

# Checkup

JULY  
2014

## Stretch Out

It's step one to  
better fitness, page 12

A PASSION FOR BETTER MEDICINE

 **Lehigh Valley  
Health Network**



**Terry Capuano, RN**  
Chief operating officer

“...model behaviors that will put our patients, families and community on the path to a healthier life.”

## Well on Our Way

Healthy behaviors create a healthier community

**Does the phrase “health care reform” make you squirm?** Do all the new regulations seem confusing or intimidating? Well, take heart. Underneath all the change, there’s good news. Reform will help us live healthier lives.

Like our peers across the country, our health network is adapting to reform by following the guidelines set by the Institute for Healthcare Improvement. It’s called the Triple Aim: better health, better care and better cost. You’ll be hearing more about these concepts as we introduce our [fiscal year 2015 network priorities](#). While hospital-based treatment

for illness and injury will remain a priority, we’re placing a greater emphasis on wellness by:

- ▶ Encouraging healthier behaviors and lifestyles
- ▶ Increasing access to preventive services
- ▶ Addressing health risks before they turn into larger problems

This approach, known as population health, is already underway. One example is the multidisciplinary care teams in a growing number of our primary care practices. They educate and motivate people with chronic illnesses like diabetes so they can better manage their care and avoid hospital admissions.

Another example is our participation in the downtown Allentown arena project. [Read this CheckUp story](#) to learn about the many services and programs available at LVHN–One City Center, set to open this month. Even hard-core couch potatoes will be motivated to start exercising once they visit this gorgeous facility.

You can improve your fitness level even when you’re not at the gym. At the May Leader-to-Leader meeting, BeneFIT health and wellness coach Kacie Heilman Miller demonstrated simple stretches and exercises you can do at work. ([See examples in this CheckUp story](#).) Carol Michaels, director of health promotions and wellness, took us through a brief relaxation exercise. Then it was our turn. Recharging like this is fun ... and it’s good for your health.

These are just some examples of ways we can attain the Triple Aim, a concept introduced to our health network by president and chief executive officer (CEO) Ron Swinfard, MD. On July 1, Ron will retire. Because of Ron’s strong leadership and foresight to realize the importance of the Triple Aim, we are well-positioned to address the challenges of health care reform.

I’ve personally enjoyed working with Ron and know many of you feel the same. We thank Ron for his outstanding service to our health network and community, and welcome Brian Nester, DO, as our acting president and CEO. Our current chief strategy officer, Brian has the knowledge and experience to move LVHN forward and help us achieve better health, better care and better cost.

As our leadership changes, your role in helping us achieve the Triple Aim is the same. Whether it’s lunges before lunch or scheduling a long-overdue visit with your primary care physician, try to model behaviors that will put our patients, families and community on the path to a healthier life.



# Solving Neurological Puzzles

It's what colleagues do in our neurophysiology lab

Neurodiagnostic technologists (l-r) Matthew Brown, Adrienne Rohs and Matthew Scrbacic recently passed the national EEG registry examination.

**The adorable 4-year-old boy smiled at Adrienne Rohs** as the neurodiagnostic technologist from our neurophysiology lab applied electrodes to his head for an electroencephalogram (EEG). This trip to the pediatric intensive care unit wasn't an easy one for Rohs and her colleagues, but when critically ill patients must stay on their units, they're prepared to come calling.

"I remember it well because I had only been here a few weeks," Rohs says. "The boy's lips kept smacking. His parents thought he was blowing kisses, but his pediatric neurologist suspected seizure activity. So we took our EEG equipment to the boy."

The EEG discovered an abnormality on the boy's brain that was easily treatable. After conducting follow-up EEGs, Rohs was pleased to learn the boy stopped having seizures. "Outcomes like that always make you feel good," Rohs says. "I can still see his face, and that was three years ago."

Rohs recently joined fellow technicians Matthew Brown and Matthew Scrbacic in passing the national EEG registry examination. This means the entire neurophysiology lab staff has earned the registered EEG technologist credential, with the help of colleagues Geri Berasley, Joan Conway and Lorraine Erney, who provided necessary education. "With a fully credentialed staff, this is the place to go if you need neurodiagnostic services," Rohs says.

The neurophysiology lab provides many tests based on a patient's neurological symptoms. Seizure activity is the most common, but symptoms such as tingling, numbness or weakness in an area of the body also may require testing.

"Some things may not show up on a CT scan or MRI," says Maureen Carroll, manager of the neurophysiology lab. "We have different ways to determine a problem. We could perform an EEG to measure the brain's electrical activity, or an EMG (elec-

tromyography) to measure electrical activity within the muscles. Other neurodiagnostic tests evaluate auditory, visual and sensory responses in the nervous system. There are cases that require continuous EEG monitoring over 24 hours or more, and we sometimes use video to capture unusual events or seizures. We can even provide EEG testing at home in a patient's natural environment."

The American Clinical Neurophysiology Society first awarded accreditation to our neurophysiology lab in 1992. It's one of only eight accredited labs in Pennsylvania. Neurodiagnostic testing is provided at Lehigh Valley Hospital (LVH)—Cedar Crest and LVH—Muhlenberg.

You won't find many neurodiagnostic labs that are busier. "My oldest patient was 96," Rohs says. "I've also cared for patients from our neonatal intensive care unit. We're here for anyone who comes through our door. It's very rewarding to be able to help."

— Ted Williams

# Celebrate the Legacy of Ron Swinfard, MD

**When he first walked through the doors of Lehigh Valley Health Network (LVHN) in 2003 to interview for the chief medical officer (CMO) position, Ron Swinfard, MD, saw our friendly, welcoming culture.** “People answered my questions and helped me get where I was going,” he says. “When I returned to Missouri I told my wife, ‘I want that job!’”

More than 10 years later, after serving as CMO and then, since November 2010, as president and chief executive officer (CEO), Swinfard has shaped that culture through Mission Possible and has positioned our health network well for health care’s future. As he prepares to retire, we salute the many accomplishments our health network has achieved over Swinfard’s past three-and-a-half years as our president and CEO:

## **PARTNERSHIPS AND GROWTH**

- ▶ Forged a partnership with AllSpire Health Partners, a consortium of seven hospital systems in New Jersey and Pennsylvania aimed at addressing quality, population health management, best practices and medical research in the Northeast.
- ▶ Forged a partnership with Optum Labs, a research institution comprising seven leading organizations dedicated to improving the quality and value of patient care through sharing information assets, technologies, knowledge, tools and scientific experience.
- ▶ Forged a merger with the Greater Hazleton Health Alliance, creating LVH–Hazleton, the Health & Wellness Center at Hazleton and Lehigh Valley Physician Group–Hazleton.

- ▶ Established Children’s Hospital at Lehigh Valley Hospital, including inpatient and ambulatory care, a Children’s ER, a pediatric residency, subspecialists in more than 25 pediatric subspecialties and numerous child-specific services.
- ▶ Expanded access to clinical trials in cancer care by partnering with the H. Lee Moffitt Cancer Center and Research Institute in Tampa, Fla., and the Wistar Institute in Philadelphia.
- ▶ Created LVHN–Tilghman at the former Westfield Hospital site in west Allentown, creating a convenient, highly accessible location for our Center for Orthopedic Medicine.
- ▶ Expanded Lehigh Valley Physician Group (LVPG) from 40 specialties with more than 700 physicians and advanced practice clinicians (APCs) to 45 specialties with nearly 1,000 physicians and APCs.
- ▶ Added the Health Center at Moselem Springs and the Health Center at Bangor, bringing our total number of health centers to 11.
- ▶ Created and grew ExpressCARE for common illnesses and minor injuries to eight locations in three counties.
- ▶ Expanded the emergency room at LVH–Muhlenberg to include 14 additional beds and a rapid assessment unit.
- ▶ Began the process of transitioning LVHN to the Epic medical records system.
- ▶ Realigned LVHN’s goals around the Institute for Healthcare Improvement’s Triple Aim – Better Cost, Better Care, Better Health.
- ▶ Expanded the scope of LVHN’s telehealth services.

## **MEDICAL EDUCATION**

- ▶ Furthered our SELECT medical school partnership with University of South Florida Morsani College of Medicine, helping tomorrow’s doctors develop the skills to be empathetic physician leaders.
- ▶ Began the process for establishing six additional endowed chairs; perpetual funds from donors to support research and education. LVHN now has 19 endowed chairs that are fully funded or in the process of being fully funded.
- ▶ Increased the number of graduate medical education slots by 22.

## **AWARDS AND ACHIEVEMENTS**

- ▶ Furthered Lehigh Valley Hospital’s (LVH) legacy as a U.S. News & World Report “Best Hospital.” LVH has now been honored for 18 consecutive years.
- ▶ Received the 2013 Magnet™ Prize for our nurses’ role in TeleHealth services.
- ▶ Redesignated Magnet for national nursing excellence in 2012.
- ▶ Recognized with “A” Hospital Safety Scores from The Leapfrog Group at LVH and LVH–Muhlenberg in 2013 and 2014.
- ▶ Certified as Pennsylvania’s first and the nation’s third Comprehensive Stroke Center in 2013.
- ▶ Received the Community Development Award from the Greater Lehigh Valley Chamber of Commerce in January 2014.
- ▶ Received the New Commitment Award from the Allentown Chamber of Commerce in May 2014.
- ▶ Received the Lehigh Valley Vision Award from the Greater Lehigh Valley Chamber of Commerce in April 2014.

A portrait of Kyle Hardner, a middle-aged man with short, graying hair and glasses, smiling. He is wearing a dark blue suit jacket, a light blue dress shirt, and a dark blue tie with light blue diagonal stripes. A small, colorful pin is visible on his left lapel. The background is a blurred outdoor setting.

## INVESTMENTS IN OUR COMMUNITY

- ▶ Forged a partnership with the Lehigh Valley Phantoms to become the American Hockey League team's Official Health Care Provider starting this September.
- ▶ Developed a Sports Medicine and Fitness Destination Center for LVHN–One City Center in downtown Allentown which will open in mid-July. It's part of the largest redevelopment project in the city's history.
- ▶ Created the Community Health and Wellness Center at LVH–17th Street.
- ▶ Continued LVHN's role as the region's largest employer; grew workforce from 10,000 employees to more than 13,000 employees.
- ▶ Grew total LVHN investment in community benefit from \$191 million annually to \$327 million annually.
- ▶ Grew uncompensated charity care from \$14 million annually to \$25.8 million annually.
- ▶ Grew revenues from \$1.3 billion/year to \$1.5 billion/year.
- ▶ Grew annual outpatient registrations from 463,000 to more than 515,000.
- ▶ Grew emergency department visits from 144,000 to more than 177,000.
- ▶ Supported the recognition of veterans' service and sacrifice within LVHN and in our community.
- ▶ Expanded the Lehigh County Child Advocacy Center in conjunction with district attorney James Martin, John Van Brakle, MD, and the Dorothy Rider Pool Health Care Trust.

– Kyle Hardner

# New Goals for Fiscal Year 2015

Our focus is on the  
Triple Aim

**Today's challenges in our nation's health care system are extremely complex.** It can be difficult to address everything we need to focus on to keep our health network strong. Since 2006, we've remained the region's health care leader by focusing on five priorities: people, service, quality, cost and growth.

"These areas are still important," says president and chief executive officer Ron Swinfard, MD, "but we are revising our priorities in fiscal year 2015 (FY15) to help you focus on what's most important. Instead of five priorities, we'll have three that are closely aligned with one other. If we achieve the goals we set for each priority, we'll be well positioned to provide high-value (low-cost, high-quality) care. It's what the people of our community expect and deserve."

In FY15, our three new priorities are:

- ▶ Better health
- ▶ Better care
- ▶ Better cost

These priorities are known as the Triple Aim, an organizing framework developed by the Institute for Healthcare Improvement and introduced at last year's Colleague Forums. "If we attain the Triple Aim, we'll simultaneously help people get and stay healthy, prevent conditions that require costly care, have the best possible experience at our health network, and keep the cost of care low," Swinfard says.

Here's a closer look at our new priorities, including the goals we will strive to achieve and things you can do to help us achieve them. To earn our Shared Success Plan (SSP) bonus in FY15, we must meet our goals related to better cost, as well as the service component of better care.

## Next Step

Work with your team to finalize your FY15 goals. Consult colleagues in organizational effectiveness to update your visibility wall, improve your processes and help your team navigate change.

### BETTER HEALTH

**Why it's important:** Keeping people healthy is what we're here to do. When people have better health, they're happier. Plus, they need less hospital care, which is expensive to provide. It's also the care for which we are being reimbursed less by Medicare and insurance providers.

**Our goal:** To determine if we are helping colleagues get and stay healthy, we will look at how much money colleagues covered by Choice Plus spend on health care in one year. Why? The healthier people are, the less they spend on health care. Our goal is to keep the cost per Choice Plus member below a specified amount for the year. In the future, our partnerships with [AllSpire](#) and [Optum Labs](#) will allow us to examine a larger group of people and discover new ways to keep people healthy.

**What you should do:**

- ▶ Get a regular checkup from your primary care doctor. Well care visits are covered 100 percent under the Affordable Care Act. [Find a doctor](#) if you don't have one.
- ▶ Complete your health and wellness assessment at [MyPopulytics.com](#).
- ▶ Take advantage of your [Culture of Wellness](#) benefit.
- ▶ Learn about opportunities from your department's dean of wellness.
- ▶ Eat better, move more and stress less. Getting healthier includes finding ways to have work-life balance.
- ▶ Be engaged and happy at work, and foster the conditions we need to be at our best: time, trust and teamwork.

### BETTER CARE

**Why it's important:** We've always been driven to give people the best possible care and experience. To do so, we must provide safe care, prevent disruptions (e.g. unplanned hospital readmissions, long hospital stays), meet service expectations and help people prevent or manage certain conditions.

**Our goal:** There are many quality indicators we will use to determine our success – things like hospital-acquired conditions, CAHPS (Consumer Assessment of Healthcare Providers and Systems) and Press Ganey scores, and the number of screenings and vaccinations we provide. We'll set a target for all our quality and service indicators. Our goal will be to achieve the target in a specific number of quality indicators.

**What you should do:**

- ▶ Prepare for [Epic](#), our new electronic medical record system. It will enhance safety and the way we communicate with colleagues and patients.
- ▶ Go out of your way to make quality connections with colleagues, patients and families. It's as simple as making eye contact, smiling, being the first to say hello and holding an elevator door open. With patients and families, communicate clearly, introduce yourself and your role, respond to their needs, manage their pain, create a clean and quiet environment, and strive to give them the best possible experience.

### BETTER COST

**Why it's important:** We must keep costs down to provide high-value care. It's the right thing to do for patients. Plus, insurers are encouraging patients to receive care from health care providers that keep costs down. While we work to manage costs, we must ensure our quality remains high.

**Our goal:** To determine our success, we'll monitor the total expense per encounter in all areas where we deliver services. Our target goal is for each patient encounter to cost less than a specific amount. All our expenses are factored into this figure, from the tests and treatments we provide to the amount of paper we use in our offices. So everything you do to manage costs will make a difference.

**What you should do:**

- ▶ Brainstorm with colleagues about ways your department can improve the quality of your work with the lowest possible costs.
- ▶ Put your ideas into action.

– Rick Martuscelli

# Wednesday Night at the Hackerman-Patz House

Guests enjoy dinner and dogs thanks to community volunteers



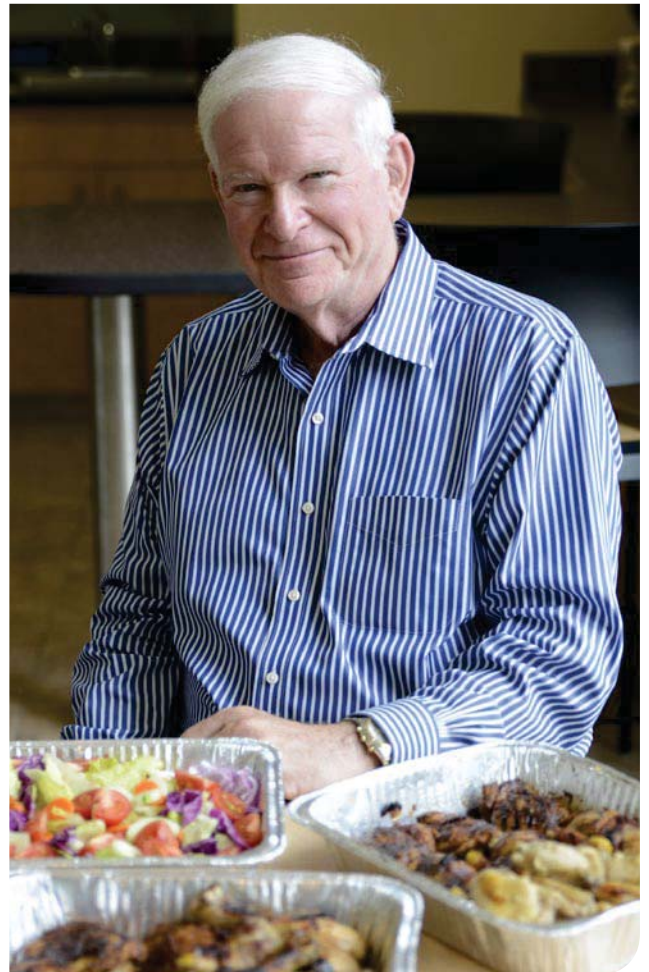
(L-r) Kelley Gold, Katie Blum  
and Laura Harner support guests  
of the Hackerman-Patz House.

**Thanks to the popularity of a TV commercial featuring a talking camel, “Hump Day” is more popular than ever.** Wednesday – the day when people get over the hump of a typical workweek – is meaningful to guests of the Hackerman-Patz House for another reason.

Last year, guest services director Laura Harner, Hackerman-Patz House manager Kelley Gold and staff assistant Katie Blum discussed ways they could do even more to support the physical and emotional needs of houseguests. Located on the Lehigh Valley Hospital–Cedar Crest campus, the Hackerman-Patz House is a convenient and affordable “home away from home” that offers families and patients an alternative to a hotel or daily trips to and from their distant home. “Our guests come to us during some of the hardest days of their lives,” Harner says. “We wanted to provide some extra support during their time with us.”

Their idea: bring therapy dogs to the guesthouse. A serendipitous meeting with Ann Herr sealed the deal. Herr was already volunteering at the John and Dorothy Morgan Cancer Center several days a week. When asked if she would like to bring her therapy dogs to the Hackerman-Patz House, she enthusiastically agreed. “We know therapy dogs make a big difference for people under stress,” Gold says, “and our guests who have experienced illness or injury are definitely under stress.”

Around the same time, an unexpected visitor named Rick Neulight arrived at



the Hackerman-Patz House. A business consultant with restaurant clients, Neulight asked for a tour of the 20-room guest house. Shortly thereafter, he offered to cook and deliver a weekly homemade meal for guests.

Now, house guests gather every Wednesday evening for “Dinner and Dogs.” Herr and her therapy dogs, and Neulight and his delicious meals brighten the spirits of houseguests. Blum and her colleagues are humbled by the selflessness of the volunteers who give their time and talent to help others in need. “We see the impact our volunteers are making for these families,” she says. “They can let go of their worries and decompress, even if it’s just for a couple hours.”

Meet these two special volunteers who are helping families when they need it most.

### PUPPY POWER

Ann Herr is a busy volunteer with Lehigh Valley Therapy Dogs. Her hour-long visits at the Hackerman-Patz House include one of two registered therapy dogs: Nori, a 3-year-old miniature black poodle, and Kya, a 10-year-old golden retriever. On a recent visit, Kya offered friendship and a welcome distraction for a 5-year-old boy whose mother and infant brother were receiving critical care.

“It brings me so much pleasure to know my dogs bring happiness to people in need,” Herr says. “When my dogs come into the family room at the Hackerman-Patz House the atmosphere changes immediately. People (like Daniel and Sarah Bell, shown) lighten up and forget their worries for a while. The dogs turn strangers into friends.”

### PAYING IT FORWARD

Rick Neulight spent much of his professional career in and around restaurants. A self-professed foodie, he’s managed a Berks County country club, consulted with Philadelphia-area restaurants and fans his passion for food in his Allentown kitchen.

Still active in management consulting, Neulight makes time to cook for Hackerman-Patz House guests. Being a volunteer chef gives him a chance to feed his passion and return the kindness he received when he was a guest at the Hackerman-Patz House at Johns Hopkins Hospital in Baltimore.

“I was there during a stressful time in my life, and strangers kept coming in with food for the patients and guests,” Neulight says. “Making these dinners is one way I can provide comfort to others in the same manner. Cooking these meals gives me a chance to pay it forward.”

— Sheila Caballero

# Welcome to LVHN—One City Center

Our newest location will help create a healthier Allentown

**The largest and most vibrant redevelopment project in downtown Allentown's history also will be the healthiest.** That's because, starting July 16, the corner of Seventh and Hamilton streets will be home to Lehigh Valley Health Network (LVHN)—One City Center.

When you walk into the building underneath the large LVHN logo, you'll find a facility filled with resources to help community members and colleagues stay healthy. Our services there on floors three and four of the nine-story building will include:

- ▶ **A brand-new LVHN Fitness location** offering group classes, strength and cardiovascular equipment, personal training, massage therapy, a multisport simulator, grab-and-go café and pro shop
- ▶ **A sports performance program** with an indoor turf track
- ▶ **Rehabilitation services** including physical and occupational therapy
- ▶ **A concussion and head trauma program** with a comprehensive approach to patient care
- ▶ **A medical specialty suite**, home to occupational health and other services

In the fall, additional medical services and sports-related programming will be provided inside the building, which is connected to the new PPL Center arena, the Marriott Renaissance Hotel and several restaurants. Also, LVHN is the official health care provider for the Lehigh Valley Phantoms hockey team. Later this fall, several LVHN departments will move to LVHN—One City Center (see sidebar). Meet two colleagues who will be there.

**LISA BEDNARSKI**  
Business operations manager



When Bednarski joined LVHN eight years ago, LVHN Fitness at Cedar Crest was merely a vision. "I worked with the team that helped plan everything," she says. "I even took towels and amenities home to test them so they were perfect for our members."

She started as a receptionist, became a member service coordinator and eventually operations manager. Today Bednarski holds a master's degree in business administration and is the business operations manager for LVHN—One City Center.

"Residents of downtown Allentown and people who work in center city have been looking for a fitness center that's nearby," she says. "Our LVHN Fitness location will give them all the resources they need."

The space will include state-of-the-art treadmills, exercise bikes and elliptical machines, most of which include TVs with Internet capability. There will be weight-training and suspension-training equipment, massage therapy, space for group

fitness classes and a multisport simulator – a large-screen interactive TV experience that can help you fine-tune your golf swing or pitching arm. Sports performance will help athletes gain maximum performance.

"LVHN—One City Center is designed to offer you a complete menu of services," Bednarski says. "By having LVHN Fitness, sports performance, rehabilitation services and a concussion program all under one roof, you have instant access to professionals who can help you stay in shape and also return you to top form if you have an injury."



**DANIELE SHOLLENBERGER, CRNP**  
Program director, concussion and  
head trauma program



Thirty-four years ago, Daniele Shollenberger, CRNP, answered her calling to care for critically ill patients. That's why she became an intensive care nurse, obtained her master's degree and eventually became a nurse

practitioner. She's spent more than three decades caring for people with traumatic brain injuries. She's passionate about our concussion and head trauma program's move to LVHN–One City Center.

In the new space, Shollenberger and her team will evaluate patients, discuss symptoms in detail, perform physical and neurologic exams, assess for imbalance and dizziness, and then create a treatment plan. "We care for children and adults," Shollenberger says.

To provide the highest level of care, the concussion team works with physical, occupational and speech therapy, and has access to resources in neurology, neuropsychology and neuropsychiatry. "By having therapy resources on-site we can work in real time with your therapists and together promote a complete recovery," Shollenberger says.

– Kyle Hardner

**Who's Moving to LVHN–One City Center**

These LVHN departments will move to floors 5-9 in late fall:

- ▶ **5th floor** – Epic training
- ▶ **6th floor** – Populytics, care continuum
- ▶ **7th floor** – LVPG administration, business network development, ambulatory services
- ▶ **8th floor** – Departments of family medicine, pediatrics, ob/gyn; physician recruiting
- ▶ **9th floor** – Departments of medicine, emergency medicine, surgery; heart and vascular administration, medical services

**If your department is moving,** stay updated through the One City Center intranet page.

## Next Steps

- ▶ **Attend the July 15 Open House at LVHN–One City Center.**

Call 610-402-CARE to register.

- ▶ **Sign up for a membership at LVHN Fitness at One City Center.**

Visit [LVHN.org/onecitycenter](http://LVHN.org/onecitycenter) or call 610-402-CARE.

# Strengthen the Network: Part 1

Learn to increase your flexibility at work in the first of a three-part fitness series

**Sometimes you start a project with one idea and then a different, but much better idea comes out.**

That's what happened with this story. The intent was to provide a few exercises to encourage colleagues to get fit at work. However our interview with exercise physiologist Erin Bloodworth of Lehigh Valley Health Network (LVHN) Fitness taught us that most people aren't even in good enough shape to safely embark on a walking program.

"If we are seated most of the day, the gluteal muscles (glutes) and legs are totally inactive and become very deconditioned," Bloodworth says. "Then when you try to

engage in walking but haven't addressed the deconditioned muscles of your legs and core, the likelihood of injury is much higher."

## WEAK TO THE CORE

It may seem colleagues with desk jobs – around 20 percent of us – would be most at-risk, but they aren't the only ones suffering from weak muscles and poor posture.

"Surgeons have to stand in rounded postures for very long periods of time," Bloodworth says. "And colleagues who are on their feet most of the day aren't necessarily strong in their core either. I see this as a global issue within our health network."



1. Chest/shoulder stretch



2. Figure 4 stretch

## Take Action

### Watch the Runner's World video with Craig Souders,

director of rehabilitation services at Lehigh Valley Hospital–Cedar Crest, who worked with Runner's World editor Katie Neitz to strengthen her core and help her run pain-free.

To safely achieve better fitness, Bloodworth recommends a step-by-step plan. "Mobility is the primary goal, but to get there we need to work on flexibility and strength. These are the foundation pieces you need to exercise safely," she says.

### RE-SPRINGING YOUR MUSCLES

This month, in the first of a three-part CheckUp series, we'll focus on flexibility. "You need to gently stretch and lengthen your muscles," Bloodworth says. "These stretches can be done at your desk or a workstation a few times a day and will help prepare you for strengthening, the next part in the process."

### FOUR CORE STRETCHES

**1. Chest/shoulder stretch:** Interlock your hands behind you and breathe deeply. This opens up the chest and helps reduce stress while oxygenating the body.

**2. Figure 4 stretch:** Cross one foot over top of the opposite thigh (looks like a 4) and gently bend forward. Feel the stretch in the hip/gluteal muscles of the bent leg. It helps stretch the piriformis muscle located deep in the glutes, while also stretching the whole posterior hip. Do this on both sides.

**3. Sitting (or standing) hamstring stretch:** While sitting, extend your legs and reach toward your toes. While standing, bend to reach the toes. This stretches the hamstring

muscle. These are static stretches. Hold 15 to 20 seconds – once a day is great, twice a day is better. Use your own perception to know how often you need to stretch and when you feel better.

**4. Torso twist (rotation):** Twist gently to the right and look over your right shoulder. Repeat the movement to the left. This activates the abdominal muscle. Hold each direction for 15 to 20 seconds.

– Jenn Fisher



3. Sitting (or standing) hamstring stretch



4. Torso twist (rotation)

## Exciting Times in Cancer Research



**After one visit with hematologist-oncologist Suresh Nair, MD (left), Richard Dey of Collegeville knew he wanted to participate in our cancer clinical trials program.** “I was treated like royalty,” Dey says. “It was completely different than my experience at any other hospital before.” As our senior medical director of academic oncology programs, Nair is part of a clinical trials team that gives patients access to breakthrough cancer research that can improve quality and length of life. That’s the case for Dey, who was diagnosed with melanoma that spread to his lungs. But after participating in a clinical trial in which he took two immunotherapy medications sequentially, he is cancer-free. “I’ve been treating patients and conducting clinical trials for 24 years,” Nair says, “but this last year has been the most exciting of my career.”

## HANDS-ON LEARNING

**Mark Butsavage, RN, an instructional designer with the Epic electronic medical record (EMR) project and former educational specialist with the division of education, is all about hands-on learning.** “Our instructors will show how to do a task in the new EMR and then break down the steps,” he says. “The important part is colleagues will then try it themselves until they are comfortable.” The certified critical care nurse also reviews and refines e-learning modules that colleagues will be assigned in advance of classroom training, particularly those related to [perioperative services](#) and anesthesia. “Mark’s experience is so important,” says Epic process coordinator Katie Duckworth, RN. “He talks the talk of the end-user and understands the processes, which results in better learning experiences for colleagues.”



## Running for Mom

**When Susan Aloï, associate executive director of Lehigh Valley Physician Group (LVPG), was asked to run in the first-ever Pink 16.2 Challenge, she already had the inspiration: her mother.** “Four years ago on the day I returned to the Lehigh Valley to start my new job with LVPG, my mom told me she had breast cancer,” Aloï says. “Remembering her brave journey through surgery and radiation, and her remarkable recovery inspires me every day to be courageous, enjoy life and laugh.” Aloï is one of three area hospital leaders training for two running events, totaling 16.2 miles in one weekend: the Women’s 5K Classic on Oct. 17, a 3.1-mile run, and the Runner’s World Half Marathon on Oct. 18, a 13.1-mile run.



# Service Star of the Month



## Corinne Solt, RN, and Amy Serfass, RN

### Many colleagues provide emotional support for patients and their families.

It's not often they're called to fulfill a dying patient's last wish, but that's exactly what Corinne Solt, RN, and Amy Serfass, RN, did for a patient who touched their lives.

A home care nurse, Solt was caring for a woman undergoing lung cancer treatment for three years. They became so close the woman asked Solt to be there for her family as she neared the end of life.

When the woman transitioned to home hospice care, Serfass, a hospice nurse, cared for her. Recognizing the special bond between Solt and her patient, Serfass stayed in contact with Solt to share information about the woman.

As the woman's condition worsened, she expressed a nearly impossible wish to see her mother one last time. Paralyzed and unable to travel, the woman's mother is a resident of a skilled nursing facility. Undaunted by the improbability of making her wish come true, Solt, Serfass and the woman's daughter devised a plan.

On the day the patient's wish was fulfilled, Solt traveled to the nursing home to meet the patient's mother, while Serfass stayed with the patient. Using FaceTime technology, the nurses used their cell-phones to connect the dying woman and her mother in an emotional reunion.

"It's a moment that will always stand out in my nursing career," Solt says. "It was an honor to work with Amy. She provided phenomenal care to our patient throughout hospice and went above and beyond to share case information with me so I could be there for the family when the time came." When the woman passed away, Solt was there for the family as promised.

"By collaborating, the nurses were able to provide incredibly compassionate care to a dying woman and her family," say nominators Jeanne Vogt, RN, and Chris Renninger, RN. "They fulfilled very personal promises that helped ease the emotional burdens of a special patient."

– Sheila Caballero

### THINGS TO REMEMBER WHEN NOMINATING A SERVICE STAR:

- ▶ **Choose a colleague or a team** of colleagues.
- ▶ **Tell a story.** Specifically explain how the colleague or team did something extra special.
- ▶ **All colleagues and teams** can be nominated. You don't have to provide direct patient care to be a Service Star.

### NEXT STEPS

- ▶ **Nominate a Service Star**
- ▶ **Congratulate these nominees:**
  - **Heather Olga White, RN** – trauma-neuro intensive care unit
  - **Julio Velazquez** – security
  - **Lauren Sysko, RN** – transitional skilled unit
  - **Rick Gehman, John Lembach and Dan Loch** – engineering
  - **Elisa Moyer, RN** – emergency department, LVH–Muhlenberg
  - **Chen Fontaine** – security
  - **Jury McHale** – interpreter services
  - **Kathy Felix and the cardiac intensive care unit team**

**40 Years**

**Linda Moyer**  
Executive Office

**35 Years**

**Barbara Kline**  
Information Services

**Kay Lawrence**  
Information Services

**Terrane Wolf**  
Float Pool

**30 Years**

**Philip Balliet**  
Engineering

**John Boos**  
Behavioral Health

**Erma Dantonio**  
Materials Management

**Vera Deacon**  
PICC Team

**Louis Gabrielle**  
Engineering

**Donna Jones**  
Radiology

**Diane Taylor**  
Endoscopy-G.I. Lab

**25 Years**

**April Armstrong**  
Home Care

**Kim Brougher**  
Physical Medicine

**Lisa Gulley**  
Diagnostic Care Center

**Deborah Herr**  
Endocrine Testing

**Kathy Masters**  
Purchasing

**Robert Mohn**  
Radiology

**Catherine Neith**  
NICU

**Christopher Procanyn**  
Health Spectrum Pharmacy

**Denise Rex**  
Internal Audit

**Elizabeth Rushatz**  
Patient Accounting

**Eileen Sacco**  
7B

**Lori Schanz**  
Emergency Services

**Joseph Thomas**  
Radiology

**20 Years**

**Denise Mitchell**  
Group Health

**Jessica Schreck**  
Epic

**Beth Warg**  
Diabetes/Endocrinology

**15 Years**

**Bruce Barnes**  
Operating Room

**Marsha Bearn**  
Surgical Oncology

**Daniel Brown**  
Pathology

**Lisa deQuevedo**  
Electrophysiology Lab

**Amy Dixon**  
Epic

**Eric Gertner**  
Internal Medical

**Christopher Hand**  
Radiology

**John Illingworth**  
Mental Health Clinic

**Sarah Lichtenwalner**  
NORI

**Jennifer McDonald**  
PCCU

**Luereane Mells**  
Guest Services

**Gina Neumann**  
PICU

**Vicki Rush**  
PACU

**Laura Williams**  
Respiratory Care

**10 Years**

**Alice Ashman**  
Pediatric Unit

**Martha Carr**  
Case Management

**Phaedra Corcoran**  
TTU

**Monique Coyle**  
Labor and Delivery

**Joan Cuvo**  
Internal Audit

**Robert Dwinell**  
Respiratory Care

**Artoria Fox**  
Imaging

**Brad Frederick**  
Medical Records

**Jacqueline Grove**  
NORI

**Rachel Guerrero**  
Emergency Department

**Barbara Labriola**  
5T

**Kenneth Markowitz**  
ABC Family Pediatricians

**Lisa Martin**  
Pharmacy

**Carolyn Murphy**  
Medical Records

**Suresh Nair**  
Hematology Oncology Assoc.

**Barbara Rice**  
Patient Accounting

**Barbara Rondon-Miranda**  
Nursing Float Pool

**Timothy Rooney**  
Engineering

**Andrea Santiago**  
Operating Room

**Cara Scheetz**  
Geriatrics

**Tammy Schweizer**  
Psychiatry

**Jessica Spack**  
Performance Improvement

**Kamille Sprenkle**  
Physical Medicine

**Brian Stano**  
Engineering

**5 Years**

**Ashley Arce**  
OB/GYN Assoc.

**Andrew Aspen**  
LV Anesthesia Services

**Alex Benjamin**  
LV Infectious Diseases Spec.

**Heather Chalkan**  
Division of Education

**Nachammai Chinnakaruppan**  
Neonatology

**Matthew Cook**  
Emergency Department

**Anita Daniels-Rodriguez**  
Children's Clinic

**Sally Daughtry**  
Hamburg Family Practice

**Meredith Dempsey**  
Population Health

**Christina Felten**  
OB/GYN Assoc.

**Sarah Hilbert**  
Riverside Family Practice

**Monet Ho-Sang**  
LV Anesthesia Services

**Curtis Iverson**  
Psychiatry

**Angela Joseph**  
Diabetes/Endocrinology

**Stella Kalantzis**  
Emergency Department

**Caitlin Kelly**  
Emergency Services

**Joanna Kieffer**  
Children's Clinic

**Tara LaBar**  
LVPG Collections

**Jeanine Leahy**  
Obstetrics

**Michael Leewright**  
5C

**Jennifer Lindenmuth**  
OACIS

**Maria Lopez**  
7T

**Natalie Ludrof**  
College Heights OB/GYN Assoc.

**Matthew Martinez**  
Cardiology

**Philip Monteleone**  
Pediatric Hematology/Oncology

**Laura Mory**  
Emergency Department

**Megan Nagle**  
Moorestown Family Medicine

**Sheila Panettiere**  
Neuroscience Unit

**Michael Pechulis**  
Physical Medicine

**Danielle Polenchar**  
Children's ER

**Jarrod Ramer**  
Radiology

**Amit Sareen**  
Emergency Department

**Kelly Schillinger**  
Children's Clinic

**Tammy Schlough**  
ABC Family Pediatricians

**Karen Schubert**  
Heart and Lung Surgeons

**Sonia Severe**  
Post-Operative Unit

**Usman Shah**  
Hematology Oncology Assoc.

**Justin Stauffer**  
Emergency Department

**Rebecca Taylor**  
Emergency Services

**Lisa Willis**  
Hospice-Home Health

**Antoinette Yaich**  
Center for Women's Medicine

*CheckUp magazine is for Lehigh Valley Health Network colleagues.*

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Get a list of **Culture of Wellness**  
classes and programs.  
Call **610-402-CARE** for details or to register.



## WELLNESS ROLE MODEL

# Colleagues from Hematology Oncology Associates–Bethlehem

It started when Catye Messere, RN (left), of [Hematology Oncology Associates–Bethlehem](#) happened to be in the front office when her colleagues started doing squat exercises at their desks. “They told me they were trying to do 15 to 20 squats every hour, so I joined in,” she says. From there, the spark to add fitness and encouragement to each other took off at the practice. “There are probably 10 of us adding more activity to our days,” Messere says.

“My colleagues Anthony Morales (center), Mary Leo, RN (right), and I go for walks at lunch, many of us do squats every Monday, Wednesday and Friday, and we’re taking the stairs as much as possible.” Add in healthier meals and snacks and you have a recipe for weight loss. “I’ve lost some weight, and I know some of my friends here have too,” Messere says. “It’s contagious. Once you start feeling the energy from daily exercise, you don’t want to stop.”

– Jenn Fisher



A PASSION FOR BETTER MEDICINE



## Culture of Wellness

### Schedule

#### Safe Sitter

July 2 and 9

#### Preparing for Childbirth (Saturday/Sunday class)

July 5 and 6

#### Monday Morning Moms

July 7, 14, 21 and 28



#### Sibling Tour

July 7



#### Postpartum Support

July 7 and 17

#### Adult Maternity Tour

July 7 and 28

#### Breast-feeding Baby

July 8 and 31

#### Baby Care (two-week series)

July 9 and 16



#### Car Seat Check Event

July 10

#### Preparing for Childbirth (one-day class)

July 12

#### Preparing for Childbirth (Friday/Saturday class)

July 18 and 19

#### Baby Care (one-day class)

July 26

[Learn more.](#)

### LVHN Fitness Group Classes

Being an LVHN Fitness member allows you to partake in a variety of classes. Call **610-402-CARE** for more information. Get a list of [class locations and descriptions](#).