

Medical Staff PROGRESS NOTES



ROC DOC Meetings Kick Off!!

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On Monday, March 19, members of the ROC DOC council convened for their first official meeting. As explained in last month's issue of *Medical Staff Progress Notes*, the ROC DOC council is a group of over 30 physicians which was formed to address the clinical and process concerns of the Cedar Crest expansion from the physician's perspective. **Edward M. Mullin, Jr., MD**, opened the meeting by welcoming the 22 ROC DOCs in attendance, outlining the project scope and structure.

Dr. Mullin shared his thoughts with the group, "Our purpose of readiness is to mentally prepare and give thought to the best use of the new Kasych Tower. ROC DOC meetings will serve as a conduit, carrying information to all points of the organization. The ROC DOC meetings will also be engaging and interactive, soliciting feedback and questions about the CC Readiness project."

Molly Sebastian, Vice President for Patient Care Services, outlined the guiding principles for CC Readiness:

- ... Flawless & seamless transition
- ... Care remains of the same quality as we expand
- ... "Day 1" when new facilities open, should feel like we've been in there for a year!

- ... Communicate, communicate, communicate.
- ... Extend the LVH legacy by incorporating the new tower/ICU expansion and other unit moves into the existing care framework.
- ... Learn from our past transitions.
- ... Adapt the *Good to Great* principles by emphasizing our "Hedgehog" is to be a premier academic hospital, and our BHAG is to expand the LVH-CC campus while maintaining our Tricycle model: patient care, clinical research, and education.

Marty Everhart, Vice President for Human Resources, highlighted the goals of CC Readiness, which are aligned with the four organizational priorities:

Member satisfaction:

- ... Focus on four key stakeholders, patients, family, physicians, and staff.
- ... Upon opening new tower, Patient Satisfaction level remains at least at the same level.
- ... Minimize disruption
- ... Seek opinions before decisions are made
- ... Incorporate, as feasible, input and advice from all

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From the President

The results of the Medical Staff Survey are in. For the most part, the results are very positive, although there are some areas for improvement. Here's a quick summary:

Physician satisfaction overall is very high. As a Medical Staff, we are more satisfied with the hospital's departments and services than we were three years ago, and we're more satisfied than the national average calculated by our survey company, the Jackson Organization.

Among the most highly rated areas were: Laboratory services, quality of Information Services, quality of Medical Staff leadership, Radiology services, the management team's preparation of the hospital to meet community needs, and the professional skill, quality, competence and leadership of the nursing staff. These scores were in the top 10% in Jackson's national survey database.

Areas for improvement, according to the survey, include communication between Emergency Department doctors and the Medical Staff, Anesthesiology services, the Hospitalist Program, and the overall quality of the Emergency Department. Physicians also recommended better communication between the Medical Staff and Administration, and improved patient access, especially parking at Cedar Crest.

Compared to employed physicians, non-employed Medical Staff members indicate they are less satisfied and less engaged. And while many physicians anticipate their admissions to LVHN hospitals will increase in the next five years, a small number expect fewer admissions, citing factors including distrust of hospital management, feelings of being "pushed out" and greater use of outpatient centers.

Thanks for your participation in the survey. Troika will be working with hospital Administration to develop an action plan to address the areas for improvement. More details of the survey results are in this issue of *Medical Staff Progress Notes*, and copies of the results will be available in the Medical Staff Services office.

* * * * *

On another note, Don Levick was the guest of honor at a recent reception to thank him for his service as President of the Medical Staff for the past two years. Don served as President during a time

of significant accomplishment, and his leadership was an important factor in that success.

Don's honesty, his integrity, and his sense of humor served him – and all of us – well during his tenure. He's an excellent writer and communicator, and he's willing to say what's on his mind. Don was the first Medical Staff President from the Lehigh Valley Physicians Group, and he worked hard to represent all physicians equitably and fairly.

One of Don's most significant accomplishments has been the implementation of CAPOE. Thanks to Don's tireless promotion of this system and his work to improve it, nearly 100% of inpatient orders are placed electronically. We are one of the few hospitals in the nation with participation at this level.

On a personal note, Don was very generous with his time and insights during my President-elect "apprenticeship," and I'm very happy he'll continue to be a member of Troika, as well as a mentor for me, for another two years. I'm sure you'll join me in thanking Don for his dedicated service.

Linda L. Lapos, MD
Medical Staff President

In-House CRNA Coverage at LVH-Muhlenberg

On Monday, February 26, Lehigh Valley Anesthesia Services began providing 24/7 in-house Certified Registered Nurse Anesthetist coverage at the LVH-Muhlenberg campus.

An anesthesiologist will continue to be available at all times via pager. Surgeons wishing to schedule emergency cases at LVH-M should continue to schedule them as they have in the past, as well as communicating directly with the anesthesiologist on call.

CRNA's are available to serve as a resource for consultation in airway management, sedation, or any clinical situation that you might find their expertise to be helpful.

Code Blue situations will continue to be handled the same way as they are currently, through the Code paging system. For urgent consultations, you may also reach the call personnel through the code pager (6853). For less urgent needs, and other anesthesia related-questions during the overnight hours from 3 p.m. through 7 a.m. and on Saturdays and Sundays, you may reach the on-call anesthetist on their ASCOM phone at (484) 884-5710.

If you have any questions regarding this new process, please call Thomas M. McLoughlin, Jr., MD, Chair, Department of Anesthesiology, or Fred Ackler, CRNA, Administrative Director, at 610-402-1374.

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- ... Evaluate transition success within departments and at a global level as our work evolves.
- ... Communicate the future availability of inpatient capacity
- ... Utilize effective systems of communications – with confirmation of message: written, electronic, verbal

Care Management:

- ... Quality of Care is equal to current level, as measured by quality indicators, e.g., medication errors, falls, etc.
- ... Assure effective and cooperative teamwork to achieve the end result
- ... Hold others accountable for agreed upon tasks

Functional Plan:

- ... Successfully achieve moves and target dates for completion.

Operations Improvement:

- ... Building timelines achieved

Brian Hardner, Vice President of Facilities & Construction, presented an overview, floor-by-floor, of all the current and planned changes that will be taking place over the next year on the Cedar Crest campus.

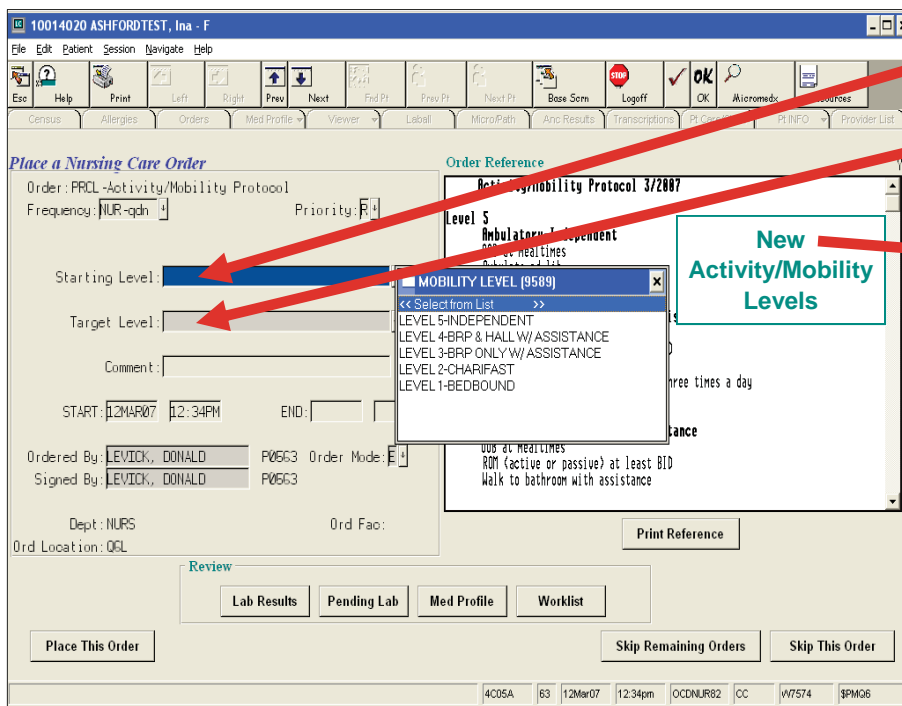
Future ROC DOC meetings will include idea sharing, input from physicians and their staff, and learning from colleagues. If you have questions regarding the Cedar Crest & I-78 expansion and moves connected to the Kasych Tower, contact a ROC DOC representative, call the ROC Hotline at **610-402-7700 (24/7)**, or email edward.mullin@lvh.com, ROC DOC physician leader.

News from CAPOE Central

Activity/Mobility Protocol – Getting Everyone Moving

Have you ever been called by a nurse who noticed that a patient, hospitalized for several days, was still ordered for bedrest because no one remembered to change the admitting activity order?

Late in March, you may have noticed a new order in many of the order sets. The Activity/Mobility Protocol has replaced many of the existing Activity orders in order sets. The Activity/Mobility Protocol was developed by a multidisciplinary group to facilitate the ambulation and activity of our patients. It was approved by the Medical Executive Committee in March, 2007. The protocol will allow the Nursing staff to more efficiently advance the patient through the stages of ambulation, without having to call/contact the clinician to change the existing online order. The Activity/Mobility Protocol order requires a starting and target activity level. This allows the clinician to limit the activity of the patient as appropriate. The patient's current activity level will be documented (and updated) by Nursing in the Patient Assessment (in the Viewer). The protocol also allows Nursing to consult Physical Therapy if there are difficulties advancing the patient's activity level. The Activity/Mobility Protocol will not affect the following order sets: cardio-thoracic surgery, neuroscience, orthopedics, pediatrics, and mother-baby.



Enter Starting Level and Target Level

- Activity/Mobility Protocol 3/2007**
- Level 5
Ambulatory – Independent
OOB at mealtimes
Ambulate ad lib
 - Level 4
Ambulatory – BRP & hall with assistance
OOB at mealtimes
ROM (active or passive) at least BID
Walk to bathroom with assistance
Ambulate with assistance at least three times a day
 - Level 3
Ambulatory – BRP only with assistance
OOB at mealtimes
ROM (active or passive) at least BI
Walk to bathroom with assistance
 - Level 2
Chairfast
ROM (active or passive) at least BID
Turn at least every 2 hours in bed
OOB at least at mealtimes with assistance
OOB to chair should not exceed 2 hours at a time
 - Level 1
Bedbound
ROM at least TID
Turn at least every 2 hours

ED Antibiotics – A One-Time Event?

Please remember that most antibiotic orders entered from the ED Order Sets are ONCE orders. The orders will display “ONCE” in the order name. This is most easily viewed in the Med Profile; and is usually viewable in the Orders Profile screen (it is occasionally cut off by the column width). Upon admission, please remember to review and re-order medications that are appropriate to continue through the hospitalization.

If you have any questions regarding these issues, please contact Don Levick, MD, MBA, Physician Liaison, Information Services, at 610-402-1426, or pager 610-402-5100 7481.

MetaVision on Lifebooks

On March 1, the MetaVision system became available on all Lifebooks for all users who currently have access to MetaVision. If you are not able to access MetaVision on your Lifebook, please call the Information Services Helpdesk at 610-402-8303.

For providers who just want to see an overview of core vital signs, please try using the "Vital Signs" tab at the top of the data sheet. Clicking on the double arrow/bar icon on the upper right side of the data sheet will display a longer stretch of data. If you want to see data at more frequent intervals, adjust the screen to the interval you want using the pull down menu from the icon that is labeled "1 Hour" on the left side of the data sheet.

Also, try using the MD-ID tab to see temps and WBC graphed out over the last 6 days (again use the double arrow/bar icon at the top right to see the whole screen filled with data).



To see 24 hour fluid balances, try using the button above the data sheet labeled "24 HR Totals."

If you have any questions regarding this issue, please contact Stephen C. Matchett, MD, Director, Telehealth Services, at 610-402-9373.

Pediatric Diet Order Upgrade in LastWord

With the centralization of the diet office providing Room Service through use of its new HealthTouch Software, they have been able to improve the "age specific" menus for children. LastWord order entry of diets will include age specific choices for Pediatric and Pediatric Carbohydrate Counting Diets. This change went into effect on March 12.

Regular diets for children age 15 and older, entry of typical Regular Diet (the adult version) is appropriate.

If you have any questions regarding this issue, please contact Kimberly Procaccino, Nutrition Director, at 610-402-8609.

News from Health Information Management

Invasive Cardiology Section – LVH-Muhlenberg

The Invasive Cardiology Section reports at LVH-Muhlenberg have been updated for COLding into the EHMR system. The reports for LVH-Muhlenberg procedures will come directly from the MacLab system into EHMR beginning in early April. The document name will be Invasive Cardiology Section and the subtitle will include the name of the specific report type, date of the procedure and CATH number. This will improve the online availability of the reports and provide the Cardiologists the ability to sign electronically in EHMR. The signature process is the same as signing any dictated report.

If you have any questions or need assistance, please contact Health Information Management at LVH-Muhlenberg at 484-884-2554.

EPICnet: Primary Care, Practice-Based Research

EPICnet is the Eastern Pennsylvania Inquiry Collaborative Network, where primary care practices in the Lehigh Valley Health Network community engage in research and mutual learning. Much of this work has been designed to bring innovative medical concepts into local practices.

EPICnet started its work as a Practice-Based Research Network (PBRN) in 2003. Since that time, it has quietly generated contributions to more than 20 publications and presentations. The work arising from EPICnet has been presented and published regionally, nationally, and internationally.

EPICnet holds memberships in the Federation of Practice-Based Research Networks and the PBRN Initiative of the Agency for Healthcare Research and Quality.

All active and affiliate primary care members of the Medical Staff are potential members of the PBRN. Thirty practices and over 60 doctors have been active participants in EPICnet projects. Those projects have been sponsored by the National Heart, Lung, and Blood Institute, The American Academy of Family Physicians, Helwig Diabetes Center, and the Department of Family Medicine.

EPICnet practices will be recruited as participants in 3CI, which will look at chronic complex illness in a community context, and is investigating the opportunity to develop new projects with other collaborators locally and nationally. EPICnet is open to more future collaboration within LVHNN.

To learn more about EPICnet, please contact Melanie Johnson, Coordinator, or Brian Stello, MD, Director, at 610-969-4950.



LVHNN Digital Library Services

Complementary and Alternative Medicine Database – New Intranet Link to Library Services

The Library has added a new database, Natural Standard, which provides evidence-based, peer reviewed information about complementary and alternative therapies. Founded by clinicians and researchers at the Harvard Medical School and the University of California to synthesize high quality data, this resource provides professional and consumer information to the National Institutes of Health, Harvard Medical School, M.D. Anderson Cancer Center, Kaiser Permanente and the Mayo Clinic. For each therapy, a research team systematically gathers scientific data and expert opinions. Validated rating scales are used to evaluate the quality of available evidence which is incorporated into comprehensive monographs which undergo blinded editorial and peer review prior to inclusion in the database. A useful feature of Natural Standard is the ability to search for natural product interactions with lab values, food interactions and allergy information.

Link Change

The link on the Intranet homepage to Library Services has changed. Go to “Departments” – “Non-Clinical” – “Library Services” to access a wide variety of resources.

If you have any questions regarding these issues, please contact Library Services at 610-402-8410 or 610-969-2263.

TAT is the New ACT

TAT (Turnaround Team) has succeeded ACT (Access-Capacity-Throughput). TAT, led by Terry Capuano, will continue to address issues of capacity, length of stay, and efficiency, in order to improve access to LVH-CC and LVH-M for our patients. Thank you to the Medical Staff for your ideas and ongoing efforts! Watch for updates and *Tips from TAT* in this and future issues of *Medical Staff Progress Notes*.

A Tip from TAT

Defer non-essential procedures, consults, and diagnostic tests to after discharge.

Ordering non-essentials for inpatients increases length of stay, and usually results in higher costs but no increased reimbursement for the hospital, as the hospital is paid on a flat rate DRG basis for most patients.

New Core Measure Provider Communication Tool

Beginning this month, you may see a hot pink sheet in the progress record section of your patient's chart. The Cardiac Quality Nurses have developed this new Core Measure Provider Communication tool to improve quality outcomes in patients who have been identified with a potential diagnosis of AMI or CHF. For these core measure patients, the Joint Commission and the Centers for Medicare and Medicaid Services require that specific quality data elements be abstracted upon discharge. The pink checklist form indicates the data elements that you need to address in your medical record documentation before or at discharge.

Please pay particular attention to the following areas when completing medical record documentation:

- ... Document contraindication to both ACEIs and ARBs for patients with LVSD if not medically appropriate to order for your patient. Please complete and sign the Cardiac Core Measure Progress Note as prompted by the checklist.
- ... Reconcile your patients' medications. Upon discharge, all patients' medications must be recon-

ciled against the admission medication list. This means that the ACEI/ARB must be ordered as well as documented at discharge on the patient discharge instructions and in the discharge summary. All medications must be reconciled in order for LVHHN to comply with the medication component of the discharge instructions.

- ... Assure that AMI patients receive aspirin within 24 hours of admission. While ordering once daily medications after 0900 when the patient has not received his/her dose of aspirin for today, check the "first dose now" box on the CAPOE screen. This will start the order 30 minutes from the entered time and assure the patient will receive a dose today. If the patient has received their aspirin dose today, allow the order to begin at its default time of 0900 tomorrow morning, leaving the "first dose now" checkbox unchecked.

If you have any questions regarding this issue, please contact the Cardiac Quality Nurses – Tricia Parker or Katrina Fritz – at 610-402-8274.

Papers, Publications and Presentations



Roberto CM Bergamaschi, MD, PhD, Division of General Surgery, gave an invited lecture on "Laparoscopic Management of Small Bowel Obstruction" at the Cleveland Clinic Florida – 6th Annual Surgery of the Foregut Symposium, held February 18-21.



Sweetie Jain, MD, Department of Family Medicine, wrote an article, "Teaching Learners to Care for Children and Youth with Special Health Care Needs," which was published in the February 2007 issue of *Family Medicine*.



Several members of the Department of Family Medicine presented at the 27th Annual Society of Family Teachers of Family Medicine Conference on Families and Health held February 28 through March 5 in Austin, Texas.

- ... **Abby S. Letcher, MD**, co-presented a pre-conference workshop titled "Improving Health Outcomes Through Co-production of Health Services."
- ... Dr. Letcher and **Julia A. Dostal, MD**, Vice Chair and Residency Program Director, presented a seminar titled "Relationship-centered Care in the Community: Extending the Relationship-centered Care Model for Resident Education."
- ... **Susan S. Mathieu, MD**, and **Jeffrey S. Mathieu, MD**, presented a lecture discussion titled "Enhancing a Resident's Self-care and Self-awareness While Teaching Family Assessment Tools."
- ... Jeffrey Sternlieb, PhD, co-presented a workshop titled "The Essential Role of Balint Groups in Enhancing Doctor-Patient Relationships." Dr. Sternlieb also presented a seminar titled "When Dr. Harry Meets Nurse Sally (or the Reverse): Teaching Residents About Office Relationships."



Vadim A Levin, MD, Division of Cardiology, co-authored an article, "Interatrial Conduction Measured During Biventricular Pacemaker Implantation Accurately Predicts Optimal Paced Atrioventricular Intervals," which was published in the *Journal of Cardiovascular Electrophysiology*, Volume 18, Number 3, March, 2007.



Lester Rosen, MD, Division of Colon and Rectal Surgery, was invited, as the current President of the American Society of Colon and Rectal Surgeons, to speak at the 75th Anniversary of the Pennsylvania Society of Colon and Rectal Surgeons meeting held March 10 in Philadelphia, Pa., where he spoke on "Future Visions in the Specialty of Colon and Rectal Surgery." At that meeting, Dr. Rosen was inducted as an honorary President of the Pennsylvania Society of Colon and Rectal Surgeons.



Debbie Salas-Lopez, MD, Chief, Division of General Internal Medicine, authored an article, "Cultural Competency in New Jersey: Evolution from Planning to Law," which was published in the *Journal of Health Care for the Poor and Underserved*, Volume 18 (2007).



Several members of the Department of Obstetrics and Gynecology gave poster presentations at the 2007 CREOG and APGO Annual meeting, held March 7-10, in Salt Lake City, Utah.

- ... "Resident, Know Thyself: Resident Self-Assessment of the CREOG Core Competencies" - presented by **Patrice M. Weiss, MD**, Residency Program Director and Vice Chair, Education; Craig A. Koller, Manager, Medical Education; Sharon Kimmel, PhD, Department of Health Studies, and **L. Wayne Hess, MD**, Chair.
- ... "Clerkship Experience and Career Goals of Medical Students Interested in OBGYN: A Six-Year Retrospective Review" – presented by **Joseph E. Patruno, MD**, Chief of Gynecology, and **Kristin S. Friel, MD**, Student Clerkship Director. Sharon Kimmel, PhD, was also a participant.



Construction Update

With the ongoing construction at Lehigh Valley Hospital, the following information may be helpful for you and your patients when visiting the Cedar Crest & I-78 campus:

Physician Parking

In early April, curbing for the new ambulance driveway will be installed which will affect Lots 4, 5, and 6 (Physician Parking). When parking is tight, physicians are encouraged to park in the 5-story parking deck along the main driveway and adjacent to Cedar Crest Blvd.

Emergency Department Renovations

To help patients easily access the Emergency Department during construction, the following changes are being made:

- ... A visitor assistant is posted at the Emergency Department entrance 24 hours a day, seven days a week to assist people dropping off patients and help with parking.
- ... An illuminated Emergency Room Entrance sign will be mounted on the corner of the building.
- ... Banners and new red signs with white lettering for the Emergency Department have been put in place.



Red and white signs, like the one pictured above, have been put in place for Emergency Department patients.



A visitor assistant, located in the Emergency Department information booth pictured above, is available 24 hours a day, seven days a week to assist patients and help with parking.

Front West Parking Deck

Bulk excavation in front of the Anderson wing continues in preparation for footings and foundation work for the second two-story parking deck.

Site Renovations on Campus

The detention basin in front of the hospital (facing I-78) will be built up to accommodate the reconfiguration of the campus ring road.

To get the latest construction update or if you have any questions, please call 610-402-CARE.

Jackson Survey of the Medical Staff—2006 Results

In conjunction with Lehigh Valley Hospital and Health Network, the Jackson Organization conducted a survey of the LVHNN Medical Staff from November 14, 2006 through January 12, 2007. With a 34% response rate, 376 physicians completed the survey. Following are several charts representing overall physician satisfaction, top predictors of physician satisfaction, and detail of ratings by area.

LVHNN Overall Physician Satisfaction From A Professional Standpoint Over Time

Response	Lehigh Valley Hospital and Health Network 2003 Survey	Lehigh Valley Hospital and Health Network 2006 Survey	2006 Jackson National Database	Jackson National Database Top Performer
Completely satisfied	12%	20%	12%	36%
Very satisfied	49	52	51	49
Somewhat satisfied	30	19	28	15
Somewhat dissatisfied	5	4	7	—
Very dissatisfied	4	2	2	—
Overall Satisfaction	3.60	3.87^{^*}	3.64	4.21
Percentile Rank	64th	83rd	—	—

Note: The 2003 Jackson National Database mean was 3.49

[^] Statistically above the 2003 rating ($p < .05$) * Statistically above the Jackson National Database ($p < .05$)

LVHNN Top Predictors Of Physician Satisfaction

Factor/Service	Correlation To Physician Satisfaction	Lehigh Valley Hospital and Health Network Mean	Jackson National Database Mean	Lehigh Valley Hospital and Health Network Percentile Ranking	Action Strategy
The management team's responsiveness to the needs of the medical staff	.64	3.47*	3.10	89th	[
The management team's level of respect for the medical staff	.63	3.50	—	—	
How well the elected medical staff represents the needs of the medical staff to the hospital's management team	.63	3.74	—	—	
How well the elected medical staff fosters an atmosphere of trust among the medical staff	.62	3.74	—	—	
How well the hospital accommodates doctors when practicing at the hospital, in terms of easy access, efficiency, responsiveness of the staff, etc.	.61	3.67*	3.54	67th	
How well the management team fosters an atmosphere of trust among the medical staff	.61	3.29*	2.96	86th	[
The management team's involvement of the medical staff in hospital-related decisions	.60	3.47*	3.13	87th	[
The responsiveness of your department chair to the needs of the medical staff	.60	3.84	—	—	

*Statistically above the Jackson National Database mean ($p < .05$) **Statistically below the Jackson National Database mean ($p < .05$)

— Indicates either question not asked in 2003 survey or non-standard question — no comparative info in Jackson Database

[Indicate ratings that are at or above the 75th percentile of the Jackson National Database

2006 LVHHN Ratings For Performance Items

Factor/Service	Lehigh Valley Hospital and Health Network Mean	Change in Performance Ratings from 2003	2006 Jackson National Database Mean	LVH and Health Network Percentile Ranking	Action Strategy
<u>Contracted Services</u>					
Laboratory services, not including pathology services	4.16*	+0.18	3.72	97th	[
Pathology services, not including laboratory services	4.10	+0.14	3.99	66th	
Radiology services	4.14*	+0.31	3.73	94th	[
Anesthesiology services	4.00	+0.50	4.06	42nd	
The overall quality of the Emergency Department	3.45**	+0.16	3.59	32nd	
The quality of the physicians in the ED	3.67	+0.06	3.64	54th	
Communication between the ED doctors and the medical staff	3.25**	+0.13	3.56	15th	i
<u>Information Services</u>					
The ease of using the hospital's computer system to access on-line patient information	3.88*	+0.25	3.53	88th	[
The overall quality of Information Services at the hospital	3.98*	+0.24	3.45	96th	[
<u>Operating Room</u>					
How quickly operating rooms are turned over between cases	2.93	-0.05	2.84	62nd	
Operating room scheduling	3.35*	+0.35	3.19	70th	
The availability of equipment and technology in the OR	3.75*	+0.03	3.45	84th	[
The nurses in the OR	4.13*	-0.16	3.96	71st	
The overall quality of the anesthesiologists	4.20	—	4.13	59th	
The overall quality of the CRNAs	4.36	—	—	—	
<u>Nursing Unit</u>					
The overall quality of the nursing staff	4.13*	+0.01	3.80	90th	[
The nurse director or head nurse	4.07*	+0.04	3.78	91st	[
The availability of the necessary equipment and medical supplies on that unit	3.87*	+0.09	3.57	88th	[
The nurses' level of professional skill and competence	4.16*	+0.02	3.77	96th	[
The nurses' level of respect for the medical staff	4.13	+0.05	—	—	
<u>Hospitalist Program</u>					
The hospitalist program	3.66**	+0.38	3.78	34th	
Communication between the hospitalists and the medical staff	3.24	—	3.35	36th	
The Rapid Response program	3.80	—	—	—	
The Advanced Intensive Care Unit Program	4.05	—	—	—	

*Statistically above the Jackson National Database mean ($p < .05$) **Statistically below the Jackson National Database mean ($p < .05$)

— Indicates either question not asked in 2003 survey or non-standard questions — no comparative info in Jackson Database

[Indicate ratings that are at or above the 75th percentile of the Jackson National Database

i Indicate ratings that are at or below the 25th percentile and may be in need of improvement

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Factor/Service	Lehigh Valley Hospital and Health Network Mean	Change in Performance Ratings from 2003	2006 Jackson National Database Mean	LVH and Health Network Percentile Ranking	Action Strategy
<u>Management Team</u>					
The management team's involvement of the medical staff in hospital-related decisions	3.47*	+40	3.13	87th	[
The management team's responsiveness to the needs of the medical staff	3.47*	+44	3.10	89th	[
How well the management team is preparing the hospital to meet the needs of the community	3.92*	+19	3.48	93rd	[
How well the management team fosters an atmosphere of trust among the medical staff	3.29*	+48	2.96	86th	[
The management team's level of respect for the medical staff	3.50	+29	—	—	
<u>Physician Services</u>					
The Medical Staff Services Office	4.08*	+20	3.85	80th	[
The Physician Liaison Program	3.78	+51	—	—	
How well the hospital accommodates doctors when practicing at the hospital, in terms of easy access, efficiency, responsiveness of the staff, etc.	3.67*	—	3.54	67th	
<u>Elected Medical Staff Leadership</u>					
The overall quality of the elected medical staff leadership, or Troika	3.93*	+24	3.53	94th	[
The elected medical staff's responsiveness to the needs of the medical staff	3.82	+35	—	—	
How well the elected medical staff fosters an atmosphere of trust among the medical staff	3.74	+36	—	—	
How well the elected medical staff represents the needs of the medical staff to the hospital's management team	3.74	+41	—	—	
The elected medical staff leadership's level of respect for the medical staff	3.95	+14	—	—	
<u>Department Chairs</u>					
The responsiveness of your department chair to the needs of the medical staff	3.84	+40	—	—	
How well your department chair fosters an atmosphere of trust among physicians within the department	3.80	+44	—	—	
Your department chair's level of respect for the medical staff within the department	3.98	+29	—	—	
<u>Integration & Educational Services</u>					
How well the organization facilitates new doctors' integration into the organization	3.64	+31	—	—	
Educational opportunities and resources available to the medical staff	3.94	+04	—	—	
<u>Overall Satisfaction</u>	3.87*	+27	3.64	83rd	[

Upcoming Seminars, Conferences and Meetings



Risk Reduction Symposium

“The Letter of the Law in Adolescent Health Care – More Shades of Grey than Black and White” will be held on **Friday, April 27**, from **7 a.m. to 3 p.m.**, in

the **Auditorium** of Lehigh Valley Hospital, Cedar Crest & I-78.

For many practitioners, treating adolescents can present situations in which procedures are unclear. What rights do teens have to make decisions about their health and to shield information from their parents or others? What does the law require? If the law isn't clear, what is the best course? This short-day seminar covers these issues in presentations by experts in adolescent health and adolescent law. It also includes a presentation on the considerations or the special needs adolescent. The day concludes with a panel discussion and audience questions.

There is a \$50.00 registration fee for participants.

For more information, please contact the Division of Education at 610-969-2277.

Emergency Medicine Grand Rounds

Emergency Medicine Grand Rounds are held on Thursdays, beginning at 8 a.m. (unless otherwise noted) at various locations. Topics to be discussed in April will include:

April 5 – No Grand Rounds

April 12 – No Grand Rounds – PaACEP

April 19 – EMI – 2166 S. 12th Street

- ... Resident lecture series – Brian Acunto, DO
- ... Resident lecture series – Eric Gajewski, DO
- ... Research series Part 3 – William Bond, MD
- ... Rosen's Club – Gavin Barr, Jr., MD

April 27 - * NOTE DATE CHANGE *

Risk Management Symposium – 7 a.m. to 3 p.m., Auditorium, Lehigh Valley Hospital, Cedar Crest & I-78

For more information, please call Dawn Yenser in the Department of Emergency Medicine at 484-884-2888.

Geriatric Trauma Conference

The next Geriatric Trauma Conference will be held on Wednesday, April 4, beginning at noon, in Classroom 1 in the Anderson Wing at Lehigh Valley Hospital, Cedar Crest & I-78. The topic of discussion will be:

- ... “End-of-Life Care” – Francis A. Salerno, MD, Associate Chief, Division of Geriatrics

For more information, please contact Marie Locher, Trauma Development, at 610-402-8464.

Institutional Review Board Lectures

The Research Participant Protection Office is offering instructional sessions. The topic and dates for April are as follows:

- ... “Clinical Research and HIPAA Regulations”
 - × April 2, 7:30 a.m. – Educational Conference Center Room #1, Lehigh Valley Hospital, Cedar Crest & I-78
 - × April 25, 2 p.m. – Classroom 1, Anderson Wing, Lehigh Valley Hospital, Cedar Crest & I-78

For more information, please contact Lisa Gogel in the Research Participant Protection Office at 610-969-2525.

Medical Grand Rounds

Medical Grand Rounds are held every Tuesday, beginning at noon, in the Auditorium of Lehigh Valley Hospital, Cedar Crest & I-78, and videoconferenced to the First Floor Conference Room at LVH-Muhlenberg. Topics to be discussed in April will include:

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- ... April 3 – “Clinical Problem Solving Challenge: a 47-year old male physician with cough, malaise, fever and arthralgias” – Richard Simons, MD
- ... April 10 – “Why Sir William Osler and Yogi Berra Were Wrong: Rheumatoid Arthritis Turns 200” – William Rigby, MD
- ... April 17 – “Hypomagnesemia” – Mohammad Saqib, MD
- ... April 24 – TBA – Jeffrey Wiese, MD

For more information, please contact Theresa Marx in the Department of Medicine at 610-402-5200.

Neurology Conferences

The Division of Neurology conferences are held on Thursdays, beginning at noon. All conferences are held in Classroom 1, in the Anderson Wing at Lehigh Valley Hospital, Cedar Crest & I-78, and teleconferenced to the First Floor Conference Room at LVH-Muhlenberg. Topics to be discussed in April will include:

- ... April 5 – No conference
- ... April 12 – Division of Neurology meeting
- ... April 19 – “Effects of Estrogen on Cognition and Mood” – Pauline Maki, PhD, Associate Professor, Departments of Psychiatry and Psychology, Center for Cognitive Medicine, University of Illinois
- ... April 26 – “Alzheimer Disease Update” – Lorraine J. Spikol, MD

For more information, please contact Sharon Bartz, Program Coordinator, Neurosciences and Pain Research, at 610-402-9008.

OB/GYN Grand Rounds

The Department of Obstetrics and Gynecology holds Grand Rounds every Friday morning from 7:15 to 8:15 a.m., in the Auditorium of Lehigh Valley Hospital, Cedar Crest & I-78, unless otherwise noted. Topics to be discussed in April will include:

- ... April 6 – No Grand Rounds/No Education Day
- ... April 13 – OB M&M
- ... April 20 – Journal Club

- ... April 27 – No Grand Rounds – Risk Reduction Symposium – “The Letter of the Law in Adolescent Health Care” – 7 a.m. to 3 p.m., Auditorium, Lehigh Valley Hospital, Cedar Crest & I-78

For more information, please contact Teresa Benner in the Department of Obstetrics and Gynecology at 610-969-4515.

Pediatric Grand Rounds

The Department of Pediatrics holds Grand Rounds every Tuesday, beginning at 8 a.m., in the Educational Conference Room #1 at Lehigh Valley Hospital, Cedar Crest & I-78, unless otherwise noted.

Topics to be discussed in April will include:

- ... April 3 – “Ethical Research in Pediatrics: A Practical Perspective” – Christopher Morabito, MD
- ... April 10 – “Update on Adolescent Contraception” – Eduardo Lara-Torre, MD
- ... April 17 – “Pediatric Medication Safety: How to Protect our Children” – Leroy Kromis, PharmD
- ... April 24 – “Sickle Cell Disease” – Lakshmanan Krishnamurti, MD, Children’s Hospital of Pittsburgh

For more information, please contact Kelli Ripperger in the Department of Pediatrics at 610-969-2540.

Psychiatry Grand Rounds

The next Department of Psychiatry Grand Rounds presentation will be held on Thursday, April 19, beginning at noon (registration at 11:45 a.m.) in the Educational Conference Center, Rooms C and D, at LVH-Muhlenberg. The topic of discussion will be:

- ... “Determination of Mental Capacity in Guardianship: Ethical and Clinical Issues” – Susan D. Wiley, MD, and Stephen E. Lammers, PhD

For more information, please contact Tammy Schweizer in the Department of Psychiatry at 610-402-5255.

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Spine Conference

Conferences relating to interesting spine cases are held the first Wednesday of every month beginning at 7 a.m. Attendees typically include spine surgeons, neurosurgeons, physiatrists, pain management specialists, radiologists, among others. All clinicians are invited to bring interesting cases to the meeting.

The next Spine Conference will be held on Wednesday, April 4, in Educational Conference Room #1 in the Anderson Wing of Lehigh Valley Hospital, Cedar Crest & I-78.

For more information, please contact James C. Weis, MD, Division of Orthopedic Surgery, or Lorraine Pasieka, Clinical Coordinator, at 610-973-6339.

Surgical Grand Rounds

Surgical Grand Rounds are held on Tuesdays, beginning at 7 a.m., in the Auditorium of Lehigh Valley Hospital, Cedar Crest & I-78, and via videoconference in the First Floor Conference Room at LVH-Muhlenberg. Topics to be discussed in April will include:

- ... April 3 – “Neonatal GI Obstruction” – Chris Chang, MD
- ... April 10 – “Endemic Goiter” – Marnie Santaniello, MD
- ... April 17 – TBA
- ... April 24 – “2007 National Patient Safety Goals & Other Patient Safety Concerns” – Kristie Lowery, Risk Management

For more information, please contact Cathy Glenn in the Department of Surgery at 610-402-7839.

Research Corner

PAR 101: Clostridium Difficile Trial

This is a multi-national, multi-center, double-blind, randomized, parallel group study to compare the safety and efficacy of 200mg PAR-101 taken q12 hours with 125mg Vancomycin taken q6 hours for 10 days in subjects with clostridium difficile-associated diarrhea. Study involvement consists of a 10-day course of treatment (40 doses: q6 hours) with a follow-up period of 30 days at end of treatment. Subjects will be excluded if they have toxic megacolon, concurrent use of oral vancomycin, metronidazole, oral bacitracin, fusidic acid, rifaximin, nitazoxanide, or related drugs. Other exclusion criteria involve subjects who need medications to control diarrhea (e.g., Loperamide), history of ulcerative colitis or Crohns disease.

Principal Investigator: Marcelo G. Gareca, MD, Division of Infectious Diseases

Study Coordinator: Shelly Higgins, RN, Department of Medicine-Research

EXCEED: Hypertension Trial

This is a multi-center, prospective, randomized, open-label study with blinded outcome evaluation to evaluate the effects of systolic blood pressure lowering to different targets (less than 130 mmHg vs. less than 140 mmHg) on diastolic function using valsartan + amlodipine in patients with hypertension and diastolic dysfunction. Study involvement consists of nine visits over a 24-week period. Subjects will be excluded if they have a known contraindication to ARB's, CCB, thiazides or to drugs with similar chemical structure. Other exclusion criteria include but are not limited to: severe HTN, secondary forms of HTN, history of stroke or MI, TIA in the past 12 months, CABG in past 12 months, DM, and major GI tract surgery.

Principal Investigator: Mark A. Kender, MD, Division of General Internal Medicine

Study Coordinator: Shelly Higgins, RN, Department of Medicine-Research

If you have any questions regarding this study, please call the Department of Medicine-Research office at 610-402-1635. For study referrals, please page the coordinator on call at 610-402-5100 0999.



Who's

This section contains an update of new appointments, address changes, status changes, resignations, etc. Please remember to update your directory and rolodexes with this information.

Medical Staff New Appointments



Sulada Kanchana, MD, PhD
Lehigh Neurology
1210 S. Cedar Crest Blvd., Suite 1800
Allentown, PA 18103-6208
610-402-8420 Fax: 610-402-1689
Department of Medicine
Division of Neurology
Provisional Active



Nina Khan, MD
Mishkin, Shore, Urankar, Nichols
798 Hausman Road, Suite 240
Allentown, PA 18104-9119
484-223-3300 Fax: 484-223-3464
Department of Medicine
Division of General Internal Medicine
Provisional Active



Sanghoon Kim, MD
Physical Medicine and Rehabilitation
Specialists of LVPG
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Bethlehem, PA 18017-7302
484-884-8960
Department of Medicine
Division of Physical Medicine-
Rehabilitation
Provisional Active



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LVPG-Diabetes & Endocrinology
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Easton, PA 18045-2966
610-253-9622 Fax: 610-253-9772
Department of Medicine
Division of Endocrinology
Provisional Active



Debbie Salas-Lopez, MD, MPH
Chief, Division of General Internal
Medicine
LVPG-Medicine
Lehigh Valley Hospital
Cedar Crest & I-78, P.O. Box 689
Allentown, PA 18105-1556
610-402-1654 Fax: 610-402-1675
Department of Medicine
Division of General Internal
Medicine
Provisional Active



Mark D. Swank, MD
Medical Imaging of LV, PC
Lehigh Valley Hospital
Cedar Crest & I-78, P.O. Box 689
Allentown, PA 18105-1556
610-402-8088 Fax: 610-402-1023
Department of Radiology-Diagnostic
Medical Imaging
Division of Diagnostic Radiology
Section of Cardiovascular-
Interventional Radiology
Provisional Active



Marc A. Vengrove, DO
LVPG-Diabetes & Endocrinology
1259 S. Cedar Crest Blvd., Suite 323
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Department of Medicine
Division of Endocrinology
Provisional Active

Address Changes

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610-821-4848 Fax: 610-821-1137

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Tina C. Bunch, MD

Coordinated Health
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Allentown, PA 18104-5050
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Priyanka P. Roy, MD

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Arnold H. Slyper, MD

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Sarah L. Stevens, MD, MPH

Pediatric Specialists of the Lehigh Valley
400 N. 17th Street, Suite 202
Allentown, PA 18104-5050
484-664-2450 Fax: 484-664-2458

Change of Phone and Fax

Madankumar Raj, MD

Good Shepherd Physician Group
Phone: 610-778-1050
Fax: 610-778-9302

Status Changes

Albert D. Abrams, MD

Department of Medicine
Division of Rheumatology
From: Affiliate

To: Provisional Active

Atul K. Amin, MD

Department of Surgery
Division of Plastic Surgery
From: Affiliate
To: Provisional Active

Joseph M. Antario, MD

Department of Surgery
Division of Urology
From: Affiliate
To: Provisional Active

J. Alberto Bastidas, MD

Department of Surgery
Division of Plastic Surgery
From: Affiliate
To: Provisional Active

Kishorkumar G. Dedania, MD

Department of Psychiatry
From: Associate To: Active

Joseph A. DiConcetto, MD

Department of Medicine
Division of Allergy
From: Associate To: Active

Gregory W. Dimmich, DMD

Department of Surgery
Division of Oral and Maxillofacial Surgery
From: Associate To: Active

J. Victor Ehrens, DMD

Department of Surgery
Division of Oral and Maxillofacial Surgery
From: Associate To: Active

Gregg T. Frey, DDS

Department of Dental Medicine
Division of Orthodontics
From: Associate To: Active

Joel M. Glickman, DMD

Department of Dental Medicine
Division of Endodontics

Harold J. Goldfarb, MD

Department of Surgery
Division of Ophthalmology
From: Affiliate
To: Provisional Active

Gwen S. Greenberg, DPM

Department of Surgery
Division of Podiatric Surgery
From: Affiliate
To: Provisional Active

Arif Husain, MD

Department of Psychiatry
Division of Psychiatric Ambulatory Care
From: Associate To: Active

Paul J. Kaulius, DPM

Department of Surgery
Division of Podiatric Surgery
From: Affiliate
To: Provisional Active

Susan S. Matta, DO

Department of Psychiatry
Division of Psychiatric Ambulatory Care
From: Associate To: Active

George W. McGinley, MD

Department of Surgery
Division of Ophthalmology
From: Affiliate
To: Provisional Active

Jay E. Melman, DPM, MD

Department of Surgery
Division of Podiatric Surgery
From: Affiliate
To: Provisional Active

Brian J. Miller, DMD

Department of Dental Medicine
Division of Periodontics
From: Associate To: Active

Continued on next page

From: Associate To: Active

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Scott Naftulin, DO

Department of Medicine
Division of Physical Medicine-
Rehabilitation
From: Affiliate
To: Provisional Active

Hugh J. O'Donnell, Jr., DDS

Department of Dental Medicine
Division of Pediatric Dentistry
From: Associate To: Active

Janet H. Schwartz, MD

Department of Psychiatry
From: Associate To: Active

Karen E. Senft, MD

Department of Pediatrics
Division of Pediatric Subspecialties
Section of Developmental-
Rehabilitation
From: Associate To: Active

Amar J. Sharma, MD

Department of Medicine
Division of Allergy
From: Affiliate
To: Provisional Active

Elliot S. Shear, DDS

Department of Dental Medicine
Division of Periodontics
From: Associate To: Active

Donald M. Sledz, MD

Department of Surgery
Division of Urology
From: Affiliate
To: Provisional Active

John G. Steciw, DMD

Department of Dental Medicine
Division of Orthodontics
From: Associate To: Active

Michael L. Stevens, DPM

Department of Surgery
Division of Podiatric Surgery
From: Affiliate

To: Provisional Active

Alex T. Thomas, MD

Department of Psychiatry
Division of Psychiatric Ambulatory
Care
From: Associate To: Active

Philip J. Tighe, DMD, MS

Department of Dental Medicine
Division of Orthodontics
From: Associate To: Active

***Additional One-Year
Leave of Absence***

Eugene E. Ordway, Jr., MD

Department of Medicine
Division of Cardiology
Active/LOA

***Medical Staff Leader-
ship Appointments***

Sanghoon Kim, MD

Chief
Division of Physical Medicine-
Rehabilitation

Robert J. Krukltis, MD, PhD

Director
Interventional Pulmonary Disease

Debbie Salas-Lopez, MD, MPH

Chief
Division of General Internal
Medicine

Resignations

Leslie L. Cormier, DO

Department of Medicine
Division of Hematology-Medical
Oncology

William E. Roberts, MD

Department of Obstetrics and
Gynecology
Division of Maternal-Fetal
Medicine/Obstetrics

Robin A. Skrine, MD

Department of Surgery

Division of General Surgery

In Memoriam

Gary G. Nicholas, MD

Department of Surgery
Division of Vascular Surgery/
Trauma-Surgical Critical Care

***Allied Health Staff
New Appointments***

Kimberly K. Gey, CRNP

Certified Registered Nurse
Practitioner
(LVPG-Emergency Medicine –
Anthony T. Werhun, MD)

Heather E. Guiliano, CRNP

Certified Registered Nurse
Practitioner
(LVPG-Medicine – Mark A.
Kender, MD)

Cynthia A. Payonk, CRNP

Certified Registered Nurse
Practitioner
(LVPG-Diabetes & Endocrinology
– Marc A. Vengrove, DO)

***Change of Supervising
Physician***

Lee Arnold

Surgical Technician
(Aesthetic Surgery Associates)
From: John A. Altobelli, MD
To: Robert B. Kevitch, MD

Courtney R. Burans

Genetic Counselor
(Maternal Fetal Medicine)
From: William E. Roberts, MD
To: Orion A. Rust, MD

Elizabeth Hyde, CRNP

Certified Registered Nurse
Practitioner
(Lehigh Valley Family Health
Center)
From: Pamela F. LeDeaux, MD
To: Jeffrey S. Mathieu, MD

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Wendy J. Prutsman, CRNP

Certified Registered Nurse
Practitioner
(LVPG-Maternal Fetal Medicine)
From: William E. Roberts, MD
To: Joanne N. Quinones, MD

David K. Rath, PA-C

Physician Assistant-Certified
(Nephrology/Hypertension
Associates of LV)
From: Robert W. Grunberg, MD
To: Drew S. Harrison, MD

Karen E. Tiedeken, CRNP

Certified Registered Nurse
Practitioner
(LVPG-Maternal Fetal Medicine)
From: William E. Roberts, MD
To: Orion A. Rust, MD

Jerrilyn E. Weitz, CRNP

Certified Registered Nurse
Practitioner
(LVPG-Maternal Fetal Medicine)
From: William E. Roberts, MD
To: Meredith L. Rochon, MD

***Change of Supervising
Physician and Re-
moval of Additional
Supervising
Physician***

Krista T. Carson, PA-C

Physician Assistant-Certified
(HealthSpring)
From: Holly L. Binnig, MD
To: Christine Potterjones, MD
(LVPG-Psychiatry – Laurence P.
Karper, MD)
Removal of: LVPG-Emergency
Medicine – Gavin C. Barr, Jr., MD

***Additional Supervising
Physician***

Erica M. Hartzell, PA-C

Physician Assistant-Certified
(Center for Women's Medicine –
L. Wayne Hess, MD)
Additional Supervising Physician:
Joseph E. Patruno, MD

Sharon C. Ravenelle, CRNP

Certified Registered Nurse
Practitioner
(Lehigh Valley Center for Urogyne-
cology and Continence Manage-
ment – Yong T. Zheng, MD)
Additional Supervising Physician:
OBGYN Associates of the LV–
Michael Sheinberg, MD

Resignations

S. Elizabeth Abrams, CRNA

Certified Registered Nurse
Anesthetist
(Lehigh Valley Anesthesia Services,
PC)

Janet A. Caverly, CST

Surgical Technician
(Janet A. Caverly, CST)

Janet S. Clark, RN

Registered Nurse
(John J. Cassel, MD, PC)

Michael S. Fessler

Pacemaker/ICD Technician
(Medtronic USA Inc)

Lori A. Fillis, MA

Medical Assistant
(ABC Family Pediatricians)

Lori E. Holliday

Medical Assistant
(The Heart Care Group, PC)

Catherine M. Lakey, RN

Registered Nurse

(Daniel M. Silverberg, MD)

Amy J. Loutrel, PA-C

Physician Assistant-Certified
(Neurosurgical Associates of
LVPG)

Teresa A. Mangino, RN

Registered Nurse
(Fetzer-Clair Urology Associates)

Sean Monahan

Anesthesia Technical Assistant
(Lehigh Valley Anesthesia Services,
PC)

Pamela K. Monceaux, CRNP

Certified Registered Nurse
Practitioner
(LVPG-Neonatology)

Matthew C. Olley

Pacemaker/ICD Technician
(Medtronic USA Inc)

Dennis J. Quinn, PA-C

Physician Assistant-Certified
(Coordinated Health)

Paul J. Rafferty

Pacemaker/ICD Technician
(Medtronic USA Inc)

Norman R. Spotts

Pacemaker/ICD Technician
(Medtronic USA Inc)

Jane M. Wappelhorst, CNM

Certified Nurse Midwife
(The Midwives & Associates, Inc)

Laurie A. Werner

Dental Assistant
(Marsha A. Gordon, DDS)

Richard A. Weiss, PhD

Psychologist
(Richard A. Weiss, PhD)



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Vice President, Medical Staff Services

Janet M. Seifert
Coordinator, Communications & Special Events
Managing Editor

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Ronald W. Swinford, MD
Gary W. Szydowski, MD
John D. Van Brakle, MD
L. Kyle Walker, MD
Michael S. Weinstock, MD
Patrice M. Weiss, MD
John F. Welkie, MD
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Robert E. Wertz II, MD
Thomas V. Whalen, MD
Matthew J. Winas, DO

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***Visit the Medical Staff Services website through
the hospital's Internet Homepage at:***

www.lvh.org and select "Professionals"

Medical Staff Progress Notes is published monthly to inform the Medical Staff and employees of Lehigh Valley Hospital of important issues concerning the Medical Staff.

Articles should be submitted by e-mail to janet.seifert@lvh.com or sent to Janet M. Seifert, Medical Staff Services, Lehigh Valley Hospital, Cedar Crest & I-78, P.O. Box 689, Allentown, PA 18105-1556 by the 15th of each month. If you have any questions about the newsletter, please contact Mrs. Seifert by e-mail or phone at (610) 402-8590.