

# CHECKUP

Vol. 2, No. 8 June 16, 1989

## 'TQM' Will Benefit Everyone

Over the past several months, many TAH—LVHC employees have heard about something called "TQM." TQM, or total quality management, is being spoken of as the customer service philosophy of the future. It offers innovative ways to help American industry respond quickly and effectively to our ever-changing business world, ultimately resulting in satisfied customers.

*CheckUp* recently interviewed TAH—LVHC President Samuel R. Huston to learn more about TQM, to ask how it will affect employees and quality of patient care at TAH—LVHC, and to find out when we can expect TQM to be introduced at the hospital. The interview follows.

### **CheckUp: What is TQM?**

Huston: Stated very simply, TQM is "doing it right the first time." It is a process for effectively satisfying your customers by focusing on and meeting their expectations about the product or service they are receiving.

### **CheckUp: Who are the customers?**

Huston: A customer is anyone you serve throughout the course of the workday. Patients, visitors, fellow employees and Medical Staff are all customers.

### **CheckUp: How will employees take part in the TQM process?**

Huston: As the process develops at TAH—LVHC, employees will form small work units, both intra- and inter-departmentally.

Employees in these units will work together to identify the groups' customers, define the customers' expectations and determine how to improve the process and meet these expectations.

An important aspect of TQM is that improvement must be measurable. Employees in their work units will decide how to measure these advances.

They will be responsible for tracking them and making changes to how things are done, if necessary.

### **CheckUp: Will all employees participate in TQM?**

Huston: Yes, all TAH—LVHC employees as well as members of TAH—LVHC Medical Staff will participate.

*(please turn to page 2)*



## Annual Picnic Set For Aug. 5

It will soon be picnic time for all TAH—LVHC and HealthEast employees, volunteers, medical staff, family and friends. The picnic will be held on Saturday, Aug. 5, from 11 a.m. to 7 p.m., rain or shine, at Emmaus Community Park.

Children's activities will include face painting, a fish pond, moon walk and much more. For the adults, an egg toss, three-legged races and balloon toss are planned. Volleyball, softball and basketball will also be available. The pool will be open, so plan to bring your bathing suit.

Volunteers are needed to help with all activities. Nurses are needed to staff the First Aid Station. Those interested in helping should contact Human Resources (TAH) at ext. 2977.

Come to the picnic hungry. Hot dogs, hamburgers, Italian sausage, sandwiches, baked beans, pasta salad, beer and soda will tempt your taste buds.

Beginning July 1, tickets will be on sale in Human Resources at both sites and at 50 College Drive. The cost is \$3 for adults and \$1 for children 3 to 11 years. Children under 3 are admitted at no charge.

Shuttle service will be available from TAH and LVHC sites to the park for those who do not drive. To make your reservation, call ext. 2977.



The Allentown  
Hospital—  
Lehigh Valley  
Hospital Center

A HealthEast Hospital

# Huston Explains 'TQM' Process *(from page one)*

**CheckUp:** How does TQM differ from traditional customer relations programs?

Huston: First of all, TQM is not a program. It is a process which starts and never ends.

Conventional programs have directed employees how to do things and we have seen that this approach does not work. The TQM process encourages employees — those who are directly involved with the work — to explore and suggest the best methods for making things happen.

TQM and other quality improvement processes like it are being pursued by every major company in the U.S., including Corning, Xerox, 3M, Air Products, AT&T and Johnson & Johnson.

Many hospitals are also implementing TQM and finding out how to improve the quality of their services. Hospitals are ideal places for TQM because of all the dedicated and highly-qualified people working there who can contribute valuable ideas about how to do things right and do the right things.

**CheckUp:** Who will benefit from the TQM process?

Huston: Ultimately, the hospital will become a better place to be a patient or visitor, to work or volunteer. Everyone will benefit as we learn to treat each other as customers and receive this same consideration.

With this approach to our work, we will be able to reduce the hassles

which can occur in our fast-paced work environment. We will foster working cooperation within departments and among them. This will increase our efficiencies and result in satisfied patients and employees.

As an industry, we have to reemphasize one of our goals which is providing a quality service to those persons we define as customers. I believe the TQM process will enable us to focus on the right things that will keep us successful and also a desirable place to work.

I am committed to TQM as is senior management. We realize that this process is essential for us all to feel better about our work and the place where we work. And, if we feel better working together, we will provide a high-quality product or service.

**CheckUp:** How long will it take to involve all employees in TQM?

Huston: I estimate it will take three years to train every employee and get

them involved in the process. To affect all departments will require at least two years.

By August of this year, senior management will begin receiving TQM training. At the same time, group leaders and facilitators will be chosen and start receiving training in problem-solving, leadership and methods for measuring quality.

Quality improvement teams will begin forming in mid-fall and these groups will be trained soon after that.

**Editor's Note:** *CheckUp* will keep employees regularly informed regarding significant developments in TQM at TAH—LVHC. Employees are invited to send questions about the process to: Susan Schantz, Editorial Manager, Communications (HealthEast), 50 College Drive. These questions will be addressed in future TQM articles.

## Voorhees To Direct HealthSearch

Carol Voorhees has recently been appointed vice president for HealthSearch, HealthEast's physician and executive recruiting department. Voorhees replaced Gale Hodavance who resigned on April 21.

Voorhees is responsible for the recruitment of salaried physicians within the HealthEast system, as well as executives at the vice president level or above. She joins HealthEast with over 20 years experience in human resources, most recently with *The Morning Call*.

Voorhees was a member of the Board of Directors of TAH—LVHC from 1982 to 1987. During that time, she chaired the Board Personnel Committee. Voorhees also served on the *WomanCare* Community Advisory Committee and currently serves on the Professional Nurse Council at TAH—LVHC. She is a graduate of Wells College, Aurora, N.Y.

## Benefits Spotlight

Please remember to present your HealthEast Health Plan (HHP) card to all hospitals, physicians and other providers when you or your dependents receive care. This will alert the hospital admissions staff or the physician's office manager that the HHP requires pre-certification for elective admissions. It is your responsibility to contact Spectrum Administrators for notification and verification of eligibility.

### Physicians Withdraw HHP Participation

The following physicians no longer participate in the HHP:  
Walter J. Finnegan, M.D., 40 S. Cedar Crest Blvd., Allentown;  
B. Michael Kraynick, M.D., 40 S. Cedar Crest Blvd, Allentown; and  
Paul R. Weis, M.D., 1453 Linden St., Allentown.

*CheckUp* is a biweekly publication of the Communications Department of HealthEast. To submit an article or for additional information, call ext. 7915.

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# Board Of Directors

**EDITOR'S NOTE:** This is the fifth installment in an ongoing *CheckUp* feature which provides brief biographical sketches of community leaders who volunteer their time and talents to serve on our Boards of Directors.

## **Gene S. Cesari, Ph.D. HealthEast**

Gene S. Cesari, Ph.D., president emeritus, Cedar Crest College, is one of the original HealthEast board members. He serves on the Audit Committee and the ByLaws Committee. He is also a former TAH—LVHC board member.

Cesari was the founding chairman of HealthEast's Board of Directors and assisted in establishing the initial HealthEast corporate philosophy.

Cesari received his doctorate and master's degree from the University of Pennsylvania and a bachelor's degree from Dartmouth College.

"Serving on the HealthEast Board of Directors gives me an opportunity to contribute to one of the nation's finest communities by helping assure the highest quality health service now and in the future. Working with nationally and internationally renowned health care providers and with a dedicated board is both stimulating and rewarding," explains Cesari.

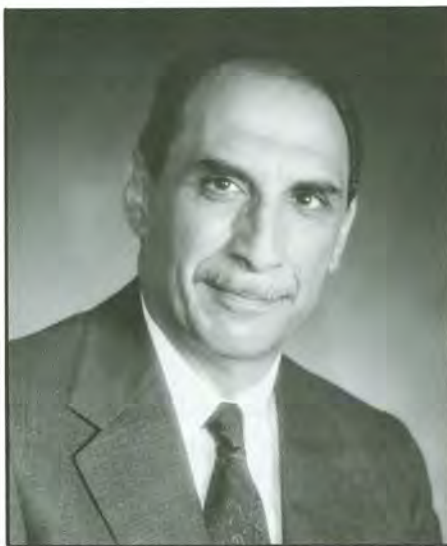
## **Ramon J. Deeb, M.D. TAH—LVHC**

Ramon J. Deeb, M.D., vice chairman of the Department of Anesthesia (TAH—LVHC), has been a board member for the past five years.

Dr. Deeb's board-level involvement includes the Planning, Contracts and Personnel and Community Ambulatory Care Center Steering committees.

Dr. Deeb is board certified as a diplomate by the American Board of Anesthesiology. Prior to entering into private practice in 1969, he was an associate in anesthetics at the University of Pennsylvania.

He received his medical degree from the University of Pennsylvania Medical School and his undergraduate degree from the University of Scranton.



*Ramon J. Deeb, M.D.*

"Currently I function as a representative of the medical staff as well as administration. Both areas are very important for the growth of the hospital. Serving on the hospital board allows me to help both work harmon-



*Gene S. Cesari, Ph.D.*

iously together. Presenting the ideas and ideals of the medical staff, while maintaining administrative insight, is a most challenging facet of my position," comments Deeb.

## Tuition Assistance Available

The Allied Health Services Tuition Assistance Program (T-TAP) of TAH—LVHC now offers financial assistance to health care students. In an effort to tap the talent in accredited academic health care programs, T-TAP offers financial aid in exchange for a contractual agreement to work as a full-time health-care professional at the hospital upon completion of the students' education.

One of the only programs of its kind on the east coast, the innovative arrangement was developed to offset the local impact of a national shortage of qualified professionals.

Students eligible to receive assistance include those studying to become pharmacists; medical technologists; cytotechnologists; occupa-

tional therapists; physical therapists; nuclear medicine technologists; X-ray technicians; radiation therapy technicians; certified respiratory therapy technicians; and registered respiratory therapists.

Qualification for assistance is based on academic and clinical performance as well as an interview with a member of TAH—LVHC management. Applicants must demonstrate a strong interest and willingness to make a commitment to the hospital. Qualified students then receive \$1,500 in loan monies per semester. Should students not fulfill the agreement, they must then repay the loan. For further information, call the Human Resources Department (LVHC) at ext. 8800.

## Cardiac Rehabilitation Unit Relocates

The Cardiac Rehabilitation Unit (LVHC) will be moving to a new, larger area on the second floor, Suite 2500, of Medical Office Building I this month. Their main phone number, ext. 8855, remains unchanged.

# Security Diligently Watches Over H

Bill Huber has been director of Security at TAH—LVHC for the past eight years. A seasoned veteran in the police field, he was hired in 1979. "They called us 'door knockers' then," he recalls. "Our primary job was to check office doors and patrol the outside perimeter for trespassers and the like."

As one might expect, the job and responsibilities have grown considerably since Huber became part of the hospital family. "Today, security means that we watch all physical assets from microscopes to linen, as well as cope with disturbances, traffic problems, complaints, thefts and a constant variety of unique problems that keep the job exciting," he explains.

Huber says one of the most exciting aspects of hospital security is support of MedEvac operations. Two Security employees respond to each flight arrival, a duty that accounts for considerable employee-hours throughout the year. Their job is to make sure the landing pad is properly secured.

## All In A Day's Work... or, Better Safe Than Sorry

The suspicious-looking suitcase had been resting ominously on a chair in the cafeteria for several hours. When no one came to retrieve it, cautious Security officials became justifiably concerned. Finally, it was decided the suitcase should be removed to a distant field where it could be safely opened without endangering patients, visitors and families. Appropriate experts were called in to open the menacing suitcase. The air was thick with tension, palms were sweating and stomachs were taut. At last the latch was sprung and the suitcase lid opened. Everyone breathed a long sigh of relief when there was no explosion. There was no bomb, only a suitcase filled with Bibles.

A decade ago there were only 10 members of the Security staff. The force now numbers 34 and covers the extensive grounds, as well as the interiors, of both sites.

Outside the buildings, Security personnel watch for everything from illegally parked cars to underage drinkers. "We have a problem during the summer months with kids using the grounds to party," Huber explains.

Inside, offices are routinely

checked to maintain the security of literally millions of dollars of medical equipment. Pharmacies are given high priority for obvious reasons. Other areas drawing considerable attention are the Newborn Nursery and Postpartum departments. "We provide increased coverage in this area, not because we have a problem, but because we want to make sure we never do," Huber explains.

Why do hospitals need their own security? "Well, beyond the obvious, specialized security personnel 'know their turf,'" says Huber. "When you have an area as large as ours, it is best covered by people who know every foot of it. Our people are trained to know the 'ins and outs' of both hospital sites and they know how to respond to an emergency."

What qualifications are necessary for hospital security positions? "We look for maturity and expect our people to have some professional schooling. Each applicant must possess certification of a law enforcement-security training school through the Commonwealth of Pennsylvania," Huber emphasizes. Most security personnel at TAH—LVHC have from two to three years of full- or part-time police experience. "Our people are well-trained and motivated," Huber says. "Their rewards come in statistics such as low theft rates, low vandalism and essentially no crime statistics at all."

The Security Department relies on back-up response by local or state police when a situation goes beyond its legal jurisdiction. They are proud of their harmonious working relationship with area law enforcement agencies.



*Robert Ford, Security (LVHC), tickets a car parked illegally. Security monitors hospital parking lots to make sure our patients and visitors have adequate parking.*



*James Heins, Security (TAH), makes a routine check of a stairwell. Security personnel know the hospital's layout as well as their own homes.*

For the most part, Security personnel move about the buildings and grounds quietly and without notice. That's the way they like it. Their watchful, diligent eyes keep employees, patients and visitors secure.



## 17th Street Repairs Scheduled

The City of Allentown traffic engineer has informed TAH—LVHC of his plans to repair 17th Street from Hamilton Boulevard to Liberty Street. Work is scheduled to begin the week of June 19th, weather permitting. During the repairs, signs will be posted for patients and visitors to be directed to the parking lot at 17th and Chew Streets.

Employees are advised to clip the following schedule of repairs and street closings for reference during the repair period.

Monday, June 19 and Tuesday, June 20 — close 17th between Hamilton and Chew.

Wednesday, June 21 — close 17th between Chew and Liberty. Gordon through traffic will be detoured at 16th.

Thursday, June 22 and Friday, June 23 — 17th and cross streets will be open to traffic.

Monday, June 26 — 17th will be closed between Hamilton and Chew; and Linden and Turner will be closed at 17th most of the day.

Tuesday, June 27 and Wednesday, June 28 — 17th will be closed between Turner and Gordon; and Chew will be closed both east and west of 17th.

Thursday, June 29 — 17th will be closed between Chew and Liberty; and Gordon will be closed at 17th.

All streets will be open at night.

ACCESS TO THE HOSPITAL EMERGENCY ENTRANCE WILL BE MAINTAINED AT ALL TIMES WHEN APPROACHING ON GORDON STREET FROM THE EAST.

## Plan Now To Avoid Fair Crunch

TAH site employees are reminded The Great Allentown Fair will be held Tuesday, Aug. 29 through Monday, Sept. 4.

According to Louis Geczi, site coordinator, Security (TAH), all Fairgrounds parking facilities will be surrendered from 6 a.m., Tuesday, Aug. 15 until 6 a.m., Tuesday, Sept. 12. Plans for employees to carpool and use mass transit during this busy period are advised.

Parking facilities within the Fairgrounds track will be surrendered from 6 a.m., Tuesday, Aug. 22 until 6 a.m., Friday, Sept. 8.

In addition, parking in area B of the Fairgrounds track will be unavailable on the following dates, Friday, June 30; Wednesday, July 5; and Wednesday, July 12.

For further information about parking during the weeks preceding and after the fair, contact Geczi at ext. 2986.

## Make Sure Your Children Buckle Up!

Pennsylvania Child Passenger Safety Week will be observed June 18 through 24. The week's theme, "We Can't Bear to be Without You — Buckle Up!," is intended to encourage Pennsylvanians to correctly secure children in approved child safety seats.

The first baby born at TAH site during this week will receive a free car seat courtesy of the hospital.

Car seats are available from TAH site on a 10-month rental basis for \$30. The seats fit infants 0 to 20 pounds or 26 inches or less. When the car seat is returned, a \$10 refund is given. For more information, call Maternal-Childbirth Education at ext. 2903.

# Satisfaction Guaranteed Requires Commitment

"The success of a patient hospitality program such as Satisfaction Guaranteed requires the commitment of all persons who work and volunteer at the hospital," says Samuel R. Huston, president and CEO.

Satisfaction Guaranteed, which assures our patients of satisfactory performance of "hotel-type" hospital services by our employees, was recently introduced at LVHC site. The program has been a vehicle for patient satisfaction at TAH site since 1985.

Through a telephone "hotline," the program gives patients the opportunity to voice dissatisfaction with a particular service and assures them that their concerns will be addressed promptly. (This "hotline" number is only for patients and visitors. The employee "hotline" number is ext. 2999.)

Maryanne Falcone, patient representative at TAH site, explains that the program offers many opportunities for accommodating our patients through the simple act of being concerned.

"Satisfaction Guaranteed shows us as caring people at one of the most stressful times in people's lives," says Falcone.

## Educational Happenings

### Monday, June 19

LVHC — New Employee Orientation; 8 a.m. to 4:30 p.m.; auditorium

### Wednesday, June 21

TAH — Stroke Team; 9 to 10 a.m.; cafeteria conference room

TAH — Tour TAH site; 1 to 2 p.m.; lobby

LVHC — Tour LVHC site; 2:30 to 3:30 p.m.; lobby

### Thursday, June 22

TAH — CPR Recertification; 9 to 11 p.m.; Physical Therapy

### Friday, June 23

TAH — CPR Recertification; 1 to 3 a.m.; Physical Therapy

### Wednesday, June 28

TAH — Stroke Team; 9 to 10 a.m.; cafeteria conference room

Falcone, who spent six years as a patient representative at LVHC site, moved to TAH site in 1988. She says that the Satisfaction Guaranteed "hotline" and the attitudes of hospital employees are key to the program's success.

For example, TAH site "hotline" received a number of calls last summer when the air conditioning was not working properly. Engineering was contacted and responded by putting fans in patients' rooms to make them more comfortable.

In addition, patients' families use the phone number to discuss parking problems and to ask questions about particular services offered by the hospital.

"We get calls 'round the clock. Once a patient called in the middle of the night to say her pain medication had not been delivered. The situation was resolved soon after the call."

According to Nancy Stevens, LVHC site patient representative, the merged "hotline" has received a moderate number of calls since Satisfaction Guaranteed was inaugurated at that site on May 15.

"So far, we have helped two patients regarding insurance and billing, one whose phone was not working and a patient concerned because he had not seen his doctor often enough and who felt test results were not provided quickly enough."

Stevens reports the response from the management and staff alike has been good and patients have expressed gratitude for the program.

Although Satisfaction Guaranteed is an extension of the patient representative program, in the course of a workday, employees have many opportunities to accommodate

patients, along with their visitors. The "House Rules" which have been posted in all departments throughout the hospital, give good advice for making patients feel valued and comfortable.

"A smile can be reassuring to the patient who is scared or disoriented," says Stevens. "Concern for the patient's well-being can go a long way in making his or her stay a pleasant one."

"Showing respect and courtesy to our patients and visitors will also help make Satisfaction Guaranteed a success," advises Falcone.

"Visitors can become confused when trying to navigate through the many halls in the hospital," she continues. "It is not difficult to spot someone who is lost and it only takes a moment to give directions."

"Since Satisfaction Guaranteed is a patient hospitality program, being open to concerns and complaints of our patients is as important as welcoming their praise," says Stevens. "The two go hand-in-hand. The hospital will become a better place to receive care only if we all make our patients' comfort and concerns the focus of our work."

Though the program is still new at LVHC site, Stevens believes the philosophy behind Satisfaction Guaranteed has been present in the attitudes of staff members from the beginning. "Satisfaction Guaranteed is part of what we always do. It is no different than meeting our patients' needs, providing a voice at the other end of the phone line or listening to a concern in person."

Falcone agrees, adding, "Patients just want somebody to be there."

## Volleyball Sign-Ups Under Way



Summer volleyball sign-ups are under way for any HealthEast or TAH—LVHC employee. Those interested in playing volleyball should call Donna Oswald, Food Services (LVHC), at ext. 8369. Sign-up by June 20.

# 'House Rules' Guarantee Satisfaction

Satisfaction Guaranteed, a program which assures the patient of satisfactory performance of "hotel-type" hospital services by our employees, was recently introduced at LVHC site. It has been in place at TAH site since 1985.

Below are the "House Rules" all employees are expected to follow:

1. **Break the ice.** Make eye contact...smile...introduce yourself...call people by name...extend a few words of concern.

2. **Does someone look confused?** Stop and try to help.

3. **Courtesy.** Kind gestures, polite words...make people feel special.

4. **Explain what you are doing.** People are always less anxious when they know what is happening.

5. **Anticipate.** You will often know what people want before they have to ask...**Act.**

6. When people are worried or sick, every minute is an hour...**Respond quickly.**

7. **Privacy and confidentiality.** Watch what you say and where you say it...**Show respect.**...Knock as you enter.

8. **Handle with care.** Slow down...give...imagine you are on the receiving end.

9. **Dignity.** That patient could be your child, your spouse, your parent. Give choices, close curtains...See the person.

10. Just because it is "Not Your Job" does not mean you cannot help or find **someone who can.**

11. **Treat patients as adults.** Your words and tone should not insult.

12. **Listen.** If a person complains, do not be defensive.

13. **Help each other** and you help a patient.

14. **Keep it quiet.** Noise annoys! It also shows a lack of consideration.

15. **Phone skill.** When you are on the phone, our reputation is on the line...sound pleasant...be helpful...listen with understanding.

16. You are part of a long, proud medical tradition...**Look the part.**



*Face painting was a popular activity in the Children's Tent.*

## May Daze 'One Of The Best'

If you ask 1989 May Daze co-chairpersons Eva Huston and Terri White, they will agree that the weatherman's sunny disposition helped make this year's three-day lawn festival at LVHC site one of the best attended in its history.

Proceeds from the weekend fundraiser will be used to purchase new monitors and a nursing station console for the Special Care Unit.

The event's carnival atmosphere under a "big top" of fair skies and seasonal temperatures brought out the crowds to peruse arts and crafts, ride the amusements, witness the crowning of the May Daze babies (see accompanying story) and eat, eat, eat. It also showed the May Daze organizers —

LVHC site Auxiliary — that volunteerism is alive and well.

"We had hundreds of people helping, from kids to the elderly," says White, adding that local organizations, friends of the hospital and even some former patients pitched in.

"It was a tremendous team effort," Huston agrees. "The dedication and hard work of everyone who helped made us all feel good about working toward our common goal."

The biggest attraction this year had to be the children's tent, which was larger than ever before, notes White. The health tent also was popular, with people lining up far in advance to have their cholesterol tested.

## ...And The Winners Are

This year's May Daze cutest baby contest held at LVHC site had an added attraction: the crowning of the May Daze management baby.

The management baby picture receiving the most votes belonged to Jane Martindell, who recently completed her term as president of LVHC Auxiliary. Samuel Huston, president and CEO of TAH—LVHC, took the runner-up's spot.

The 1989 May Daze baby, crowned on Saturday of the weekend festival, is Victoria Wirth, daughter of Mary Wirth, Medical Records (LVHC).

First runner-up was Alex Justin Keglovics, whose grandmother, Barbara Beck, is employed in HealthEast Laboratories (LVHC).

# Making The Rounds

**Bonnie Smith**, vice president, Administration (TAH—LVHC), has been elected to the national board of the Society for Ambulatory Care Professionals. Smith will be serving a two-year term, representing Region 2 which includes Pa., N.J. and N.Y.

**Sue Snell**, R.N., staff nurse, CNS Unit (LVHC), has passed the certification examination for Critical Care Nurses (CCRN).

Four members of the Department of Nursing (LVHC) presented topics at the spring symposium of the Lehigh Valley Chapter of the American Association of Critical Care Nurses. Participants included: **Ellie Franges**, R.N., CNRN, CCRN, head nurse, CNS Unit; **Pat Vaccaro**, R.N., CCRN, clinical instructor, NEPE&R; **Kathleen**

**Lucke**, R.N., CCRN, clinical specialist, NEPE&R and **Marian Hoffman**, R.N., CNSN, clinical nurse specialist, Food-Nutritional Services.

**Barbara Salvatore**, assistant to the president, Administration (TAH—LVHC), has been appointed to the Organ and Tissue Donation Advisory Committee, an advisory committee to the Hospital Association of Pennsylvania.

Several employees of HealthEast Labs presented posters and abstracts at the 89th Annual Meeting of the American Society for Microbiology held in New Orleans.

Participants included: **Sandra Todd**, senior technologist, Microbiology/Virology; **Diane Halstead**, Ph.D., director, Microbiology/Virology/Immunology; **Kim Toth**, laboratory technician, Immunology; **Georgia Colasante**, Microbiology supervisor; and **Sharon Beers**, work study student, Microbiology.

**Irene Ehr Gott**, R.N., M.S.N., oncology clinical nurse specialist, NEPE&R (LVHC), presented a roundtable discussion to the 14th Annual Congress of the Oncology Nursing Society.

## CheckUp Salutes Nurse Assistants

Career Nurse Assistants Day was observed June 8, a time to recognize nurse assistants who provide direct care to patients in health care facilities.

According to Lynn Schaughency, manager, Human Resources (LVHC), it is appropriate to recognize the two categories of assistants at TAH—LVHC, nurse assistants and technical nurse assistants.

Nurse assistants are high school graduates who provide essential patient-care assistance to nurses. They prepare equipment for medical procedures, transport laboratory specimens and pharmaceuticals, stock patient rooms and respond to patient call lights. They also promote proper hygiene and help maintain the hospital's appearance.

Technical nurse assistants, in addition to nurse assistant responsibilities, undergo a four-week training program that qualifies them to perform blood pressure, pulse and respiration measurements on patients. They also become qualified to respond to patient calls requiring CPR.

Nurse assistants and technical nurse assistants are located in a number of areas including: Critical Care, Medical-Surgical, Maternal-Child and Psychology.

## What's Cookin'?

### 'Le Petit Cafe' Opens At LVHC Site

The Food and Nutrition Department (LVHC) announces the grand opening of "Le Petit Cafe," the new mini-cafeteria located in the corridor between Medical Office Buildings One and Two.

The Cafe will be open for breakfast from 8:15 to 10:15 a.m. and lunch will be served from 11 a.m. to 1 p.m. Coffee will be available from 1:45 to 3:30 p.m., Monday through Friday.

Items can only be purchased with cash. No charges or employee discounts will be offered.

Stop and visit "Le Petit Cafe" and enter the grand opening sweepstakes.

### Popular Homemade Bread Sale Repeated

On June 30, another homemade bread sale will be held in LVHC site cafeteria. Bread will be available from 11 a.m. to 4 p.m. Orders for plain, rye, eight-grain, marble, French and raisin will be taken through June 23. To place an order, call Food and Nutrition at ext. 8379.

## Weight Reduction Plan Aids Youths

A weight reduction program especially for 8- to 12-year-old youths, the first and only program in the Lehigh Valley, will be conducted this summer by the Weight Management Center of Lehigh Valley, a component of HealthEast.

The 10-week class for young people and their parents, known as Shapedown, will encompass good nutrition, exercise, behavior modification, self-esteem and stress management. There will be no severe or restrictive dieting. Parents and children will meet together and separately during each week's 90-minute session.

Shapedown will begin Wednesday, June 21, at the Weight Management Center, 1259 S. Cedar Crest Blvd., Suite 245, directly across the street from LVHC site. For further details, call the center at 433-2201.

## 'TLC' Marks 10th Anniversary

Staff members of TAH—LVHC's Transitional Living Center (TLC) recently observed the center's 10th anniversary. The staff teaches independent living skills to the chronically mentally ill. They provide information about nutrition, personal hygiene, home safety, finance and health in addition to other basic skills.

Residents are referred to TLC from in-patient psychiatric facilities, out-patient mental health centers, private psychiatrists, social service agencies and family members.