

OCTOBER 2010

CheckUP

Colleague Constellations

Find our Star Celebration recipients, page 6



A PASSION FOR BETTER MEDICINE.™

 **Lehigh Valley
Health Network**

Shared Success Plan Bonus Is Back!

Your hard work and dedication made it happen

You've worked hard during the last year to meet the needs of our patients, families and the community we serve. In addition to your focus on providing quality care, you have played an active role in our health network meeting its patient satisfaction, cost-per-case and overall financial goals. Congratulations—your hard work paid off! As a result, your Shared Success Plan bonus will appear in your Oct. 8 paycheck (for all employees who achieve a “meets expectations” overall score on their performance appraisal). This bonus reaffirms our belief that every colleague plays an important role in the quality of care we provide, our service to patients and families, and expense control.

One of the big reasons we reached our goals is because of your commitment to using System for Partners in Performance Improvement (SPPI) tools. Through SPPI, you find ways to make our care better and more efficient, ultimately allowing us to deliver a higher quality of care while simultaneously managing expenses.

Using SPPI tools will remain critical as we look toward applying efficiencies to all aspects of patient care. Efficiency also is critical as we look toward the complexities of health care reform. As government reimbursements for care continue to decrease, we will need to emphasize quality, service and efficiency in everything we do.

It's inspiring to see how colleagues creatively find efficiencies and quality improvement. Take a look at how pediatric unit colleagues created quiet time (see page 11) to improve patient and family satisfaction, which will be an ever important indicator on both an inpatient and outpatient level going forward. Creativity also spotlights our project to consolidate our administrative offices at Lehigh Valley Health Network—Mack Boulevard. See pictures on page 8 and learn about our first colleagues in the revitalized facility.

Your adherence to SPPI principles and outside-the-box thinking create the type of success in which we all share. By continuing to seek improvements, we will continue our tradition of excellence and share in our successes for years to come. Thank you for your hard work, perseverance and commitment to our health network and our community.



*Elliot Sussman, M.D.
President and Chief
Executive Officer*



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



*Ron Swinfard, M.D.
Chief Medical Officer*

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5 Things

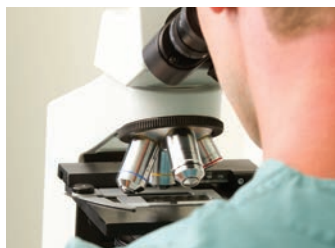
You Should Know About Our IRBs

They help raise the level of our nationally recognized clinical research

1 They are part of our comprehensive commitment to clinical research. Our health network connects patient care, education and research through a unique “tricycle” model. The larger front wheel represents patient care. The smaller rear wheels—education and research—firmly support, guide and balance the front wheel. “We take our commitment to research seriously,” says Scott Lipkin, D.P.M. He leads our recently created Network Office of Research and Innovation (NORI), which includes our Research Participant Protection Office (RPPO). Our two Institutional Review Boards (IRBs) function under that program. They oversee medical and nonmedical research.

2 They protect the safety, welfare and rights of people who participate in clinical research. By law, any research that involves people must be reviewed by a group not affiliated with the study. Our IRBs include medical professionals, lawyers, ethics experts and community members. “We are required to review research studies for potential dangers and assure the risks are minimized and reasonable in relation to the expected benefits,” Lipkin says. To make that happen, our IRB members review and oversee research to ensure it meets ethical principals and complies with federal, state and local regulations.

3 They are responsible for about 80 new trials each year and 350 ongoing research projects. Our IRBs review new research, changes to IRB-approved research, and review previously approved



research on at least an annual basis. Our top five areas with research studies are adult oncology, medicine, pediatric oncology, surgery and emergency medicine. We also conduct research in psychiatry, family medicine, anesthesia, nursing, pharmacy, education and many other departments.

4 They are part of the reason our network is nationally recognized for research. We are the first community hospital in Pennsylvania and the seventh in the nation to receive full accreditation from the Association for the Accreditation of Human Research Protection Programs (AAHRPP). This means we are committed to the most comprehensive protection for research participants and the highest quality research. More recently, AAHRPP selected



our health network to host two research fellows from South Korea. They visited our IRB office, learned about our HRPP operations and attended an IRB meeting. They also visited the University of Pennsylvania and Duke University Hospital.

5 They volunteer their time. IRB members spend about 12 hours monthly ensuring our research is safe and ethical. “Their dedication deserves to be recognized,” Lipkin says. Current IRB members who are network colleagues are: Leslie Baga, R.N.; Cathryn Coyne, Ph.D.; Maria Dreher; Sherrine Eid; Tim Friel, M.D.; Marna Greenberg, D.O.; Glenn Guanowsky, Esq.; John Hong, M.D.; Anthony Killian, M.D.; Leroy Kromis, PharmD.; Stephen Lammers, Ph.D.; Scott Lipkin, D.P.M.; John Maggioncalda, M.D.; Victoria Sabella, B.S.N.; Brian Stello, M.D.; Gregory Harper, M.D.; Margaret Hoffman-Terry, M.D.; Bryan Kane, M.D.; Sharon Kimmel, Ph.D.; Martin Matsumura, M.D.; Ed Norris, M.D.; Joanne Quinones, M.D.; Mark Wendling, M.D.; and Michael Weiss, M.P.H.

—Amy Koch

The Doctor Is In

Malaika Stoll, M.D., answers questions about primary care

It's open enrollment—time to consider the benefits that will help you and your family stay healthy. You can make changes to your current plan from Oct. 18 to Nov. 19. Having a relationship with a primary care doctor is one of the best ways to take care of your health. Malaika Stoll, M.D., family medicine doctor and project director of the health network's primary care initiative, explains why.

Q: What can a primary care doctor do for me?

A: Your primary care doctor—internist, family medicine doctor or pediatrician—knows you and your medical history. She can help you stay healthy by conducting screenings, providing you with tools and educational resources, and catching small problems before they become big ones. A primary care doctor cares for the whole person. He is skilled in diagnosis and will consider all possible causes of illness. Your primary doctor can treat many problems himself, or refer you to a specialist if needed.

Q: Can I go right to a specialist?

A: Even when you think you know what's wrong, you're better off starting with a primary care doctor. He sees the big picture. You may think you need a neurologist for dizziness, but the cause may be changes in blood pressure or a new medication, something a primary care doctor can identify and address.

If you do need a specialist, your primary care doctor helps you find the right one and will continue to follow you, ensuring you get the whole-person care you need.

Q: Will I really develop a relationship with a busy doctor?

A: Yes. This relationship is important and will develop over time. Your relationship with the office team is important too, because the nurse or other colleagues may help with refilling medications or otherwise coordinating your care.

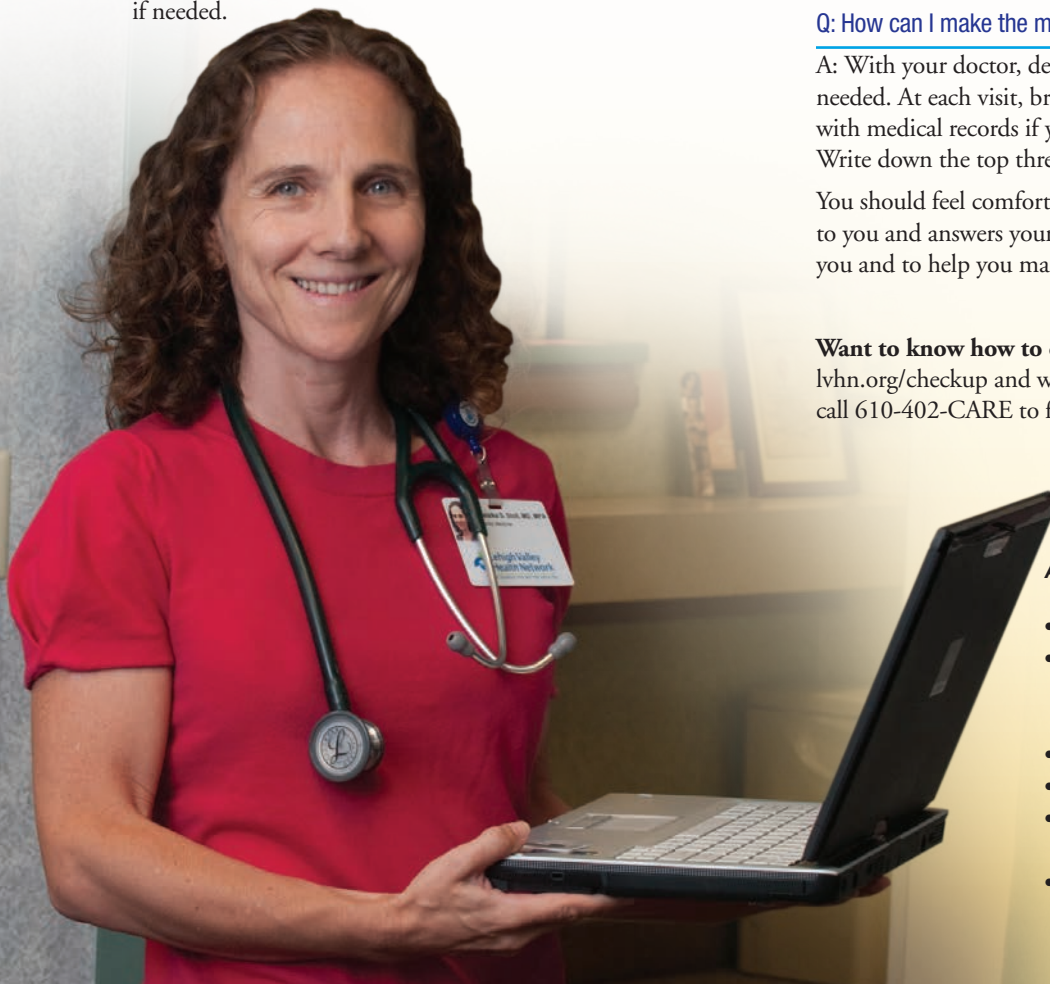
Q: How can I make the most of this relationship?

A: With your doctor, decide how often regular checkups are needed. At each visit, bring a list of all your medications, along with medical records if you have been seen elsewhere for care. Write down the top three issues you want to discuss.

You should feel comfortable with the way your doctor listens to you and answers your questions. We are here to partner with you and to help you make good decisions about your health.

Want to know how to choose a primary care doctor? Go to lvhn.org/checkup and watch a video featuring our doctors, or call 610-402-CARE to find a doctor.

—Erin Alderfer



About Open Enrollment

- Enroll through Lawson (on your SSO toolbar).
- You only need to enroll if you're making changes to a plan or choosing a flexible spending account (FSA).
- Eligible children are covered to age 26.
- There is no more \$1 million lifetime maximum.
- Vision coverage is now available for same-sex domestic partners.
- Over-the-counter medications are no longer reimbursed through a health-care FSA.



She Helps Patients Learn

Ever the teacher—Kathy Gray, C.R.N.P., uses the motivational and educational skills she gained as a high school teacher to help patients take control of their care.

Kathy Gray, C.R.N.P., is passionate about educating patients—and herself—to better manage chronic disease

She loved her first job as a high school language teacher. Yet a stint as a hospital volunteer helped Kathy Gray, C.R.N.P., learn her true calling was outside the classroom. “Once I knew I could use my teaching skills to help patients learn, I knew nursing was the path for me,” she says.

So Gray spent 10 years as a registered nurse, and then became certified as a family nurse practitioner a decade ago. Today she cares for up to 25 patients daily at Bethlehem’s West Broad Street Family Medicine.

Gray provides care for issues such as strep throat or seasonal flu, and her true calling is managing care for people with chronic conditions such as diabetes, asthma or cardiovascular disease. “Those complex cases are my fortè,” she says.

Patients with chronic illness often face an array of medications, diagnostic tests and unfamiliar medical terms. Yet Gray uses her education skills to teach each patient and motivate him to actively take control of his care. It’s a process that begins with trust. “I get to know my patients as individuals,” she says. “Sometimes it takes a few visits, but once a patient trusts me, it’s easier for us to discuss his current condition and treatment goals.”

Gray earns that trust by thoroughly reviewing test results and explaining why certain medications are necessary. “It’s great to hear patients say, ‘Thank you. Now I understand it better,’” Gray says.

To give her patients expert guidance, Gray keeps abreast of the latest research and evidence-based medical practices. She also returned to school and will earn a doctorate in nursing practice from Robert Morris University later this year. Ever the teacher, Gray says she’s motivated by the impact her new knowledge will have on her patients.

“The more I learn, the more my patients learn,” Gray says. “It’s very gratifying to realize I helped someone understand her disease better so she can live a better life.”

—Gerard Migliore

Gazing at Our Stars

Our Star Celebration Award recipients are awe-inspiring



Transitional Skilled Unit Physician Web Order Team

Guldin Award for Efficiency and Innovation (Clinical Workplace)

Brian Damweber's discovery: errors and delays can be prevented by eliminating paper physician orders for patients being admitted to the transitional skilled unit (TSU). Damweber, a physician assistant for Lehigh Area Medical Associates, and a team from TSU and I/S developed a web-based system that gives TSU colleagues the information they need to prepare for patients' arrival, enhancing care and efficiency.

Jane Grube, Division of Education Associate Director

Guldin Award for Efficiency and Innovation (Non-clinical Workplace)

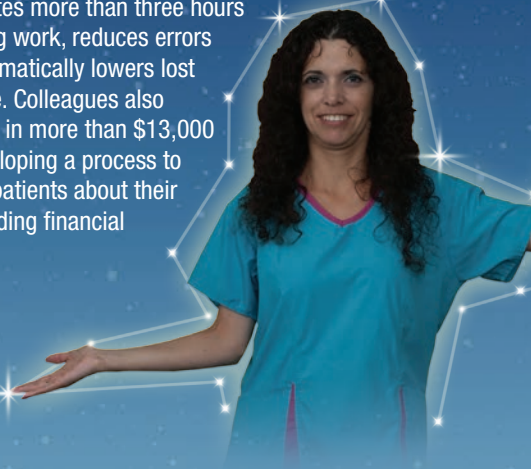
When it comes to making the continuing education accreditation process more efficient, the sky's the limit thanks to Grube. She telescoped the process, eliminating useless paperwork and redefining how division of education colleagues respond to and approve projects. Now they're able to manage more requests and provide faster turnarounds, resulting in higher-quality events and educational opportunities.



Muhlenberg Behavioral Health Administrative Support Team

Guldin Award for Efficiency and Innovation (Physician Practice)

When Muhlenberg Behavioral Health needed a more efficient billing process, they looked to Maria Vasquis and the rest of the administrative support staff. The new process works at light speed. It eliminates more than three hours of billing work, reduces errors and dramatically lowers lost revenue. Colleagues also brought in more than \$13,000 by developing a process to talk to patients about their outstanding financial issues.



Lehigh Valley Hospital–Muhlenberg Operating Room

Most Creative Reward and Recognition Program Award

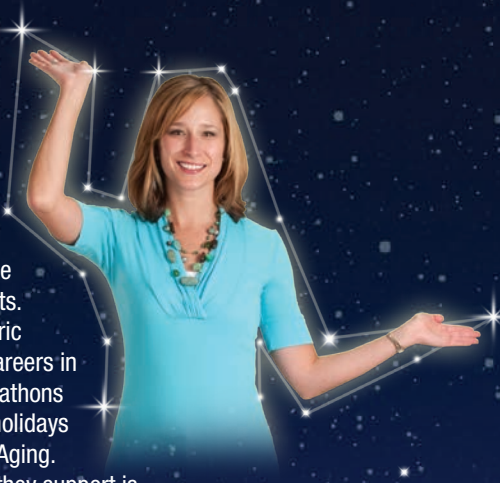
This team is so enlightening, it's no surprise to see them orbiting the R&R award a second time. Led by Russ Sutton, R.N., the team hosts amazingly decorated holiday parties, remarkable celebrations for each recognition week and fun contests for colleagues to get to know each other better. They also raise money for families in need and the Jared Box project.



Hospital Pharmacies

Community Service Award

The hearts of Melissa Mack and her colleagues in our hospital pharmacies are as big as... the universe. They donate items to the Sixth Street Shelter and renovate its apartments. Their "Beard Contest" raised money for pediatric cancer research. They introduce students to careers in health care, and participate in fundraising marathons and walks. They adopt needy families for the holidays and decorate a tree for the Center for Healthy Aging. Plus, the number of community organizations they support is as infinite as the stars.



Edgardo Maldonado, M.D., Internist

Mark Young, M.D., Service Excellence Award

Maldonado is a shining example of a physician who blends a compassion for patients, a passion for clinical excellence and sense of community advocacy. He helped establish the Latino Diabetes Education program to help Spanish-speaking community members manage the disease. At Lehigh Valley Hospital-17th Street, he's helping to enhance the connection between our health network and community.



David Burmeister, D.O., Lehigh Valley Hospital-Muhlenberg Emergency Physician

Physician Service Star Award

Searching for a physician who exemplifies commitment, caring and community service? Look no further than Burmeister. His efforts to build and maintain relationships with emergency medical services providers are priceless. He greets everyone with a smile and never hesitates to follow up with a patient, family member or colleague with a concern.



Medical-Surgical Intensive Care Unit (MICU/SICU)

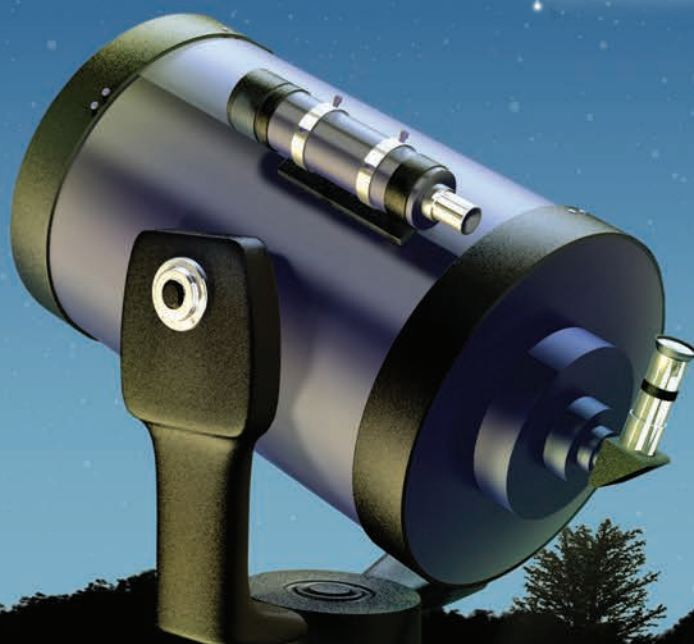
Service Star of the Year

For 30 years, Kunjuthresia "Tess" Valliyil, R.N., worked on the open-heart unit (OHU). When Valliyil became seriously ill and needed mechanical ventilation, MICU/SICU colleagues showed extraordinary empathy, love and respect. They played her favorite hymns at her bedside, involved her family in her care and provided lotion so Valliyil's daughter could massage her mom's arms and legs. When Valliyil passed away, MICU/SICU colleagues covered for OHU staff members while they attended the funeral.

Christine Lewbart, R.N., Lehigh Valley Hospital-Muhlenberg Emergency Department

Walking on Water Award

When a colleague was diagnosed with lung cancer, Lewbart burst into action. She ran a half-marathon in support of her friend while encouraging the Lehigh Valley Hospital-Muhlenberg emergency department staff to complete a 1.5-mile walk. She sold t-shirts for the event to help send her colleague's family to Disney World, creating enjoyable memories during a difficult time. Despite being a busy nurse and mom, Lewbart called it a privilege to help a special friend in need.



A Peek at Our Newest Facility

Take a look inside and meet some of the people at Lehigh Valley Health Network—Mack Boulevard

It's been in the planning stages for more than a year, and in August, the transition to Lehigh Valley Health Network (LVHN)—Mack Boulevard began. Administrative colleagues from the 1249 S. Cedar Crest Blvd. building packed their boxes and now are settled into a dynamic new workspace. Here's a look at the new building, and some of the people who call it home:

Seeing the light

(L-r) Susan Bernhard, Ashley Donchez, Maggie Moyer and Cassandra Yarbough from 610-402-CARE meet in a conference room enclosed by glass. This layout—along with the large windows that line the outside of the building—allow for ample natural light.



A new era

In early August, workmen used giant cranes to remove the Mack bulldog that once adorned the building. On the same day, television cameras rolled and newspaper reporters jotted down notes as they toured the revitalized workspace. As for the bulldog, it soon will be replaced by another iconic symbol—Lehigh Valley Health Network's logo.



Let's get together

Deborah Halkins, Gerald McGlinn and Jack Dunleavy show off one of LVHN—Mack Boulevard's unique features—an informal meeting area. This allows work teams to “huddle” and discuss timely issues. The building also includes formal work areas.



Something in common

Patient accounting's Cindy Uranga cleans up after lunch in the commons.

This area, featured on each floor, allows colleagues from different departments to get together, have lunch and enjoy camaraderie. The commons include two full-size refrigerators, two microwaves and a sink. Colleagues can eat at the counter or at one of many tables in the commons.

Getting acclimated

"I like that there's more natural light," says patient accounting's Gloria Gelfo. Workstations like hers are located on each floor and share the same look and feel. They're designed to increase collaboration and let in that sunlight.

Need to focus?

Whether you need to take a private phone call or talk one-on-one with a colleague (as Kelly Sunderland and Paulette Vannatta from patient accounting are doing here), focus booths can help. They allow colleagues to concentrate on highly focused work without interruption. Each focus booth includes a telephone, power outlet, data jack and wireless access.

Moving in

Cultural awareness liaison Judy Sabino moves into her new space on the sixth floor. Thanks to the advance planning of the Mack Transition Team and expert work from information services, the triage team and a host of others, the move was fast and smooth—something to look forward to if your department is moving to LVHN—Mack Boulevard in January.



Father and daughter—Bride Mandy Siegfried and her father, Niles "Junior" Siegfried Jr., share a moment together as they make their way to the chapel at Lehigh Valley Hospital–Muhlenberg.

A Wedding Wish Come True

Colleagues help a patient give his daughter away on her wedding day

It was a father-daughter dance like no other. The bride softly held her dad's hand as the song "In My Daughter's Eyes" played in the background. They weren't spinning around the dance floor at a reception hall, but sitting at Lehigh Valley Hospital–Muhlenberg, surrounded by teary-eyed family and friends.

When bride Mandy Siegfried knew her terminally ill father wasn't going to make it to her planned wedding day three weeks away at Lake Raystown, she asked his care team about an impromptu in-hospital wedding ceremony. Dad's last wish, she explained to them, was to escort her down the aisle. "When the bride-to-be approached us with the idea of having a wedding here, we were instantly committed to making it happen," says patient case manager Diane Brown, R.N. That was at 9 a.m. Friday, July 30.

At 3 p.m. the next day, patient care specialist Christine Hafner, R.N., hit the play button on a portable CD player. The well-known strains of "Here Comes the Bride" filled the Banko Gallo Racz Memorial Chapel at Lehigh Valley Hospital–Muhlenberg, and Niles "Junior" Siegfried Jr., of Upper Nazareth Township accompanied his daughter Mandy, to the altar, where groom Todd Lohman awaited her. Nurses, technical partners, support partners and surgeon Saheed Bazel, M.D., were at the ready—pleased to be there as guests, but ready to take action if their patient needed medical assistance. "Thanks to overwhelming support from colleagues and family, we made a beautiful day come true for our patient and his daughter," Brown says.

A reception for about 40 family members and friends in the educational conference classrooms followed the ceremony. Mary Boyle, R.N., of Regional Heart Center–Medical, served as wedding decorator. Physical therapy assistant Sandra Casella and her daughter provided baked goods. Hafner served sparkling cider for the traditional champagne toast, and Sodexo donated a spread of sandwich wraps, salads, desserts and beverages. Colleagues from housekeeping, security, pastoral care and patient care services pitched in to make the special day happen—and many of them weren't even scheduled to work.

Both patient and bride alike were thrilled with the end result. "I will always remember the day, and it will always hold a special place in my heart," Mandy says. "You couldn't plan a better wedding than what Lehigh Valley Hospital–Muhlenberg did for my dad and our family that day. It gave my dad one day when he didn't even have to think about being sick. Seeing my dad smile like that is an unforgettable moment."

After all was said and done, the patient's sister discussed how bittersweet the day was, and how impressed she was with the health network's compassion. "It's just what we do," explains Jeanne Manavizadeh, R.N. "We do what's best for our patients—and for this patient it was making sure he saw his daughter get married."

—Amy Koch

Shhhhhhhhh!

Mums the word during quiet time on our pediatric unit

Between 1-3 p.m. on the 4A/4B pediatric unit at Lehigh Valley Hospital–Cedar Crest, something unusual happens. The lights are dimmed, patient doors are closed, and it's very quiet—not exactly what you'd expect for a unit filled with children from just a few days old to age 18.

Why the quiet? “Our patient-and-family-centered care team created a low-stress, calming environment for children on the unit to take afternoon naps,” explains pediatric hospitalist Kris Rooney, M.D. “Most young children take naps at home, and now they can take them here too. Plus, older children who don't need naps benefit from the quiet time.”

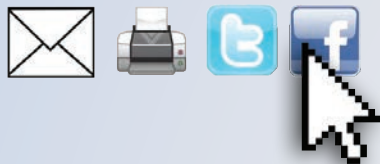
To make quiet time happen, colleagues on the 28-bed unit plan rounds before or after the daily designated quiet time. Tests and procedures take place during these hours only if deemed medically necessary, and hospitalists, intensivists and residents know about and respect this protocol. For those who are unaware, the dimmed lights and closed doors serve as cues that hallway activity and noise should be kept to a minimum.

Posters in each patient room educate families, so they know what to expect. “Families really embrace it,” Rooney says. They've heard it through word-of-mouth, and now they're surveying families to get more feedback. “We're certain it will be positive,” she says. That's good news as our health network continues its Patient-Centered Experience (PCE) 2016, a 10-year initiative to enhance all patients' experiences. It's also why we make a network-wide effort to reduce overhead paging and announcements, as well as make things like the arrival of pneumatic tube canisters less disruptive to resting patients.

And what about those children on 4A/4B who don't want to nap from 1-3 p.m.? Child life staff provide quiet activities like books, puzzles and painting. “It's really working out well for everyone,” Rooney says.

—Amy Koch





Share Our Health Information With Friends

So you've read an article on our lvhn.org website, and you'd love to share it with your friends. We've made it easier to do just that.

Look in the upper right-hand corner of any story on our site. There you'll see four easy-to-use icons.

- **Click on the envelope icon** and you can e-mail the story to a friend.
- **Click on the printer icon** and you can print a hard copy to share.
- **Click on the blue "t" icon** and you can share the story with your friends on Twitter.
- **Click on the blue "f" icon** and you can share the story with your friends on Facebook.

It's also easier to find a doctor. The blue box on the right-hand side of lvhn.org's home page now allows you to search doctors, physician practices or health network locations. Check it out today and tell a friend!

She's an Advocate

Nilsa Bonilla knows the fear and frustration Spanish-speaking people feel when a language barrier affects their ability to communicate with others about their health status. That's why she encouraged her father-in-law, Natividad Pabon, and other relatives and friends to take advantage of our health network's medical interpreter services. "I tell them not to worry, because our medical interpreters will help them understand everything about their care," says Bonilla, an office coordinator for Bethlehem Gynecology Associates. "Plus, we have doctors and nurses who listen, care about patients' needs and strive for the best." The most common response Bonilla gets from the people she's sent here for care—"Muchas gracias."

Are you an advocate for our health network? If so, call 484-884-3175 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.

Valerie Chapman wrote on Aug. 30

I have known MANY people who've had their babies at Lehigh Valley! Great hospital—best in the area.

Barbara Mitchell wrote on Aug. 20

Love the LVH—Muhlenberg Summer (Festival). I wouldn't have met my husband if there wasn't a fair.

Pat Trexler wrote on Aug. 16

Lehigh Valley Hospital was exceptional.

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

The Buzz in Our Community

- Blue Ridge TV-13 News, WAEB AM/FM, *The Morning Call* and several websites including AHA News Now reported on the presentation of the American Hospital Association's **Carolyn Boone Lewis Living the Vision Award** to our health network.
- *The Express-Times*, *The Morning Call*, *East Penn Press*, 69 News (WFMZ-TV), Service Electric Channel 2 News and Blue Ridge TV-13 News covered our administrative colleagues' move to **Lehigh Valley Health Network—Mack Boulevard**.
- An *Express-Times* reporter participated in our **MusikFest walking contest**. *The Morning Call* also covered the contest.
- *The Express-Times* and *East Penn Press* attended the Pediatric Specialty Center's **chemo circus**.
- *The Express-Times*, 69 News (WFMZ-TV) and Blue Ridge TV-13 News covered the opening ceremonies for **Lehigh Valley Hospital—Muhlenberg's Summer Festival**.
- Toxicologist **Matthew Cook, D.O.**, spoke with *The Morning Call* regarding usage of a synthetic drug similar to marijuana and its deadly effects on teens.

—Matthew Burns

Read and view our news. Go to lvhn.org/news or visit the Network News section of the intranet (lvh.com) to see news clips (updated monthly).

A Guide to Our Care



Help for Breastfeeding Moms

Did you know we have certified lactation consultants to help mothers who choose to breastfeed? Leila Nassar is available to help moms who bring their babies to ABC Family Pediatricians at Lehigh Valley Hospital–17th Street. We also have lactation consultants who round daily on the mother-baby unit at Lehigh Valley Hospital–Cedar Crest. Our lactation consultants also provide patients with a phone number to call after discharge so they can help solve any additional breastfeeding issues.

Prevent 'The Silent Threat'

Hypertrophic cardiomyopathy (HCM) is a genetic disease in which the heart's muscle is abnormally thick. It affects one in 500 people and can cause a potentially deadly heart rhythm, especially in young athletes engaged in competitive sports. HCM patients, athletes, parents and coaches are invited to learn more from HCM expert Matthew Martinez, M.D., at an event on Oct. 27 at 6 p.m. at Lehigh Valley Hospital–Cedar Crest. To register, call 610-402-CARE.



La Vida Es Salud, Cuidate

Women living near Lehigh Valley Hospital–17th Street are invited to a Spanish-language health fair from 9 a.m.-2:30 p.m., Sept. 18, sponsored by Lehigh Valley Health Network, the American Cancer Society and the Susan G. Komen For the Cure organization. To be held at William Allen High School, the day will feature presentations about cancer, heart disease and diabetes—diseases that are common in the Latino population.

Preventing Juvenile Fire Setters

It's a growing trend: juveniles who play with or inappropriately use fire. That's why the Burn Prevention Network provides the Juvenile Fire Setters Intervention Program for children in Lehigh and Northampton counties. The program assesses children to determine the severity of the problem and the appropriate intervention. All participants and their caregivers complete an educational course. Children with special needs receive psychological counseling. For more information, call prevention education director Jessica Banks at 610-969-3934.



**American Heart
Association®**



Recognized for Stroke Care

The Joint Commission recognizes Lehigh Valley Health Network's hospitals as Primary Stroke Centers for expertise in stroke care. This means we have a team of caregivers ready to deliver the fastest and most appropriate care for stroke, including the clot-busting medication tPA. We also earned a Gold Performance Achievement Award with the national Get With the Guidelines stroke program. This recognizes our commitment to ensure stroke patients receive treatment according to the latest medical evidence.

Get Your Sweatshirt at the Employee Forums

President and chief executive officer Elliot Sussman, M.D., chief operating officer Terry Capuano, R.N., and senior vice president of operations Jim Geiger will answer your questions and give you a recap of the recently completed fiscal year at the employee forums.

This year all attendees will receive a free Lehigh Valley Health Network sweatshirt. You also can enter to win a \$50 Visa Gift Card (two will be awarded at the end of each in-person forum). To improve efficiency, some forums will be simulcast to all three hospital sites (see the schedule to the right). Whether the senior leader is speaking to you in the room or from another hospital, you'll have a chance to ask questions, get a flu shot and collect your sweatshirt.

If you can't make a forum in person, you can watch one on the intranet. Learn more (and catch schedule updates) at lvh.com.

Employee Forum Schedule:

Simulcast

(LVH-CC Auditorium, LVH-M ECC, LVH-17 Auditorium)

Oct. 11; 7 a.m.

Nov. 1; 10:30 a.m. (LVH-CC and LVH-17 only)

Nov. 12; 8 a.m. (LVH-CC and LVH-M only)

Nov. 16; 4 p.m.

Nov. 23; 4 p.m.

LVH-CC Auditorium

Oct. 14; 11 a.m.

Nov. 2; 4 p.m.

Nov. 4; 1 p.m.

Nov. 11; 11 a.m.

1245 South Cedar Crest Blvd.

Sept. 24; 9 a.m.
(I/S colleagues only)

LVH-M ECC

Oct. 25; 8 a.m.

Nov. 16; 8 a.m.

LVH-17 Auditorium

Oct. 25; 1:30 p.m.

Nov. 17; 1 p.m.

Nov. 19; 10:30 a.m.

It's Flu Shot Time

Get yours at employee health during walk-in hours, or visit the intranet (lvh.com) to see when a flu shot clinic will be near you.

Pride in Our People



Colleagues and innovators

People like (clockwise from top left) senior vice president of information services Harry Lukens, applications associate director Randy Banks, clinical applications director Christine Hutchison and network support director Dennis Kuhns make information services (I/S) a great place to work. This year, the InformationWeek 500 recognized Lehigh Valley Health Network for the first time as one of the nation's most innovative technology organizations. Also, our I/S department ranks 36 in Computerworld's "100 Best Places to Work in Information Technology," up from 43 the previous year.

A symbol of happiness

For 9-year-old Gianna of Center Valley, happiness is playing baseball and watching her favorite team, the Lehigh Valley IronPigs. The cover of the baseball team's program, *Pork Illustrated*, recently featured Gianna's artwork. She won a health network contest where pediatric patients drew what makes them happy. Gianna was diagnosed earlier this year here with a rare untreatable kidney disease.



A Green Ride

Our health network recently offered a fond farewell to the Hydrogen Van. A partnership among Lehigh Valley Health Network, Air Products and Chemicals, Inc., Da Vinci Science Center, Ford Motor Company and the U.S. Department of Transportation, the van carried thousands of patients and visitors from Lehigh Valley Hospital-Cedar Crest's parking lots to the hospital during its two-year pilot run. The van ran on hydrogen, a renewable, clean-burning fuel, and thus helped to reduce our health network's carbon footprint. One of only 28 hydrogen-powered vans in North America, our van ranked number one from this fleet in the number of miles run annually.



Schedule

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

Culture of Wellness

Starting Oct. 2 – Chisel

Starting Oct. 2 and 5 – Healthy You Sampler

Oct. 2 – Reiki I

Oct. 5 – Parent Workshop – Survivors Guide to Toddler Years

Oct. 7 – National Depression Screening at LVH–CC and LVH–M (anonymous and confidential)

Oct. 7 – Pregnancy 101

Starting Oct. 7 – Preparing for Childbirth Series

Oct. 9 – Art of Healing Dance Workshop

Oct. 9 – Baby Care

Oct. 10 – Foot Massage Workshop for Couples

Oct. 11 and 25 – Car Seat Check

Starting Oct. 11 and 27 – Zumba

Oct. 12 and 19 – Baby Care Series

Oct. 13 and 25 – Breastfeeding Baby Class

Oct. 13 – CPR Family and Friends

Starting Oct. 14 – Chisel

Starting Oct. 14 – Energizing Yoga

Oct. 15 and 16 – Preparing for Childbirth Fri.-Sat. Class

Starting Oct. 19 and 21 – Aqua-New

Oct. 19 – Corrective and Protective Skin Care

Starting Oct. 21 – Interval Express

Oct. 23 and 24 – Preparing for Childbirth Weekend class

Oct. 23 – Reiki II

Oct. 24 – Stop the Pain Couples Workshop

Starting Oct. 25 – Staying Strong

Starting Oct. 27 and 30 –

Mother-Daughter Zumba

Starting Oct. 28 – Relaxing Yoga

Starting Oct. 30 – Boot Camp

Oct. 30 – Preparing for Childbirth one-day class

Preferred EAP Programs

Call 610-433-8550 to register.

Oct. 12 – Assertiveness – Yes You Can!

Oct. 27 – Resilience – Dealing With These Ever-changing Times

Benefits

Refer a Physician, Earn \$500

Special Events

Oct. 12, 13, and 14 –

Retirement Strategies for Women

Employee Discounts

Community Music School – show your ID for a 10 percent discount off music lessons.

Recreation Committee

Hershey for the Holidays Dec. 4

Contact Tim Lockard for details

Save the Date

The 2nd Annual

Fleming Infection Prevention and Infectious Diseases Symposium:

Infection Prevention as a Continuum of Care—Across the Ages and Practice Setting—Oct. 1 8 a.m.– 4 p.m., Kasych 6, 7 and 8

Service Star of the Month



**Lisa LaBar, technical partner, nursing float pool
Nominated by Anthony Pacelli, R.N.**

On a dark and stormy morning, technical partner Lisa LaBar made it to Lehigh Valley Hospital–Cedar Crest's emergency department (ED) to start her shift. But with an armload of personal belongings (including her lunch)—and without an umbrella—she needed to sprint across the parking lots to avoid getting soaked by the downpour.

Before LaBar got halfway across the lots, she spotted an elderly gentleman shuffling along slowly. He used a cane and headed toward the ED patient entrance. LaBar immediately went to the man, shifted all her personal belongings to one arm and assisted him into the building. She ensured he was seated safely and didn't slip on the floor.

"Lisa was soaked by the time she arrived inside the building, but her focus remained on the patient," says Anthony Pacelli, R.N. "Not one word of complaint of any kind that she had gotten wet was uttered."

—Matthew Burns

Congratulations to Award Nominees

Shelly Frick, 6B renal medical-surgical

Joanne Horn, West Broad Street Family Medicine

Vilma Barry, transitional skilled unit

Pamela Klaus, Lehigh Valley Family Health Center

Mihir Patel, information services

Kathleen Szabo, ABC Family Pediatrics

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**.

Take the Employee Satisfaction Check-In Survey

We want to hear from you. That's why we're conducting an Employee Satisfaction Check-In Survey from Oct. 21 to Nov. 4. You can take the online survey 24/7 at work or home. Responses will remain anonymous. Results will be tabulated by HealthStream, an independent consulting firm, and published in a future *CheckUp*.

Confirm your immediate supervisor, company number and cost center before taking the survey. To take the survey on the:

- **Internet**, visit healthstreamsurveys.com/LVHN, enter the password LVHN2010 and follow the on-screen prompts.
- **Intranet (lvh.com)**, click the survey banner in the middle of the home page. You'll be linked to HealthStream's website. Enter the password LVHN2010 and follow the on-screen prompts.

CheckUP is a magazine
for employees of

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CheckUp, a 2010 Aster Gold Award Winner

 After reading, please recycle this magazine.

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HAPPY ANNIVERSARY

September 2010

40 Years

Lonna Wentling
Diagnostic Care Center

35 Years

Candy Rejician
Ambulatory Surgical Unit

Naomi Werner
LVP Internal Medicine

30 Years

Sharon Bartz
Neuroscience

Robert Ford
Security

Roberta Gaydos
Ambulatory Surgical Unit

25 Years

Donna Czonstka
5C Medical-Surgical

Ginnie Henry
Invasive Cardiology

Julianne Herman
Bed Management

Donna Kalp
4T Medical-Surgical

Nancy Kantor
Progressive Coronary
Care Unit

Rosalee Soete
TeleIntensivist

Judy Wildermuth
ASU-PACU/OR

20 Years

Deborah Brown
College Heights ob/gyn

Robin Buckeye
Emergency Services

Dona Demott
Dental Clinic

Lisa Forstburg
Open Heart Unit

Erik Hanssen
Heart Station

Kaye Kirchner
Medical Records

Bonnie Korutz
Radiology

Patricia Makara
Pain Management

Margaret Meikrantz
Home Care

Tammy Philippi
Pharmacy

Judith Veglia
PACU

Debbie Walsh
Operating Room

15 Years

Jody Anthony
Southside Family
Medicine

Maxine Benedick
Hospice Unit

Neal Berkowitz
Southside Family
Medicine

Jody Bittenbender
Transitional Living
Center

Melissa Fehnel
Training

Irma Figueroa
Southside Family
Medicine

Katherine Lindsay
Revenue Cycle

Linda Loffredo
Heritage Family Practice

Michelle Moran
Southside Family
Medicine

Francine Nagy
Southside Family
Medicine

Nancy Noone
TOHU

Madalyn Schaeffen
Valley Family Medical
Center

Louis Spikol
Louis Spikol, M.D.

Linda Tierno
Southside Family
Medicine

Dianne Trout
Heart Station

Marilyn Walkinshaw
Lehigh Family Medicine

Darlene Wesner
Trexlerstown Medical
Center

10 Years

Marie Acero
Case Management

Brian Beatty
Regional Heart Center

Tina Cottone
Partial Hospitalization

Elizabeth Fiala
5T Medical-Surgical

Joseph Fox
Vascular/Interventional
Radiology

Michelle Fusco
Mother-Baby Unit

Rocco Iachini
Finance

Victoria Lehman
5K Medical-Surgical

Cynthia Mang
PGME-Surgery

Lisa Marks
Spectrum Administrators

Jennifer Marrero
Home Care

Gloria Morales
Mother-Baby Unit

Cathy Peck
Sterile Processing

Christina Roberts
Information Services

Laura Rogers
Nursing Float Pool

Jamie Sandrock
Pediatric Unit

Karen Saunders
Perinatal Unit

**Stephanie Schweder-
Kratzer**
Development

Susan Shutt
Information Services

Joel Strohecker
Respiratory Care
Services

Pamela Tobias
Cancer Financial
Services

Denise Torman
4T Medical-Surgical

Audrey Wanamaker
Patient Accounting

Teri Weaver
Muhlenberg Primary
Care

5 Years

Nicole Angeles
4K Medical-Surgical

Robert Baker
Physical Therapy

Stephanie Bednarz
Emergency Services

Kathy Brown
4K Medical-Surgical

Marion Campbell
The Guidance Program

Elvin Centeno
Operating Room

Erica Cotto Morales
ABC Family Pediatricians

Shawn Coyle
Psychiatric Rehabilitation

Denise DeBonis
Lehigh Neurology

Kimberly Diehl
Podiatry Associates

Jill Dillman
Nursing Float Pool

Maria Dreher
Institutional Review
Board

Lynn Edwards
Progressive Coronary
Care Unit

Grace Fallon
Express Admissions Unit

Elize Felicien
4CP Medical-Surgical

Tara Gargone
HealthWorks

David George
Information Services

Margaret Gergar
Enterostomal Therapy

Christine Gilmore
Disease Management

Kevan Haas
Heart and Lung
Surgeons

Nikki Hatmaker
Emergency Services

Michelle Henning
Hamburg Family
Practice

**Heather
Himmelberger**
6B Renal Medical-
Surgical

Cynthia Himpler
Muhlenberg Behavioral
Health

Tami Hoch Jones
5B Medical-Surgical

Jenifer Kacsur
Occupational Therapy

Joseph Klucsarits
Courier Services

Kari Kolwicz
7C Medical-Surgical

Denise Ladd
Compliance

Jane Lindenmuth
Nurse Staffing Office

Kimberly Liszka
Emergency Services

John Margraf
Lehigh Neurology

Martin Martino
Gynecologic Oncology

Francis McKelvey
7A Neuroscience Unit

Veronica Medina
Lehigh Neurology

Charlene Mensinger
5T Medical-Surgical

Jennifer Messmer
Perinatal Unit

Sally Monek
Lehigh Neurology

Michael Moritz
Renal Transplant

Denise Moser
Central Scheduling

Stefanie Ott
Lehigh Valley Anesthesia
Services

Hannah Paxton
Community Health

Taisha Perez
Scott A. Rice, M.D.

Sharon Ramer
Emergency Services

Mayra Ramirez
Patient Accounting

Lori Remaley
Urogynecology

Maureen Roach
5T Medical-Surgical

Susan Roccato
Home Care

Lynn Roman
Pharmacy

Betty Schaeffer
Internal Medicine

Rosalie Sell
Regional Stroke Center

William Sisolak
Patient Transport
Services

Jolene Smar
Riverside Family
Practice

Amanda Stevenson
3A ICU

Jennifer Strohl
Nursing Float Pool

Nancy Taylor
Health Studies

Emily Uy
MICU/SICU

The following colleague
celebrated her service
anniversary in August:

20 Years
Diane Rute
Case Management