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# LVH–Pocono West Plan Approved

by [hazlvhndaily](#) · November 14, 2017

At LVHN, we are committed to providing the very best care to the communities we serve. Part of providing exceptional care is ensuring people have access to the services they need close to home. When LVHN and Pocono Health System merged in January, we vowed to abide by the commitment to build a new hospital campus along Route 715 in Tannersville. Since then, the leaders of LVH–Pocono and LVHN have been taking the time required to assess the community’s needs and identify the appropriate services for that campus.



To further our commitment to the people of Monroe County, we are pleased to announce that the LVHN Board of Trustees has approved the business plan, timeline and services for the new Lehigh Valley Hospital–Pocono West campus.

The new hospital will give people in the western region of Monroe County access to the quality health care services they need most. The state-of-the-art facility and campus will include:

- Emergency room
- Operating rooms (including preoperative and postoperative areas)
- Inpatient medical-surgical unit with all private rooms
- Advanced imaging (MRI, CT scan, X-ray, nuclear medicine)
- Medical office building for physician offices
- Sleep Disorders Center
- Outpatient rehabilitation services

We plan to break ground in the spring of 2018, and open the new campus by summer of 2020.

While plans progress for our new campus, LVH-Pocono continues to grow to fulfill our community’s needs. We have built upon our already strong foundation by recruiting even more primary care and specialty providers to Monroe County, and by providing more ExpressCARE locations, an inpatient rehabilitation facility and access to the expertise from our LVHN Heart Institute, LVHN Cancer Institute and LVHN Institute for Special Surgery close to home. To enhance convenience and a seamless experience with LVHN, the integrated Epic electronic medical record for our ambulatory services launched in October.

**Please share in our excitement as we grow. We will keep you informed of progress of LVH–Pocono West and all our new services to enhance care in the Pocono community.**

# 'Yes' Can Save a Life

by [Terry Capuano](#) · November 15, 2017



If you're like me, your day is packed with a full schedule of priorities. Most weeks go off without a hitch, and I move easily from one task to another. Yet when something goes wrong – like when the warning light suddenly appears on my car's dashboard – all my best-laid plans grind to a halt.

Car trouble has a way of reordering the day's priorities. Suddenly, the most important call of the day is to the mechanic. If he's too busy and can't get me in, I'll call someone else who can fix my problem right away. And if that shop does a good job by meeting my needs, I'll call them first the next time I have car trouble.

Health care is like that too. When patients have a health concern, they want and need to be seen right away. If we don't provide access when they need a diagnosis, test or treatment, they'll look for care somewhere else.

### **Problem versus opportunity**

Access is a problem and an opportunity for everyone in health care. When we can't see a patient today, tomorrow or the next day, we risk losing them to another provider or hospital.

No one should have to wait to have their health problem addressed or seek care somewhere else. When we "Just Say Yes" to the patient, we meet their needs, reduce their stress level and show them we care about their well-being.

Recently, I heard about a man who came to us for cancer care. He waited weeks for an appointment with a hospital in the Philadelphia area. As he waited, his condition worsened and his family became more distressed. Finally, the man reached out to colleagues on our radiation oncology team and they found him an appointment right away.



Pamela Tobias, Administrator of Oncology Services, recently met the couple during rounding. They were frustrated by the experience in Philadelphia, and grateful that LVHN could meet their needs by delivering timely care close to home. Within two hours, the man had an appointment, tests and other care coordination in place so he could begin radiation treatment right away.

Providing care when he needed it lessened the couple's anxiety and made a difference in his quality of life. That's what patients expect from LVHN and what we must deliver every day.

## Circle of care

Chances are, you chose a career in health care because you are compassionate and caring – you want the very best for the people in our community.

Recently, we held a leadership retreat to discuss how we can provide better access. We discussed how the key to serving our community is supporting you. Leaders are working hard to create the right conditions to give you the time and tools you need to do your job, and remove barriers in your way.

Life is a big circle that connects each and every one of us. At LVHN, the circle begins with you. We want to assure that your needs are met so that you can, in turn, meet the needs of our patients and families. We want you to enjoy coming to work every day to serve our patients and our community. So when people like our cancer patient call, we can get them in quickly, treat them with PRIDE and deliver the best care experience possible. You'll learn how we're working to support you and our community in Dr. Nester's State of the Health Network Address that will be shared on LVHN Daily and LVHN Weekly later this month.

Just like the mechanic who understood my situation, diagnosed my car trouble and got me back on the road, let's keep driving our services forward so our patients can get back on the road to health.

*What kind of support do you need to keep the momentum going at LVHN? Share your ideas and your challenges with me here.*



*Terry Ann Capuano*

**About me:** My name is Terry Capuano, RN, and I am the Executive Vice President and Chief Operating Officer at LVHN. I have worked at LVHN for more than 30 years and consider it an honor to serve as your COO. I greatly enjoy meeting colleagues, sharing stories and enhancing relationships throughout the health network. [Learn More](#)



# LVHN Colleagues Celebrate Turkey Toss 2017 – PHOTOS

by [Emily Mitchell](#) · November 17, 2017

Thanksgiving is less than a week away, and colleagues kicked off the start of the holiday season by picking up their turkeys during the seventh annual LVHN Turkey Toss. It was the first time colleagues at LVH-Pocono received a free turkey. In total, more than 6,600 turkeys were gobbled up at six Turkey Toss events across the region. The warmth of the season and the camaraderie of colleagues could be felt as leaders presented colleagues with their turkey and thanked them for all they do to heal, comfort and care for the people of our community.

You can still pick up your turkey through Jan. 31 at the Jaindl Farms retail location, 3150 Coffetown Road, Orefield. Visit [Jaindl.com](http://Jaindl.com) or call 610-395-3333 for store hours.

You may choose from:

- 12-14 pound frozen Jaindl turkey
- 8-10 pound Jaindl bone-in turkey breast
- 5 pounds of turkey barbecue (Pennsylvania Dutch style or pulled)









# Service Star of the Month – November 2017

by [Sheila Caballero](#) · November 16, 2017

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## **Jack Dunleavy, Organizational Effectiveness**

When you work for LVHN you have the potential to impact hundreds of lives over the course of a year. If you're Jack Dunleavy, multiply that impact by a factor of 100 – possibly more. That's because Dunleavy has made an impact on thousands of colleagues and patients over the course of his 31-year career.

Dunleavy is the health network's PRIDE champion. He connects the dots for every new hire who walks through our doors. During his time with LVHN, Dunleavy has spoken at more than 720 Connections sessions and hosted more than 450. In his role as master of ceremonies for the health network's Connections orientation, he sets expectations for the PRIDE experience and models those behaviors for every new hire regardless of his or her role, tenure or background.

Dunleavy provides the very first warm welcome our new hires experience, and encourages everyone in the room to do the same. No question is too trivial, no issue unimportant. He helps new colleagues embrace LVHN and its workplace culture by helping create a great place to work.

"Jack shows PRIDE in every interaction, every time. He walks the talk," say nominators and organizational effectiveness colleagues Kathy Schuyler, Kelly Payne and Gerald McGlynn.

“He is a teacher and a mentor who takes great care in modeling PRIDE behaviors because he knows it has a direct impact on patient care. He is a man of integrity who models the ‘involvement’ behavior every day.”

## **Next Steps**

### **Nominate a Service Star.**

Congratulate these PRIDE Award recipients. [The PRIDE Award is part of our expanded Service Star Award program.](#) **Aubrey Reeves and Kelly Kiefer, LVPG Adult and Pediatric Psychiatry**

Reeves and Kiefer used their professional instinct to intercede on behalf of a suicidal patient. The patient arrived at the office without an appointment. Rather than turning her away, the colleagues secured help from a case worker. After a detailed assessment the woman was taken to the ER and admitted for her own safety.

### **Morgan Horton, NORI, LVH–Cedar Crest**

After a patient enrolled in a clinical cancer trial had a reaction to his medication, Horton stepped in to ensure the patient could complete his infusion despite the late hour. Horton’s involvement made it possible for the patient’s assigned colleague to keep a personal commitment, while also giving the patient his best, and most likely last, chance to extend his life.

### **Lynn Mohr, William Ciotala and Elizabeth Pereira, outpatient diagnostics, LVH–Muhlenberg**

A patient wrote a letter to praise the excellent care LVH–Muhlenberg staff provided when she needed blood work and a CT scan. Ciotala provided a helpful escort in his golf cart that made the woman “feel extra special.” Mohr and Pereira were “sensitive” to her needs and put her “completely at ease.” Colleagues were knowledgeable, positive and provided excellent care throughout the entire experience.

### **Andrea Kneeder, human resources, LVHN–Mack Boulevard**

Kneeder is self-motivated, driven and dedicated. Colleagues consider her one of the hardest working people they have ever met. Recently, she completed four demanding



projects, which she completed with the utmost attention to detail while maintaining exceptional service to colleagues in her role as Benefits Counselor.

# John's Journal: Surveyor Team Cites LVH-Hazleton as "Excellent"

by [hazlvhndaily](#) · November 16, 2017

On Nov. 15, the Healthcare Facilities Accreditation Program

(HFAP), the not-for-profit organization meant to help health care organizations maintain their standards in patient care and comply with regulations and the health care environment, presented their regulatory compliance survey findings for LVH-Hazleton. HFAP regulations encompass a comprehensive list of standards in areas such as quality, surgical processes, human resources, infection control, nursing, medical records, administrative governance and more.



I am extremely pleased to tell you that after three days of exhaustive inspection in all hospital-based service areas, including LVH-Hazleton, LVHN Cancer Center-Hazleton, Health & Wellness Center at Hazleton, Healthy Beginnings and the Health Center at Mountain Top, HFAP surveyors cited our hospital as "excellent." In total, of the more than 1,000 regulations surveyed, we received only seven minor deficiencies. Specifically, most areas were shown to be in full compliance, including complex care areas such as nursing, infection control and emergency care. The HFAP inspector deemed our rehabilitation program as "a model of excellence" that should be duplicated in other rehabilitation programs. In addition, we have been successfully re-certified as a Primary Stroke Center.

Today, as always, I am extremely proud and grateful for the team at LVH-Hazleton. You promote excellence and pride in every aspect of patient care, and in your interactions with colleagues and community members. The surveyors took the time to thank the staff for their "gracious, welcoming and professional demeanor." They said coming to Hazleton was "like coming home." Through our hard work, our patients benefit.

Thank you!



A handwritten signature in blue ink that reads "John R. Fletcher". The signature is fluid and cursive.

**About me:** My name is John Fletcher, and I am President of LVH-Hazleton. As a teenager, I was an orderly at a nursing home. I've been passionate about health care ever since. I joined our organization in 2004 and was named LVH-Hazleton President in 2015. My passion for meeting the health and wellness needs of our community grows stronger every day. I'm so proud of the exceptional team of health care professionals that supports me in furthering our mission. We are a network of neighbors caring for neighbors, family and friends.

# Free Hernia Screenings and Information Session

by [Jane Danish](#) · November 17, 2017

Learn more about the signs and symptoms of a hernia and

get a free hernia screening on Tuesday, Nov. 21, at 5 p.m. The screening will be held at the Health & Wellness Center at Hazleton. All colleagues and community members are welcome to attend.

LVHN has the region's most convenient and comprehensive treatment program for patients with hernias. We also offer next-day scheduling for appointments so you get the care you need on your time.

At the event, surgical experts Michael Mahoney, DO, and Jayme Lieberman, MD, will lead presentations on the signs and symptoms of hernias. They also will discuss the importance of early detection and treatment options as part of the LVHN Institute for Special Surgery, including minimally invasive robotic surgery.

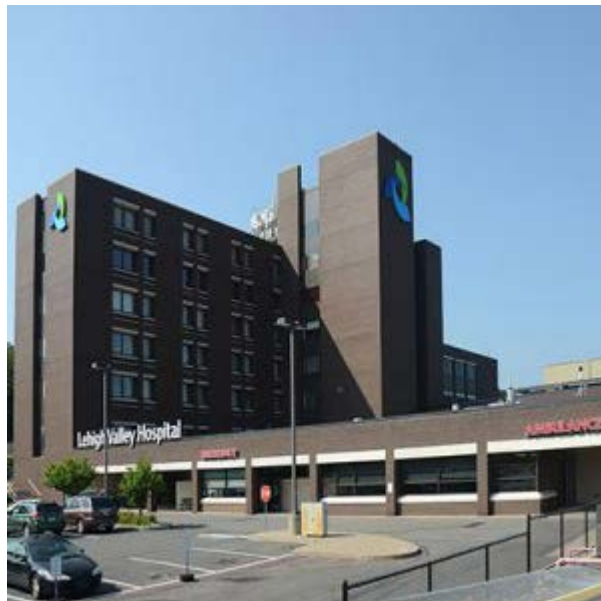
To sign up, call 888-402-LVHN (5846) or visit [LVHN.org/herniascreening](https://www.lvhn.org/herniascreening).



# Construction Timelines Announced for Hazleton Renovation and Expansion Projects

In March, colleagues learned about plans to reimagine the future of health care in the Hazleton region. Those plans included renovations throughout LVH–Hazleton to upgrade and modernize patient rooms, corridors, common areas and nursing stations, as well as a robust expansion plan for the ED. They also included a new “health care campus of the future” in Hazle Township that will create a walkable medical mall and serve as a hub for outpatient care.

**LVH–Hazleton modernization** (renovations to begin spring 2018)



Renovations to the hospital campus are designed to enhance patient privacy and comfort, improve wayfinding and create a safe, welcoming environment for patients and their families. Here are some of the changes you can expect to find there:

- **Lobby** – Expansion and renovations to the lobby will create a welcoming environment that increases comfort and decreases stress for families and patients. We’re also adding large windows to bring in natural light and garden views, and creating positive distractions to capture the attention and imagination of patients and their families while they wait.
- **Room upgrades** – Renovations will include new flooring, lighting, wall finishes, and infrastructure for a future Epic implementation. Double rooms will be transformed into singles to give patients the privacy they desire, while maintaining the ability to flex back to double occupancy during times of high demand.
- **Common areas** – Nursing stations, corridors and other common areas will be upgraded to include new casework, task chairs and other amenities.
- **Cohesive design features** – An overall design will unify the look and feel of the hospital using nature-inspired colors and materials to create a calming, tranquil and comforting environment. The addition of accent colors will improve wayfinding.

**LVH–Hazleton ED expansion** (construction to begin summer 2018)

ED expansion will enable us to care for more patients and their families and improve the flow of patient care. Best design practices will be used throughout the campus to influence how patients and

families feel from the moment they arrive on campus through discharge.

- **External improvements** – Changes will include a separate entrance to the ED, modifications to the existing drive-up entrance, a new patient drop-off area for the ED and hospital, and alterations to the main parking area.
- **ED expansion** – Plans include a larger check-in area, more ambulance bays (3 total), large private treatment rooms with sliding glass doors for privacy, a secure behavioral health zone, and the creation of a double trauma bay. Plans also include two centralized nursing hubs that will improve patient access, visibility and flow, as well as other features.
- **Centralized nursing stations** – These areas will be designed to increase professional privacy and security, maximize visibility and accessibility to patients, and reduce walking distances and noise levels.

### **Center City expansion**

- **Expansion** of LVPG’s services in center city to include an increase in physical space and the addition of primary care and OB-GYN services to our already existing ExpressCARE and pediatric services.

### **Health care campus of the future** (construction to begin summer 2018)

LVHN is on a journey to reimagine the health care of the future by creating a new hub for outpatient care in Hazle Township. The strategy is a direct response to health care trends that show decreasing rates of inpatient care and an increased need for outpatient services. Programming is still being finalized.

Plans include expansion and renovation of the current Health & Wellness Center and the LVPG–Alliance Drive location (formerly known as the Dessen Center), as well as new construction. When complete, the campus will provide comprehensive services from primary to specialty care, wellness facilities, a pharmacy and other features. These plans are in addition to our ongoing commitment to recruit physicians who can provide the “health care of the future.”

“Our campus of the future will preserve the natural landscape and park-like features that make it such a special place to work and receive care,” says John Fletcher, President of LVH–Hazleton.

“Construction and renovation is set to begin this summer. When complete, this campus will usher in new growth opportunities for us and improve access and experience for patients in our community.”



# LVHN Dedicates “MAVRIC” Veterans Center at LVH–17th Street

by [Robert Stevens](#) · November 10, 2017



On the eve of Veterans Day, LVHN celebrated the opening of the newly completed Dick and Peggy Fleming Military and Veteran Resource/Information Center on the first floor of the School of Nursing building on the campus of LVH-17<sup>th</sup> Street.



MAVRIC, as it is known, will provide U.S. veterans, guard and reservists, active military, and their

families with personal and professional support, especially to those who are challenged in readjusting to civilian life due to illness, injuries or other difficult circumstances. LVHN employs more than 350 veterans, some of whom attended the ceremony.

“At LVHN, we are committed to meeting the unique needs of our veterans, and the MAVRIC takes that commitment to another level,” says Brian Nester, DO, MBA, FACOEP, President and Chief Executive Officer of LVHN.

The facility measures 11,000 square feet and comprises a dozen rooms, including:

- A resource room equipped with computer terminals and printed materials
- Offices where trained and certified personnel interview, screen, counsel and assist veterans in applying for health insurance, and connect them to medical and legal resources
- Men’s and women’s supply closets stocked with clothing and personal items
- A pantry with a variety of food items and emergency, 72-hour meal kits for veterans dealing with immediate hunger needs
- Community meeting rooms and a coffee lounge for learning, relaxing and socializing

“This new resource will link the continuum of services and care for our veterans and military, including the VA, private providers and LVHN, to offer a seamless experience,” says Debbie Salas-Lopez, MD, LVHN’s Chief Transformation Officer.



MAVRIC was built with funding from the Fleming Foundation, an organization founded by the late Richard (Dick) and Peggy Fleming, longtime LVHN supporters. An oil painting of the Flemings was unveiled during the dedication and will hang in the center. Dick Fleming, a retired executive of Air Products and longtime trustee of LVHN, passed away in 2015. He was a World War II veteran. His wife, Peggy, an ardent supporter of LVHN nurses and founder of the Friends of Nursing awards program at LVHN, was a constant companion and source of support until she was diagnosed with Alzheimer’s disease in 2002 and died in 2008. The Fleming Foundation has pledged a \$2 million gift to fund staffing and capital items for MAVRIC.



“Dick and Peggy Fleming were great friends of LVHN and pillars of our community,” Nester says. “Their legacy will be their dedication, generosity and vision for making ours a healthier place to live.”

# Are You Following the Updated LVHN Solicitation Policy?

by [Ted Williams](#) · October 20, 2017

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Being in health care, you're going to find many LVHN colleagues who are more than willing to help someone in need. While it's certainly admirable to show support for a good cause, it's wise to discuss it with your human resources (HR) consultant first to make sure what your planning fits within the guidelines of the updated LVHN solicitation policy.

The purpose of the policy is not to discourage anyone's good intentions, but rather to prevent unnecessary disruption of a colleague's daily work and manage the frequency of the requests of a colleague to contribute to a cause. LVHN continues to be committed to supporting causes that benefit our community. These causes are outlined in the solicitation policy.

"Primarily, we've become lax with enforcing the policy," says Jane Leary, HR's Director of Colleague Relations. "We think many colleagues don't realize there may be a problem. Some aren't even aware there is a policy. We just want to make sure everyone knows what's acceptable and what isn't. Please reach out to your human resources consultant to confirm that your good intent is consistent with the solicitation policy."

All colleagues are invited to [review the complete updated Solicitation and Access Policy](#). Here are some of the key points:



- Solicitation and distribution of literature are not permitted when either the colleague seeking patronage for a cause or the colleague being approached is on working time engaged in his or her job duties. Please note working time does not include meal times, break times or other periods when the colleague isn't engaged in work functions.
- Also, solicitation and literature distribution are not permitted in direct working areas, and LVHN communication tools, such as LVHN email, can't be used to advertise causes. Please note lounges, break rooms, lobbies, parking lots and locker rooms are not considered working areas. Cafeterias and gift shops generally are not considered working areas, except in regard to colleagues working at those locations.

Solicitation includes but is not limited to:

- Raffles

- Charity drives
- Cosmetics, jewelry, food and houseware sales
- Sponsorship requests
- School or club fundraising activities
- Ticket sales
- Catalog or online sales
- Commercial or personal business sales
- Bake sales or external food vendors
- Drives to benefit specific individuals or colleagues (excluding paid time off donations)
- Use of LVHN electronic resources

The exceptions to the policy are charitable and community activities supported or sponsored by LVHN, or related to LVHN services. They include:

- United Way Employee Campaign
- LVHN Via Marathon
- American Heart Association Heart Walk
- March of Dimes/March for Babies
- Lymphoma and Leukemia Society
- LVHN foundations
- LVHN auxiliaries
- Blood drives
- Employee Benefit Fairs and activities related to employee benefit programs
- Employee discounts which specifically benefit LVHN colleagues

## LVHN's 20th Community Flu Shot Campaign Draws Close to 8,000



November 13, 2017

Almost 8,000 individuals became part of Lehigh Valley Health Network (LVHN) history over the weekend by receiving free vaccinations during the 20<sup>th</sup> anniversary edition of the Community Drive-Thru Influenza Campaign held at Dorney Park in South Whitehall Township and Coca-Cola Park in Allentown.

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LVHN's 20th Community Flu Shot  
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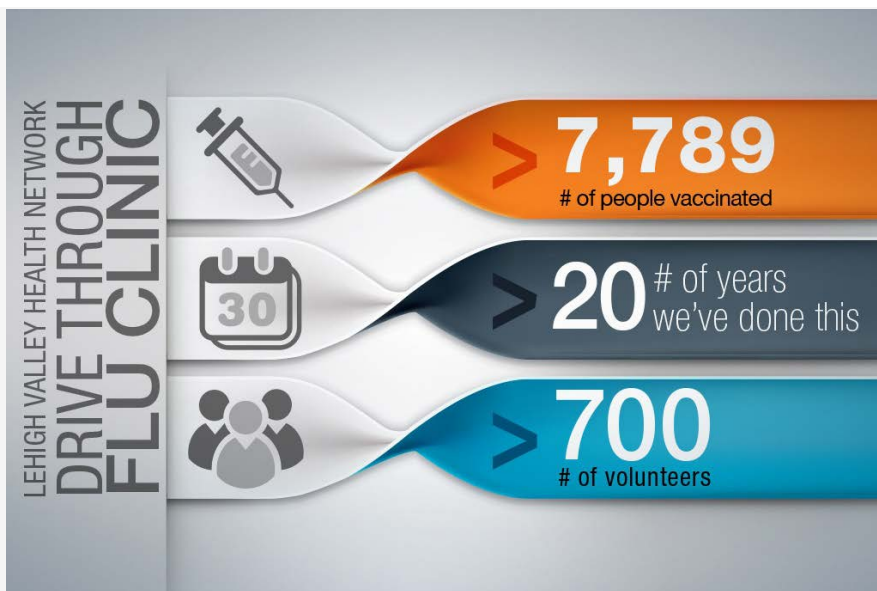


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reduced to one number.

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A total of 4,707 shots were administered at Dorney Park on Saturday and another 3,082 vaccinations were given at Coca-Cola Park on Sunday to adults and children 6 months and older. Additionally, 12,400 pounds of food was collected at both clinics for donation to area food banks. More than 700 LVHN volunteers joined LVHN health network physicians and advance practice clinicians in the two-day effort.

LVHN has issued more than 150,000 flu shots since the first free flu shot clinic in 1997 when it was launched primarily to give people with physical disabilities easy access to vaccinations. That year, about 100 people took advantage of the free flu shots.

This year's quadrivalent vaccine protects against four types of influenza – two type A viruses and two type B viruses. They are:

- A/Michigan/45/2015 (H1N1)pdm09-like virus
- A/Hong Kong/4801/2014 (H3N2)-like virus
- B/Brisbane/60/2008-like (B/Victoria lineage) virus
- B/Phuket/3073/2013-like (B/Yamagata lineage) virus

According to the Pennsylvania Department of Health, it is estimated that 600,000 to 2.4 million Pennsylvanians get the flu each year. As of Nov. 4, 325 cases of flu had been reported throughout the commonwealth thus far during the current flu season, which officially runs from Oct. 1 through May 19. Northampton County had reported 29 cases, the third-highest incidence among the 67 state counties. Montgomery County had reported the most with 34. There

had been 11 cases reported in Lehigh County.

## Eyebrow Wow!

*Saving time on your eyebrow beauty routine is as easy as this*



November 08, 2017

Anthropologists believe the main function of the eyebrow is to guard the eye from sweat droplets and other eye-irritating matter. Artists, psychologists and even poker players know brows play a starring role in facial expressions. But beyond their practical functions, brows have become a key feature of beauty for many people.

“Creating the perfect eyebrow is often a daily task – brow pencils, tweezers, tints and powders,” says Emily Doster, medical esthetician with LVPG Plastic and Reconstructive Surgery. “Permanent makeup is a solution that not only repairs damaged, overtweezed brows, it also serves as a huge timesaver for those of us who can’t dedicate time every day to our eyebrows.”

### Creating no-smudge eyebrows

This permanent tattoo technique creates the appearance of hair in the brow line. Eyebrows are tattooed and/or micro-

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Eyebrow Wow!



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bladed in place to whatever fullness you prefer. Size, shape and color are determined and agreed upon by both patient and provider. After the procedure there's no need for additional makeup. You can swim, sweat and wipe off your face without having to worry about them smearing, smudging or coming off.

"It's something that originated to provide eyebrows for people who had lost their eyebrows due to medication or disease such as chemotherapy patients and people with alopecia," Doster says. "Through the years, the technique has been perfected and become very popular."

### **A (mostly) permanent solution**

Following an initial consultation to determine client preferences, eyebrows are put in place over two sessions. The first lasts from two to four hours and includes the tattooing process and/or micro-blading of color to give the brow fullness. After about six weeks of healing, clients return for a touch-up to ensure color and fullness are correct.

"We instruct women on eyebrow care during the healing process," she says. "There are a few things to avoid – chemical peels, spending a lot of time in the sun without sunscreen or in chlorinated water."

Permanent makeup requires occasional touch-ups, Doster says. "Depending on your complexion and how well you care for your brows, a touch-up is only needed once a year, sometimes less."

**Don't wait, treat yourself.** Permanent eyeliner and [rejuvenating facials](#) also are available to refresh your look. **Make an appointment. Call 888-402-LVHN.**

## For Love of Country: A Story of an Unlikely Friendship

*LVHN physician and 91-year-old World War II veteran become good friends because of a common patriotic bond*



November 10, 2017

There's only one big problem with being 91 years old as far as William Bakes is concerned.

"All my friends are gone," says the proud World War II veteran from Allentown. "Outside of my family, there aren't many people I can call a friend anymore."

Maybe that's what brought about Bakes' friend request a few years back of his orthopedic specialist, [Eric Leppy](#), MD, Chief, Division of Orthopedic Surgery at Lehigh Valley Health Network. Bakes made his request the old-fashioned way.

"I've been treating Bill for about three years for arthritis in both

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For Love of Country: A Story of an Unlikely Friendship



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knees,” Lebbly says. “I see him every few months, and it’s always great to see him. One day, he just asked me if I would be his friend. I told him absolutely, that I would be honored.”

### **Reverence for ‘Old Glory’**

From the first moment Bakes met the 47-year-old Lebbly, he knew he would like him. He noticed an American flag pin attached to the doctor’s lapel. That told Bakes this was somebody who shared his sense of patriotism. “He talked to me like an ordinary person, not like a doctor to a patient,” Bakes says. “I told him I was a veteran, and we just hit it off. We talk about a lot of things. My appointments with him go by fast.”

### **Service to country and humanity**

Bakes is especially proud of serving his country during World War II, as did his three brothers. He did his U.S. Army training at Fort Benning, Ga., with John Eisenhower, son of Gen. Dwight Eisenhower, supreme commander of the Allied forces in Europe and future U.S. president. When he arrived as a corporal at the European theater in 1944, he became part of Gen. George Patton’s Third Army and fought the Germans at the famed Maginot Line – concrete fortifications on the borders of France, Switzerland, Germany and Luxembourg – leading to the liberation of the nearby city of Bitche, France.

As Allied forces moved into Germany, Bakes joined in the liberation of a series of Austrian concentration camps. “Prisoners at Gunskirchen were left in the forest to die,” Bakes says. “These walking skeletons were running up to us, hugging us and kissing our boots. We had to help bury those that didn’t survive. What we saw there, it’s not something you can forget.”

### **Living a content, full life**

Following a stay in Europe to help with the reoccupation of liberated countries, Bakes returned to Allentown in 1946 and almost immediately met his wife, Teresa. “She saw me walking down the street and knew I was for her,” he says. “At least that’s how I remember it. We got married right away.” They would be married for more than 50 years until her death in 1998.

Bakes worked as a garage mechanic and eventually joined the Allentown School District in the late 1960s, staying until he retired at age 65. Today, he lives in Allentown with his daughter, Lynette, and her husband, Tony Messenlehner. Bakes spends a lot of his time doting on his granddaughter, Kristi Gases, his grandson, Doug Genovese, and his great-grandson, Maxwell Genovese. And he enjoys his visits and phone calls with his friend, Eric Lebby.

## **The heroic generation**

“My grandfather and great uncle fought in World War II,” Lebby says. “I think they had a lot of influence on my support of our military. Bill reminds me of them in many ways. Many times we get to talking, and his appointments run over a little bit.”

Bakes earned 12 medals and various other military honors, including the Bronze Star, for his World War II service.

“People called us heroes, and sometimes the way we were treated it felt that way,” Bakes says. “We were able to help a lot of people who needed our help. If that’s being a hero, I’ll take it.”

## **Veteran Care and Awareness at LVHN**

Lehigh Valley Health Network (LVHN) counts many military veterans on its staff. To help improve health care for veterans:

- Veterans Affairs (VA) recognizes LVHN as a Veterans Choice Program provider. This allows veterans to receive health care at LVHN when VA medical services may be unavailable or delayed.
- LVHN has increased staff awareness of the unique cultural experiences and medical needs of military men and women, including post-traumatic stress symptoms.
- LVHN also provides referral coordination and navigation for veterans with complex medical and social needs through an on-site veteran health liaison.
- LVHN, in collaboration with the Lehigh Valley Military Affairs Council (LVMAC), now screens patients to capture their veteran status in their electronic medical record.

