

FEBRUARY 2009

# CheckUP

## Lifesaving Scarves

Learn what makes them  
so special on page 8.



A PASSION FOR BETTER MEDICINE.™



# A Week in the Life of SPPI

My experience inside a Rapid Improvement Event showed me how we're transforming our organization

Imagine a city loaded with traffic, an overwhelming amount of cars making the city difficult to navigate for even the most skilled driver. That was the world I entered when I joined a recent Rapid Improvement Event (RIE), part of our System for Partners in Performance Improvement (SPPI). They called me and two other teammates "outside eyes," and I experienced an eye opener.

For five days, I joined colleagues from Lehigh Valley Hospital–Cedar Crest's operating room (OR), sterile processing, and SPPI coaches, team leaders and our sensei. As "outside eyes," we offered a fresh perspective that someone in the OR every day might not see. The goal: improving the process for replacing and repairing surgical equipment.

I quickly learned how busy the OR is—colleagues seamlessly handled 70 surgical cases one day. I admire the work our colleagues do every day, and was inspired to help our RIE team find ways to make the OR even more efficient and safe.

You can read the team's results—and those of two other RIEs—on page 4. At RIEs, the team's job isn't to identify and fix everything. It's to improve processes and try fresh ideas (some will work; others won't), all the while understanding that continuous improvement is a marathon, not a sprint. Even after the RIE, you and your team will find new improvement opportunities.

If you are selected for an RIE—or if you're brainstorming improvements in your department—here are some tips:

**Don't point fingers.** We rely on other departments to help us get our work done, and we're so busy, we don't realize the pressure others face. It was remarkable in our RIE to watch our thinking evolve. Any finger pointing at other departments soon gave way to cooperation as people changed their thinking and learned more about each other's roles.

**Keep asking "why."** If you're "outside eyes"—or if you're learning about an existing process with which you're unfamiliar—asking "why" gives you more details. Your questions allow you to gain more perspective and potentially see a solution that isn't evident to those who are closer to the process.

**Listen, listen, listen.** Quick solutions are tempting, but your best route is to dig deeper. Absorb as much as you can, and listen to the perspectives, opinions, frustrations and goals of your teammates. Consider the opinions of all your teammates. The more you listen, the more likely you'll develop an inspirational "a-ha" moment.

Inside our high-traffic ORs, finding the right route is crucial. After our RIE, I have supreme confidence that SPPI will help us transform our organization. I encourage you to attend the report-outs (see page 15 for February dates) and continue to embrace SPPI's tools and learnings.

*Stuart Paxton  
Chief Operating Officer*



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# Looking Back

Remembering colleagues who passed away in 2008



## A Natural Leader

When Paul Pralis, executive director of HealthWorks, passed away in November, the health network lost a leader, colleague and friend. He is remembered for his exuberant approach to life and the passion he displayed for his family, his work and his hobbies.

Not too many people can get excited about spreadsheets, statistics and financial reports, but Paul was one of them. He was passionate about the success of HealthWorks, and under his leadership, it grew in size and financial strength. At work, he regaled colleagues with tales about his family. “His stories were full of humorous moments, but it was always clear to see the love and pride he felt,” recalls John Ward, vice president of trauma and burn services.

Paul also was devoted to fly-fishing and fly-tying—he even wrote a book about it. “When I think about them, I picture a kid jumping into a lake, trying to make the biggest splash possible,” Ward says. “That’s how Paul approached the things he loved in life... with all his energy and passion.”



## They Call Her ‘Mrs. Clooney’

Visitors to the labor and delivery and high-risk perinatal unit are greeted with photos of George Clooney, a multiple *People* magazine sexiest man of the year. Suzanne Morris had such a thing for him that her colleagues called her Mrs. Clooney, and to honor her memory they still post the celebrity’s photos on the unit.

“Suzanne was with us for 37 years, and she saw the unit go through many changes,” says Erika Linden, the unit’s director. “She was the backbone of smooth operations, despite the changes.” When colleagues weren’t calling her Mrs. Clooney, they called her Martha Stewart because of her penchant for decorating, flower gardening and cooking. The unit particularly misses her yummy dips.

## On the Road Again

Henry Peters loved coming to work every day. He was often heard whistling as he drove the hospital’s shuttle, picking up and delivering patients, visitors and colleagues. “He was a real family guy,” recalls security director Gerry Kresge. “He took care of his wife and loved his grandchildren.”

He worked at the hospital for seven years, and his colleagues came to know him well. They lent him a helping hand as he battled serious illness this year. “He was the perfect picture of an all-around good guy,” Kresge says.

—Amy Koch



# Crystal Clear Efficiency

Colleagues team up, tune in to SPPI and turn off wastefulness

**If you have ever adjusted rabbit ears** in an attempt to remove snow from a television picture, you know how frustrating it is. Today's high-definition world gives us frustration-free, crystal-clear pictures.

In the same way, colleagues in the heart station, operating room and sterile processing can see their frustrations—too much time spent on workarounds, preventing them from performing the standard work that helps them do their jobs best. Now these teams have the tools to ease these frustrations thanks to our System for Partners in Performance Improvement (SPPI).

During recent weeklong Rapid Improvement Events (RIEs), they worked together to improve efficiency and manage costs in specific areas of our health network. Want to know how they did it?

*Don't touch that dial.*

## Picture Perfect Sterilization

When it became clear there was some fuzz in the process used to load sterilization machines, instrument aide Vincent Van Lieu joined the RIE team to help clear up the picture. Van Lieu suggested attaching a twist-tie ("Vinnie's Loop") to the front of the baskets to indicate

proper alignment as they enter the machines. This prevents jams and helps sterile processing colleagues work more efficiently as a team.

That's just one good idea that came from this RIE, which focused on maintenance and capacity. Other RIE teammates worked hard to push snow out of the picture for good.

Here's how the team freed up bandwidth and improved the scene:

- During periods of low demand, colleagues run the cart-washing machine on a consistent cycle with soiled carts that are available (as opposed to waiting for a full load of four carts). This reduces backlogs later in the day when demand increases, thus returning the carts to service more quickly.
- Machine maintenance happens routinely. Now colleagues aren't stopping as often during peak operating hours to fix something that could've been caught during a routine check. Maintenance agreements with equipment vendors also are being reviewed.
- Colleagues analyzed how machines were working and brought them back to optimal manufacturer specifications, trimming down processing times.

### Clearing the static—

Erik Wonderly, left, and Vincent Van Lieu, right, along with their RIE team, identified several ways to streamline the sterilization process.





**Tackling tardiness**—Heart Station colleagues Robert Horton and Nickeea Cox were part of a team that ensured patients receive their heart test results fast.

## Prime-time test results

When this RIE team worked to discover ways to deliver Heart Station echocardiogram and stress test results more quickly, its ideas were vibrant. Team members from the Heart Station know just how important prompt test results are. They ensure patients receive the care they need when they need it. Plus, when results determine a patient is well enough to go home, it frees up a bed for a person who needs hospital care.

### Here's how they turned off tardy test results:

- Instead of sending patients for an echocardiogram, Heart Station colleagues bring the equipment to the patient, saving valuable time.
- All the patient information needed to conduct a stress test is now available electronically. Phone calls are no longer needed to inquire about things that affect test results, like whether a patient took morning medications.
- Heart Station cardiologists are actively working on a solution for creating more rapid turnaround times for tests to be read.
- Labels were placed on EKG machines reminding colleagues to document the test before giving it. This ensures we're properly reimbursed and prevents computer work from piling up.

## Well-scripted repairs

If you think it's difficult keeping 250 channels straight, imagine managing 55,000 surgical instruments. That's the widescreen view this RIE team took as it looked to refine the process for tracking broken or missing surgical instruments in sterile processing and our operating room (OR).

Chief operating officer Stuart Paxton, one of the team's "outside eyes," shadowed OR and sterile processing colleagues, including 23-year OR veteran Craig Laverty, R.N., to get a panoramic look at the current processes. Then they and their RIE teammates took on their own reality-show challenge and won a big prize, reducing the steps in the former process by two-thirds.

### Here are key parts of this team's award-winning script:

- Instead of each special team coordinator having his or her own process, team members mapped out a standardized workflow for all.
- Colleagues created a centralized area for instruments that need repair, thus ending wasteful searches for missing instruments. This helps ensure patients' surgeries are completed as scheduled.
- Instrument repair tags were redesigned based on a single process developed by the team. They also were printed in our health network's print shop for two-thirds less than what an outside vendor previously charged.
- They partnered with a local manufacturer to host an in-service for colleagues on instrument repair for colleagues.

—Kyle Hardner, Amy Koch and Rick Martuscelli



**Getting the picture**—Special team coordinator Craig Laverty (left) helped chief operating officer Stuart Paxton (right) and other "outside eyes" learn the ins-and-outs of our operating room.

# New Faces, New Leadership

Lehigh Valley Health Network's Board of Trustees has two new members, and a new chairman and vice chairman



“Lehigh Valley Health Network is our community’s most important asset.” *J.B. Reilly*

Two of J.B. Reilly’s children received lifesaving care in our emergency department (ED). One daughter had a walnut shell dislodged from her throat; another was stabilized after her heart mysteriously stopped beating. Both are healthy today. “When I think of the importance of our health network, I’m reminded of those instances,” he says.

As board chairman, Reilly will work closely with senior management and use his leadership skills honed as managing director of Traditions of America, a national leader in building communities for people 55 and older. During a period filled with challenges and opportunities, Reilly says, “Lehigh Valley Health Network is in a unique position because it’s still growing. Not all health care organizations are.”

Reilly believes more hospitals will look to partner with us to bring quality care to their communities. Citing SPPI and our ability to anticipate adversity, Reilly says, “I’m confident we will remain strong and play an even greater role in our expanding community.”

*Rev. Jeff Aiken recently concluded his second, two-year term as chairman. He remains on the board in 2009.*



“World-class care with compassion is something I believe in.” *Martin Till*

While visiting from England, Martin Till’s mother once received care at Lehigh Valley Hospital–Muhlenberg for pneumonia. She returned a year later when she fell and broke her arm. In the ED, a nurse said to her, “Mrs. Till, what are you doing here again?” The nurse’s good memory typifies what Till believes makes our health network special. “She made my mom feel comfortable,” Till says. “You can’t put a price on that.”

Till knows our caring culture firsthand. “It makes a big difference when we say hello in hallways and show genuine compassion for patients,” he says. As vice chairman, he’ll work to sustain that culture and continue our tradition of open communication. As president and publisher of *The Express Times*, communication is Till’s specialty.

Till says senior managers’ participation in orientation teaches our culture to new colleagues, while employee forums reinforce it. “Our culture is what made us successful,” he says. “I’ve yet to find another health network like ours.”

The Lehigh Valley Health Network Board of Trustees oversees our management, approves yearly budgets and evaluates our president and chief executive officer. Maria Rodale and Michael Pistoria, D.O., are our newest trustees. They join as J.B. Reilly and Martin Till become chairman and vice chairman, respectively. Learn how these trustees share a passion to serve our community as volunteers on our board.



**“Not many health care organizations are better positioned than we are.”** *Michael Pistoria, D.O.*

On the first day of his residency, Michael Pistoria, D.O., realized our health network is different. Having been in other hospitals as a medical student, he recognized the uniqueness of our camaraderie and teamwork. “I felt that the people here were passionate about teaching me,” he says. “It was amazing.”

Pistoria shares that passion as the new president-elect of our medical staff, a position that gives him an automatic seat on our board. When Pistoria assumes the role of president in two years, he will be the link between the nearly 1,200 members of our medical staff and our leadership.

As a hospitalist, a doctor who specializes in caring for patients during their hospital stay, Pistoria works closely with colleagues throughout the health network every day. “It gives me the opportunity to learn about what they’re dealing with, and to be their voice in the boardroom,” he says.

*The medical staff president, past president and president-elect are trustees. Currently, Matthew McCambridge, M.D., is president and Linda Lapos, M.D., is past-president. Donald Levick, M.D., leaves the board following six years of service.*

**“Lehigh Valley Health Network is a successful organization that can only get better.”** *Maria Rodale*

As chairman of the board of Rodale, Inc., a global media company dedicated to health and wellness, Maria Rodale’s mission is to inspire and enable people to improve their lives and the world around them. Joining our board is Rodale’s next step in fulfilling that mission. “I love sharing my experience and knowledge, and learning,” she says. “Joining the board allows me to do both.”

With experience in publishing well-known health and wellness magazines and books, Rodale has plenty to share. She already partnered with us on a project that takes Lehigh Valley Hospital–Muhlenberg’s food waste to the Rodale Institute Farm for composting. “There’s a connection between our health and the health of our environment,” she says.

Rodale hopes to continue and create more projects like these. “I’m confident I joined the right board and look forward to making contributions that will help the people of our community,” she says.

*–Rick Martuscelli*

# My Passion: Preventing Heart Attacks

Claire McGinley discusses why she and her colleagues are passionate about red scarves



**A thick scarf can keep you warm** and maybe prevent a case of the sniffles. But the scarves we're making and collecting in Lehigh Valley Hospital–Cedar Crest's emergency department (ED) can do more. They can help women get heart healthy. It sounds crazy, but it's true. Let me tell you why we decided to make these powerful scarves.

My colleagues and I have seen hundreds of women come to our ED experiencing a heart attack. Different than men's classic chest pain symptom, women can experience indigestion, fatigue, or discomfort in the chest, back or jaw. We often wonder how many women ignore these symptoms and continue to work or care for

their families while their own health is jeopardized.

We constantly educate women not to overlook these symptoms. However, we realized we can get this important information to more women if our patients deliver the message. That's where our red scarves come in.

Working with ED physician Marna Greenberg, D.O., ED champion for the health network's Heart Help for Women program, I posted a sign in September asking ED colleagues to knit or crochet a red scarf. We hoped we would collect enough scarves by February, American Heart Month. That's when we would allow each woman who receives heart care in our ED to take a scarf of her choice as a gift.

When a patient wears the scarf, she'll tell her family and friends where she got it, educate them about the warning signs for a heart attack and encourage people not to overlook the symptoms. Furthermore, we'll give each woman a card that allows her to record her blood pressure, weight and cholesterol at each doctor's visit.

Colleagues within the department and throughout the health network responded enthusiastically to the idea, even though many hadn't crocheted or knitted in years. Some had to learn the skill from the more experienced crafters. Those who don't knit or crochet gave donations of yarn or money toward our cause. Soon our collection box was filled with red scarves of different sizes, shapes and patterns. Each scarf is different, just like each woman we care for is different.

Thus far, ED colleagues created 55 scarves, and we're pleasantly surprised to get help from our community. A colleague's mother enlisted the assistance of her fellow parishioners at Macungie's Bethany Church. Another colleague's wife, a Tamaqua High School teacher, asked students to participate. Now we've collected nearly 200 scarves, each with the potential to save lives. That's something all of my ED colleagues are passionate about.

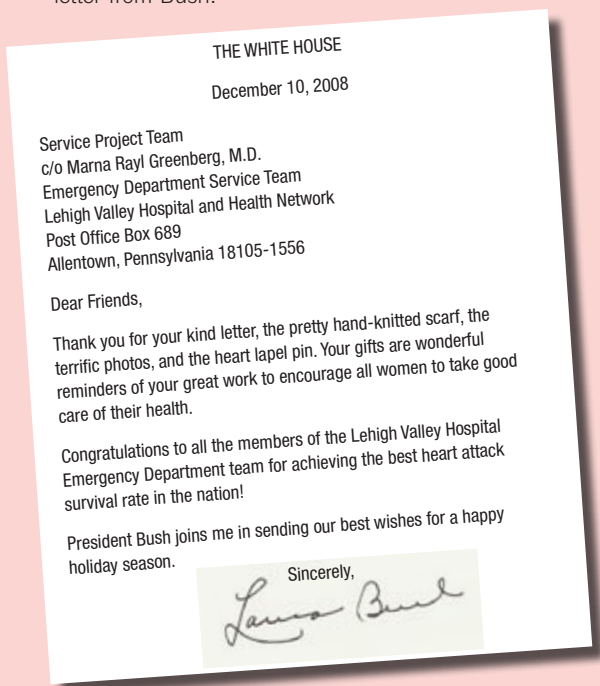
**Claire McGinley**  
*Administrative partner*







**First lady in red**—Claire McGinley (front left) started the red scarf campaign to promote awareness of heart disease in women, and Karen Williams, C.R.N.P. (front right), knitted the scarf that the emergency department (ED) staff sent to former first lady Laura Bush, an ambassador for women’s heart health. They and their ED colleagues (back, l-r) Paul Delpais, R.N., Laura Barany, R.N., Patti Kopko, Gayriel Lester, R.N., and Betty Higgins, R.N., were excited to receive a “thank you” letter from Bush.



## Got Passion?

If you’re passionate about working at Lehigh Valley Health Network, we want to hear about it. Maybe you’ve supported a colleague in need, made a patient’s or family’s day, found an outstanding money-saving idea or impacted our patients and visitors in another way. Tell us about it.

**Visit the intranet (lvh.com)**, click on “I’m Passionate About...” in the What’s New section, then fill out the form. You may be featured in a future *CheckUp*.

## Got a great story?

You work alongside colleagues who are driven to succeed... and each one of them has a story. If you have any story ideas about you or your colleagues, let us know.

**Visit the intranet (lvh.com)**, click on “*CheckUp* Story Ideas” in the What’s New section, then fill out the form. Your story may be featured in a future *CheckUp*.

## Women’s Heart Attack Warning Signs

- Pressure, fullness, or squeezing pain in the center of the chest, spreading to the neck, shoulder or jaw
- Chest discomfort with lightheadedness, fainting, sweating, nausea or shortness of breath
- Upper abdominal pressure or discomfort
- Lower chest discomfort
- Back pain
- Unusual fatigue
- Unusual shortness of breath
- Dizziness
- Nausea

If you have any of these symptoms, call 9-1-1 immediately.

—Rick Martuscelli

# Better Medicine Through Family Presence

We're developing network-wide guidelines to ensure families are a vital part of care

Jody Shigo, R.N., vividly remembers a 22-year-old patient admitted with a broken leg. It was getting late, and because he had a routine fracture that would be operated on the next day, his parents were encouraged to go home. Shigo and her colleagues on the transitional trauma unit routinely adhered to the old visitation hours of 11 a.m. to 8 p.m., and were sure the patient would be fine.

But within a few hours, the patient's condition dramatically changed. He developed a fat embolism, which can occur when fatty marrow from the bone break enters the circulatory system. The embolism went to his lungs. "He could have died," Shigo says, "And his parents weren't there."

The patient survived, but his experience forever changed Shigo's thinking about having families present. "We often think it's easier on families—and us—if they go home to rest or distract themselves from their loved one's trauma. Yet, it's more important for families to be here and participate in their loved one's care, if that's what they desire," says Shigo, now her unit's champion for family presence.

"Evidence shows family presence supports and comforts patients and families," says Kim Jordan, R.N., patient care services administrator. "It also improves safety, decreases medical errors and shortens length of stay." Jordan leads a team that recently established network guidelines for family presence, based on research, which includes eliminating the 11 a.m. to 8 p.m.

visitation hours. Their efforts are part of the Patient-Centered Experience 2016—a 10-year initiative to ensure ideal experiences for patients and families.

Departments and units will then adapt the guidelines to fit their specific patient populations. Shigo is implementing strategies to encourage family presence. During meetings, there is always an empty "family member" chair (which she hopes will someday have a family member) to remind colleagues to always consider families in decisions. The unit also plans to host town hall meetings where colleagues will use role-playing to discuss their health care experiences as parents, spouses, children or friends.

"This personalizes patient care and reminds us what patients and families go through," says Shigo, who still thinks of that 22-year-old patient. When he returned to Shigo's unit after being treated for the fat embolism, Shigo ensured his family was there—and she has done so with all of her patients since.

—Amy Hines

## A champion for family presence—

Jody Shigo, R.N., recently attended The Institute for Family-Centered Care Intensive Workshop in Calgary, Alberta, Canada. She returned with many ideas about incorporating families into care.



## Family Presence Defined

**Family presence:** The opportunity for family to be in the patient care area, in a location that affords visual or physical contact with the patient.

**Family:** Individuals with whom the patient shares an established relationship.

**Guest:** Individuals not identified as "family" by the patient or designee and who are not directly involved in the planning, observation and delivery of care.

**Health care team:** Includes patient, family and professional caregivers.

*To review the health network's family presence guidelines, visit [lvh.org/checkup](http://lvh.org/checkup).*

# Crime Stoppers

Colleagues' keen eyes keep our health network safe

While driving Lehigh Valley Hospital–Cedar Crest's shuttle, Dale Hetrick noticed something unusual. An orange Honda Accord was driving erratically up and down one of our parking lots. "I didn't recognize the car, and the driver didn't seem to be looking for parking," Hetrick says. So Hetrick called security, then followed the car and offered updates.

Meanwhile, grounds supervisor Victor Diaz and his crew were setting up snow markers. They too noticed the same orange Honda, and when the driver saw them, the Honda took off. Diaz and his crew jumped in their truck and followed him.

Quickly, our security officers—joined by police officers from Salisbury Township and Whitehall—had the Honda surrounded. The drivers were wanted for stealing global positioning systems (GPS) from cars at the Lehigh Valley Mall and were found with a GPS unit that was allegedly stolen 30 minutes prior to their apprehension.

"We were lucky to catch them before they broke into any cars here," Diaz says. "Once we heard about the incidents at the mall, we felt good about helping to stop them."

"Colleagues play a big role in keeping our health network safe," says security director Gerry Kresge. "We have a low crime rate here, and when colleagues take precautions and report suspicious activity, we can prevent crime before it happens."

—Erin Alderfer

*If you see any suspicious activity* around our health network, call our Crime Hotline (610-402-1087), or in an emergency, dial 555.



**Always on alert**—Quick thinking by Victor Diaz (left) and Dale Hetrick helped catch suspected criminals.

## Tips to Keep You Safe:

- Remove, hide or lock up GPS units (including the bracket and suction cup), laptops, CDs and other valuables.
- Don't leave a wallet or money in your lab coat or car.
- Ask for a security escort if leaving at night and alone.
- Don't park next to large vehicles or vehicles with heavily tinted windows.
- Park in well-lit areas.
- Be aware of your surroundings when approaching or leaving your vehicle.
- Travel to and from parking lots in a group when possible.
- Limit the valuables you bring to work, and secure them at all times. Keep your office door or desk drawer locked even when leaving for short periods.



# It's New for You

The intranet (lvh.com) sports a new look and plenty of new features. Visit the home page and you'll find:

- **Network news** featuring media releases and important information
- **Links to media stories** featuring our health network
- **Top stories** from the latest *CheckUp* and *Magnet Attractions*
- **Announcements** from e-mail's bulletin boards
- **Easier navigation**, including lists of most viewed intranet pages, recent searches and a "find fast" feature
- **National health headlines** from news sources

To offer your feedback on the new intranet, visit the home page and click on the link at the bottom of the page.

Also—Check out the redesigned human resources Web site on lvh.com. It now includes two main sections for manager resources and employee resources and easier access to forms and documents.

## Refer and Reap the Rewards

Since childhood, Kathy Murgitroyde (left) wanted to be a nurse. After a 32-year communications career, she decided to fulfill her dream. "I always heard good things about Lehigh Valley Health Network and knew that's where I wanted to work," Murgitroyde says. She also knew her sister's neighbor, Rosalie Favere, R.N., works in our adult psychiatry unit. Favere submitted Murgitroyde's name to our Employee Referral Program. Because Murgitroyde had some patient care experience working in a retirement community, she received a job as a 7A technical partner. Favere received a \$500 referral bonus. Murgitroyde, 54, is using our tuition reimbursement benefit to become a registered nurse.

**Do you know someone who has what it takes to work here?** If so, learn more about our Employee Referral Program on the human resources Web site at [hr.lvh.org](http://hr.lvh.org) or call 610-402-LVHR (5847).



## Guide to Our Care

Look here each month to learn something new about the health care services we provide

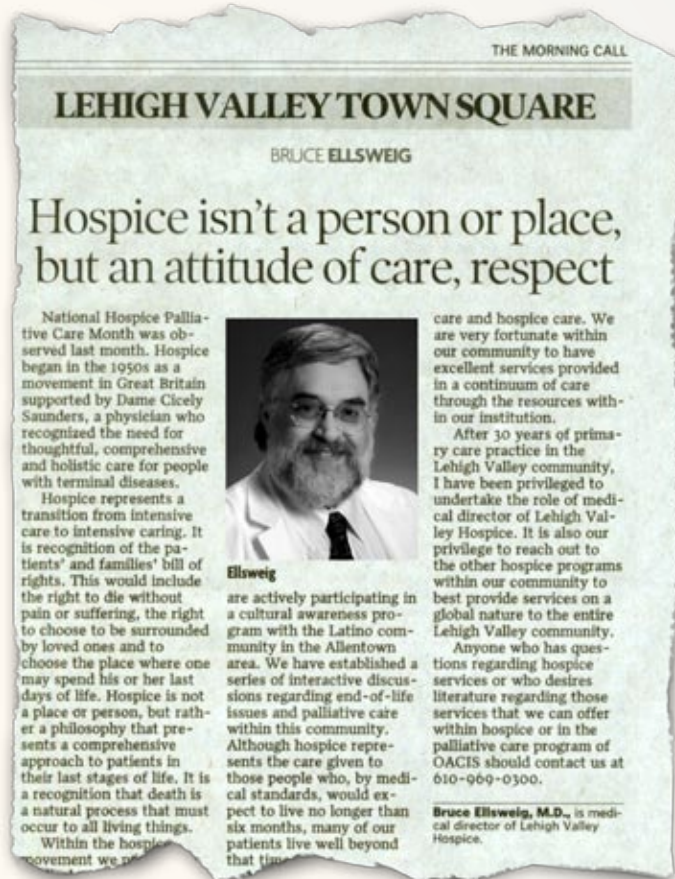
### Stroke Care

Our stroke center colleagues are educating emergency medical services professionals and our community about stroke symptoms. One important lesson: knowing the time when symptoms started. Getting treatment within three hours of a stroke is vital. Symptoms include weakness or numbness on one side of your body; confusion or difficulty speaking or understanding; blurry vision; severe headaches and dizziness.

### Cancer Care

If you or your loved one receives a cancer diagnosis, you can get a second opinion at our Cancer Consultative Services. You'll see an entire team of specialists the same day. The team will review every aspect of your case and offer the best treatment recommendation. This approach is most effective.

# The Buzz in Our Community



Easton Mayor Sal Panto serves a sampling of Crock Pot Cranberry, one of four alcohol-free beverages featured at this year's Lehigh Valley Regional DUI/Highway Safety Task Force spirit-free holiday mix-off. Lehigh Valley Health Network hosted the event for the eighth straight year to promote safe holiday driving. The winning drink: Bethlehem Mayor John Callahan's Holiday Party Punch. 69 News (WFMZ-TV), WAEB-AM/B104-FM, *The Morning Call* and the *East Penn Press* covered the event.

Here are other headline-makers:

- For bringing biodegradable plastic bags to our health network, waste management specialist **Linda Zengen** was quoted in numerous articles, including *The Wall Street Journal's* MarketWatch.
- **Abundance Day** was featured in *The Express Times*.
- **Lehigh Valley Health Network** was featured in *The Express Times* and *The Morning Call* for supporting Bethlehem's Southside Vision 2012 project.
- *The Morning Call*, 69 News (WFMZ-TV), Blue Ridge Cable TV-13, *The Express Times* and the *Eastern Pennsylvania Business Journal* covered our health network's **Annual Meeting and Health Expo**.
- *The Morning Call* and *The Express Times* featured the **Center for Healthy Aging's** annual tree-decorating contest.

—Matthew Burns

Read and view our news online.  
Go to [lvh.org/news](http://lvh.org/news) for the latest media coverage!

## Heart Care

We educate women how to be heart-healthy during Heart Help for Women events. Bring a friend to the next one (Feb. 6 at 6:30 p.m., Kasych Family Pavilion). Heart disease survivors will tell you about the symptoms they ignored. Plus, you'll learn about the latest weapons to fight heart disease.

## Burn Care

Our TeleBurn service gives physicians and patients in outlying communities immediate access to our Regional Burn Center specialists. Physicians in partnering hospitals upload photos and information about patients' burn injuries to our Burn Center's secure Web site for our physicians to review them. The physicians then consult by phone to determine if patients need to be transferred here.

## Pediatrics

Our nationally certified child passenger safety technicians inspect more than 500 child safety seats each year. It's a well-needed service, considering during recent inspections Pennsylvania State Police found that nearly 80 percent of car seats were incorrectly installed. Our technicians regularly host car seat inspections throughout the community. To register, call 610-402-CARE from 8:30 a.m. to 5:30 p.m.

## Pride in Our People



**1. Step right up**—Patients at College Heights OBGYN Associates (like Marla Wehrheim, pictured) and OBGYN Associates of the Lehigh Valley can check-in for appointments through a computerized kiosk. Patients are able to confirm insurance information and pay co-pays, speeding up check-ins, especially for obstetrics patients with frequent appointments. You may see more kiosks in our health network soon; diagnostic care is considering them for patients who require regular lab tests.

**2. Talk about passion!**—It was a record-breaking year for employee forums. More than 4,188 colleagues attended 46 forums, and close to 1,200 people watched the forum on the intranet or DVD. You told us you left inspired after learning about our passion for better medicine. Jonathan Davidson

was one of 25 lucky winners of a \$50 Visa gift card. Find a complete list of winners at [lvh.org/checkup](http://lvh.org/checkup).

**3. Sharing our expertise**—MedEvac professionals (l-r) Joe Rycek, Larry Murphy, Karen O’Leary and Anne Snyder showed community members our transport and monitoring systems that allow us to care for seriously injured newborns during December’s Community Annual Meeting and Health Expo. Nearly 600 guests learned about our health network’s 2008 accomplishments from president and chief executive officer Elliot J. Sussman, M.D., then toured the newest patient-care technology in trauma, burn, cancer, neurology, neurosurgery and pediatric care

**Read more** PRIDE in Our People at [lvh.org/checkup](http://lvh.org/checkup).

## We Value Your Feedback

Take the employee survey online Jan. 15-29

**SURVEY SAYS!**

We’re one of America’s best places to work because of your input. A great way for you to communicate your thoughts is through our employee survey. You can take this year’s online survey 24/7, Jan. 15-29 at home or work in 15-20 minutes. Your responses will remain anonymous, and the results will be tabulated by an outside consulting firm. We’ll share the results in a future issue of *CheckUp*.

- **Before you begin**, confirm your cost center with your manager.
- **Participate** via the Internet at [www.healthstream-surveys.com/LVHN](http://www.healthstream-surveys.com/LVHN) (Password: LVHN09) or click on the 2009 Employee Satisfaction Survey link on our Intranet home page. (It’s in the middle of the home page found in the rotating banner messages.)
- **When you’re done**, complete a prize ticket and deposit it in one of several boxes throughout the network for a chance to win a Visa gift card.

## Schedule

For more details on classes (including times and costs), call 610-402-CARE or visit [lvh.org/checkup](http://lvh.org/checkup).

### Rapid Improvement Events

**Feb. 9-13**—Lab test access/utilization and quality/demand work continues all week.

Final report-outs at 8:30 a.m.; Feb. 13, LVH-CC auditorium (broadcast to LVH-17 and LVH-M)

### Culture of Wellness

**Starting Feb. 2**—Exercise for Life

**Starting Feb. 3**—Everyday Tai Chi

**Starting Feb. 3 and 19**—Energizing Yoga

**Starting Feb. 4**—Pilates Express

**Feb. 17**—Anti-Aging Mineral Makeup Seminar

**Starting Feb. 19**—Body Wedge 21™

**Starting Feb. 23**—Interval Express

**Starting Feb. 26**—FlashFit

**Starting Feb. 26**—Relaxing Yoga

### Benefits

**Discover Your Discounts**—Popcorn To Go  
10% off with your LVHN ID badge

**Refer a Physician**, Earn \$500

### Special Events

#### Blood Drives

**Wed., Feb. 4**; 7-11:30 a.m.; LVH-Muhlenberg; conference rooms C and D

**Fri., Feb. 27**; 6 a.m.-4:30 p.m.; LVH-CC, Kasych Family Pavilion

### Recreation Committee Trips

**May 16**—Fantasticks off-broadway show

**May 30**—NYC On Your Own

**June 13-14**—Washington, D.C.

**June 27-28**—Hershey and Lancaster overnight trip

## Service Star of the Month

Sandeep Patel, D.O.  
emergency department

### Emergency medicine resident

**Sandeep Patel, D.O.**, grew concerned when his neighbor's behavior became peculiar. He had a hunch the man needed medical care, but knew he had refused treatment in the past. This time Patel persisted, and after gaining his neighbor's trust, brought him to Lehigh Valley Hospital-Cedar Crest's emergency department.

There, Patel's colleagues discovered the man had developed severe bleeding in his skull and fell seriously ill. Through teamwork, colleagues helped to save the man's life.

"I have always admired when colleagues bring family or friends to be seen," says Patel's colleague, Jonathan Aki, D.O. "Sandeep took the time to really get to know his neighbor and cared enough to bring him here. His genuine concern and generosity saved a life."

—Matthew Burns



### Congratulations to Award Nominees

**Jerry Lemanek, R.N.**, employee health services

**Judith Knoop, mental health counselor**, AIDS Activities Office

**Kerrieann Pinkney, M.D.**, pediatric intensive care unit

**Claire McGinley, administrative partner**, emergency department

#### Things to remember when nominating a Service Star:

- Choose one or two colleagues, not a group.
- Tell a story. Specifically explain how the colleague did something extra special.
- You don't have to provide direct patient care to be a Service Star. All colleagues can be nominated.

**To nominate a star**, go to the intranet at [lvh.com](http://lvh.com). Go to the "Find Fast" box and click on **Service Star Nomination**.

# HAPPY ANNIVERSARY

February 2009

## 35 Years

**Kathy Marth**  
Management Suite

## 30 Years

**Rebecca Bartow**  
Infection Control  
**Patricia Flamisch**  
Mailroom  
**John Lehr**  
Emergency Preparedness  
**Sally Pyne**  
G.I. Lab  
**Lynette Rehrig**  
Behavioral Health

## 25 Years

**Cheryl Barry**  
5B Medical-Surgical  
**Jean Hagenbuch**  
Medical Records  
**Theresa Heigl**  
Emergency Department  
**Adele Parker**  
Family Health Center  
**Cynthia Rosevelt**  
ASU-PACU/OR

## 20 Years

**Leslie Baga**  
Surgery Research  
**Lori Bechtel**  
Supply Distribution Services

**Susan Borger**  
Diagnostic Radiology  
**Donna Flurer**  
General Services  
**Gloria Gelfo**  
Patient Accounting  
**Keith Greene**  
Engineering  
**Denise Hersh**  
Bed Management  
**Mary Humes**  
Pharmacy  
**Nancy Marx**  
Mother-Baby Unit  
**Lisa Ondush**  
Emergency Department  
**Mary Onifer-Smith**  
Labor and Delivery

**Lori Reiner**  
Staffing Office  
**Mary Sandholm**  
Radiology  
**Stephanie Sawka**  
Sterile Processing  
**Margaret Smith**  
Nursing Float Pool

## 15 Years

**Eileen Charlton**  
Information Services  
**Lisa Iannelli**  
Compliance  
**Nikki Leonzi**  
Early Care and Education Ctr  
**Carol Murmello**  
Home Care

**Anna Ortiz**  
4A Medical-Surgical  
**Gerald Rodriguez**  
Weight Management Center  
**Patti Weaver**  
Psychiatric Rehabilitation

## 10 Years

**Randy Bankes**  
Information Services  
**Eileen Borbacs**  
NICU  
**Deanna Clymire**  
LVP  
**Joyce Costenbader**  
LVP  
**Cynthia Davis**  
Hematology-Oncology Associates  
**Jennifer Haas**  
Spectrum Administrators  
**Marianne Kostenbader**  
Emergency Medicine Institute  
**Tammy Mathisen**  
HealthWorks  
**Lori McMichael**  
Nurse Staffing Office  
**Jean Parenti**  
Supply Distribution Services  
**Robin Rex**  
5T Medical-Surgical  
**Susan Vrablic**  
Cancer Center  
**John Wheary**  
Emergency Department



## Celebrating 30 years!

**Patricia Flamisch**  
Mail Clerk

### Most Memorable Moment Here

During a bad snow-and-ice storm, my husband walked me here so I wouldn't slip and fall.

### My Inspiration

A sense of humor, teamwork and pride

### Best Virtues

Dedication, patience and helping others

### Other Areas Where I Worked

Food service, pediatrics

### Favorite Pastimes

Fishing, listening to music, spending time with my children and grandchildren

### Favorite Cafeteria Foods

Soup and salad, and the mile-high nachos

## 5 Years

**Angela Acevedo**  
Emergency Department  
**Sharon Agonis**  
Cardiovascular Research  
**Diane Bartman**  
Lehigh Internal Medicine  
**Christopher Bigg**  
Supply Distribution Services  
**Brian Blagbrough**  
Information Services  
**Jane Cappelletto-Culp**  
Cancer Center  
**Brooke Deisher**  
Transitional Trauma Unit  
**Maria Ebert**  
LVP  
**Denise Flok**  
Diagnostic Radiology  
**Susan Friend**  
Institutional Review Board  
**Michael Froehlich**  
Burn Center

**Shiela Gates**  
6T Medical-Surgical

**Francine Guevarra**  
5C Medical-Surgical

**Roslyn Harris**  
ICU

**Jacqueline Harris**  
Hospice

**Kevin Hartman**  
Emergency Department

**Ingrid Heller**  
General Services

**Carol Hentzel**  
7C Medical-Surgical

**Karima Jones**  
College Heights OBGYN

**Mary Konek**  
Cancer Center

**Debra Lilly**  
Lehigh Internal Medicine

**Jennifer Morrison**  
Base Service Unit

**Rebecca Oren**  
6T Medical-Surgical

**Wayne Oren**  
7T Medical Surgical

**Arlene Padilla**  
Human Resources

**Nancy Parker**  
Hematology-Oncology Associates

**Stacey Petrowski**  
5B Medical-Surgical

**Lisa Rossillo**  
Hospice

**Sylvia Sanchez**  
TNICU

**Catharine Solomon**  
Patient Transport

**Tasha Torres**  
Central Scheduling

**Dena Whitehouse**  
LVP

**Danielle Widrick**  
Diagnostic Radiology

**Robyn Young**  
Emergency Department



Intranet: [lvh.com](http://lvh.com) • Internet: [lvh.org](http://lvh.org)

**CheckUP is a magazine for employees of**

**LEHIGH VALLEY HEALTH NETWORK**

Marketing and Public Affairs  
P.O. Box 689 • Allentown, PA

### INTERNAL COMMUNICATIONS

Susan Hoffman

### EDITOR-IN-CHIEF

Pamela Maurer

### EDITORS

Sally Gilotti, Kyle Hardner

### DESIGN

Nathan Billman, Michael Hess,  
Paula Horvath Yoo

### PHOTOGRAPHY

Scott Dornblaser, Amico Studios

### PRODUCTION ASSISTANT

Cory Prohaska

Non-Profit Org.

Postage

PAID

Allentown, PA

Permit #1922