isn't afraid to look adversity in the face and change lives through the power of friendship."

[Add a Comment](#)

Fresh Starts

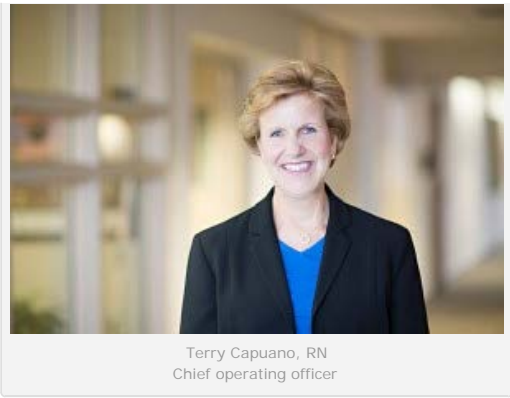
Comments: 0

by Admin

There's nothing like the start of a "new year," whether it's a fiscal year, school

year or calendar year. A fresh beginning is invigorating and gives us an opportunity to reimagine and revise processes in our lives, inside or outside of work.

If your New Year's resolution needs a fresh start, you have another chance. Start our new fiscal year by completing your Health and Wellness Assessment on [MyPopulytics.com](#) by Aug. 29. That simple step ensures you can enroll in a Choice Plus health plan for 2015 during Open Enrollment – but that's not all. The Health and Wellness Assessment is an excellent way to identify an area of your health on which you can improve. Is stress a problem? Not enough exercise weighing you down? Use the assessment to set an achievable goal. Then take steps to change the path you're on. Medical assistant Kayla Freudig says her health is a "work in progress," but goals help her stay on track, as you'll see when you read her story. So use your goals and wellness dollars to reach a better state of "you."



Terry Capuano, RN
Chief operating officer

Fresh Ideas

How important is saving time? At the [June Leader-to-Leader meeting](#), we heard from three colleagues who graduated from the LVHN Lean certification class. While each represented different clinical areas, their passion for improving the patient experience resonated with me. In each case, the Lean grads found ways to improve the use of time (whether reducing patient wait times for an appointment or increasing the likelihood patients arrived on time for treatments), or they reduced length of stay for observations – improvements that increases patient satisfaction and controls costs.

Even if you haven't taken a formal Lean certification class, you probably have some ideas that could help improve things. So start today – don't wait until next week. Use your daily huddle as a sounding board to ask, "What can we do better?" Then begin by implementing one new idea. Your fresh ideas could make a difference in the way we reach our [Triple Aim goals: better health, better care and better cost](#).

Fresh Views

Our goals of People, Service, Quality, Cost and Growth are getting a fresh view to coincide with the Triple Aim. The Triple Aim was developed by the Institute for Healthcare Improvement (IHI) as a framework for better health and care at a better value. The principles of this model are based on patient outcomes and quality of care, and will incorporate our focus on our people as well as the other goals we value. It's a fresh approach to how we think about, plan for and develop goals. And we're already taking steps to toward the Triple Aim with the implementation of the Epic electronic medical record to achieve better care and care transitions, and simply by taking an active role in our own health with check-ups and completing our Health and Wellness Assessments to achieve better health.

And as we begin this new fiscal year, you also will hear from our acting president and chief executive officer, Brian Nester, DO, who will share his perspectives on value based care and the best ways to implement health care reform. With his leadership and your partnership, we can work together to achieve the Triple Aim.

It's a new fiscal year with new goals. LVHN, let's get started.

[Add a Comment](#)

Service Star – July 2014

Comments: 0

06/17/14 by Admin



Corinne Solt, RN, and Amy Serfass, RN

Many colleagues provide emotional support for patients and their families. It's not often they're called to fulfill a dying patient's last wish, but that's exactly what Corinne Solt, RN, and Amy Serfass, RN, did for a patient who touched their lives.

A home care nurse, Solt was caring for a woman undergoing lung cancer treatment for three years. They became so close the woman asked Solt to be there for her family as she neared the end of life. When the woman transitioned to home hospice care, Serfass, a hospice nurse, cared for her. Recognizing the special bond between Solt and her patient, Serfass stayed in contact with Solt to share information about the woman.

As the woman's condition worsened, she expressed a nearly impossible wish to see her mother one last time. Paralyzed and unable to travel, the woman's mother is a resident of a skilled nursing facility. Undaunted by the improbability of making her wish come true, Solt, Serfass and the woman's daughter devised a plan.

On the day the patient's wish was fulfilled, Solt traveled to the nursing home to meet the patient's mother, while Serfass stayed with the patient. Using FaceTime technology, the nurses used their cellphones to connect the dying woman and her mother in an emotional reunion.

"It's a moment that will always stand out in my nursing career," Solt says. "It was an honor to work with Amy. She provided phenomenal care to our patient throughout hospice and went above and beyond to share case information with me so I could be there for the family when the time came." When the woman passed away, Solt was there for the family as promised.

**THINGS TO REMEMBER WHEN
NOMINATING A SERVICE STAR:**

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NEXT STEPS

- ▶ **Nominate a Service Star**
- ▶ Congratulate these nominees:
 - **Heather Olga White, RN** – trauma-neuro intensive care unit
 - **Julio Velazquez** – security
 - **Lauren Sysko, RN** – transitional skilled unit
 - **Rick Gehman, John Lembach and Dan Loch** – engineering
 - **Elsa Moyer, RN** – emergency department, LVH-Muhlenberg
 - **Chen Fontaine** – security
 - **Jury McHale** – interpreter services
 - **Kathy Felix and the cardiac intensive care unit team**

“By collaborating, the nurses were able to provide incredibly compassionate care to a dying woman and her family,” say nominators Jeanne Vogt, RN, and Chris Renninger, RN. “They fulfilled very personal promises that helped ease the emotional burdens of a special patient.”

[Add a Comment](#)

Service Star – June 2014

Comments: 0

05/12/14

by Admin

Multidisciplinary Transplant Team



In the fall of 2013, Charlie Lambe took a courageous step that transformed six lives. That's when Lambe was wheeled into a Lehigh Valley Hospital–Cedar Crest operating room (OR) to donate his kidney to a stranger. Lambe's kidney was removed by transplant surgeon Lynsey Biondi, MD, and flown to Barnes Jewish Hospital in St. Louis. Meanwhile, a donor in St. Louis was undergoing surgery. That kidney was flown to the Mayo Clinic in Jacksonville. A similar surgery underway in Jacksonville meant a kidney also was headed back to Lehigh Valley Hospital–Cedar Crest.

The unusual three-way pairing is an example of the United Network for Organ Sharing Kidney Paired Donation program. We participate in the Organ Procurement and Transplantation Network computermatching program to help pair donors when they aren't compatible with their intended recipients.

Lambe wanted to give his kidney to his brother, Jeff Peplow, who was struggling with daily dialysis treatments. The two weren't

NEXT STEPS

- ▶ **Nominate a Service Star**
- ▶ **Congratulate these nominees:**
 - **Chris Schoenberger, RN, 6T**
 - **Thomas Krick, RN, adult psychiatry**
 - **Megan Hemminger, population health**
 - **Mark Kopac, security**
 - **Amanda Nyce, RN, 4T**

compatible, but the network found other matches in Missouri and Florida.

Nominators Cathy Feher, RN, and Hope Johnson, RN, saw the incredible teamwork it took to execute six successful surgeries. They compared it to a complex orchestra with dozens of professionals skillfully playing their part.

Sonja Handwerk, RN, led a team that communicated internally and with the other hospitals to ensure the operations were successful. The morning of the surgery, OR colleagues Kallan Dianna, RN, and Lisa Reinert volunteered to start early so the kidney could arrive on time at Philadelphia International Airport. A multidisciplinary team worked together to ensure everything went off as expected including: pre-admissions testing, lab work, administrative support, finance, pastoral care, and patient and team training. The Gift of Life Donor program transported the kidneys to and from the airport. Later that day, transplant surgeon Michael Moritz, MD, wrapped up a successful kidney transplant on Peplow thanks to his brother and the anonymous donor in Florida.

Colleagues on the multidisciplinary transplant team include:

SURGICAL TEAM: Lynsey Biondi, MD, Michael Moritz, MD, Kallan Dianna, RN, Lisa Reinert, Nicole Lee and Jessica Hopton

TRANSPLANT PROGRAM: Sonja Handwerk, RN, Leigh Yocum, RN, Heidi Dauter, RN, Sue Eckhart, RN, Elyse Kernan, Michelle Bickham, Gail Bauer, Brandi Kolokas, Charisse Stevenson, Gina Leiby, Jolene Bennett and Leilani Souders

LABORATORY TEAM: Robert Cirocco and Jennifer Mendiolina

OR NURSE MANAGERS: LouAnn Newman, RN, and Lori Fuehrer, RN

SOCIAL WORK: Judy Knoop

PASTORAL CARE: Tim Hasenecz

ANESTHESIA: Jeffrey Drobil, DO, and Carmella Pretti

FINANCE: Rocky Iachini

COLLEAGUES FROM THE POST-ANESTHESIA CARE UNIT, 5B AND NEUROSCIENCE ICU

[Add a Comment](#)

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Let's make our mission possible.

It's up to each of us.

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< Motivational Monday: Begin Today

Flu Vaccinations for Colleagues >

Watch September's Leader-to-Leader Video

Do you want to know what's going on in our health network? Watch the Leader-to-Leader meeting. Leader-to-Leader meetings are held the third Thursday each month in the Lehigh Valley Hospital-Cedar Crest auditorium and simulcast to participants at Lehigh Valley Hospital-17th Street, Lehigh Valley Hospital-Muhlenberg and Mack Boulevard. Using a PowerPoint presentation as a guide, guest speakers share updates on key issues and initiatives.

Scroll down to view videos of each of the speakers.

(Please note you must be logged on to our intranet with Internet Explorer in order to access the videos. You also need to have Microsoft Silverlight installed on your computer. If the links do not open properly, try refreshing your browser. If you have questions or need assistance, please contact information services at 610-402-8303.)

- [Intro and Honor Roll](#)
- [Service Star](#)
- [Epic](#)
- [Cardiology and Children's Hospital Update](#)
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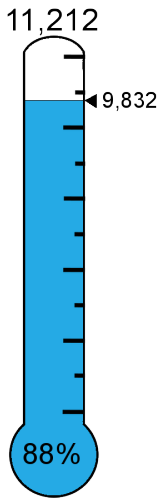
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We Reached 88%

Nearly 10,000 colleagues completed their health and wellness assessment.



Watch for information on open enrollment 2015 in your home mailbox the week of September 15.

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KEYWORDS

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Colleagues Community
Conversation Crucial conversations
Dr. Swinfard Epic Facebook
Fireside Chat fitness
ForumQuestions2013
Forums handbook Holiday
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< In the News: September – VIDEO

Wellness Wednesday – Eat “Smart” >

Try LVHN Fitness at One City Center for Free on Wed. Oct. 8

You’ve seen the excitement surrounding the introduction of LVHN Fitness at One City Center in downtown Allentown. Now, as an LVHN colleague, you have the opportunity to try our newest fitness center. . . for *FREE*.



On Wed. Oct. 8, LVHN colleagues will be able to take part in Free Fitness Wednesday. On that day you can enjoy a workout, take a group fitness class, get a chair massage and use the locker rooms at LVHN Fitness at One City Center (707 Hamilton St.) for free. Our 17,000-square-foot-facility is packed with state-of-the-art aerobic and strength training equipment designed to keep you well. And for LVHN employees, membership at this facility is the same as any LVHN Fitness location – only \$44/month with eligibility for Culture of Wellness reimbursement.

Here’s how to take advantage of your Free Fitness Wednesday:

- **Step 1 – Bring your LVHN badge.** Park in the Linden Street Parking Garage, follow the signs to LVHN-One City Center and show your LVHN badge at the front desk.
- **Step 2 – Sign a waiver** to participate in Free Fitness Wednesday.
- **Step 3 – Exercise**

Group fitness classes available for free at LVHN-One City Center on Oct. 8 are:

- **Cycle 60** – 5:30-6:30 a.m.
- **Chisel** – 8:30-9:30 a.m.
- **Zumba** – 12:15-1:15 p.m.
- **Tabata** – 4:45-5:15 p.m.
- **Boot Camp** – 5:15-5:45 p.m.
- **Every Body’s Yoga** – 6:15-7:15 p.m.

Get class descriptions and more information [here](#).

Use of fitness equipment, locker room amenities, a chair massage, and participation in group fitness classes are free for LVHN colleagues on Oct. 8. There is a charge for other services such as fitness assessments, personal training, other massage services, and the Multisport Simulator

The Oct. 8 event is part of a Free Fitness Wednesday promotion that extends to employees of the other Founding Partners of the PPL Center arena. They include PPL, Air Products, National Penn, Service Electric, Capital Blue Cross and WFMZ.

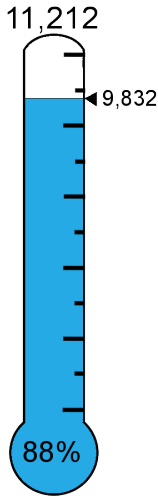
This entry was posted by [Kyle Hardner](#) on September 24, 2014 at 9:34 am, and is filed under [Get News](#), [Live Healthy](#). Follow any responses to this post through [RSS 2.0](#). You can [leave a response](#) or [trackback](#) from your own site.

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KEYWORDS

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< Wellness Wednesday – Eat “Smart”

Have a Casual Conversation With Dr. Nester >

Do we have enough primary care physicians to meet demand?

This question was asked and answered at the Colleague Forum on Aug. 28, 2014.

As we strive to provide more outpatient care so we can keep people healthy and out of the hospital, do we have enough primary care physicians to meet the demand?

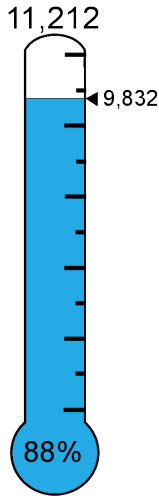
No. If there is one area we are behind in our number of practitioners, it's primary care. We're developing plans to bring more primary care physicians (PCPs) to our community, especially in Northampton County where there is greater need. We also are giving our PCPs new resources to enhance the care they provide. We're making investments in population health analytics technology through our partnership with [Optum Labs](#). This will help PCPs identify which of their patients are at risk for developing certain illnesses so they can provide care that helps prevent conditions from occurring. We also have six community care teams, each comprising a nurse, social worker, behavioral health specialist and pharmacist. The teams work with 17 practices to help them care for patients who have complex or chronic conditions, as well as limited resources or support from family or friends. For these patients, the teams coordinate care, provide education, link them to additional health care resources and help them achieve their health goals, thus providing better outcomes and reducing health care costs.



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We Reached 88%

Nearly 10,000 colleagues completed their health and wellness assessment.



Watch for information on open enrollment 2015 in your home mailbox the week of September 15.

This entry was posted by [Rick Martuscelli](#) on September 25, 2014 at 1:13 pm, and is filed under [Live Healthy](#). Follow any responses to this post through [RSS 2.0](#). You can [leave a response](#) or [trackback](#) from your own site.

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Do we have enough primary care physicians to meet demand? »

Wellness Wednesday – Eat “Smart”



You see them everywhere. “Smart foods.” What are smart foods? What makes them so smart? Many “smart foods” help keep you smart by supporting healthy brain function or warding off problems that can erode mental power. “Anything good for your body is generally good for your brain,” says Lehigh Valley Health Network family medicine physician [Mary Stock Keister, MD](#).

Other smart foods help reduce inflammation in your body, which can be linked to diseases that can negatively affect your brain. “Controlling inflammation is one way food can bolster brainpower,” Stock Keister says.

This week’s wellness challenge: Work smart foods into your diet.

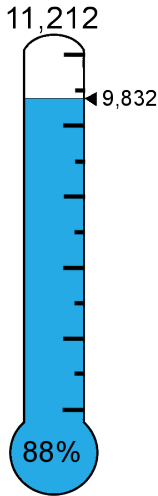
Here are eight “smart foods” to try:

- Salmon** – It’s rich in omega-3 fatty acids, which help reduce inflammation. Your body can’t make its own omega-3s, so it’s essential to get them from food. Some research shows omega-3s may improve depression, mood and memory.
- Avocado** – Healthy monounsaturated fats in avocado help reduce cholesterol, potentially improving circulation throughout your body (including your brain). But fat also packs calories, so limit your intake to no more than a quarter-cup per day.
- Blueberries** – Antioxidants in blueberries clean up molecular agents that can damage cells. While many colorful foods contain antioxidants, blueberries are an especially rich source.
- Oatmeal** – Whole grains like oatmeal help lower cholesterol in part due to their artery-cleansing fiber. “By reducing the risk for plaque buildup in arteries, oatmeal can help ensure healthy blood flow to the brain,” Stock Keister says.
- Walnuts** – They’re high in both monounsaturated fats and antioxidants, and are especially high in omega-3s.

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Beans – High-fiber beans of all kinds convert relatively slowly to glucose, which provides energy to the brain. “The brain can’t store glucose, so it needs a steady flow, and beans are an excellent source,” Stock Keister says.

Olive oil – Because it’s rich in monounsaturated fat, olive oil is a staple of the [Mediterranean diet](#), which studies suggest promotes brain health.

Green tea – “Freshly brewed tea – not from powder – contains catechines, a type of antioxidant that promotes healthy blood flow to the brain,” Stock Keister says. Caffeine can boost brainpower as well. But too much can have the opposite effect, so limit yourself to two or three cups a day.

Try some of our healthy recipes, such as [grilled rosemary-salmon kebabs](#), a [tower salad](#) with avocado or oatmeal filled [very blueberry muffins](#).

Do you have a topic or question for Wellness Wednesday? Leave a comment and let us know what you want to read about.

This entry was posted by [Amanda Coe](#) on September 24, 2014 at 3:30 pm, and is filed under [Live Healthy](#). Follow any responses to this post through [RSS 2.0](#). You can [leave a response](#) or [trackback](#) from your own site.

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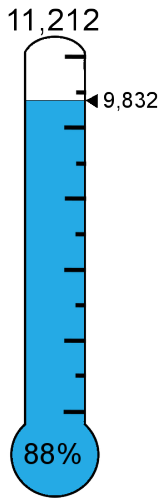
In the News: September – VIDEO

A Lancaster County man's concerns about passing along hypertrophic cardiomyopathy (HCM) to his son brought him and a Lancaster area TV station, WGAL, to LVHN for a story about genetic testing. In addition to that feature, this month's LVHN in the News also highlights a fundraising campaign for Children's Hospital at Lehigh Valley Hospital spearheaded by the Angel 34 Foundation. The foundation was started by a teenaged cancer patient who lost her battle several years ago but left a lasting mark in caring for other kids with cancer. WFMZ-TV 69 News interviewed an LVHN source about the impact of the ALS Ice-bucket challenge that became the rage of social media. See the work of art students from the Baum School in Allentown who painted a mural in the cancer center at LVH-Cedar Crest as a calming distraction for patients. LVHN emergency management is showcased in two stories—a first-responders' immersion event to demonstrate the resources available in an emergency, and the introduction of individual, military-style first aid kits that LVHN is donating to local police officers to use if injured in the line of duty. Lastly, catch a quick glimpse of some of the 4,500 participants who competed in the Lehigh Valley Health Network Via Marathon.

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Other stories:

- Read two inspiring stories about a young boy treated at LVHN who lost both legs to an infection but was determined to play football again, and a woman who ran the LVHN Via Marathon while nine months pregnant so she could be with her mother who took up running following a heart attack:
- [Lehigh Valley Health News](#)
 - [The Express Times](#)

This entry was posted by [Brian Downs](#) on September 23, 2014 at 2:28 pm, and is filed under [Get News](#), [Watch](#). Follow any responses to this post through [RSS 2.0](#). You can [leave a response](#) or [trackback](#) from your own site.

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< LVHN Leadership Change

LVHN Colleagues Celebrate 40 Years of Service at Annual Star Celebration >

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Epic Module of the Month: Prelude

Piano students might know one kind of prelude, but as 'students' of Epic, colleagues who work in registration will get to know another kind of *Prelude* – the Epic registration module.

Prelude will replace registration workflow that is currently done in Centricity Enterprise (CE) and/or Centricity Business (CB). Because *Prelude* is integrated within the entire Epic electronic medical record (EMR) system, information that is completed in the office will carry over to the hospital and vice versa. The integration will provide greater accuracy for registration information, as well as increasing efficiency. Having the system integrated will also allow for the providers to get a better picture of previous and future visits the patient has within the network.

Key features of *Prelude*

New Patient Wizard and other Wizards

Wizards aren't only found in Harry Potter novels. In *Prelude*, "wizards" refer to multiple, related forms. During a new patient registration, the "new patient wizard" provides a guided workflow that allows users to work through each screen and form in a sequential way. Wizards for ADT (admission-discharge-transfer) are designed so that forms cannot be skipped, which will provide a more complete registration.

Interactive Facesheet (IFS)

Would it help having a patient's registration information available in an easy to view place? The interactive facesheet (IFS) is a form that compiles the registration information (demographic, guarantor, coverage) onto one easy-to-read screen. The review of all registration fields can be seen on one page, instead of having to jump from screen to screen to review the info – a helpful feature when a patient is returning for another visit. Also, any changes that need to be made can be done by clicking hyperlinks located on the IFS.

E-sig

Tired of losing pens? *Prelude* offers an electronic signature (e-sig) function so that specific documents can be signed electronically. This helps reduce the amount of paper you need to handle, as well as reduces the need to rescan documents. Having e-sig functionality will also make the registration process more efficient and accurate.

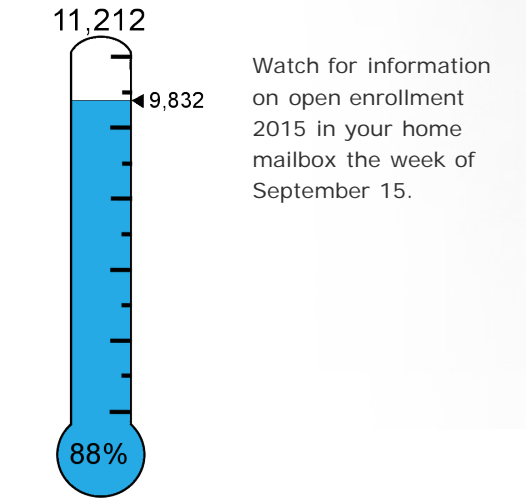
Alias functionality

Sometimes patients get married. Sometimes they get divorced. When name changes happen and they aren't recorded properly, it can result in duplicate medical records or potentially patient safety issues. In our current system, CE allows for an alias, but it must be manually entered – and that step sometimes doesn't happen. In Epic, when a name is changed, *Prelude* automatically adds an alias to the record, preventing duplication and confusion.



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Your Epic Calendar:

Now through October 31:[Testing Epic applications](#)

Beginning December 1:[Super user](#) training:

Beginning January 5, 2015: End user training

Late January 2015: Dress Rehearsal

February 18, 2015:[Go-live for Wave 1, ambulatory settings](#)

August 1, 2015: Go-live for Wave 2, hospital-based settings

This entry was posted by [Jenn Fisher](#) on September 25, 2014 at 4:54 pm, and is filed under [Get News, Learn](#). Follow any responses to this post through [RSS 2.0](#). You can [leave a response](#) or [trackback](#) from your own site.

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