

SUMMER 2010

Magnet Attractions



Let's Celebrate!

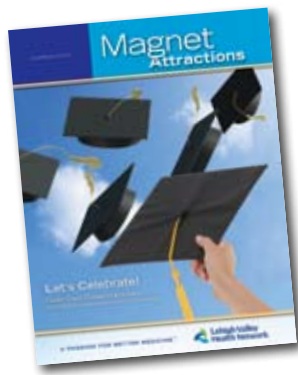
Cedar Crest College to graduate
first M.S.N. class with six of our nurses

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On the cover: Learn about the evidence-based practice studies that six of our colleagues are finishing before they graduate from Cedar Crest College. See page 9.

our magnet story

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

Do You Want to Know Why I'm Smiling?

The quest for our Magnet redesignation is in full swing, and I am confident your Passion for Better Medicine will shine through. Seeing the evidence that will be submitted to the American Nursing Credentialing Center by Aug. 1 fills me with pride. You are doing outstanding work on your units, within our professional practice model and throughout our health network.

You'll be inspired by the story of emergency room nurse Erik Resch, R.N., on page 7. While you're there, you also can relive Nurses Week and our Friends of Nursing celebration.

I know many of you will celebrate educational milestones this summer. On page 9, you can read about six of our nurses who will receive their master's degrees in nursing in August from Cedar Crest College. They are members of the first cohort to graduate from Cedar Crest's Master of Science in Nursing program. What a distinction! On page 10, you can learn which colleagues recently received certification in nursing specialties, and you can read about presentations your colleagues made at national conferences.



These accomplishments make me smile as I think about all the activity in our health network. I also smile when I think about our strong shared governance, which includes staff membership on decision-making councils at the unit and organization level. I smile because our work environment promotes patient and employee safety. And I smile because we emphasize quality care by benchmarking R.N.-to-patient ratios based on the care our patients require.

As I said, we have much to celebrate—and I hope our Magnet appraisers see it that way too!

Anne Panik

Anne Panik, B.S.N., M.S., R.N., N.E.A.-B.C.
Senior Vice President, Patient Care Services



"The quest for our Magnet redesignation is in full swing, and I am confident your Passion for Better Medicine will shine through."

A Salute to Friends of Nursing

Thank you for pouring your hearts and souls into our health network

We want each and every one of you to feel appreciated every day, and we hope our efforts associated with National Nurses Week reinforce this. This year we kicked off the celebration with our Friends of Nursing Awards Celebration. The event's "M³—You Make It Happen" theme is evident as you look through the photos and read stories from the celebration. In addition to reading about our recipients, you'll also learn about some of our nominees who had really great stories too. There is no doubt we are on our way to being named a Magnet hospital for a third time, and it's because of you!

Making dreams come true—That's the goal of radiation oncology's Debra Knappenberger, R.N. (center), and why she received the Keri Fegley Suchy Award for Excellence in the Delivery of Ambulatory Care. Her compassion was recognized by (l-r) Terry Capuano, R.N., chief operating officer, Allison Suchy, daughter of the late Keri Fegley Suchy, Ginger Holko, R.N., wound healing center director, and Ron Swinfard, M.D., chief medical officer.



'The works!'—That's what float pool patient care coordinator Maryann Krobath, R.N. (second from right), signed up for at our Youthful You Institute when she learned she was the recipient of a Fleming Nurse Caring Award. After 36 years in our health network, she deserves some pampering. Krobath received accolades from (l-r) president and chief executive officer Elliot Sussman, M.D., award donor Bobby Fleming and senior vice president of patient care services Anne Panik, R.N.



One night, two surprises—Each year, the recipient of The John M. Eisenberg, M.D., Award for Excellence as a Student Nurse is kept a surprise until the Friends of Nursing Celebration. This year's recipient, Richard Malo, a junior at DeSales University, had not one, but two surprises to celebrate. His dean at the university and Kim Hitchings, manager of our Center for Professional Excellence, worked together to ensure his parents would be there for the big announcement during the celebration. Christine and Richard Malo traveled from Massachusetts to see their son receive the award.



Thanks to our donors!—Josephine Ritz, development's manager of nursing resources; Georgene Saliba, administrator of risk management and patient safety; Anne Panik, senior vice president of patient care services; and Fran Miranda, quality director for obstetrics and gynecology, take a moment to chat together during the Friends of Nursing Celebration. They are all donors of Friends of Nursing awards.



Have no fear, Joe is here!—Dialysis colleagues at Lehigh Valley Hospital—Muhlenberg have a saying about plumber and certified water technician Joe Bedics. *In dialysis, there is no need to fear, For water system problems, Joe is here!* Hemodialysis director Sue Groller, right, nominated him for the Promotion of Patient Care Award.



Actions bring results—At Lehigh Valley Hospital—Muhlenberg's Regional Heart Center, Roslyn Harris, R.N. (third from right), educates patients and colleagues. Because she gets results, Harris received the Florence Nightingale Nursing Practice Award from (l-r) president and chief executive officer Elliot Sussman, M.D., patient care services administrators, donors of the award, Ladene Gross, R.N., Jackie Fenicle, R.N., and Bonnie Kosman, R.N., and senior vice president of patient care services Anne Panik, R.N.



Her night to shine—How big of a deal is receiving a Friends of Nursing award? Let's put it this way: Terry Burger's daughter, Madison, flew in from Savannah, Ga., for the celebration. Burger, our director of infection control and prevention, received the Anne Panik Clinical Leadership Award. She was recognized for preparing and managing our drive-through flu campaign that in just two days offered more than 16,000 free vaccines.



Honoring a friend—Patient care services administrator Courtney Vose, R.N., led the applause as the audience honored Dick Fleming, Friends of Nursing founder and member emeritus of our health network's Board of Trustees. The Fleming family, including Dick's late wife, Peggy, and children Trinkka and Bobby, continues to donate numerous Friends of Nursing Awards



A reason to smile—Maggie, Jake and Sadie are proud of their mom, Sallie Fenstermaker, R.N., recipient of the Award for Excellence in Urologic Patient Care. They should be. After 25 years, she still considers it a privilege to be a nurse. Passionate about the field, she is committed to advancing her skills and to evidence-based practice.

A Week to Remember

Our appreciation for your hard work goes beyond a one-night celebration

Our events to commemorate National Nurses Week didn't stop at our Friends of Nursing celebration. We had our annual Friends of Nursing Medallion lecture, a display of colleagues' posters and actual presentations they made from national meetings and conferences, community outreach activities and more. Many units also host their own special events. Here are some highlights.



Gardens of hope—As part of National Nurses Week, the Professional Excellence Council organized Gardens of Hope, a community outreach project to benefit the health network's hospice patients, while simultaneously promoting the image of nursing to the community. The response to the project was overwhelming. Dozens of caregivers, as well as their spouses and children, jumped in and got their hands dirty to support the cause. By the end of the day more than 200 beautiful pots and planters filled with colorful, cheerful plants were ready to be delivered to hospice patients. Home Care nurse Terry Koehler, R.N., loved bringing a ray of sunshine to Joan Alexander's bedside in her final days. The patient passed away just a few days later.



4K does Broadway—New York-style bagels with fresh cream cheese. Soft pretzels. Rotisserie-cooked hot dogs. There is something about the atmosphere on Manhattan's Broadway that puts a spring in your step. This explains why colleagues on 4K at Lehigh Valley Hospital—Cedar Crest were bursting with energy during National Nurses Week. Their administrative partner, Kelly Lawton, arranged to have the unit set up to look and feel (and taste!) like Broadway. This is just one of the innovative ways our units celebrated Nurses Week this year. Units throughout the health network marked the week in a variety of unique ways.



Blessing of hands—On Florence Nightingale's birthday, our colleagues lined up for our final National Nurses Week event, a blessing of the hands service performed by our colleagues in pastoral care. Caregivers seeking spiritual renewal and inspiration attended the service. During the ceremony our nurses were recognized for the extraordinary healing ways in which they use their hands every day. "It was a very nice way to symbolize how important the art of caregiving is, and what it means to patients, their families, our health network and our community," says Barbara Rutt, R.N., manager of pastoral care.

They're Making It Happen!

Our **M³—You Make it Happen** theme applies to everyone in our network. Here are two Friends of Nursing nominees who put their passion into action

Jill Hinnershitz, R.N., is a champion for new nurses on her unit



Patient care specialist (PCS) Jill Hinnershitz, R.N., has come a long way since her first day on the neuroscience unit as a staff nurse. "I was scared that I would not meet expectations," she says. "Then, as time went on, I grew to love the unit, and I began to receive positive feedback

from patients, families, colleagues and managers."

Today, Hinnershitz is a dynamic leader on her unit and within the local chapter of the American Association of Neuroscience Nurses (AANN). Under her guidance, the chapter earned Outstanding Chapter of the Year from the AANN.

Despite her success, she has never lost sight of what it's like to be a new nurse. A nominee for this year's Florence Nightingale Nursing Practice Award, Hinnershitz is often considered a role model for new nurses. Recently, to spend more time with three new registered nurses on evening shift, she flexed her schedule. "I like facilitating the developmental

process as I work alongside our young nurses," she explains. "I enjoy providing guidance and assisting them in finding the answers to their questions related to patient care, procedures and processes."

She's also passionate about chairing the unit education council, where she increased staff involvement and encourages nurses to share conference findings with colleagues. "I always dreamed of playing an educator role, and now I'm doing it," she says. "It's exciting." She's also pursuing her master's degree in nursing education from Cedar Crest College—she'll graduate in August—and looks forward to using that knowledge to better prepare our nurses for the future.

Award nominee Erik Resch, R.N., is finally where he wants to be

Erik Resch, R.N., remembers hanging around the firehouse long before he was old enough to join. "Then the ambulance captain suggested I go to emergency medical technician (EMT) school," he says. So started Resch's journey to emergency department nursing—a journey that took several unexpected twists and turns.

After completing EMT school at 16, Resch planned to go to paramedic school, but then life intervened. Instead he worked as an orderly, phlebotomist and an EKG technician at another regional hospital. Yet he kept alive his dream of providing hands-on emergency care, eventually enrolling in Alvernia College's nursing program. Then the unthinkable happened. "I broke my back in a speedboat accident," he says. "My plans were derailed again." Resch recovered and provided for his

family by working as a Pa. Turnpike Commission first-responder.

When Lehigh Carbon Community College opened a branch in Tamaqua, Resch knew it was time to act. He enrolled in the nursing program, won a competitive scholarship from the Emergency Nurses Association (ENA), and he's never looked back. In fact, he's charging forward every day in many ways. He's an ED nurse at Lehigh Valley Hospital—Cedar Crest, a role he's had since his 2007 college graduation. A nominee for this year's George E. Moerkirk, M.D., Emergency Nursing Award, Resch is certified in emergency nursing, recently enrolled in an R.N.-to-M.S.N. program and serves as president-elect for ENA's regional chapter.

Resch also conducted three ENA membership drives that yielded more than 60 new members. Plus, he coordinated a certified emergency

nursing (CEN) review course and subsequent testing at Lehigh Valley Hospital—Cedar Crest. A total of 68 nurses from eight hospitals attended the review, and 35 nurses took the CEN test. Seventeen nurses from Lehigh Valley Health Network alone passed the test. Another round of testing took place recently.

Resch is also a champion of family presence and is known by a variety of ED colleagues, including nurses and physicians, as competent and compassionate. "It took me a little while to embark on my nursing career," he says. "But I've never been happier or more satisfied in my whole life."



Inspired by Research

Mae Ann Pasquale, Ph.D., R.N., leads by example

As a faculty member of Cedar Crest College's Master of Science in Nursing program, Mae Ann Pasquale, Ph.D., R.N., shares her knowledge of research with her students. Pasquale recently completed her doctoral research entitled Family Presence During Trauma Resuscitation and received her Ph.D. in May from the University of Wisconsin-Milwaukee. The research was conducted at Lehigh Valley Health Network and was supported by a Fleming Trust System Grant.

Pasquale's research involved a prospective comparative study to evaluate anxiety, satisfaction and well-being in family members who were and were not present during their loved one's trauma resuscitation. The study utilized a previously developed family-presence protocol that had been developed in our health network with Pasquale's guidance and oversight. The results of the study showed that family members who were present during their loved one's resuscitation suffered no ill effects attributable to being present and scored higher on satisfaction and well-being, though not statistically significant. The subjective comments of all family members who were present were positive and family members felt that their presence was beneficial to their loved one.

The study concluded that family presence during trauma resuscitation can be safely done and appears to be beneficial to family members. These results were presented at the annual Eastern Association for Trauma Meeting in January of 2010 and a manuscript has been accepted for publication in the Journal of Trauma. Pasquale is continuing with plans to recruit additional family members and expand the study to hopefully show a statistical difference in outcomes.

Through this work, Pasquale's passion for research has been reinforced, and the importance of research and evidence-based practice to improve care has been solidified. She is now putting her education to work to inspire others to pursue research and its rewards.



Sage advice—Mae Ann Pasquale, Ph.D., R.N., a Cedar Crest College assistant nursing professor, encourages her students to be passionate about their research topics.

The First of the Best

Cedar Crest College to graduate first M.S.N. class with six of our nurses

"We're almost there!" That's the sentiment of all six of our colleagues who are among the first cohort about to graduate from Cedar Crest College's Master of Science in Nursing program. "There's something special about being the first," says Mae Ann Pasquale, Ph.D., R.N., a nursing professor at the college.

To help students understand and apply existing research, each participant tackled a two-year evidence-based practice study capstone project. To help in selecting their evidence-based practice studies, Pasquale encouraged the students to choose topics they are passionate about. Each project must have the potential to improve nursing practice, although there is no implementation phase as there would be in a doctoral program. "The entire program makes us better caregivers and gives us a higher ability to critique and apply research at the bedside," says program student Karen Boutron, R.N.

Here's a look at our colleagues' evidence-based practice studies:

Student: Karen Boutron, R.N., LVH-M, PCS, 7T

Background: Many clients with underlying dementia are hospitalized and prone to agitation and wandering.

PICO question: What are the benefits of mirror therapy for the hospitalized client who has a history of dementia?

Student: Rachel Dries, R.N., LVH-CC, Case manager

Background: Lateral violence, or bullying among peers, can happen in any profession, including nursing.

PICO question: Does awareness of lateral violence among nurses help to prevent it?

Student: Tiffany Epting, R.N., LVH-CC, PCS, 5C

Background: Graduate nurses enter the hospital lacking skills and confidence required to safely care for patients. Teaching through simulation is becoming more prevalent in health care.

PICO question: Does integrating simulation-based training into a hospital graduate nurse orientation program improve performance in the acute care setting?

Student: Eileen Fruchtl, R.N., LVH-CC, PCS, TTU

Background: Patients who have suffered mild traumatic brain injuries (TBI) like concussion frequently have symptoms that impact their quality of life.

PICO question: Can education and

reassurance provided to patients with mild TBI decrease symptoms after injury?

Student: Jill Hinnerstiz, R.N., LVH-CC, PCS, 7A

Background: There is more than one fall-risk assessment tool for the acute care setting.

PICO question: Is the Hendrich II Fall Risk Model the most effective tool in predicting patient falls in the acute care setting as compared to the Morse Fall Scale?

Student: Wendy Kowalchuk, R.N., Lehigh Valley Heart Specialists

Background: The quality of life for women with heart failure is dependent upon many factors, including fitness.

PICO question: Does aerobic exercise improve the quality of life for women with heart failure?



At the finish line—In a matter of days—yes, they're counting!—(l-r) Tiffany Epting, R.N., Jill Hinnerstiz, R.N., Eileen Fruchtl, R.N., Rachel Dries, R.N., Wendy Kowalchuk, R.N. and Karen Boutron, R.N., will have master's degrees in nursing from Cedar Crest College.

sharing our knowledge

PRESENTATIONS

Poster

Continuous Renal Replacement Therapy Symposium

San Diego, Calif., February 2010

Susann R. Groller, M.B.A., B.S.N., C.N.N., R.N., and **Alice Vrsan, M.S.N., R.N.-B.C.**

Optimizing Technology to Improve Care in the Delivery of Continuous Renal Replacement Therapy (CRRT)

American Association of Neuroscience Nursing 42nd Annual Educational Meeting

Baltimore, Md., March 2010

Holly D. Tavianini, M.S.H.S.A., R.N., C.N.R.N., **Jill S. Hinnershitz, B.S.N., R.N.,** and **Ellen Paulis, B.S.N., R.N.**

Sharing the Passion: Paying It Forward Through Organizational Mentoring for Neuroscience Nurse Excellence

Holly D. Tavianini, M.S.H.S.A., R.N., C.N.R.N., and **Jill S. Hinnershitz, B.S.N., R.N.** Within These Walls: Thinking Outside the Box to Develop an Epilepsy Monitoring Unit

Maureen Smith, M.S.N., R.N., C.N.R.N. Sharing Neurological Expertise—Development of High Risk Obstetrical Education

Nursing Symposium Las Vegas, Nev., April 2010

Miriam Ramos-Martinez, M.S.N., R.N., C.M.S.R.N., and **Barbara Giberson, R.N., C.M.S.R.N.**

The White Rose Program—Assuring Respect and Dignity for the Terminally Ill

American Association of Critical Care Nurses National Teaching Institute Conference

Washington, D.C., May 2010

Amanda Oakes, R.N.

Pucker Up! How to Prevent Lip Pressure Ulcers From Endotracheal Tube

Cheryl Kutos, B.S.N., R.N., C.C.R.N., and **Teri Lippowitsch-Vogel, B.S.N., R.N., C.C.R.N.**

Responsible Staffing: Assuring Patient Safety and Economic Stability

American Nephrology Nurses Association National Symposium

San Antonio, Texas, May 2010

Deborah M. Stupack, R.N., C.D.N., C.C.R.N. Evidence-Based Hemodialysis Catheter Care: The Journey to Standardization

Paul Howells, R.N., C.D.N., and **Susann Groller, M.B.A., B.S.N., R.N., C.N.N.**

Dialysis Communication Record

American Occupational Therapy Association

Orlando, Fla., April/May 2010

Holly Ehrenfried, O.T.R./L., C.H.T. Lending a Helping Hand: Occupational Therapist's Role in Safe Patient Handling and Movement Programs

Joint Commission Resources Emergency Preparedness Conference

Washington, D.C., April 2010

Oral

Joint Commission Resources Emergency Preparedness Conference

Washington, D.C., April 2010

David J. Wojs, Jr.

What Do You Do If No One Knows What to Do? Implementation of a Charge Nurse Reference Book

Oncology Nursing Society Annual Congress

San Diego, Calif., May 2010

Catye Quinn, B.S., R.N.

"Hand Off" Communication—There's No Place Like the Bedside

Laura Herbener, R.N., O.C.N.

Hyperglycemia and Patients With Cancer—Limiting the Impact on Oncologic Therapies and Quality of Life—7C

American Nephrology Nurses Association National Symposium

San Antonio, Texas, May 2010

Susann R. Groller, M.B.A., B.S.N., R.N., C.N.N.

Optimizing Technology to Improve Care in the Delivery of CRRT

Other

Holly D. Tavianini, M.S.H.S.A., R.N., C.N.R.N., has been selected as a member of the PSNA Peer Review Board for the Pennsylvania Nurse Magazine.

SPECIALTY CERTIFICATIONS

Jeanine Delucca, M.S.N., R.N., R.N.-B.C., and **Patricia Karo, M.S.Ed., B.S.N., R.N.-B.C.,** were certified in nursing professional development (RN-BC).

Stephanie M. Lenhart, M.B.A., C.P.H.Q., was certified in professional health care quality.

Jeanne Luke, M.S.N., R.N., C.N.O.R., was certified in perioperative nursing.

Christine Marakovits, R.N., C.M.S.R.N., was certified in medical surgical nursing.

Michaelene Panzarella, M.S.N., R.N., C.C.R.N., was certified in critical care nursing.

The following nurses were certified in emergency nursing:

- Reza Armaghan, R.N., C.E.N.**
- Marianne Finney, R.N., C.E.N.**
- Anthony Interrante III, R.N., C.E.N.**
- James D. Kish, R.N., C.E.N.**
- Candise D. Miller, R.N., C.E.N.**
- Emily M. Tatum, R.N., C.E.N.**



Question About Patient Care?

Try the Cultural Competency Resource Center

Why does my patient miss appointments or often come late? Why does her large family stay with her during hospitalization? What are the customs or beliefs about death and dying that I should know when caring for her? You've surely had these questions. Now you can get answers from the Cultural Competency Resource Center. It's a web-based site filled with helpful tips and information that will help you better care for diverse patient populations. You can link to the Cultural Competency Resource Center from either the clinical services section or the library section of the intranet at lvh.com.



Two-Time Winner

The Eastern Pennsylvania Chapter of the American Association of Neuroscience Nurses (AANN)—including colleagues from our neuroscience intensive care unit, neuroscience unit (7A), neuroscience research center and operating room—earned Outstanding Chapter of the Year from the AANN. The Eastern Pennsylvania Chapter runs multidisciplinary conferences, actively participates in bedside research and educates the community about things like stroke awareness. This is the second time in the chapter's 25-year history to receive this honor. Our colleagues Jill Hinnershitz, R.N. (above, left), current chapter president, and Kathleen Bernini Knapp (above, right), past chapter president, accepted the award at the national AANN conference in March in Baltimore.

Perfect Survey!

A reviewer for the Joint Commission Primary Stroke Center recertification reported no findings following visits to Lehigh Valley Hospital—Cedar Crest and Lehigh Valley Hospital—17th Street. During the exit session, the reviewer used phrases like "absolutely committed to a collaborative, multidisciplinary process," and said our colleagues should be "commended for the hard work to follow-up with patients after they walk out the door." Lehigh Valley Hospital was recertified as a Primary Stroke Center.

Magnet Attractions is a magazine
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LEHIGH VALLEY HEALTH NETWORK

Research Day 2010: Innovations in Research and Quality

Mark Your Calendar for Research Day!

Monday, Oct. 4, 2010
8 a.m.–4:30 p.m.

Learn about “Innovations in Quality Research” at this year’s research day. The day’s events include:

Keynote Address

Auditorium

8 a.m.

“Current State and Future of Nursing Research at LVHN” by Anne Panik, M.S., B.S.N., R.N., N.E.A.-B.C., and Deb Swavely, M.S.N., R.N.

Plenary Sessions

Auditorium

9:30–10:30 a.m.

“YOU! Being Involved in Research: Mentoring Ideas to Implement” by Jeff Etchason, M.D., and Linda Alley, Ph.D., R.N.

10:40 a.m.–12:10 p.m.

“Privacy and Confidentiality” by Victoria Sabella, B.S.N., R.N., C.C.R.C., C.I.P., Scott Lipkin, D.P.M., and Georgene Saliba, M.B.A., B.S.N., R.N., C.P.H.R.M., H.R.M.

Workshops

ECC 6

1–4 p.m.

“Data Literacy 101” by Sherrine Eid, M.P.H.

ECC 7

1–4 p.m.

“Qualitative Methods in Action” by Lynn Deitrick, Ph.D., R.N., and Vera Brancato, Ed.D., M.S.N., R.N.-B.C.

ECC 8

1–4 p.m.

“Critiquing Evidence” by Carolyn L. Davidson, Ph.D., R.N., C.C.R.N., A.P.R.N., Mae Ann Pasquale, Ph.D., R.N., and Linda Matula Schwartz, M.D.E.

ECC 10

1–4 p.m.

“Basic Principles for Successful Grant Writing” by Mary Ellen Herzog, M.Ed., C.F.R.E.

Auditorium

1–4 p.m.

“Data Basics for Research” by Steve Milinchuk, B.S., and Beth Karoly, M.B.S., B.S., R.R.T.

“Statistics 2—Using Excel to Analyze Your Data,” Sharon Kimmel, Ph.D., M.H.A., A.S.C.E., C.C.R.P.

“YOUR Name in the Masthead—Yes, You Can Write for Publication!” by Kim Hitchings, M.S.N., R.N., N.E.A.-B.C.

Closing Remarks

Auditorium

4:05–4:30 p.m.