

Health Center at Fogelsville Ribbon Cutting

See photos and learn about the services provided.

We're Ready for Wave 2 Go-Live

Once Epic goes live, you'll have support.

Terry's Take: Honor Our Unsung Heroes

Engineering colleagues impress Terry.

Videos, Ads Show Our Expertise in Surgery

It's phase two of our surgical excellence campaign.

LVHN, CVS Health Announce Affiliation

We'll share information to enhance patient care.

Café Hours Adjusted This Weekend

It'll accommodate colleagues during Epic Go-Live.

Service Anniversary List – August 2015

Who's celebrating a career milestone this month?

Wellness Benefit of the Month

Learn about our Sports Performance program.



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a blog on LVHN.org containing timely health information and health network news.



Your New Health Destination – the Health Center at Fogelsville – Celebrates Its Ribbon-Cutting

BY [TED WILLIAMS](#) · JULY 27, 2015

2.Fogelsville.jpg



Picture 1 of 11

[◀ Back](#)

[Next ▶](#)

Local dignitaries joined with Lehigh Valley Health Network leaders this morning to celebrate the official ribbon-cutting ceremony at the brand-new [Health Center at Fogelsville](#), 1431 Nursery Street (next to Weis Markets and north of the intersections of I-78/U.S. 22 and Route 100). A community open house will be held later this evening (5 to 7 p.m.). Tomorrow (July 28) will mark the center's official opening day.

The two-story, 40,000-square-foot health center brings nine health care services to people in and around the Fogelsville area. Services include:

- Family medicine from [LVPF Family Medicine–Fogelsville](#)
- [ExpressCARE](#), featuring walk-in care for common illnesses and minor injuries
- Children's care with [LVPF Pediatrics–Fogelsville](#)
- Women's health services from [LVPF Obstetrics and Gynecology–Fogelsville](#)
- [Rehabilitation services](#)
- [X-ray](#)
- [Ultrasound](#)
- Laboratory services from [Health Network Laboratories](#)
- [Home sleep testing](#)

“As Fogelsville has grown in population and industry, so too has [the] community's need for high-quality health services,” says Terry Capuano, RN, LVHN's executive vice president and chief operating officer. “The Health Center at Fogelsville will give community members a nearby resource to take charge of their health, get help to manage chronic conditions and avoid potentially costly hospital stays.”

Like most of western Lehigh County, Fogelsville is an area that first made its mark as one of the region's foremost

agricultural centers. There was a time when Trexler Orchards was the oldest fruit producer in eastern Pennsylvania with more than 1,500 acres, some located at what is now Applewood Village in Fogelsville. To this day, Fogelsville remains rich in productive farmland.

In the last several decades, Fogelsville also has become rich in industrial parks and corporate centers, evolving into a primary regional trucking hub because of its convenience to several major highways and the Pennsylvania Turnpike's Northeast Extension. That convenience has led to a growth of industry and housing, and has created a community in need of health care services such as those offered at the new health center.

The Health Center at Fogelsville is LVHN's 13th overall and its third in western Lehigh County ([Trexlerstown](#) and [Macungie](#) are the other two). LVHN also has health centers in [Bangor](#), [Bath](#), [Bethlehem Township](#), [Emmaus](#), [Hamburg](#), [Hazleton](#), [Kutztown](#), [Moselem Springs](#), [Muhlenberg](#) (Bethlehem) and [Quakertown](#). LVHN's health centers provide multiple services under one roof, making care more convenient and enhancing the well-being of people in the communities each health center serves.

Tags: [Health Center at Fogelsville](#)

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Get Free Health Screenings and Win Prizes at the Health Center at Fogelsville's Community Open House

13 JUL, 2015

We're Ready for Wave 2 Go-Live

BY [JENN FISHER](#) · JULY 30, 2015

It's nearly Wave 2 Go-Live and the entire LVHN Epic team is ready. Starting tomorrow, cutover activities will prepare LVHN for Go-Live, which will occur in the early morning hours of August 1. Once Go-Live happens, you should have confidence in two things: First, think about the training you took and the practice you have done in the Epic Playground to become even more familiar with this new system and your application. Second, remember that you have an army of resources to support you once we Go-Live on Saturday. These experienced, Epic-savvy people are here to help you succeed. Here's the Epic team that's ready to support you and your colleagues:

- **LVHN Epic Command Center**

The command center will provide 24/7 support in all operational and application areas. The command center is the hub for continuous electronic medical record (EMR) status assessments and systematic problem-solving. Leadership from LVHN and Epic, along with support teams (such as those answering provider and end user questions) is headquartered here.



Super Users (Color Cue: Super users will wear red lanyards.)

Over 950 super users will provide support during Go-Live. These colleagues have received extra training to become proficient with Epic and will be your first line of assistance once Epic goes-live. Get to know who your super user is.

(Tip: Many units have more than one super user.)

▪ **Inpatient Provider Site Champions (Color Cue: blue lanyards.)**

More than 100 inpatient provider site champions have also been identified. Just as super users received early and additional training, so have inpatient provider site champions. The inpatient provider site champion will assist other providers with questions at Go-Live.

▪ **Credentialed Trainers (Color cue: Red lanyards)**

Credentialed trainers helped train end users and will be on hand to assist in specific areas.

▪ **At-the-Elbow Support by Divurgent (Color Cue: Red or blue lanyards, depending on the role.)**

Along with the LVHN Epic support resources, a team of more than 400 at-the-elbow external professionals affiliated with the health care consulting firm, Divurgent, will be assigned to units and departments.

▪ **LVHN Information Services (I/S) Support Staff (Color cue: yellow lanyards)**

I/S members will be rounding to help with Support Center and tickets.

Epic Issue? Here's the Call-In Process

If you are experiencing an issue with Epic, first work with your super user or inpatient provider site champion. If the issue is not resolved with their help, then consult with the Divurgent at-the-elbow support professional assigned to your area. If the issue is still not resolved, it should be called in to I/S support at the command center so it is ticketed and can be tracked.

Call I/S Support: 610-402-8303 (or x8303). Select option 5 for Epic issues.

Here's the information you need to provide when an issue is called in:

- System user ID # **and** name of person experiencing issue.
- Job role of person experiencing issue.
- Direct line, such as Ascom, backline or pager number.
 - **Tip:** Avoid providing telephone numbers answered by auto-attendants. Indirect numbers delay how quickly or easily an analyst can get back to you.
- Device number (Examples: W1234, S5678, P9876.)
- Department name.
- Location (Such as: room number, pod name, suite, etc.)
- Application name (if this is an application issue.)
- Detailed description of the problem including:
 - What the person was trying to accomplish? (Example: Trying to remove medication.)
 - What type of triage was attempted? (Example: Tried logging off and rebooting.)
 - What was on the computer screen? (Note error messages that pop up on the screen.)

Trusted Go-Live Information Sources

"Whisper down the alley" is not an effective way to convey important Go-Live information. Here are the ways you will stay informed during Go-Live:

- **Epic Flash Daily**

You already receive the weekly Epic Flash, but during Go-Live you will receive twice-a-day editions of Epic Flash Daily (9 a.m. and 4 p.m.) These publications will include important information about Go-Live status and issues, problem resolutions and links to tip sheets.

- **Super User Calls**

In addition to providing at-the-elbow support to their colleagues, each day (or shift) the lead super user from your unit, department or Wave 2 practice will attend a super user call conducted by the LVHN Epic team. These calls are a forum to share and receive important Go-Live information. Super user calls will occur daily beginning August 1 until the LVHN Epic team determines they are no longer needed. Super users will receive a daily email with call-in information.

Inpatient nursing super user call times:

- 9 a.m.
- 9 p.m.

Ancillary, OR, ED, HODs and Wave 2 ambulatory practices super user call time:

- 10 a.m.

Patient movement super user call time:

- 3 p.m.

- **Epic Transformation Intranet page**

The [Epic Transformation intranet page](#) (you can also find this link in the left column of the LVHN intranet home page) will carry updated links to tip sheets and other information related to Go-Live. Use this site as an additional information resource.

Your Epic Calendars

Wave 2 Inpatient

July 20, 2015–Aug. 14, 2015: PTO freeze (restrictions) in effect for Wave 2 (inpatient) colleagues.

Aug. 1, 2015: [Go-live for Wave 2, inpatient settings.](#)

Wave 1 Ambulatory

Mid-2015 and beyond: [Optimization.](#)

Tags: Epic

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Terry's Take: Honor our Unsung Heroes

BY [TERRY CAPUANO](#) · JULY 28, 2015



Unsung heroes. At LVHN, we have many. Take, for example, Alan and Greg in our engineering department at LVH—17th Street. I recently had the pleasure of spending some time with them on rounds, inspecting the status of our boiler and chiller.

What impresses me is their knowledge, dedication and singular focus on providing service so we can care for our patients.

I've always said that colleagues are at LVHN for one of two reasons: To care for patients or to support those providing patient care. Alan, Greg and many other unsung heroes in our health network understand that what they do has a direct impact on our

ability to provide superior patient care. Alan and Greg are committed to ensuring the heating and cooling system works properly throughout the campus, and know their work has a direct impact on the care we provide to the people of our community.



I am awestruck with their knowledge. They could tell me everything about their responsibilities. I am impressed with their dedication. They know the importance of their work. Most of all, I am delighted that the patient is at the center of everything they do.

Please leave a comment and share with me and our colleagues the unsung heroes with whom you come in contact. I am certain your stories will reveal many dedicated colleagues. I’m looking forward to hearing from you and learning about the passionate people who work behind the scenes.



Terry Ann Capuano

ABOUT ME: My name is Terry Capuano, RN and I am the executive vice president and chief operating officer at Lehigh Valley Health Network (LVHN). I have worked at LVHN for 30 years, serving as COO for the last five years. I greatly enjoy meeting colleagues, sharing stories and enhancing relationships throughout the network. [Learn More](#)

Tags: [Engineering](#) [LVH–17th Street](#) [Terry Capuano](#) [Unsung Heroes](#)

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Videos, Ads Featuring 10 Physicians Show LVHN's Expertise in Surgery

BY [ADMIN](#) · JULY 27, 2015



*****This message is from Brian Nester, DO, MBA, FACOEP, president and chief executive officer; Michael Pasquale, MD, chair, department of surgery; and Edward Dougherty, chief business development officer*****

Many of you remember the marketing initiative we launched last fall to promote LVHN's high level of surgical excellence. This Surgical Excellence Campaign was built upon the premise that in 2014 we performed 70 percent more surgeries than anyone else in our region. Since research proves that performing more complex surgeries leads to better patient outcomes, we wanted to proclaim our surgical expertise to our community. We began by promoting eight of our outstanding physicians.

On Monday, July 20, we launched the second phase of this campaign. This time we're promoting 10 different outstanding physicians with a slightly different approach, but anchored by the same theme. We are proud to be our region's most trusted hospital for surgery, and we are backed up by quality measures such as national recognition from U.S. News & World Report.

Once again, you will begin seeing messages that promote our high level of surgical excellence. You will see these messages on TV and radio, in newspapers, on email and social media, and through an increased presence on LVHN.org. We see this as the most direct way to tell our surgical excellence story. We believe it will continue to create a halo effect that will spread to every surgical practice within our health network.

Please help us spread the word to your colleagues, friends and family members. Your support will help us further our mission to heal, comfort and care for the people of our community.

The second phase of our Surgical Excellence Campaign will feature the following physicians and practices:

- [Lori Alfonse, DO – LVPG Surgical Oncology, breast surgery](#)
- [Angelo Baccala, MD – LVPG Urology, urologic surgery](#)
- [Michael Badellino, MD – LVPG General and Trauma Surgery, trauma surgery](#)
- [Marybeth Browne, MD – LVPG Pediatric Surgery and Urology, pediatric surgery](#)
- [Patrick Kleaveland, MD – LVPG Cardiology, interventional cardiology](#)
- [Eric Lebby, MD – VSAS Orthopaedics, orthopedic surgery](#)

- [Chris Lycette, MD – LVPG Neurosurgery, spine surgery](#)
- [Sanjay Mehta, MD – LVPG Cardiac and Thoracic Surgery, cardiac surgery](#)
- [Pat Toselli, DO – LVPG General Surgery, general surgery](#)
- [Randy Wojcik Jr., MD – LVPG Plastic and Reconstructive Surgery, plastic surgery](#)

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Pancreas and Liver Surgery at LVHN: Meet Jeffrey Brodsky, MD – VIDEO

22 JAN, 2015

LVHN and CVS Health Announce New Clinical Affiliation

BY [RICK MARTUSCELLI](#) · JULY 30, 2015

LVHN and CVS Health have entered into a new clinical affiliation. Through the affiliation, CVS Health will provide LVHN with information about patient prescriptions and visits to MinuteClinics, the retail medical clinic of CVS Health. Information sharing will be done by enabling communication between the organizations' secure electronic medical record systems.

By allowing our electronic medical record systems to communicate and share important information about the patients we collectively serve, we will have a more comprehensive view of our patients. This can aid in health care decision-making and help ensure patients adhere to important medications for chronic diseases.

This affiliation does not affect the coverage colleagues and dependents receive under our Choice Plus health plan. Choice Plus members will continue to pay higher out-of-pocket expenses for getting prescriptions filled at CVS pharmacy and receiving care at MinuteClinics.

[Read this press release](#) from CVS Health to learn more about how the affiliation will help us achieve population health.



Tags: [Choice Plus](#) [CVS](#) [Partnerships](#) [Population Health](#)

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Café hours adjusted for Epic 'Go Live' weekend

BY [BRITTANY BANZHOFF](#) · JULY 31, 2015

The hours for the cafés at the three Lehigh Valley Hospital campuses in the Lehigh Valley as well as the Tilghman Street complex have been modified to make sure they're as available as possible during "Go Live" weekend for Wave 2 of the Epic conversion, which affects inpatient staff.

Here is the modified schedule:

Lehigh Valley Hospital–Cedar Crest

- **Friday July 31:** normal business hours 6:30 a.m.-10 p.m.; added evening/overnight hours 10 p.m.-6:30 a.m. (limited menu)
- **Saturday Aug. 1:** normal business hours 6:30 a.m.-10 p.m.; added evening/overnight hours 10 p.m.-6:30 a.m. (limited menu)
- **Sunday Aug. 2:** return to normal schedule: 6:30 a.m.-10 p.m.; 1 a.m.-4 a.m.

The limited menu includes made to order options at the grill, salad bar, soup station, sandwich station, and packaged



grab n’ go items from the cooler. The Lehigh Valley Hospital–Cedar Crest café will also provide a self-service pizza station.

Lehigh Valley Hospital–Muhlenberg

- **Friday July 31:** normal business hours 6:30 a.m.-10 p.m.; added evening/overnight hours 10 p.m.-6:30 a.m. (limited menu)
- **Saturday Aug. 1:** normal business hours 6:30 a.m.-10 p.m.; added evening/overnight hours 10 p.m.-6:30 a.m. (limited menu)
- **Sunday Aug. 2:** return to normal schedule: 6:30 a.m.-10 p.m.

The limited menu includes made to order options at the grill, salad bar, soup station, sandwich station, and packaged grab n’ go items from the cooler.

Lehigh Valley Hospital–17th Street

- **Friday July 31:** business hours 6:30 a.m.-2 p.m.; packaged grab n’ go meals, soups, made to order sandwiches, personal pizzas and other hot foods will be available at the gift shop 6 a.m.-10 p.m.
- **Saturday Aug. 1:** business hours 6:30 a.m.-10 p.m.; packaged grab n’ go meals, soups, made to order sandwiches, personal pizzas and other hot foods will be available at the gift shop 6 a.m.-10 p.m.
- **Sunday Aug. 2:** return to normal schedule: 6:30 a.m.-6:15 p.m.

LVHN Tilghman

- **Friday July 31:** business hours 7 a.m.-10 p.m.; packaged grab n’ go meals available in cooler 10 p.m.-7 a.m.
- **Saturday Aug. 1:** business hours 7 a.m.-10 p.m.; packaged grab n’ go meals available in cooler 10 p.m.-7 a.m.
- **Sunday Aug. 2:** return to normal schedule: 7 a.m.-6 p.m.

There are no changes to the LVHN Mack schedule.

Tags: Cafe Cafeteria Epic Sodexo



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Service Anniversary List – August 2015

BY [ALANE MERCER](#) · JULY 31, 2015

Happy anniversary to all colleagues celebrating a career milestone at LVHN in August.

40 Years

Debby Chaban, medical records

35 Years

Marilyn Guidi, nurse staffing office

Linda Shaffer-Kropf, medical oncology

Donna Strobl, CAT scanning

30 Years

Rachel Allen, LVPG Obstetrics and Gynecology–Valley Center Parkway

Kim Boandl, hospice unit

- Maria Buskirk, operating room
- Patricia Consorti, pharmacy
- Susan Eckhart, kidney acquisition
- Ann Fatzinger, marketing and public affairs
- Cassandra Maxwell-Yarbough, Weight Management Center
- Carolyn Ordway, cardiac intensive care unit

25 Years

- Cheryl Barr, post anesthesia care unit
- Kimberly Bartman, 4K
- Geri Berasley, neurodiagnostics
- Lisa Farthing, ambulatory surgery unit/operating room
- Ardyth Gadille, hospice
- Scott Henninger, hospice/home health
- Christine Krotzer, pharmacy
- Sherrye Lukow, sterile processing
- Raymond Pagenhardt, MedEvac
- Dorothy Pecka, pre-op staging
- Michele Rice, emergency department
- Diane Rute, case management
- John Talmadge, emergency department
- Kenneth Zemanek, psychiatry

20 Years

- Dawn Didra, pediatric unit
- Renee Grow, trauma/neuro intensive care unit
- Shelly Hafler, pre-op staging
- Kathleen McNelis, supply distribution services
- Deborah Risboskin, Regional Burn Center
- Marlene Spevak, float pool

Rosa Uribe, LVPG Hematology Oncology–Muhlenberg

Leelamma Vaidian, 3A

15 Years

Michael Adamcik, engineering

Robin Anthony, Joint Commission and Regulatory Excellence

Janet Butterweck, patient accounting

Heidi Da Re', pediatric intensive care unit

Penny Kanusky, Health Spectrum Pharmacy patient billing

Stephanie Landron, staging/post anesthesia care unit

Mayra Plaza, LVPG Gynecology Oncology–1240 Cedar Crest

Kenneth Rachwal, Children's ER

Lora Ruch, 6K

Silvia Sherer, LVHN Surgery Center–Tilghman

Diane Soos, emergency department

Theresa Versuk, Health Spectrum Pharmacy

10 Years

Lisa Antolik, cardiac cath lab

Shupriya Boyle, employee health services

Marlene Brown, Regional Heart Center–Medical

Sarah Cutting, coding integrity

Thomas Doherty, LVPG Internal Medicine–3080 Hamilton Blvd.

Stacie Eitner, medical records

Oona Ford, post anesthesia care unit

Krista Hirschmann, department of medicine

Catherine Johns, 5B

Penny King, LVPG Family Medicine–Hamburg

Nicholas Kirch, vascular/interventional radiology

Jane Korpics, case management

- Bradley Mann, security
- Teri McLaughlin, LVPG billing services
- Ruthann Moyer, LVPG Internal Medicine–1230 Cedar Crest
- Gloribel Nieves, credentialing services
- Peter O’Brien, information services
- Susan Ottolini, LVPG General and Trauma Surgery–1240 Cedar Crest
- Frank Pacana, pharmacy
- Joseph Patruno, Center for Women’s Medicine
- Dhanalakshmi Ramasamy, psychiatry
- Sharon Ravenelle, LVPG Gynecology–Brodhead Road
- Katryna Rex, LVPG Neurology–1250 Cedar Crest
- Isabella Reylander, Lehigh Valley Family Health Center
- David Rinehimer, Health Spectrum Pharmacy
- Jeana Santostefano, Lehigh Valley Anesthesia Services
- David Scaff, LVPG General and Trauma Surgery–East Stroudsburg
- Carol Schaeffer, wound ostomy continence
- Rachael Scheffler, development
- Jesse Schimmer, LVH Rehab–Centronia Road
- Barbara Scott, LVPG Pulmonary and Critical Care Medicine–1250 Cedar Crest
- Naser Tolaymat, LVPG Pediatric Gastroenterolgy–1210 Cedar Crest

5 Years

- Marianne Adam, LVPG Family Medicine–Blandon
- Daniel Agentis, security
- Ryan Anastasi, cardiac cath lab
- Tanya Arndt, LVPG Obstetrics and Gynecology–Pond Road
- Corey Arner, LVPG collections
- Cara Boettger, Epic
- Kyra Brandt, cardiac cath lab

- Kelly Brinker, Health Spectrum Pharmacy
- Carol Carbone, cardiology
- Nora Cote, LVPG Family Medicine–Brodheadsville
- Jo-Anne Ehritz, human resources
- Heather Ennis, development
- Stephanie Fraley, Diagnostic Care Center
- Melodie Gallagher, nuclear medicine
- Vyonne Gillen, 6C
- Sean Heintz, emergency department
- Jillian Hemmerly, Health Spectrum Pharmacy
- Julie Kemmerer, LVPG Family Medicine–Cetronia Road
- Kimberly Kirsch, Epic
- Nicole Knerr, LVPG Ophthalmology–17th Street
- Beth Kreisel, LVPG Geriatric Medicine–1255 Cedar Crest
- Alison Lance, case management
- Judith Lash, Hepatitis Care Center
- Sharon Longo, transitional open-heart unit
- Nikki Mendez, emergency department
- Kerry Merkel, 7B
- Muraad Mian, nursing float pool
- Gerard Migliore, marketing and public affairs
- Erin Nothstein, Health Spectrum Pharmacy
- Orlando Penaloza, Centro de Salud
- Kristine Petre, library services
- Jeanine Raad, LVPG Obstetrics and Gynecology–Pond Road
- Anthony Rice, information services
- Lynne Ryden, human resources
- Anne Silfies, CECE Center

Melanie St. Hill, group health administrative services

Susan Steckel, information services

Jesse Sterling, imaging

Gregory Tocci, Epic

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Culture of Wellness Benefit of the Month: Sports Performance Program

BY [TED WILLIAMS](#) · JULY 29, 2015

At LVHN, health is more than just a part of our name. We're committed to helping our health plan members stay healthy through our Culture of Wellness. Choice Plus families have \$700 to spend on approved wellness classes each year. There's a Culture of Wellness program for everyone, like this one:

Sports Performance Program

Whether you're an amateur or professional athlete, a marathon runner or a weekend warrior, the Sports Performance Program at LVHN Fitness can help you reach your goals. Options include:

- 1-on-1 performance training for individuals
- Small-group performance training (for 2-3 people)
- Performance training classes (offered at a set date/time)
- Team performance training

Call 610-402-5705 for program details and prices.



Here are this month’s Culture of Wellness programs for raising a family:

- Aug. 1** – Baby Care
- Aug. 3, 9, 17, 23 and 31** – Maternity Tours
- Aug. 5** – Preparing for Baby (six-week series)
- Aug. 9 and 23** – My Baby and Me Sibling Tours
- Aug. 11** – Breast-feeding Baby
- Aug. 15 and 24** – Car Seat Check
- Aug. 15 and 29** – Prepared Childbirth (one-day class)
- Aug. 17** – CPR for Family and Friends
- Aug. 20** – Preparing for Labor and Childbirth (three-week series)

[Learn about all of our Culture of Wellness programs.](#)

Tags: [Choice Plus](#) [COW](#) [Culture of Wellness](#) [Sports Performance Program](#)

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