

Dec. 2-6, 2019

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See how these LVPG colleagues provide extraordinary care.

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Star  
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A Thanksgiving  
Message to  
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Introducing  
Gympass

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## LVHN news

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Easier Approach to Hip  
Replacement

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Which Sports Academy  
Program is for You?

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Diabetes in Pregnancy

# Introducing Lehigh Valley Hospital–Hecktown Oaks and Its President

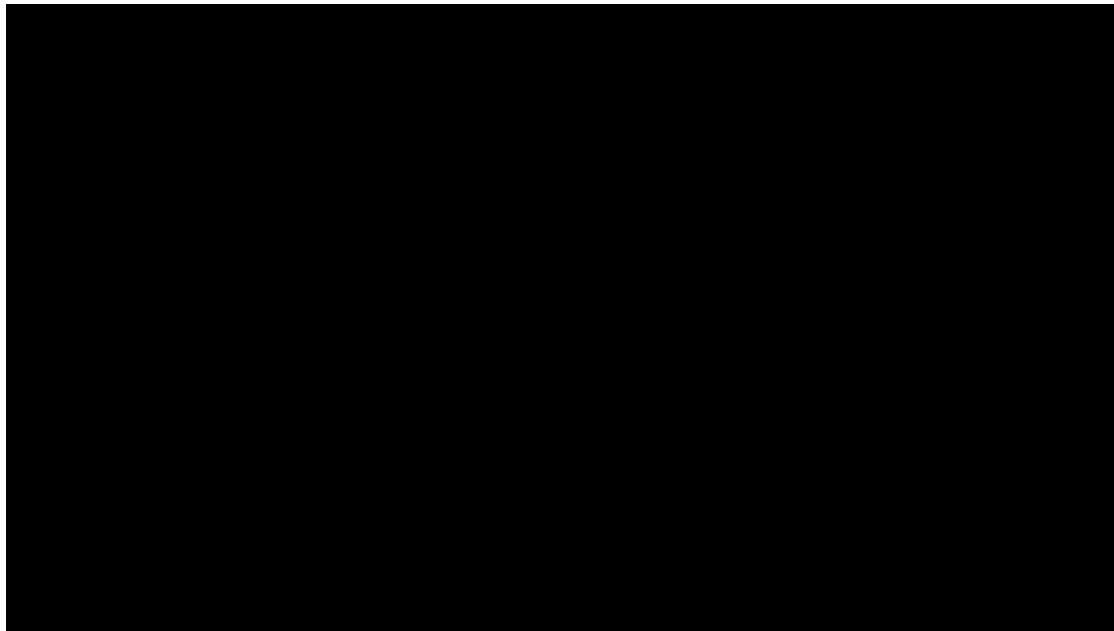
by [Rick Martuscelli](#) · December 6, 2019

**This message is from Brian Nester, DO, MBA, FACOEP, President and Chief Executive Officer, LVHN, Terry Capuano, MSN, MBA, Executive Vice President and Chief Operating Officer, LVHN, and Tom Whalen, MD, MMM, Executive Vice President and Chief Medical Officer, LVHN.**

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Today is a special day in Northampton County. We are holding a groundbreaking event for our next hospital campus, located in Lower Nazareth Township, just off Route 33 along Hecktown Road.



This hospital campus will place important LVHN health care services in a convenient place near to where people live, work and go to school, including a 24/7 emergency department, and care provided by our institutes: Lehigh Valley Institute for Surgical Excellence, Lehigh Valley Heart Institute and Lehigh Valley Cancer Institute.



As a community, nearly one-third of Northampton County residents already receive care from LVHN providers, with more than 430,000 having visits with LVPG providers in fiscal year 2018. Our new hospital campus will make that care even more accessible and convenient.

Several important announcements will be made at the groundbreaking, and we are excited to share news with you first so you can share in the celebration of our groundbreaking.

### **Naming our new hospital**

Later this afternoon, we will announce the name of our new hospital: Lehigh Valley Hospital (LVH)–Hecktown Oaks. This name was chosen because it describes the hospital’s location along Hecktown Road in Lower Nazareth Township, as well as a symbol of nature: Oaks. Oak trees evoke a sense of strength and protection, and inspire awe in nature.

By naming our hospital Lehigh Valley Hospital–Hecktown Oaks, we want local residents to know we are here to provide strength and sanctuary when they need a health care partner most.

### **Leadership announcements**

We are pleased to announce that Rachel Lefebvre, Vice President of Operations at LVH–17th Street, will serve as President of LVH–Hecktown Oaks. Rachel has been actively involved in plans and strategy for the new hospital campus and we have full confidence in her skills to lead this project through completion and beyond.



*Rachel Lefebvre will serve as President of LVH-  
Hecktown Oaks.*

We also will announce that Pat Toselli, DO, Chief Medical Officer (CMO) at LVH–Muhlenberg, will serve in that role at LVH–Hecktown Oaks as well. Pat has demonstrated his leadership in both surgical and in administrative roles, and we are very pleased he will provide CMO leadership at LVH–Hecktown Oaks in addition to his responsibilities at LVH–Muhlenberg.

### **Services and facilities**

The new hospital campus will include a 106,000-square-foot, two-story hospital; 35,000-square-foot Lehigh Valley Cancer Institute and 61,000-square-foot medical office building, each designed for patient comfort and convenience.

LVH–Hecktown Oaks' two-story hospital will look and feel different than a typical high-rise institution and will offer easier navigation. A healing garden will provide patients and visitors a peaceful place to connect with nature and pause and reflect. The goal is to create a calming, comforting environment that will help people feel at ease and heal better. The campus will contain leading-edge equipment needed for today's innovative treatments and telemedicine technology to make care more convenient. With these features, patients and their families can expect extraordinary care and a top-notch health care experience.

The hospital will include an emergency department that cares for adults and

children, with an area dedicated just to children. All private patient rooms will have natural light and feature views of the innovative healing garden. State-of-the-art operating suites and services provided by Lehigh Valley Institute for Surgical Excellence, along with advanced imaging services, also will be located at the new hospital.



The medical office building will provide primary and specialty care, including a Joint and Spine Center, comprehensive care from Lehigh Valley Heart Institute, complete rehabilitation services, and care provided by Breast Health Services.

Lehigh Valley Cancer Institute will offer convenient cancer care, including infusion services and access to innovative clinical trials through its membership in the Memorial Sloan Kettering Cancer Alliance, as well as patient-focused multidisciplinary clinic care that provides oncology patients with personalized recommendations for treatment.

### **Tune in to groundbreaking**

Later this afternoon, please watch the speakers and groundbreaking on [LVHN's Facebook page](#), starting at 2 p.m. You will learn more about the services and patient care experience at LVH–Hecktown OakseH and share in our celebration virtually.

Thank you for your commitment to our patients and communities, and for defining what it means to be a true health care partner. We are proud to call you our colleagues.

# CEO Update: Get Your Free LVHN Jacket – VIDEO

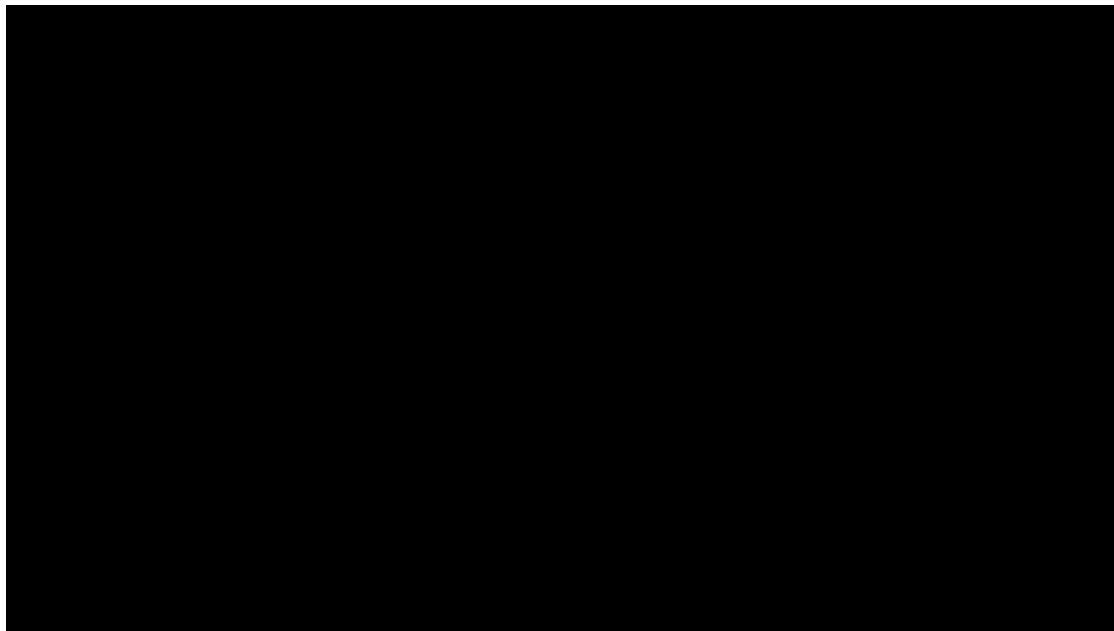
by [Brian Nester, DO, MBA, FACOEP](#) · December 3, 2019



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*LVHN has a special gift for you. A free LVHN jacket! In this CEO Update, LVHN President and CEO Brian Nester, DO, MBA, FACOEP, thanks you and explains how to order your jacket. Watch the video or read the transcript below, which include directions to order your jacket.*



Happy holidays, everyone. I hope you'll have the opportunity to spend time with family and friends during the holiday season.

This is the season of thanks. So, I must begin by thanking you. It's been an amazing year at Lehigh Valley Health Network. We're growing to give more people convenient access to care. We're giving patients and families the experience they deserve. And we're finding innovative ways to provide health care value. For all you do to "heal, comfort and care" for our community, I offer my sincere thanks.

This is also the



season of giving.

So, on behalf of our entire senior leadership team, we would like to give you a gift in recognition of your hard work and dedication. Our gift to you is this free Lehigh Valley Health Network jacket.

That's right. Through the end of

December, all

colleagues can order a free LVHN jacket online and it will be shipped to your home at no cost to you.



### **Follow these steps to order your jacket.**

- [Click here](#) to visit the ordering website.
- Enter your name and Employee ID number. (You can find your Employee ID number in the top left corner of your home page on the Colleague Resource Center. (If you are prompted to log in to the Colleague Resource Center, enter your SUI@lvh.com and your LVHN password.)
- Enter your home address. NOTE: Do not have your jacket shipped to your work address.
- Men's and women's styles are available. Select your style and size. Review the size chart before you make your selection. If you choose to return your jacket for another size, you will be responsible for shipping costs.
- You will receive your jacket 4-6 weeks after you place your order. The sooner you order your jacket, the sooner you will get it.
- The last day to place your order is Dec. 31, 2019.
- If you have questions, email [LVHN@lvhn.org](mailto:LVHN@lvhn.org).



We hope you enjoy your jacket and wear it frequently. When people constantly see all of us wearing our jackets, they'll know we are LVHN Proud, and they'll take comfort in knowing thousands of health care partners are here for them.

During this season of thanks, I once again say, "Thank you." I wish you and yours a holiday season filled with laughter, love, joy and good health. Happy holidays!



A handwritten signature in black ink that reads "Brian Nester". The signature is fluid and cursive, with a small flourish at the end.

**ABOUT ME:** My name is Brian Nester, DO, MBA, FACOEP, and I am the President and Chief Executive Officer (CEO) at Lehigh Valley Health Network (LVHN). I came to LVHN in 1998 as the Director of LVH-Muhlenberg's Emergency Department. Prior to becoming President and CEO in 2014, I served as the health network's Chief Strategy Officer. I am originally from Reading, and I'm proud to lead an organization that continually strives to provide better health and better care at a better cost for the great people of our community.

# Donate a Toy to Help Young Crime Victims

by [Jane Danish](#) · December 5, 2019

This holiday season, LVH–Hazleton is participating once again as a toy collection site for the Blue Santa/Gifts from Above program.

The Hazleton Police Department's Blue Santa program is working in conjunction with Gifts from Above, a nonprofit that collects toys in memory of Constance Zapatocky, to collect toys that will benefit

children who are victims of crime. The ages of the children range from newborn to 12 years old. Last year, with our help, Blue Santa/Gifts from Above provided Christmas toys to 82 children. This year's goal is to help 100 local children have a Merry Christmas.

Toys are being collected at various locations throughout Greater Hazleton. Then each child survivor of a crime will be gifted a toy and/or clothing item during a VIP-only Christmas party sponsored by Blue Santa and Angels from Above.

As you are out and about shopping this holiday season, please consider this worthy cause and make a purchase to donate. Only new and unwrapped items will be accepted.

Collection boxes are located at the hospital outside of the Hilltop Café (cafeteria), and at the Health & Wellness Center at Hazleton in the Imaging Services waiting



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area. The deadline to donate a toy is Dec. 13.

# Changes to Sick Leave and Per Diem Policies

by [Kirstin Reed](#) · December 5, 2019

Human resources continues to update policies based on your feedback to make LVHN an even better place to work.

## **New per diem policy**

The new policy clarifies that managers will be required to assess the business need for per diem positions with limited or zero hours. This policy ensures core competencies of job responsibilities are maintained, regulatory and mandatory educational eLearning modules are completed, and flu policy and network-wide system security requirements are met. The new policy applies to all LVHN sites except in cases where a collective bargaining agreement or department-specific per diem agreement exists, such as Patient Care Services.

## **Updated sick leave policy**

The updated policy only applies to colleagues in the Lehigh Valley at this time. Other sick leave policies will be integrated at a future date.

Sick time may be paid (up to one day) for any same-day medical procedure in which anesthesia or conscious sedation is used and you are unable to work (e.g. colonoscopy). You will need to provide your manager with a note from your physician.

**This will not result in an occurrence (an unplanned period of absence for tracking attendance).**

## **Next Steps**



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Review the updated policies. Visit the Colleague Resource Center (CRC) from your SSO toolbar and select the “Employment Policies” category.

# 2020 Friends of Nursing Award Nominations Open

by [Kirstin Reed](#) · December 5, 2019

Nominations are open for 2020 Friends of Nursing Awards. To nominate a deserving colleague for an award, here's what to do.

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- View the [2020 nomination book](#) to review the awards and nomination criteria.
- Complete the [nomination form](#) on the LVHN intranet.



## Awards open to all colleagues

Select Friends of Nursing Awards are now open to colleagues in all locations. Review the [2020 nomination book](#) for nomination criteria.

## Submitting a nomination

All nomination materials must be submitted together. Include these attachments with the nomination:

- Nomination letter by nominator
- One letter of support
- A personal exemplar (for all individual nominees)
- A photo of the nominee

Complete the nomination form, attach all required materials and press submit.

Incomplete nomination forms will not be accepted. All nominations must be submitted through the [2020 nomination form](#) on the LVHN intranet.

**The due date for nominations is Friday, Dec. 20, at 11:59 p.m.**

# Calling all Colleagues: Bring a Friend to the RN Open House and Networking Event

by [Kirstin Reed](#) · December 3, 2019

Do you know a registered nurse who is interested in working for LVHN?



Bring your nursing friends to the RN Open House and Networking Event on Thursday, Dec. 12, from 2-6 p.m. at the Easton Public Market and be entered into a raffle to win a gift card. You'll also have the opportunity to learn more about the possibility of receiving a referral bonus.



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Do you know a respiratory therapist, medical assistant or anyone who works in patient care? Our talent acquisition team would like to meet them too.

When you refer a qualified candidate, you could be eligible to earn a \$1,000 referral bonus. After your referred candidate is hired, successfully completes orientation and achieves 60 days of active employment, you'll receive the first half of your bonus. After your referred candidate achieves one year of service, you'll receive the second half of your bonus.

Additional information about referral program guidelines are available here:

[LVHN.org/employee-referral-form](https://www.lvhn.org/employee-referral-form).

## What you can do

- [Print this flyer](#) and share with your friends
- [Register for the event](#) at Easton Public Market, Dec. 12, 2-6 p.m.
- [Share the Facebook event](#) with your friends and family using #LVHNProud



Have a question? Contact Amanda Savercool, Talent Acquisition,

[Amanda.Savercool@lvhn.org](mailto:Amanda.Savercool@lvhn.org).

# Open Mike: A Milestone Year

by [Mike Rossi](#) · December 5, 2019



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The holiday season is here. It's hard to believe another year has gone by and alas, is coming to a close.

When I look in the mirror, while I see a few more gray hairs (amongst the few hairs that are left!), I also recognize this time of the year provides the perfect opportunity to reflect and give thanks.



It turns out that 2019 has truly been a milestone year – and will always have a special place in my heart both professionally and personally.

On the professional side, let me start off by extending my heartfelt thanks to the thousands of LVPG colleagues who made 2019 so incredibly special for our medical group:

- We celebrated our 25-year LVPG silver anniversary.
- We crossed the 1,500 mark in the number of physicians and APCs we are proud to call our colleagues.
- We cared for more patients than ever before in our history by performing more than 3 million annual patient visits.
- We saw more than a quarter of a million new patients.

We achieved maximum performance scores on our network quality metrics and perfect scores in CMS's new MIPS quality program.

- We opened 24 new practices/service locations over the past 18 months.
- We achieved our highest LVPG patient satisfaction scores ever and received national recognition for our innovations in service excellence and access improvement.
- We achieved our highest LVPG colleague engagement scores.
- We hosted our first LVPG Clinician Awards ceremony (which rivaled the Oscars)!
- We hosted our first LVPG Company Picnic.

The list could go on and on.... but you get the idea.

On a personal note, 2019 was also a very special year for my wife and I, as we learned the wonderful news that we are going to be grandparents for the first time!

To our patients and the communities we serve, who provide us the inspiration to deliver these amazing results – thank you for the privilege of allowing us to be partners in your health.

As we start to bundle up and get ready for the holiday season and upcoming winter months, let's remember to take the time to reflect, give thanks, and take to heart the profound difference we all make.

While all the milestones outlined above are each a representation of the tremendous collective work of our colleagues – it is the sum of all these efforts that our patients see through their eyes each and every day.

“Profound difference” goes beyond the medical care we deliver. Improving and restoring the health of our patients and communities we serve gets back to the basic joy which life brings.

It is that joy and happiness which this holiday season is all about – and for that I am truly grateful.

You are amazing – every day. Wishing you a healthy and happy holiday season.

All the best,

## Mike



*Michael Rossi, MD*

**About me:** My name is Michael Rossi, MD, MBA, and I am the Chief Physician Executive for LVHN and President of LVPG. I came to LVPG 15 years ago as Chief of Cardiology for LVHN and Medical Director of our Regional Heart Center. I truly enjoyed caring for cardiac patients and getting to know them and their families. I am proud to be part of such a great organization. My passion is patient care. I view my current role as taking that passion for caring for an individual patient, to caring for our entire community. It is an honor to work with such an outstanding network of dedicated colleagues.

# Service Anniversary List – December 2019

by [Rick Martuscelli](#) · December 2, 2019

Happy anniversary to these colleagues celebrating a career milestone at LVHN in December 2019. Congratulate them on their years of service.

## 40 years

Arlene Altemose, Operating Room

Ellen Kibler, 2B (PCU)

## 35 years

Christine Jones, Breast Health Services

## 30 years

Deann Barreto, CT at Palmer Township

Jennifer Doster, HIM Provider Based Coding

Taylor Hovan, Sterile Processing

Frances Mcinerney, Home Care Skilled Nursing

Jamie Stoudt, HIM Business Systems Develop

Deborah Strunak, Patient Registration

Tony Vargas, LVAS – LVH Muhlenberg

Alice Wall, Specialty Float Pool ER

## 25 years



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Jacqueline Arthur, Medical Oncology MHC

Barbara Biacco, Admin

David Freedman, Financial Services

Rosanne Houser, Spu

Staci Morrissey, Department Of Family Practice

Rosemarie Schneiderman, CT Scan

Kimberlee Szep, Quality

**20 years**

Mohadai Arjun, Radiology

Glenn Elliott, LVPG Family Med Kutztown

Holly Fereno, LVPG Peds Endocrinology 17thSt

Gretchen Fitzgerald, OACIS Palliative OutPatient

Denise Gibbs, Adult Peds Psychiatry SCC

Mary Grablick, Fairgrounds Surgical Center

Grace Griffith, Hospice Home Health Aids

Megan Jerant, LVPG Bariatric Med 1243CC

Linda Lazur, Laboratory – Jackson

Brian Leader, LVH Office of the President

Sheila Ramos, Float Nursing

Richard Sierzega, Nursing Float Pool

Lori Steinhart, Clinical Documentation Cdi

Daniel Stettner, 4KS Medical/Surgical Unit

Anne Welsh, Operating Room

Crysta Zimmerman, Cardiac Rehabilitation

**15 years**

Maureen Babula, Healthworks – Bethlehem Twp

Melissa Babyak, LVH M Hospitalist Program

Lisa Bair, HSP CC Infusion

Judith Baker, Emergency Service – CC

Michelle Ballek, LVPG Peds Pulmonology1210CC

Jason Bauder, Adolescent Psych Unit

Gail Bauer, Kidney Acquisition

Deborah Bren, LVPG Family Med Orefield

Thomas Buonanno, Home Care – Physical Therapy

Craig Christine, LVPG Family Med Orefield

Joseph Ciecko, LVPG FM Whitehall

Jessica Cupples, Childrens Cancer Center

Luis Diaz Barriga, Grounds / Housekeeping

Karen Fanelli-Daniels, Radiology-Diagnostic – Cc

Karen Faust, LVPG Neurosurgery 1250SCC

Christina Fenstermacher, Radiology – Norwegian

Denise Graves, LVAS – LVH 17th



Marisa Holderman, Specialty Float Pool ER

Francine Hosak, LVPG Peds Endocrinology 17thSt

Linda Hunsberger, LVPG Fam Med/Peds Cetronia Rd

Kristy Jacoby, LVPG Family Med Orefield

Shweta Kadakia, Crisis Intervention

Donna Knabb, LVPG Family Med Orefield

Patricia Koons, LVPG OB/GYN 17th St

Susan Krieg, ED Providers

Leigh Lakose, LVAS – LVH 17th

Jennifer Lienhard, LVPG Cardiology 1250CC

AnnCorinne Lushis, Wound Healing Center

Debra Maher, LVPG-P Internal Med-Tobyhanna

Ruthann Mantz, LVPG Peds Gastroenterolgy 1210

Victoria Matos, Aids Activity Office

Bernadetta Mclaughlin, Adult Psych – Jackson

Jenelle Melton, Supply Chain Analytics

Elizabeth Mihalick, Patient Registration

Jennifer Muffley, Patient Accounting

Ann Newhall, LVPG Family Med Laurys Station

Regina Pompei, EEG – Jackson

Betty Ramsay, Healthworks Allentown

Jessica Raudabaugh, Nurse Fmly Pship

Thomas Renaldo, LVPG Geriatric Med 17th St

Karen Renninger, Dietary

Natalie Rice, LVPG Family Med Orefield

Tara Rochelle, LVPG Family Med Orefield

Brooke Rosenberger, Maternity

Nancy Rothrock, LVPG Internal Med Fogelsville

Carli Scheirer, Patient Accounting

Debra Schneiderhan, Financial Services

Brenda Schwartz, LVPG OB/GYN Laury's Station

Nadine Shull, Patient Accounting

Kathleen Snyder, Labor & Delivery

Lorraine Stidham, Progressive Coronary Care Unit

Ryan Tenzer, ED Providers

Greg Tomcho, LVPG FM Whitehall

Vicki Trauger, Pediatric Rehab At CC

Maria Visnosky, LVPG Family Med Orefield

Patricia Wagner, Peds Sleep Center at 17th St

Melissa Wilson, Revenue Cycle Coordinators

Michael Zager, LVPG Internal Med Fogelsville

Veronica Zichelli, Information Technology

## **10 years**

Deborah Benkoski, LVPG Maternal Fetal Med Montag

Karen Bortz, Info Svcs Data Analytics

Troy Brokenshire, Info Svcs Telecommunications

Joseph Caso, Plant Operations

Christen Davis, Pharmacy

Tina Dixon, LVPG OB/GYN Laury's Station

Michael Dougherty, EPIC Conversion

Rebecca Evans, Operating Room

Michael Ferragame, EPIC Conversion

Kathryn Ferullo, ICU

Tammy Halsey, General & Administration

Paul Hanna, Pharmacy

Ana Krawetz, Sleep Disorders

Henry Liu, LVPG Family Med 1251CC

Monika Mahajan, LVPG Internal Med 1230CC

MaryBeth McNicholas, Case Management

David Morris, Courier Services

Brandi Moyer, BH 1

Keena Moyer, Neonatal ICU

Dalia Naudziuniene, LV Center For Women's Med

Valerie Nederostek, Burn Center

Tricia Patrick, ASU-OR

Barbara Siroky, HOA Muhlenberg

Jeanette Tomasi, Pharmacy

Lauren Torres, Strategic Operations

**5 years**

Susan Adams, LVPG Peds West Broad

Meagan Andrews, LVPG Cardiac Thoracic Surgery

Karen Badellino, LVPP PCP

Kristine Barnes, Precertification Dept

Yamaly Batista, LVPG Orthopedics Specialty

Karen Benner, LVPG Orthopedics Specialty

Barry Berger, LVPG Orthopedics Specialty

Maria Bermudez, Same Day Surgery

Ravindra Bhati, LVH-CC Hospitalist Program

Michael Bigatel, Hwc Fitness Center

Ceola Blake, LVPG OB/GYN 1245SCC

Kristine Blose-Venable, LVH Rehab Cetronia Rd

Patricia Booth, LVPG Peds Endocrinology 17thSt

Hygenica Boozel, LVPG-L Ortho Muhlenberg

Heather Brown, HIM DOC Mgmt Release of Info

Kristin Brown, LVPG Orthopedics Specialty

Kristin Burgos, LVPG Orthopedics Specialty

Yury Bykov, LVPG Orthopedics Specialty

Madhavi Capoccia, LVPG Fam Med/Peds Cetronia Rd

Geoffrey Carlson, LVPG Family Med Moselem Spring

Jennifer Carroll, LVPG Orthopedics Specialty

David Carter, Rehab at 1250SCC

Karen Casciano, LVPG-L Ortho Muhlenberg

Estela Cedeno, LVPG-L Ortho Muhlenberg

Jessenia Cedeno, LVPG Orthopedics Specialty

Jennifer Cole, 1243 Fitness Center

Mitchell Cooper, LVPG-L Ortho Muhlenberg

Amanda Crighton, LVPG General Surgery

Donna Curtis, Oncology Clinic

Joseph D'Alessio, Radiology at Bangor

Bethney Damrell, EMS Hazleton APTS Operations

Brenda Davidheiser, LVPG Orthopedics Specialty

Luz Diaz, 5CP Medical Surgical Unit

Thomas DiBenedetto, LVPG Orthopedics Specialty

Kelley Eckenrode, LVPG Orthopedics Specialty

Janine Egan, Rehab at Whitehall

Tricia-Kay Ellersick-Lopez, LVPG-P Expresscare-West End

Richard Enders, Info Svcs Technical Operations

Ashanta Erney, Emergency Service – CC

Mary Evans, Patient Transport Services

Lisa Farley, LVPG Neurology 1250CC

Anna Folk, Pediatric Unit 5J

Holly Gawel, LVPG Otolaryngology 17th St

Bonnie Gerber, LVPG-L Ortho Hausman Rd

Debra Gerow, Rehab at 1250SCC

Joshua Gessner, Clinical Engineering

Wendy Gipson, Ed Registration

Jackie Godfrey, Mail Processin Services

Gary Godshall, Clinical Services Observation

Satya Gonzalez, 402-CARE

Kristen Grainger, LVPG Orthopedics Specialty

Amy Hall, LVPG Orthopedics Specialty

Kathleen Hand, Precertification Dept

Wendy Haring, LVPG Family/Intrnl Med BethTw

Coleen Harris, LVPG Orthopedics Specialty

Leslie Hart, LVPG Endocrinology 1243CC

Archie Hartzell, LVPG Orthopedics Specialty

Maryjane Hassler, Healthworks Allentown

Amy Hausman, LVPG OB/GYN Pond Road

Marlene Heckstall, HIM Provider Based Coding

Corinna Heffelfinger, Rehab at Bath

Jamie Heiserman, Provider and Payer Enrollment

Mal Homan, LVPG Endocrinology 1243CC

Gina Hood, LVPG Pediatrics Quakertown

Michael Hosak, Rehab at 1250SCC

Beverly Hosler, LVPG-L Ortho Muhlenberg

Dana Ide, LVPG-L Ortho Hausman Rd

Cynthia Johnson, Payer Contracting

Justin Johnston, LVAS LVH – Cedar Crest

Elizabeth Kamp, LVPG Family Med 1251CC

Gail Kelly, LVPG Orthopedics Specialty

Cheryl Kienzle, ABCFP/Rice PHYS Capacity Pilot

John Klaman, LVPG Orthopedics Specialty

Monica Klaman, Rehab at 1250SCC

Richard Klotz, Security

Joshua Krassen, LVPG Physiatry Muhl

Joan Laudenslager, Group Health Admin Svcs

Eric Lebby, LVPG-L Ortho Hausman Rd



Ian Lewis, Info Svcs Technical Operations

Nicole Lindquist, PT/OT

Donna Lobach, LVPG Orthopedics Specialty

Karla Lucchese, LVPG Obstetrics Gyn Fogelsvill

Jennifer Lukashunas, Med Surg 7

Amanda Mack, LVPG-L Ortho Hausman Rd

Tanya Mack, Execution ROI Rev Cycle FY16

David Marason, Engineering

John Mask, Operating Room

Debora McDonnell, OutPt Reg West Region

Fanyu Meng, Labor & Delivery

Celeste Meriano, Emergency Service – 17Th

Carole Miele, HIM Provider Based Coding

Lauren Millard, LVPG Cardiac Thoracic Surgery

Breanna Miller, Obstetrics

Darlene Miller, LVPG Orthopedics Specialty

Nicholas Mione, Radiology-Diagnostic – Cc

Brianna Morse, LVPG Orthopedics Specialty

Magaly Muniz, Patient Transport Services

Marie Myers, ATC Services

Barbara O'Leary, LVPG Physiatry Muhl

Ryan Olenick, LVPG Orthopedics Specialty

Janet Otero, LVPG Orthopedics Specialty

Matthew Ottinger, LVPG Orthopedics Specialty

Mary Kate Picucci, Home Care – Physical Therapy

Rayetta Pilgert, LVPG Orthopedics Specialty

Jacqueline Platts, Rehab Services-Brodheadsville

Leighanne Poirier, LVPG Orthopedics Specialty

Haydee Ramirez, Patient Accounting

Diana Ramos, LVPG-L ExpressCare Palmerton

Patricia Reese, LVPG GYN/Oncology 1240CC

Carol Reilly-Makos, LVPG PulmonaryCritCare Med1250

Vickie Ripkey, Periop Education

Jenny Roth, LVPG-L Ortho Hausman Rd

Deirdre Russell, LVPG-L Ortho Hausman Rd

Monica Sauer, Neonatal ICU

Loren Schneider, LVPG-L Ortho Muhlenberg

Carly Schoch, LVPG Burn Surgery 1210SCC

Sara Schwalm, PT/OT

Katie Scully, Neonatal ICU

Nikki Ann Seibert, HIM Provider Based Coding

Kevin Servais, Rehab at 1250SCC

Scott Sexton, LVPG Orthopedics Specialty

Brian Shaner, Human Resources Administration

Christopher Simons, LVPG Operations

Neal Stansbury, LVPG Orthopedics Specialty

John Stapleton, LVPG Orthopedics Specialty

Tanner Steidel, Professional Services

Bonnie Stichter, LVPG Orthopedics Specialty

Nicole Strohl, Special Care Nursery

Julie Swoyer, Patient Receivables Office

Rosa Tejada, Obstetrics

Christine Torres, Healthworks – Bethlehem Twp

Amanda Trankle, Laboratory – Norwegian

Diane Tust, LVPG Orthopedics Specialty

Cheryl Tyler, LVPG Orthopedics Specialty

Madlen Vasileva, 7T Med/Surg

Christina Velazquez, Grounds / Housekeeping

Prodromos Ververeli, LVPG-L Ortho Hausman Rd

Courtney Werley, Nursing Float Pool

Debra Wheeland, LVPG Orthopedics Specialty

Alfred White, Clinical Engineering

Julie Wilkins, ExpressCare Tilghman

Loretta Wood, LVPG-L Ortho Muhlenberg

Kaitlyn Zimmerman, Transitional Open Heart Unit

# Watch Leader to Leader November 2019 – VIDEO

by [Rick Martuscelli](#) · December 2, 2019

The November 2019 Leader to Leader meeting was filled with informative presentation about Lehigh Valley Health Network, as well as heartwarming stories about thanks. Click on the links below to watch the presentation.



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# Enter our March of Dimes T-shirt Contest and Help Design a Healthier Future for Babies

by [Rick Martuscelli](#) · December 2, 2019

Premature birth is rising around the globe including in the United States where one in 10 babies are born too soon. You can help shine a light on the issue of prematurity and birth defects by entering our March of Dimes T-shirt design contest. The winning design will be worn by the LVHN team during the Annual Walk and Run for Babies on April 26, 2020 at ArtsQuest.



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Here's how you can participate:

- Create a design that depicts healthy babies.
- Create your artwork on paper or digitally.
- Email your submission or send it via interoffice mail to Marketing and Public Affairs. (See contact information below.)
- Make sure your design arrives no later than Jan. 3, 2020.

All LVHN colleagues and their families are eligible to participate. Please email your submission to Tracey Sechler at [tracey.sechler@lvhn.org](mailto:tracey.sechler@lvhn.org) or send through interoffice mail to Marketing and Public Affairs, LVHN-Mack Boulevard.

Winners will be announced in late January. Please be aware that the submitted design will be altered to fit LVHN brand standards.

# Meet the Latest Patient Services Representative MVPs

by [Marciann Albert](#) · December 5, 2019

Even though the Physician Billing (PB) and Patient Services Representative (PSR) User Group meeting is cancelled this month, you can catch up on PSR MVP Award winners.

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Be sure to extend congratulations to the following PSR MVP Award winners for their extraordinary patient care and service excellence:

## October PSR MVP

***Shannon Zangari, PSR, LVPG  
Infectious Disease—1250 Cedar  
Crest***

Nominated by Stacy Gumulak, Site Manager of LVPG Infectious Disease and Keystone Travel Medicine, Zangari goes above and beyond to support patient needs.



Gumulak received a heartfelt letter from a patient's partner explaining how grateful they were for the wonderful care and support Zangari bestowed during the patient's visit. The patient's partner noted that Zangari was a 'top-notch professional'. She added that Zangari's commitment to her position and genuine want to care for those she serves shines through and should be recognized/rewarded by LVHN.

## November PSR MVP

***Gwendolyn Rodriquez, Lehigh  
Valley Physicians Practice  
(LVPP), LVH-17<sup>th</sup> Street***

Nominated by Teresa Benner, Site Manager, LVPP, Rodriguez sunny personality greets patients as they approach the front desk of the practice and exudes PRIDE behaviors.



At this 17<sup>th</sup> Street practice, many patients walk in without

appointments for a variety of reasons. Rodriguez makes sure to reach out to patients scheduled later in the day to see if any of them are not planning on making their appointments. If so, she then reschedules the patient unable to come in, and uses the newly opened appointment for the walk-in patient requesting to be seen.

Benner notes that Rodriguez utilizes LVPP's template builder to see if there is any possibility of squeezing the patient in to be seen later in the day or early the next. Rodriguez connects with patients and always treats them with the utmost dignity. Benner adds that Rodriguez makes sure to provide patients the best possible experience and partners with them for exemplary care.

Questions regarding the PB and PSR User Groups contact

[Lynne\\_A.Reph@lvhn.org](mailto:Lynne_A.Reph@lvhn.org). To nominate a PSR colleague for the MVP, contact [Jennifer.Merrick@lvhn.org](mailto:Jennifer.Merrick@lvhn.org).



# The Cocoa Is On Us!

by [Rick Martuscelli](#) · December 4, 2019

For those who go out in search of the perfect Christmas tree, there's nothing better than coming back with your holiday prize to find a warm cup of hot chocolate or a cookie as a reward.

Lehigh Valley Hospital–Schuylkill has partnered with three local tree farms to help make the holiday a little cozier.



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The hospital is sponsoring hot chocolate and cookies at:

- Ruff Tree Farms, Ranch Road, Schuylkill Haven/Orwigsburg
- Buck Run Evergreen Farms, Schuylkill Mountain Road, Schuylkill Haven
- Levan's Tree Farm, Spittler Road, Pine Grove

All three local tree farms are participating through Christmas Eve