

AUGUST 2010

CheckUP

How Is He Patient-Centered?

Find out on page 9



A PASSION FOR BETTER MEDICINE.™



Making Our Community Healthier and Stronger

Our care extends beyond our walls, and our outreach furthers our mission

Whenever I see colleagues from our health network helping the people of our community, I'm reminded of our founder, Leonard Parker Pool. His vision to create a superior, regional hospital set the foundation for the way we make our community stronger and healthier. Today we're carrying forward his mission by reaching out to people and caring for them in dynamic ways.



Just recently, Edgar Maldonado, M.D., hosted a luncheon for members of the Latino community who graduated from his diabetes education program (see story on page 7). Data show diabetes is prevalent in the Latino community, and this program helps community members take control of their wellness. It's an overwhelming success, and the connections program participants develop are so strong, they've formed a diabetes support group to help others.

Then there's Joe Fedor, a valet at Lehigh Valley Hospital–Muhlenberg. He befriended a patient undergoing treatment for prostate cancer (see story on page 9). Because Fedor is a prostate cancer survivor, he connected with

the patient on a personal level. He's not a formal caregiver, but he provided a most valuable layer of care—he listened.

Bill Albright also knows the healing power of listening. A chaplain in our pastoral care department for more than two decades, Albright volunteers to help the MedEvac crew provide care at Pocono Raceway's NASCAR events (see story on page 4). He's part of a team that truly saves lives.

These people are all a part of the fabric of Lehigh Valley Health Network. Together we reach out into our community in many different ways. Our care goes far beyond diagnosis and treatment, beyond the walls that enclose our hospitals, health centers and physician practices. This type of community outreach will continue to be a hallmark of our organization in the face of health care reform. I'd say we're pretty dynamic—and I think Leonard Parker Pool would agree.

*Terry Capuano, R.N.
Chief Operating Officer*

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She's Part of a Team

Perfect relationship—Anna Snyder and her colleagues treat each other like family, and she treats Lehigh Valley Hospital–17th Street like it's her home away from home.

Anna Snyder is passionate about her 'work family'

When she walks past clinical coordinator Robin Koch, R.N., inside the Center for Healthy Aging, Anna Snyder receives and returns a unique greeting. “She calls me ‘Anna Banana.’ I call her ‘Rockin’ Robin,’” Snyder says. It’s one of the many ways colleagues show their appreciation and affection for Snyder.

Snyder cleans the Center for Healthy Aging, Dental Clinic and other areas at Lehigh Valley Hospital–17th Street. Her exemplary work ethic, attention to detail and perfect attendance earn her awards. She won Housekeeper of the Year in 2008 and received the Medical Staff Support Partner Award at the Friends of Nursing gala this past May. Yet the rewards don’t mean as much to Snyder as the camaraderie of her colleagues.

“I don’t have much of a family,” Snyder says. “My father died five years ago, and my mother died last October. But the doctors, nurses and staff here treat me like family. They make me want to come to work every day.”

Part of that family feeling comes from the way colleagues include Snyder in community outreach activities. For example, she helps decorate the miniature holiday trees that are donated to local residents served by Meals on Wheels each December. “It’s nice that everyone gets together to do this,” Snyder says. “I love being a part of helping others.”

Snyder also enjoys connecting with the many patients she encounters during a workday, including those at the Center for Healthy Aging. “Since I lost both of my parents, I really like working around older patients,” she says. “I enjoy joking around with them. They talk to me when I’m cleaning and often thank me for the job I’ve done.”

Patients and colleagues show their admiration for Snyder in other ways too. One Center for Healthy Aging colleague told the Friends of Nursing committee, “Our facility has been loved.” Snyder, ever modest, is humbled by the awards and attention, and appreciative of the people she encounters every day. “They are my favorite part of my job,” she says. “Everyone treats me like family.”

A High-Speed Mission

Pastor Bill Albright provides comfort in the hospital and at the speedway

Bill Albright never turns down a request for help. It's why even though he's tried to retire—twice—he consistently returns to his calling as a pastor. So when our MedEvac team began providing medical services for Pocono Raceway's NASCAR races seven years ago, Albright didn't hesitate to join the crew.

At the track, he comforts race-goers who experience a medical emergency. He even played a role in helping one man survive cardiac arrest. "He got from the track to Lehigh Valley Hospital—Cedar Crest in 12 minutes thanks to MedEvac," Albright says. "Now he returns and visits us every year. He even has a tattoo that says, 'seconds matter.'"

Because Pocono Raceway becomes Pennsylvania's third-largest city (population-wise) on race weekends, the 75-year-old Albright is always on the go. Still, he takes time to provide the support people need. "I always tell family members their loved one is

getting the best care available," he says. "Sometimes we pray. Mostly I let people know I'm there for them."

It's been his way of life for more than 30 years. A full-time pastor at a local United Church of Christ, Albright has been part of the health network's pastoral care team for more than two decades. He also spent 20 years working as an emergency medical technician.

Among his many duties in the health network, Albright baptizes babies in the neonatal intensive care unit, providing peace of mind to families in need. "My passion is pediatrics," Albright says. "When I was a young parent, I saw patients as my children. Now I see them as my grandchildren."

Albright's calling allows him to help hundreds of patients and families. Whether he's inside the hospital or at the speedway, Albright feels at home. "From the doctors to the nurses to the administrators at Lehigh Valley Health Network, everyone works together," he says. "We're like family."



Mack Boulevard FAQs

Get the latest information about our move

Town hall meetings and an intranet site (lvh.com) are two places where your questions about our move to Mack Boulevard have been answered. If you haven't had a chance to visit these informational resources, here's a list of commonly asked Mack questions.

Will Mack Boulevard have a fitness center?

Yes. Colleagues network-wide can use the facility. Like our other fitness centers, membership will be covered by your Culture of Wellness benefit.

Is the building 100-percent free of asbestos?

Like many buildings built before 1980, asbestos-containing materials are present in Mack Boulevard. The building meets all existing code requirements for the safe occupation of the facility. Asbestos is found in floor tiles, inside wall panels and in the cement-like material sprayed on structural steel to enhance fireproofing. These materials do not release asbestos fibers unless they're damaged in some way. When left intact and undisturbed, asbestos-containing materials do not pose a health risk. A plan is in place to prevent the materials from being damaged. Plus, inspections and air monitoring will be routinely performed to ensure the safety of colleagues and visitors.

How will conference rooms be reserved?

Mack Boulevard will have a variety of meeting spaces. There will be larger rooms that can be scheduled, and smaller spaces and informal areas that can be used without a reservation. A committee is establishing a process for reserving larger rooms. It will be communicated when finalized.

Will the bathrooms accommodate the number of people in the building?

Mack's bathrooms meet code requirements for the number of occupants. However, because the majority of colleagues moving to Mack are women, renovations are being made to ensure the women's bathrooms are large enough.



Is there a sprinkler system on each floor?

While each floor does not have a sprinkler system, there are approved fire extinguishers, fire hose cabinets, fire alarms and pull stations on each floor. Sprinklers are present on the ground floor in required areas. The building meets existing fire safety standards and codes as per a City of Allentown review.

Will there be assigned parking?

No. Colleagues with 25 or more years of service were originally going to have preferred parking. However, because Mack Boulevard is designed to eliminate status and help colleagues work together more closely, there will be no assigned parking. The parking lot is more than large enough to accommodate our needs.

Take Control of Your Diabetes

A new Choice Plus program rewards colleagues with better health and extra savings

If you're diabetic, you know how hard it can be to manage your illness. You can get help through the Choice Plus Diabetes Management Program. As an extra bonus, you may be eligible for a significant reduction in co-pays for your medications.

The enhanced program began July 1. Choice Plus members who join receive a packet of educational materials and monthly or quarterly calls from a health coach, a registered nurse with Valley Preferred Health Services. The health coach helps motivate you, provides information about diet and lifestyle, and helps you manage related medical conditions.

“Many people think that controlling diabetes is only done by picking the right foods, but there are many diagnostic tests that diabetics should have,” says Chrissie Hartner, clinical improvement liaison with Valley Preferred. “Diabetics should have yearly eye and foot exams, and have their blood pressure, cholesterol and A1C levels checked regularly. The health coach can help you understand what to discuss with your doctor. You may be doing a good job on your own, but it never hurts to have extra help.”

People with diabetes often take several medications to control blood sugar and related conditions. The co-pay reduction covers all prescriptions filled at Health Spectrum Pharmacy for people enrolled in the Diabetes Management Program. “People with diabetes are generally taking multiple medications,” says pharmacist Brian Lenich, administrator of Health Spectrum Pharmacy Services. “This benefit covers insulin, oral diabetes medications, and medications for cholesterol and blood pressure. The savings can really add up.”

Teacher and motivator—Health coach Jean Bartholomew helps Choice Plus members with diabetes manage the disease and live healthier lives.



Feeling Good About Going Back to School

Most people go back to school to further their career or learn a new skill. People in the Latino Diabetes Education program went back to school to learn how to live better, healthier lives. And when they graduated from the 12-month program, it was cause for celebration at Lehigh Valley Hospital–Cedar Crest.

“We see a lot of people in our clinics with diabetes,” says Edgardo Maldonado, M.D., medical director of internal medicine community practices and patient programs, pictured here with volunteers Irma Sanchez (left) and Awilda Martinez. “There just isn’t enough time during clinic hours to properly teach them about managing the disease. So we started this program to teach them what they need to know.”

Maldonado, community health workers and representatives from The Caring Place Family Health Center, the program’s co-sponsor, taught the classes in Spanish. “At the end of the program, these people know how to take better care of themselves and feel a great sense of accomplishment,” Maldonado says.

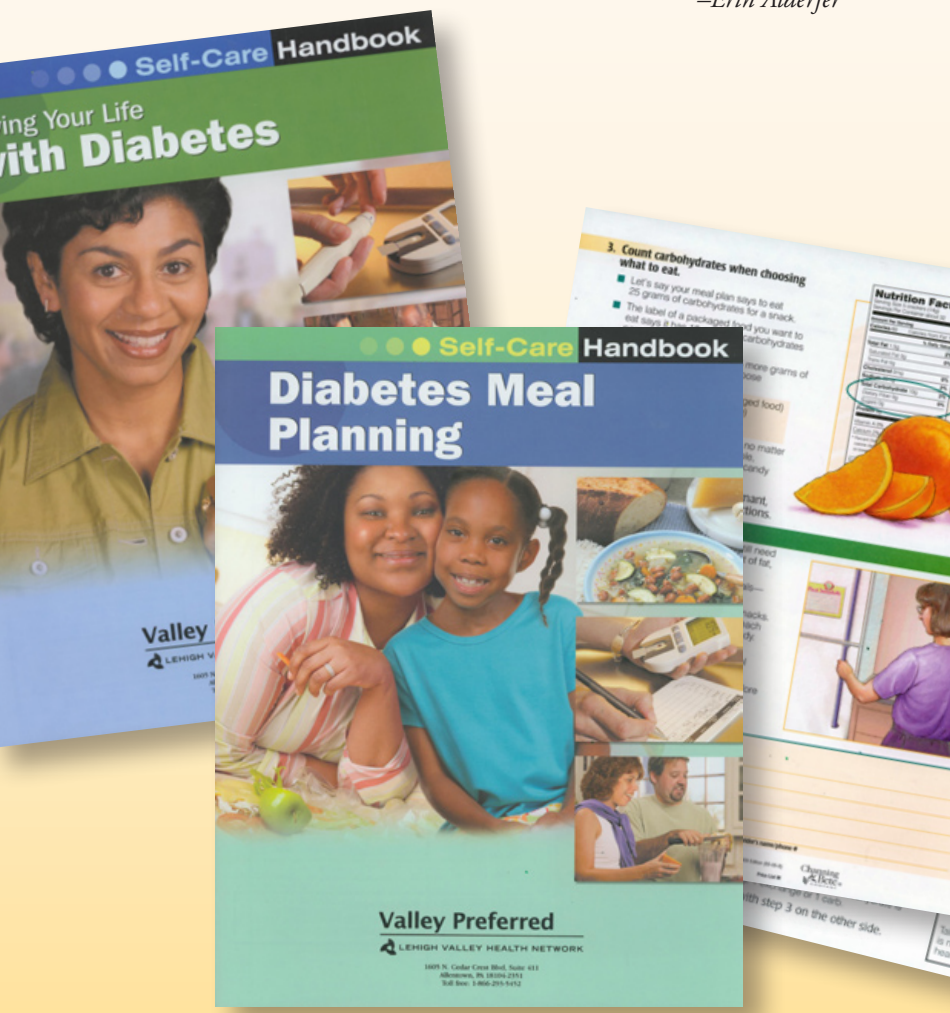


The Diabetes Management Program is open to all Choice Plus members who have diabetes. There is no cost to you and no referral is needed.

“Our goal is to empower colleagues and their family members to control their diabetes,” Hartner says. “They will be healthier and happier, and the health network will have lower health care costs and fewer sick days. We have about 600 Choice Plus members with diabetes. When we invest in the health of our colleagues and their family members, everyone benefits.”

For more information or to enroll in the Choice Plus Diabetes Management Program, call Chrissie Hartner at 610-969-0417.

—Erin Alderfer



Faces Behind the Fun

Meet the people who volunteer to create Lehigh Valley Hospital–Muhlenberg’s Summer Festival

It dates back to a time when construction wasn’t yet complete for what would later become Lehigh Valley Hospital–Muhlenberg. Today the 49th annual Summer Festival remains a beloved local tradition. The free admission, music, amusement rides, tasty foods and arts-and-crafts exhibits create excellent family entertainment. More than 300 volunteers from the community and the health network make it happen each year. Here are the stories of three such volunteers who put the fun in the festival:

Harold Fabian – (center) Where can we get tables and chairs? Who will build the entertainment stage? They’re questions

Fabian addresses annually. The Summer Festival chairman for the past 20 years and a retired farmer, Fabian dedicates countless hours to the event, and he’s seen it progress over the years. Several years ago it was held in an old barn on the property. “But the barn needed extensive repairs and needed to be torn down,” Fabian says. “We found out just four months before the festival.” Fabian led a team that installed new power cables, reworked the layout and moved the festival from one end of the campus to the other. “It wasn’t easy, but we got it done,” he says.

Sandy Casella – (left) Before she volunteered, Casella was a festival-goer. “I really looked forward to Felix’s Tacos and getting a pom-pom animal from one of the craft vendors each year,” she says. Now a physical therapy

assistant for the health network, Casella first volunteered 18 years ago. Now she reserves PTO time annually to help at the festival. You can see her at one of the festival’s most popular places—the Duck Pond in Kiddieland. “Volunteering is so much fun,” she says. “I love it.”

Grace Ritter – (right) The past president of the Lehigh Valley Hospital–Muhlenberg Auxiliary, Ritter this year will continue a tradition of Summer Festival volunteering that dates back 18 years. She’s often alongside Casella at the Duck Pond. “I love to see the excitement in the children’s faces when they learn they get a prize regardless of whether they win,” she says. Over the years, she’s developed bonds with festival attendees and her fellow volunteers. “There are many volunteers you only see once a year, so it’s like a reunion,” Ritter says. “They create great memories of a wonderful tradition.”

Make your own memories! Take your friends or family members to the 49th annual Lehigh Valley Hospital–Muhlenberg Summer Festival August 18-21. Get a list of entertainment and events at lvnh.org/checkup.

—Matthew Burns and Cory Prohaska



Everyone Can Be Patient-Centered

Valet Joe Fedor shows how all colleagues can put patients and visitors first



A friendship formed—When Bill Lynch (right) arrived daily at Lehigh Valley Hospital–Muhlenberg for prostate cancer treatment, he appreciated the support he received from valet and prostate cancer survivor Joe Fedor; and the comments from staff that he had the cleanest car in town.

Joe Fedor understands the hardships patients face when they need daily cancer treatment. He sees it in their eyes as he greets them at Lehigh Valley Hospital–Muhlenberg’s entrance. “They’re scared,” says Fedor, the hospital’s only valet. “I tell them not to worry and try to put them at ease.”

Why do Fedor’s words mean so much to patients? He is a prostate cancer survivor. Recalling the experience of undergoing 45 radiation treatments, he empathizes with patients battling health problems. “If I can make people smile and help them forget their troubles for 30 seconds, I’m doing my job,” he says.

Fedor does more than make patients smile. He befriends them and gives them someone to lean on. No one knows that more

than Bill Lynch of Bethlehem. Upon learning he had prostate cancer, Lynch says, “I was scared. I wasn’t sure what would happen.”

During visits to the hospital for 40 radiation treatments (five days a week for eight weeks) Lynch developed a relationship with Fedor. “We were like members of a club because he already experienced everything I was going through,” Lynch says. That’s why Lynch felt comfortable talking to Fedor about what he was feeling physically and emotionally. “It put him at ease to learn I felt the same things,” Fedor says.

Lynch also received support from his daughter, vice president of care continuum Sue Lawrence. A member of the Patient-Centered Experience (PCE) Implementation Team—a group of colleagues working to enhance all patients’ experiences—Lawrence saw our care from a different perspective. “We often think only health care providers can practice patient-centered care,” Lawrence says. “But seeing how much my dad appreciated what Joe did for him shows how important it is for all of us to give patients and visitors the best possible experience. Even the simple things—such as a smile or ‘hello’—mean a lot.”

Fedor understands why it’s important to treat patients and visitors as kindly as he treats their vehicles. While he often receives a “thank you” for opening a car door, he was recently surprised and pleased to receive a “thank you” card from Lynch. “My job puts me in a great position to be able to help people,” Fedor says. When it comes to being patient-centered, the same can be said for all colleagues.

—Rick Martuscelli



Practice Makeover

With SPPI focus, Ob/Gyn Associates improves patient satisfaction

Walk into any Ob/Gyn Associates of the Lehigh Valley office and see a world of change. The first sign—a framed copy of the practice’s service promise, which outlines the team’s commitment to patient satisfaction. It’s signed by every colleague in the office, and it’s one of many small changes creating big results.

The renewed focus on patient satisfaction grew from a retreat, where all 55 colleagues of the practice’s three offices tackled issues noted on Press Ganey surveys. Led by practice leader Michael Sheinberg, M.D., and practice manager Angie Balch, colleagues formed 11 teams and began A3 problem-solving for issues ranging from patient wait time to practice appearance to phone courtesy. “More than six months later, the work continues, with each team empowered to make changes,” Balch says.

Among the changes implemented thus far:

- **Innovative accommodations**—The practice added Saturday appointment hours and began offering ultrasound exams and initial obstetrics counseling on weeknights, all without adding staff or cost. “These changes create better word-of-mouth marketing,” Balch says.
- **First impressions**—Changes include painting the walls (now light purple as shown in the photo at left), refreshing the artwork (now modern black-and-white photos), changing the magazine inventory (a key patient satisfier according to surveys) and adding snacks (oatmeal and chocolate chip cookies) to the waiting area. The practice also started a lending library, added a children’s area to the waiting room and created a separate nursing/changing room as shown in the photo at top right. “The increased patient satisfaction far outweighs the minimal cost of these changes,” Balch says.
- **Reducing patient waiting room time**—To accomplish this, the practice gathers information in the physician office instead of the waiting room, a process used in our emergency departments.



Colleagues like (l-r) Angie Balch, Jillian Aguero, Victoria Bogart and Jessica Gerena, continue to use A3 Thinking to improve other areas, including:

- Reducing waiting time in exam room
- Phone courtesy
- Electronic medical records vs. quality time with practitioner
- Teamwork through PRIDE behaviors
- The power of “yes”—meeting the patients’ needs
- Specimen errors
- Decreasing no-shows
- Improving “likeliness to recommend care provider”

It’s working. “Our Press Ganey scores are now in the 90s,” Balch says. “And we’re attracting lots of new patients.”

—Amy Koch





Keep Informed With Our Online Newsroom

If you want to keep up to date with happenings in and around our health network, visit lvhn.org/news. Our recently revamped newsroom includes photos and videos of noteworthy happenings and events that impact our community. It's updated regularly, offering updates on child safety events, local partnerships with groups like the Allentown School District, honors for our multiple sclerosis center and more. A recent posting offered information on a pediatric oncology bead program that helped 7-year-old Corinne (right) support her twin sister Katelyn (left) through leukemia treatment. You also can read the girls' story in the July-August issue of *Healthy You* magazine.

She's an Advocate

When Bonnie Winch's son, Jared, was a boy, he received care in our Pediatric Specialty Center for brain tumors. More recently he had an operation for ulcerative colitis. These experiences prompted Winch to pursue a medical career. She returned to school and was honored to get a job here. On her way to orientation, her eyes welled up and she said, "I can't believe I'm going to work for Lehigh Valley Health Network." After working at ABC Family Pediatricians and Muhlenberg Primary Care, Winch is currently secretary to Lehigh Valley Hospital–Muhlenberg's director of case management. She constantly tells people we're a great place for care and a great place to work. "I'm a proud member of this health network," she says.

Are you an advocate for our health network? If so, call 610-402-3175 or e-mail Richard.Martuscelli@lvh.com and share your story in *CheckUp*.



facebook

What our fans are saying

The Wall

Displaying 3 of 70 wall posts.

Linda Vega wrote on June 15

Dr. Lycette is one of the most competent, professional and personable physicians in the profession. He deserves all the accolades and recognition given.

Alaine Marie Dougerty wrote on June 16

Had a cardi cath done last week. Not a fun experience but everyone there made it so much easier for me...and they didn't find anything!

Emily Ahner Frable wrote on June 24

(The penguin statue) reminds me of the caring people we encountered with the whole ordeal with Mia. Thank you for putting a smile on my day.

[Join the conversation](https://www.facebook.com/lvhealthnetwork) at [facebook.com/lvhealthnetwork](https://www.facebook.com/lvhealthnetwork)

The Buzz in Our Community

- Chief of infectious diseases **Luther Rhodes, M.D.**, was interviewed by *The Morning Call* about the safety and cleanliness of public pools.
- Chair of pediatrics **John Van Brakle, M.D.**, and emergency services director for Lehigh Valley Hospital–Cedar Crest, **Paul Delpais, R.N.**, were featured in an *Advance for Nurses* article about the need for a dedicated pediatric emergency department.
- Chief of the division of trauma **Mike Pasquale, M.D.**, plastic surgeon **Randolph Wojcik, M.D.**, neurosurgeon **P. Mark Li, M.D.**, neuro-interventional radiologist **Darryn Shaff, M.D.**, cardiothoracic surgeon **Ray Singer, M.D.**, and colon-rectal surgeon **Linda Lapos, M.D.**, were featured in *The Morning Call* for being "Sushi Surgeons" at Komé, a Japanese restaurant at the Promenade Shops in Saucon Valley.
- 69 News (WFMZ-TV), Blue Ridge TV-13 News and *The Express-Times* covered the Hackerman-Patz House groundbreaking.
- Former medical director of the John and Dorothy Morgan Cancer Center **David Prager, M.D.**, recently passed away after a long struggle with Parkinson's disease. An article in *The Morning Call* highlighted his accomplishments with the health network.

—Matthew Burns

See the latest media coverage at lvhn.org/news.

A Guide to Our Care



More Heart Specialists at Lehigh Valley Hospital–Muhlenberg

Several cardiologists with Lehigh Valley Heart Specialists are now caring for patients on the Lehigh Valley Hospital–Muhlenberg campus. With an office at 2597 Schoenersville Road, Suite 206, medical cardiologists David Goldner, M.D., and Matthew Martinez, M.D., and interventional cardiologist Nainesh Patel, M.D., are helping to expand the scope of heart services and support increased access for patients in the Northampton County region.

Perinatal Loss Program

If you or someone you know suffered a poor pregnancy outcome, our maternal-fetal medicine specialists can determine what went wrong and improve the odds of a future pregnancy success. Fortunately, most women go on to have a baby after one or multiple miscarriages. Our specialists help make that happen with a thorough pregnancy loss evaluation. Plus, we're forming a perinatal loss support group to help women and families cope with the loss of a pregnancy.



Safety Town Record

Have you ever been to Safety Town? It's our portable child-sized village that teaches children how to stay safe. This fiscal year, colleagues who volunteered for Safety Town educated more than 6,000 children at area schools. That's a new record! Tell representatives from your child's school about it and encourage them to schedule a Safety Town event. It's a great way for children to learn how to prevent accidents.

Warm Welcome to Two New Practices

Lehigh Valley Physician Group (LVPG) recently added two new practices. Blandon Medical Group, served by Jo Ouano, M.D., and Moorestown Family Medicine, served by Rachael Liebman, D.O., are representative of practices from outlying areas joining LVPG. Both doctors are family medicine physicians.



Neighborhood Cancer Center

As a recently selected site of the National Cancer Institute's Community Cancer Centers Program (NCCCP), Lehigh Valley Health Network is committed to providing comprehensive cancer care to everyone in our community. Eleven faculty and staff, including physician director Gregory Harper, M.D., and principal investigator Debbie Salas-Lopez, M.D., attended the NCCCP annual meeting. While at the meeting, they presented our vision for how the Neighborhood Cancer Center, centered at Lehigh Valley Hospital–17th Street, will increase access and decrease barriers to cancer care for underserved persons, and, in particular, our Latino community in Allentown. The attendees also had the opportunity to network with leaders from the 29 other NCI selected sites, creating opportunities for collaboration and sharing of best practices.

New Bundle Arrives in August

The final series of 2010's mandatory curriculum bundles will be released in early August and must be completed by Sept. 30. The bundle includes courses related to our corporate compliance program, which promotes following federal and local regulation, and health network standards. Thanks to your commitment to education and continuous improvement, this year's completion rates are the highest we ever achieved. Help us continue the trend.

It's Performance Evaluation Time

Your department head is currently arranging your performance evaluation. You'll discuss accomplishments of the past year and set goals for the next 12 months. The results of your evaluation will determine your pay increase.

Remember these dates:

July-September: Performance evaluations conducted

Sept. 19: Merit increase effective beginning this pay period

Oct. 8: Compensation changes appear in paycheck

Pride in Our People



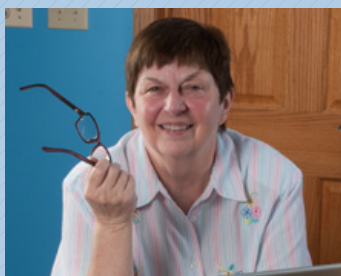
MS Center designated

The National MS Society recently designated Lehigh Neurology MS Center of the Lehigh Valley—a practice of Lehigh Valley Physician Group—and Good Shepherd Rehabilitation Network as a Comprehensive Care Center for the treatment of multiple sclerosis. This collaborative partnership is the only certified comprehensive care center in the Lehigh Valley and one of only 35 in the nation. Good Shepherd and Lehigh Neurology received the designation because together they provide a full continuum of care for people with MS. This is the first collaboration in the nation that created a Comprehensive Center without walls.

Telehealth tutorial

Members of the Pennsylvania Senate Public Health and Welfare Committee visited Lehigh Valley Hospital–Cedar Crest to learn about our telehealth services and discuss a bill that would require Medicaid reimbursement for telehealth services. (L-r) Sen.

Bob Mensch, Sen. Pat Vance, Tony Moscato, special assistant to the Lieutenant Governor, and Sen. Pat Brown saw how our tele-interpreter, TeleBurn and home health tele-monitoring systems work, and toured our Simulation Center and advanced intensive care unit.



Perfect survey!

A reviewer for the Joint Commission Primary Stroke Center recertification reported no findings following visits to Lehigh Valley Hospital–Cedar Crest and Lehigh Valley Hospital–17th Street. During the exit session, the reviewer used phrases like “absolutely committed to a collaborative, multidisciplinary process” and said our colleagues should be “commended for the hard work to follow-up with patients after they walk out the door.” Lehigh Valley Hospital was recertified as a Primary Stroke Center. This is important for patients like Sandra Eisenbise (left).

Schedule

For more details on classes (including times, locations and costs), call 610-402-CARE or visit lvhn.org/checkup.

Culture of Wellness

Aug. 3 and 26 – Car Seat Check

Starting Aug. 5 and 12 – Baby Care Class

Starting Aug. 5 – Everyday Tai Chi

Aug. 6 and 7 – Preparing for Childbirth Fri-Sat Class

Starting Aug. 7 and 19 – Chisel

Starting Aug. 10 – Preparing for Childbirth Series

Starting Aug. 9 – Zumba

Aug. 11 and 26 – Breastfeeding Baby Class

Aug. 14 and 15 – Preparing for Childbirth Weekend class

Aug. 16 – CPR Family and Friends

Starting Aug. 19 – Balanced Fitness

Starting Aug. 19 – Energizing Yoga

Aug. 22 – Preparing for Childbirth one-day class

Starting Aug. 23 – Interval Express

Aug. 26 – Pregnancy 101 “Welcome to Pregnancy Class”

Starting Aug. 27 – Staying Strong

Starting Aug. 28 – Boot Camp

Benefits

Refer a Physician, Earn \$500

Special Events

Aug. 17, 18 and 19 – Retirement Strategies for Life

Employee Discounts

Dickey’s Barbecue Pit, show your ID for 20 percent off

Recreation Committee –

Oct. 20 – Joseph at Sight and Sound Theatre

Contact Nancy Schmoyer for details.

Service Star of the Month



Kimberly Collazo, 7C Technical Partner
Nominated by Laura Herbener, R.N.

Technical partner Kimberly Collazo was enjoying an evening at home when she heard frantic yells for help coming from her neighbor’s yard. Without another way in, Collazo scaled the seven-foot fence that separated the yards and found her 32-year-old neighbor collapsed on the ground.

His mother was attempting CPR but was too distraught to do it effectively. Collazo asked her to call 9-1-1 and took over. A police officer soon arrived. He helped Collazo administer CPR until an ambulance arrived to transport the patient to the hospital.

Collazo’s quick response and ability to perform lifesaving CPR saved her neighbor’s life. “Kim always said she would panic and wouldn’t be able to perform CPR in an emergency situation,” says 7C patient care specialist Laura Herbener, R.N. “She proved to herself that she is capable of such feats. I’m so proud of Kim for her efforts and assistance, but I’m not surprised. This is the same effort she shows at work every day.”

—Matthew Burns

Employee Satisfaction Check-In Survey Coming in October

Because many colleagues are taking summertime PTO and preparing for the move to Mack Boulevard, the Employee Check-In Survey originally scheduled for July has been postponed. The survey will now be held from Oct. 21 to Nov. 4. Read October’s *CheckUp* for details about how to take the survey.

Congratulations to Award Nominees

Christine Lewbart, R.N., Lehigh Valley Hospital–Muhlenberg, emergency department

Human resources colleagues

Kimberly Wyckoff, Trexlertown Medical Center

Bonnie Magliane, Burn Recovery Center

Debra Hontz, Internal Medicine of the Lehigh Valley

Nicholas Stendell, R.N., and Nancy Komatz, R.N., neurosciences intensive care unit

Sharnee Cederberg, Helwig Health and Diabetes Center

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.
- You don’t have to provide direct patient care to be a Service Star. All colleagues and teams can be nominated.

To nominate a star, go to the intranet at lvh.com. Go to the “Find Fast” box and click on **Service Star Nomination**.

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CheckUp, a 2010 Aster Gold Award Winner

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HAPPY ANNIVERSARY

August 2010

35 Years

Debby Chaban
Medical Records

Lois Guerra
5B Medical-Surgical

30 Years

Marilyn Guidi
Nurse Staffing Office

Jacquelyn Puschock
Mother-Baby Unit

Linda Shaffer-Kropf
Medical Oncology

Donna Strobl
Radiology

25 Years

Rachel Allen
College Heights Ob/Gyn

Kim Boandl
Hospice

Maria Buskirk
Operating Room

Patricia Consorti
Pharmacy

Susan Eckhart
5B Medical-Surgical

Ann Fatzinger
Marketing

Cassandra Maxwell-Yarbough
402-CARE

Carolyn Ordway
Acute Coronary Care Unit

Gregory Ross
Information Services

Sandra Siplak
ASU-PACU/OR

20 Years

Cheryl Barr
PACU

Kimberly Bartman
4K Medical-Surgical

Geri Berasley
Neurodiagnostics

Sandra Chasser
Open Heart Unit

Lisa Farthing
ASU-PACU/OR

Scott Henninger
Home Care

Christine Krotzer
Pharmacy

Sherrye Lukow
Sterile Processing

Michele Ortiz
Emergency Services

Raymond Pagenhardt
MedEvac

Dorothy Pecka
PACU

John Talmadge
Emergency Services

Kenneth Zemanek
LVPG

15 Years

Dawn Didra
Pediatric Unit

Renee Grow
TNICU

Shelly Hafler
PACU

Matthew Mauro
Pharmacy

Kathleen McNelis
Supply Distribution Services

Marlene Spevak
3A IPCU

Rosa Uribe
Infectious Disease

Leelamma Vaidian
7C Medical-Surgical

10 Years

Michael Adamcik
Engineering

Robin Anthony
Joint Commission

Janet Butterweck
Patient Accounting

Heidi Da Re
PICU

Janine Hahn
6C Medical-Surgical

Kathleen Ingersoll
Dept. of Ob/Gyn

Norma Kalkan
4C Medical-Surgical

Penny Kanusky
Pharmacy

Stephanie Landron
MICU/SICU

Carole Moretz
Cancer Center

Mayra Plaza
Gynecologic Oncology

Kenneth Rachwal
Emergency Services

Michelle Rignanesi
Montage Medical Center

Lora Ruch
5K Medical-Surgical

Silvia Sherer
Emergency Services

Diane Soos
Float Pool

Theresa Versuk
Pharmacy

5 Years

Lisa Antolik
Cardiac Cath Lab

Heather Bernhard
4C Medical-Surgical

Shupriya Boyle
Burn Center

Marlene Brown
Regional Heart Center

Linda Comstock
Medical Records

Christine Copeman
Grant-Funded Scholarship

Thomas Doherty
Hospitalist

Erica Dunton
Patient Transport Services

Vanessa Edgar
5T Medical-Surgical

Stacie Eitner
Medical Records

Jeff Etchason
Community Health

Lauren Exley
Grant-Funded Scholarship

Oona Ford
Emergency Services

Amanda Goddard
Child Advocacy Center

Puneet Gupta
Pediatric Gastroenterology

Krista Hirschmann
Dept. of Medicine

Robyn Hopwood
7A Neuroscience Unit

Catherine Johns
6C Medical-Surgical

Penny King
Hamburg Family Practice

Nicholas Kirch
5C Medical-Surgical

Jane Korpics
Case Management

Amber Krause
Cardiac Float Pool

Donna Krohmer
Breast Health Services

Bradley Mann
Security

Teri McLaughlin
LVPG

Tara Moughan
Labor and Delivery

Ruth Mutter
Internal Medicine

Gloribel Nieves
Credentialing Services

Peter O'Brien
Information Services

Nicole Orth
6C Medical-Surgical

Susan Ottolini
Surgical Specialists/Trauma

Frank Pacana
Pharmacy

Joseph Patruno
Center for Women's
Medicine

Mary Pavelka
Kidney Acquisition

Dhanalakshmi Ramasamy
Adolescent Psychiatry

Sharon Ravenelle
Ob/Gyn Associates

Katryna Rex
Guidance Program

Isabella Reylander
Nursing Float Pool

David Rinehimer
Pharmacy

Jeana Santostefano
TNICU

David Scaff
Surgical Specialists/Trauma

Carol Schaeffer
Enterostomal Therapy

Rachael Scheffler
Development

Jesse Schimmer
Rehab Services

Barbara Scott
Nursing Float Pool

Sarah Stauffer
Surgical Specialists/Trauma

Naser Tolaymat
Pediatric Gastroenterology

Meredith Welz
Sleep Disorders

Erica Wright
7T Medical-Surgical

Yong Zheng
Urogynecology

Johanna Ziegler
Operating Room