### THE PROBE



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SATISFACTION GUARANTEED

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### Listening to Patients



After one month, Satisfaction Guaranteed, a new program initiated for patients at The Allentown Hospital, has been met with favorable response by patients and employees, according to individuals involved in the program's operation.

"We are elated with the response to Satisfaction Guaranteed we have had from our patients and employees," says Darryl R. Lippman. "The program not only has given patients another opportunity to voice their problems and concerns, but also has given employees an important communications tool. I want to express my gratitude to our employees for their whole-hearted support in

making the program a success," Lippman adds.

"Employees are relieved that through Satisfaction Guaranteed patients are becoming better aware of how to communicate their needs and get answers to their questions," according to patient representatives involved in the program. "Patients are becoming better informed consumers and as a result, we can better determine and serve their needs.

Since the patient satisfaction hotline was initiated in July, 19 calls have been received to report patient problems. Action was taken promptly to resolve the concerns.

For example, one patient called

Based on the fine service of its employees, The Allentown Hospital started a new program in July called Satisfaction Guaranteed. At a press conference (pictured left), Darryl R. Lippman, Hospital president, and Harriet Samuels, patient representative director, discussed the program with members of the Lehigh Valley media. The first of its kind in the Lehigh Valley, Satisfaction Guaranteed was established to guarantee to patients the satisfactory performance of "hotel-type" hospital services. A hotline was set up for patients to report their problems and concerns.

to say her air conditioner was not working. The Engineering staff made necessary repairs immediately.

In another case, a woman whose son was in Pediatrics called to say his bed was broken. He could not elevate the head end and therefore could not rest comfortably. The nurses moved another bed into the room and the Engineering staff removed the other one for repair.

For one patient, however, the solution could not be reached immediately. He called to report a broken room air conditioner that could not be repaired. A portion of the man's bill was credited.

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### Hospital Names Psychiatry Chairman

John F. Mitchell, M.D., Allentown, has joined The Allentown Hospital's Department of Psychiatry as chairman. He is currently a consultant for the National Institute of Mental Health (NIMH) and was formerly assistant superintendent for clinical services at Allentown State Hospital.

For the last six months, Dr. Mitchell has been lecturing throughout Pennsylvania for the Pennsylvania Department of Public Welfare

on physician leadership and team building in the psychiatric setting. It is this philosophy of teamwork that he would like to build upon at The Allentown Hospital.

Dr. Mitchell believes in the importance of using a multi-disciplinary approach, or consulting all of the professionals involved with the patient when prescribing patient treatment. "I want to enhance what is already

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McNabb elected chairman of Allentown Hospital board • • • • See page 2

### McNabb Elected Chairman of Allentown Hospital Board



Robert E. McNabb

Robert E. McNabb of Allentown was named chairman of the Hospital Board of Directors. On the board since 1977, he was chairman of the hospital's building committee and a member of the executive, planning and finance committees.

NcNabb recently retired as president of Allentown Roofing and Sheet Metal. He was associated with the company for 27 years.

He is also a board member of The Association for the Blind and Visually Handicapped of Lehigh County, the Lehigh Valley Motor Club, and advisory board member for Penn Savings Bank, Allentown branch. He is a past president of the Rotary Club of Allentown.

McNabb succeeds William C. Roberts, who will remain a Hospital board member. Roberts is also the vice chairman of the HealthEast Board of Directors and president of Collier Group.

Other newly-elected officers are: first vice chairman, Alfred E. Douglass III, vice president of Merrill Lynch; second vice chairman, Abram Samuels, chairman of the board of Automatic Devices Company and chair of the executive committee of Merchants Bancorp; and third vice chairman, Donald Shire, vice president, Energy and Materials for Air Products and Chemicals, Inc.

Others elected were secretary, Charles D. Schaeffer, M.D., chief of surgery at The Allentown Hospital; assistant secretary, Darryl R. Lippman, Hospital president; treasurer,



**Abram Samuels** 

David J. Kepler, administrative vice president/commercial loan department head, Merchants National Bank of Allentown; and assistant treasurer, Michael O'Boyle, financial vice president at The Allentown Hospital.

### Samuels Elected to HealthEast Board

Abram Samuels, second vice-chairman of The Allentown Hospital's board, was elected a director of HealthEast's board. He is chairman of the board of Automatic Devices Company and chairman of the executive committee of Merchants Bancorp.

A past trustee of the Allentown YWCA, Samuels received the Allentown Human Relations Award in 1979. Samuels has the distinction of being listed in "Who's Who in America."

HealthEast's board also has a new treasurer. Charles D. Snelling, chairman of the board of Mohr Orchards, fills the unexpired term of Wilbur C. Slocum. Slocum has relocated outside of the area.

### Medical Board Re-elects Dr. Kintzel

The Allentown Hospital Medical and Dental staff recently elected officers and new members to serve on the medical board.

The medical board develops policies and guidelines for the Medical and Dental staff. It is composed of 21 members which include 11 elected positions and 10 physicians approved by the medical board and the Hospital board of directors to serve as department chairmen.

The following elected officers will serve on the Medical Board during 1985-1986: James E. Kintzel, M.D., department of medicine, president; William W. Frailey Jr., M.D., department of surgery, president-elect; Martin D. Misenhimer, M.D., department of pediatrics, vice president; Paul A. Church, M.D., department of surgery, secretary; and Peter Neumann, M.D., department of medicine, treasurer.

The new members elected to a three-year term on the Medical Board are: Harold Kreithen, M.D. and Mark Mishkin, M.D., department of medicine and M. Bruce Viechnicki, M.D., department of obstetrics and gynecology.

Other physicians who serve on the Medical Board are: Peter Anson, M.D., department of surgery; Charles D. Schaeffer, M.D., department of surgery; Joseph N. Greybush, M.D., department of obstetrics and gynecology; Douglas Johnson, M.D., department of medicine; and Gerald Sherwin, M.D., department of surgery.

### Other Groups Elect Officers Auxiliary and Junior Aides

Lorraine A. Fenstermacher of Coopersburg and Cindy Sadler of South Whitehall Township were recently installed as president of the Auxiliary and Junior Aides of The Allentown Hospital, respectively.

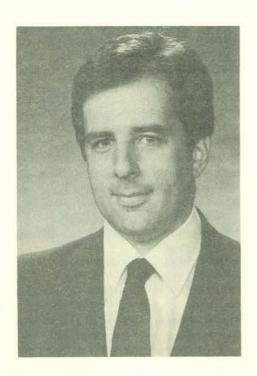
Other Auxiliary officers installed were: from Allentown, Kathleen LaMont, first vice president; Norine Shafer, second vice president; Algene Wertman, recording secretary; and Hanna Harwick, corresponding secretary; and from Macungie, Mollie Huntzinger, treasurer.

The Auxiliary meets monthly in the Hospital and raises funds through flower sales, dinners, dances and operating the hospital gift shop. Proceeds are donated to varying needs at the Hospital.

Cindy Sadler became the 38th president of the Junior Aides. Installed at the same time were: Donna Torbert of Salisbury Township, first vice president; Robyn McBrearty of

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# New Specialists Give Boost to Women's and Children's Health Services



Leonard Golub, M.D.

Leonard Golub, M.D., joined the staff of The Allentown Hospital's Forrest G. Moyer Neonatal Intensive Care Unit (NICU) on July 1. Dr. Golub becomes the third full-time neonatologist to staff the unit for critically ill, premature infants.

According to chief neonatologist Edward C. Denny, M.D., "We are very excited to have Dr. Golub join the other neonatologists staffing the only NICU in this region. Dr. Golub's presence will further enhance the quality care given infants in the 20-crib unit."

Dr. Golub, who is eligible to be board certified in Pediatrics, has served an internship and pediatric residencies at Brookdale Hospital Medical Center, Brooklyn, New York. He received his undergraduate medical degree from the Artonomous University of Guadalajara, Mexico.

Since 1983, Dr. Golub has been an instructor and fellow in Pediatrics

(Neonatology) at the University of Rochester School of Medicine, Rochester, New York. In Rochester, he participated in two research projects on unique and specific problems of premature infants.

Dr. Golub resides in Allentown with his wife and two sons.

Chong S. Lee, M.D., joined The Allentown Hospital staff as the Lehigh Valley's first fellowship trained reproductive endocrinologist.

Dr. Lee will set up private practice in both Allentown and Bethlehem. His practice will be limited to reproductive endocrinology and infertility.

"The arrival of Dr. Lee further enhances the excellence of the Hospital's women's health care program, residency education in obstetrics and gynecology and particularly, care for the patients we serve," says Szeya Yeh, M.D., chairman of the Hospital's obstetrics and gynecology department. "Dr. Lee will bring much expertise to our program as a trained specialist in reproductive endocrinology and infertility," Dr. Yeh adds.

Fellowship-trained specialists in reproductive endocrinology were previously available to Lehigh Valley women only through consulting Philadelphia physicians.

Along with running his private practice, Dr. Lee will largely be responsible for instructing obstetrics and gynecology physicians in the Hospital's residency program. He will also supervise the Hospital's obstetrics and gynecology clinic, assist with surgical cases, be a consultant for special medical cases and arrange educational lectures for the medical staff.

Dr. Lee is not only board certified in obstetrics and gynecology, but also will take his board examination in reproductive endocrinology and infertility later this year. He just



Chong S. Lee, M.D.

completed a fellowship in reproductive endocrinology and infertility at the Medical College of Georgia, Augusta, where he was also an instructor.

A graduate of the University Medical College in Korea, Dr. Lee served his internship at Nazareth Hospital in Philadelphia. He served a one-year general surgery residency at Community Hospital in Roanoke, Virginia, and an obstetrics and gynecology residency at St. Luke's Hospital, Bethlehem.

After completing his residency, he was in private practice in Lebanon, Pa., and joined the staff of Lebanon Valley General Hospital. He served as obstetrics and gynecology chairman there from 1982 to 1983.

Dr. Lee is a member of the American Medical Association and the American Fertility Society. He is a fellow of the American College of Obstetrics and Gynecology.



Capturing Well-Deserved Honors at The Allentown Hospital School of Nursing graduation are (left to right) Diane E. Chomko, Allentown, Beatrice A. Zaraca, Tamaqua, and Dorothy D. DeAngelo, Hazelton. As part of 84th annual commencement exercises, the students received first, second and third honor prizes, respectively. Chomko was honored as the second nursing professionalism prize winner while Zaraca was awarded the first nursing professionalism prize and the General Hays scholarship. A total of 45 seniors graduated this year from Allentown's only hospital-based school of nursing. From the class of 43 women and two men, 36% of the graduates have accepted positions with The Allentown Hospital and 83% will be staffing Pennsylvania hospitals.

### New Officers (Continued from page 2)

Salisbury Township, second vice president; Kathy Flannery of Wescosville, treasurer; Chris Spanos of East Texas, recording secretary; and Liane Skinkovits of Allentown, corresponding secretary.

The Junior Aides is a volunteer organization, formed in 1946 and devoted to raising money for the Pediatric and Neonatal departments.

#### School of Nursing Student Association

The following officers were installed by the School of Nursing Student Association for the 1985-1986 school year. The officers are president, Carmine Vito, class of 1986; vice president, Marcia Ligenza, class of 1986, treasurer, Eileen Pehowic, class of 1987; and secretary, Daniel DeBlass, class of 1987.

The student association officers are elected for one-year terms by the students.



Other calls have been received from patients who had creative and constructive suggestions to offer.

One woman called to relate her experience as a patient during a fire drill, or Code Red as the Hospital often calls it. She said that before any employee could explain fire drill procedures to her, a Code Red occurred. She didn't know what to do and was consequently very worried.

Since she experienced this and didn't want future patients facing the same anxiety, she suggested that the Hospital include a section on fire drill procedures in the patient information brochure distributed

upon admission.

At the time of the call, the brochure was being revised and the patient's suggestion fit in well.

More suggestions and concerns have been heard by the patient representative staff, according to director, Harriet Samuels. "Satisfaction Guaranteed has certainly started to increase the patient's awareness of the patient representative's role as an integral part of the overall program. Patients are more at ease knowing that someone will help get the information they need or solve their immediate problems."



"I can just tell by the way Sandy Hebda, L.P.N., talks with my Victor that he's in really good hands." Victor's mom is grateful that he's getting even more than the top quality medical care that she's come to expect at The Allentown Hospital; he gets people like Sandy Hebda. Her reassuring warmth keeps Victor from being scared and lonely during his stay in the hospital.

When someone you love is in the hospital, nothing is more important than his comfort and well-being. At The Allentown Hospital we're so proud of people like Sandy we've come up with a unique new program called SATISFACTION GUARANTEED — to assure you of a hospital visit that's as comfortable and pleasant as we can make it.

Naturally, we can't guarantee the outcome of your illness, or the services performed by your doctor. But, with SATISFACTION GUARANTEED, we do guarantee you'll be pleased with all those "hotel-type" services that are just as important for your peace of mind.

Such as prompt, orderly admission and ready assistance with

finding your way. Such as employees who treat you with respect and courtesy, and who give you treatments on time. Such as quiet, peaceful halls and food that's nourishing and tastes good. And such as a nurse who takes the time to make a little boy feel right at home.

Here's how it works: if you're not happy with any hospital service you receive, you can use the new SATISFACTION GUARANTEED hotline to let us know, so we can respond quickly. We'll investigate your complaint promptly, and we'll work with you to come up with a mutually satisfactory solution, which may include a credit to your bill.

SATISFACTION GUARANTEED represents our commitment of caring to our patients — and to their families, too. Because we want you to know that when someone like Victor is in our hands, you can depend on us to make him feel truly special. At The Allentown Hospital, we're proud to

provide the <u>combination</u>
of quality, service
and value.



## Students and Teachers Rewarded for Role in Medical Education Programs

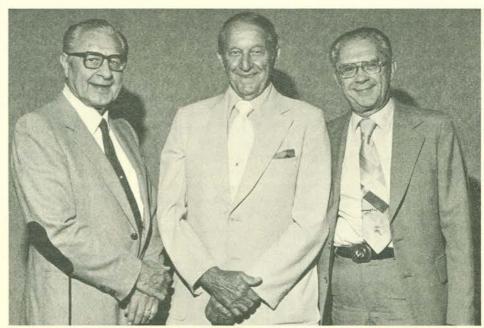
Two Allentown Hospital doctors were among other physicians and 25 graduating residents honored at the HealthEast Hospitals' Tenth Annual Housestaff Appreciation Dinner.

Harold E. Everett, M.D., staff physician, internal medicine, received the Alumnus of the Year Award and Fred D. Fister, M.D., medical director, Home Health Services, was awarded the Leonard Pool Prize.

Dr. Everett, a graduate of Muhlenberg College and Temple University Medical School, was the chief of Allentown Hospital's department of medicine from 1958-1967. He served an internship at the Allentown Hospital and a residency in internal medicine at Pennsylvania Hospital, Philadelphia.

Dr. Everett, who was in the U.S. Army Medical Corps during World War II, is also a medical staff member at Lehigh Valley Hospital Center and a board member of Good Shepherd Rehabilitation Hospital.

As the Leonard Pool Prize recipient, Dr. Fister was recognized for his leadership role in medical education. The award is given to individuals who have made contributions to the provision of superior health care in the Lehigh Valley, as established by the will of Leonard Parker Pool.



(Left to right) Harold Everett, M.D., alumnus of the year; Fred Fister, M.D., Leonard Pool Prize recipient; and Charles D. Schaeffer, M.D., teacher of the year in Surgery.

Dr. Fister was the first medical education director at The Allentown Hospital and helped develop and guide the internship programs which were conducted at the Hospital for many years.

"He has been the source of inspiration and has been a strong supporter of those individuals who were instrumental in developing educational programs," according to the hospital staffs.

A past recipient of the Alumnus of the Year Award, Dr. Fister is a medical staff member at both The Allentown Hospital and the Lehigh Valley Hospital Center. He completed his internship at The Allentown Hospital, where he was medical director from 1961-65 and medical education director from 1965-77. He was also medical education director at the Hospital Center from 1973-77. (Continued on page 7)



Joseph N. D'Aniello, D.M.D., graduating dental resident, congratulates teacher of the year, Thomas J. McKee, D.M.D. (left).



Paul Guillard, M.D., chief medical resident, presents the teacher of the year award in Medicine to Jonathan Hertz, M.D. (right).

### **Students and Teachers Rewarded** (Continued from page 6)

Dr. Fister is a graduate of Lafayette College and the University of Pennsylvania School of Medicine.

Among the HealthEast Hospitals graduating residents was chief surgical resident and Allentown native, Joseph E. Podany Jr., M.D. Dr. Podany completed a five-year general surgery residency at the HealthEast Hospitals. He is a graduate of Syracuse University and Temple University School of Medicine. He plans to practice general surgery in the United States Air Force at a base in Mountain Home, Idaho.

Others receiving certificates for completion of their residency programs were: first year residents: Charles F. Leinberry Jr., M.D., Richard A. Levy, M.D., Robert L. Pearlman, M.D., Dennis J. Pellecchia, M.D.:Internal Medicine: Marc M. Keuler, M.D., Bryan W. Kluck, D.O., Mark C. Knouse, M.D., Dennis A. Ruff, M.D., Steven A. Scott, M.D., Lisa Sherbin Allen, M.D., Carol A. Slompak, M.D., William C. Ware, M.D.; chief medical resident and fellow in Internal Medicine: Paul Guillard, M.D.; Obstetrics and Gynecology: Joy M. Brown, M.D., Antonio Martinez Luengo, M.D.; General Surgery: Scott K. Clark, M.D., Evan B. Krisch, M.D., Jean L.



Gregory J. Radio, M.D. (right), accepts the Obstetrics and Gynecology teacher of the year award from graduating residents, Antonio Martinez Luengo, M.D., and Joy Brown, M.D.

Santo, M.D., Stephen R. Walker, M.D.; chief surgical resident: Roger R. Barrette, M.D.; Plastic Surgery: Arthur V. Stein, M.D.; Dentistry: Joseph N. D'Aniello, D.M.D; fellow in Diagnostic Radiology: Constantine Archimandritis, M.D.; and fellow in Vascular Surgery: Michael B. Orcutt, M.D.

Also honored at the event were

teachers of the year chosen by residents from each of the programs. The awards were presented to Jonathan Hertz, M.D., Medicine; Gregory J. Radio, M.D., Obstetrics and Gynecology; Charles D. Schaeffer, M.D., Surgery; Thomas J. McKee, D.M.D., Dentistry; and Robert D. Riether, M.D., Colon-Rectal Surgery.

### Board of Associates Awards New Scholarship

Twenty New Members Inducted

At its annual meeting, the Board of Associates of The Allentown Hospital awarded its first scholarship to a student of the Hospital's School of Medical Technology.

Joyce H. Chapin of Allentown is the first recipient of the \$300 scholarship, which the board will award annually to a student of one of The Allentown Hospital's educational programs. Chapin is a graduate of Cedar Crest College and the School of Medical Technology.

In making the presentation, Carol Watters, Allentown, a member of the Associates Scholarship Committee, said, "We were especially looking for a student who has exhibited that special gift of caring needed in today's health care environment."

The board of associates also elected four officers for its coming year including president, S.H. Carl

Bear, retired chairman of Merchants National Bank and honorary member of the Hospital board of directors; first vice president, Robert C. Wood, president of Wood Management Services, Inc.; second vice president, William J. Albert, Rileighs, Inc.; and secretary/treasurer, Sallie K. Schaeffer, past president of the Hospital auxiliary.

Re-elected to the executive committee was Carl D. Snyder, New Tripoli.

The following 20 community leaders were welcomed as new members: Donald P. Benner, Industrial Development Corporation of Lehigh County, Robert W. Knipe, Merchants National Bank, Richard E. Paules, C.L.U., New York Life Insurance Company, all of Whitehall; Jamie P. Musselman, Musselman Advertising, Inc., Coopersburg; and

the following are all of Allentown: Honorable John Backenstoe, president judge of Lehigh County Courts; David K. Bausch, Lehigh County Executive; John W. Funari, Funari & Brogna Company; Gregory S. Hatfield, Colonial Parking, Inc.; Elizabeth D. Hess, civic leader; Robert M. Knauer, McFadden & Knauer Attorneys At Law; Robert T. Levine, S. Levine & Sons; Rev. Horace A. Melton, Union Baptist Church; Dr. Jonathan C. Messerli, Muhlenberg College; Williams D. Miers, Miers Insurance Agency; C. Bruce Roehrig, Stauffer Insurance Agency; Rev. Glenn Schoonover, Evangelical Lutheran Church of St. Paul; Ann F. Smith, Hospital Auxiliary; James W. Snyder Jr., Boas Surgical, Inc.; William C. Soldrich, Phoebe Home; and from Orefield, Linda Jayne, William F. Diebert, Inc.



# SEAT BEITS-

John Tatkovski, Hospital Engineering department, was one of nearly 200 people to ride "The Convincer" while it was stationed outside the Hospital lobby. Of those who rode "The Convincer," most were surprised by the jolt they experienced even at 10 m.p.h. One person said, "It's a good display for people who think seat belts are too confining or too much trouble."



# Here are some facts for people who do not wear seat belts.

- Every 12 minutes one person is killed in a motor vehicle accident.
- The chances of being killed in a motor vehicle accident are 25 times greater when an occupant is thrown from a vehicle.
- It is the SECOND COLLISION that injures and kills people in an accident. The first collision is the crash of the motor vehicle into some object. The SECOND COLLISION occurs when *unbelted* occupants, still moving forward, are stopped by something the car's windshield, steering wheel, doors, dashboard or other hard, interior surface.
- Most motor vehicle accidents occur within 25 miles of home, at speeds of less than 40 miles per hour.
- Approximately 14,000 to 18,000 lives could be saved each year if all passenger car occupants used safety belts at all times.
- Safety belts reduce the chances of serious fatal injury by 50 to 65%.

A car goes out of control on snow and ice covered Route 100. It skids on a curve, runs up on a snow drift, flips and lands on its roof. The occupant of the vehicle becomes the latest traffic fatality.

This would have been the tragic result if the person were *not* strapped into a seat belt. Ruth Guldner should know. She survived the accident just described and credits her seat belt for saving her life.

Ruth has been a nurse at The Allentown Hospital for 25 years and is quite accustomed to traveling the sometimes treacherous 20-minute trip from her home in Lynnville. That's why on the Friday afternoon of her accident, with snow falling, she left for work early. She packed her suitcase, preparing to stay at the Hospital for the weekend if necessary, and started down Route 100 in her fourwheel drive vehicle.

She was only traveling 35 m.p.h. when the accident happened. But, Ruth says, "Even at that speed, everything happened so fast. All I had time for was a quick prayer."

The impact of the crash pushed the car windows out, along with Ruth's personal belongings, and resulted in \$8,000 in damage," Ruth says. "Miraculously, I walked away from the accident with only one bruise on my head. My seat belt saved my life."

# The Hug of Life.



Frances Schankowitz, Hospital Medical Records employee and Allentown resident, receives congratulations and a \$100 savings bond from Hospital president Darryl R. Lippman, for her winning seat belt slogan: "Seat Belts — The Hug of Life!" Members of the Hospital Seat Belt Committee who picked the winning slogan and other Medical Records employees were also present for the ceremony. Mrs. Schankowitz told the committee, "I wrote my slogan because buckling up is something you do for your loved ones. The hardest thing was convincing my husband to wear his seat belt. I finally did it though." A series of four posters distributed throughout the hospital and posted in doctors' offices reflect this theme and bear the award-winning slogan."

Even the state trooper who arrived at the scene couldn't believe Ruth had survived the accident relatively unscathed. Ruth says the first thing he said to her was, "You had your seat belt on, didn't you? Of course, you'd wear a seat belt. You're a nurse; you see what happens to people who don't buckle up."

Ruth's personal experience with using seat belts and her knowledge as a medical professional of the injuries received by people who don't wear seat belts inspired her to join a special seat belt committee at The Allentown Hospital. "As a living example of the success rate of seat belts, I felt the need to tell others my story. I want to encourage people to make seat belts a way of life," Ruth says.

With Ruth's help, the Hospital Seat Belt Committee has initiated a survivor club as part of an incentive program to get more employees to regularly wear safety belts. Dinner certificates, movie tickets, days off from work, and rides on "The Convincer" are among other incentives in the program.

One of the first incentives was a slogan contest. Medical Records employee and Allentown resident Frances Schankowitz won a \$100 savings bond for writing the winning entry: "Seat Belts — The Hug of Life!"

The slogan has appeared on

frisbees, promotional materials and a series of posters.

During a recent audit of Allentown Hospital's day, evening and night shift employees, all who were buckled up received frisbees. Results of the audit showed that 46% of employees were wearing seat belts.

Thomas G. Seabourne, vice president, human resources, and seat belt committee chairman, said, "Our goal, however, over the next several months is to increase that number to at least 92 percent."

Pledge cards enclosed in paychecks had 350 signers. Those employees pledged to wear a seat belt for six weeks. The card also entitles the bearer to enter a drawing if he or she is found to be buckled up during a future audit.

The Hospital will conduct several more surprise audits and other incentive programs.

According to Seabourne, the Hospital is going to do more than merely ask people to buckle up. "We eventually want our employees to encourage others in their car to buckle and to buckle up themselves as a passenger in another car, even on short trips. We want an awareness of seat belt usage to extend beyond the Hospital. We are concerned not only with the safety of our employees and their families but also with the wellness of an entire community."

### SURVIVOR CLUB

Help us encourage everyone to buckle up. Anyone who has a seat belt survivor story to tell, call the Public Relations Department at The Allentown Hospital, 778-2581. We'd like to sign you up as a member of the Survivor Club. We'll use your story to get others to make seat belts a way of life.

### Making the Rounds

David P. Buchmueller, Health-East president, was one of ten business and professional leaders elected to the board of governors of the Allentown-Lehigh County Chamber of Commerce. He will serve a threeyear term.

James E. Kintzel, M.D., president, The Allentown Hospital medical and dental staff, recently attended the American Medical Association's annual meeting in Chicago. He took part in activities for the Hospital Medical Staff Section. Dr. Kintzel is a member of a group practice, Eastern Pennsylvania Nephrology Associates, at 2200 Hamilton St., Allentown.

Donald Gaylor, M.D., chairman, Department of Surgery, HealthEast hospitals, was recently elected to a one-year term as president of the Allentown Rotary Club.

Mitchel Fromm, M.D., radiation oncologist, recently was certified by the American College of Therapeutic Radiologists. He is also board certified in pediatrics and is a member of the American Academy of Pediatrics.

Thomas A. Hutchinson, M.D., Department of Obstetrics and Gynecology, presented a lecture, "How Do I Know That My Baby Is Normal?— The Prenatal Search for Birth Defects." The program was part of the Maternal and Children's Center Lecture Series for the public. The lecture series will resume in the fall.

Diane C. Halstead, Ph.D., director of immunology and microbiology, HealthEast Clinical laboratories, recently made a presentation for a program, "Skin Diseases and Diseases with Skin Manifestations." Held at Thomas Jefferson University in Philadelphia, the program was sponsored by the Eastern Pennsylvania Branch of the American Society of Microbiology. Dr. Halstead is a member of the organization's Workshop Committee. Her workshop was entitled "Papilloma Viruses — Condyloma, Warts." Dr. Halstead also wrote

an article called "Endocarditis Caused by Normal Oral Flora" which was published in *Philadelphia Medicine*.

Janine Fiesta, R.N., J.D., legal counsel for the HealthEast hospitals, gave the keynote address for The Allentown Hospital School of Nursing's 84th annual commencement exercises. As a consultant for a national group called Nursing Management, Fiesta also presented a workshop in Los Angeles and Seattle, Washington called "The Law and the Nurse." The conference drew a national audience including participants from Guam and Iran who came to learn more about legal issues as they pertain to health care providers. Fiesta has served as a consultant for the last five years.

Jane Ziegler, R.D., M.S., acting chief dietitian, received an award from the American Dietetic Association and the Pennsylvania Dietetic Association. She was named Recognized Young Dietitian of the Year at the Annual Pennsylvania Dietetic Association meeting. Awarded on the basis of leadership, professionalism, knowledge and expertise in the field of dietetics, the winner is selected by peers. Ziegler has a bachelor's degree in dietetics from Ohio State University and a master's degree in nutrition science from the University of Tennessee.

Ken Stevens, R.N., clinical nurse specialist, Forrest G. Moyer Neonatal Intensive Care Unit, recently traveled to Lubeck. Germany to do consulting work for Drager Company, an infant product corporation. The German-based company wishes to launch an infant care product line in the United States through its American subsidiary. Stevens was chosen for his consulting role in order to offer expertise from the consumer's viewpoint. He was joined by other specialists from the areas of research and development, marketing, and sales. The fivemember team advised the company by evaluating their products and

giving suggestions for improvement. Stevens was "very excited to give input into infant equipment."

Wendy J. Dennison, R.N., was recently awarded a master's degree in perinatal nursing from the School of Nursing of the University of Pennsylvania. Dennison's specialty involves nursing care for women before, during, and after pregnancy, with particular emphasis on high-risk pregnancies. As coordinator of maternity nursing at The Allentown Hospital School of Nursing, Dennison teaches a course called "Nursing The Childbearing Family." Her services complement the Hospital's maternal and children's health program, headed by the Lehigh Valley's only perinatologist, Sze-ya Yeh, M.D.

Two other Allentown Hospital School of Nursing instructors, Gwendolyn D. Rosser, R.N., and Rebecca J. Bartow, R.N., recently received master's degrees. Rosser, a "Fundamentals of Nursing" instructor, received a degree in Human Resources Administration from the University of Scranton. She is an honorary member of Delta Epsilon Chi Honor Society and is listed in Who's Who in American Colleges and Universities. Rebecca Bartow, an instructor in psychiatric nursing, received a degree in education from Temple University.

Deborah Rodzwic, R.N., M.S.N., oncology nurse educator, Comprehensive Community Cancer Center, gave the commencement address for the 1985 graduating class of nursing students at Bucks County Community College. Rodzwic is a former biology student of the Community College.

Betty Tonelis, R.C.S.T., completed the registered central service technician examination of the International Association of Hospital Central Service Management. She also becomes an affiliate member of

(Continued on page 12)

### Study to Link Sexually Transmitted Disease with Infertility

A sexually transmitted disease (STD) linked to infertility will be the study of a joint research project by The Allentown Hospital and Muhlenberg College. Sze-ya Yeh. M.D., chairman of the obstetrics/gynecology department at the Hospital, and David Much, M.D., professor of microbiology at Muhlenberg College, will study the relationship of chlamydia trachomatis, an STD, to infertility and pelvic inflammatory disease (PID) in women. The project is being funded through a \$5,000 grant from the Research and Support Services Committee of the Dorothy Rider Pool Trust.

Chlamydia was only recently discovered to act as an STD. It is already linked with trachoma, one of the leading causes of blindness in the world. As an STD, chlamydia remains virtually unknown to the general public because unlike syphilis and gonorrhea, it has no obvious symptoms. Yet it is a

disorder which strikes three to four million Americans each year, and out of that population causes infertility in 11,000 women.

"We feel that there is a relationship between chlamydia and infertility, but at this time we have no data," says Yeh. "We hope through this study to obtain such data."

The actual research will involve the testing of 150 women divided into two groups: those who are "normal" and those who are infertile or have PID. Several samples from different areas of the reproductive tract will be taken from all the women. The groups will then be compared for the incidence of chlamydia. "This is a preliminary study that will eventually develop into other studies," says Yeh. Their findings will later be published in a medical journal.

This type of study was only made possible with the recent development of a direct specimen test for

chlamydia, called a Microtrak. The facilities needed to perform the Microtrak are available at Muhlenberg, where Much and some students have already done some previous research on chlamydia. Besides Much and Yeh, Willie Hilliard, M.D., a third-year resident in obstetrics/gynecology, will participate in the project. Antonio Martinez, M.D., a recent graduate of The Allentown Hospital residency program, also participated in and designed the study.

The Research and Support Services Committee of the Dorothy Rider Pool Trust specifically reviews requests for the funding of research projects. These studies must require \$5,000 or less, take less than a year, and lead to publishable results. The 20-member committee is chaired by Gary Nicholas, M.D.

Valarie A. Basheda Public Relations Intern

### Hospital Names Psychiatry Chairman

(Continued from page 1)



John F. Mitchell, M.D.

being done here by holding inservice education for the staff and orientation to the team approach for private practitioners," says Dr. Mitchell.

He also views the delivery of patient services as part of a larger system which he would like to integrate. "My goal is to make that system work for the patient. This includes not only services in the Hospital but social services agencies in the community as well."

Dr. Mitchell previously served in a number of positions at the Pennsylvania State University College of Medicine, Milton S. Hershey Medical Center. He was assistant director of the residency training program, assistant professor of psychiatry, and staff physician, sexual dysfunctions clinic. He has also provided clinical and consulting services to the Dauphin County Mental Health/ Mental Retardation Center, Danville State Hospital, Somerset State Hospital, and was a special assistant to

the state commissioner of mental health.

Dr. Mitchell, who is board certified in psychiatry, received his medical degree from Creighton University School of Medicine, Omaha Nebraska. He served his residency and internship in psychiatry at Hershey Medical Center.

Dr. Mitchell will continue his private practice in Allentown. His specialties include psychiatric evaluation, psychotherapy, pharmocotherapy, and milieu therapy. He is a diplomate of the American Board of Psychiatry and Neurology and a member of the American Medical Association, American Psychiatry Society, Pennsylvania Medical Society, and Pennsylvania Psychiatry Society.

Dr. Mitchell resides in Allentown with his wife, Loretta Conway, who is a speech pathologist. He is a bicycling enthusiast and his wife enjoys community theatre.

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### **New Department Head Joins Staff**



Susan Lynch Fiorentino, R.R.A.

The Allentown Hospital recently announced the appointment of Susan Lynch Fiorentino, R.R.A., as director of Quality Assurance, Utilization Review and DRG management.

She will work with department heads, medical chiefs and chairmen on Hospital programs that monitor quality and appropriateness of care in clinical and ancilliary areas.

Fiorentino worked at Allentown State Hospital as quality assurance officer. She was responsible for directing the state hospital's quality assurance and utilization review programs. She assumed these responsibilities after serving as medical records director. She also worked in medical records at Community General Hospital, Reading.

A 1976 graduate of Bethlehem Catholic High School, Fiorentino received a Bachelor of Science degree in Health Records Administration from the University of Pittsburgh. She went on to pass the registered records administrator exam and is pursuing a master's degree in Human Resources Administration from the University of Scranton.

Fiorentino is an active member of professional organizations including the American, Pennsylvania and Lehigh Valley chapters of the Medical Record Association.

A resident of Bethlehem, Fiorentino is married to Bethlehem attorney James Fiorentino. They have one daughter, Julia.

### Making the Rounds

(Continued from page 10)

the international association and is listed in the international RCST

Lynette Hersh, R.C.T, Heart Station, recently passed the required registry exam to become a registered cardiology technologist.

The Comprehensive Community Cancer Center, a joint program of both The Allentown Hospital and the Lehigh Valley Hospital Center, sponsored a conference called "Our Professional Selves: Reflections from Within." The workshop was led by Myrna Kahn, M.S.W., and Sheri Apler, M.S.S., of Fox Chase Cancer Center, Philadelphia, and was designed for social workers. Using role playing, video tapes and group discussion, the workshop leaders helped participants learn to understand and cope with feelings and stress encountered in working with cancer patients.

The Lehigh Valley Stroke Program, a cooperative effort of nine area hospitals including The Allentown Hospital and the Lehigh Valley Hospital Center, was the subject of a journal article in Health and Social Work. As a community resource, the Stroke Program addresses the prevention and treatment of cerebrovascular disease.

#### PHYSICIANS DIRECTORY

Allentown Medical Center 401 North 17th Street, Allentown, PA 18104

The following physicians have joined practices established in the medical office building adjacent to The Allentown Hospital.

| Specialty OBSTETRICS & GYNECOLOGY                        | Suite No. | Phone    |
|--|-----------|----------|
| Joy Brown, M.D.<br>(Joins Dr. Lang)                      | #303      | 437-7000 |
| PEDIATRICS   |           |          |
| Donald Levick, M.D. (Joins Drs. Fugazzatto and Long)     | #203      | 821-8033 |
| RENAL  |           |          |
| Nelson Kopyt, D.O.<br>(Joins Drs. Grunberg and Levine)   | #212      | 432-8488 |
| Allied Professionals                                     |           |          |
| PSYCHOLOGY   |           |          |
| Dolores Kristofits, M.Ed. (Joins psychiatrist Dr. Gross) | #312      | 437-7177 |

Please note the following correction to the physicians directory published in the March issue of Probe. Dr. Greybush's phone number was listed incorrectly.

**OBSTETRICS & GYNECOLOGY** 

Joseph Greybush, M.D. #306 433-8853

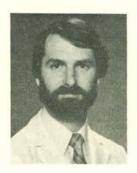


### New Staff Members

Edison Catalano, M.D., Department of Pathology, is board certified in pathology. Born in Uruguay, he received his medical degree from the University of Montevideo in 1967. Catalano served a rotating internship at Doctor's Hospital, Washington, D.C. He then served two residencies in pathology, at Graduate Hospital of the University of Pennsylvania and Temple University Hospital, both in Philadelphia. He is affiliated with Albert Einstein Medical Center, Northern Division, and Hahnemann University Hospital.



John D. Harwick, M.D., Department of Surgery, Division of Ear, Nose, and Throat, formerly practiced with Philadelphia Head and Neck Group LTD. A 1978 graduate of Temple University School of Medicine, he served his internship and residencies in surgery and otolaryngology at Temple University Hospital from 1978-83. Dr. Harwick is board certified in otolaryngology. He is a member of the American Academy of Otolaryngologists, the American Medical Association, Pennsylvania Medical Society, and Lehigh County Medical Society. He maintains a private practice at Liberty Square Medical building, 501 N. 17th St., Allentown.



William B. Pistone, D.O., Department of Medicine, Division of Neurology, graduated from Philadelphia College of Osteopathic Medicine in 1980. Dr. Pistone served his internship at Parkview Hospital, Philadelphia. He is a member of the American Medical Association, American Osteopathic Association, American Academy of Neurology, American College of Neuropsychiatrists, and Philadelphia Neurological Society. Dr. Pistone has an office at 1251 S. Cedar Crest Blvd., Allentown.



John Samies, M.D., Department of Medicine, Section of Infectious Diseases, received his medical degree from Hahnemann Medical College in 1980. He served an internship and residency in internal medicine at the Health East Hospitals. He later served a residency and fellowship in infectious diseases at Albany Medical College of Union University Hospital, New York. Dr. Samies, who is board certified in internal medicine, is a member of the American Medical Association, and an associate member of the American College of Physicians. He maintains a private practice in association with Luther Rhodes, M.D. at 1210 S. Cedar Crest Blvd., Allentown.



Mark A. Staffaroni, M.D., Department of Surgery, Division of Ophthalmology, recently completed his residency in ophthalmology at Wills Eye Hospital, Philadelphia. He graduated from Jefferson Medical College in 1981 and served his internship at Graduate Hospital, Philadelphia from 1981-82. Dr. Staffaroni is a candidate for fellowship in the American College of Surgeons. He is also a member of the American Association of Ophthalmologists and the Pennsylvania Academy of Ophthalmology and Otolaryngology. Dr. Staffaroni operates a private practice in association with Thomas Burkholder, M.D., at the Allentown Medical Center, 401 N. 17th St., Allentown.

(Continued on page 14)

### Grants Help Poison Center Continue Educational Programs

Last year, more than 27,000 people were taught poison prevention through educational programs offered by the Lehigh Valley Poison Center. Along with these programs, the Poison Center handed out over 80,000 Mr. Yuk stickers.

These statistics are part of the Lehigh Valley Poison Center's educational services — services that have been saving community lives and dollars, free of charge, since 1977. In order to continue these programs, however, extra funding is needed.

This year, in recognition of their valuable services, the Poison Center received two grants, from the Lehigh County Office of Drug and Alcohol Abuse and Blue Cross of Lehigh Valley.

Funding from the County, received for the first time, was given to "promote preventive behavior in relation to harmful or potentially harmful substances." Everyone from all Lehigh County schools to community groups such as the Kiwanis and Lions Club, to industries such as Kraft and Air Products, have received poison prevention education.

One of the larger segments of this work focuses on the schools. The Center currently runs programs for pre-schoolers and in kindergarten, first, second, and fifth grades. These programs are different at each level, building from a simple recognition of the Mr. Yuk warning symbol in pre-schoolers to poison treatment in fifth graders.

Another agency that has contributed to the Center's program is Blue Cross. This grant is intended for printing and purchase of materials associated with Poison Prevention Week, such as Mr. Yuk stickers, a new prevention-oriented brochure, and a seminar for professional people and the general public.

Other special projects for that week are in the planning stages. According to Bonnie Smith, director of Outpatient Services, a special activity is being planned to highlight Poison Prevention Week in the Lehigh Valley. Last year, for example, a billboard was put up for the month of March.

A benefit related to educational efforts of the Poison Center is increased awareness of services, including a 24-hour hotline which serves a 20-member hospital area. This hotline is not only used for emergencies, but for information as well. "Someone with a problem or a question may call the hotline, perhaps a person on some type of medication, wondering if they can drink alcohol," said Smith. "This type of call, along with those related to poison emergencies that can be successfully treated at home, saved an estimated \$500,000 last year by preventing costly hospital visits."

The Lehigh Valley Poison Center is sponsored by The Allentown Hospital.

Valarie A. Basheda Public Relations Intern

### New Staff Members (Continued from page 13)



Arthur V. Stein, M.D., Department of Surgery, Division of Plastic Surgery, received his medical degree in 1980 from the University of Pennsylvania. He served his internship and residency in general surgery at the Hospital of the University of Pennsylvania from 1980-83. From 1983-85, Stein served his residency in plastic surgery at Lehigh Valley Hospital Center. He is a member of the Lehigh County Medical Society and Pennsylvania State Medical Society. Dr. Stein has an office at 2200 Hamilton St., Allentown.



John F. Wolf, M.D., was an intern and resident in family practice at Sacred Heart Hospital from 1982-85. Dr.Wolf received his medical degree from Temple University School of Medicine in 1982. He operates a private practice in association with Stephen Goldman, M.D. and Bruce Ellsweig, M.D. at 3131 College Heights Blvd., Allentown.

### CONTRIBUTIONS TO THE ALLENTOWN HOSPITAL

The Allentown Hospital acknowledges with deep appreciation the following contributions:

#### MEMORIAL CONTRIBUTIONS

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Mr. and Mrs. Leon L. Diehl (In honor of Betty Ann Rothrock) Mental Health Clinic staff The Allentown Hospital (In honor of Dr. Arthur Lindenfield)

Mr. Gerald Schlonecker

# CARE CLUB



Everyone at the hospital was very nice and helpful and we hope to return to Allentown Hospital when we have other children. I thought that our newborn baby had excellent care. The nurses helped me a lot since this was our first child.

Lisa Mann Northampton

The staff at The Allentown Hospital is especially friendly, personal and helpful. You have nice doctors and nice people in house-keeping.

Joyce Esser Kempton



Roger D. Stewart Jim Thorpe

The care given in Labor and Delivery (Birthing Room) was excellent. The nurse seemed like a friend. The nurses on the maternity floor were very busy but always answered my call light quickly. Instructions given on discharge were very thorough and the nurses from both the floor and nursery were helpful.

Andra Hook Allentown



Public Relations Department The Allentown Hospital 17th and Chew Streets Allentown, PA 18102

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